



# Tutor Handbook

21/22

# 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 continue to adapt our teaching, learning and assessment in response to the Covid 19 pandemic and in academic year 2021/22 will be offering students a blended learning experience that's a combination of in-person teaching on site and online learning. Some students have applied for Covid Authorized absence in the Autumn term and will be studying online for this term with the expectation that they will join us in person from January 2022. Should any changes occur to teaching delivery or assessment in-year due to the evolving public health situation, these will be communicated via Canvas and the Tutor Handbook updated accordingly.**

**We hope you find the Tutor Handbook a useful reference point to support you in your teaching and tutorial work. If you have any questions, please do not hesitate to get in touch.**

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London College of Communication**

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London College of Communication**

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# 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

**Craig Burston:**

Teaching & Learning Innovation Lead, Design School

**Susi Wilkinson:**

Teaching & Learning Innovation Lead, Screen School

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**Useful Information**    [LCC Teaching Hub](#)

# UAL Teaching, Learning and Employability Exchange

## The Teaching and Learning Strategy

The Exchange is made up of three connecting teams:

- **Academic enhancement**
- **Digital Education and Academic Practice**
- **Careers and employability**

The purpose of the Exchange is to enhance the students experience through the transformation of teaching, learning, and careers education in partnership with staff and students.

The exchanges approach is to work collaboratively across UAL teams, Colleges and Courses.

The exchanges leads on:

- Designing and delivering teaching and learning focused professional development (including qualifications and professional recognition)
- Evidence- informed critical interventions and resources for staff to enhance teaching practice and to inform curriculum design and pedagogy across the university
- Providing pedagogic expertise and support of teaching processes and practices, in both digital and physical contexts
- Enhancing students' employability and creatives attributes through experiential learning and access to industry
- Influencing cross- university enhancement and culture change through co-developed policies, guidance and strategies

**Strategic priorities for teaching and learning are:**

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

The T&LEE 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.

For more information about The Exchange you can sign up to their [newsletter](#).

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**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 online spaces in teaching and learning activities. In 2021-22 all courses will include elements of online learning. The LCC Blended Learning Principles (available from your Programme or School) provide a framework for designing course delivery.

### UAL's Digital Learning Platforms

All LCC courses use Moodle as the online hub for teaching. UAL has several further digital platforms for use in teaching – Collaborate, Workflow, MyBlog, Padlet, Panopto and Microsoft Office 365. These can facilitate a wide range of online learning activities.

### Moodle

For most students there are 3 types of Moodle sites for 2021-22:

- 1. School site** - school information and announcements, the online learning welcome and links to other LCC and UAL resources and services.
- 2. Course site** - general information for all students on the course and used for communicating with all students and with year groups.
- 3. 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 on [Teaching Online](#).

### 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](mailto:LCCDigitalLearning@lcc.arts.ac.uk)) to discuss designing online learning and using the UAL digital learning platforms.

#### Students

- [Studying Online](#) has general guidance for students.
- Students can get help using UAL's digital learning platforms in the Digital Space on-campus or from their course team, depending on the nature of the question.
- Students should contact IT Services for any problems with their UAL account.

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## 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](mailto: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 individuals' 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.**

This year there will be blueprint workshops available for staff around formative assessment. For further information please contact Terry Finnigan on [t.finnigan@lcc.arts.ac.uk](mailto:t.finnigan@lcc.arts.ac.uk)

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## Useful Information

### Diversity in teams workshops

<https://canvas.arts.ac.uk/News/89946/diversity-in-teams-new-resource-to-support-course-teams>

[Blueprint](#)



