



Tutor Handbook

20/21

Introduction

Welcome to the LCC Tutor Handbook for academic year 2020 / 21. In this publication, we have collated key information in relation to your role supporting student learning & attainment (Teaching & Learning; Digital Learning; Student Support; Placements, Careers, Employability and Enterprise, the Place) and also your own continual professional development (Staff Development and Support). Many of the pages contain hyper-links to Canvas, UAL's staff digital workspace, where further detailed information is held on key departments, policies and procedures. There are also links to LCC's Teaching & Learning Hub, a dedicated space for news, resources and upcoming Teaching & Learning events. Additionally, there are links to view LCC's Staff Development Workshops. These events are advertised on Canvas and attending can be a good opportunity to explore issues in greater depth and discuss them with Colleagues.

We are currently working in unprecedented times, having to respond at speed and agility to the challenges that the covid-19 pandemic presents for teaching & learning. In the last academic year we moved teaching online and this academic year are now delivering through the blended model, in the college and also online utilizing new digital tools and platforms. Please see page 3 for more details.

We have needed to amend some of our curriculum on an iterative basis, as well as our assessment briefs and requirements. We have also changed some assessment regulations, please see 4 pages for details.

As we continue to make changes to respond to the evolving public health situation across this academic year, we will be regularly updating The LCC Tutor Handbook. Please refer to the version posted at the LCC Teaching Hub for the latest, up-to-date version. In addition, please regularly check for the latest updates on coronavirus: policy, procedures, support, guidance and advice on Canvas.

Jason Copley

Associate Dean of Learning, Teaching & Student Experience
London College of Communication

j.copley@lcc.arts.ac.uk

Adrienne Tulley

Learning & Teaching Development Project Manager
London College of Communication

a.tulley@lcc.arts.ac.uk

Content

Teaching and Learning

LCC Teaching and Learning Team	1
UAL Teaching and Learning Exchange	2
Digital Learning	3
Teaching and Learning Practice	4
Where to find information..9	
Library Services	10
Archives and Special Collections	11

Supporting Teaching and Learning

Academic Enhancement Model	13
International Student Support and Development	14

Staff Development and Support

Staff Development Activities	17
Teaching Development and Qualifications	18
HEA Fellowship	19
AL Pay ,Contracts and Pensions Information	20
Human Resources	21

Support for Students

Academic Support	21
Careers, Employability & Enterprise	24
LCC Work Placements	25
Technical Resources	26
Student Services	27
Student Union	29



Teaching & Learning

Teaching and Learning

LCC Teaching and Learning Team

The Teaching & Learning Team work across the college to deliver UAL's Teaching & Learning Strategy - Delivering Transformative Education, which has five areas of priority:

1. **Promoting teaching excellence through a systematic approach to recruitment, reward and recognition.**
2. **Developing and offering creative, curious, critical curricula.**
3. **Embedding the digital within all aspects of teaching & learning.**
4. **Delivering inclusive curriculum.**
5. **Enhancing students' employability.**

The team are:

Jason Copley:

Associate Dean Learning, Teaching & Student Experience

Terry Finnigan

Associate Dean Progression, Attainment & Support

Matt Lingard:

Digital Learning Director

Adrienne Tulley:

Learning & Teaching Development Project Manager

Lucy Panesar:

Progression and Attainment Project Manager

Evi Kontova:

Work Based Learning Curriculum Development Project Manager

Mandip Takhar:

Placements Manager

Emily Salines:

LCC AEM Lead

Ellen Hanceri:

Academic Coordinator Careers & Employability

Frania Hall:

Teaching & Learning Innovation Lead, Media School

Mark Ingham:

Teaching & Learning Innovation Lead, Design School

Susi Wilkinson

Teaching & Learning Innovation Lead, Screen School

Useful Information

[LCC Teaching Hub](#)

UAL Teaching, Learning and Employability Exchange

The Teaching and Learning Strategy

The Teaching, Learning and Employability Exchange brings together the expertise of the academic development, digital learning and careers and employability teams under the leadership of Danielle Tran - Interim Dean of Learning, Teaching and Enhancement.

The TL&EE supports teaching and learning in partnership with students and staff across UAL and aims to improve the student experience by working across three areas:

- 1. Teaching and Research Development**
- 2. Digital Learning**
- 3. Careers and Employability**

Exceptional teaching is at the heart of UALs ambition to be an internationally renowned institution for creative arts education. At UAL, students' learning will be developed and enhanced by exceptional creative teaching, enriched by research, industry and scholarship. The Teaching and Learning strategy applies to all our teaching from Foundation Diploma to Research Degrees and it acknowledges differences in approaches in levels and disciplines.

Strategic priorities for teaching and learning are:

- 1. Reward and Recognition**
- 2. Creative Curricula**
- 3. Digital Futures**
- 4. Inclusivity**
- 5. Employability**

The T&LE provides a range of professional development opportunities including the PG CERT and MA in Academic Practice . These teaching qualification are recognised by the Higher Education Academy (HEA) as part of the accredited University continuing professional development framework.

Useful Information

[Teaching and Learning Employment Exchange](#)

The Strategy, 2015-22 is available here:
[Teaching and Learning Policy](#)

Digital Learning

About Digital Learning

Digital learning focuses on how we make use of digital spaces in teaching and learning activities. For 2020-21 the online element of UAL's blended learning approach is significant, with all lectures, seminars and tutorials taking place online.

Digital Learning Platforms

LCC courses use Moodle as the online hub for teaching and complement this with UAL's other digital platforms – Collaborate, Workflow, MyBlog, Padlet, Panopto and Microsoft Office 365 – to facilitate a wide range of online learning activities.

There are two new digital learning platforms this year. Panopto is UAL's digital learning platform for recording, editing and sharing educational videos. Padlet is an online digital canvas that can be used as scrapbook, portfolio, noticeboard, mind map, blog or discussion forum.

Moodle

There are 3 types of Moodle sites for 2020-21:

School site - school information and announcements, the online learning induction and links to other LCC and UAL resources and services.

Course site - general information for all students on the course; used for weekly 'check-in' activities and for communicating with all students and with year groups.

Unit sites - the primary teaching spaces on Moodle. They are used for unit guides, learning material, discussions, online learning activities and assignment submissions.

Using non-UAL digital platforms

Many external digital tools and spaces can be utilised to enhance online and classroom learning activities, but care is needed in relation to data privacy and the types of activities they are used for. For example, students shouldn't be required to create accounts on non-UAL platforms.

