



UCL Division of Psychology and Language Sciences

Student Handbook 2017/18

for students on the following programmes:

MSc Human-Computer Interaction,
PGDip Human-Computer Interaction,
PGCert Human-Computer Interaction

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1. Welcome to UCL

1.1 Provost's Welcome

Dear students

To those of you who are returning, welcome back. To those of you who are new, congratulations for choosing UCL as your university. Great minds don't think alike and the reasons for your choice will be unique to you. But there are certain features of a UCL education that are constant, whatever your programme.

Through our Connected Curriculum, we seek to give you the opportunity to learn by participating in research and enquiry at all levels of study. You will be stretched intellectually, your programmes enriched by world-leading researchers pushing the boundaries of knowledge. You will have access to excellent digital and physical learning resources as well as a taught curriculum that makes our graduates so employable.

This doesn't mean that your journey will be the same as everyone else's. You can shape UCL and your experience within it. Take our university-wide surveys and make your voice heard. Become a ChangeMaker or an Academic Representative and work in partnership with academics to make your programme of study even better.

You'll also have opportunities to learn outside your degree programme. Participate in our Global Citizenship Programme, exploring ways of addressing some of the world's most pressing challenges in the two weeks of summer term following exams. Get involved with amazing volunteering opportunities (coordinated by the Volunteering Services Unit) and make a difference locally. Investigate opportunities for entrepreneurship through UCL Innovation and Enterprise.

UCL is first and foremost a community of great minds. You are a valuable member of that community. I hope you will take every opportunity to shape your time here, so that your experience is the best possible.

Professor Michael Arthur
UCL President and Provost

2 Information about the Department and Faculty

2.1 Welcome to UCL Interaction Centre (UCLIC)

UCLIC is a world leading Centre of Excellence in Human-Computer Interaction teaching and research, studying interactions between people and technology, drawing on the best scientific traditions in Computer Science and Human Sciences, and working collaboratively with the research community and industry. It is directed by Professor Yvonne Rogers and is housed jointly between the Department of Computer Science and the Division of Psychology and Language Sciences. During the last two years it has grown to over 40 interdisciplinary researchers (10 faculty staff, 14 post docs, 28 PhD students), working in a diversity of areas including ubiquitous computing, pervasive healthcare, behavioural change, in-the-wild studies, task performance, adaptive interfaces, design practice, affect and emotion, and new interaction techniques.

UCLIC is a successor to the Ergonomics Unit, which was founded in the mid-1960s as an intercollegiate organisation with its UCL roots in Engineering. The concerns at this time were focused on the physical environment (heat, lighting, stress). As interests shifted more towards the cognitive, the Ergonomics Unit moved to be associated with the Psychology Department until 2001. As interests shifted again to interaction with computer systems, UCLIC was established in 2001, with the involvement of UCL Computer Science, as a centre for Human-Computer Interaction research and teaching. The Centre has moved office a number of times starting out in offices on Tottenham Court Road and moving to the main campus in 2008, where it was co-located with Computer Science in the Malet Place Engineering Building. UCLIC moved into its current Gower Street offices in 2015 with some Labs retained in Malet Place.

UCLIC is housed jointly by UCL Computer Science and UCL Division of Psychology and Language Sciences. Staff and research students are employed by one of the two departments but in practice UCLIC staff collaborate and teach on the postgraduate programme as a team. The MSc/PGDip/PGCert in Human Computer-Interaction is administered through the Division of Psychology and Language Sciences (PALS) which is part of the Faculty of Brain Sciences. Students on the HCI programme are registered in PALS. Oversight of the programme rests with the Faculty of Brain Sciences and we report to and follow their processes for administration, assessment and quality assurance

2.2 UCLIC Staff Related to the Programme

A full staff directory can be found at <https://uclic.ucl.ac.uk/people>

Professor Yvonne Rogers
UCLIC Director

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Key Contacts

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Module Convenor PSYCGI21

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Dr Nicolai Marquardt

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Senior Lecturer
Module Convenor PSYCGI10, Co-convenor PSYCGI17

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Professor Daniela Romano

Senior Teaching Fellow

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Honorary Staff

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Honorary Senior Lecturer

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Teaching Support Staff

Judith Borghouts
Demonstrator

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Administrative Staff

Dr Louise Gaynor

UCLIC Manager

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2.2.1 Explanation of Staff Roles

Programme Director - responsible for the academic content and management of the MSc Programme.

Module Convenors - responsible for the academic content and management of individual modules. Sometimes the management of a module is shared between two co-convenors.

Senior Teaching & Learning Administrator - responsible for the day to day administration of the programme.

2.3 Introduction to the Division of Psychology and Language Sciences

For administrative purposes the MSc Human Computer Interaction sits with the [UCL Division of Psychology and Language Sciences](http://www.ucl.ac.uk/pals/) (<http://www.ucl.ac.uk/pals/>) This is the largest such department in the UK with over 120 academic staff and 1500 students studying at undergraduate and postgraduate level. It was formed in 2008 to bring together in a single organisation UCL's research and teaching in the psychological and language sciences (research departments listed below). The Division is part of [UCL's Faculty of Brain Sciences](http://www.ucl.ac.uk/brain-sciences) (<http://www.ucl.ac.uk/brain-sciences>) which is one of four faculties within the [School of Life and Medical Sciences](http://www.ucl.ac.uk/slms) (<http://www.ucl.ac.uk/slms>), one of the largest and strongest concentrations of biomedical research in the world. The Faculty ranks 2nd globally (behind Harvard) for research in neuroscience/behaviour and psychiatry/psychology, with three staff amongst the 20 most highly cited scientists globally in neuroscience and behaviour, and winning research income of over £50 million annually.

A major element of the Division's activity is its undergraduate and graduate teaching. We offer undergraduate BA programmes in Linguistics, and BSc programmes in Experimental Linguistics, Psychology, Psychology and Language Sciences, and an Intercalated BSc programme for medical students. As well as being able to conduct graduate research towards a PhD degree, we offer Masters degrees in topics as diverse as decision sciences, business psychology, neuroscience, psychopathology, human-computer interaction, and linguistics, plus professional training courses in clinical psychology, educational psychology, psychotherapy, and speech and language therapy.

You can [read more about the Division on our Wikipedia page](https://en.wikipedia.org/wiki/UCL_Division_of_Psychology_and_Language_Sciences) (https://en.wikipedia.org/wiki/UCL_Division_of_Psychology_and_Language_Sciences)

You follow us on social media

[Twitter](#) (@UCLPALS),

[Facebook](https://www.facebook.com/uclpals) (<https://www.facebook.com/uclpals>)

[Instagram](https://www.instagram.com/uclpals/) (<https://www.instagram.com/uclpals/>)

2.4 PALS Research Departments:

- Clinical, Educational and Health Psychology (CEHP) <http://www.ucl.ac.uk/pals/research/cehp>
- Experimental Psychology (EP) <https://www.ucl.ac.uk/pals/research/experimental-psychology/>
- Institute of Cognitive Neuroscience (ICN) <http://www.ucl.ac.uk/icn/>
- Language and Cognition <http://www.ucl.ac.uk/pals/research/langcog>
- Linguistics <http://www.ucl.ac.uk/pals/research/linguistics>
- Speech Hearing and Phonetic Sciences (SHaPS) <http://www.ucl.ac.uk/pals/research/shaps>
- UCL Interaction Centre (UCLIC) <https://uclic.ucl.ac.uk>

2.5 The Division of Psychology and Language Sciences within the Faculty of Brain Sciences

UCL's academic structure consists of 11 faculties. PaLS is one of the divisions in the [Faculty of Brain Sciences](#).

The other divisions are:

- Ear Institute <http://www.ucl.ac.uk/ear/homepage>
- Institute of Ophthalmology <http://www.ucl.ac.uk/ioo/homepage>
- Institute of Neurology <http://www.ucl.ac.uk/ion/>
- Division of Psychiatry and Language Sciences <http://www.ucl.ac.uk/pals>

2.6 Key staff members within PaLS and faculty

You can find information about your programme directors, module coordinators and teaching administrators above. These are the people with whom you will be in most frequent contact and whom you should approach if you have any questions or suggestions about your studies at UCL.

The Faculty Education Office deals with a number of aspects relating to students in PaLS, e.g. interruption requests, severe extenuating circumstances or communication with the Student Loans Company. You may therefore also be in contact with our Faculty Tutor, Dr Julie Evans, or our Faculty Education Officer, Ms Nafisa Wagley. Contact details are available at <http://www.ucl.ac.uk/brain-sciences/our-people/faculty-contacts>.

3 Key dates

3.1 UCL Term Dates: 2017/18

First Term	Monday 25 September 2017 – Friday 15 December 2017
Second Term	Monday 08 January 2018 – Friday 23 March 2018
Third Term	Monday 23 April 2018 – Friday 08 June 2018

For those departments that operate them, Reading Weeks are the weeks beginning Monday 06 November 2017 (Term 1, Week 7), and Monday 12 February 2017 (Term 2, Week 6).

Christmas College Closure	Close 5.30pm Friday 22 December 2017
	Open 9.00am Tuesday 02 January 2018
Easter College Closure	Close 5.30pm Wednesday 28 March 2018
	Open 9.00am Thursday 05 April 2018
Bank Holidays	Closed - Monday 07 May 2018
	Closed - Monday 28 May 2018
	Closed - Monday 27 August 2018

Further information:

- [Term dates 2017/18](#)

3.1.2 Final Verification for Student term 2 module choices

Student confirmation: Wednesday 06 December 2017

Department confirmation to SRS: Friday 15 December 2017

3.1.3 Main UCL Examination Periods 2017/18

Examination Period: Wednesday 25 April – Friday 08 June 2018 – UCLIC does not schedule exams in this period

Late Summer Assessment Period: Monday 20 August – Friday 07 September 2018

3.2 MSc HCI Examinations

The core module PSYCGI21 Interaction Science is partly assessed by a 3-hour unseen examination. This has provisionally been scheduled to take place in the afternoon of the last Monday of Term – **11th December 2017**.

3.3 MSc Main Coursework Deadlines

Term 1 Final Coursework Deadline: Monday 8th January 2018

Term 2 Final Coursework Deadline: Tuesday 8th May 2018

4. How UCL and the department will communicate with students

UCL will communicate with students via:

- **UCL student email** – Students should check their UCL email on a daily basis. <http://www.ucl.ac.uk/isd/services/email-calendar>
- **UCL Moodle** – UCL's online learning space where learning resources and other essential information is made available. <https://moodle.ucl.ac.uk/>

In addition, more general information and news are also communicated via

- **myUCL** – A weekly term-time e-newsletter to all students (undergraduate and postgraduate) at UCL, which covers key internal announcements, events and opportunities.
 - **UCL Instagram** – UCL's official Instagram channel, featuring news, events, competitions and images from across the UCL community. <https://www.instagram.com/ucl/>
 - **@ucl Twitter channel** – Sharing highlights of life at UCL from across UCL's diverse community. <https://twitter.com/ucl>
 - **UCLIC News Pages** <https://ucl.ac.uk/news-events-seminars>
 - Twitter @ucl <https://twitter.com/ucl>
 - Facebook <https://www.facebook.com/UCLIC>

5 The Programme

5.1 Programme Structure

Human Computer Interaction PGT Programme	MSc	PGDip	PGCert
30 Credit Core Modules (Autumn Term) PSYCGI17 Interaction Design PSYCGI21 Interaction Science	Compulsory	Compulsory	1 x 30 credit core module.
15 Credit Option Modules (Spring Term) PSYCGI10 Future Interfaces PSYCGI15 Affective Interaction PSYCGI16 Physical Computing & Prototyping PSYCGI18 Human Factors for Health PSYCGI19 Persuasive Games PSYCGI20 Accessibility & Assistive Technologies PSYCGI22 User-Centred Data Visualisation	4 x 15 credit option modules	4 x 15 credit option modules	2 x 15 credit modules or the remaining 30 credit core module
60 credit MSc Project (Summer)	Compulsory		
Total Credits	180	120	60
Duration (Full Time)	12 months	9 months	n/a
Duration (Modular Flexible)	2 - 3 years*	2 - 3 years	1 Term - 2 years

*In exceptional circumstances Modular Flexible students are permitted to take up to 5 years to complete the MSc. However, as UCL does not allow interruption for modular flexible students (students may instead enrol for one year but not register for modules) the Programme Director will not normally approve an initial study plan of more than 3 years.

