

LCC Tutor Handbook 22/23



Introduction

Welcome to the LCC Tutor Handbook for academic year 2022 / 23. 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 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.

2022 saw the publication of the new UAL10yr. Strategy: The world needs creativity . At the heart of the strategy are three guiding policies which identify the challenges and opportunities that are most important to UAL .Over the next year and in response to the UAL strategy the Teaching , Learning and Employability Exchange in consultation with staff from all colleges will be developing the new teaching and learning strategy, and will no doubt reflect the huge developments we have seen in teaching and learning over the last few years.

We hope you find the Tutor Handbook a useful reference point to support you in your teaching work. If you have any questions or suggestions for content please do not hesitate to get in touch.

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Teaching & Learning

Teaching and Learning

LCC Teaching and Learning

The Teaching and learning team 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.**

UAL Teaching and Learning Strategy 2015 - 2022

The team are:

Jason Copley:

Associate Dean Learning, Teaching & Student Experience

Terry Finnigan

Associate Dean Progression, Attainment & Support

Elena Hernandez-Martin

Interim Digital Learning Director

Adrienne Tulley:

Learning & Teaching Development Project Manager

Currently vacant:

Progression and Attainment Project Manager

Evi Kontova:

Work Based Learning Curriculum Development Project Manager

Michele Palmer:

Placements Manager

Currently vacant:

LCC AEM Lead

Ellen Hanceri:

Academic Coordinator Careers & Employability

Frania Hall:

Teaching & Learning Coordinator, Media School

Craig Burston:

Teaching & Learning Coordinator, Design School

Manos Kanellos:

Teaching & Learning Coordinator, Screen School

Useful Information

[LCC Teaching Hub](#)

UAL Priorities

UAL has a number of key priorities around teaching and learning these include:

- **Retention**
- **Closing the awarding gaps**
- **Student satisfaction**
- **Student experience**

To address these and wider issues UAL has produced a series of publications which outline UALs key priorities and ambitions. These publications are designed to be used when designing our curriculum and as part of the validation and re approval processes.

Staff are encouraged to engage with these publications so you are aware of the focus, intentions and vision of UAL and how these impact on teaching and learning.

The UAL Strategy, Anti - Racism Action Plan and the Climate Action Plan are part of a set of resources to develop your skills and knowledge and are designed to help you contextualise the issues of social, racial and climate justice within your discipline.

UAL Strategy 2022 - 2032 : The world needs creativity

UALs new strategy sets out the priorities for the next 10 years in response to the challenges the HE sector has gone through over the last 2 years and to 'turn these challenges into opportunities'.

As a result UAL has identified 3 guiding principles:

- 1. To give students the education they need to flourish in a changing world.**
- 2. To bring high-quality creative education to more students than ever before**
- 3. To change the world through our creative endeavour.**

Read the full strategy [here](#).

UAL Anti - Racism Strategy and Action Plan

In 2021 UAL produced its first Anti-Racism Strategy and Action Plan. Within these UAL outlined its commitment to working with students, staff ,graduates and partners to dismantle systematic racism within UAL and the creative industries. At the core are 10 key areas of action for us to focus on:

- 1. Visible accountability and allyship on race equality**
- 2. Improve reporting, monitoring and resolution process**
- 3. Align anti-racism action plan with UAL EDI strategies**
- 4. Anti-racism education across the university**
- 5. Create clear statistics and KPIs**
- 6. Increase the proportion of Black Asian and minority ethnic staff**
- 7. Increase the proportion of Black, Asian and minority ethnic students**
- 8. Extend number of Black, Asian and minority ethnic visiting lecturers**
- 9. Decolonising the curriculum**
- 10. Eliminating the continuation and degree awarding gap**

To read the action plan and strategy and to catch up on how we have done since they were launched follow [this link](#).

UAL Climate Action Plan

The UAL climate action plan was first published in 2021 and it brought together strands of climate-orientated action to initiate change at UAL. The latest version highlights work already achieved at UAL and is articulated through case studies.

