LCCA London College of Contemporary Arts
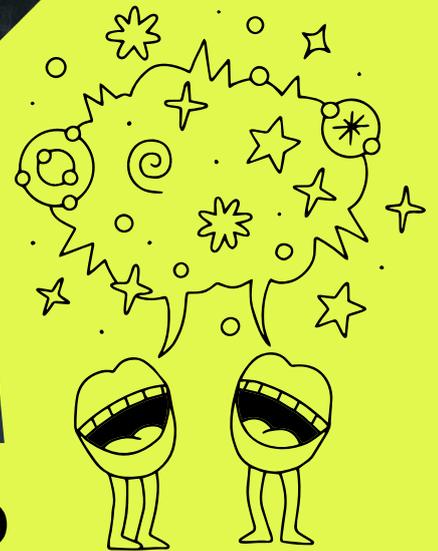
WELCOME

TO LCCA

YOUR GUIDE TO GETTING STARTED

Name:

Course:

CONTENTS

WELCOME TO LCCA

Hello,

We're delighted to have you joining us this year.

You're joining a creative community where your learning is built around experience. Our courses are designed to help you succeed in both the creative and commercial sides of the industry, giving you the skills to thrive in real-world careers. Today, you'll meet your teaching team and complete an academic induction to set you up for a successful start on your course.

Many students go on to collaborate, launch ventures together and even find their future business partners here, so make the most of induction and get to know as many people as possible.

We also encourage you to meet your Student Services at the Student Support Fair. There's a wide range of support available, including Course Administration, Careers and Employability, Student Accessibility, Student Experience, Student Finance, and Student Success Tutors. You should take advantage of the support available and make use of the services throughout your time at LCCA.

After your on-campus induction, you'll need to complete your digital induction on Canvas. This should be completed before your first class.

We hope you have a wonderful induction experience and feel welcomed into the LCCA community.

Best wishes,

Sarah Moore-Williams
Executive Dean

 Scan here to start your digital induction

WI-FI DETAILS

→ **Aldgate:**
Name: LCCA Student
Password: 1234567891

→ **Tower Hill:**
Name: LSBF_Wifi
Password: 1234567891

INDUCTION CHECKLIST

Here's everything you need to do to complete your induction. Some steps can be completed on campus; others must be done once you're home.

On campus:

☐ Sign in to your MyPage account

☐ Collect your ID card

☐ Attend your academic induction

☐ Meet the student services at the Student Support Fair

At home:

☐ Sign and return your student contract to **admin@lcca.ac.uk**

☐ Sign in to your email, Canvas and Handshake accounts

☐ Complete the digital induction on Canvas

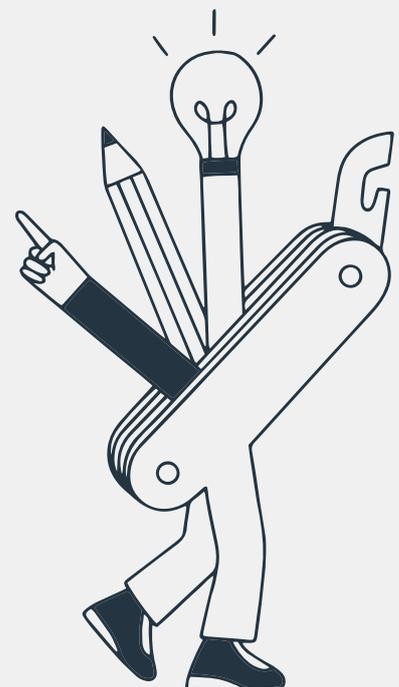Scan here to complete the digital induction on Canvas or click this link:

https://study.lcca.org.uk/courses/7277/pages/your-first-6-weeks

☐ Complete the induction survey

Scan here to complete the induction survey or click this link:

https://forms.office.com/Pages/ResponsePage.aspx?id=eu5lVjQ2dUmcISd4zaSO3ZihO9ASUrhIv5fElDix0ltUMVpGMTNaVTNaTVQyMktORTFNTlNKS1pKQS4u

OUR VALUES

As a member of the LCCA community, you're expected to uphold our values and follow the Student Code of Conduct.

LCCA's Values

→ Confident: Assured, purposeful and direct is how we show up — never arrogant, always showing belief in our students' potential, in our mentors' expertise, and in the difference our hands-on approach makes.

→ Honest: We say what we mean and mean what we say. We don't hide behind education jargon or overpromises — we keep it truthful, because being open with our students matters.