5.2 Information on assessment

5.2.1 How will students be assessed?

Modules are assessed through a mixture of coursework and exams. Coursework is varied and includes design portfolios, presentations, videos, reflective reports, and online peer learning tasks as well as more traditional academic essays. This allows students to develop and demonstrate a broad range of skills that are valued by employers or useful for further study. MSc students complete an individual research project. A full list of the assessments currently part of the programme is included in the following table.

Module code	Module Title	Type	Assessment type	% Weight In Module
PSYCGI17	Interaction Design	CORE	Group Report	20
PSYCGI17	Interaction Design	CORE	Group Presentation (Video)	10
PSYCGI17	Interaction Design	CORE	Individual Design and Evaluation Portfolio	70
PSYCGI21	Interaction Science	CORE	Peerwise	5
PSCYGI21	Interaction Science	CORE	Exam (3 hour unseen)	45
PSYCGI21	Interaction Science	CORE	Coursework (4000 words)	50
PSYCGI10	Future Interfaces	OPTION	Coursework (3000 words)	100
PSYCGI15	Affective Interaction	OPTION	Coursework (2500-3000 words)	100
PSYCGI16	Physical Computing & Prototyping	OPTION	Physical Computing Design Portfolio	70
PSYCGI16	Physical Computing & Prototyping	OPTION	Term Project (Presentation & Video)	30
PSYCGI18	Human Factors for Healthcare	OPTION	Coursework (2500-3000 words)	100
PSYCGI19	Persuasive Games	OPTION	Group Presentation	30
PSYCGI19	Persuasive Games	OPTION	Individual Design Portfolio	70
PSYCGI20	Accessibility and Assistive Technologies	OPTION	Project Report	100
PSYCGI22	User-Centred Data Visualisation	OPTION	Portfolio Preview Presentation	20
PSYCGI22	User-Centred Data Visualisation	OPTION	Individual Portfolio	100
PSYCGI98	MSc HCI-E Project	CORE	Report	100

For each assignment, you will be provided with a briefing sheet that gives details of submission deadlines and methods, and assessment criteria specific to the assignment.

5.2.2 What are the marking criteria and learning outcomes?

The PGT Programme in Human Computer Interaction has the following learning outcomes.

- To understand the relevance and application of human physical, cognitive, social and affective knowledge to the design of interactive systems.
- To analyse the user requirements for an interactive system or product.
- To understand the influence of context of use (both local and organisational) on user-system interaction.
- To characterise a range of human-computer interaction and user-centred design styles and apply these to software and hardware design.
- To test and analyse user performance, preferences and experience in relation to human-centred interactive systems.
- To apply a range of HCI research and development techniques to any of the above.
- To acquire a range of transferable skills and the independent learning ability to equip students for future positions in industrial, academic or consultancy jobs.

5.2.2 What marking scale is in use on the programme?

Descriptor MSc Award	% Mark	Modules – Descriptor	Project – Descriptor	Notes to Guide Examiners (marks for individual questions)
MSc Distinction	85 – 100	Exceptional Performance	Exceptional Performance	An excellent answer, original, could not be improved on.
MSc Distinction	75 – 84	Outstanding Performance	Outstanding Performance	Clear distinctive answer; almost everything included that you can think of (containing critical discussion of facts or evidence). Well argued, to the point. No significant errors.
MSc Distinction	70-74	Low Distinction	Low Distinction	A very good answer, correct and well written. Project: A well-defined research question in HCI with substantial effort to place in context of existing research. Methods or approaches from HCI are used or adapted skilfully.
MSc Merit	66-69	High Merit	High Merit	A well organised and well expressed answer which shows clear understanding; a good number of correct facts, with no significant errors, but lacking the quality of a distinction class answer.
	65	Merit	Merit	
MSc Merit	60-64	Low Merit	Low Merit	
MSc Pass	56-59	High Pass	Solid Pass	Undoubtedly sufficient to pass but not enough detail, and/or not sufficiently well constructed or well argued to be considered for a Merit. May have had potential for a higher grade but contains one or two significant errors. Project: Good research question with clear context in HCI. Appropriate attempt to apply HCI methods or approaches.
	55	Pass	Pass	
	50-54	Low Pass	Low Pass	

MSc Fail	40-49*	Condonable Fail	Fail	<p>Barely adequate number of relevant facts or a muddled presentation, important errors or very poor expression of material. Poor judgment about what is important.</p> <p>Project: Failure to employ HCI methods or approaches with appropriate rigour.</p> <p>Taught module: Condonable pass up to 30 credits.</p>
Clear fail	30-39**	Clear Fail	Clear Fail	Inadequate information, small amount of good material with several errors. No judgement about balance of what is important or what is trivial. With a little extra work, candidate could pass.
Weak fail	20-29**	Weak Fail	Weak Fail	Tries to answer question set but has weak knowledge of subject/core concept. Numerous errors, poor presentation
				Doesn't answer question set; little understanding of topic/core concepts but makes a few (1-3) relevant points.
Incomplete/ Inadequate	0-19**	Incomplete/ Inadequate	Incomplete/ Inadequate	Doesn't answer question set or is unacceptably brief, little/no understanding of the topic/core concepts but makes a single relevant point.
				Irrelevant/unintelligible and/or doesn't answer question set or fails to provide an answer.

5.2.3 How will marks be combined to reach a classification?

The award and classification criteria for Postgraduate Taught Programmes can be found in the Academic Manual <http://www.ucl.ac.uk/srs/academic-manual/c4/pgt-assessment/classification#top>

5.2.4 How and when will students receive feedback on their work and what will it look like?

For summative written assessments submitted to TurnItIn via Moodle provisional marks and written feedback will usually be given via Moodle using the Grademark interface of TurnItIn. Guidance on using this system can be found in the Moodle Student Help functions. For presentations and some group projects you will receive feedback via a Moodle or by e-mail from the tutors. You will be advised by tutors of any other methods of written feedback. Provisional marks and feedback will be provided within the UCL service standard for feedback (see below).

Provisional marks will usually have been moderated by another examiner from the HCI programme before they are returned to you are intended to give you an indication for the overall quality of the work, and of your progress in your studies.

Marks are agreed and ratified at the Board of Examiners meeting, at which an External Examiner is present. Marks may be changed for a number of reasons including: to take account of extenuating circumstances; on advice of the External Examiner to ensure appropriate MSc standards; or for any other academic reason at the discretion of the Board of Examiners.

When all markers have assessed your work, the Board of Examiners will meet to agree the final outcome of your studies. Following the MSc HCI Board of Examiners meeting you will receive a letter detailing your provisional degree result. This letter will usually be sent within 5 working days of the Board of Examiners meeting. Final results confirmed by Faculty and UCL Board of Examiners will not be released until after all the boards have met and will be accessible via the Portico system. Formal transcripts and degree certificates will be issued by UCL Registry. These will normally be sent out in early December to the permanent address listed in Portico.

If you have failed any modules, or the whole Degree or Diploma course requirements, a letter will be sent to you outlining instructions for re-entry.

Feedback on your studies is not limited to formal feedback on summative assessments. Formative feedback on your progress may also be provided in other ways. These include but are not limited to:

- Responses to questions in lectures / seminars
- Discussion with tutors / personal tutors
- Comments on drafts
- Marks and comments on practice assignments
- Peer marking exercises

5.2.5 UCL Feedback Turnaround Policy

Regular feedback is an essential part of every student's learning. It is UCL policy that all students receive feedback on summative assessments within one calendar month of the submission deadline. This feedback may take the form of written feedback, individual discussions, group discussions, marker's answers, model answers or other solutions (although students should note that UCL is generally unable to return examination scripts or comments on the same). Students writing dissertations or research projects should also expect to receive feedback on a draft on at least one occasion.

If, for whatever reason, a department/division cannot ensure that the one calendar month deadline is met then they will tell students when the feedback will be provided - it is expected that the extra time needed should not exceed one week. Where feedback is not provided within the timescale, students should bring the matter to the attention of their Departmental Tutor or Head of Department.

Further information:

- UCL Feedback Turnaround Policy <http://www.ucl.ac.uk/srs/academic-manual/c4/feedback/#8.2>

5.2.6 Examinations

Students must ensure that they are aware of the regulations governing written examinations detailed in the UCL Examination Guide for Candidates on the Examinations and Awards website. Students should pay particular attention to the regulations around examination irregularities. Students who are suspected of any form of cheating or of breaching the Examination Regulations will be investigated under UCL's Examination Irregularities and Plagiarism procedures.

Further information:

- [Examinations and Awards website](http://www.ucl.ac.uk/current-students/exams_and_awards) http://www.ucl.ac.uk/current-students/exams_and_awards
- [Examination Regulations](https://www.ucl.ac.uk/srs/academic-manual/c4/examinations/principles) <https://www.ucl.ac.uk/srs/academic-manual/c4/examinations/principles>
- [Examination Irregularities and Plagiarism procedures](https://www.ucl.ac.uk/srs/academic-manual/c4/irregularities-plagiarism/principles) <https://www.ucl.ac.uk/srs/academic-manual/c4/irregularities-plagiarism/principles>

5.2.7 Instructions for Coursework Submission

All written assessments are to be submitted via the Moodle course for the module using the relevant TurnItIn or Moodle assignment.

File Formats

Your coursework must be submitted in one of the following file formats

- A Microsoft Word document with the file extension **.doc or .docx** at the end,
- A Portable Document Format (PDF) with the file extension **.pdf** at the end.

You must submit a single file for each coursework. DO NOT use multiple files. Reference lists, appendices, diaries must be included in the single coursework file.

File Name

You must use the following naming convention for your files. Candidate Number-module abbreviation. Please separate your candidate number from the module code with a dash.

e.g. **YYZZ6-PSYCGI21 for Interaction Science.**

Where coursework is divided into parts, please indicate this at the end with the relevant letter after a dash. e.g. **YYZZ6-PSYCGI21 for Interaction Science.**

Your Candidate Number & Anonymity

Candidate numbers are issued by UCL Examinations Office. You can find your candidate number in **Portico** by clicking on the “My Studies” link on your homepage. It will consist of **4 letters** and **1 number** e.g. **YYZZ6**. Candidate numbers are used to allow anonymous marking of examinations and coursework and for communicating results. **DO NOT** include your name or Student Record Number anywhere in your files or file names as this will break anonymity. Students are responsible for ensuring they follow instructions for maintaining anonymity and work will not be marked anonymously where students fail to follow instructions intended to preserve anonymity.

Cover Sheets

You must include the coursework cover sheet as the first page of all coursework files. The coversheet will be available as a word document in the Module Course for each module.

Formatting

Please insert a footer containing your candidate number, page number and abbreviated coursework name.

E.g. YYZZ6

Page 1

IxS

After your last entry on the last page, the word **END** is written in capitals, to show where the coursework finishes. (See template below)

Have you included everything required?

It is the student’s responsibility to submit the correct file and to ensure that coursework is complete.

