



UNIVERSITY OF
LIVERPOOL

Your University 2019/20

*Handbook for
postgraduate
students*



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Emergency Information

- In case of emergency, call **2222** on any University phone.
If you are unable to locate a University phone, call **T: +44 (0)151 794 3252**
- Familiarise yourself with the fire procedures in buildings, including what to do if you discover a fire, what to do if the alarm sounds, and where to assemble should you have to evacuate the building
- Never wedge open fire doors or obstruct escape routes
- Always report accidents, near misses or dangerous conditions to a responsible member of the department
- Always follow any health and safety instructions you are given.



Foreword by the Vice-Chancellor

Term Dates

Welcome Week

Monday 16 September 2019 to Friday 20 September 2019

Semester 1 Teaching

Monday 23 September 2019 to Friday 13 December 2019

Christmas Break

Monday 16 December 2019 to Friday 3 January 2020

3 Week Assessment Period

Monday 6 January 2020 to Friday 24 January 2020

Semester 2 Teaching

Monday 27 January 2020 to Friday 27 March 2020

Easter Break

Monday 30 March 2020 to Friday 17 April 2020

Semester 2 Teaching

Monday 20 April 2020 to Friday 08 May 2020

3 week assessment period

Monday 11 May 2020 to Friday 29 May 2020

Re-sit Examinations

Monday 10 August 2020 to Friday 21 August 2020

Note: students on clinical programmes should refer to their Programme Handbook for details of their term dates.

*Dear Student,
on behalf of everyone here, a very warm
welcome to the University of Liverpool.*

This handbook has been written to provide all the information you need to help you through your University career, including how to access the many individuals and offices within the University, who are all ready and willing to help and advise you. This handbook seeks to ensure that you know all there is to know about our services and facilities; where to find them and when to use them. It also sets out the rules, regulations and policies to be followed as a member of the University community and tells you about other sources of information likely to be useful to you while you are here.

I hope that by the end of your student career you will regard this handbook as a good, well used, and trusted companion. The Student Administration and Support Division will be pleased to receive suggestions for improvements, so do not hesitate to let us know if there are ways in which we can make it even more useful.

*With every good wish for a happy and
successful student career.*

Yours sincerely,
Professor Dame Janet Beer
Vice-Chancellor

Introduction

This handbook is designed to provide you with relevant information about the operation of the University. As well as giving practical advice, it includes important information on how your degree works and the relevant University regulations you will need to be aware of.

Some of this information varies depending on which cohort you belong to. The information in this handbook refers to the 2019/20 cohort of students on taught postgraduate programmes of study.

Separate editions are available for students in different cohorts.

You will be provided with subject-specific information by your School/Institute. If in the unlikely event that the information provided by your School/Institute conflicts with the information provided in this publication, you should, unless officially informed otherwise, follow the information provided in this booklet.



University of Liverpool

Student Charter

Our partnership in learning

Liverpool changing, world shaping

The University of Liverpool is a member of the Russell Group of leading research institutions in the UK, and is ranked in the top 200 of higher education institutions worldwide.

To maintain our status as a global frontrunner leading excellence in research, learning and teaching, we must work together. All members of the University community – students, alumni and staff – share responsibility for the continued success of the institution and our students.

The purpose of the Student Charter is to set out our partnership in learning. Jointly created by the University and the Liverpool Guild of Students, it represents our shared commitment to the values of the University and to develop and maintain a stimulating, diverse and supportive environment that is conducive to learning.

This Charter encourages the commitment of all staff and students to their rights and responsibilities, and lays out the basis on which our partnership works. By undertaking the responsibilities within the Student Charter we can all contribute to, and take pride in, the ongoing development of a vibrant university community.



The University of Liverpool will provide:

- A supportive, inclusive and stimulating research-led learning environment that empowers students to reach their full potential and respects the diverse needs of all students
- High-quality learning experiences that are informed by good practice in learning and teaching and the research excellence and professional practice of our staff
- Access to activities that will enhance employability, professional excellence and personal intellectual development
- Support for student participation in programme management and the life of the University, including election of representatives
- Access to advice on health and welfare, accommodation, finance and careers
- Clearly defined access to the learning environment, including facilities and services that will enable students to succeed in their studies.

The University of Liverpool will provide students with the following information:

- Details of their programme and module content
- Clear deadlines for all assessments and timeframes for feedback on submitted work
- The name of their Academic Adviser, who is their first point of contact for support
- Policies and procedures, including programme and assessment regulations, appeals and complaints procedures
- Appropriate notice of changes to content, rescheduling and changes to timetable
- Programme fees, payment deadlines and estimates of necessary additional costs.

Students undertake to:

- Take responsibility for managing their own learning and development, seeking advice and support as required; spending sufficient, regular time in private study and participating in timetabled sessions and in group learning activities
- Maintain and protect an environment conducive to learning and in keeping with the values of the University of Liverpool
- Engage with the educational, social and cultural life of the University
- Obtain agreement from their Department or School/Institute for any essential absences as far in advance as possible
- Maintain the highest standards of academic integrity in all aspects of work and assessment
- Provide constructive feedback on their experience and participate in mechanisms that will lead to improvements in the quality of learning and teaching
- Treat all University property and facilities with care and respect
- Make prompt payment of charges made by the University.

Liverpool Guild of Students undertakes to:

- Provide an inclusive environment and be membership-led, with the interests of students at the core of all decisions
- Maintain a constructive relationship with the University of Liverpool, inputting into decisions that affect students
- Further the interests of University of Liverpool students at both a local and national level through lobbying, campaigning, representation and policy formation
- Make available support and advice for the election and training of student representatives
- Provide individual, independent advice and representation on University procedures and issues relating to the student experience, as well as an efficient signposting service
- Work in partnership with external individuals and organisations for the benefit of its members
- Provide and support a range of activities, including student-led societies and volunteering opportunities, to enhance personal and professional development
- Support and encourage a positive relationship between students and the local community
- Operate in a socially, ethically and environmentally responsible manner.

Annual Annexe

The Annexe to the Student Charter is updated annually and contains the names of all Heads of Schools, Heads of Departments, Heads of Research Centres, Institutes and Units, Heads of Academic Services provided by the University, Wardens of the Halls of Residence, and Heads of Non-Academic Departments and other units.

In a number of areas, the detailed working out of the commitments prescribed by the Charter are contained in University-wide Regulations, Codes of Practice or other policy documents, and the Annexe contains a list of those currently in force, together with information about how to obtain a copy of the relevant document.

The Annual Annexe can be found at liverpool.ac.uk/student-administration/student-administration-centre/policies-procedures/

Global
Friendly

My Liverpool

My Liverpool has been designed to promote the full extent of the student experience, including co- and extra-curricular activities, offered within or facilitated by the University or the Guild of Students. These activities include volunteering, community engagement work, widening participation activities, mentoring, being trained as a student representative, participation in Guild societies, discipline-specific or generic seminars, and voluntary accredited modules such as Continuing Education language courses and IT training.

A web portal, available at liverpool.ac.uk/my-liverpool, enables you to access information about these co- and extra-curricular activities via links to existing web pages, where you are able to find out more and, in some cases, to book a place at relevant events or opportunities.

You can also search for particular activities (eg volunteering opportunities) and locate where such activities are offered and what skills you could be expected to achieve from engaging in this activity.

Your individual 'My Liverpool e-Portfolio' will contain a record of your more substantial co- and extra-curricular activities and the opportunity to reflect on your learning. Such activities are eligible to be added to your Higher Education Achievement Report (HEAR).

Equality, Diversity and Inclusion

The University aims to create an inclusive learning, working and living environment where all members of the University community are treated with dignity and respect.

The University recognises its responsibility to promote equality and eliminate discrimination against students. This commitment is irrespective of your age, disability, gender, gender identity, pregnancy or maternity status, marriage or civil partnership status, race and nationality, religious belief or non-belief, or your sexual orientation.

This commitment applies to all areas of your academic and social life at the University. If you feel that you are being bullied or harassed or being discriminated against by other students or the University, you should not hesitate to seek advice.

Equally, you have a responsibility not to engage in any bullying or harassment of others, such as homophobia, sexism or racism, or to engage in other discriminatory conduct. Further information about the University's commitment can be found at liverpool.ac.uk/hr/diversityandequality/ or alternatively email E: equality@liverpool.ac.uk.

[@LivUniEquality](#); [@LivUniWISE](#); [@LivUniLGBTStaff](#)

Liverpool is a truly global University offering a distinctive international experience. Throughout our 137 year history we have welcomed scholars from all over the world and are therefore highly experienced in meeting the needs of international students. We currently have 7,500 international and EU students from over 125 countries.

Dan Stephenson
Head of International Recruitment

Explore Inspire



Chapter One

Getting started

Academic and financial registration

You should by now have completed the process of submitting your personal details, your module choices (where appropriate) and your arrival on campus (academic registration), as well as made arrangements to pay your programme fees (financial registration).

It is essential that these processes are completed; for example, for 'overseas' students, failure to complete these processes will result in the University reporting their non-attendance to the UK Home Office.

The booklet (Your Registration 2019/20) describes these processes in more detail. If you have not already been provided with this booklet, it is available online at liverpool.ac.uk/student-administration/student-administration-centre/student-handbooks

Student Administration Centre

The Student Administration Centre, located on the Ground Floor of the Foundation Building (Building no. 765; Ref D7 liverpool.ac.uk/maps), deals with matters relating to your student record, student fees (assessments, payments and enquiries), and with other financial matters including scholarships, bursaries and queries about debt to the University. Assessment appeals, complaints, examination matters, graduation arrangements, and documentation requests are also dealt with here. **You can call into the Centre at any time between 9am and 5pm Monday to Friday with the exception of Wednesday when our opening hours are 10am-5pm.**

Alternatively you can contact the Centre on **T: +44 (0)151 794 6777** or **E: feesenq@liverpool.ac.uk** (fees, scholarships and bursaries enquiries), or **T: +44 (0)151 794 6759** or **E: studentenq@liverpool.ac.uk** (student record and academic registration enquiries). liverpool.ac.uk/student-administration/student-administration-centre/

Student Services Centre

The Student Support Services located at Alsop Building, University Square, Liverpool (Building no. 759; Ref E7 liverpool.ac.uk/maps), is the hub for all of our specialist support and welfare services. Our staff are friendly, very experienced, and they are here to help.

If you are not sure who you should talk to about any issue or problem ask at the Student Support Services Reception, where we have a reception service that acts as a general point of referral to other services, both within and outside the University. Staff with specialist knowledge and experience are available to see students by appointment, or on a drop-in basis.

More information on the range of student services available can be found in Chapter Six. liverpool.ac.uk/studentsupport

Student smart card

You should have been issued your student smart card with this handbook. It is important that your name is correctly shown on the card. If your name is not correct you should visit the Student Administration Centre bringing your passport with you. Please bear in mind that for examination and graduation purposes the name used will be as you have provided during academic registration.

Your card serves as proof of your membership of the University and allows you to gain access to and borrow books from the Library, access printing facilities, access the Sports & Fitness Centre (additional charges apply) and inclusion in the reward and loyalty scheme used across all of the University managed cafes, bars and restaurants. Do not lose your card or lend it to others. Carry it at all times – you may be asked to produce it to obtain various services or to establish your right to be in certain places. Some departments have local rules that identity cards must be displayed in certain areas.

Replacement smart cards can either be obtained from the Student Administration Centre (in the case of damaged, stolen or expired cards) or requested online (in the case of lost cards). Please be aware that replacements for lost cards will incur a charge.