# Teaching and Learning Practice

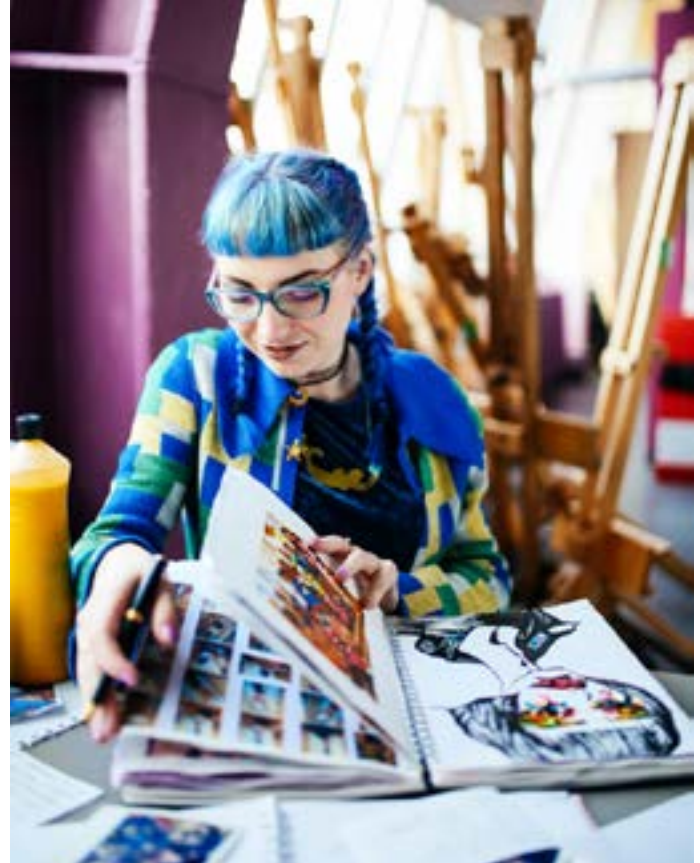
## Inclusive Attainment

### Academic Progression Tool

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

### Student Changemakers

Since April 2020, LCC has employed current students and recent alumni to play a sustained partnership role in developing anti-racist, decolonised curricula and teaching practices with staff. Nine Changemakers are employed to work with LCC's nine programmes on a weekly basis through the academic year and staff development weeks. After completing their initial training, Changemakers work with staff to develop anti-racist and decolonised curricula, teaching and assessment practices across our undergraduate and postgraduate courses. This is through staff-student collaboration events and through course validation and reapproval processes, with Changemakers acting as consultants for effective and meaningful decolonisation of curricula from the moment its designed. Read more here on the [LCC Teaching Hub](#):



**Useful Information**    [LCC Teaching Hub](#)

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

# Teaching and Learning Practice

## Inclusive Attainment

### Peer Mentoring

Peer Mentoring provides a space for mentees and mentors to discuss learning development and share stories and experiences. Students in Year 1 are assigned a mentor from their course in their second or final year. Mentoring can help students find solutions to problems or challenges, identify goals, and highlight achievements.

Peer mentors provide a valuable connection to student communities and can signpost mentees towards specialist information and services within the college.

Students can request a mentor by email: [lcc-peermessaging@arts.ac.uk](mailto:lcc-peermessaging@arts.ac.uk)

### Peer Assisted Learning (PAL)

Students in the second or third year are trained as PAL leaders to facilitate study sessions for Year 1. PAL study sessions are designed to enhance academic and collaborative skills, and develop a sense of community on the course. They are an opportunity for students to learn from each other, and broaden their understanding of concepts and ideas relating to their course. PAL leaders work in partnership with staff and can provide a powerful connection between the course team and the community.

Study sessions can be organised within activities on course or as part of academic support workshops.

For more information contact:

Louise Taylor, Academic Support Lecturer / Peer Learning Coordinator  
[l.o.taylor@lcc.arts.ac.uk](mailto:l.o.taylor@lcc.arts.ac.uk) / [academicsupport@lcc.arts.ac.uk](mailto:academicsupport@lcc.arts.ac.uk)

### 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

### Safe Space Crits

Safe Space Crits Safe Space crits are designed for your students to sign up to and discuss their work that may reflect self, faith, postionality, gender, sexuality, disability, politics. This is offered through Shades of Noir and available at the link below.

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**Useful Information** [Peer mentoring](#)

[Shades of Noir](#)

[Safe Space Crits](#)

# 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 scheduled learning and teaching hours for the 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.**
- **Extenuating Circumstances Policy 2021/ 22**
- **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.

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## Useful Information

[Tutorial Policy](#)

[LCC Teaching Hub](#)

[Assessment](#)

[AEM & attainment resources](#)

# Assessment

## 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.



## Assessing Pass and Fail Units

For Block One delivery in 2021/22 all Yr 1 undergraduate 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 UAL assessment 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.