→ Unexpected: We challenge the status quo, surprise with fresh angles and avoid clichés. Creatively restless, we make people look twice and think differently about the industry-ready value of our degrees.

→ Dynamic: Our world feels alive, energetic, engaged and forward-looking. We resist conformity and look to break the mould with new ideas, reflecting the transformational journeys our students are on.

Student Code of Conduct

LCCA encourages and promotes a safe and engaging learning environment that includes a community of respect, trust, and respectful behaviour. Our code of conduct has been written to support this ethos and promote an understanding of the requirements.

We recognise that students attend college to gain qualifications that will help them enhance their life experiences and options. To ensure that all students can benefit while studying with us, it is important that everyone behaves in a way to promote a safe and welcome learning environment.

All students are expected to be familiar with the code of conduct.

Scan here to read the policy or click this link:

https://www.lcca.ac.uk/wp-content/uploads/2025/10/Student-Code-of-Conduct-and-Disciplinary-Policy-Procedures-2025-27.pdf

SIGN IN TO DIGITAL PLATFORMS AT LCCA

During your time at LCCA, these are the key platforms that you will need to use:

Online:

→ Microsoft Outlook – Your student email account

→ Canvas – Your Virtual Learning Environment (VLE)

→ Handshake – Your Careers Platform

→ MyLibrary – Your online library (provided by UCA)

→ MyPage – Your student portal

Download Required:

→ Microsoft 365 – Access or download Microsoft Word, Excel and PowerPoint

→ Adobe Creative Suite – Your digital design software (Design students only)

This guide will show you how to sign in for the first time and give you information on how to reset your passwords if you forget them.

Microsoft Outlook – Your Student Email Account

Your student email details will be sent to you the day you attend your induction. They will be sent by admin@lcca.ac.uk.

→ To sign in, visit login.microsoftonline.com and enter your student email address where prompted. Or, if you already have an Outlook email address, you can select "Sign in with a different account".

→ Your student email address will be your L Number @stu.lcca.ac.uk, and you will have been sent a one-time use password. When you use this password the first time, you will be asked to set your own password.

→ You will be asked to set up multifactor authentication (MFA). This adds an extra layer of protection to your account. A guide is available via Microsoft .

Scan here to view guide or click this link:
https://support.microsoft.com/en-gb/office/set-up-your-microsoft-365-sign-in-for-multi-factor-authentication-ace1d096-61e5-449b-a875-58eb3d74de14

→ If you need to reset your email password, you will need to talk to Admin. You can either go to their office or a reception desk, or email admin@lcca.ac.uk. If you email, please include your L Number and name so that they can easily identify you.

Canvas – Your Virtual Learning Environment

You will receive an invitation to join Canvas in your student email inbox. We will also send you invites to join your modules each term via your student email inbox.

→ To sign in, visit study.lcca.org.uk and enter your student email address.

→ When you log in for the first time, or if you forget your password, you will need to select the "forgot password" option. Enter your student email address and press "request password".

→ A link to reset your password will be sent to your student email account.

Handshake - Your Careers Platform

All students have access to Handshake via their student email address. This is an online platform for exploring job opportunities, career fairs and employer events, and for booking 1:1 appointments with an LCCA Careers Consultant.

→ To sign in, visit app.joinhandshake.co.uk, type in London College of Contemporary Arts when prompted, and enter your student email address.

→ Follow the steps to register and then verify your email address. Once verified, you can access the platform and start exploring opportunities relevant to your interests.

MyLibrary – Your Online Library

Our digital library is provided by our university partner, University for the Creative Arts (UCA).

→ You will receive your login details from UCA around 4-6 weeks into your course. Please look out for further communications on accessing the library.

→ The library can be accessed by visiting https://mylibrary.uca.ac.uk/partnershipaccess.

→ Any queries about login details should be directed to myRecordshelp@ucreative.ac.uk.

MyPage – Your Student Portal

This is the same portal you have used for your application process. You should have set up your account after you received your unconditional offer. However, if you were unable to, please follow the instructions below or ask a member of staff for support.

→ To sign in, visit mypage.lcca.org.uk and enter your L number.

→ The first time you sign in, or if you forget your password, you will need to select the "forgot password" option. Enter your L number and press "submit".

→ A link to reset your password will be sent to your personal email address.

→ You will need to complete the survey that pops up after you sign in to have full access to the portal.

Microsoft 365 – Access or Download Microsoft Word, Excel and PowerPoint

All students have free access to Microsoft 365 online and can download up to 5 personal copies of Office to their devices.

→ You can access Microsoft programmes online by signing in to your student email account and visiting m365.cloud.microsoft/apps.