Further information can be found at liverpool.ac.uk/student-administration/student-administration-centre/documents-id-cards/documents-id-cards/



Medical registration

If you are living away from home, it is important that you register with a local General Practitioner (GP). This ensures you have access to full medical care including 24-hour medical cover. The choice of doctor is entirely your own. You may, if you wish, register with the University Medical Practice based in the Student Health Centre if you live within the practice area (see Chapter Six). Your home GP can still be consulted during vacations: he/she will probably ask you to fill in a temporary resident form if you live in University residences. If you are living in University residences, you are asked to inform your Hall Warden of the name of the doctor who you are registered with in Liverpool. Details of medical practices in the area are available from Liverpool Clinical Commissioning Group (T: +44 (0)151 296 7000 liverpoolccg.nhs.uk/health-and-services).

Bank accounts

There are four main banks on campus: Barclays, Lloyds, Santander, and HSBC. If you don't already have a student account it is advisable to look at the services and facilities that each bank offers and choose the one that you think suits you best. All of the banks will offer facilities for students, but they are not automatic and you should advise of your student status when making your account application. You will need to provide some documentation to open an account which may vary depending on the bank. You will normally need the following:

- Identification: passport or birth certificate
- Confirmation of address and student status: an official letter confirming your permanent address, term time address and student status is available via Liverpool Life.

Police registration

Certain nationalities of international students coming to study in the United Kingdom are required to register with the local police as a condition of their visa. The University is not responsible for students' registration; the responsibility to register lies with the student. If you are required to register with the police this will be stated on the letter you receive when your visa is issued to you and possibly on the BRP card.

If your family members have a dependant visa then they may also be required to register with the police. You must register within seven days of arriving in the UK, or if you are required to collect a BRP after arriving in the UK, within seven days of collecting it. You can register with the police before or after collecting your BRP. See **Appendix 2 of the Immigration Rules** for a full list of nationalities required to register with the police gov.uk/guidance/immigration-rules/immigration-rules-appendix-2-police-registration. Once you have a Police Registration Certificate you must update your information with the police within seven days each time you change address and each time you obtain a new visa. Failure to register is a criminal offence and could result in your removal from the United Kingdom. More information about police registration in Liverpool is available on the International Advice and Guidance website liverpool.ac.uk/studentsupport/international/livingandworking/registrationwiththepolice/

Sport Liverpool

Sport Liverpool provides students and staff with high quality sports facilities and opportunities to get active. Whether you take part in organised activities or independent exercise, our sports services provide a great way to meet people, get connected and achieve a level of fitness and general wellbeing that can help you cope with the other, more demanding aspects of University life.

The University Sports & Fitness Centre has four squash courts, a swimming pool, two sports halls, a recently upgraded gym and a large studio. We offer up to 50 classes per week, ranging from Yoga to HIIT and also offer LesMills certified BodyPump and BodyBalance.

Our Athletic Union comprises of 54 sports clubs that are run by student officers with professional support from our sports development team. Our clubs offer a wide range of sports, from windsurfing to basketball. In addition, internal sports leagues and drop-in sessions are offered through our Active Campus programme and an Elite Athlete Support Scheme, along with other sporting bursaries, completes our student offer.

For further information you can visit our website at liverpool.ac.uk/sports, contact the Sports Development Office on T: +44 (0)151 794 4126 or E: sfc@liverpool.ac.uk.

Chaplaincy

The Chaplaincy team endeavours to connect with students and staff at all levels within the University community, providing those with or without a faith with spiritual and pastoral care. We make it our priority to offer time to talk with others about the important questions of life but, most of all, we are available to listen and support those who contact us. The Chaplaincy Team consists of four Christian chaplains from three Christian traditions, a Jewish Chaplain and a Muslim Chaplain.

More information about the work of the chaplaincy and contact details for chaplains can be found at liverpoolchaplaincy.co.uk

The Chaplains have details of faith contacts for other faiths not represented in the Chaplaincy and will try to assist staff and students of any faith background to find the worship activities appropriate to their needs. There is a Muslim Prayer Room in the Sydney Jones Library that is available to University of Liverpool staff and students. The Guild of Students has a range of faith societies, details can be found on their website.

Television

If you wish to watch or record television as it is being broadcast, in your University bedroom or your off-campus room (including via devices such as a computer, laptop, mobile phone or DVD/digital recorder), it is a legal requirement to obtain a television licence and failure to do so can lead to a fine of up to £1,000. The current cost of the TV licence is £154.50 for a colour licence and £52 for a black and white licence. Further information on buying a TV licence can be found at tvlicensing.co.uk/students

Council Tax

Under the Local Government Finance Act 1992, registered full-time students may be exempt from paying the tax or may be eligible for a discount

Students living in Halls of Residence will be exempt. The University will also provide Liverpool City Council with limited data on all full-time students living within the city's boundaries. Some full-time students residing within the private sector may find their landlord will ask them for a Council Tax Student Certificate in order for them to apply for exemption from the tax.

You can request a certificate online via Liverpool Life (liverpool-life.liv.ac.uk) which will be posted to your term-time address within three working days.

Employment

An increasing number of students look for part-time work whilst studying at university in order to supplement their finances. If you are a full-time student and wish to seek employment, you should remember that studying for a degree is a full-time endeavour and any paid work should be seen as secondary to your academic priorities. Even if you do not have an excessive number of hours of timetabled work you will be expected to undertake substantial amounts of private study. You should not therefore, plan to take on paid employment for any more than 15 hours per week in term-time.

If you do decide to take on a part-time job, you should remember that this will not be accepted as good reason for poor performance or for failing to satisfy the academic requirements of your programme; this includes poor performance in assessments such as resits taken outside of term-time. International students studying in the UK on a Tier 4 visa must ensure they understand and keep to the restrictions on employment that apply to them. Working outside of these restrictions is a criminal offence.

Part-time jobs for students are advertised on the Careers and Employability website at liverpool.ac.uk/careers

Social media

For help, hints and tips about how to make social media work for you while you are studying, please view our Social Media Guide for Students at student.liverpool.ac.uk/media/livacuk/computingservices/regulations/social-media-policy.pdf

This guide will help you to understand how to use social media effectively and safely, and will also help you to navigate the University Social Media Compliance Policy liverpool.ac.uk/media/livacuk/computingservices/regulations/social-media-policy.pdf. It is important that you read the policy – it is in place to protect University security as well as the reputation and personal security of students while using social media.

Chapter Two

Getting around

The University has a Travel Plan with a package of measures aimed at reducing the environmental impact of transport to and from the University. It encourages greater use of car sharing, public transport, walking and cycling.

Public transport

There is a good range of public transport available: buses, trains and ferries across the Mersey.

Bus services

The 699 bus service runs frequently between the Halls of Residence and the main University campus. There are stops at the Carnatic and Greenbank sites, and outside the Guild building on the main campus. If you plan to use these services each day you can save money by buying an exclusive University of Liverpool bus pass from the Guild shop. Running in line with term dates, this is the cheapest way to get around. Find out more here liverpoolguild.org/arriva-bus-pass

Rail and coach cards

A Young Persons Railcard is available from National Rail and may be purchased for £30 by anyone aged 16-25, or full-time mature students. It entitles the holder to save on the cost of most rail journeys. For further information see 16-25railcard.co.uk. General rail enquiries can be made by calling T: +44 (0)3457 484950 or by accessing nationalrail.co.uk

A young person's coach card is available from National Express on similar terms. For further information see nationalexpress.com/en/offers/coachcards. Please also note that some banks provide National Express student cards when opening an account. Further information can be found at nationalexpress.com or by calling T: +44 (0)8717 818 181.

Own transport

Bicycles

Each Hall of Residence has different arrangements for bike storage so please talk to your Warden or Manager and find out what these are. Don't just leave your bike somewhere or it may be removed! Wherever you leave your bike, whether in Halls or across the campus, you do need to make sure it is secure and is not blocking anyone's access. The section later in this handbook about looking after yourself and your property gives further information about securing your bike.

Please also ensure you stay safe on your bike. You can help to ensure this by making sure your bike is well lit front and rear and that you have good clean reflectors. You should also make sure not to cycle in pedestrian areas of the precinct or to cycle the wrong way down one-way streets.

Cars

Like bike storage, each Hall of Residence has different arrangements for car parking so please talk to your Warden or Manager before bringing your car to Liverpool. Car parking space is often limited.

On campus, disabled students who are blue badge holders will be able to park in the designated disabled parking spaces. Non-disabled students can park in the visitor car parks but these are charged at commercial rates.



Chapter Three

Home away from home

The University has a long-established residential tradition and is keen to provide as many students as possible with at least one-year's experience of living as part of a thriving student community.

The University of Liverpool has a fantastic network of residential services and support to advise you with a wide range of accommodation queries throughout your academic programme.

University Accommodation

The Accommodation Team are responsible for allocating students to one of our University's Halls of Residence. The team are there to help you with your accommodation queries and can be contacted before you arrive as well as during your time at Liverpool.

The Accommodation Team are based in the Accommodation Office, which is located opposite Crown Place Reception on Brownlow Hill and is a short walk from University Square.

This may be your first time moving away from home and living independently in a new city. This can be a big change for many students and you should remember that if you need support there are plenty of people on hand to help you. Our team of Residential Advisers and Wardens, who live in our Halls of Residence, will be on hand to help you should you wish to discuss any pastoral matters with them.

Our Residential Advisers work closely with our Halls Life team to deliver a programme of events in Halls to help you settle in, and they are also on duty overnight should you need to contact anyone in an emergency.

If you are just arriving at University, you should have now accepted your room offer for University accommodation and paid your £150 booking fee to secure your room. Your booking fee will be refunded to you shortly after your contract ends, minus any damage charges where applicable.

With your room offer you would have been presented with a copy of the Student Licence, which is a legally binding contract between the University of Liverpool and yourself. These are the regulations you must adhere to whilst you are in residence. A copy of the Student Licence and copies of all other important documentation can be found at liverpool.ac.uk/accommodation/

The Accommodation Team can be contacted on **T: +44 (0)151 795 0319** or by email at **E: accommodation@liverpool.ac.uk**.

The Accommodation Team can also be contacted via a live chat system on the Accommodation website homepage where you can discuss your queries with an adviser liverpool.ac.uk/accommodation

Should you wish to speak to one of our team members in person please also note our full address:

Accommodation Office
Crown Place
University of Liverpool
202 Brownlow Hill
Liverpool
L3 5UE

Liverpool Student Homes – the next stop for accommodation after University Halls

LSH is your University's Private Accommodation Service. Not to be mistaken as a private letting agent, LSH has been established to support you in finding a suitable home in the private sector for your 2nd year of study and onwards or if you would like an alternative to University Halls.

The service is owned and managed by University of Liverpool, Liverpool John Moores University, Liverpool Hope University and LIPA.

With over 24,500 bed spaces advertised in houses, flats, studios and private halls the LSH service is the only platform to provide you with a true comparison of accommodation in the city. Liverpool has an abundance of accommodation with a large surplus every year, so you can take your time looking and don't feel pressured into signing tenancies early.

LSH register private landlords, agents and accommodation providers and inspect all newly registered properties to ensure that they meet the criteria in the LSH Standards. The Standards cover a wide variety of matters, including the provision of adequate space and equipment, as well as repairs and retention of deposits. If your landlord breaches any aspect of the Standards during the course of your tenancy, then your complaint can be investigated by LSH, and if necessary pursued formally through an agreed complaints procedure. Landlords who breach the Standards risk being removed from the LSH register.