The plan has 4 key areas of action:

- 1. Change the way we teach**
- 2. Change the way we research and exchange knowledge**
- 3. Change the way we operate**
- 4. Change the way we work together**

To read the action plan and find out more about UALs commitment to climate justice follow [the link](#).

You can find more information on the [Staff development : climate justice](#) pages of Canvas.

Useful Information

[UAL - Our strategy 2022 - 2032](#)

[Climate Action Plan](#)

[Anti-racism learning hub](#)

UAL Teaching, Learning and Employability Exchange

Transforming teaching, learning and careers education

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

UAL defines Quality Enhancement as 'taking deliberate steps to bring about improvement in the effectiveness of the learning experiences of students'.

The exchange works with academics, technicians, academic support teams, teaching and learning teams and librarians across the UAL colleges. They ensure everyone involved in teaching, supporting learning and developing careers and employability can access great courses, workshops, resources, funding opportunities and awards.

The exchange is led by Dr. Danielle Tran and is made up of three teams.

1. Academic Enhancement

The Academic Enhancement Model (AEM) and Attainment team and teaching practice.

2. Academic Practice

The Academic Practice team provides professional development and recognition opportunities for UAL staff. Their focus is enhancing teaching and learning related activity.

3. Careers and Employability

The careers and employability team work with staff across UAL to support engagement with the Creative Attributes Framework and embed enterprise and employability within the curriculum. They work with College leads to support curriculum development, validation and revalidation to ensure courses offer high-quality employability and enterprise learning opportunities.



Useful Information

[Teaching and Learning Employment Exchange canvas page](#)

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

Digital Learning

About Digital Learning

Digital learning focuses on how we make use of digital platforms for teaching and learning activities. In 2022-23 all courses will use Moodle as an online hub for students to access learning material, course information and messaging, unit assessments and online learning activities.

Moodle

For most students there are 3 types of Moodle sites for 2022-23:

1. School site - school information and announcements.
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 unit assignment submissions.

UAL's Digital Learning Platforms

As well as Moodle, UAL provides and supports the following digital platforms for use in teaching:

- **Panopto** is used to create, edit and share video recordings with students. It can be used to record in-person presentations or to pre-record presentations and demonstrations.
- **Workflow** is an online portfolio tool for students to collect and curate images, video and other media, as well as text, to showcase creative work and submit it for assessment.
- **MyBlog** is a blogging platform that students can use to create personal or course-related blogs.
- **Turnitin** is an assessment submission tool in Moodle that checks text for similarity with other submissions and external sources.
- **Padlet** is a virtual pin board or canvas with many uses. Staff and students can create Padlets and manage who can access & edit them.
- **Collaborate Ultra** is an online classroom tool for facilitating large group sessions. It is available in Moodle. (Microsoft Teams is also available for small groups and individuals).

- **Miro** is an online collaborative canvas or whiteboard tool. It is an external tool requiring staff to create a personal account. It has been approved for use with students.

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. Students can'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) to discuss designing the online elements of teaching or for support using UAL's 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 (WG26) or by emailing thedigitalspace@lcc.arts.ac.uk or from their course team, depending on the nature of the question.
- Students should contact IT Services for any problems with their UAL account.
- Training for students: to arrange training for your students e.g. an introduction to Workflow, contact The Digital Space: thedigitalspace@lcc.arts.ac.uk.

Useful Information

Online Guidance and Training

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

[Studying Online](#) has general guidance for students.

Contacts

Contact the LCC Digital Learning team (LCCDigitalLearning@lcc.arts.ac.uk) to discuss designing the online elements of teaching or for support using UAL's digital learning platforms.

Contact thedigitalspace@lcc.arts.ac.uk if you want to arrange training for students

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 and their students.**



Useful Information

[Teaching and Learning Employment Exchange canvas page](#)

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

Teaching and Learning Practice

Inclusive Assessment and Supporting 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.