→ To download Microsoft products, you will need to sign in to your student email account and then follow the steps in the guide created by Microsoft.

Scan here to view guide or click this link:
https://support.microsoft.com/en-us/office/
download-install-or-reinstall-microsoft-365
-or-office-2024-on-a-pc-or-mac-4414eaaf-
0478-48be-9c42-23adc4716658

Adobe Creative Cloud – Your Digital Design Software (Design students only)

→ To sign in, visit account.adobe.com, enter your student email address and then click 'Continue'. You will then need to click 'Reset your password' to create your password.

→ Adobe will send a link or code to your student email account, please follow the instructions to reset your password.

→ If you are using a PC or Mac on campus, you must sign out after you complete your session.

→ Design students will receive an email from Adobe with the subject line: "Get started with Pro Edition" once their license has been activated. This will allow you to access the Adobe Creative Suite from home. Full instructions on activating your license and installing Creative Cloud can be found at the end of this guide.

KEY DEPARTMENTS

Support Service	How can they help you?	Contact
Accessibility	Disability Support: Tailored assistance to meet your individual needs. Individual Learning Plans: Development of plans including reasonable adjustments to help you succeed. Signposting: Guidance to additional services and resources beyond LCCA. Counselling through the Uwill counselling service – click here for UWill page	disabilityservice@lcca.ac.uk
Admin	Easily accessible on both campuses, they provide day-to-day support with student queries, issue timetables and academic communications, and signpost other services.	admin@lcca.ac.uk +44 (0)20 3535 1155
Careers and Employability	Whether you need help with part-time jobs, interviews, CVs or any career questions, they're here for you. They facilitate industry speakers and projects and offer 1:1 appointments.	careers@lcca.ac.uk
Student Experience	They'll look after your student experience from day one through to graduation. They cover everything from the student voice and course representatives to events, student clubs, and non-academic communications.	studentengagement@lcca.ac.uk

Support Service	How can they help you?	Contact
Student Finance	Offer advice and guidance on Student Finance England related matters and provide Hardship Loans to students experiencing financial difficulty.	studentfinance @lcca.ac.uk
Student Success Tutors	Looking for 1:1 academic support? Book an appointment with one of our Student Success Tutors. They'll meet you exactly where you are and help you to create your own pathway to success.	mentoring @lcca.ac.uk

HEALTH AND SAFETY INFORMATION

FIRE EVACUATION INFORMATION

Whilst we have planned evacuations several times throughout the term, emergency evacuations may also take place. You should leave the building when directed by the Fire Marshals.

In an evacuation:

→ Follow the directions of the Fire Marshals. You should calmly evacuate using the staircases (lifts will be out of order), please do not run.

→ Do not stop to collect personal belongings.

→ Do not stand in the way of the exits.

→ Assemble at the designated meeting point (see details below) and do not attempt to re-enter the building unless given the 'all-clear' signal by a Fire Marshal.

Fire Arrangements Aldgate Campus

→ The Fire Alarm (Two tone) is tested at 8am on a Wednesday at The Amp.

→ Assemble on the pavement by the Wex Photographic Shop, 37-39 Commercial Road.

Fire Arrangements Sceptre Court Campus

→ The Fire Alarm is tested on a Friday at Sceptre Court if the alarm lasts more than a minute, please treat it as real and evacuate.

→ Assemble on the pavement by Tower Gateway DLR.

Personal Emergency Evacuation Plans

Personal Emergency Evacuation Plans (PEEPs) are available to those who may need assistance to evacuate or reach a place of safety during an emergency. Please contact **disabilityservice@lcca.ac.uk** if you think you may need a PEEP.

HAZARDS

→ If you spot any hazards, please report them immediately to your tutor or another member of staff.

→ To help prevent hazards please leave all communal areas in a tidy and safe manner.

→ Please observe all health and safety signage and follow all guidance provided.

→ Please hold the handrails when using the stairs.

→ If required, ask for help!

FIRST AID

→ If you or a colleague requires first aid, please notify your tutor, reception or admin staff. Please do not leave the building until you have been seen by a First Aider. This is to help us give you the right support and improve our systems.

→ If you have a medical condition, you can share this information with The Student Accessibility Service **(disabilityservice@lcca.ac.uk)** so that we can put a specialist plan in place.

→ Any temperature-controlled medications should be declared to The Student Accessibility Service **(disabilityservice@lcca.ac.uk)** to ensure proper storage.