It is important to find the right accommodation so that you can relax and enjoy your social and academic life. The service is student focused to ensure you have a positive experience whilst living in private accommodation in our city.



Through LSH you can:

- Search the largest database of private student accommodation in Liverpool including flats, houses of all sizes, rooms and private halls
- Be reassured that all LSH registered accommodation providers have committed to meeting the quality and safety criteria detailed in the LSH Standards
- Receive free, impartial housing rights advice and support
- Have a means of redress through LSH if you experience problems during your tenancy
- Attend housing-related events such as the Housing Fairs and Find a Housemate meet-ups.

Free contract checking service

Before you sign a tenancy agreement (contract) for a property, you can take it along to LSH who will check it for you and explain anything that you don't understand. Tenancy agreements are legally binding, so it's important that you have been to view the property and you are happy with everything that is detailed in your tenancy agreement before you sign.

Finding your next group of housemates

LSH Find a Housemate events are held throughout the year and provide you with the opportunity to meet other students looking for accommodation or for you to find someone to take a spare room in a LSH registered property you have already found – follow on social media or visit the LSH website for more information. Also, LSH have a student message board on their website where students can get in touch and find others to live with.

Housing rights advice

If you experience any problems while you're renting private student accommodation, you can contact LSH for free, confidential housing rights advice. This is regardless of whether the property is registered with them or not. Issues they can help with include getting your deposit back, disrepair, your obligations as a tenant, damp, disputes with your landlord or agent and more. Drop-in advice sessions are available on campus during term-time or at the LSH office all year round. Check the website for details.

Contact LSH

You can drop in to LSH at 5 Oxford Street, Liverpool, L7 7HL (round the corner from the Metropolitan Cathedral), between 9am and 4.30pm Monday to Friday.

Alternatively, you can visit [liverpoolstudenthomes.org](https://www.liverpoolstudenthomes.org) to search for accommodation, use the student message board, access a wide range of help topics and to request housing rights advice.

T: +44 (0)151 794 3296, 9am-4.30pm
or email E: Lsh@liverpool.ac.uk

[/LiverpoolStudentHomes](https://www.facebook.com/LiverpoolStudentHomes)
[@LivStudentHomes](https://twitter.com/LivStudentHomes)

Keeping the University informed

You will almost certainly change your term-time address during your time at University. When you change your address, it is extremely important that you inform the University of this change. Unless you do this, important items of mail are unlikely to reach you. Please also inform your bank, and anyone else who may write to you, of your new address. It is your responsibility to do this and, while the University will make every effort to forward your mail, you do risk losing important correspondence if people do not have your correct address.

Your contact details are maintained in the Personal Details portlet of Liverpool Life (liverpool-life.liv.ac.uk). Further information about Liverpool Life can be found in Chapter Five. It is important that you keep all of your contact details up-to-date which include any changes you make to telephone/mobile numbers or your permanent (home) address. This is to ensure that you can be contacted in an emergency and that the University can give you important information when necessary.

The University will normally use your University email address and/or the term-time address shown on Liverpool Life to contact you during the academic year. During the summer vacations, the University will normally use your University email address and/or your permanent (home) address although correspondence may also be sent to your term-time address if there is reason to believe you may still be at that address.

The University is also required by law to ensure that those international students who require a visa to study in the UK maintain accurate and up-to-date contact details as part of the UK Home Office Tier 4 immigration system.

A guide to updating your personal details on Liverpool Life can be found at liverpool.ac.uk/student-administration/liverpool-life

Living in halls was an experience not to be missed and provided me with an opportunity to meet people from all walks of life. I've found the local music and social scene fantastic too!

Robert Supria
Law



Chapter Four

Looking after yourself and your property

The University is constantly working to make all its buildings and grounds a safe place to be. It is, however, in a busy urban area and, like any major city, Liverpool suffers from its share of crime. There is no reason why this should affect your enjoyment of life here, but you should be aware of it and take care to ensure you do not become one of the victims of crime.

More information can be found in the Student Survival Guide. You can collect a copy from the Student Services in the Alsop Building (Building no. 759; Ref E7 liverpool.ac.uk/maps) or access it online liverpool.ac.uk/studentssupport. Our Campus Support Team is on campus 24-hours a day, seven days a week, undertaking a variety of measures to maintain a safe and secure environment. You can contact the Control Room on T: +44 (0)151 794 3252.

Staying safe

Please be aware of your own safety when out and about on campus and in the city.

All students should take care to avoid walking or cycling after dark in poorly lit areas, especially if alone, even if it means taking a longer route.

Here are some points to consider:

- Travel sensibly – listening with headphones or talking on the phone reduces your awareness of what's around you
- Be vigilant when using your phone when out and about; only use it for calls if necessary. Try to keep your phone and other valuables out of sight
- If you need to withdraw cash, try to do it in the day, when there are more people about and only take out what you need. Make sure you protect your PIN. If you do need to withdraw cash late at night, use a machine in a well-lit area and stay with friends
- Keep your phone charged so you can contact help if needed
- Don't leave valuables and bags unattended.

If out and about during in the evening:

- Make sure someone knows where you are and when you expect to be back
- Keep your phone charged so you can contact help if needed
- There is safety in numbers – don't wander off on your own. If you do have to walk home, walk with friends and try to stick to main roads that are well populated, even if it means taking a longer alternative route. Avoid poorly lit areas
- Plan your journey home before you set off. Use a licensed taxi or black cab. Don't hitch-hike or accept lifts from strangers

- Drink responsibly – you are far more vulnerable when you are drunk, especially if you are on your own. Try and stay with a group of friends. Eat before you go out, and try to alternate alcoholic drinks with soft drinks or water. Know your limits and stay in control
- Attract help if you need it – If you feel threatened, make as much noise as possible to identify yourself in order to warn off the individual and to attract help from others.

Campus Support Services offer a 24/7 chaperone service and will escort you around the University campus to ensure you feel safe while on our site. To request this service, please contact the control room by calling T: +44 (0)151 794 3252.

Campus Support Services are available if you need assistance. In an emergency call T: +44 (0)151 794 2222. If someone's life is in danger or a serious crime is taking place call 999 immediately. In non-emergency situations where you need assistance call the control room T: +44 (0)151 794 3252.

The local Police are Merseyside Police merseyside.police.uk/

At home

You should take just as much care at home. Whether you live in University Accommodation or in private accommodation, it is important that you are aware of security, and that you secure your home. Having your accommodation burgled can be distressing, and is certainly inconvenient, so make it more difficult for a thief to get in.

Register your valuables on immobilise.com, where you can record all of the serial numbers of your goods. If they are stolen the Police will work with second hand stores to try and retrieve your belongings by searching the database.

Here are some useful tips:

- Lock doors when you are at home to keep out unwanted guests
- Close and lock your doors and windows when you leave your room even to go to the bathroom or kitchen

- Ensure that you lock doors and windows whenever you go out, even if it is only for a few minutes. When you are sharing a house or flat with others, it is easy to assume that someone else has closed the windows and locked the door when you go out. Don't assume!
- Ensure windows and doors are secured before going to sleep, do not leave valuable portable items within easy reach of the windows
- Never leave notes on your door stating you are away or what time you will be back
- Don't hold the door open for strangers – If you suspect any intruders then you should report them immediately to a member of the on-site halls staff or by calling the emergency number for your building.

When you are looking for private rented accommodation it is worth taking into account the level of security at the property: are there window locks, for example, and good locks on the front and back doors?

Liverpool Student Homes are the University-funded service for students looking for private accommodation and offer free expert housing advice for all students liverpoolstudenthomes.org

Everyone in University Accommodation should be aware of the need for attention to security. Don't let anyone into a block unless you know they are residents, or bona fide guests of a resident. Investigate politely, and if you are suspicious report them to the Halls Reception or to a Residential Adviser. The outside doors of all buildings should be kept locked. Do not leave them propped open.

Personal property

If you leave bags, coats or valuables (such as laptops, tablets, phones) unattended you make it very easy for thieves. You do need to take care with your possessions and don't leave them unattended. The University cannot take responsibility for any losses of your property – please take care of your possessions.

If you own a car or bicycle, you need to take care to secure it in the same way as you would any other possession, on the campus and elsewhere. Following these points can help to secure your vehicle:

Cars

- When you leave your car, ensure it is locked, and all windows are closed
- Always remove the ignition key
- Don't make it easier for a thief by leaving driving documents in the car; these could help to sell it
- Don't leave valuables on view in your car
- You may wish to consider buying a lock to fit on the steering wheel, or having an alarm fitted, which might deter a thief
- If possible, leave the car in an open area, where regularly overlooked; at night, try and choose a well-lit area.

Bicycles

- The University provides the use of secure bike pods. For access to a bike pod, you will need to register your student card on the Ground floor of Bedford House (Building no. 505: Ref D4 liverpool.ac.uk/maps)
- Lock your bike securely within the bike pod, preferably with a metal 'D' lock. Even if the bike is in the pod, it still needs to be securely locked inside.

Whatever advice and help you may need we have an entire support network to guide and assist you while you are here at University. Our support teams are helpful, friendly and very experienced.

Paula Harrison Woods
Student Services

Insurance

It is important that you have adequate insurance for any possessions you bring to Liverpool. If you live in a University Residence, insurance of your possessions up to a certain level are included in your accommodation costs under the Block Hall Scheme arranged with Endsleigh Insurance. You will receive details of what is covered by this scheme, and you should read these carefully, and take out additional cover if necessary. If you are living in private rented accommodation you will need to make your own arrangements to insure your belongings.

Online

It's important to protect your resources and information, as well as your personal safety and privacy when online. Computer Services have information about computer and online security liverpool.ac.uk/csd/security/

There is a simple way to protect yourself from fraud online or over the phone – this starts with taking five and remembering a simple memorable phrase: 'My money? My info? I don't think so'. If you're at all unsure, don't give out your details, click on a link or give anyone your money, or access to it. Take Five to Stop Fraud takefive-stopfraud.org.uk/

Reporting a crime and getting help

Any theft or incident should be reported immediately to the Police, and to the University's Campus Support Services Security Office at Bedford House, Oxford Street (Building no. 505: Ref D4 liverpool.ac.uk/maps). To report an incident of crime to the Police, call 101 (999 in an emergency). The University's Campus Support Services can be contacted on T: +44 (0)151 794 3252. If your call is an emergency call T: +44 (0)151 794 2222. Further information is available at liverpool.ac.uk/facilities-residential-and-commercial-services/services/campus-support/

The Campus Support Services Security Office is staffed 24 hours a day, seven days a week.

It is designed to provide a central control point to deal with enquiries and to control the University's security arrangements. A two-way radio system between the office and the outside security staff is in operation whereby immediate assistance can be organised in an emergency.

With the aim of preventing unauthorised persons from entering buildings, the building management staff and security staff have been instructed to ask strangers to produce evidence of identity, and students should therefore be prepared to show their smart cards on request. Naturally, the University regrets the need for such measures, but we hope that our members will accept them as a means of safeguarding their own personal property as well as that of the University.

If you lose property anywhere within the campus, other than in the Guild of Students, you should enquire as to whether it has been found, either from the building management staff of the building in which it was lost, or from the Security Office. A register of property that has been found and has been handed in to the building management staff or to Security is maintained by the Security Manager.