See the [Non-UAL Digital Platforms](#) for Teaching and Learning guidance.

Support for Digital Learning

Staff

Support and guidance, including training, for staff is provided by UAL Digital Learning specialists across UAL.

- **See UAL Teaching Online for guides and staff development workshops.**
- **Contact the LCC Digital Learning team (LCCDigitalLearning@lcc.arts.ac.uk) to discuss designing online learning and using the UAL digital learning platforms.**

Students

- **Students are supported by Course teams initially as most questions tend to have a contextual answer relating to the course.**
- **Students should contact IT Services for any problems with their UAL account.**

Useful Information

Online Guidance and Training

UAL [Teaching Online](#) contains guides on designing inclusive blended learning and using the UAL digital learning platforms.

LCC Digital Learning

Contact the LCC Digital Learning team LCCDigitalLearning@lcc.arts.ac.uk to discuss designing online learning and using the UAL digital learning platforms.

Teaching and Learning Practice

Inclusive Teaching and Learning

All students benefit from an inclusive learning environment where all aspects of an individual's identity, experience and background are acknowledged in the ways they are taught and their needs supported from "application to alumni."

Our commitment to inclusivity means that we recognise and value our diverse student body. It also means we take measures to improve the success of specific groups, where research has shown that the route to educational success is less straightforward.

LCC staff continue to strive to ensure inclusive practice is at the heart of the student journey and anticipate the diversity of the student body at all stages of the learning journey by:

- **Effective teaching and learning and post session support.**
- **Early identification and clear communication about students' support needs with consistent and effective personal tutoring.**
- **Anticipation of reasonable adjustments through reviewing student profiles on dashboards.ac.uk.**
- **Diversifying the curriculum: exploring who is included and excluded from the curricula and reading list.**
- **Inclusive assessment and feedback which provides flexible ways for students to demonstrate their knowledge.**
- **Academic study skills and pastoral support embedded throughout the course.**
- **Locating and encouraging placements for all students.**
- **Inclusive learning and support for staff with the continual process of reflection and engagement with what inclusivity means for their subject, school or faculty and their students.**

Inclusive Attainment

Attainment inequalities persist for certain groups of students across the Higher Education sector. UAL is committed to addressing these inequalities.

At LCC new initiatives have been developed and existing practices reviewed to support course teams in addressing attainment gaps

Blueprint

Blueprint is a UAL project that seeks to engage all staff involved in the assessment of students in updating their assessment practice. The rationale for the project emerges out of institutional research (Sabri 2014-2017) which highlights disparity in how students of different ethnicities experience the assessment process, particularly, though not exclusively, in relation to the quantity and quality of conversations with tutors about their work, when compared to white peers on the same courses. This is a crucial finding as feedback has been cited as a critical factor in student success.

The blue print project aims to eliminate this feedback inequality by:

- **Embedding formative assessment throughout the course.**
- **Directing additional resources to students to support engagement with feedback.**
- **Developing students assessment literacy.**

Dr Clare Warner - Educational Developer: Attainment

Useful Information [Blueprint](#)

Academic Progression Tool

Course tutors are encouraged to work with the Academic Progression Tool (APT) and team to track and prioritise support to first year students who appear to not be engaging and progressing. The APT team can help with reaching out to students and signposting them to the support they need. More information and guidance can be found on the LCC Teaching Hub.

Student Changemakers

LCC now employ current students and recent alumni to play a sustained partnership role in developing decolonised curricula and anti-racist pedagogy. A total of nine Changemakers have been recruited to work with LCC's nine programme areas on a weekly basis through 2020-21.

Since completing their initial training, Changemakers have been working with staff to decolonise curricula across our undergraduate and postgraduate courses through staff-student collaboration events and through course validation and reapproval processes, acting as consultants for effective and meaningful decolonisation of curricula from the moment its designed. Read more on the LCC Teaching Hub.

Shades of Noir

UAL works closely with Shades of Noir, an independent program that supports: Curriculum design; Pedagogies of social justice through representation; Cultural currency; and Accessible knowledge. Shades of Noir , through collaboration , contributes to UALs work around race equality

Peer Mentoring

The peer mentoring scheme at LCC Supports student transition and progression. It is designed to help students feel part of a community, increase academic confidence, agency and engagement. The peer mentoring scheme trains 2nd and 3rd year UG students on cultural awareness, communication, collaboration and leadership skills. Mentoring takes place throughout the year and mentees work with their mentor to identify personal development goals.

Peer Assisted Learning (PAL)

PAL is a student led initiative and aims to supports the development of learning communities on undergraduate courses. It is a collaborative approach to learning that highlights the different ways students interpret and develop concepts and ideas.

PAL leaders facilitate workshops for their peers in year 1 - these workshops take place within the teaching window and as part of a timetabled session. PAL leaders work in partnership with staff and can provide a powerful connection between the course team and the community.

Useful Information [LCC Teaching Hub](#)

[Academic Progression Tool \(APT\)](#)

[Shades of Noir](#)

Useful Information

For more information about the peer mentoring scheme and information on how your course can engage with the project please contact [Louise Taylor](#).

Teaching and Learning Practice

Inclusive Tutorials

Tutorials are an important part of university learning. A tutorial is a formal meeting between an individual student or small group of students, and a tutor. Courses provide structured timetabled opportunities for individual and group tutorials; tutorials are part of the taught contact hours for your course.

Tutorials vary in purpose, but their function is to enable focused discussion to explore areas such as academic work, progress, assessment outcomes and wellbeing.

Different courses have differing approaches to tutorial provision. UAL has a Tutorial Policy, which provides a framework for an integrated tutorial provision across the University's taught courses, and a guideline as to how it should operate in practice.

Effective tutorial provision is an important and rewarding part of the course experience. It is there to support the development of our students' academic, personal and creative development.

All tutors should familiarise themselves with the University's Tutorial Policy and their own Course Tutorial Plan, which articulates the course's tutorial provision and includes a student-facing statement that describes the detailed course tutorial offer to students. The student-facing statement should be published on course Moodle sites, included in Unit Guides and discussed in student inductions. All course teams are required to complete the Course Tutorial Plan annually before the start of each academic year.