It is possible to submit multiple revisions of a coursework file to Moodle before the deadline. However, please bear in mind that the version that is submitted to Moodle at the time of the deadline (or extended deadline where applicable) will be considered final; only this version will be marked. You cannot continue to submit **REVISED** work after the deadline has passed; it will not be marked. Initial submissions received after the deadline will be accepted but will incur late penalties (see details below).

You will be asked to agree with the following plagiarism declaration:

- I declare that by uploading my coursework on Moodle all material is entirely my own work except where explicitly and individually indicated and that all sources used in its preparation and all quotations are clearly cited.
- I confirm that I have read and understood the guidelines on plagiarism, that I understand the meaning of plagiarism and that I may be penalised for submitting work that has been plagiarised.
- I understand that the work will be checked using the JISC detection service, Turnitin®.

5.2.8 Late Submission Penalties

Planning, time-management, and the meeting of deadlines are part of the personal and professional skills expected of all graduates. For this reason, UCL expects students to submit all coursework by the published deadline date and time, after which penalties will be applied.

If a student experiences something which prevents them from meeting a deadline that is sudden, unexpected, significantly disruptive and beyond their control, they should submit an Extenuating Circumstances (EC) Form. If the request is accepted, the student may be granted an extension. If the deadline has already passed, the late submission may be condoned i.e. there will be no penalty for submitting late. Requests for extenuating circumstances should be submitted to the UCLIC Senior Teaching & Learning Administrator.

Further information:

- [Late Submission Penalties](https://www.ucl.ac.uk/srs/academic-manual/c4/failure/late-submission) <https://www.ucl.ac.uk/srs/academic-manual/c4/failure/late-submission>
- [Extenuating Circumstances](https://www.ucl.ac.uk/srs/academic-manual/c4/extenuating-circumstances/principles) <https://www.ucl.ac.uk/srs/academic-manual/c4/extenuating-circumstances/principles>

5.2.9 Absence from Assessment

Any student who is absent from an assessment will receive a mark of zero unless they obtain authorisation for the absence and formally defer their assessment to a later date by submitting a request for Extenuating Circumstances. Absences from assessment need to meet the criteria for Extenuating Circumstances and be supported by appropriate evidence. If Extenuating Circumstances are not approved, the mark of zero will stand.

In line with UCL's obligations for students studying under a visa, Tier 4 students must also obtain authorisation for any absence from teaching or assessment activities under the Authorised Absence procedures.

Further information:

- [Extenuating Circumstances](https://www.ucl.ac.uk/srs/academic-manual/c4/extenuating-circumstances/principles) <https://www.ucl.ac.uk/srs/academic-manual/c4/extenuating-circumstances/principles>
- [Authorised Absence Policy](https://www.ucl.ac.uk/srs/academic-manual/c1/taught-registration/absence#top) <https://www.ucl.ac.uk/srs/academic-manual/c1/taught-registration/absence#top>

5.2.10 Word counts and word-count penalties

Word Counts

Assignment briefs will include clear instructions about word counts, the inclusion of footnotes, diagrams, images, tables, figures and bibliographies etc. Students are expected to adhere to the requirements for each assessment. Students exceeding these parameters may receive a reduction in marks.

UCLIC word count penalties:

The length of coursework will be specified in terms of a word count or number of pages.

- Where a maximum length has been specified assessed work must not exceed the prescribed length by more than 10%.
- Where work exceeds the specified maximum length by more than 10%, the mark will be reduced by ten percentage marks; but the penalised mark will not be reduced below the pass mark, assuming the work merits a pass.
- Specified word counts exclude only reference lists and appendices. Footnotes, titles, tables, tables of contents and words in figures (images) are included in the word count.
- Students must declare the word count at the end of their coursework. Where there is evidence that a student has exceeded the word count this will be investigated using computerised and manual word systems.

Further information:

- [Word Counts](https://www.ucl.ac.uk/srs/academic-manual/c4/failure/word-count) <https://www.ucl.ac.uk/srs/academic-manual/c4/failure/word-count>

5.2.11 Information about the consequences of failure

Reassessment

The Programme Scheme of Award describes the modules which students must complete and pass in order to achieve their degree. Where a student fails to meet these requirements at the first attempt, and there are no [Extenuating Circumstances](https://www.ucl.ac.uk/srs/academic-manual/c4/extenuating-circumstances/principles) (<https://www.ucl.ac.uk/srs/academic-manual/c4/extenuating-circumstances/principles>) material to that failure, they may be reassessed on one more occasion only, unless they have been awarded a degree, are eligible for the award of a degree, or have been excluded from UCL on the grounds of academic insufficiency or as a result of misconduct. Students who have passed a module are not permitted to resit or repeat that module.

Students who fail in up to 60 taught credits will be required to Resit in the Late Summer Assessment Period. Students failing 60 or more credits will be required to Repeat the module(s), with tuition, in the following academic year.

There are separate provisions for students who fail due to [Extenuating Circumstances - the Extenuating Circumstances Panel will determine the nature and timing of the Deferral, which may be offered with or without tuition/ attendance.](#)

Students who fail a Masters dissertation/ research project will normally resit by 31 January (30 April for January-start programmes). Exceptionally, the Exam Board may decide that the extent of failure is such that the student needs to Repeat the dissertation with tuition and fees.

Taught Postgraduate students who meet the [Condonement Criteria](#) will meet the Progression and Award Requirements and will not be permitted a further attempt.

Capping of Reassessment Marks

The marks for modules passed at the second attempt will be capped at the Pass Mark: 40% for modules at levels 4, 5 and 6 and 50% for modules at level 7. Students who defer their first attempt due to Extenuating Circumstances will not have their marks capped. Students deferring their second attempt (i.e. who have Extenuating Circumstances on a Resit or Repeat) will have their marks capped.

Further information:

- [Consequences of Failure](#)

5.2.12 Information about accepted citation/referencing methods on the programme

When developing your own work, you will inevitably be influenced by other people's ideas. It is important that you learn how to cite and reference other people's prior work. This helps put your own work within a suitable context of prior knowledge. It also gives appropriate credit to other people for their ideas, and so avoiding concerns of plagiarism.

Please cite work in the body of your work and provide a reference list at the end. There are different forms of citation systems. Unless other stated in an assessment brief, we ask that you use either the American Psychological Association (APA) or the Association for Computing Machinery (ACM) citation system. For a given piece of work please be consistent with the method used. Information about these citations systems can be found here:

Publication Manual of the American Psychological Association, <http://www.apastyle.org/manual/>

ACM SIG Proceedings Templates, <https://www.acm.org/publications/proceedings-template>

5.2.13 Information about academic integrity (plagiarism) in the discipline

Plagiarism is the taking of someone else's language, thoughts, ideas, or expressions, and passing it off as your own. Plagiarism is dishonest and is a form of academic fraud. UCL takes this issue very seriously, and there are severe penalties for students who are found to have committed plagiarism. This also includes self-plagiarism, collusion, or the falsification of work or data. We offer a Key Academic Skills session to inform all students about plagiarism, and how to avoid it.

5.2.14 Information about UCL's examination irregularities and plagiarism procedures

Examination Irregularities and Plagiarism

UCL students are expected to be aware of and adhere to UCL's referencing and examination requirements as a condition of their enrolment:

- For examinations, the UCL Examination Guide for Candidates is published annually on the Examinations and Awards website. All candidates for written examinations must ensure they are familiar with the requirements for conduct in examinations set out in this guide.
- For coursework submissions, students must ensure that they are familiar with the UCL Library Guide to References, Citations and Avoiding Plagiarism which provides detailed guidance about UCL's referencing and citation requirements. Students should also ensure that they are familiar with the specific referencing requirements of their discipline.

UCL will use plagiarism detection software to scan coursework for evidence of plagiarism against billions of sources worldwide (websites, journals etc. as well as work previously submitted to UCL and other universities). Most departments will require students to submit work electronically via these systems and ask students to declare that submissions are the work of the student alone.

Any student suspected of examination misconduct, plagiarism, self-plagiarism, collusion, falsification or any other form of academic misconduct which is likely to give an unfair advantage to the candidate and/or affect the security of assessment and/ or compromise the academic integrity of UCL will be investigated under the Examination Irregularities and Plagiarism procedures. If misconduct is found, students are likely to be failed for that assignment and/ or module. Serious or repeated offences may lead to failure of the whole year, suspension or even expulsion. A breach of copyright or intellectual property laws may also lead to legal action.

Further information:

- [UCL Examination Guide for Candidates http://www.ucl.ac.uk/current-students/exams_and_awaards](http://www.ucl.ac.uk/current-students/exams_and_awaards)
- [Library Guide to References, Citations and Avoiding Plagiarism http://www.ucl.ac.uk/library/training/guides/webguides/refscitesplag](http://www.ucl.ac.uk/library/training/guides/webguides/refscitesplag)
- [Examination Irregularities and Plagiarism procedures https://www.ucl.ac.uk/srs/academic-manual/c4/irregularities-plagiarism/principles](https://www.ucl.ac.uk/srs/academic-manual/c4/irregularities-plagiarism/principles)
- Students can also seek advice from the [Students' Union Rights & Advice Centre http://uclu.org/services/rights-advice-centre](http://uclu.org/services/rights-advice-centre)

5.3 Research Ethics

5.3.1 Ethics for teaching sessions

UCLIC will have applied for ethical clearance for your teaching activities. This allows you to collect data from your direct classmates on that module, and from others so long as you DO NOT:

- Collect data from children or young people under the age of 18, vulnerable adults, people over 70 or sick
- Involve the Health Service or the Military
- Use invasive procedures (e.g., EEG, EMG, GSR)
- Test participants beyond comfortable mental, emotional or physical limits
- Carry out internet surveys that identify participants (i.e., do not ask for participants' names or any other data that would personally identify them).

Please also briefly talk to the module lecturer about any data collection you are planning to do, especially if you wish to identify survey participants (e.g., by asking participants to leave their e-mail address). For more information, the British Psychological Society provide an ethical code of conduct which outlines what is and is not considered ethical in terms of research

http://www.bps.org.uk/sites/default/files/documents/code_of_ethics_and_conduct.pdf

5.3.2 Ethics for the MSc Project

Unlike taught modules, you must not collect data for your MSc Project from participants until your project has ethical clearance. The only exception is for projects that do not collect live data (e.g. an analysis of an existing public domain data set). Detailed procedures for standard UCLIC ethical clearance for projects will also be available from Moodle. Some project work will however require further ethical clearance from the UCL Ethics Committee because of the nature of the procedure being used. Some projects may also require ethical clearance from external ethics committees, such as the NHS. These issues should be discussed with your project supervisor, who will give advice and who is responsible for the completion of any relevant ethics forms needed for your project work.

5.3.3 Risk Assessment

One condition of ethics clearance is that we all need to minimise risks to both investigators and participants when we do research activities. Please read the guidance on minimising risk whilst conducting research in the document 'Work with human participants risk assessment guidelines' (available on the Moodle pages).

You will need to fill in relevant sections of the form 'PALS_risk_assessment.pdf' and 'PALS_risk_assessment.doc' (available on the Moodle pages) together with your supervisor, for each research activity that you do while on the course. This helps you assess and minimise the risks of conducting your research. We will explain about this form, during Opening of Session.

5.3.4 Participant information and consent

You will need to sign a form yourself for when you act as participant in teaching activities. You will also need to prepare an information sheet and consent form to use when you work with classmates, and another for when you work with participants who are not registered on the HCI course. We will introduce you to these forms and explain how to complete them during the Opening of Session week. You will also need to prepare consent forms and information sheets for use during your project work. These should be completed in collaboration with your project supervisor.