Found property is normally held for a period of a week at the reception desk in the building in which it is handed in, before being transferred to the Security Office.

Separate arrangements apply to lost property recovered within the Guild of Students building, and you should enquire at the reception desk.

If you have been a victim of crime and need ongoing support, then please contact staff in Student Welfare Advice and Guidance, Alsop Building located on University Square (Building no. 759: Ref E7 liverpool.ac.uk/maps).

To help students feel safe and supported, if Campus Support Services are requested to assist you, they will also send a report to Student Welfare Advice and Guidance who will then get in touch with you via your University email about support, usually the next working day.

Health and Safety

Students' safety is one of the University's highest priorities. We are committed to providing you with a safe learning and living environment but we can only achieve this if we have your full support.

It is the duty of every employee and every student of the University to take reasonable care for the health and safety of themselves and anyone who may be affected by their acts or omissions and to act in accordance with the University Safety Policy and with the Health and Safety arrangements made by the University and its departments.

General considerations

Familiarise yourself with the buildings you study and live in. Get to know the layout, the different fire arrangements (ie "stay put" policy or full evacuation), escape routes and assembly points. Be aware of any restricted areas. Check that you know the local health and safety rules and procedures. Find out who your main contacts are if you have a safety issue or concern to raise.

Be aware that most accidents at the University are as a result of a slip, trip or fall. Always keep you study areas neat and tidy. Keep personal belongings in a safe place where people cannot fall over them. Avoid trailing cables from laptops and other portable devices across walkways and thoroughfares. Use handrails on stairs. Adhere to designated walkways. Clean up any spillages you see or create.

If you see any unsafe conditions whilst moving around the campus and halls (eg damaged flagstones, potholes in roads, torn carpets in buildings, etc) either bring it to the attention of a member of staff or report it directly to the maintenance helpdesk T: +44 (0)151 794 3000.

Fire

Irrespective of whether you are in a building that adopts a "stay put" policy or has a total evacuation policy, the following general fire safety points should be noted:

- Act quickly when an alarm bell sounds – do not delay your evacuation to a safe place
- Only use lifts for evacuation if you have been specifically told you can (eg if you have a disability)
- Do not stop for personal belongings during an evacuation
- Always follow advice given by members of staff. They have been trained to assist you and ensure you are safe in a potential emergency situation.

At your residence or room

The following can help cut down the risk of fire:

- Do not smoke in bed (smoking is not permitted in Halls of Residence)
- Do not use candles or oil burners in study bedrooms
- Do not leave cooking unattended in the kitchen. Please take care not to burn toast or do anything to activate smoke detectors, which will cause a fire alarm and evacuation of the building.
- Always use the extract systems in kitchens to prevent false alarms
- Do not overload electrical sockets
- Do not wedge open fire doors or block escape routes
- Do not damage anything that has been provided for your safety (eg directional signage, fire extinguishers, fire doors, etc).

Accidents and incidents

All accidents (including 'near miss' incidents) or dangerous conditions should be reported to a member of University staff. This includes accidents that occur when on placements or fieldwork away from the University. If you injure yourself, please ensure a member of staff is notified. Appropriate medical assistance can then be provided and the incident logged pending further investigation.

Every building has at least one first-aid kit, and most have qualified first-aiders. However, if an injury or illness appears to require treatment beyond first aid, ensure someone contacts the emergency services (via our Campus support team: **2222** from an internal telephone or **T: +44 (0)151 794 2222** from a personal mobile). If you have difficulty getting through to Campus support, ring **999**.

Departmental Safety Coordinators

Every academic area and student halls of residence will have a Departmental Safety Coordinator who advises on health and safety, carries out inspections, and who is involved in accident investigation. If you see something which appears unsafe, you can report it to any Departmental Safety Coordinator who will ensure the matter is addressed.

Further Health and Safety information can be found at the University's health and safety webpages liverpool.ac.uk/intranet/safety/

Alcohol, drugs, smoking and sexually transmitted infections

The University encourages students to look after their wellbeing by making safe and responsible choices about their health. Information and advice is available from the Student Health and Student Welfare Advice and Guidance about health issues related to alcohol, smoking, drugs and sex (more information on these services can be found in Chapter Six). The NHS also provides a wide range of useful information on all of these issues.

The possession and supply of certain drugs is a criminal offence and the University strictly upholds its legal obligation to prevent such activities taking place on its premises.

The University of Liverpool is committed to ensuring that the use of alcohol and drugs does not have an adverse effect on the working and social conditions of the University's students, staff and visitors. Students and staff are reminded that it is a criminal offence to produce, supply, possess, or import a controlled drug, as defined under the Misuse of Drugs Act 1971. It is also a criminal offence to produce, supply, possess with the intent to supply, or import psychoactive substances, as defined under the Psychoactive Substances Act 2016.

All students studying on any campus of the University are subject to the provisions of the **Student Alcohol and Drugs Policy** liverpool.ac.uk/media/livacuk/student-administration/student-administration-centre/documents/StudentAlcoholandDrugsPolicy.pdf

It is important to remember that all drug use (including alcohol and tobacco) involves some risk to health and the University provides information, advice and support to those experiencing problems – whether through their own use or that of someone close to them.

HIV and other sexually transmitted infections can be passed on through unprotected sex. Using a condom reduces the risk of an infection being passed on. Injecting drug users who share equipment (such as needles, syringes, spoons, water, filters) are at high risk of HIV infection. The risk is minimised by never sharing injection equipment. Student Health can provide advice and support on any of these issues or can direct you to specialist clinics.

Because of their clinical involvement during their course of study, students in Medicine, Dentistry and Health Sciences have a special obligation in respect of HIV. They are required to confirm that they have read and understood the statements of their ethical responsibilities towards their patients issued by the General Medical Council, the General Dental Council, the UK Nursing and Midwifery Council and the Health Professions Council.

More information is available from Student Health brownlowhealth.co.uk T: **+44 (0)151 285 4578**

Meningitis

Meningitis can be caused by a variety of organisms, only some of which are potentially fatal. For example, viral meningitis can cause flu-like symptoms which are sometimes quite severe but which are not life threatening.

There is no connection between this illness and the more serious ones caused by the meningococcal bacteria. The meningococcal bacteria can cause two types of illness: meningitis and septicaemia (blood poisoning). Of these, septicaemia is the more dangerous and the more likely to be fatal.

The bacteria live in the nose and throat and are only passed on by prolonged, close contact. It has been estimated that between 10% and 20% of the population are carrying the bacteria at any given time and the great majority of people carry it without ever developing the disease. The important thing to know is that the disease can develop rapidly, sometimes within a matter of hours. The Meningitis ACWY vaccine is offered to all young people in the UK aged 18. This vaccine protects against Meningitis C and Meningitis W. To achieve maximum protection you should have been immunised against Meningitis before attending the University and we urge you to see your family doctor to be immunised at least two weeks before starting University. If you are unable to receive immunisation in your home area your new Liverpool GP will be able to carry it out on your arrival.

Am I at risk?

Meningitis is a relatively rare disease but because it is a deadly disease you should be alert to the dangers. Next to children, teenagers and young adults are the group most at risk from meningitis. The vast majority of cases are isolated ones and the bacteria can only be passed on by prolonged, close contact.

What are the symptoms?

Early symptoms may be similar to those you get with flu or a hangover:

- Feeling feverish
- Vomiting
- Severe headache
- Stiff neck, back and joint pains.

Developed symptoms will include:

- Rash of tiny red bruises that don't fade under pressure
- Severe dislike of light
- Disorientation or coma.

If you are feeling ill, make sure that your friends and/or Residential Adviser/Warden/Manager know this – having someone check on you could save your life. If you are concerned about any symptoms, contact a doctor.

Remember – early treatment saves lives

You can download a smartphone app with information about symptoms from Meningitis Now.

For further information contact

Student Health: T: **+44 (0)151 285 4578**.

NHS Choices Meningitis Now:

T: **+44 (0)808 80 10 388** (free helpline)

meningitisnow.org



Chapter Five

Learning resources

The University Library

The University Library is located on two main sites, the Sydney Jones Library and the Harold Cohen Library. The libraries are a place for you to study independently or in groups, access learning resources, and attend a wide range of skills sessions. Both libraries are open all year round, extending to 24/7 opening hours during the academic session, and provide areas for you to take a break or grab a coffee.

The libraries provide around 3,000 computer and study spaces and 232 self-service loanable laptops as well as areas for group, quiet and silent study. You can book study rooms and group study tables in both libraries, including many with large screens to enable collaborative working.

The Library holds an impressive collection of approximately 2 million books and periodicals including extensive special collections of rare books and archives.



Through the library you can also access around 882,000 electronic books, 112,000 electronic journals and most major online databases. The entire stock of the Library is included in its online catalogue and all electronic resources can be accessed in the Library or off campus via the Library website.

In the Sydney Jones Library you can find collections in Arts, Humanities, Law, Management and Social and Environmental Studies, as well as our treasured Special Collections and Archives.

The Harold Cohen Library houses collections in Dentistry, Engineering, Science, Medicine, Veterinary Science and Mathematics and you can also find a branch library at our Leahurst Campus on the Wirral.

Use your student card to gain access to the libraries and to self-issue and return books. You can also print, photocopy and scan documents in the library and manage your print credit through your personal print account.

Library staff are always on hand to help you find your way around and there are introductory talks and tours available for new students to help you get started. A team of Liaison Librarians are also available to support you in your specific subject area and offer workshops and sessions throughout the year.

Visit the Library Helpdesks for helpful guidance and support or contact us using our Ask Us online chat service.

Further information can be found at liverpool.ac.uk/library or follow us on social media [@livunilibrary](https://twitter.com/livunilibrary)

Develop your academic and digital skills with KnowHow

Throughout your time at University, you will have opportunities to build and develop your skills for learning, such as study skills, time management and information and digital fluency, as well as employability skills. Your lecturers may identify areas that you need to develop and also highlight resources for you to use.

KnowHow, based in the Sydney Jones Library, can help you to develop your skills. Book a place on a KnowHow workshop, where sessions cover topics such as essay planning, preparing for presentations and managing exam stress, or access interactive online tutorials any time via the KnowHow: Academic Success module on VITAL. [@livuniknowhow](https://twitter.com/livuniknowhow)

Computing Services

Computing Services provides and supports the University's IT services to assist with teaching, learning and research.

You can access these services once you have activated your computing account online at liverpool.ac.uk/activate. You should have already done this before arriving on campus.

There are over 2,800 computers in PC Centres across campus which are available for you to use unless they have been booked for teaching. PC Centres run the latest version of Microsoft Windows on the Managed Windows Service (MWS). You can use the PC Finder tool to locate an available computer by visiting liverpool.ac.uk/csd/pc-centres/

The MWS provides a wide range of pre-installed software, for you to use along with a secure area where you should save your work (known as your M: drive). You can also use PCs on campus to access the Internet, your University email, and VITAL – the University's Virtual Learning Environment.

If you are bringing your own computer, mobile or tablet you can connect to the University's free Wi-Fi service, eduroam, to access the Internet and University IT services. Wi-Fi is available in many areas, including cafés, bars and communal areas in Halls of Residence.

Get started by visiting wireless.liverpool.ac.uk/. Halls of Residence also have wired network points which you can use to connect your own computer, or one of several supported games consoles.

If you're having problems or need advice, the CSD Service Desk can help. You can contact the Service Desk in person, online or by phone (liverpool.ac.uk/csd/getting-help). The Service Desk is located in the Brownlow Hill Building (Building no. 224: Ref F4 liverpool.ac.uk/maps) and in both the Sydney Jones and Harold Cohen Libraries. Phone support is available 24/7 on T: +44 (0)151 794 4567.