ACCIDENT REPORTING

→ If you have an accident, near miss or an incident that needs reporting please contact your tutor who will help you complete our report form. This form is available from **healthandsafety@lcca.ac.uk.**

→ If you have any H&S concerns, please contact your tutor or **healthandsafety@lcca.ac.uk.**
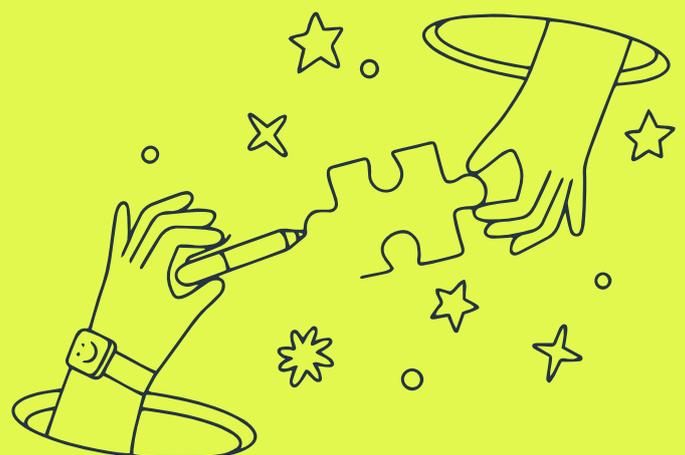
HOW TO ACCESS ADOBE CREATIVE CLOUD AT HOME

How do I sign-in?

→ If this is your first time accessing the Creative Cloud, and you have not been given a personal license, you will need to create an account with Adobe using your LCCA student email address. Visit https://account.adobe.com/ and press 'Create an Account'.

→ If you have already been given a license, please use the 'reset password' option to create a password.

When will I get a license to use Adobe Creative Cloud at home?

→ If you are a new student, it can take 6-8 weeks to receive a personal license invite. In the meantime, you can access the Creative Cloud on campus.

How do I activate my license?

→ Your personal license invite will be sent from Adobe with the subject line: "Get started with Pro Edition". This email will contain instructions on how to activate your license and download the Creative Cloud apps to your personal device.

→ Follow the steps within the email to activate your license, within this process you will see a prompt asking you to transfer your account to the LCCA License (it should mention JISC), make sure you say **yes**. If you say no, you won't be able to install the apps onto your device.

→ You may need to logout and login again from your account on the Adobe Creative Cloud Application to install and access to all the applications.

How do I install Adobe Creative Cloud?

→ Your computer must meet the minimum technical specifications to run the Adobe applications; requirements vary for each program so please check your compatibility before installing. You can check if your computer is compatible by searching the name of the program and system requirements on any search engine.

→ Once your license is activated, you can install the individual apps (InDesign, Photoshop, etc) through the Adobe Creative Cloud App. There's a video explaining how to do all of this on Padlet.

Scan here to download the Adobe Creative Cloud or click this link: https://www.adobe.com/uk/creativecloud/desktop-app.html

Scan here to view tutorial on Padlet or click this link: https://padlet.com/londonlcca/cad-resources-9w3q0nmz6ukrajy9/wish/1xkVaq2yo129 Ql0e

FREQUENTLY ASKED QUESTIONS (FAQS)

ID Cards

Do I have to wear my ID badge?

→ You must wear your ID badge when you are on campus. As you enter the campus, security will ask you to show your ID and spot checks may take place across our campuses at any time.

What do I do if I forget my ID badge?

→ You will need to show security evidence that you are a student, e.g. your MyPage account with your photo. You'll also need to sign in and out at reception.

What do I do if I lose my ID badge?

→ You will need to pay for a replacement card. Please contact admin@lcca.ac.uk for further information.

Timetabling

When will I receive my timetable?

→ Your timetable will be sent to your personal email address with 24 hours of you completing your on-campus induction. If you do not receive your timetable, we may have an incorrect email address for you, please contact admin@lcca.ac.uk with your ID number.

What do I do if I want to change my mode of study?

→ You will need to go to MyPage, select the 'Academic' tab, click 'Applications' and submit a request.

→ Admin will aim to respond to your request within 5 working days, but during peak periods it may take longer. If you need any assistance, please contact admin@lcca.ac.uk.

→ Requests for changes to your mode of study can only be made withing the first 5 weeks of any term, but we cannot guarantee that your request will be approved.

What do I do if I want to change my course?

→ To apply, you will need to sign in to MyPage, select the 'Academic' tab, click 'Applications' and submit a request.

→ Admin will aim to respond to your request within 5 working days, but during peak periods it may take longer. If you need any assistance, please contact admin@lcca.ac.uk.