Please note that from Block Two onwards, Yr 1 undergraduates will be assessed using the UAL assessment criteria and awarded grades.

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## Useful Information [Assessment](#)

# Assessment

## Student Guide to Assessment

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

The guide is updated annually to reflect any changes to the assessment policy and aims to provide students with an overview of how assessment works and how they can successfully achieve.

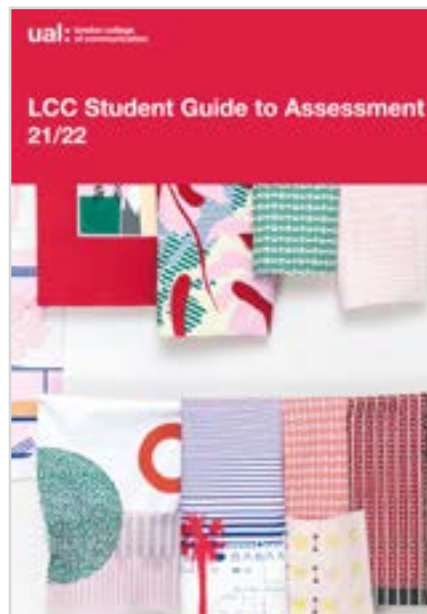
### For 21/22 we have:

- Updated the Extenuating Circumstances section.
- Updated the Submitting your assignment section.
- Included a section on Self-plagiarism – this was included following several academic misconduct cases.
- Included a section on Covid – Related Authorised Absence (CRAA) – to ensure students understand the difference between ECs and CRAA.

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.

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

**Course teams are encouraged to save the Guide to their Moodle Unit Sites.**



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**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:

- **Covid-19 Health and Safety measures**
- **Report Covid form**
- **Latest NHS advice**
- **Student advice**
- **Expenses and Procurement**
- **Wellbeing**



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**Useful Information**    [LCC canvas page](#)

[Canvas](#)

# Where to find information

## LCC Teaching Hub

The LCC Teaching Hub has been designed as a space where teaching and learning resources and information are curated and updated for LCC teaching staff. The 21/22 LCC Teaching Hub has been updated to reflect UAL priorities and changes at LCC, including policy updates.

The Hub is a practice sharing platform - it has been established to support teaching staff by providing a space 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**
- **Anti-Racism**
- **Climate Action**
- **Course Organisation**

Under these heading you will find further information to support your teaching , planning and course organisation.

The LCC Hub includes the following resources:

- **Staff Guide to Unit Assignments and Project Briefs**
- **Staff Guide to Unit Guides**
- **Staff Guide to Moodle Unit Sites**
- **UG Course Design Handbook**
- **PG Course Design Handbook**
- **Tutor Handbook**

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](#).



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## Useful Information [LCC Teaching Hub](#)

# Library Services

## Using the Libraries

Using the Libraries 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.

- [Click and borrow](#) items from any library.
- You can request to view special collections items
- You can search our collections and [find e-resources](#)
- Contact [Your Librarian](#) to book course support or request resources
- Always Check the [website](#) <https://www.arts.ac.uk/students/library-services/> for updates to the service.
- Opening hours vary throughout the year; overnight opening is available at CSM for specific periods, and Camberwell Learning Zone 24/7 <https://www.arts.ac.uk/students/library-services/opening-hours-and-locations>

### Library support

Contact us via [Ask](#) for FAQs, live chat or to submit enquiries

Contact Your [Librarian](#) to book course support or request resources

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. Library Services offers a series of information literacy sessions to help students use the library effectively, develop independent learning skills and manage research. Find out more about what we can offer and the information literacy curriculum on the [Your Librarian](#) webpages.

Librarians work with academic staff to ensure reading list material is available. We also encourage 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 PCs and Macs with 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

[Scans for Teaching](#) 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.