Inclusive Assessment

Assessment is vital to the learning experience of our students at LCC and demonstrates our distinctive practices, these include:

- **How we assess creative process and outcomes as well as encourage risk-taking within assessment.**
- **How we foster formative assessment through self and peer review in distinctive learning contexts such as the studio, community or workplace.**
- **How we work with a range of text-based, visual and performative forms of assessment.**
- **How we give meaningful feedback that will develop our students' creative practice at undergraduate and postgraduate level.**

How we assess and the importance of assessment is informed by the issues facing HE:

- **Covid - 19**
- **Inclusive Assessment.**
- **Differences in the attainment of BAME and International students.**
- **New modes of assessment in the digital university.**

The Assessment pages on canvas provides you with all the information you need to know including:

- **UALs Assessment Regulations.**
- **Assessment Policy.**
- **Guidance documents for students.**
- **Assessment Criteria.**

Other resources to support inclusive assessment include AEM and attainment resources:

- **Eliminating inequality in formative assessment.**
- **Enhancing assessment for equity.**
- **Creating inclusive briefs.**

LCC has also produced a Student Guide to Assessment and this is available to all staff and students through Course Moodle pages and via the LCC Teaching Hub.

Useful Information

[Tutorial Policy](#)

[Course Tutorial Plan](#)

Useful Information

[LCC Teaching Hub](#)

[Assessment](#)

[AEM & attainment resources](#)

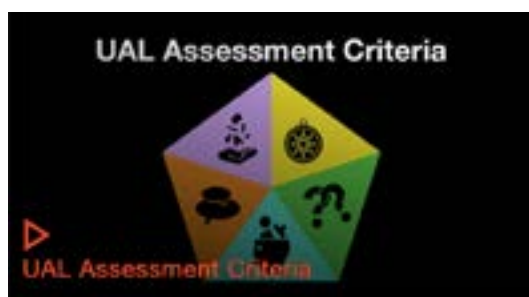
Assessment Criteria

UAL uses five marking criteria which are based on the different kinds of skills we want students to demonstrate.

1. **Enquiry** - is about active learning and reflection. It's how you explore, research and learn about your subject. Enquiry is central to all creative learning at UAL.
2. **Knowledge** - is about gathering information and enhancing understanding. It's how you inform your work, explore diverse cultures and connections and appreciate what you do in a wider context.
3. **Process** - is about your journey of learning. It's how you take risks and experiment. And how you keep the creative momentum going — developing ideas from start to finish.
4. **Communication** - is about telling the story of your learning and making. It's how you share your learning with an audience, presenting and explaining your work to different people.
5. **Realisation** - is about the work you create and how this reveals what you've learned. It's taking a look back and evaluating the work you've produced.

UAL have created criteria descriptors for each of the Undergraduate levels 4 – 6 and Postgraduate level 7 - these can be found on the assessment regulation site and in the Student Guide to Assessment.

In addition a film explaining the new assessment criteria has been created to help you explain the criteria to your students. This can be found using the links below.



Useful Information [Assessment](#)

Assessing Pass and Fail Units

For 20/21 all Yr 1 undergraduates Units will be marked using pass / fail. When assessing student work on a pass fail basis you will not be utilising a selection of the 5 standard marking criteria to make an academic judgment about the standard of the students work against criteria. Instead you will be making an assessment of whether the standard of their work overall meets the unit learning outcomes or fails to do so.

As assessment is not made against a selection of the marking criteria the feedback form that you will use and the students will see on the AFT will not include the clickable buttons to record grades e.g. ABCDE against marking criteria.

Providing Feedback

In terms of providing students with written feedback in the free text box you should:

- **Avoid using language associated with traditional grading and feedback – e.g. this is a pass / fail unit but would have scored a B.**
- **Focus on providing students with concise , clear and constructive feedback that they can utilise when approaching their next assessment.**
- **Take time to comment about the process the student has undertaken and the skills and practices they have developed that they can use for future learning.**
- **Do not grade or refer to grades on your feedback.**

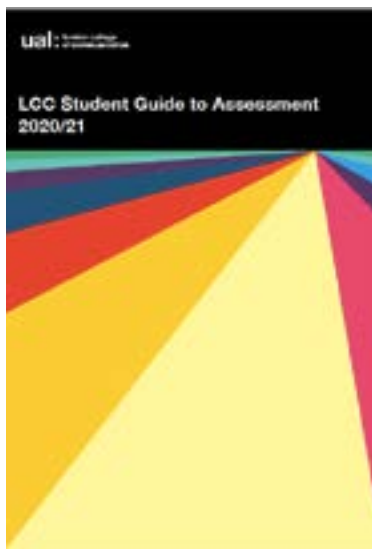
Student Guide to Assessment

This publication has been designed to help you and your students navigate the assessment process at LCC.

The guide aims to provide students with an overview of how assessment works and how they can successfully achieve. The publication contains a step by step guide to assessment, from receiving a Unit Assignment through to the role of the Exam Boards. It includes handy tips, useful links and where to get help. It also provides students with information on grading and their final degree classification.

The guide is designed to clarify the UAL assessment policies and provide students with the information to help them achieve at unit level and how to successfully progress from year to year.

Students can access the guide from their course Moodle site. It is available to staff via the LCC Teaching hub.



Useful Information [LCC Teaching Hub](#)

Where to find information

Canvas

At a time when information is being updated regularly it is important that you know where to find updates and information. Throughout the Tutor Handbook we have provided you with links to both LCC and UAL information which can be found on canvas.

<https://canvas.arts.ac.uk/>

Canvas is UALs digital workspace for staff. It provides the latest UAL and LCC news and events and access to both Office 365 APPS and UAL APPS . LCC information can be found in the Colleges and Institutes section.

LCC

The Covid -19 page is regularly updated and includes valuable information for both you and your students, this includes:

- **FAQs for staff.**
- **Latest NHS advice.**
- **Student advice.**
- **Remote working.**
-

[Covid-19 updates](#)

•

•

LCC Teaching Hub

The LCC Teaching Hub is a practice sharing platform - it has been established to support teaching staff by providing a hub for resources, examples of teaching innovations and practice, as well as a space to contribute to and discuss teaching and learning related topics.

The Teaching Hub is organised under the following headings

- **News**
- **Teaching and Learning**
- **Digital Learning**
- **Course Organisation**
- **Curriculum**
- **Professional Development**

The Teaching Hub contains a series of useful resources to support teaching , planning and course organisation and management:

- **Staff Guide to Unit Assignments and Project Briefs**
- **Staff Guide to Unit Guides**
- **Staff Guide to Moodle Sites**
- **Academic Progression Tool (APT)**
- **UG Course Design Handbook**
- **PG Course Design Handbook**
- **Course Good Practice Guide**

Colleagues are invited to sign up to the hub to receive regular updates and news. We also welcome article contributions.