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 priorities facing HE:

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

Resources

The [Assessment pages](#) on canvas provides you with all the information you need to know including:

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

The Teaching, learning and employability exchange has produced a series of resources to support inclusive assessment these include

- [Belonging through compassion](#)
- [Exploring assessment for social justice](#)
- [Assessment and feedback: key terms and concepts](#)
- [Summative feedback - practicalities](#)
- [Summative feedback - structure](#)
- [Summative feedback - tone](#)
- [Equitable practice for assessment](#)
- [Prompts for compassionate feedback](#)

The Exchange has also produced the [Academic Enhancement Model Toolbox](#) which is a collection of tried and tested interventions :

- **Supporting attainment with unit design**
- **Decolonising reading lists**
- **Creating inclusive briefs**
- **Internationalising the curriculum**
- **Rethinking industry engagement**
- **De-biasing strategies**
- **Eliminating inequality in formative assessment**
- **Teaching for retention**
- **Reducing referrals and resubmissions**

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

[LCC Teaching Hub](#)

[Teaching, Learning and Employability Exchange](#)

[Academic Assessment Policies](#)

Teaching and Learning Practice

Inclusive Assessment and Supporting Attainment

Assessing Pass / Fail Units

For Block One delivery 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/feedforward on pass fail units

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.



Useful Information

[Tutorial Policy](#)

[LCC Teaching Hub](#)

[Assessment](#)

[AEM & attainment resources](#)

Teaching and Learning Practice

Inclusive Assessment and Supporting Attainment

Student Changemakers and Climate Advocates

Since 2021 LCC has employed current students and recent alumni to play a sustained partnership role in supporting our racial, social and climate justice agenda. Each programme area is assigned a Changemaker and Climate Advocate who are employed to work with LCC's 9 programme areas on a weekly basis and during staff development weeks. Changemakers work with staff to develop anti-racist and decolonised curricula, Climate advocates to promote climate justice and sustainable practices in the curriculum. This is through staff – student collaboration events, projects and through the course validation and re approval processes. To find out more about the Changemakers and Climate advocates visit the LCC Teaching Hub.

Peer Learning

Peer learning supports student transition and progression. It is designed to help students feel part of a community, increase academic confidence, agency, and engagement.

LCC peer mentors provide support to students on their course in year 1. They help students make connections across different levels of study, support student wellbeing, and promote diverse and inclusive student communities.

Mentors can help students to navigate student-life, work towards learning development goals, and help create learning activities that support a multiplicity of learning styles.

How and when do LCC peer mentors work?

- Peer mentors work throughout the academic year to support Year 1 students throughout the transition to university
- Mentors provide support through one-to-one mentoring and student-led workshops.
- One to one mentoring is offered through online or face to face meetings.
- Student-led workshops take place on specific units on the course, or as part of Academic Support.

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 - Shades of Noir

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.

Useful Information

[Peer mentoring](#)

[Shades of Noir](#)

[Safe Space Crits](#)

[Climate Action Plan](#)

[Anti-racism Action Plan](#)

Teaching and Learning Practice

Inclusive Assessment and Supporting Attainment

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.

In September 2022 the updated UAL tutorial policy was published through Canvas. The following information was published by LCF and LCC has agreed the same approach for this academic year.

Why was the policy updated?

The UAL Tutorial was last published in June 2016 and the policy was reviewed to ensure it was up to date.

What has changed?

This is a minor update and was refined for ease of use. The overall framework for tutorial provision within courses and extended support has not changed. The policy document also now includes the provision template as part of the document.

What consultation was there?

Draft versions of the updated tutorial policy were shared with school Associate Deans for comment / feedback and the College Academic Committee was updated in May 2022.

Is there a notional baseline tutorial provision?

The agreed notional baseline is one personal tutorial however schools and course teams are responsible for 'ensuring appropriate proportions of course contact hours are committed to tutorials and that changing student feedback are taken into account'.

What do you need to do in 22/23?

If you have already used last year's template you do not need to re do your tutorial provision on the new template, but please remember to use the new template next year - 23/24.