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## Useful Information

[Library Services web pages](#)

[Library catalogue including e-resources](#)

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



# Archives and Special Collections

## Accessing the archive at LCC

The University Archives and Special Collections Centre (ASCC) holds unique and diverse archival materials, which provide a rich resource for teaching, learning and research. The ASCC offer a high-quality learning experience to students from undergraduate to doctoral levels, they are 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**

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

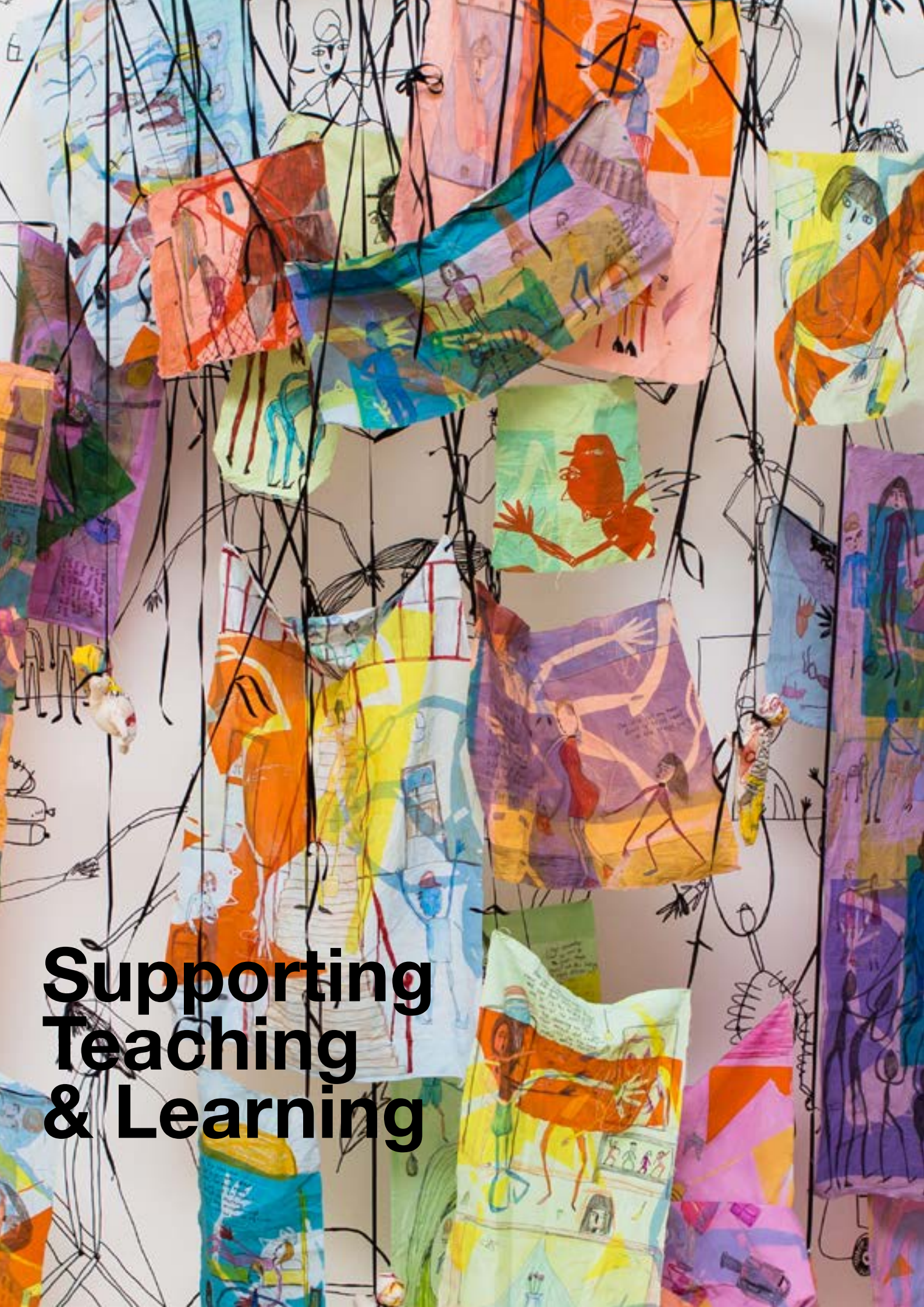
We can arrange teaching sessions for UAL student groups and their tutors. We can tailor our sessions if you're interested in a particular collection, theme or subject. If you would like to arrange a tour please contact us at: [archive-enquiries@arts.ac.uk](mailto:archive-enquiries@arts.ac.uk)

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



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## Useful Information [ASCC](#)



# Supporting Teaching & Learning

# The Academic Enhancement Model

## AEM 21/22

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 awarding differentials.