Further information on all the University's IT services can be found at liverpool.ac.uk/csd/

Liverpool Life

This is one of the most important facilities you will need to use.

Liverpool Life is your portal to all of your essential personal and academic information. It provides PIN-protected access to the following information, activities and services allowing you to:

- Academically register for your studies
- Re-register for each year of study
- Register for modules in advance of each year of study
- Access the online module catalogue
- Check your programme and module registration status
- View your teaching timetable (see page 28)
- Check and update your term-time, permanent and 'graduation correspondence' addresses, telephone numbers and emergency contact details
- Check notes, guidance and regulations relating to examinations
- View your assessment details
- View your examination timetables (dates, times and venues)
- View your provisional marks following the Semester One examinations
- View your approved module marks and overall year results
- View your degree classification at the end of your programme
- View an ongoing transcript of studies (your modules and marks)

- View your University financial account
- Apply for University accommodation
- Request documentation such as Council Tax Certificates, Bank Letters and Student Status Letters.

Liverpool Life can be accessed by entering the url liverpool-life.liv.ac.uk into your browser or by following the 'Liverpool Life' link on the Digital University (student.liverpool.ac.uk). You will need your student ID (displayed on your student smart card) and PIN.

The welcome booklet Your Registration 2019/20 (available from liverpool.ac.uk/student-administration/student-administration-centre/student-handbooks/) provides more information about accessing Liverpool Life, including how to find out your PIN and what to do if you have forgotten your PIN. If, having followed the instructions in this booklet, you are still having difficulties accessing the system, then you can email the Liverpool Life Enquiry Team at E: studentslivlife@liverpool.ac.uk.

You should familiarise yourself with Liverpool Life as a matter of priority. Further information about Liverpool Life, including user guides, can be found at liverpool.ac.uk/student-administration/liverpool-life

Teaching timetables

You can view your personalised teaching timetable through Liverpool Life and through the Digital University. To do this, you will need to be fully registered, and it can sometimes take 48 hours (occasionally more) for your full timetable to appear once you have registered for all of your modules.

You can also view your timetable on your smartphone with our timetable app for iOS and Android. Visit the University app store at appstore.liverpool.ac.uk/csd/app-directory/

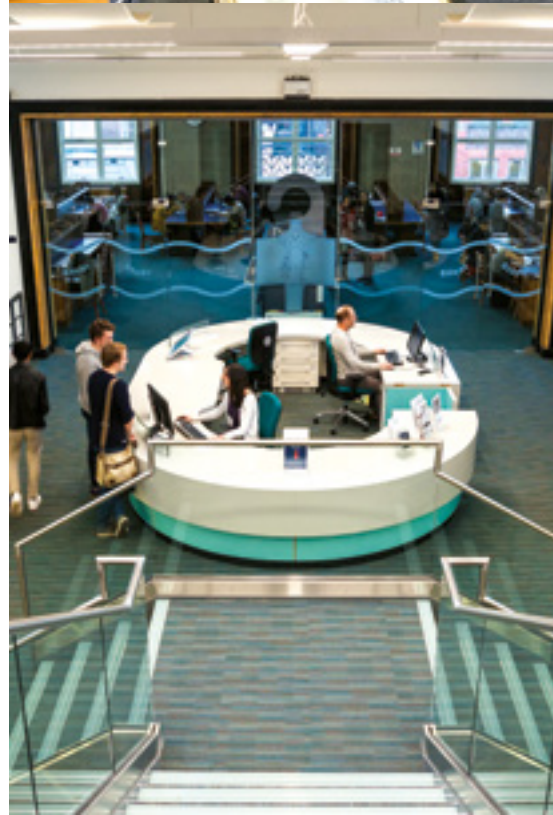
Late notice changes (72 working hours or less in advance of the activity) of time or rooms can be communicated to students who have the app via push notifications. Please ensure you have notifications enabled on your device for this app to ensure you receive them.

Changes that are more than 72 working hours in advance will be communicated to you via your University email or on VITAL, so please check these platforms regularly for updates.

You can also download the Campus Map app to help you find your way around campus liverpool.ac.uk/csd/app-directory/

Further information can be found at liverpool.ac.uk/student-timetabling

The University Library consistently achieves excellent scores in student satisfaction surveys for all groups of students. In the National Student Survey the Library has outperformed the sector average for the Russell Group in every one of the last five-years while in every Times Higher Education survey of student opinion, the Library has gained scores which place it in the top third in the Russell Group.



Chapter Six

Student Services

School/Institute support and advice

All students on programmes at the University of Liverpool are allocated an Academic Adviser who is responsible for providing appropriate support to help you to fulfil your academic potential in your studies. S/he will usually meet with you at the beginning of your studies and normally at the start of each academic year. S/he can also meet with you following exam results to discuss academic performance and provide advice on improving your performance.

Your Academic Adviser is the first port of call if you are having problems with your academic studies.

Within the School's or Institute's Professional Services support team there will also be a named person to act as a first point of contact if you are experiencing difficulties with any aspect of University life. This named contact within the School/Institute will provide both advice on School level procedures and signposting to central and specialised support services for students. For more information please visit the Student Support Office within your School/Institute.

Central support and advice

The University has a well-established network of advice, guidance and support services for all students. Specialist teams and experienced advisers are available to support students on a whole range of issues.

Student Support Services, Alsop Building, University Square, Liverpool L3 5TX (Building no. 759: Ref E7 liverpool.ac.uk/maps) is the hub for all of the University's specialist support and welfare services.

The role of the service is to provide students with advice, support and information. They have very experienced specialist advisers who are available for you to come and talk through any issues you may have. They provide a confidential and quiet space for you to come and talk to them about any issues affecting your wellbeing.

They can also offer a range of practical advice or will be able to direct you to the appropriate source of the information you may need. Further information and resources can be found at liverpool.ac.uk/studentssupport

The rest of this chapter details the range of support services offered by the University, both as part of the Student Services Centre and across the wider University community.

Student Health Service

All students are advised to register with a local GP to ensure access to full medical care.

Students who register with Brownlow Health can use the Student Health Service which is a valuable and important amenity provided by the University. Access includes a walk-in service (no appointment necessary), email consultations, telephone consultations and booked appointments. Registration can now be completed on-line via campusdoctor.co.uk/liverpool

'Student Health' is based on campus in the Student Services Centre and is open Monday to Friday during term time. See brownlowhealth.co.uk for full opening hours'. The service can be contacted by telephone on T: +44 (0)151 285 4578.

Out of Hours Service

If you need to be seen urgently by a doctor and cannot wait until the next working day, you can contact the Practice on T: +44 (0)151 285 4578 who will direct your call to the service managing out of hours.

The telephone lines are available 24 hours a day, 7 days a week. For further information, visit brownlowhealth.co.uk. Unless it is an emergency please contact us before attending the local Accident and Emergency departments.

Additional information

For confidential advice on any health question or for information about where to find services in the area, 24 hours a day, visit nhs.uk

Advice and Guidance

We want you to enjoy your time at the University of Liverpool and hope that nothing will stop you getting the best out of your studies. As part of Student Welfare Advice and Guidance, Advice and Guidance have a team of dedicated Wellbeing Advisors who are here to provide practical and pastoral support, advice and guidance to students who may be experiencing anything affecting their welfare while at University.

This could include: finding your feet at university; maintaining your wellbeing; support for personal circumstances affecting your welfare and wellbeing; concern for a friend. We are a confidential service. We work closely with our colleagues within Student Services and across the university, as well as external organisations.

If something is affecting you, or you are not sure who to ask for advice, or just need to talk to someone in a quiet and confidential space, we're here.

You can contact us by email at E: advice@liverpool.ac.uk or phone T: +44 (0)151 794 5863 or visit us in the Alsop Building on University Square (open during office hours throughout the year). There is a Wellbeing Drop-in each working day 11am-3pm in the Alsop Building. Please do take time to browse our Student Survival Guide on our webpage, where you will find advice on a range of issues such as coping with homesickness, staying safe, living on a budget and more. Our reception area in the Alsop Building has a range of leaflets and information. You can visit our website at liverpool.ac.uk/studentssupport/advice



Disability Advice and Guidance

The University encourages a supportive and accessible environment for students with a wide range of disabilities, mental health difficulties, health conditions, or specific learning difficulties (eg dyslexia, dyspraxia). Disabled students are advised to discuss their individual needs with Disability Advice and Guidance so that appropriate support arrangements can be made.

The University actively encourages students to disclose disability related support requirements as soon as possible, and can discuss support needs in a friendly and confidential environment. Working to a person-centred approach, the team, with your consent, can create an individual support plan.

This details specific support requirements and recommends reasonable adjustments, where appropriate, and is used to inform University Schools and other relevant University contacts of your support needs.

With consent, the team can assist students in all areas of disability related support within their academic environment, including:

- Liaison with the Professional Services within the University eg Exams Team, Library, Accommodation Team and Facilities Management
- Guidance about applying for appropriate funding or support eg Disabled Student's Allowance, Charitable Trusts Blue Badge Scheme
- Guidance on booking study needs assessments and accessing Educational Psychologists
- Referral to a wide range of internal and external contacts for specialist advice
- Access to study assistants eg note taker, mentors, and personal library assistants
- The team also facilitates the Disabled Students' Network (DSN). The DSN is an informal group, comprising of disabled students and members of Disability Advice and Guidance to access social, informational and academic related events, in addition, to discussing issues which may be relevant to disabled students. This provides an opportunity for you to give direct input into the service offered to disabled students at the University, meet other disabled students and try something new.

A Guide for Disabled Students sets out further information about the team and its work. The booklet can be obtained from the Disability Advice and Guidance or online at liverpool.ac.uk/studentssupport/disability/support

The Disability Advice and Guidance Team is based in the Student Services Centre, Alsop Building, Brownlow Hill (Building no. 759: Ref E7 liverpool.ac.uk/maps). And can be contacted via phone on T: +44 (0)151 795 1000 or by email at E: disteam@liverpool.ac.uk. Further information can be found at liverpool.ac.uk/studentssupport/disability

Money Advice and Guidance

Money Advice and Guidance (MAG) provides support and advice to students on a range of financial matters. We can offer the following services:

- Discretionary financial help through the University Hardship Fund for students experiencing financial hardship (UK students)
- Advice on funding for postgraduates including liaising with funding bodies, regarding problems with funding
- Advice on the financial implications of suspending, withdrawing or repeating elements of their study
- Debt Advice Service – liaising with creditors if necessary
- Advice on funding for EEA migrant workers and other EU students who qualify for UK funding
- Advice on eligibility for welfare benefits
- Offer one-to-one or group budgeting sessions
- Dedicated member of staff for Care Leavers to support students during their time studying with us. We offer a bursary to UK students who have been in Local Authority Care for a specified period of time
- Dedicated member of staff to support students who have caring responsibilities during their time studying with us. The University offer a bursary to carers who are classed 'Young Adult Carers'

- Assist in cases where students are trying to prove estrangement with their funding body to gain independent status. Provide a named contact within the team to support the student during their time studying with us. The University offers a bursary to students who have been classed as estranged by their funding body.

If you have any previous study at Higher Education level, we advise you to contact the Team before starting your programme as this may affect your funding entitlement.