Useful Information

[Tutorial Policy](#)

Teaching and Learning Practice

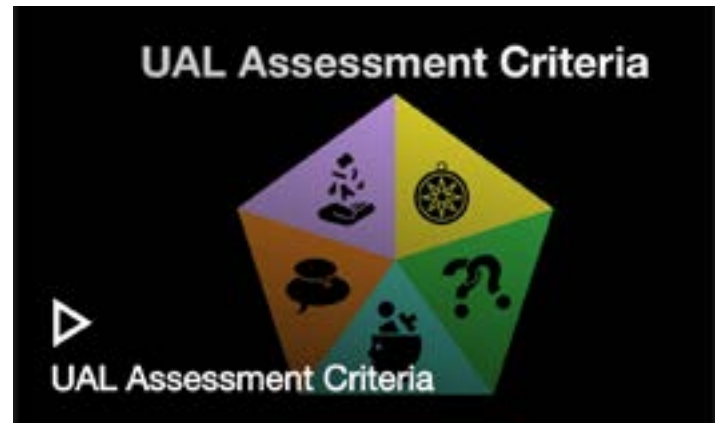
Assessment Criteria

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 [here](#).



Useful Information

[Assessment](#)

Teaching and Learning Practice

Student Guide to Assessment

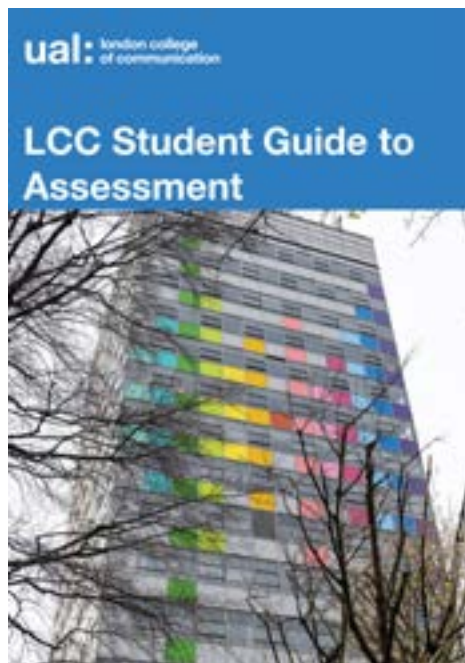
This publication has been designed to help you and your students navigate the assessment process at LCC. The guide is designed to clarify the UAL assessment policies and provide students with the information to help them achieve at unit level and how to successfully progress from year to year.

The guide has been updated in partnership with students and is updated annually to reflect any changes to the assessment policy. Its aim is 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.

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 and regularly signpost students to it.



Useful Information

[LCC Teaching Hub](#)

Teaching and Learning Practice

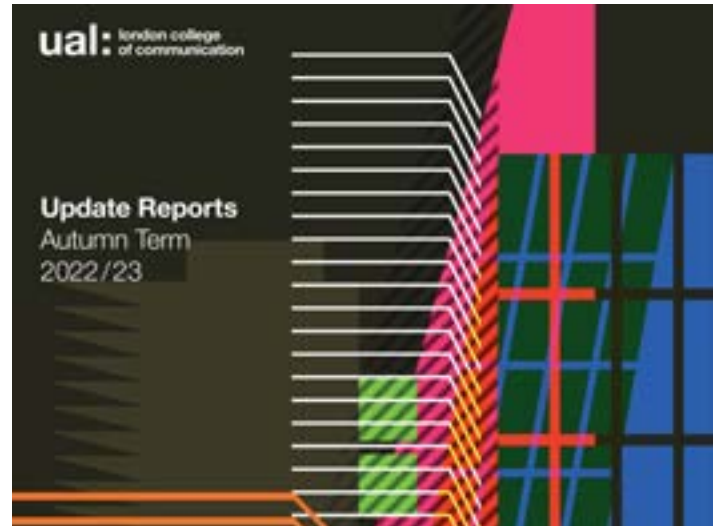
LCC Academic Update Report

The report provides termly updates from the College's academic support departments, highlighting key events, initiatives, and developments as well as reporting back on recent achievements and successes.