AEM gives focused support to course teams 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.

Courses are selected to be part of AEM on the basis of student attainment, continuation and satisfaction metrics. The main data point is December (attainment and retention data point).

AEM offers a choice of three focused strands of activity to each course in AEM. Based on analysis of previous activity, practice institutional research and sector research, this 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 are also integrated with annual course monitoring processes, helping to connect work strands across quality assurance and enhancement.

### The three strands of AEM 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 (strand) for the academic year with the help of the College AEM lead and the Strand Lead who support the team in their enhancement work. 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.

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## Useful Information

The LCC AEM Lead is Dr Emily Salines and you can contact her at [e.salines@arts.ac.uk](mailto: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](mailto:c.bryant@lcc.arts.ac.uk)



## Useful Information [Language Centre](#)

# International Student Support and Development

## 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.

## 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):

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

In 21/22, LCC's areas of priority engagement are North America, Europe, India, Australia and Hong Kong. However, IDO is open to supporting collaboration in any country/region as long as there is demonstrable value in doing so.

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## Useful Information

For more information, please visit our Canvas page or email [mobility@lcc.arts.ac.uk](mailto:mobility@lcc.arts.ac.uk)

[International Development at LCC](#)

[LCC Global](#)

[UAL Global](#)

# Climate Justice and Climate Advocacy

## Climate Action Plan

In 2019 UAL responded to the climate and ecological crisis by declaring a climate emergency. In June of this year the Vice Chancellor James Purnell announced UALS pledge to exceed the Paris agreement goals by committing UAL to achieving a target of Net Zero by 2040.

UAL's Climate and Environment Action Group (CEAG) has drawn up an action plan which outlines 3 key pledges.

1. We will change the way we teach and do research - We will teach students about sustainable practices and business models, and we will conduct research that contributes to climate justice.
2. We will change how we work with others - We will share our creative insights with wider society to bring about change, and we will collaborate with climate justice movements around the world to do so.
3. We will change the way we operate - We will reach net-zero by 2040, setting carbon budgets, reducing emissions, and cutting waste. We cannot influence others unless we first change ourselves.

To support this work CEAG has created 4 working groups:

- Academic Discourse and action planning
- Governance through purposeful policies
- Co-designing a climate justice movement
- Ecosystems infrastructure.

To find out more read the full [Climate Action Plan](#)

## Climate Advocates

To support this work LCC has initiated the creation of student climate advocates in the summer term of 2021.

The role of the 9 Climate Advocates - each representing a programme area and reporting to the Programme Director is to:

- Support curriculum and pedagogical development through the lens of climate action and social and environmental sustainability.
- Provide knowledge, expertise and experience gained from being a student at LCC.

Their role is to:

- Work in partnership with schools and course teams to identify and facilitate opportunities to strengthen climate and environmental action within the curriculum.
- To share practice with peers and work towards the commitments of the Climate Action Plan.

For more information on Climate change and sustainability please see the resources below.

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## Useful Information

UN Sustainable Development Goals:

<https://sdgs.un.org/goals>

Education for Sustainable Development (ESD)

<https://www.qaa.ac.uk/quality-code/education-for-sustainable-development#>

Climate Action Toolkit for the Higher Education Sector

[https://www.eauc.org.uk/climate\\_action\\_toolkit](https://www.eauc.org.uk/climate_action_toolkit)

UN Climate Change Conference of the Parties (COP26)

<https://ukcop26.org/>

Carbon Literacy Project

<https://carbonliteracy.com/>



#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:

- 
- **Teaching and Learning**
- **Professional Development**
- **Health and Wellbeing**
- **Anti-Racism**
- **Climate and Environmental Action**
- **Equality, Diversity and Inclusion.**

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.