If you wish to recommend an article for distribution or would like to suggest content ideas please contact either [Adrienne Tulley](#) or [Matt Lingard](#).

Useful Information

[LCC Teaching Hub](#)

[Canvas](#)

Library Services

Library Services support the learning, teaching and research within all six colleges of the University of the Arts London for all students and staff. LCC library collections reflect the range of courses taught at LCC, together with specialist collections and general academic stock. You have access to the material held in all the libraries and you can reserve items to be collected at the library of your choice.

We have adjusted our services to accommodate social distancing for Covid-19. This means that although Libraries are open we won't be operating in our normal way. Due to social distancing, staff are not currently able to book a study space to use the library or browse the collections.

You and your students can borrow items from any UAL library by ordering them online using our Click and Collect service. As the virus can survive on our books for up to 72 hours there is currently no browsing the shelves to collect items for yourselves. To order an item just log into Library Search, search and reserve a book or DVD. We will email you when the item is ready to collect from your library.

Every course has a specific Academic Support Librarian. To enable students to make full use of the range of resources offered, we provide sessions for students, including introductions at the start of the course, information skills sessions throughout their course, and one-to-one sessions. This year these will all be delivered online.

Library Services offers a series of information literacy sessions to help students use the library effectively, develop independent learning skills and manage research.

To book any session please contact your course librarian. To find a full list of course librarians please check the Your Librarian guide online.

Librarians work with academic staff to ensure reading list material is available. We are also encouraging you to work with us on building your reading lists to include diverse titles and, wherever possible, electronic texts and resources that your students can access online. Please let your course librarian know your required resources in good time, so we can ensure they are available when needed by students. We also welcome suggestions for purchase by staff and students.

In addition to the main collections of loan books the library contains:

- **A wide range of e-resources including e-databases, e-journals**
- **DVDs which can be borrowed**
- **A network of student bookable PCs and Macs with Internet access, MS Office and Adobe CS programmes**
- **Self-issue 5 hour laptop loan for students, for use within LCC college**
- **A variety of assistive software and hardware**
- **Printing, photocopying, and scanning facilities**

New scans for Teaching service

This new service allows academic staff at UAL to request and legally use digital copies of copyright materials in their teaching and put it on Moodle for students to access. The service operates in compliance with our Copyright Licensing Agency (CLA) Higher Education Licence and covers (within limits) the copying and making of digital copies from printed and digital books, magazines, journals and websites. To comply with the licence, all requests for scans are subject to specific conditions and reporting requirements. Please check the Library Services Canvas page for a detailed guidance on how the service operates and how to make a request.

Useful Information

[Library Services web pages](#)

[Library catalogue including e-resources](#)

[Referencing, citation and copyright \(including Cite Them Right\)](#)

Archives and Special Collections

The University Archives and Special Collections Centre (ASCC) holds unique and diverse archival materials, which provide a rich resource for teaching, learning and research. We welcome the opportunity to embed the use of archives and object-based learning in to the students' curriculum. We offer tours of the Centre for student groups in support of teaching and learning.

In our archives and special collections centre you can find materials to enrich your learning, teaching and research. We offer a high-quality learning experience to students from undergraduate to doctoral levels. We're also open to students from other universities and members of the public.

At the centre you can access over 35 archives and collections, especially if you're looking for materials on:

- **Film-making**
- **Graphic design**
- **Sound arts**
- **The history of printing**
- **Comic books**

We have archives and collections dedicated to renowned graphic artists, filmmakers and designers, including the archives of Stanley Kubrick, Tom Eckersley and Her Noise.

The University Archives and Special Collections Centre is open to UAL students and staff Monday to Friday by advance appointment only.

We can arrange teaching sessions for UAL student groups and their tutors. We can tailor our sessions if you're interested in a particular collection, theme or subject. If you would like to arrange a tour please contact us at: archive-enquiries@arts.ac.uk

Please note that to comply with UAL's building capacity and social distancing guidelines, most sessions will take place online.



**Supporting
Teaching
& Learning**

The Academic Enhancement Model

AEM 20/21

The Academic Enhancement Model (AEM) is a cross-university approach to enhancement that specifically aims to improve student experience (as measured by NSS) and eliminate our attainment gaps.

Courses are identified for AEM support according to five key metrics:

- 1. Overall satisfaction (NSS) benchmarked against sector**
- 2. Overall attainment (percentage of students awarded firsts and 2:1 against sector benchmarks)**
- 3. The attainment differential between home BAME and home white students**
- 4. The attainment differential between international students and home students**
- 5. Continuation rate**

AEM gives focused support to the courses that fall below a specified threshold in those metrics, to address the often complex reasons for awarding gaps and low perceptions of student experience. Building on work already in place in Colleges and through the facilitation of each College AEM Lead, AEM is premised on creating a space for open and dialogic conversations to facilitate each course's improvement in attainment, continuation and student experience.

In 2020-2021, AEM offers a choice of three focused strands of activity to each course team. Based on analysis of previous activity, practice institutional research and sector research, this new approach allows us to focus on enhancement activities in the three core areas that we know will have the biggest impact. AEM data, planning and actions will also be integrated with new annual course monitoring processes, helping to connect work strands across quality assurance and enhancement.

The three specific areas of focus are:

- 1. Fostering belonging and compassionate pedagogy**
- 2. Enhancing assessment for learning**
- 3. Decolonising pedagogy and curriculum**

Each AEM course team opts for one area of focus for the academic year with the help of the College AEM lead, who supports the team in their enhancement work in their chosen area of focus. This is done through asynchronous and synchronous materials and workshops guiding colleagues as they seek to build on their existing practice to improve attainment, continuation and student satisfaction in their course.

The AEM team have produced a series of resources to support the AEM process - this include the AEM toolbox. All resources can be found on the AEM webpage- see links below.

Useful Information

The LCC AEM Lead is Dr Emily Salines and you can contact her at e.salines@arts.ac.uk

To learn more about AEM , the AEM team and access AEM resources visit the AEM webpage.

[AEM](#)

International Student Support and Development

The Language Centre

Almost half of UAL's students come from outside of the UK, and a vast majority of them are studying their course in a second language. The Language Centre offers English language teaching to help prepare them for university study and develop their English and study skills throughout their time at UAL.