The report contains updates from:

- **Library Services**
- **Technical Resources**
- **Academic Support**
- **International Student experience**
- **Learning, Teaching and Student experience**
- **Digital Learning**
- **Progression and Attainment**
- **Development and Quality**
- **International Development**
- **Work based learning and Placements**
- **Equality, Diversity, and Inclusion**
- **Student Services**
- **Staff Development**

The report is disseminated to Schools and via the LCC staff newsletter and the LCC Teaching Hub.



Useful Information

For more information contact Adrienne Tulley - a.tulley@lcc.arts.ac.uk

Where to find information

Canvas

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 ,events and stories. It also provides access to both Office 365 APPS and UAL APPS. You can find shared services and useful links as well as college and institute updates. LCC information can be found [here](#).

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 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

- **Teaching and Learning**
- **Course Organisation**
- **Digital Learning**
- **Racial, Social and Climate Justice**

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

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



Useful Information

[LCC Canvas Page](#)

[Canvas](#)

Library Services, Special Collections and Archives

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/) <https://www.arts.ac.uk/students/library-services/> for updates to the service.
- Opening hours vary throughout the year; always check [library opening times](#).

Library support

Every course has a specific Academic Support Librarian. To enable students to make full use of the range of resources offered, they 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 they offer and the information literacy curriculum on the [Your Librarian](#) webpages.

Librarians work with academic staff to ensure reading list material is available. They also encourage you to work with them 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 they can ensure they are available when needed by students.

They 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 their 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.

Useful Information

[Library Services web pages](#)

[Library catalogue including e-resources](#)

Library Services, Special Collections and Archives

Browse collections

UAL is home to a wide range of archives and special collections and more information can be found on the website of each college's special collection.

- [London College of Communication](#)
- [Camberwell College of Arts](#)
- [Chelsea College of Arts](#)
- [CSM Materials and Products Collection](#)
- [CSM Museum and Study Collection](#)
- [London College of Fashion](#)
- [Wimbledon College of Arts](#)

You can also access:

[The University Archives and Special Collections Centre](#) – this holds unique and diverse archival materials, which provide a rich resource for teaching, learning and research.

[The Stanley Kubrick Archive](#) - the archive spans Kubrick's entire careers from his time as a photographer for look magazine to his final film Eyes Wide Shut.

[Digital Collections](#) - explore UAL's digital collections and browse work made by students, staff and alumni.



Useful Information

For more information on accessing these resources visit the [special collections and archive page](#).

Supporting Teaching & Learning

The Academic Enhancement Model

AEM 22/23

The Academic Enhancement team works across the university to enhance teaching, learning, assessment and industry practice at UAL. Our work is underpinned by a commitment to enhancing students' experiences on their course. A key aspect of this is working as a whole institution to eliminate awarding gaps between home white students and home students of colour and between home and international students.

Each college has an Academic Enhancement Educational Developer lead, who is based in-college and at the Exchange at High Holborn. At LCC, they work in collaboration with course teams and the academic development team to support and develop inclusive practices in teaching and assessment. This is approached through a decolonising lens and exploring the power of compassion and belonging in teaching. We have developed this into four areas of focus, based on institutional and sector research, data and student feedback, and working collaboratively with colleague across the university.

1. **Belonging through compassion**
2. **Exploring assessment for social justice**
3. **Decolonising teaching and learning**
4. **Diversifying industry with creative shift**

There are a number of ways the college academic enhancement lead and wider team can support. You can contact the college lead directly, book in a 121 chat, attend a staff development workshop/event, download our Toolkit resources and podcasts or collaborate with us on research and policy. We also develop bespoke workshops in response to course team and college needs. We have budget to support HPLs to attend our workshops and activities.