5.4 Information about Marking, Second-Marking and Moderation

Marking, Second-Marking and Moderation

All work that is submitted for summative assessment is marked by a UCL Internal Examiner or Assistant Internal Examiner. All UCL programmes also include rigorous second-marking and internal moderation processes to ensure that marking is consistent and fair. Second-marking can take a number of different forms depending on the type of assessment, but the overall aim is to ensure that marking is as accurate as possible. Internal moderation also helps UCL to ensure that marking is equitable across different modules, pathways, options and electives.

UCLIC operates a policy of open sampled second marking. This means that for each assignment a sample of coursework will be second marked by another examiner who has access to the first markers grades and comments. The second marker will agree the marks for all the assignments or recommend that the sample is widened before an agreement is reached.

5.5 Information about the External Examiner process and how to access reports via Portico

External Examining at UCL

External Examiners are senior academics or practitioners from other universities who help UCL to monitor the quality of the education we provide to our students. In particular, External Examiners scrutinise the assessment processes on each programme, helping UCL to ensure that all students have been treated fairly, that academic standards have been upheld and that the qualifications awarded are comparable with similar degrees at other UK universities.

Each External Examiner submits an annual report. Faculties and departments are required to reflect on any recommendations and address any issues raised in a formal response. The report and response are discussed with Student Reps at the Staff-Student Consultative Committee, and are scrutinised by faculty, department and institution-level committees. Students can access their External Examiner's report and departmental response via their Portico account or by contacting Student and Registry Services directly at examiners@ucl.ac.uk.

6 Extenuating Circumstances and Reasonable Adjustments

6.2 Information about Reasonable Adjustments

UCL will make Reasonable Adjustments to learning, teaching and assessment to ensure that students with a disability are not put at a disadvantage. UCL also provides Reasonable Adjustments for students who might not consider themselves to have a 'disability' but who nevertheless would benefit from additional support due to an ongoing medical or mental health condition. It is the responsibility of the student to request Reasonable Adjustments, and students are encouraged to make a request as early as possible.

Further information:

- [Reasonable Adjustments](https://www.ucl.ac.uk/srs/academic-manual/c4/reasonable-adjustments/principles) <https://www.ucl.ac.uk/srs/academic-manual/c4/reasonable-adjustments/principles>
- [Student Disability Services](http://www.ucl.ac.uk/disability) <http://www.ucl.ac.uk/disability>

6.3 Special Examination Arrangements

Special Examination Arrangements (SEAs) are adjustments to central or departmental written examinations which can be made as a Reasonable Adjustment for students with a disability or longer-term condition or as a form of mitigation for students with shorter-term medical Extenuating Circumstances. This may include, but is not limited to extra time, a separate room, rest breaks and specialist equipment. Students must make an application to use the special examination facilities.

It is anticipated that the examination for PSYCGI21 Interaction Science will be held in the final week of Term 1. It is therefore extremely important that UCLIC students apply for SEAs at the earliest possible opportunity.

Further information:

- [Special Examination Arrangements](http://www.ucl.ac.uk/disability/special-exam-arrangements) – guidance and forms <http://www.ucl.ac.uk/disability/special-exam-arrangements>
- [Special Examination Arrangements](https://www.ucl.ac.uk/srs/academic-manual/c4/examinations/special-examination-arrangements) – regulations <https://www.ucl.ac.uk/srs/academic-manual/c4/examinations/special-examination-arrangements>
- [Student Disability Services](http://www.ucl.ac.uk/disability) <http://www.ucl.ac.uk/disability>
- [Reasonable Adjustments regulations](https://www.ucl.ac.uk/srs/academic-manual/c4/reasonable-adjustments/principles) <https://www.ucl.ac.uk/srs/academic-manual/c4/reasonable-adjustments/principles>

6.4 When, where and how to submit a claim for Extenuating Circumstances

6.4.1 Illness and other Extenuating Circumstances

UCL recognises that some students can experience serious difficulties and personal problems which affect their ability to complete an assessment such as a sudden, serious illness or the death of a close relative. Students need to make sure that they notify UCL of any circumstances which are unexpected, significantly disruptive and beyond their control, and which might have a significant impact on their performance at assessment. UCL can then put in place alternative arrangements, such as an extension or a deferral of assessment to a later date. The Extenuating Circumstances Panel will determine the nature and timing of the deferral, which may be offered with or without tuition/ attendance.

6.4.2 Longer-term conditions

The Extenuating Circumstances regulations are designed to cover unexpected emergencies; they are not always the best way to help students who might have a longer-term medical or mental health condition or a disability. Although there may be times when it is necessary for such students to use the EC regulations, students should make sure they are aware of, and take advantage of, all the other support mechanisms provided by UCL such as:

- [Reasonable Adjustments](https://www.ucl.ac.uk/srs/academic-manual/c4/reasonable-adjustments/principles)
<https://www.ucl.ac.uk/srs/academic-manual/c4/reasonable-adjustments/principles>
- [Special Examination Arrangements](https://www.ucl.ac.uk/srs/academic-manual/c4/examinations/special-examination-arrangements)
<https://www.ucl.ac.uk/srs/academic-manual/c4/examinations/special-examination-arrangements>
- [Student Disability Services](http://www.ucl.ac.uk/disability)
<http://www.ucl.ac.uk/disability>
- [Student Psychological Services](http://www.ucl.ac.uk/student-psychological-services/index_home)
http://www.ucl.ac.uk/student-psychological-services/index_home
- [Student Support and Wellbeing](http://www.ucl.ac.uk/srs/our-services/student-support-and-wellbeing)
<http://www.ucl.ac.uk/srs/our-services/student-support-and-wellbeing>
- [Support to Study Policy](http://www.ucl.ac.uk/srs/academic-manual/c1/support-fitness/support)
<http://www.ucl.ac.uk/srs/academic-manual/c1/support-fitness/support>
- [UCL Student Mental Health Policy](http://www.ucl.ac.uk/current-students/guidelines/student-mental-health)
<http://www.ucl.ac.uk/current-students/guidelines/student-mental-health>

Further information:

- [Extenuating Circumstances Regulations](https://www.ucl.ac.uk/srs/academic-manual/c4/extenuating-circumstances/principles) <https://www.ucl.ac.uk/srs/academic-manual/c4/extenuating-circumstances/principles>
- [Grounds for Extenuating Circumstances](https://www.ucl.ac.uk/srs/academic-manual/c4/annexes) <https://www.ucl.ac.uk/srs/academic-manual/c4/annexes>
- [Extenuating Circumstances Form](https://www.ucl.ac.uk/srs/academic-manual/c4/annexes) <https://www.ucl.ac.uk/srs/academic-manual/c4/annexes>

6.5 Where to submit your Extenuating Circumstances Claim in UCLIC

Claims for Extenuating Circumstances must be submitted to the UCLIC Teaching & Learning Administrator. Forms should be submitted by e-mail to jo.pearson@ucl.ac.uk or in person in the UCLIC offices 66-72 Gower Street.

In the absence of the UCLIC Teaching & Learning Administrator claims may be submitted to the Programme Director or the Chair of the Board of Examiners.

7 Choosing module options and electives

7.1 Choosing Modules

Modules are the individual units of study which lead to the award of credit. Many programmes offer students the opportunity to choose between different modules that they are interested in. However, some new students will find they do not need to make selections as all their modules are compulsory. If students need to choose modules, their department will advise them of how and when to do this, usually during departmental introductions. There may be a deadline by which students should make their term 1 choices, so students should keep an eye out for information from their department. The deadline for term 2 module choices is outlined in Key Dates section.

Modular/Flexible Taught Postgraduate students may be unable to pay their fees until they have chosen their modules. Students should check with the UCL Student Fees Team if they are unsure about this by [emailing fees@ucl.ac.uk](mailto:emailing_fees@ucl.ac.uk) or calling +44 (0)207 679 4125.

Further information:

- [Selecting Modules http://www.ucl.ac.uk/new-students/select-modules](http://www.ucl.ac.uk/new-students/select-modules)

7.2 Selecting Modules in Portico

Students select their modules using PORTICO. A user guide on how to complete module selections in PORTICO is available when you are logged into the system. Most students are automatically registered on any modules which are compulsory for their current academic year and mode of study. Students must use PORTICO to register on optional and elective modules. Optional modules are selected from a prescribed list (e.g. choose three of the following four modules). Elective modules are selected from a wider list (e.g. choose any undergraduate module). If a student's scheme of award allows them to select modules from outside their programme/ home department attention should be paid to the registration requirements of the teaching department. Some modules may not be available to students from outside the department/ programme and many departments require students from other departments to obtain tutor or administrator permission. Students should also pay attention to any module pre-requisites.

Continuing students and new students starting in September have until the end of the second week of Term 1 to confirm module selections in PORTICO. Affiliate students starting in January have until the end of the first week of Term 2. Once confirmed by the student, selections are reviewed by both the department where the module is taught (Teaching Department) and by the student's home (Parent) department. Module selections may be rejected by both the Teaching Department or the Parent

Department though the former is more common. Modules are not confirmed until both Teaching and Parent department approval are carried out in PORTICO. You can monitor the status of your module selections using the module selection functions in PORTICO. If you are rejected from a module you should receive an e-mail from PORTICO advising you to select another module.

Once students have confirmed their module selections in PORTICO they will not be able to amend their module selections even if a module choice is rejected. You will need to contact the administrator for your programme to get your selections changed.

7.2.1 Module enrolment in Moodle

Students will not be officially entered for examinations and assessments on a module unless they have a confirmed module registration in PORTICO. Enrolling on a module in Moodle using an enrolment key (password) does not mean that you are formally registered on the module even though you may be able to see the learning resources and submit e-assessments.

7.2.2 Changing modules

If a student wishes to make changes to their individual modules, an application must be made by the Departmental Tutor to the Examinations Office, via the Faculty Office. The deadline for changes to modules during the session is 6th December 2017. Any student wishing to make a change after this date must be referred to the relevant Faculty Tutor.

Changes to module selections are subject to the availability of places on substitute modules. UCLIC students wishing to change modules should contact the Senior Teaching & Learning Administrator in the first instance.

Further information:

- [Change of Course Unit/ Module Selection – https://www.ucl.ac.uk/srs/academic-manual/c1/taught-registration/module-selection/#4.7.6](https://www.ucl.ac.uk/srs/academic-manual/c1/taught-registration/module-selection/#4.7.6)
- [Changes to Registration Status – http://www.ucl.ac.uk/current-students/services_2/registration_status](http://www.ucl.ac.uk/current-students/services_2/registration_status)

8 Progression and award requirements

The MSc, PGDip and PGCert Human-Computer Interaction adhere to the general award requirements for these qualifications set by UCL.

Further information:

- [Taught Postgraduate Award Requirements http://www.ucl.ac.uk/srs/academic-manual/c4/progression-award/postgraduate#top](http://www.ucl.ac.uk/srs/academic-manual/c4/progression-award/postgraduate#top)

Modular-Flexible students will normally be allowed to progress and register on modules providing they have no more than 15 credits of marks in the condonable range (up to a maximum of 30 credits total across the programme). Modular-Flexible students who have failed modules will be invited to meet with the Programme Director to discuss a modified study plan that takes account of any reassessments required.

8.1 Satisfactory Academic Progress

Where a student's coursework marks, attendance or conduct is unsatisfactory or a cause for concern they will be invited to meet with the Programme Director and the Senior Teaching & Learning Administrator to discuss their progress. The purpose of the meeting will be to identify any underlying causes and provide advice on appropriate support. In most cases the student will be asked to sign a Learning Agreement.