If you would like more information on any of the above email E: money@liverpool.ac.uk or telephone T: +44 (0)151 794 5863 liverpool.ac.uk/studentssupport/money/

International Advice and Guidance

International Advice and Guidance (IAG) is a specialist team within Student Welfare Advice and Guidance that supports and advises international and European students both on arrival and throughout their studies. It is based in the Student Services Centre, Alsop Building on University Square. The team provides advice on Tier 4 student visas, other immigration matters such as dependent visas and family visitors, personal and cultural issues, integration, safety, wellbeing and advice for students who have their family with them in the UK. If IAG cannot help directly, they have a wide range of contacts and can refer you to another service that can assist.

IAG offers an orientation programme in September called Hello International as well as regular presentations throughout the year, including living on a budget in Liverpool, integration, visa advice for working during/after your studies, visas for travelling in Europe, improving English language skills, how to extend your student visa and how to arrange a host visit to a British family.

International students are kept informed by email of any important information including any changes to immigration rules and procedures so it is essential that students read this information. The Team also promotes events and opportunities to encourage students to have a rich and diverse student experience.

The team's website contains lots of useful information on matters that international students often need advice on liverpool.ac.uk/studentssupport/international

You can also email the team for advice or to request an appointment E: iagteam@liverpool.ac.uk T: +44 (0)151 794 5863.

English Language Centre

The English Language Centre (ELC) is the University of Liverpool's specialist English language facility for international students.

The key services provided are:

- Pre-sessional English Courses (at both the Liverpool and London campuses) which are specially designed for international students who wish to enter an undergraduate or postgraduate programme at a British University
- An extensive, vibrant and innovative programme of English language support for students who are already studying at the University but whose first language is not English
- Activate English, a year-round flexible general English course for people who want to get better at using English in their studies, their work or their social lives. This includes afternoon options such as English for Business and Project-based Learning
- Regular year-round IELTS testing (International English Language Testing System)
- IELTS preparation courses offering language training specific to IELTS test taking on weekday afternoons
- Tailor-Made courses for partners across the globe, in fields as diverse as education, industry and government as well as summer and winter courses for overseas university students and staff seeking an international experience in an exciting UK city
- English language classes for Erasmus exchange students
- The University of Liverpool's International Summer School
- A range of teacher training and continuing professional development courses for teachers and education professionals, both in the UK and internationally.

The English Language Centre is based in 1-7 Abercromby Square (Building no. 153: Ref D3 liverpool.ac.uk/maps). They can be contacted on T: +44 (0)151 794 2722, by email at E: elc@liverpool.ac.uk or by dropping into their Reception on the ground floor of 1-7 Abercromby Square. Further information can be found at liverpool.ac.uk/english-language-centre

Student Counselling Service

Based at 14 Oxford Street (Building no. 436: Ref C4 liverpool.ac.uk/maps), the Counselling Service helps students deal with a wide range of personal and emotional difficulties or worries that may be affecting their capacity to study effectively or indeed their lives in general. The counsellors are professionally qualified and experienced and enable students to talk over their difficulties in confidence.

You can contact the Counselling Service for support with a variety of issues such as home and family relationships, depression, anxiety, panic attacks, bereavement and loss, sex, sexuality, relationship difficulties and loneliness. Support is available through drop-in sessions, one-to-one counselling sessions, online cognitive behaviour therapy (cbt) or through a programme of themed workshops and groups. To register for counselling please collect a registration pack from our Reception or contact us and we will post a pack to your home or University Department.

We have also introduced a free online 24/7 support service through Big White Wall which students can access directly on bigwhitewall.com using their University email account when they log in and we also have a free and confidential self-help cbt therapy programme, Silvercloud, which students can access by following the link from our website liverpool.ac.uk/studentsupport/counselling/

The drop-in service runs each weekday, please check our website for the times of sessions liverpool.ac.uk/studentsupport/counselling/dropin/

This walk-in service gives you the opportunity to meet for up to 15 minutes with a counsellor to talk over any difficulties you are having, or for you to obtain advice about managing difficult situations eg when supporting a friend in distress. There is also a weekly Men's Space Drop-In run by the male counsellors for male students. Men are sometimes reluctant to seek out support for themselves when they are experiencing difficulties; however, when men do talk to others and access help, they often find it to be invaluable.

The Counselling Service also has an informative website with lots of self-help information on a wide range of topics as well as links to other useful sites. There is also an online relaxation programme that offers a series of relaxation recordings that can be downloaded to manage stress or just for pleasure! Find the recordings at liverpool.ac.uk/studentsupport/counselling/relax/

The Counselling Service can be contacted on T: +44 (0)151 794 3304 or by email at E: counserv@liverpool.ac.uk. Further information can be found at liverpool.ac.uk/studentsupport/counselling/

Mental Health Advisory Service

Based in the Student Services Centre, our Mental Health Advisers (MHA's) provide a confidential service for students experiencing complex and/or significant mental health difficulties during the course of their studies.

The role of the MHA's is to offer support, advice and liaison between the student and the appropriate University departments and relevant external agencies to ensure that the student's mental health needs are responded to adequately and appropriately. The MHA's works closely with Disability Advice and Guidance and other Student Services, including the Student Health Service, Counselling Service, University Residences and academic departments.

The MHA's can be contacted on T: +44 (0)151 794 2320 or by email at E: mentalhealthadviser@liverpool.ac.uk. Further information can be found at liverpool.ac.uk/studentsupport/mentalhealthadvisoryservice/

Childcare

The University's purpose-built nursery is located on campus and operated by Kids in Bloom. It provides flexible provision for childcare for babies and pre-school children. Holiday play schemes are also available for school age children.

The Children's Centre operates within an equal opportunities framework and offers students the freedom to study, knowing their children are in a safe, caring and stimulating environment. It is rated as Good by OFSTED. For more information about the nursery please visit kidsinbloom.co.uk/portfolio/university-of-liverpool-nursery/

Certain home and EU students using childcare may be eligible to apply for assistance with childcare fees through their Local Authority or the NHS Grants Unit, who will pay up to 85% of the cost (up to a limit).

Additional help may also be provided by the Hardship Fund. For more information, contact Money Advice and Guidance T: +44 (0)151 794 6673 or by email at E: fst@liverpool.ac.uk.

More information about other childcare provision in Liverpool can be found at childcare.co.uk/information/childcare-link

Careers and Employability

We offer support for all students from year one through to finding your first graduate job.

Our careers support is focused on three themes, helping you to Explore, Connect, and Apply – with our Career Studio at the centre of campus providing you with a space to look at your options, meet employers through our CareerConnect programme, and work on job applications with our Career Coaches.

Peer-to-peer learning is at the heart of what we do. Our fully trained Career Coaches are students just like you, and they are here to offer support through all aspects of planning your career journey. If you're not sure what you want to do or are looking for opportunities, they can help you find and apply for placements, internships, and part-time jobs, as well as graduate vacancies.

You will also have access to our CareerHub website, where you can book a place at our careers events, search for job opportunities, or find a wide range of resources to help with everything from researching potential employers to creating the perfect CV.

We look forward to working with you to help you plan and achieve your ambitions. Drop-in to see us in the Career Studio to find out more – we're here to work with you every step of the way.

Further information can be found at liverpool.ac.uk/careers

You can email us at E: careers@liverpool.ac.uk or follow @livunicareers on Twitter, Instagram and Facebook for updates on the latest careers news, events, and job opportunities.



Liverpool Guild of Students

Welcome to Campus – we're Liverpool Guild of Students, your students' union.

At the Guild, we keep you at the heart of everything we do, enriching your university experience outside of the lecture theatre. We are committed to improving and developing the lives of all University of Liverpool students from application to graduation and there's lots of things you can get involved in along the way.

Here's just a few ways the Guild can give your university life a glow-up.

Meet your Student Officers

Each year four students are elected by a campus-wide vote, their job is to improve your student experience by supporting activities, running campaigns and make sure the student voice is heard loud and clear.

This year your officers are Adnan, Dylan, Jodie and Hannah – you can find out more about them and how you can apply for the role here liverpoolguild.org/your-officers

Here to Help

Whilst we hope that student life goes smoothly, we are also on hand to offer help and support if and when you need it. At the Guild you can access a wealth of extra support services and utilise our democratic structures to make the change you want to see on campus.

Advice

liverpoolguild.org/advice

If you ever need it, we offer free, confidential and independent advice on academic, financial and housing issues to all students. Don't hesitate to come along to a daily drop-in session or make an appointment – we're here to help!

Change it

liverpoolguild.org/main-menu/change-it

Whether you're looking to get hot water in the libraries, support a national campaign or make significant change on campus, submit your idea to our Change It site and we can bring it to life.



Course reps

liverpoolguild.org/course-reps

Looking to affect change within your course? Course Reps work alongside staff and students to identify and discuss issues which affect their academic experience. You can find out more about becoming a Course Rep or find out who your Course Rep is on the Guild website.

Living in Halls?

Halls Student Committees

liverpoolguild.org/main-menu/representation/halls

Our Halls' Student Committees (HSCs) are here to help you make your Halls a home and ensuring the views of Halls' students are heard on campus. Look out for their exciting trips and activities programme; helping you get to know the city, campus and meet people in your new home.

Your Home Away From Home

The Guild sits at the heart of campus, a building for everyone whether you want to grab a drink, pick up a meal deal or make new friends.

All the Snacks

Looking for your new campus lunch spot? Look no further than the Guild. Head to the Sphinx for the topped fries of dreams, a meal deal to rival Tesco from the Guild shop or a famous Guild Burrito from the Courtyard – we have something for everyone.

Grab a Drink

Whether you fancy a caffeine fix from Starbucks or an after lecture drink, the Sphinx, Courtyard and Starbucks have you covered. And with a whole host of student friendly offers, there's nowhere better on campus!

Fill your Social Calendar

Guild events don't end with Welcome Week, we have a whole host of things to get involved in; watch the match at a live sport screening, meet a mate for a game of pool, claim the top cash prize at the weekly pub quiz or attend a live music gig – we are where everything takes place!

Join a Society

liverpoolguild.org/main-menu/societies

Getting involved in a society can enrich your university experience; you can try something new, develop a skill and meet new friends. Over 200 societies, from Art to Astronomy and Poker to Politics call the Guild home, you can join as many as you'd like or can even start your own!

Try Something New

Make the most of your University experience and try something new. At the Guild, you can give something back to the local community, become more sustainable and enhance your CV, it's all ready and waiting for you!

Green Guild

liverpoolguild.org/greenguild

Woke after watching Our Planet? Our Green Team provides students with opportunities to go green and become more sustainable. Get involved in bee-keeping, aquaponics, cultivate a green space and lots more!

Give it a go

liverpoolguild.org/giag

Our Give it a go Programme is packed full of trips, activities and tours to enrich your University experience. Try something you never have before, get to know the city a bit better or learn a new skill, you'll definitely find something for you!

Volunteering

liverpoolguild.org/main-menu/volunteer

Volunteering at the Guild, on campus or in the local community is a great way to enhance your CV, make friends and boost personal skills. We offer a wide range of opportunities from casual volunteering on campus to long term placements in the community.

Keep in touch

Got a burning question, want to find out more or looking for insta-worthy pics of the Guild in action, follow the Guild's social media:

@LiverpoolGuild

Student Life in emojis

/LiverpoolGuild

Your personal events calendar

@liverpoolguild

Campus shots + Valencia = Insta goals

Support
Passion

Chapter Seven

Your programme of study



The regulations for your programme govern the general structure of your degree, the assessment conventions and requirements, and the rules for classification. More detailed information about the modules you can take, the type and time of your learning sessions, the learning resources you will need to use, and the detailed assessment criteria will be available from your School/Institute or Department.