Our support can be particularly helpful:

- **If your course is due to go through re-approval**
- **Student feedback (unit, NSS, CSS, course committees) comments refer to issues related to relationships, loneliness and isolation, bias, racism**
- **There are consistent awarding differentials at course or unit level**
- **Retention levels are below 90%**
- **There is a pattern of student non-attendance on the course**

More about what we do and how we can support course teams is on the [Academic Enhancement Canvas hub pages](#) and check out our Highlighted Resources section

Download our [Toolkits, podcasts and other resources](#)

Useful Information

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 provides:

- **English Language development**
- **Intercultural and communication training**
- **Pre-sessional English Courses**
- **Language exchange**

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

For more information please follow [the link](#)

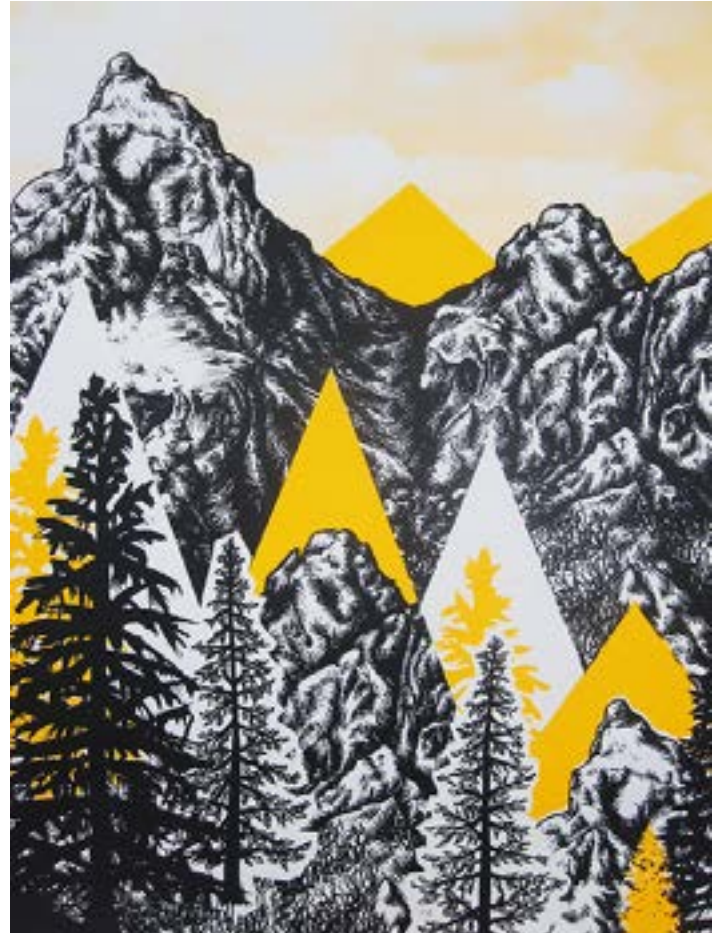


Illustration by Cressida O'Mahoney

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 exchanges and opportunities for students, 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 inter-cultural 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 22/23, 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.

International Advice Appointments

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

For more information, please visit our Canvas page or email mobility@lcc.arts.ac.uk

[International Development at LCC](#)

[LCC Global](#)

[UAL Global](#)

Staff Development & Support

Staff Development

LCC Staff Development

LCC 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**
- **Digital Teaching and Learning**
- **Professional Development**
- **Wellbeing**
- **Anti-Racism**
- **Equality, Diversity and Inclusion.**
- **Induction**

These activities are held in the staff development weeks held each year and staff are strongly encouraged to participate.

The staff development team (Gifty Tingle, Adrienne Tulley and Jason Copley) can also organise or source bespoke training for course teams and programme areas.

Staff Development Weeks 22/23

12th - 23rd September 2022

8th - 16th December 2022

20th - 31th March 2022

3rd - 14th July 2022

UAL Staff Development

UAL provides a variety of opportunities to develop your skills. Centrally organised sessions can be found through the UAL Staff Development pages where you can search for training relevant to your needs. Themes of sessions include:

- **Adaptability Skills**
- **Communication and Collaboration**
- **Productivity and getting things done**
- **wellbeing**
- **Digital Creativity**
- **Disability, equality and Inclusion**
- **Line Manager training**
- **Policy in action**

As part of UALs staff development policy there are a series of [mandatory courses](#) you are required to do.

- **Fire Safety**
- **Information Security at UAL**
- **Equality, Diversity and Inclusion Foundation(Equality Act 2010)**
- **Anti-Racism e-learning module**

Events can be viewed on the [Staff Development Calendar](#) and bookings made via ESS.