Further information:

- [Learning Agreements](http://www.ucl.ac.uk/srs/academic-manual/c1/agreements/learning-agreements) <http://www.ucl.ac.uk/srs/academic-manual/c1/agreements/learning-agreements>

9 Academic Tutorials & Supervision

9.1 What students can expect in terms of academic and personal tutoring

UCL is committed to providing all students with the academic guidance and personal support that they need to flourish as members of our active learning and research community. As part of the wider support infrastructure provided by a programme, every undergraduate or taught postgraduate student will be assigned a member of staff who can provide constructive academic and personal development guidance and support. At the start of the year, students will be provided with the name and identity of their personal tutor, the date of their first meeting, and where and when the personal tutor can be found in term time. Students are encouraged to be proactive in engaging with their Personal Tutor, as it is the responsibility of the student to keep in touch.

Further information:

- [Personal Tutors](https://www.ucl.ac.uk/ppd/personal_tutors) https://www.ucl.ac.uk/ppd/personal_tutors

9.2 Departmental Personal Tutoring

Students will be assigned a personal tutor at the start of the academic year and to a personal tutor group.

In **Term 1** and **Term 2**, students should expect to have:

- **1-hour group meeting** with their tutor.
- **15-minute individual meeting** with their tutor.

In the **Summer Term**, students should expect to have a **1-hour group meeting** with their tutor where they discuss progress on the MSc Project and future career opportunities.

Group Meetings: Group meetings will take place within the first three weeks of term. Group meetings will take place in either the tutor's office, lab, or other social space. By the end of the first group meeting in Term 1, students should know: who their tutor is, how to contact their tutor and what their role is, and how the tutor contributes to the programme and the wider UCL community. In Term 2, the group meeting might focus on progress towards selecting an MSc Project and progress on taught modules. The Summer Term meeting might focus on future career opportunities and progress on the MSc Project.

Individual Meetings: In Term 1 and Term 2, tutors will arrange a time to meet with each of their tutees for a 15-minute individual personal tutorial meeting. In Term 1, discussion should focus on how the student is settling into London and UCL, their progress on the programme and any challenges they are facing, useful study skills, time management, and discussion of upcoming assessments and extenuating circumstances procedures. In Term 2, discussion should focus on reviewing the student's performance and the feedback they received on Term 1 modules as well as looking forward to the next set of Term 2 assessments.

Attendance at personal tutorial meetings is mandatory, and will be monitored by the Programme Director.

Students are encouraged to contact their personal tutor outside of these scheduled meetings should they require advice or guidance. Students can also contact the Programme Director, Duncan Brumby.

9.3 Dissertation Supervision

Dissertation topics will be made available to students via Moodle at the beginning of Term 2. Students will have an opportunity to meet with potential supervisors to find out more about their research topics. Students will be asked to submit a form with three choices of project supervisor at the beginning of March. Supervisor allocations will be announced towards the end of March. Students will be required to view materials covering project planning and research ethics and complete a compulsory online quiz. Project proposals are submitted in mid-May. Students give a short presentation on their research plan at the end of May. The final project dissertation is submitted at the start of September.

Students can normally expect up to 12 meetings with their supervisor during the course of the project. Students and supervisors are expected to make and adhere to arrangements for supervisory meetings giving appropriate notice of changes where possible. Students should note that supervisors may take annual leave over the summer during which time they may not be available for meetings or be responding to e-mail. Supervisors are expected to make students aware of any periods of leave and make supervision arrangements that take their leave plans into account. Students who repeatedly fail to respond to communications from their supervisor or who make unsatisfactory progress with the project will be asked to meet with the Programme Director and may be asked to sign a learning agreement. Students who wish to raise concerns about their supervision should make the Project Co-ordinator and the Senior Teaching & Learning Administrator aware.

9.4 Expectations of students

9.4.1 Hours of study (Central and Local)

We have calculated that total student learning hours (including timetabled events and self-study) is around 47 hours per week in term-time. Part-time students will need to allow the same amount of time, pro-rata, for their studies. This works out at 24 hours per week for a 30 credit module and 12 hours per week for a 15 credit module. For 30 credit modules there will be between six and eight hours of timetabled events with the remainder of the learning hours being self-study. For 15 credit modules there will be between three and four hours of timetabled events/ online lectures with the remainder of the learning hours being self-study.

We recommend that part-time students negotiate the whole day as study leave on days they are attending teaching. Part-time students will also need to negotiate study time with their employer during the university vacations and between April and September for completing assignments and self-study.

9.4.2 Student responsibilities

Students are expected to familiarise themselves with and abide by the regulations, procedures and code of conduct of the university at all times.

9.4.3 UCL email address and UCL Computer ID

Your UCL email address is the primary method of communication used by the Department, Faculty and central UCL services. Students are expected to monitor their UCL email address and to respond to enquiries from staff and requests for information in a timely way and by advertised deadlines. Students must keep their UCL computer password up to date at all times.

9.5 Attendance requirements and engagement monitoring

9.5.1 Attendance Requirements

UCL expects students to attend every teaching session (e.g., lecture, seminar, workshop), though we recognise that sometimes these are missed due to illness or unexpected personal circumstances. UCL has a minimum attendance requirement of at least 70% for all formal teaching sessions. If a student does not meet this requirement they may be barred from attempting summative assessment and withdrawal from the programme.

Further information:

- [Attendance Requirements https://www.ucl.ac.uk/srs/academic-manual/c1/taught-registration/attendance#top](https://www.ucl.ac.uk/srs/academic-manual/c1/taught-registration/attendance#top)
- [Barring Students from Assessment https://www.ucl.ac.uk/srs/academic-manual/c1/agreements/barring#top](https://www.ucl.ac.uk/srs/academic-manual/c1/agreements/barring#top)

UCLIC monitors attendance at timetabled teaching sessions, assessed presentations, examinations and personal tutor meetings. Engagement with the programme is also monitored through electronic coursework submission and the use of Moodle. Across the Faculty of Brain Sciences, attendance is taken in at least one core module each week, though this may be in each module in some parts of the Faculty. Monitoring attendance allows us to ensure that students are adhering to the UCL attendance regulation. It also allows us to identify and offer support to students who may be missing teaching sessions because of academic or personal difficulties.

9.5.2 Tier 4 students: Absence from teaching and learning activities

In line with UCL's obligations under UK immigration laws, students who hold a Tier 4 visa must obtain authorisation for any absence from teaching or assessment activities.

Students who are on Tier 4 visas are sponsored by UCL. The UK Visa Immigration service requires us to monitor these students to ensure that they fully engaged in their studies and that we know where they are for the entire duration of the programme. Where a student is absent from lectures, seminars, tutorials or other teaching and learning events due to illness or other extenuating circumstances, the student must inform their Departmental Tutor/Programme Leader as soon as possible and within 48 hours of the absence. Please e-mail the Senior Teaching & Learning Administrator who will log the absence and pass the information on to the Programme Director. It is essential that students who have a Tier 4 visa obtain formal written permission for activities such as collecting their data outside of the UK and any formal study which requires them to be outside of the UK. Please write to the Programme Director for permission to travel outside of the UK during your studies.

Further information:

- [Authorised Absence https://www.ucl.ac.uk/srs/academic-manual/c1/taught-registration/absence#top](https://www.ucl.ac.uk/srs/academic-manual/c1/taught-registration/absence#top)
- [UCL Visa and Immigration pages http://www.ucl.ac.uk/iss/immigration-visa](http://www.ucl.ac.uk/iss/immigration-visa)

9.5.3 Absence from assessment

Any student who is absent from an assessment must obtain authorisation for the absence by submitting a request for Extenuating Circumstances.

Further information:

- [Extenuating Circumstances https://www.ucl.ac.uk/srs/academic-manual/c4/extenuating-circumstances/principles](https://www.ucl.ac.uk/srs/academic-manual/c4/extenuating-circumstances/principles)

9.5.4 Summer Absence for Masters Students

MSc programmes run over one academic year from September to September. Students do not have an extended 'summer break' (unlike undergraduate students); instead students should usually be studying at UCL and be resident in or near London for the duration of the programme.

Students must inform the programme director and Senior Teaching & Learning Administrator if they intend to be absent from UCL for more than 7 days during the summer term. For example if you must travel to collect project data or attend a conference. If you are planning to be absent for longer than 7 days after the summer term you must contact the Senior Teaching & Learning Administrator.

Further Information

- UCL absence Policy <https://www.ucl.ac.uk/current-students/services/studyinformation/absence>.
- [Authorised Absence for Tier 4 visa students https://www.ucl.ac.uk/srs/academic-manual/c1/taught-registration/absence#top](https://www.ucl.ac.uk/srs/academic-manual/c1/taught-registration/absence#top)

10 UCL disciplinary policies and expected behaviour

10.1 Student Code of Conduct

UCL enjoys a reputation as a world-class university. It was founded on the basis of equal opportunity, being the first English university to admit students irrespective of their faith and cultural background and the first to admit women. UCL expects its members to conduct themselves at all times in a manner that does not bring UCL into disrepute. Students should ensure they read and familiarise themselves with UCL's Student Code of Conduct and be aware that any inappropriate behaviour may lead to actions under UCL's Student Disciplinary Procedures.

Further information:

- [UCL Student Code of Conduct https://www.ucl.ac.uk/srs/academic-manual/c1/code-of-conduct](https://www.ucl.ac.uk/srs/academic-manual/c1/code-of-conduct)
- [Student Disciplinary Code and Procedure https://www.ucl.ac.uk/srs/academic-manual/c1/disciplinary-code](https://www.ucl.ac.uk/srs/academic-manual/c1/disciplinary-code)

11 Student Representation

11.1 Students' Union UCL

The Union helps you to do more at UCL, experience something you've always dreamt of, turn a curiosity into a new passion and help you reach your potential. The Union cares about the things you care about, it's made up of all kinds of people from all kinds of places and it's there to fight for you when you need someone in your corner.

Students' Union UCL is the representative body of all UCL students. It's run by students for students and is a registered charity, independent of UCL. All UCL students at every level are automatically members of the Union (but can opt out), and the Union's leaders are elected annually by and from all current students. The elected leaders are called Sabbatical Officers and they represent students on various UCL committees and campaign on the issues that matter to students. Alongside the Sabbatical Officers are more than 1000 voluntary representatives, elected or appointed to cover every part of UCL life.

Further information:

- [Students' Union website](#)
- [Membership information](#) (including how to opt out)
- [Elections information](#) (including how to run for office)

11.2 Student Societies

UCL students currently run over 250 different clubs and societies through the Students' Union, providing a wide range of extra-curricular activities for students to get involved with during their time at UCL.

Further information:

- [Students' Union Clubs & Societies](#)

11.3 Information on Academic Representatives

11.3.1 Academic Representatives

Your Students' Union is there to make sure students have the best possible time while they're studying at UCL. One of the ways we do that is by working with departments and faculties to ensure that every student is represented and has a voice in the way that the university works.

Every student at UCL will have a Course Representative or a Research Student Representative who will be your eyes, ears, and voice. They'll work closely with staff in your department to make sure that they understand what you most value, and take action to deal with things you'd like to see improve. They'll also work with representatives in your faculty and the Students' Union to make things better across the whole of UCL.

If you take up a representative role, the Students' Union will work closely with you to provide training, support, and advice, and you'll be able to change the experience of everyone on your course or in your department for the better. Course and Research Student Representatives are appointing during early October – if you'd like to take up the role, staff in your department can tell you how.

Further information:

- [Academic Representation website](#)
- [Find your Representative](#)
- [Become an Academic Representative](#)

11.3. 2 Role of the Staff-Student Consultative Committee

Every department at UCL has a Staff-Student Consultative Committee (SSCC) that meets at least three times a year. The SSCC is a forum for discussion between staff and student academic representatives. It's a great chance to work closely with staff to improve students' learning experience, and a big part of how together we make education better at UCL.

11.3.3 Other ways to give programme feedback

UCLIC students who wish to raise issues or give positive feedback can do so by e-mailing the Senior Teaching & Learning Administrator at any time. Students can contact the Senior Teaching & Learning Administrator directly or via the programme Academic Representative.