## Staff Development weeks:

### Week 1 & 2

**13<sup>th</sup> - 24<sup>th</sup> September 2021**

### Week 3

**9<sup>th</sup> - 17<sup>th</sup> December 2021**

### Week 4

**17<sup>th</sup> - 25<sup>th</sup> March 2022**

### Week 5 & 6

**11<sup>th</sup> - 22<sup>nd</sup> July 2022**

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## Useful Information [Staff Development at LCC](#)

For further information contact Gifty Tingle - [g.tingle@lcc.arts.ac.uk](mailto:g.tingle@lcc.arts.ac.uk) or Adrienne Tulley [a.tulley@lcc.arts.ac.uk](mailto:a.tulley@lcc.arts.ac.uk)



# Funding Opportunities

## Teaching and Learning Innovation Fund

The LCC Teaching and Learning Innovation Fund can be used to respond to issues we're facing in the current teaching & learning landscape, as well as on-going areas of priority for the college.

The fund is open to Academic Course Teams, Technical & Support Teams.

If you would like to apply, we invite proposals for innovations and interventions against one or more the following criteria:

- Develop physical and online learning spaces that respond to the current pedagogic landscape and build learning communities.
- Liberate the curriculum & promote inclusive teaching and learning through decolonization and internationalization of the curriculum.
- Enhance assessment for equity: sharing good practice around assessment & effective feedback; developing students' assessment literacy.
- Develop sustainable practices across all areas of academic practice.
- Respond to Climate and Ecological action through curricula, teaching and learning and assessment.
- Support students' well-being and the development of compassionate pedagogies.
- Improve student experience in key areas as identified in survey metrics with a focus on course organisation & management and learning community.
- Support development of students' creative attributes, careers, enterprise and employability.

You are encouraged to discuss your application with the Teaching & Learning Coordinator for your School prior to submission.

**Frania Hall – Media School**  
**Susi Wilkinson – Screen School**  
**Craig Burston – Design School**

Applications can be submitted throughout the year up until May 1st

Please send your completed application to Chris Bryant – [c.bryant@lcc.arts.ac.uk](mailto:c.bryant@lcc.arts.ac.uk)

## Continuing Professional Development Fund

All members of staff at London College of Communication will be considered for CPD funding including individual or group applications.

The kinds of activities we can support include:

- UAL Training courses
- Conferences
- Workshops
- Short courses

For more information about CPD funding and how to apply please visit the LCC teaching Hub:

<https://lcc-teaching.myblog.arts.ac.uk/teaching/teaching-learning-funding/>

For further advice and guidance you can contact Gifty Tingle - [g.tingle@lcc.arts.ac.uk](mailto:g.tingle@lcc.arts.ac.uk)

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## Useful Information

For applications and further information visit the Funding and Professional Development pages of the LCC Teaching Hub.

[LCC Teaching Hub](#)

For further funding opportunities visit the LCC Funding page on Canvas.

[Canvas](#)

# 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.

### 2 Day - 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.

### 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 2022**

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Useful Information [Professional Development](#)

# Teaching Development and Qualifications

## 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, £55.54 per hour. This rate consists of your teaching rate: £45.76 per hr., and of your holiday pay element of £9.79 (£55.54ph 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](mailto:pensions@arts.ac.uk), 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 Contracts Admin

Contact - LCC Contracts Admin - [contracts.admin@lcc.arts.ac.uk](mailto:contracts.admin@lcc.arts.ac.uk)

IT issues - HPS admin [hpsadmin@arts.ac.uk](mailto:hpsadmin@arts.ac.uk)

### Query - UAL Email

Department - Staffing Administration

Contact - LCC Contracts Admin - [contracts.admin@lcc.arts.ac.uk](mailto:contracts.admin@lcc.arts.ac.uk)

IT issues - IT Service Desk [servicedesk@arts.ac.uk](mailto: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](mailto:pensions@arts.ac.uk)



# Human Resources

## HR Departments

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.



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## Useful Information

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

[l.wilkins@lcc.arts.ac.uk](mailto:l.wilkins@lcc.arts.ac.uk)

# Staff Wellbeing

## Staff Wellbeing Hub

The wellbeing of our staff is really important to us. At UAL we want to promote a healthy work life balance and provide you with opportunities to flourish. Staff benefits include opportunities to volunteer, travel and try out UAL courses. We also want you to feel supported

UAL has 4 areas or 'wellbeing pillars' that we aim to support you with:

1. Mental Wellbeing
2. Physical Wellbeing
3. Social Wellbeing
4. Financial Wellbeing

The UAL Staff Wellbeing Hub provides information on working safely and flexibly during the COVID-19 pandemic as well as how you can line manage others as supportively as possible.