The Language Centre doesn't just teach English to international students. It also offers:

- **Intercultural and Communication training for staff that focuses on improving the way we , as a university, communicate with our students and each other.**
- **Evening classes in French, German, Italian, Mandarin and Spanish with a unique arts and culture twist, open to staff, students and the public.**
- **A range of support services for international students who require English Language Development during their studies**
- **Professional English Courses for students who have a conditional or unconditional offer for a UAL course.**
- **International Student Experience programme, supporting staff working with international students at UAL.**

Language Centre courses are taught by qualified and experienced language tutors, many of whom have additional qualifications in a range of academic subjects including art, design, fashion and communications. Most of our tutors are PG Cert, Diploma TESOL (NQF level 7) and some are MA Linguistics qualified

International Advice Appointments

Online International student advice sessions are available to all International/ EU students for non-admission related enquiries. The LCC International Experience Officer is available to offer help, support and guidance in relation to both academic and personal matters. This may include advice on homesickness, difficulties studying, engagement issues and more general pastoral support. This may also include practical advice in relation to areas such as banking, medical support and accommodation queries.

Students can book through the Moodle site 'Current International & EU students' which all students are enrolled on. There is a booking system which lists a number of available dates and times. Alternatively they can email Chris Bryant the International Student Experience Officer directly.

If you have any queries or students that you are concerned about email Chris at c.bryant@lcc.arts.ac.uk

Useful Information [Language Centre](#)

International Development

LCC has a dedicated International Development Office, whose role it is to coordinate and plan the work of the College outside of the UK. We work with staff from all job families across the College and the University's central teams on a broad range of international activities, including the development of international exchange opportunities, building collaborative academic and research partnerships, engaging with international networks for creative professionals in the fields of design, media and screen (including Cumulus, ico-D and CILECT), and managing the academic selection of international students for courses at LCC.

What we can support

We can provide financial, administrative and logistical support and advice to international projects and collaborations that help to implement UAL's international strategy. We are particularly keen to work with colleagues on developing a range of accessible and inclusive international activities which directly supports our diverse community of students in:

- **Developing global experience and understanding of subjects and practices, preparing them to work in an international context**
- **Acquiring inter-cultural competence and confidence, encouraging them to engage in a complex and turbulent world, challenging their own values, perspectives and approach**
- **Achieving sustainable, cumulative and meaningful intercultural encounters with people of other countries and cultures**
- **Reflection and analysis of the skills and perspectives learned**

These outcomes can be achieved through a number of different models (not all of which are predicated on international travel by LCC staff/students):

- **Student/staff exchange programmes, including through Erasmus+**
- **In-person international collaborations, delivered at LCC**
- **International collaborative virtual projects**
- **Short term international study trips**

IDO is open to supporting engagement with any country/region/territory, if projects are of demonstrable benefit to the College. However, in 20/21, our areas of priority engagement are: North America, Europe, India, Australia and Hong Kong.

Useful Information

[International Development at LCC](#)

[LCC Global](#)

[UAL Global](#)

Email

mobility@lcc.arts.ac.uk



#WeAreUAL

**Staff
Development &
Support**

Staff Development

The London College of Communication is committed to providing a rich and broad range of development opportunities for all staff, supporting the development of your career and professional practice, and to help the College in achieving its vision.

On the LCC Staff Development intranet page, you will find details about the funding that is available to support you in obtaining further qualifications and to undertake continuing professional development activities, and the processes for applying for those funds.

There is also information on the types of activities and events which the College organises that you may be interested to sign up for. These are organised around the following themes:

- **Personal Effectiveness**
- **Subject Development and Learning & Teaching Initiatives**
- **Management Development**

As far as possible these are scheduled during the College's six staff development weeks held each year and staff are strongly encouraged to participate in these.

The College staff development offer is designed to complement the staff development opportunities offered by the University centrally, which you are urged to check out too. More information about centrally-offered staff development opportunities can be found on the UAL Staff Development intranet page.

London College of Communications offers its staff a wellbeing programme, wellbeing benefits, and funding for activities and events.

Staff Development weeks:

Week 1 & 2

7 - 18 September 2020

Week 3

7 - 15 January 2021

Week 4

15 - 23 March 2021

Week 5 & 6

5 - 16 July 2021

Useful Information

[Staff Development at LCC](#)

Teaching Development and Qualifications

Courses and Qualifications

UAL's Teaching & Learning Exchange offer both a PG Certificate and an MA in Academic Practice, teaching qualifications that align with the Higher Education Academy Professional Standards Framework and HEA Fellowships. In addition the exchange offers a 2 day Thinking Teaching course for practitioners new to teaching.

Thinking Teaching

Thinking Teaching is a two-day introduction to teaching and learning in higher education. The course has been designed for UAL staff who are either new to teaching or whose roles include an aspect of teaching or supporting learning. It will be especially useful for new Associate Lecturers, PhD students and technicians.

Thinking Teaching will orient participants to the purposes and practices of university teaching.

PG Certificate Academic Practice in Art, Design and Communication

The Postgraduate Certificate Academic Practice in Art, Design and Communication (PgCert) is a key qualification for those who teach or support learning in arts higher education. It's aimed at a wide range of graduate staff with academic or academic-related roles. Completing the PgCert will enable you to attain professional recognition with the Higher Education Academy (HEA) as either Associate Fellow or Fellow. The course has been designed for part-time and flexible study.

MA Academic Practice in Art, Design and Communication

This qualification is designed for staff who have completed the PgCert Academic Practice or an equivalent course.

Following the same pattern as the PgCert Academic Practice, you will also complete a second option unit towards the MA. The MA Academic Practice culminates in the completion of an independent study in the form of a dissertation.

All applications to start in January 2021 have now closed
Application for 2022 will open in May 2021.

Useful Information [Professional Development](#)

HEA Fellowship

Our teaching qualifications are recognised by the Higher Education Academy (HEA) as part of the accredited University continuing professional development framework.

HEA Fellowship via the PgCert

Provided you do at least 35 annual hours of HE teaching or learning support* successful completion of the PgCert's Teaching and Learning unit will also gain you Associate Fellowship of the HEA (AFHEA). On completion of the PgCert, eligible participants will attend a Professional Dialogue meeting to review their coursework and assess their candidacy for Fellowship of the HEA (FHEA). Successful candidates will have FHEA status conferred along with their PgCert.

*HE teaching or learning support includes all kinds of pedagogic work for courses at FHEQ Level 4 or above, or on CPD for academic and/or learning support staff.