→ Please note that course changes are only permitted within your chosen school and requests can only be made within the first two weeks of your first term. We cannot guarantee that a change will be authorised.

Attendance

How is my attendance recorded?

→ Your attendance will be recorded by your tutor for each lesson that is scheduled on your timetable.

How many classes do I need to attend?

→ You must attend at least 85% of your classes. If your attendance goes below 85% you may receive an attendance warning.

What do I do if my attendance has been recorded incorrectly?

→ If your attendance has been recorded incorrectly, please visit the Admin Team on campus to resolve this.

What should I do if I had to miss my class?

→ You can submit reasons for absence through MyPage. You will need to go to the 'Academic' tab and then select 'Attendance'. From there, you can then select the relevant sessions and provide evidence where necessary.

→ Please note that where you have an authorised absence, your attendance percentage will not increase.

→ Admin can authorise a maximum of two weeks per term for absences. Beyond this, case-by-case reviews will take place.

Finance

When will my confirmation of registration be sent to Student Finance?

→ Your confirmation of registration will be sent to UCA by our Admin Team during your first week of classes. UCA will then process your confirmation on the Student Finance Portal.

When will my confirmation of attendance be sent to Student Finance?

→ Your confirmation of attendance will be sent to UCA by our Admin Team after two weeks of attendance. UCA will then process your confirmation on the Student Finance Portal. The process may take up to six weeks to complete.

→ To be eligible, you must have a minimum of 85% attendance across the first two weeks of the term.

→ When you return for your following terms and academic years, your confirmation will be sent to UCA after one week of attendance. You will need to have 85% attendance across the first week of the term.

What should I do if Student Finance require an Electronic Change of Circumstances (COC)?

→ Please email studentfinance@lcca.ac.uk and provide your LCCA Student ID Number, Customer Reference Number and Student Support Number, and explain the reason for your request. Once submitted, a COC can take 21-25 working days to process.

What should I do if I am experiencing financial hardship?

→ Please contact our Hardship Team at hardship@lcca.ac.uk. They will be able to advise you further and may be able to offer a short-term loan.

Letters

How do I request a letter?

→ Letters can be requested via MyPage. You will need to go to the 'Documents' tab and then select 'Letters'. You can then make a request for the specific letter you require, e.g. a general student letter, a council tax letter, or a bank letter.

Prayer Room

Where can I find a prayer room?

→ There is a multi-faith prayer room located at the Tower Hill campus in room 406A (Floor 4). Whilst the Aldgate campus does not have a dedicated multi-faith room, there are many dedicated places of worship available locally including the East London Mosque, Sandys Row Synagogue and St Botolph's Church. If you need help finding a suitable place of worship, please contact admin@lcca.org.uk or speak to the Admin Team.

Accessibility

Where can I find support?

→ Support is available through our Student Accessibility Service (disabilityservice@lcca.ac.uk), you can also access 24/7 support through https://app.uwill.com/, just register with your college email address on Uwill.

How can I get accommodations?

→ You will need to speak to our Student Accessibility Service and provide relevant evidence so that they can create an Individual Support Plan (ISP) for you. You can email them at disabilityservice@lcca.ac.uk or find them in Room 305 at the Tower Hill campus.

Further FAQs can be found on the LCCA Student Support Hub.

Scan here to view further FAQS on the LCCA Student Support Hub or click this link:

https://study.lcca.org.uk/courses/7277
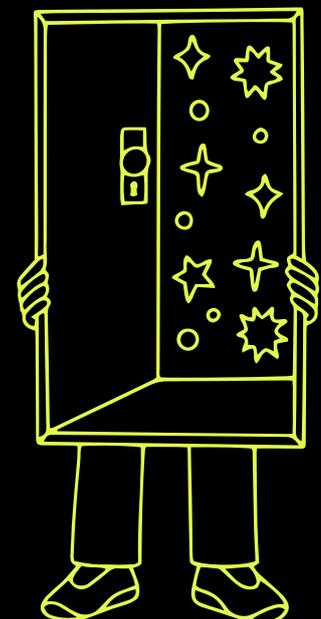
REAL LEARNING

LCCA London College of Contemporary Arts

FOR REAL LIFE

📞 +44 (0)20 3535 1155

✉ info@lcca.ac.uk

📍 **40 Tower Hill**, London, EC3N 4DX

The Amp, Floor 3-4,
41-71 Commercial Road,
Whitechapel, London, E11LA

Learn more: **https://www.lcca.ac.uk/**

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