The Hub also contains information on:

- Free, confidential counselling
- Flexible and home working
- HR Hub - support and information



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**Useful Information** [Staff Wellbeing Hub](#)



**Support for  
Students**

# LCC Academic Support

## Support in 21/22

LCC Academic Support is open to all our students, including 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.
- **Embedded Support:** Increasing the academic support to students through working with course teams to embed bespoke workshops on their courses.
- **Tutorials:** Providing bookable one-to-one tutorials with Academic Support Lecturers to support students with assignments and study methods.
- **Peer Education** Peer-assisted learning and peer mentoring: Inspiring students to collaborate as learners and fostering peer mentorship in both formal and informal ways.
- **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

LCC Academic Support intend to work both online and onsite (subject to safety guidelines).

We will offer one-to-one tutorials online and onsite in LCC throughout term time. We will work with course teams to plan embedded support either online or onsite in LCC, depending on pedagogical needs.

LCC 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.

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## Useful Information

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

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

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



# Careers and Employability

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 and graduates.

## [Student Careers](#)

Encourage your students to sign up for the monthly newsletter here:

## [Careers and Employability Newsletter](#)

LCC is the only UAL college with its own distinct Placements, Careers and Enterprise hub based at the college. It aims to provide a strong link with UAL's Careers and Employability central service, while nurturing a more bespoke service for LCC students and staff. We call it The PLACE. Please encourage your students to visit via their Moodle site or email [placements@lcc.arts.ac.uk](mailto:placements@lcc.arts.ac.uk)

Whether your Postgraduate, Undergraduate and International students require support for placements, volunteering, freelancing, start-ups, or in-course career guidance sessions, or if you require support for embedding industry briefs into your curriculum, providing guest speakers for your course, or setting up a Knowledge Exchange activity with an external partner, please do contact us with your enquiry. We may be able to offer you support or resources.

Ellen Hanceri, LCC Academic Coordinator for Enterprise and Employability. [e.hanceri@lcc.arts.ac.uk](mailto:e.hanceri@lcc.arts.ac.uk)  
Mandip Takhar, LCC Placements Manager. [m.takhar@lcc.arts.ac.uk](mailto:m.takhar@lcc.arts.ac.uk)

## Direct students to:

### Creative Opportunities and Artstemp

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. This 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.

## [CAF](#)

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## 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](mailto:e.hanceri@lcc.arts.ac.uk).

# LCC Placements

The PLACE is LCC's designated hub for placements. careers and enterprise and works in collaboration with Careers and Employability to provide support and guidance to students. Students can attend events, workshops and access support and resources to help them with their career path. Weekly Ask Me Anything Sessions take place every Wednesday from 3pm - 6pm during term time, held by Mandip Takhar, Placements Manager

[The PLACE Online](#) moodle page is updated regularly to support LCC Students by providing valuable resources and information relating to placements, careers and enterprise. These include: The PLACE event details, job hunting resources and a paid opportunities section.

Students who are completing work placements as part of their course or as part of the Diploma in Professional Studies can also access guidance about getting their placements approved, health and safety, traveling abroad and other important things to consider before, during and after their work placement.

Placement briefings can be delivered to courses that offer a placement unit as well as briefings around employability and carrying out non accredited work placements.

The placement approval process has been moved over to SITS and is now much more efficient and compliant than the previous process. Training videos are available:

- [Guidance for UAL](#) staff - how to review and approve a placement and the Show & Tell session.
- [Guidance for students](#)
- [Guidance for Placement Providers](#)

The new process will be incorporated into placement briefings and materials. For support with the new system or to request to be enrolled onto The PLACE online moodle page please contact Mandip Takhar, Placements Manager: [placements@lcc.arts.ac.uk](mailto:placements@lcc.arts.ac.uk)



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## Useful Information

**LCC Placements Manager**

**For information and advice on placements please contact Mandip Takhar - [placements@arts.ac.uk](mailto:placements@arts.ac.uk)**

**Visit The PLACE at LCC - [The PLACE Online](#)**

# 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.**

## 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



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## Useful Information

**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>

**Primary contact email:**

[technical.enquiries@lcc.arts.ac.uk](mailto:technical.enquiries@lcc.arts.ac.uk)

# Student Services

Student Services staff provide a professional, confidential, and free service to UAL students. 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** - 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.