HEA Fellowship outside the PgCert

The Professional Recognition Programme provides colleagues with a route to Fellowship that does not require undertaking academic study. The programme requires an independent and self-managed approach that may be better suited for experienced colleagues and some job roles.

Associate Fellow/Fellow of the HEA

Colleagues intending to apply for Associate Fellow or Fellow of the HEA who are either: relatively new to teaching/support, and/or have limited engagement in professional development in teaching and learning, must complete a 'Thinking Teaching' short course.

Senior Fellow of the HEA

Colleagues intending to achieve professional recognition at Senior Fellow of the HEA should review the process and criteria outlined in the Professional Recognition Programme Handbook and supporting documents.

AL Pay, Contracts and Pension Information

The payroll team have provided the following information for new ALs.

Contracts

- Your course leader will submit a HPS contract to LCC Payroll directly with the hours you are scheduled to teach.
- These should always be prior to teaching commences.
- If you believe you are missing a contract, please contact your Course Leader.

Accepting Contracts

- Once we have processed your hours, you will receive an email to your UAL email address, notifying you of contract(s) awaiting your acceptance, along with providing a link to contract on the HPS system. Here you can review, accept or query your contract.
- Full details about the new HPS system can be read [here](#).

Payments

- All pending contracts must be accepted by You by the 9th of each month to be progressed for payment on the last working day of the same month.
- Please ensure you check your UAL email account regularly otherwise you may experience delayed pay.
- Once your contract is accepted, scheduled payments are made on the last working day of the month that you taught in.

Payslips

- You have access to all your payslips and P60 records via the Employee Self-Service portal using your UAL log in. Please ensure that you download your payslip, as when you view them online it doesn't itemise the contract number(s) that you are being paid for. A provisional payslip will be generated with upcoming hours around the 22th of each month.

Rate of pay

- As a new starting Associate Lecturer you will commence at spine point 30 on the University pay scale, £54.72 per hour. This rate consists of your teaching rate: £45.08 per hr., and of your holiday pay element of £9.64 (£54.726ph total).
- Your standard Associate Lecturer rate includes a supplement which entitles your course leader to request up to an additional 1.25hrs marking and/or preparation for every teaching hour contracted.
- Full terms and conditions are included with each contract offered to you.

Pension

- We are legally obliged to opt you in to the Teachers' Pension Scheme, for further information regarding this please visit [this link](#), or contact our pensions team located at High Holborn- pensions@arts.ac.uk 0207 514 8598, where you can discuss the schemes benefits, or how to opt out if you wish.

Contact details for Queries

Query - HPS system Access

Department - LCC payroll

Contact - Payroll Admin payroll.admin@lcc.arts.ac.uk

IT issues - HPS admin hpsadmin@arts.ac.uk

Query - UAL Email

Department - Staffing Administration

Contact - Payroll Admin payroll.admin@lcc.arts.ac.uk

IT issues - IT Service Desk servicedesk@arts.ac.uk

Query - Contract Details

Department - School

Contact - Course Leader

Query - Pension

Department - Pensions Department

Contact - UAL pensions Team pensions@arts.ac.uk

Human Resources

The Human Resources department is made up of the following teams:

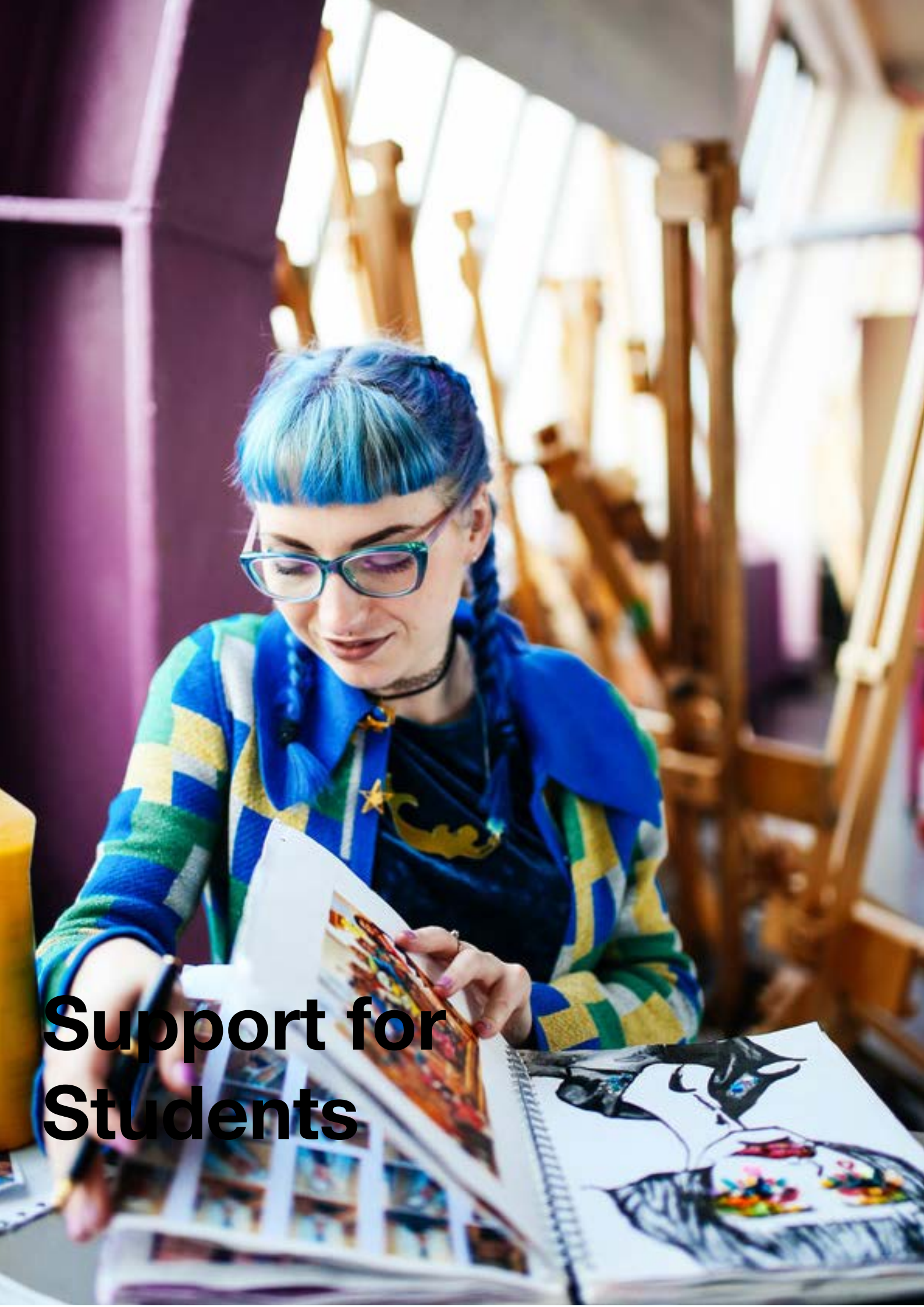
- **HR Services (including ASKHR as your first point of enquiry and Recruitment) - supporting and guiding you through your entire employee journey.**
- **Organisational Development and Learning - managing and nurturing your career and staff development needs.**
- **Systems Team - with three teams:**
- **Payroll - getting you paid on time**
- **Pensions - supporting you to look after your future**
- **Systems – managing employee systems and safeguarding data**