To learn at your own pace, in your own time - visit the [Staff Development Hub](#) for cross - university information and resources.

Useful Information

[Staff Development at LCC](#)

For further information contact Gifty Tingle - g.tingle@lcc.arts.ac.uk or Adrienne Tulley a.tulley@lcc.arts.ac.uk

[UAL Staff Development](#)

Staff Development Funding

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.

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

Frania Hall – Media School
Craig Burston – Design School
Manos Kanellos – Screen School

Application forms can be found on the [LCC Staff development page on Canvas](#).

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

Continuing Professional Development Fund

All members of staff at LCC 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 Staff development canvas page](#).

Further Qualifications Fund

You can apply to college staff development funds towards fees for further qualifications

Qualifications include but not limited to:

- **PG Certificates and Diplomas**
- **MA, MSc, MPhil and MBA**
- **PhD**
- **PhD by publication**

Typically the award would represent a higher qualification than the ones you already hold.

For more information about CPD funding and how to apply please visit the [LCC Staff development canvas page](#).

Useful Information

[LCC Staff Development Page](#)

Teaching Development and Qualifications

Training 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.

For further information contact Gifty Tingle or [follow the link](#)

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.

Application for 2024 will open in April 2023.

For further information or to discuss future applications please contact Adrienne Tulley

MA Academic Practice in Art, Design and Communication

The MA in Academic Practice in Art, Design and Communication is designed for UAL staff who have completed PgCert in Academic Practice and who wish to pursue academic practice ideas in more depth.

The MA provides opportunity for more intense focus on a specific area of teaching and learning that inspires you, within an art, design and communication context.

Application for 2024 will open in April 2023.

For further information or to discuss future applications please contact Adrienne Tulley

Useful Information

[Thinking Teaching](#)

[Pg](#)

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.

Fellowship via the Professional Recognition Programme

UAL's Professional Recognition Programme provides staff with structured guidance to prepare an application for Associate Fellow, Fellow, or Senior Fellow.

You don't have to undertake any academic study as part of the programme. You'll need an independent and self-managed approach, so this route may be better suited for experienced colleagues and some job roles.

The categories of Fellowship don't necessarily coordinate with specific job titles, roles or seniority. A variety of experiences may allow you to gain Fellowship.

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 - [follow the link](#)

Useful Information

[Professional recognition](#)

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, 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

IT issues - HPS admin

hpsadmin@arts.ac.uk

Query - UAL Email

Department - Staffing Administration

Contact - LCC Contracts Admin

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



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.



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

Staff Wellbeing

Wellbeing Hub and Funding

UAL staff Wellbeing

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 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**

LCC Wellbeing

LCC offers staff a wellbeing programme, wellbeing benefits and funding activities.

Staff are entitled to support and funding of up to £500 to put on a small -scale activities that promote wellbeing and improve the staff experience at the college.

Activities may include:

- **Programme coffee/lunch events**
- **Departmental monthly social events**
- **Tech workshops**
- **Creative classes**

For application forms and guidance please follow the [link](#).



Paper sculptures by Yuqing Guo

Useful Information

[Staff Wellbeing Hub](#)

Support for Students

LCC Academic Support

Support for Learning Development in 22/23

LCC Academic Support is open to all our students, including Pre-degree 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 and Participation:** Ensuring all students have access to and can fully participate in appropriate and inclusive Academic Support.
- **Embedded Support:** Working with course teams to embed bespoke learning development workshops on courses.
- **Tutorials:** Providing bookable one-to-one tutorials with Academic Support Lecturers to support students with assignments and study methods.
- **Peer Learning:** 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.

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 is available both online and onsite

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 and Theoretical 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 assessment literacy workshops including Make the Grade.

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.

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](#)

[Academic Support at LCC with Anchita](#)

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 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

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 (embedding professional futures in the curriculum)

Kat Wesley: Business and innovation (partnerships with industry)

Zoe Tynan Campbell: Employability educator - careers and Employability team (In curricula enterprise and employability projects)

Shingi Sabanda: Senior employability educator (Extra curricula employability workshops)

Jazmin Hodges: Graduate support specialist

Luminita Molico: Graduate engagement manager

Direct students to:

Creative Opportunities and Artstemp

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

[Creative Opportunities](#)

Artstemps

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 tool kit 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. 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 tool kit.