11.4 Students' Union Advice Service

The Students' Union Advice Service is available to UCL students. Trained and experienced caseworkers are ready to support you with any difficulties that might occur during your time at UCL. The Advice Service specialises in:

- **Academic issues** - including examination irregularities and student complaints
- **Housing** - including contract checking and housemate disputes
- **Employment** - including unpaid wages and part time employment contracts
- **Money advice** - including advice on benefits
- Many other legal and university matters

Students can make an appointment or attend a drop-in session for free, confidential and independent advice and support.

Further information:

- [Students' Union Advice Service website](#)

11.5 Informal and Formal Student Complaints

11.5.1 Student Complaints

UCL aims to ensure that every student is satisfied with their experience of UCL. However we recognise that from time to time problems do arise and students may wish to express concern or dissatisfaction with aspects of UCL or the quality of services provided.

11.5.2 Informal resolution

Many complaints can be resolved at an informal or local level without needing to submit a formal complaint. Students can speak to their Personal Tutor, Programme Leader, Departmental or Faculty Tutor, Course Representative, or Research Student Representative if they have any concerns about their programme. They can also speak to the UCL Student Mediator or the UCLU Rights and Advice Service. UCL strongly encourages this kind of resolution and does expect students to have attempted some form of informal resolution before making a formal complaint.

11.5.3 Formal complaints

If an issue cannot be resolved at a local level, students may feel they need to submit a formal complaint using UCL's Student Complaints Procedure. UCL aims to ensure that all complaints are treated fairly, impartially, effectively and in a timely manner, without fear of victimisation. The Complaints Procedure applies across all Schools, Faculties, Academic Departments and Professional Service Divisions.

Further information:

- [Student Complaints Procedure](#)
- [UCL Student Mediator](#)
- [Students' Union Advice Centre](#)

12 Student Feedback

12.1 The importance of feedback and how UCL uses the results

UCL's goal is to put students' feedback, insights and contributions at the heart of our decision-making. We value students' feedback and work with students as partners in the process of shaping education at UCL. In recent years, as a direct result of student feedback, we extended library opening hours, opened new study spaces and scrapped graduation ticket fees for students.

12.2 Student Surveys

One of the principal ways in which UCL gathers and responds to student feedback is via online student experience surveys such as the National Student Survey, The Postgraduate Taught Experience Survey and the Student Barometer. Whether it's about teaching, accommodation, or facilities, surveys are a chance for students to have their say about what works and what needs improving, to help us make sure that UCL is as good as it can be for current and future students. Each survey usually takes just a few minutes to complete, all responses are anonymous and some include a generous prize draw. Every piece of feedback is read and the results of each survey are then shared with staff right across UCL – including President & Provost Michael Arthur.

Further information:

- [UCL Student Surveys](http://www.ucl.ac.uk/teaching-learning/studentsurveys/student-info) <http://www.ucl.ac.uk/teaching-learning/studentsurveys/student-info>

12.3 Student Evaluation Questionnaires

Departments also run Student Evaluation Questionnaires on individual modules throughout the year. This gives students the opportunity to feedback about the teaching on their specific modules, helping departments to continuously improve learning, teaching and assessment. Feedback from SEQs feeds into the Annual Student Experience Review process. UCLIC students will normally be given an opportunity to complete SEQs using a mobile device in a timetabled session in the final week of each teaching term.

12.4 The Annual Student Experience Review (ASER)

UCL's Annual Student Experience Review (ASER) process requires all departments to undertake an annual self-evaluation and produce a development plan for how they plan to improve in the coming year. The self-evaluation involves looking at student feedback from surveys and student evaluation questionnaires as well as other data about student performance and academic standards, such as the feedback provided by the External Examiner, which helps departments to understand what is working well and what might need improving. Student Academic Representatives are active participants in the evaluation process and creation of the development plan through discussions at departmental and faculty committees, giving students an important role in identifying and planning improvements within their department. Students can view the completed reports and action plans on the faculty/departmental intranet.

Further information:

- [Annual Student Experience Review](https://www.ucl.ac.uk/srs/academic-manual/c6/aser/purpose) <https://www.ucl.ac.uk/srs/academic-manual/c6/aser/purpose>

13 Fitness to study

Students with physical or mental health concerns are encouraged to make contact with the available support services as early as possible so that UCL can put in place reasonable adjustments to support them throughout their studies. However, there may be occasions when a student's physical or mental health, wellbeing or behaviour is having a detrimental effect on their ability to meet the requirements of their programme, or is impacting on the wellbeing, rights, safety and security of other students and staff. In such cases UCL may need to take action under the Fitness to Study Procedure.

Further Information:

- [Support to Study Policy](http://www.ucl.ac.uk/srs/academic-manual/c1/support-fitness/support) <http://www.ucl.ac.uk/srs/academic-manual/c1/support-fitness/support>
- [Fitness to Study Procedure](http://www.ucl.ac.uk/srs/academic-manual/c1/support-fitness/fitness) <http://www.ucl.ac.uk/srs/academic-manual/c1/support-fitness/fitness>
- [Student Disability Services](http://www.ucl.ac.uk/disability) <http://www.ucl.ac.uk/disability>
- [Student Psychological Services](http://www.ucl.ac.uk/student-psychological-services/index_home) http://www.ucl.ac.uk/student-psychological-services/index_home
- [Student Support and Wellbeing](http://www.ucl.ac.uk/srs/our-services/student-support-and-wellbeing) <http://www.ucl.ac.uk/srs/our-services/student-support-and-wellbeing>
- [Learning Agreements, Barring, Suspensions and Terminations of Study](http://www.ucl.ac.uk/srs/academic-manual/c1/agreements/learning-agreements) <http://www.ucl.ac.uk/srs/academic-manual/c1/agreements/learning-agreements>
- [Student Disciplinary Code and Procedures](http://www.ucl.ac.uk/srs/academic-manual/c1/disciplinary-code) <http://www.ucl.ac.uk/srs/academic-manual/c1/disciplinary-code>
- [UCL Student Mental Health Policy](http://www.ucl.ac.uk/current-students/guidelines/student-mental-health) <http://www.ucl.ac.uk/current-students/guidelines/student-mental-health>

13. 1 Key contacts in the department for assistance with any of the above

Please contact the UCLIC Senior Teaching & Learning Administrator in the first instance.

14 Changes to Registration Status

14.1 How to change, interrupt or withdraw from a programme

14.1.1 Changes to Registration

Students wishing to make changes to their registration status should first discuss their plans with their Personal Tutor or Supervisor who can explain the options available and help students to make the right decision. Students should also ensure that they read the relevant sections of the UCL Academic Manual before making any requests to change their academic record.

Applications must be made in advance of the effective date of change.

14.1.2 Changing modules

If a student wishes to make changes to their individual modules, an application must be made by the Departmental Tutor to the Examinations Office, via the Faculty Office. The deadline for changes to modules during the session is **15 December**. Any student wishing to make a change after this date must be referred to the relevant Faculty Tutor.

Further information:

- [Change of Course Unit/ Module Selection](#)
- [Changes to Registration Status](#)

14.1.3 Changing programme

If a student wishes to transfer from one UCL degree programme to another, they must make a formal application. The deadline for change of degree programme during the academic session is 31 October each year. Students should log in to their Portico account and complete the online application under the 'C2RS Home' menu. Students are strongly advised to discuss their plan with the departments involved before requesting a change of programme on Portico.

Further information:

- [Programme Transfers](https://www.ucl.ac.uk/srs/academic-manual/c1/taught-registration/transfers#top) <https://www.ucl.ac.uk/srs/academic-manual/c1/taught-registration/transfers#top>
- [Changes to Registration Status](http://www.ucl.ac.uk/current-students/services_2/registration_status) http://www.ucl.ac.uk/current-students/services_2/registration_status

14.1.4 Interruption of studies

If a full-time or part-time student requires a temporary break from their studies and plans to resume their programme at a future date, they must apply for a formal Interruption of Study.

Further information:

- [Interruption of Study](https://www.ucl.ac.uk/srs/academic-manual/c1/taught-registration/interruption#top) <https://www.ucl.ac.uk/srs/academic-manual/c1/taught-registration/interruption#top>
- [Changes to Registration Status](http://www.ucl.ac.uk/current-students/services_2/registration_status) http://www.ucl.ac.uk/current-students/services_2/registration_status

Modular Flexible students are not permitted to formally interrupt their studies. However, it is permitted, with the agreement of the Programme Director, to enrol as a student for up to a year without registering on any modules, subject to the maximum period of study for their qualification not being exceeded.

14.1.5 Withdrawing from a programme

If a student wishes to leave their degree programme prior to completing their final examinations, they must apply for a formal withdrawal from their studies. Once withdrawn, the student cannot return to the programme at a later date. Applications must be made in advance of the effective date of change. Students should log in to their Portico account and complete the online application under the 'C2RS Home' menu.

Further information:

- [Changes to Registration Status](http://www.ucl.ac.uk/current-students/services_2/registration_status) http://www.ucl.ac.uk/current-students/services_2/registration_status

14.1.6 Key contacts in the department for assistance with any of the above

Please contact the UCLIC Senior Teaching & Learning Administrator or the Programme Director.

15 Student Wellbeing and Support

UCL is committed to the wellbeing and safety of its students and tries to give assistance wherever possible to ensure that studying at UCL is a fulfilling, healthy and enjoyable experience. There is a wide range of support services for student - the Current Students Support website provides more information. Students should be aware that, while there are many services on offer, it is their responsibility to seek out support and they need to be proactive in engaging with the available services.

15.1 The Student Centre

The Student Centre provides front-line administrative services to UCL students and is an excellent source of information about the services provided by Student Support and Wellbeing. They can also provide advice about a range of Student Records enquiries and fulfil requests for proof of student status.

Further information:

- [Student Centre website](http://www.ucl.ac.uk/current-students/student-centre) <http://www.ucl.ac.uk/current-students/student-centre>

15.2 Student Disability Services

Student Disability Services provide a comprehensive range of support services for students who have a disability which impacts upon their studies at UCL. They support students with physical and sensory impairments, specific learning difficulties, autistic spectrum disorders, mental health difficulties, and long-term health conditions. As well as arranging for adjustments to learning environments, the team loan out specialist equipment and provide one-to-one tutoring and support for students with specific learning difficulties.

Further information:

- [Student Disability Services](http://www.ucl.ac.uk/disability/) <http://www.ucl.ac.uk/disability/>

15.3 Student Psychological Services

Student Psychological Services is dedicated to helping UCL students with personal, emotional and psychological concerns. The Student Psychological Services Team is diverse and consists of a variety of highly trained and experienced professionals, who offer short-term CBT and psychodynamic support. There are currently two psychiatrists and ten therapists on staff with varying kinds of psychological training and expertise.

Further information:

- [Student Psychological Services](http://www.ucl.ac.uk/student-psychological-services/index_home) http://www.ucl.ac.uk/student-psychological-services/index_home

15.5 International Student Support and Welfare

The International Student Support and Welfare Team provide specialist support and advice for all non-UK students at UCL. As well as immigration information, they help to support students through the transition to university in the UK by organising the International Student Orientation Programme (ISOP) at the start of each term, and arranging regular workshops for international students which tackle particular issues.

Further information:

- [International Student Support and Welfare](http://www.ucl.ac.uk/iss) <http://www.ucl.ac.uk/iss>

15.6 Accommodation

UCL Residences provides a range of accommodation options including three Halls of Residence, self-catered student houses and intercollegiate halls shared with other colleges of the University of London. Each Hall has a Warden and Vice-Warden to support students and foster a positive environment within the accommodation.