The HR department helps support UAL in various aspects of improving delivery (and customer service); with projects that include developing our change management capability; staff survey action planning and follow-up; implementing new Health and Safety plans and improving HR information and communication.

The last year has been extremely challenging and HR have taken a leading role in supporting the response to the Covid 19 pandemic.

The ASKHR team provides advice and guidance on HR topics, and where necessary directs your query to a specialist HR contact. Their aim is to answer and resolve most cases promptly. With complex cases reassigned to your college based HR Consultant or HR Business Partner.

The Staffing Administrator, Lesley Wilkins, is based at LCC and can provide you with an induction pack or advice about recruitment.



**Support for
Students**

Academic Support

Support in 20/21

Academic Support is open to all our students, including Foundation, Undergraduate and Postgraduate. We offer a wide range of support to enable students to develop as learners, enhance their studies and nurture their creativity.

Our priorities in LCC Academic Support are:

- **Awareness:** Ensuring all students and staff know about Academic Support. ·
- **Access:** Ensuring all students have access to appropriate and inclusive Academic Support.
- **Tutorials:** Providing bookable one-to-one tutorials with Academic Support Lecturers to support students with assignments and study methods. ·
- **Workshops:** Offering bookable group sessions and workshops, as well as embedded course-specific workshops to supplement and enhance students' learning. ·
- **Resources:** Providing student resources on Academic Support Online to enhance learning and facilitate adjusting to new ways of working and learning.

Some of the areas we work with students on include:

- **Developing confidence as learners** ·
- **Learning approaches** ·
- **Reading, thinking and writing** ·
- **Academic language** ·
- **Making presentations** ·
- **Collaboration skills** ·
- **Feedback literacy**
-

Academic Support will be offered online in the current circumstances.

If a student has concerns about learning online, we will aim to provide alternative forms of support (for example, email tutorials) and/or additional resources in place of a live online session. It may be possible to arrange a face-to-face tutorial in person

according to social distancing guidelines. If you would like to ask about this, please email us.

Academic Support Lecturers work with all courses as specialists in learning development who also know about your subject areas, course structures and other support available to students.

In addition to one-to-one tutorials and group workshops, there are open events across UAL and drop-in sessions. All events and activities are advertised on Academic Support Online.

We may work alongside colleagues from Libraries, the Language Centre, Contextual Studies, Digital Learning and Student Employability and Enterprise to deliver sessions that relate closely to your subject area, assessment or projects. We can also facilitate Make the Grade workshops

We also work with course teams to:

Provide support to priority students

If you believe that any of your students would benefit from additional Academic Support, please remind them of our one-to-one tutorials, workshops and online resources. Please let the Academic Support team know so that we can prepare suitable approaches to support.

Adapt planned embedded support

We're aware that course-specific Academic Support plans may need to change. Please let us know if you would like to discuss embedded support further.

Provide new embedded support

If you would like to explore what forms of embedded support are available or could be devised for your course, we are here to discuss those questions with you.

Useful Information

[Overview for Staff of LCC Academic Support](#)

[Overview for Students of LCC Academic Support](#) ·

[An example of a writing away day](#) ·

Careers, Employability and Enterprise

Careers and Employability empowers UAL students and graduates to make a living doing what they love. We believe that everyone should be able to achieve their creative ambitions, regardless of their background or circumstance. Working collaboratively with UAL courses, we enhance students' employability and creative attributes through experiential learning and access to industry. From the moment students arrive, they can access: one-to-one advice, job opportunities, paid internships, mentoring, funding, student-led initiatives, and opportunities to showcase and exhibit work. Support is free and accessible to all our students.

It is important to direct students towards [Student Careers](#) and to encourage them to sign up for the monthly [newsletter](#) for early notice on opportunities, events, funding and paid work.

Direct students to:

Creative Opportunities

Job board featuring FT, PT, Jobs, Internships and freelance vacancies for UAL students and graduates.

[Creative Opportunities](#)

Awards, funding and mentoring

This site provides funding, mentoring and advice for UAL students and graduates. It provides information on how to get their business off the ground and includes mentoring and graduate entrepreneur visa schemes as well as scholarships and business development programmes.

[Funding and Mentoring](#)

Events and workshops

From job searching, CV checks and interview skills to writing a business plan, pitching your idea and securing funding, our events and training sessions will help students prepare for a successful career after university.

Please review events listings frequently as new events will be added throughout the academic year.

[Events and workshops](#)

not just a shop

Students or graduates from UAL you can apply to sell their work in not just a shop through our open calls.

[not just a shop](#)

Creative Attributes Framework (CAF)

For academic course teams the Creative Attributes Framework (CAF) offers staff a toolkit that supports curriculum making and delivery, and translating enterprise and employability into student learning.

[CAF](#)

Here is a great resource for embedding and enhancing enterprise and employability within the curriculum and can help support you in developing your course and writing your VSC forms. You can also find additional resources, such as examples of cross-disciplinary course practice, graduate interviews and resources to help interpret the framework, by exploring the online toolkit.

Useful Information

LCC Academic Coordinator for Enterprise and Employability

For information on developing collaborative activities with industry mentors in the curriculum, or on any of the above, please contact Ellen Hanceri on e.hanceri@lcc.arts.ac.uk.

LCC Work Placements

The [LCC Work Placements 20/21](#) course page is an online hub for placements and employability resources for all LCC students.

This page is open to all LCC Students and aims to support you through your UAL journey to gain valuable experience through placements and making a living doing what you love.