[CAF](#)

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 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.

[The PLACE Online](#) moodle page is updated regularly to support LCC Students by providing valuable resources and information relating to placements, careers and enterprise.

The PLACE enables students to Learn: with employability modules and resources, Develop: inviting students to attend industry led events and workshops and Practice: secure work placements and paid opportunities.

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 inductions 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 Michele Palmer - Placements Manager:

Useful Information

For information and advice on placements please contact Michele Palmer - michele.palmer@fashion.arts.ac.uk
Visit The PLACE at LCC - [The PLACE Online](#)

LCC Technical Resources

Find out about our workshops and technical teaching resources, how our students can access them and who to get in touch with if you have any questions.

Tutors can access [Technical Resources](#) via the canvas pages.

Students will find all of the information relating to technical Resources at LCC on our [Moodle](#) site, including opening times, health and safety guidelines, staff contact details, booking details links to taught sessions and lots of online resources.

All technical areas are only accessible by booking through the [ORB](#), our online booking system. This includes booking time in a technical area, booking taught workshops and inductions and booking equipment.

You can find technical tour videos for each of our technical areas here:

<https://vimeo.com/637778296>

<https://vimeo.com/showcase/7725103>

Technical Management Team:

Christopher Purday - Head of Technical Resources
Brendan Nobbs - Technical Resources Manager
Alex Farnea - Technical Resources Manager - Design
Marco Eastwood - Technical Manager: Screen & Digital Learning
Tove Andrews - Technical & Teaching Resources Administrator
Agnes Wonke-Toth - Technical Project & Logistics Support

For general technical enquiries email: technical.enquiries@lcc.arts.ac.uk we aim to reply within 48 hours during term time.



Useful Information

Technical Resources Moodle site:

<https://moodle.arts.ac.uk/course/view.php?id=22742>

ORB booking system:

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

Primary contact email:

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.

Immigration and Money Advice

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: students.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 for general enquiries
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

Supporting Student Wellbeing and Mental Health

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](#)

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 to students and staff can call if a concern is urgent or worrying.

Drop-in sessions: The team offer bookable drop-in appointments Monday to Friday. These are 15-20 minutes, not full mental health assessments but can be helpful where students want to talk to someone [Booking link](#)

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.

Useful Information

[Student services](#)

Arts Students' Union - Arts SU

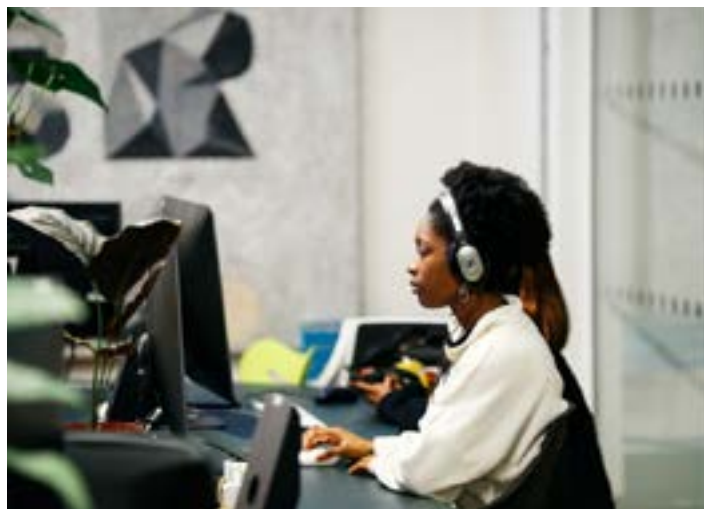
All enrolled students of The University of the Arts London are automatically deemed to be full members of the Students' Union.

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.

Arts SU at LCC have a new base room outside the library.



Useful Information

[Arts SU](#)

Please let us know of any additional information you would like us to include in this handbook.

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