Please make sure that you understand what is expected of you, particularly in terms of attendance and academic integrity. Your School/Institute or Department will provide you with more guidance, but this handbook also provides useful information about the University's rules regarding student behaviour and academic conduct.

Over the years, changes are made to these regulations and codes of practice and it is essential that you refer to the correct framework for your cohort and your type of degree. The information in this section is relevant to those starting their postgraduate modular programme (including the MRes programmes) in Liverpool in session 2019/20.

Code of Practice on Assessment

The Code of Practice on Assessment is an important document and applies institution-wide. It also reflects the external reference points that the University has to be in accordance with, such as the Quality Assurance Agency for Higher Education's UK Quality Code for Higher Education, the Framework for Higher Education Qualifications in England, Wales and Northern Ireland (FHEQ), and relevant subject benchmark statements. Appendix C is particularly relevant to postgraduate modular degree programmes. The Code and its appendices can be accessed at liverpool.ac.uk/aqsd/academic-codes-of-practice/code-of-practice-on-assessment/

Programmes

The framework detailed in Appendix C to the Code of Practice on Assessment covers full-time and part-time modular postgraduate provision leading to one of the following awards:

- **Master of Research (MRes) (180–240 credits):** a programme of study focused on the development of advanced knowledge and research skills, where a majority of activity comprises independent research supported by structured assessed modules, and whose combined challenge reflects the level of further intellectual development appropriate to the equivalent of 12 months' full-time advanced study beyond Honours degree level. A Master of Research degree provides an appropriate foundation for research degree registration and/or the qualities and transferable skills required for employment in a research focused environment
- **Other Master's degrees (180–240 credits) (including Master of Science, Master of Arts, Executive Master of Science, Executive Master of Arts and professionally focused Master's awards as detailed in University Ordinances):** a vocational or non-vocational programme of study, involving both a substantial piece or pieces of research or independent study and a range of assessed modules whose combined challenge reflects the level of further intellectual development appropriate to the equivalent of 12 months' full-time advanced study beyond Honours degree level. A Master's degree will provide an appropriate foundation for research degree registration and/or the qualities and transferable skills to enable independent learning required for continuing professional development
- **Postgraduate Diploma (120–<180 credits):** a vocational or non-vocational programme of study – taught and assessed predominantly at Master's level, but not involving a substantial piece of research or independent study
- **Postgraduate Certificate (60–<120 credits):** a vocational or non-vocational programme – taught and assessed predominantly at Master's level, but not involving a substantial piece of research or independent study and covering a narrower range of material
- **Postgraduate Award (30–<60 credits):** a vocational or non-vocational programme – taught and assessed predominantly at Master's level, focused on particular knowledge and skills but not involving a substantial piece of independent work.

The framework also covers Continuing Professional/Personal Development (CPD) that leads to Master's level credit or one of the above awards. Students may register for modules on a standalone basis, and in doing so may accumulate credit towards an award where the modules selected meet the requirements of an approved programme of study leading to that award as detailed in the programme specification. In such cases, students may be permitted to register for an approved programme of study to become eligible for an award at any point within the specified maximum registration period. The start of the registration period will be the point at which the student registered for the first module which contributes credit towards the award.

Programme structures

All programmes are modularised, with each module being given a credit value of 2.5, 5, 7.5, 10, 15, 20, 30, 40 or 45 credits. Programmes of study may consist of modules with different credit values which, when taken together, provide sufficient overall credit for an award. Credit values are assigned on the basis that 10 hours of student commitment (divided into variable mixes of contact and private study hours) are allocated one credit point.

Each programme will include a number of 'taught' modules – the delivery of advanced subject-specific content, research and transferable skills, fieldwork, work-based or placement learning or other forms of defined learning. Programmes of study may also include research or independent study modules – project work involving a high level of self-directed learning and independence in negotiation with, and supervised by, a member of academic staff resulting in the production of a project report, dissertation, or other independently developed output.

Such research or independent study modules may be assigned values of 60 or 120 credits or any of the credit values permitted for 'taught' modules in accordance with the requirements of a particular award (as detailed opposite).

Each programme has a specification that provides details of which modules are required and which are optional, and where appropriate, the sequence in which modules should be completed by students.

The spread of credit is normally distributed evenly across the specified period of study. However, if you select optional modules that will lead to an imbalance in workload, the selection must be approved by the Programme Director and you must be aware that the fact of the uneven workload will not be regarded as an extenuating factor in the case of failure or underperformance in assessments.

A programme of study leading to a **Master of Research** award requires successful completion of at least 180 credits all at FHEQ level 7. These credits must include at least 120 credits of research consisting of a single project module, or two or more project modules totalling at least 120 credits, where at least one of the project modules must provide a minimum of 30 credits; where a programme of study is designed to require completion of more than 180 credits, the research project modules must account for more than half of the total credit required. The programme should have an exit point whereby a student can be awarded either a named/unnamed Postgraduate Certificate upon successfully completing 60 credits of 'taught' modules, or a named/unnamed Postgraduate Award upon successfully completing 30 credits of 'taught' modules. Within the MRes programme there may be an oral examination of the research activity.

A programme of study leading to **other Master's** degree awards requires successful completion of at least 180 credits; either all at level 7 or a combination of level 7 and up to 30 credits of modules at level 6. It should include at least 60 credits of research or independent study consisting of a single module or two modules totalling at least 60 credits. It should include exit points whereby a student could be awarded:

- A named/unnamed Postgraduate Diploma upon successfully completing 120 credits; either all at level 7, or a combination of level 7 and up to 30 credits of modules at level 6; the 120 credits may include research or independent study modules

- A named/unnamed Postgraduate Certificate upon successfully completing 60 credits; either all at level 7, or a combination of level 7 and up to 15 credits of modules at level 6; the 60 credits may not include research or independent study modules
- A named/unnamed Postgraduate Award upon successfully completing 30 credits; either all at level 7, or a combination of level 7 and up to 7.5 credits of modules at level 6.

A programme of study leading to a **Postgraduate Diploma** requires successful completion of at least 120 credits; either all at level 7 or a combination of level 7 and up to 30 credits of modules at level 6.

It can comprise either all 'taught' modules or may include a maximum of 30 credits of research or independent study; credit achieved on a single 60 credit research or independent study module, or two research or independent study modules totalling 60 credits, may only contribute to the award of a Postgraduate Diploma when it is an exit award. It should include exit points whereby a student could be awarded:

- A named/unnamed Postgraduate Certificate upon successfully completing 60 credits; either all at level 7, or a combination of level 7 and up to 15 credits of modules at level 6
- A named/unnamed Postgraduate Award upon successfully completing 30 credits; either all at level 7, or a combination of level 7 and up to 7.5 credits of modules at level 6.

A programme of study leading to a **Postgraduate Certificate** requires successful completion of at least 60 credits; either all at level 7 or a combination of level 7 and up to 15 credits of modules at level 6. These may comprise either all 'taught' modules or may include a maximum of 30 credits of research or independent study. It should include an exit point whereby a student could be awarded a named/unnamed Postgraduate Award upon successfully completing 30 credits; either all at level 7 or a combination of level 7 and up to 7.5 credits of modules at level 6.

A programme of study leading to a **Postgraduate Award** requires successful completion of at least 30 credits of 'taught' modules; either all at level 7 or a combination of level 7 and up to 7.5 credits of modules at level 6. There is no exit point.

Where a student meets the minimum credit requirements for an award but achieves insufficient credits for the named award on which they are registered, they may be eligible to exit with either an unnamed award or an award with a differentiated title. In the case of such programmes of study the specific credit requirements for the named award and any exit points will be clearly articulated in the programme specification.

Where a programme includes level 6 modules (as detailed opposite) that are also available to students on undergraduate degrees of the University, graduates of those undergraduate programmes of study will not be permitted to repeat in a postgraduate programme of study, a level 6 module they have taken in their undergraduate degree.

Similarly, where a student has taken a level 7 module as part of an undergraduate degree they have taken at the University they will not be permitted to take the same level 7 module(s) as part of a postgraduate programme of study of the University. Suitable alternative modules will be provided for such students.

Where two modules, one at level 6 and the other at level 7, share substantially the same learning and teaching provision but have different assessments and a student has taken one such module in their University of Liverpool undergraduate degree, s/he will not be permitted to take the level 7 module that shares substantially the learning and teaching with the level 6 module they have already taken. Students are not allowed to repeat the learning and teaching they had in their undergraduate degree.

Where a student has previously accepted a named or unnamed award but subsequently chooses to continue their studies and successfully completes modules required for a higher award within the maximum registration period they will be required to return the lower award in order to become eligible for the higher award; this is necessary in order to avoid credit being counted twice for two different awards.

Recognised prior learning

Credit attributed to previous certificated or experiential learning may contribute up to one third of the total credit required for a postgraduate award. Applications for recognised prior learning to contribute to a University of Liverpool award will be considered in accordance with the relevant University policy. Further information about recognised prior learning can be accessed at **Appendix R to the Code of Practice on Assessment** at liverpool.ac.uk/aqsd/academic-codes-of-practice/code-of-practice-on-assessment/

Periods of registration

There are minimum and maximum periods of registration (including periods where a student has formally suspended their studies and/or for extenuating circumstances) as follows:

- **Master of Research and other Master's degrees.** Minimum of 12 months and a maximum of six years from initial registration. A programme of 180 credits would normally be studied full-time over 12 months and part-time over a period not exceeding three years
- **Postgraduate Diploma.** Minimum of 30 weeks and a maximum of five years from initial registration. A programme of 120 credits would normally be studied full-time over 30 weeks and part-time over a period of no more than two years
- **Postgraduate Certificate.** Minimum of 15 weeks and a maximum of three years from initial registration. A programme of 60 credits would normally be studied full-time over 15 weeks and part-time over a period of no more than one year
- **Postgraduate Award.** Minimum of eight weeks and a maximum of two years. A programme of 30 credits would normally be studied full-time over eight weeks and part-time over a period of no more than six months.

Where a programme of study is designed with credit which exceeds the minimum required for the award, the period of time over which it is intended to be studied will be extended as appropriate.

The registration period commences from the date of registration for the first module that carries credit that is to be recognised for the award. Where students register for modules on a standalone basis, any credit contributing to an award must be successfully achieved within the maximum registration period for that award. In order to facilitate flexible learning, students may be permitted to initially register for modules on a standalone basis before registering for a programme of study at a later date in order to become eligible for a named award. Where this is the case, students may be permitted to complete the required modules over a longer period and/or in a different sequence to that described in the programme specification, provided this is with the approval of the Programme Director and within the maximum registration period.

A programme of study may be designed with entry points which allow candidates to register for a lower award initially, before either exiting with that award or transferring their registration to a higher award upon successful completion of the credit required for the lower award. In this way candidates may accumulate credit towards a higher award provided that this is successfully completed within the maximum period of registration for that award. Where this is the case, the specific requirements of each entry award will be clearly articulated in the programme specification.

Pass mark and classification

All Master's level provision will have clearly defined assessments for each module with a module pass mark of 50%. If a programme of study includes level 6 modules (as detailed above) which have a pass mark of 40%, students must achieve 50% or more for the credit to be recognised for a postgraduate level award. Students who take a level 6 module on a standalone basis must achieve at least 50% or more for the credit to contribute to a postgraduate award.