[Student Advice Service](#)

Contact: [student.advisers@arts.ac.uk](mailto:student.advisers@arts.ac.uk)

**Counselling, Health Advice and Chaplaincy** – 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](#)

Contact: [counselling@arts.ac.uk](mailto:counselling@arts.ac.uk) for general enquiries

[studenthealth@arts.ac.uk](mailto:studenthealth@arts.ac.uk) for concerns about student mental health

**Disability advisers** - Staff, including 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.

[Disability Service](#)

Contact: [disability@arts.ac.uk](mailto:disability@arts.ac.uk)

## Supporting Student Wellbeing and Mental Health

**Screening:** Every weekday, the UAL mental health team screen the referral forms that have been received. The form is on the [website](#).

Urgent/concerning cases are contacted by the Duty Officer on the day.

- Non-urgent cases receive an email with options for appointments (mental health advice, counselling, health, drop in (bookable 24 hour before the day, workshop).
- Some cases are screened for priority counselling or mental health assessment.

Urgent or concerning cases would include any student who has disclosed plans/intention to take their own life, indication of psychosis/disordered thinking, recent sexual assault, concerns about immediate safety or where the student is in crisis.

[Emergency support for students](#)

**Duty:** A Mental Health Adviser is available on 0207 514 6426 between 9:30 and 4:30 Monday to Friday or by email on [studenthealth@arts.ac.uk](mailto:studenthealth@arts.ac.uk) to students and staff can call if a concern is urgent or worrying.

**Online drop-in sessions:** The team also offer bookable drop-in appointments Monday to Friday. These are 30 minutes, not full mental health assessments but can be helpful where students want to talk to someone. Booking link is on the [website](#).

[One-minute mental health videos](#) for university staff from Charlie Waller. The University of Edinburgh has been working with Charlie Waller to produce student wellbeing videos for academic staff to help them feel more confident in talking with students about their wellbeing.

[Togetherall](#) is a safe, online community where people support each other anonymously to improve mental health and wellbeing.

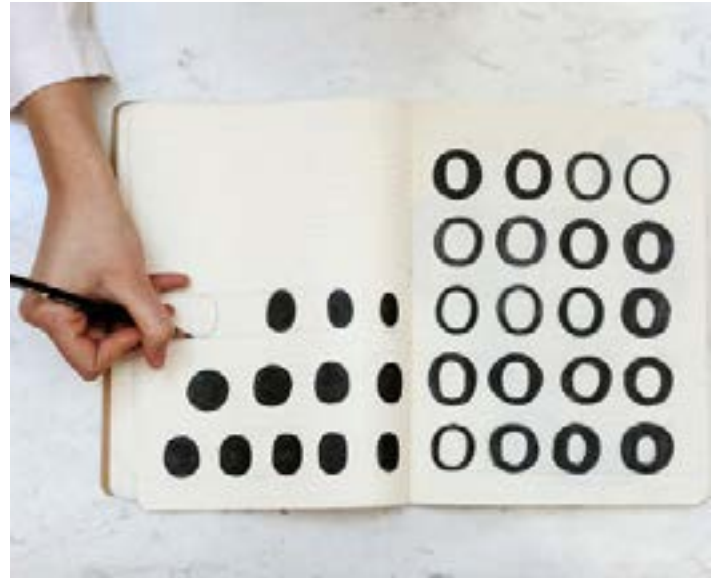
# Arts Students' Union

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

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


The Arts SU 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 Arts SU if they would like more information on SU services: from extenuating circumstances, mental health and housing support, to funding and guidance for their own events and activities.



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**Useful Information**   [Arts SU](#)



**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](mailto:j.copley@lcc.arts.ac.uk)

**Adrienne Tulley**

Learning & Teaching Development Project Manager  
London College of Communication

[a.tulley@lcc.arts.ac.uk](mailto:a.tulley@lcc.arts.ac.uk)