Further information:

- [Wardens and Vice Wardens at UCL Residences](https://www.ucl.ac.uk/current-students/support/wellbeing/wardens-and-vice-wardens) <https://www.ucl.ac.uk/current-students/support/wellbeing/wardens-and-vice-wardens>

15.7 Financial support

At UCL we understand students can face a range of financial issues. We aim to help and advise students as much as possible, so that they have more control over their own financial situation. The Student Funding Team offer online information and one-to-one support through appointments as well as a drop-in service. Students with a more complex or sensitive circumstances can make an appointment with the Student Funding Welfare Adviser.

Further information:

- [UCL Financial Support](http://www.ucl.ac.uk/current-students/money/bursaries/financial-advice-and-support) <http://www.ucl.ac.uk/current-students/money/bursaries/financial-advice-and-support>

15.8 Student of Concern

There are many sources of support for students who are having difficulties, but sometimes it is hard to know how to help a student who appears to be struggling, particularly if they seem unwilling or unable to seek the help they need. Anyone concerned about the behaviour of a student, who believes the problem may be related to health and wellbeing issues, is encouraged to complete the online UCL Student of Concern Form. Depending on the concerns raised, Student and Registry Service may respond by offering support or advice to the student or the person who submitted the form, liaise with support services or, if necessary, work with the relevant authorities to ensure the student is safe.

Further information:

- [Student of Concern https://www.ucl.ac.uk/current-students/support/wellbeing/student_of_concern](https://www.ucl.ac.uk/current-students/support/wellbeing/student_of_concern)

15.9 Information about registering with a doctor and out-of-hours support services

15.9.1 Registering with a Doctor

Students are strongly encouraged to register with a doctor as soon as possible after they arrive in London so that they can access healthcare as quickly as possible if they become ill or injured. When attending a university in the UK students are also advised to be vaccinated against Meningitis C.

The Ridgmount Practice is a National Health Service (NHS) practice providing healthcare and dental services for students living within its catchment area (i.e. near the main UCL campus). Students can also choose to register with a practice closer to where they live if they prefer. The Ridgmount Practice also runs a Walk-in Surgery which any UCL student can attend, even if they are not registered with the practice.

Further information:

- [Register with a Doctor http://www.ucl.ac.uk/new-students/doctor-register](http://www.ucl.ac.uk/new-students/doctor-register)
- [Ridgmount Practice website http://www.gowerplacepractice.nhs.uk/new-patients.aspx](http://www.gowerplacepractice.nhs.uk/new-patients.aspx)

15.9.2 Out-of-hours support and information helpline

UCL works in partnership with Care First to provide an out-of-hours support and information helpline. The helpline is free of charge and includes access to information specialists who are trained by Citizens Advice and to professionally-qualified and BACP-accredited counsellors who can help students with a range of emotional and psychological difficulties.

Further information:

- [Care First http://www.ucl.ac.uk/current-students/support/wellbeing/care-first](http://www.ucl.ac.uk/current-students/support/wellbeing/care-first)

15.9.2 Crisis support - immediate help

If a student is in crisis there are a range of UCL and external sources of help such as Nightline, Ridgmount Medical Practice, Hall Wardens, Student Psychological Services and the Samaritans.

Further information:

- [Crisis Support – immediate help http://www.ucl.ac.uk/support-pages/crisis_support](http://www.ucl.ac.uk/support-pages/crisis_support)

15.10 How students can access support/information related to Equality and Diversity

15.10.1 Equality and Diversity

UCL fosters a positive cultural climate where all staff and students can flourish, where no-one will feel compelled to conceal or play down elements of their identity for fear of stigma. UCL is a place where people can be authentic and their unique perspective, experiences and skills seen as a valuable asset to the institution. The Equalities and Diversity website brings together a range of information on issues relating to race, gender, religion and belief, sexual orientation, and disability amongst other equalities initiatives at UCL.

15.10.2 Departmental Equal Opportunity Liaison Officers

Departmental Equal Opportunity Liaison Officers (DEOLOs) provide support and assistance for students and staff about issues relating to equalities and diversity. Staff and students can contact the three DEOLOs in the Division of Psychology and Language Sciences for formal or informal advice about equal opportunities issues such as discrimination, bullying and harassment, or disability access. Every enquiry is treated in confidence and if we can't resolve your queries, we will find someone who can. Because of our administrative responsibilities, Pia Horbacki (p.horbacki@ucl.ac.uk) focuses on undergraduate and Master's students, Sarah Alleemudder (s.alleemudder@ucl.ac.uk) on research students and Cristina Gardini (c.gardini@ucl.ac.uk) focuses on staff, but you can really come to any of us.

You can also find our contact details and further information via http://www.ucl.ac.uk/hr/equalities/depts/equality_advisors.php.

Further information:

- [Equalities and Diversity http://www.ucl.ac.uk/hr/equalities/index.php](http://www.ucl.ac.uk/hr/equalities/index.php)
- [Support for Pregnant Students http://www.ucl.ac.uk/current-students/support/wellbeing/pregnancy](http://www.ucl.ac.uk/current-students/support/wellbeing/pregnancy)
- [Support for Students who are Parents http://www.ucl.ac.uk/current-students/support/mature-students-and-parents/student-parents](http://www.ucl.ac.uk/current-students/support/mature-students-and-parents/student-parents)
- [Religion and Belief Equality Policy for Students http://www.ucl.ac.uk/current-students/guidelines/religious-equality](http://www.ucl.ac.uk/current-students/guidelines/religious-equality)
- [UCL LGBT Student Support Pages http://www.ucl.ac.uk/support-pages/lgb](http://www.ucl.ac.uk/support-pages/lgb)
- [UCL Chaplain and Inter-Faith Adviser http://www.ucl.ac.uk/srs/chaplain/chaplain](http://www.ucl.ac.uk/srs/chaplain/chaplain)
- [DEOLOs \(Departmental Equal Opportunity Liaison Officers\) http://www.ucl.ac.uk/hr/equalities/depts/equality_advisors.php](http://www.ucl.ac.uk/hr/equalities/depts/equality_advisors.php)

15.11 UCL's Zero Tolerance policy on harassment and bullying

Every student and member of staff has a right to work and study in a harmonious environment. UCL will not tolerate harassment or bullying of one member of its community by another or others and promotes an environment in which harassment and bullying are known to be unacceptable and where individuals have the confidence to raise concerns in the knowledge that they will be dealt with appropriately and fairly.

Further information:

- [UCL Policy on Harassment and Bullying http://www.ucl.ac.uk/current-students/guidelines/harassment-bullying](http://www.ucl.ac.uk/current-students/guidelines/harassment-bullying)
- [UCLU Rights & Advice Centre http://uclu.org/services/advice-welfare](http://uclu.org/services/advice-welfare)

Sexual harassment

It is unacceptable for any person at UCL, whether staff or student, to be subjected to any unwanted and persistent behaviour of a sexual nature. UCL is working with UCLU to implement a two-year action plan to tackle issues of sexual harassment and make sure that staff and students have access to relevant training. Any UCL student experiencing sexual harassment may access confidential support from a range of sources including their personal tutor or any other member of staff in their department or faculty who they trust, their Hall Warden, a UCLU student officer, the trained staff in the UCLU Rights & Advice Centre, or the UCL Student Mediator.

Further information:

- [UCLU Zero Tolerance to Sexual Harassment http://uclu.org/sexualharassment](http://uclu.org/sexualharassment)

Support for students who have been affected by sexual violence

UCL will do its utmost to support anyone who has been, or is being, affected by sexual violence. If a student would like to talk to somebody at UCL, the Student Support and Wellbeing Team can offer advice on the support available both internally and externally.

Further information:

- [Support for Students Who Have Been Affected by Sexual Violence https://www.ucl.ac.uk/current-students/support/wellbeing/svs](https://www.ucl.ac.uk/current-students/support/wellbeing/svs)

16 Learning resources and key facilities

16.1 University-wide learning resources and key contacts for support

UCL Library Services

UCL has 19 libraries and a mixture of quiet study spaces, bookable study rooms and group work areas. Each library has staff that students can ask for help. The UCL Library Services page has information for students about using the library, services available, electronic resources and training and support.

Further information:

- [Library information for students](http://www.ucl.ac.uk/library/students) <http://www.ucl.ac.uk/library/students>

UCL Information Services Division (ISD)

The UCL Information Services Division (ISD), the primary provider of IT services to UCL, offers IT learning opportunities for students and staff in the form of 'How to' guides which provide step-by-step guidance to all of ISD's key services, including email and calendar services, user IDs and passwords, print, copy and scanning, wifi and networks. There are also opportunities for [digital skills development](http://www.ucl.ac.uk/isd/services/learning-teaching/it-training) (<http://www.ucl.ac.uk/isd/services/learning-teaching/it-training>) through face-to-face training in areas such as data analysis, programming, desktop applications and more, along with individual support through drop-ins and via the ISD Service Desk. UCL also has a licence for [Lynda.com](https://www.ucl.ac.uk/lynda) (<https://www.ucl.ac.uk/lynda>) which provides thousands of high quality video-based courses from programming to presentation skills.

[E-learning services](http://www.ucl.ac.uk/isd/services/learning-teaching/elearning-students) (<http://www.ucl.ac.uk/isd/services/learning-teaching/elearning-students>) services available to students include Moodle, Turnitin and Lecturecast and allow students to access online course materials or take part in online activities such as group work, discussions and assessment. Students can re-watch some lectures using the Lecturecast service and may also use interactive tools in the classroom.

ISD provides desktop computers and laptops for loan in a number of [learning spaces](http://www.ucl.ac.uk/isd/services/learning-teaching/spaces) (<http://www.ucl.ac.uk/isd/services/learning-teaching/spaces>). A [map of computer workrooms](http://www.ucl.ac.uk/isd/services/learning-teaching/spaces/locations) (<http://www.ucl.ac.uk/isd/services/learning-teaching/spaces/locations>) is available on the ISD website. Computers at UCL run a Desktop@UCL service which provides access to hundreds of software applications to support students. It is also possible to access a large range of applications remotely, from any computer, using the [Desktop@UCL Anywhere](https://www.ucl.ac.uk/isd/services/computers/remote-access/desktop) (<https://www.ucl.ac.uk/isd/services/computers/remote-access/desktop>) service.

All students are encouraged to download the UCL-Go app, available for iOS and Android devices. The app gives access to Moodle and timetabling and shows where desktop computers are available on campus.

UCL Centre for Languages & International Education (CLIE)

The UCL Centre for Languages & International Education (CLIE) offers courses in over 17 foreign languages (including English), along with teacher training courses, across a range of academic levels to support UCL students and staff and London's wider academic and professional community. CLIE provides degree preparation courses for international students, courses satisfying UCL's Modern Foreign Language requirements and a range of UCL summer school courses. Students can also access a database of language-learning resources online through the CLIE Self-Access Centre, including film and documentary recommendations and books for self-study.

Further information:

- [CLIE website](http://www.ucl.ac.uk/clie) <http://www.ucl.ac.uk/clie>
- [CLIE Self-Access Centre](https://resources.clie.ucl.ac.uk/home/sac) <https://resources.clie.ucl.ac.uk/home/sac>

16.2 UCLIC Laboratories and Facilities

Usability Laboratory. A usability laboratory has been specially constructed on the 6th floor at MPEB. Both UCLIC students and researchers use the rooms to carry out observations and other experiments. Please contact the UCLIC Demonstrator, Judith Borghouts, to arrange bookings and access to the labs.

Psychology Laboratory – Students are also entitled to use the labs in Bedford Way. Instructions on how to book these can be found on Moodle.

UCL Room Bookings: Students wishing to book rooms should contact the UCLIC Senior Teaching & Learning Administrator specifying the reason for the request, the size, dates and times. Space is limited at UCL and students must cancel any room bookings that are no longer required.