The page is for students who are required to do a placement as part of a unit, as well as general information for all LCC students wanting to know how to further their career prospects whilst studying.

Process for completing placement approval forms:

- Student downloads their Work Agreement form(S) from the LCC Work Placements 20/21 course page.
- Student completes their sections of either 1a.Work Agreement Form HomeEU, 1b. Work Agreement Form Tier 4 or 1c.UAL Freelance Form.
- Placement provider completes their relevant sections of the form.
- Course team completes their section including the Unit Leader and Programme Director – both signatures are required at this stage.
- The form is then sent to placements@lcc.arts.ac.uk for final approval.
- Placements Manager then sends a final approval email to the student along with the completed form.

Useful Information

LCC Placements Manager

For information and advice on placements please contact Mandip Takhar m.takhar@lcc.arts.ac.uk

[Getting into Industry DPS](#)

[Getting into Industry](#)

Technical Resources

LCC students can access a wealth of exciting and creative technical resources, both on-site and online.

Information regarding our Technical Resources can be found via our Moodle site and on Canvas.

Here are some important changes to the way we are operating this term:

- **Students must now book to access technical spaces, equipment, and workshops.**
- **Bookings are made through the ORB, our online resource booking system.**
- **Students should only book time in spaces on their scheduled on site days.**
- **We have made changes to our spaces to ensure they are Covid-secure.**

Important links:

Technical Resources Moodle site - <https://moodle.arts.ac.uk/course/view.php?id=22742>

ORB booking system - <https://orb.arts.ac.uk>

Canvas Technical info - <https://canvas.arts.ac.uk/sites/colleges/SitePage/55412/technical-resources-at-lcc>

Technical Management Team:

Christopher Purday - Head of Technical Resources

Brendan Nobbs - Technical Resources Manager

Tove Andrews - Technical & Teaching Resources Administrator

Agnes Wonke-Toth - Technical & Teaching Resources Administrator

Useful Information

Primary contact email:

technical.enquiries@lcc.arts.ac.uk

Student Services

Useful Information

Student Services

0207 514 6590

student.services@arts.ac.uk

Provides advice and guidance on:

- Counselling and Mental Health
- Health and Wellbeing
- Finances
- Immigration and Visas

Disability and Dyslexia Support

020 7514 6156

disability@arts.ac.uk

Provides advice and guidance on:

- Study at UAL
- Support
- Disability

Academic Support

020 7514 6607

academic.support@lcc.arts.ac.uk

Provides advice and guidance for students on a range of areas of learning development and academic skills, including:

- Developing confidence as learners
- Learning approaches
- Reading, thinking and writing
- Academic language
- Making presentations
- Collaboration skills
- Feedback literacy
-

UAL: Language Centre

020 7514 2309

language-centre@arts.ac.uk

- Offers English language courses to all international students.

Careers and Employability

020 7514 6240

<https://www.arts.ac.uk/students/student-careers>

Provides advice on:

- Job Opportunities
- Internships
- Mentoring
- Funding
- Exhibiting and Showcasing work

Student Complaints and Appeals

020 7514 6607

Provides advice on:

- Extenuating circumstances
- Student complaints

International Student Support

020 7514 8494

c.bryant@lcc.arts.ac.uk

Provides advice on:

- Pastoral support
- Non registry advice

Accommodation

020 7514 6240

accommodation@arts.ac.uk

Provides information:

- Halls of residence
- Private rented accommodation

Advice for Academic Staff

Student Services staff provide a professional, confidential, and free service to UAL students and also, where appropriate, to prospective students from the UK or abroad who are considering applying for courses at the University. Staff are based at each of the main College sites, and at the central office building in Holborn. The different teams provide an integrated service, which makes sure that the support and advice given to students is appropriate and relevant, equipping and enabling them to succeed.

Student Advisers

Student advisers are money and immigration specialists. They provide guidance on how to fund costs related to studying in the UK, and can assist International students with enquiries about visas and other immigration matters.

Counsellors, Health Advisers and Chaplains

The Counsellors, health advisers and chaplains support the health and well-being of students by listening to them and helping them with issues and concerns such as depression, anxiety and illness, and by providing pastoral and spiritual care. Counselling, Health Advice and Chaplaincy is not an emergency service. Nor are any other services at the University.

Disability advisers

The Disability advisers, dyslexia coordinators and dyslexia support tutors support the University's commitment to inclusion and equality. They aim to remove the barriers that students may face, and support them to work as independently as possible.

Additional Support

Student Services staff are available to talk through, advise and guide colleagues who are concerned about the well-being of a student and to help ensure that the support is provided as early as possible. Support is also available for students who are care leavers and have been in local authority care for three months or more. Student Services works in conjunction with colleagues responsible for academic support as well as with the student welfare mentors at halls of residence.

There are many possible issues affecting students, which you may be concerned about.

Practical

- **Finances**
- **Housing**
- **Disability**
- **Immigration and student visa difficulties**
- **Care Leaver support**

Course and study-related

- **Unexpected difficulties or events impacting on course work**
- **Presentation anxiety**
- **Skills for independent study**

Personal and emotional difficulties

- **Living independently and moving away from home**
- **Relationships**
- **Family problems**
- **Isolation**
- **Anxiety/social anxiety**
- **Low mood/depression**
- **Confidence and self-esteem issues**
- **Bereavement**
- **Health concerns**
- **Mental health concerns**
- **Trauma and assault**
- **Bullying**

Useful Information [Student services](#)


Students' Union

All enrolled students of The University of the Arts London are automatically deemed to be full members of the Students' Union.

The Student Union ensures that all students are given opportunities to thrive throughout all aspects of their University experience.

The Students' Union is a charity led by its members (the students of UAL), with students making all the decisions about the projects and initiatives that Arts SU undertakes. From societies and sports, to creative professional opportunities, to campaigns and event support, Arts SU has something for everyone to get involved in! As Arts SU is independent from the University and the Colleges, it is accountable to students in every action and decision they take.

Students can get in touch with the LCC College Coordinator if they would like more information on Student Union services: from extenuating circumstances, mental health and housing support, to funding and guidance for their own events and activities.



This handbook will be updated regularly to respond to the ongoing changes and challenges we face at London College of Communication, UAL.

Jason Copley

Associate Dean of Learning, Teaching & Student Experience
London College of Communication

j.copley@lcc.arts.ac.uk

Adrienne Tulley

Learning & Teaching Development Project Manager
London College of Communication

a.tulley@lcc.arts.ac.uk