Common Rooms & Study Spaces

- Bedford Way - Common Room and Café on the 3rd Floor.
- Chandler House offers a students' kitchen on the ground floor, with seating nearby and on the ground floor. It is the responsibility of students to ensure that these areas are kept tidy and any spillages are cleaned up. A fully equipped study area is available on the first floor, offering seating and networked computers.
- DMS Watson Library - Learning Lab for group study (11 soft seating clusters and a group study area, enabled with EduRoam wireless network, for up to 44 users).
- Engineering Front Building meeting space: The large space on the ground floor has social/ study space and a cafe

16.3 Moodle

Moodle is UCL's online learning space. It includes a wide range of tools which can be used to support learning and teaching. Moodle is used to supplement taught modules, in some cases just by providing essential information and materials, but it can also be integrated more fully, becoming an essential component of a module. Some modules may use Moodle to provide access to readings, videos, activities, collaboration tools and assessments. Further information:

- [Moodle](https://moodle.ucl.ac.uk/) <https://moodle.ucl.ac.uk/>
- [Frequently Asked Questions](https://wiki.ucl.ac.uk/display/ELearningStudentSupport/Moodle+FAQs)
<https://wiki.ucl.ac.uk/display/ELearningStudentSupport/Moodle+FAQs>
- [Quick Start Guide](https://wiki.ucl.ac.uk/display/ELearningStudentSupport/Moodle+Quick+Start+Guide+for+Students)
<https://wiki.ucl.ac.uk/display/ELearningStudentSupport/Moodle+Quick+Start+Guide+for+Students>

You can find out more at <https://www.ucl.ac.uk/teaching-learning/technology/moodle>. There is also an online [Getting Started with Moodle course](#), a self-paced introduction to Moodle which provides all the basic skills you need.

You will be given access to all the Moodle courses you need for your studies by the time teaching for the relevant module starts. If you have any questions or difficulties, please contact your teaching administrator.

16.4 Portico – what it is, why it is important and who to contact for support

Portico is the main UCL student information system which is used by all students for:

- Updating personal data such as addresses or contact numbers
- Completing online module registration
- Viewing information about programmes/modules
- Viewing examination timetables and results
- Pre-enrolment and re-enrolment
- Applying for graduation ceremonies

Further information:

- [Portico login](https://evision.ucl.ac.uk/urd/sits.urd/run/siw_lgn) https://evision.ucl.ac.uk/urd/sits.urd/run/siw_lgn
- [Portico Helpdesk](http://www.ucl.ac.uk/isd/help) <http://www.ucl.ac.uk/isd/help>

17 Employability and Careers

17.1 UCL Careers

UCL Careers provides a wide variety of careers information, one-to-one guidance and events for UCL students and recent graduates, and assists them through the entire job hunting process, including exploring options, searching for vacancies, preparing CVs and applications, practicing for interviews, aptitude tests or assessment centres, and providing access to recruitment fairs and other employment-related events. They can also advise on exploring options for further study and funding. These specialised services and events are available to graduates, international students and Master's students for up to two years following course completion.

UCL Careers also supports work-related learning, including internships and placements. UCL students who are required to complete a placement or internship as part of certain courses are supported in their search, application, and work by UCL Careers. Students can also sign up for UCL Talent Bank, a shortlisting service connecting students to small and medium sized organisations.

Further information:

- [UCL Careers http://www.ucl.ac.uk/careers](http://www.ucl.ac.uk/careers)

17.2 UCLIC Careers

Industry Speaker Series

Running weekly during term time the MSc HCI Industry Speaker Series offers students the opportunity to hear from and network with leading HCI practitioners.

UCLIC Careers Afternoon

Usually running in the afternoon after the project presentations this event offers presentations from HCI professionals. This is your event and suggestions are welcome – please contact the Senior Teaching & Learning Administrator if you have an idea for this event.

Jobs-Thru-UCLIC Mailing List

With a wide network of alumni and industry contacts we regularly receive information about HCI job opportunities which we pass onto current students and recent alumni by e-mail. You will be invited to join the Jobs-Thru-UCLIC mailing list on submission of your dissertation.

18 UCL Innovation and Enterprise

UCL has a long and successful track record of supporting spin-outs and start-ups developed by its academic and student communities. Many of the student and staff entrepreneurs have won external awards and achieved substantial investment allowing their enterprises to grow and reach their full potential. UCL offers a wide range of support to students ranging from training programmes, advice on whether an idea has commercial potential, one-to-one sessions with business advisers, funding, competitions and incubator space to help them start or grow their business.

UCL provides staff, students and external businesses with the necessary structures for engaging productively with each other. It enables knowledge to be exchanged between UCL researchers and the potential users of that research, with a view to maximising its economic and societal benefits.

UCL Innovation and Enterprise is led by the Vice-Provost (Enterprise and London) and includes UCL Life Learning as well as teams developing Business and Enterprise Partnerships, supporting Entrepreneurship, and managing Knowledge Exchange funding. Alongside this UCL has two wholly owned companies which facilitate innovation and enterprise: UCL Business, which commercialises research, and UCL Consultants, for facilitating academic consultancy.

Visit the student website for more information on enterprise training, funding and support.

Further information:

- [UCL Enterprise http://www.ucl.ac.uk/enterprise/students](http://www.ucl.ac.uk/enterprise/students)

19 Global Citizenship

The UCL Global Citizenship Programme is a two-week programme for UCL undergraduates and taught postgraduates offering the chance to put their studies in a global context, learn new skills and see the world differently. The Programme runs for two weeks after summer exams have finished, providing a range of opportunities to help students boost their studies, enhance their future and make an impact on the world. Participation is free and open to all UCL undergraduate and taught postgraduate students on a first come, first served basis.

Further information:

- [UCL Global Citizenship Programme](#)

20 Data Protection

How UCL uses student data

UCL uses student information for a range of purposes connected with their studies, health and safety. UCL takes the protection of student information very seriously and complies with the Data Protection Act (DPA) 1988. Information about students will only be shared within UCL when necessary. UCL may also be required by law to share information with some external agencies for a variety of purposes, such as the Student's Union, the Higher Education Statistics Agency and UK Visas and Immigration. After students leave UCL their data is retained in the permanent archives.

Further information:

- [UCL General Student Privacy Notice](https://www.ucl.ac.uk/srs/academic-manual/c1/annexes) <https://www.ucl.ac.uk/srs/academic-manual/c1/annexes>
- [UCL Confidential Information Statement](https://www.ucl.ac.uk/srs/academic-manual/c1/annexes) <https://www.ucl.ac.uk/srs/academic-manual/c1/annexes>
- [UCL Information Security Policies](https://www.ucl.ac.uk/informationsecurity/policy) <https://www.ucl.ac.uk/informationsecurity/policy>
- data-protection@ucl.ac.uk

21 Health, Safety & Security

UCL's overall objective is to provide and maintain a safe and healthy environment for staff, students, people who work with UCL and those who visit. Health and safety is an integral part of the way in which UCL's activities are managed and conducted. The UCL Safety Services webpage includes further information about health and safety policies and useful guidance and tools for risk assessment. The UCL Security Services webpage includes information regarding security operations, emergency contacts and tips for staying safe at UCL.

Further information:

- [UCL Health and Safety Policy](http://www.ucl.ac.uk/estates/safetynet/policy/index.htm) <http://www.ucl.ac.uk/estates/safetynet/policy/index.htm>
- [UCL A-Z Safety Guidance](http://www.ucl.ac.uk/estates/safetynet/guidance/index.htm) <http://www.ucl.ac.uk/estates/safetynet/guidance/index.htm>
- [General Fire Safety for UCL Students](#) (PDF)
- [UCL Security Services](http://www.ucl.ac.uk/estates/security/) <http://www.ucl.ac.uk/estates/security/>
- [Staying Safe at UCL](http://www.ucl.ac.uk/estates/security/crime-prevention/staying-safe/) <http://www.ucl.ac.uk/estates/security/crime-prevention/staying-safe/>

21.1 Health and Safety in the Division of Psychology and Language Sciences

The policy of the Division of Psychology and Language Sciences is to promote the safety, health and welfare of all its students on its premises. A full statement of the Divisional Health and Safety policy is available on the [Division intranet](#) pages.

Any accident should be reported to the receptionist as soon as possible.

Fire

- In the case of fire:
- Raise the alarm
- Evacuate (close doors and windows where possible, do not use lifts)
- Assemble away from building
- Do not re-enter until instructed that it is safe to do so

Emergency situation

In the event of an emergency or major injury:

- Dial 222 on an internal telephone
- State your location and telephone number
- Describe the nature of the emergency or give details of the accident
- Obtain assistance from the nearest First Aider/ member of UCL Security.

Minor injury (first aid)

Obtain assistance from the nearest first aider. All members of UCL Security Team are trained First Aiders

21.2 Health and Safety for Research [UCLIC]

Any student who is involved in collecting data or other research-related activities must ensure that a Risk Identification and Management Form is completed for the project, together with the project supervisor. It is the students' responsibility to ensure that they familiarise themselves with this and with the relevant Departmental health and safety policies. It is crucial that the student ensures that they understand the policies and follow the guidelines in practice. Please check the this web site -

http://www.ucl.ac.uk/efd/safety_services_www/guidance/risk_assessment/index.htm for relevant information. There will be a short health and safety instruction session during Opening of Session

Health and Safety in Malet Place Engineering Building falls and 66-72 Gower Street falls under UCL Computer Science Health and Safety.

Further Information:

- [UCL CS Health and Safety Pages http://www0.cs.ucl.ac.uk/safety/index.html](http://www0.cs.ucl.ac.uk/safety/index.html)

22 ChangeMakers

UCL ChangeMakers encourages students and staff to work in partnership with each other on educational enhancement projects to improve the experiences of students across UCL. UCL ChangeMakers Projects supports students and staff in running projects to improve the learning experience at UCL. Anyone with an idea, or who wants get involved, can submit a proposal for funding and support. UCL ChangeMakers ASER facilitators are students who work with Student Academic Representatives and staff in selected departments to formulate the departmental educational enhancement action plan.

Further information: • [UCL ChangeMakers http://www.ucl.ac.uk/changemakers/](http://www.ucl.ac.uk/changemakers/)

23 After Study

23.1 Transcripts

An official transcript, detailing examinations taken and results achieved, is issued automatically to all graduating students and sent to their contact addresses as held on PORTICO approximately 8-10 weeks after the awards have been ratified by the UCL authorities.

UCL Student Records can produce additional transcripts for students on taught programmes as well as for affiliate students via the [UCL Transcript Shop](#).

Further information:

- [Transcripts http://www.ucl.ac.uk/current-students/exams_and_awards/qualifications/transcripts](http://www.ucl.ac.uk/current-students/exams_and_awards/qualifications/transcripts)

23.2 UCL Alumni Community

The UCL Alumni Online Community is a global network of more than 200,000 former students of UCL. Alumni can take advantage of a wide range of benefits, services and discounts – on campus, across the UK and globally – including the Alumni Card, access to thousands of e-journals and library services and a free UCL-branded email service. The UCL Alumni Online Community also posts information about events and reunions happening around the world and other ways to get involved, including the UCL Connect professional development series.

Further information:

- [UCL Alumni https://aoc.ucl.ac.uk/alumni/alumni-community](https://aoc.ucl.ac.uk/alumni/alumni-community)

23.3 UCLIC Alumni

Join the [UCL Alumni Web Community \(https://aoc.ucl.ac.uk/alumni/\)](https://aoc.ucl.ac.uk/alumni/), so we can keep in touch with you. Or if you prefer to keep in touch only with UCLIC, e-mail your details to the UCLIC Administrator.