However, where the overall average mark in all 'taught' modules contributing to an award of Master of Research, other Master's degree, Postgraduate Diploma or Postgraduate Certificate is 50% or above, a mark of 40-49% may be deemed compensatable in 'taught' modules only; this may be in a single 20-credit module or a combination of modules totalling up to 20 credits. It should also be noted that the range of compensatable marks for level 6 modules which contribute credit towards a postgraduate award shall also be 40-49%.

Compensation shall **not** be applied:

- To any credit contributing to a Master's award delivered in partnership with Laureate Online Education; **or**
- Where more than 20 credits of 'taught' modules contributing to an award of Master of Research, other Master's degree, Postgraduate Diploma or Postgraduate Certificate are failed; **or**
- To any credit contributing to a Postgraduate Award; **or**
- Where the overall average mark in all 'taught' modules contributing to a postgraduate award is less than 50%; **or**
- Where a student takes an individual module on a standalone basis outwith an award; **or**
- In the case of research or independent study modules which contribute to an award, **or**
- Where a non-modular non-semesterised programme has a duration in excess of one year.

Merit or distinction grades

Master of Research. To be awarded a Merit grade, candidates must achieve an overall average mark of at least 60% in research modules and an overall average mark of at least 60% in 'taught' modules. To be awarded a Distinction grade, candidates must achieve an overall average mark of at least 70% in research modules and an overall average mark of at least 70% in 'taught' modules.

Other Master's degrees. To be awarded a Merit grade, candidates must achieve an overall average mark of at least 60% across the research or independent study modules and marks of at least 60% in modules accounting for at least half of the credit of the overall award and an overall average mark of at least 60%. To be awarded a Distinction grade, candidates must achieve an overall average mark of at least 70% across the research or independent study modules and marks of at least 70% in modules accounting for at least half of the credit of the overall award and an overall average mark of at least 70%.

Postgraduate Diplomas. To be awarded a Merit grade, candidates must achieve marks of at least 60% in modules accounting for at least half of the credit of the overall award and an overall average mark of at least 60%. To be awarded a Distinction grade, candidates must achieve marks of at least 70% in modules accounting for at least half of the credit of the overall award and an overall average mark of at least 70%.

Postgraduate Certificates. To be awarded a Merit grade, candidates must achieve marks of at least 60% in modules accounting for at least half of the credit of the overall award and an overall average mark of at least 60%. To be awarded a Distinction grade, candidates must achieve marks of at least 70% in modules accounting for at least half of the credit of the overall award and an overall average mark of at least 70%.

Postgraduate Awards. To be awarded a Merit grade, candidates must achieve an overall average mark of at least 60%. To be awarded a Distinction grade, candidates must achieve an overall average mark of at least 70%.

For the purposes of calculating the overall average mark and determining classification, marks for modules passed by re-assessment will be capped at 50%. Marks for modules passed by virtue of the compensation rule will be recorded as a pass mark of 50%.

Students who initially register for an award but exit with a lower award will be eligible for Merit or Distinction for the lower award provided they meet the criteria for that lower award as described above.



Students who take modules on a standalone basis will become eligible for an award with Merit or Distinction where they:

- Subsequently register for a programme of study which leads to an award and successfully complete the required credit through the study of appropriate modules as defined in the programme specification. Where a student has successfully completed modules available within the programme of study but which exceed the required credit for the award the calculation of the overall average mark and determination of classification will be based on the modules with the higher marks; or
- Accumulate sufficient credit for an unnamed award in accordance with an approved programme of study. Where a student has successfully completed modules which exceed the required credit for the award the calculation of the overall average mark and determination of classification will be based on the modules with the higher marks.

Coursework submission

The University has adopted a policy for coursework submission whereby there is an expectation that items are submitted electronically, unless the task is not appropriate or the file format does not permit submission through an e-system purchased or supported by the University. You will be provided with guidance on the particular process of electronic submission to follow in your module or programme handbooks or assessment briefs.

You will be notified by your module tutors if electronic submission is not possible. However, whether the work is submitted electronically or in hard copy, as a single file or multiple documents packaged into one file, it is your responsibility to ensure that all parts of the assessment are submitted in full. In the event that University systems temporarily do not allow electronic submission, the submission time will be extended by an appropriate period. You will be notified as soon as possible with as much information as available about the period of suspension of electronic submission. You **must not** use alternative methods to submit your work eg by emailing their tutors directly.

There may be instances when you are asked to submit both electronically and a hard copy.

This should only occur where graphic or mathematical formatting of text could be affected by online submission. In the case of dissertations and research projects, submission of a hard copy in addition to an electronic submission may be requested by the Department or School/Institute but the cost of the additional hard copy must be met by the Department or School/Institute concerned and not by the student. In these situations the module coordinator/leader must ensure that instructions to students are clearly stated in module handbooks. In the case of such multiple submissions the time of submission shall be deemed to be that of the later of the online and hard copy submissions.

The full policy on coursework submission forms **Appendix Q to the Code of Practice on Assessment** which can be accessed at liverpool.ac.uk/aqsd/academic-codes-of-practice/code-of-practice-on-assessment/

Submission of assessed project work for research and independent study modules

For the awards of Master of Research and other Master's degrees, the deadlines set for submission of assessed project work for research and independent study modules will be notified to you but should be:

- Full-time students – 12 months from the formal start date of the programme, or where a full-time programme of study has been designed to be studied over a longer period, at the end of the specified normal period of study
- Part-time students – the end of the specified normal period of study, eg for a programme of study designed to be studied over a two-year period, the deadline should be set at the end of two years from the formal start date of the programme.

Where a student is required to be reassessed in failed 'taught' modules, the Board of Examiners shall grant an automatic extension for the submission of assessed work for research or independent study modules if the Board of Examiners has accepted extenuating circumstances in relation to the failed 'taught' module(s) or the failure relates to 'taught' modules totalling 30 credits or more, without extenuating circumstances. In such cases the extension given will normally be three months from the original deadline for full-time students and six months from the original deadline for part-time students.

Where the research or independent study module includes a requirement for the conduct of an oral examination, the deadline for submission of assessed work will take account of this such that the examination can be conducted within the normal specified normal period of study.

Late submission of assessed work

The University has standard penalties for the late submission of assessed work. These are:

- 5% of the total marks available for the assessment shall be deducted from the assessment mark for each working day after the submission date, or each 48-hour period after the submission deadline for students studying online with Laureate Online Education, up to a maximum of five working days or ten calendar days for students studying online with Laureate Online Education, (eg for work marked out of 100, five marks per day will be deducted; for work marked out of 20, one mark per day will be deducted); however, the mark will not be reduced below the pass mark for the assessment. Work assessed below the pass mark will not be penalised for late submission of up to five working days or ten calendar days for students studying online with Laureate Online Education
- In the case of students studying online with Laureate Online Education, 5% of the total marks available for the final research project or dissertation shall be deducted for each 48-hour period after the submission deadline, up to a maximum of ten calendar days; however, the mark will not be reduced below the pass mark for the final research project/dissertation. Work assessed below the pass mark will not be penalised for late submission of up to ten calendar days
- Work received more than five working days, or ten calendar days for students studying online with Laureate Online Education, after the submission deadline will receive a mark of zero. In such circumstances, where a student is required to re-sit/re-take the assessment, their assessment task must be different from the original assessment. Re-submission of the original piece of work is not permissible, except in the case of project work or dissertations. (A working day is defined as a day when the University is open and staff would normally be available for work and thus also be available for contact by students).

For assignments that are not required to be submitted electronically a working day is defined as a day when the University is open and staff would normally be available for work and thus also be available for contact by students. For assignments that are required to be submitted electronically a working day is defined as the 24-hour period immediately following the submission date and time.

Full information about the penalties for late submission of assessed work, including information about special circumstances and School/Departmental responsibilities, are available in **section 6 of the University's Code of Practice on Assessment** (liverpool.ac.uk/aqsd/academic-codes-of-practice/code-of-practice-on-assessment/).

Re-assessment

If you fail one or more modules at the first attempt, you will be permitted to present yourself for re-assessment in the failed assessment component(s) for each failed module on one further occasion during the maximum registration period. Re-assessment in 'taught' modules normally takes place at the next re-assessment opportunity and within 12 months of the failed assessment.

Re-assessment in research and independent study modules normally takes place within 12 months of the publication of results, subject to this being within the maximum period of registration allowed for the award.

Whenever an examination/assessment is reassessed, **the mark achieved in the re-assessment always supersedes any earlier mark, even when the earlier mark is higher.** Marks achieved through re-assessment will be capped at 50% for the purposes of calculating the overall average mark and determining classification for an award; the actual mark achieved through re-assessment will be the mark recorded on the transcript.

If you fail a research or independent study module, the Board of Examiners will notify you whether you will be reassessed either:

- As re-taking the module with attendance with full supervision. You would be given clear guidance on whether or not the re-take should be on a new topic; **or**
- As re-sitting the module without attendance. You would be given clear guidance as to the level of supervision you could expect; it is anticipated that this requires no attendance on campus and no face-to-face meetings with supervisors or no registration on an online module and that you would not be required to make a submission on a new topic. You would be provided with formative written feedback on your first attempt submission; **or**
- As re-sitting the module with partial supervision. You would be given clear guidance as to the level of supervision you could expect; it is anticipated that this requires no attendance on campus and no face-to-face meetings with supervisors or no registration on an online module and that you would not normally be required to make a submission on a substantially new topic. You would be provided with formative written feedback on your first attempt submission and given clear guidance as to the level of supervision you could expect.



For students who register for individual modules on a standalone basis there is no compensation for any modules that are narrowly failed. Students in these circumstances can either:

- Present themselves for re-assessment in the failed assessment component(s) at the next re-assessment opportunity. Students may be re-assessed in any failed assessment components, and normally will not be limited as to the number of opportunities for re-assessment while the module continues to be delivered by the University. However, only credit from failed modules that are passed at the first re-assessment attempt may be counted towards an award. Marks achieved through re-assessment will be capped at 50% for the purposes of calculating the overall average mark and determining classification for an award; the actual and latest mark achieved through re-assessment will be the mark recorded on the transcript; **or**
- Re-register for and re-take the whole module; all marks achieved will replace all previously achieved marks but shall be flagged on the transcript to indicate that the module has been taken previously. Should the student subsequently wish to use the credit from such a module towards an award they must pass the re-taken module at the first attempt and the marks will be capped at 50% for the purposes of calculating the overall average mark and determining classification; **or**
- Take another module in its place; the mark for this module will be recorded as the actual mark and will not be capped.

In the absence of any extenuating circumstances*, students will not normally be permitted a re-assessment opportunity to improve the mark for any module they have passed.

*Please see Chapter Eight and also refer to the Policy on Extenuating Circumstances in Relation to Performance in Assessments and Examinations, **Appendix M to the Code of Practice on Assessment** for further information about extenuating circumstances liverpool.ac.uk/media/livacuk/tqsd/code-of-practice-on-assessment/appendix_M_cop_assess.pdf and liverpool.ac.uk/media/livacuk/tqsd/code-of-practice-on-assessment/appendix_M_Annex1_cop_assess.pdf

Marking and moderation

For every assessment task which contributes to an award of the University or to determining whether a student may proceed to a subsequent stage of study, there must be one or more internal examiner appointed from those approved by (or on behalf of) the relevant Faculty Management Team, one of whom is designated as the internal examiner responsible for the assessment as a whole. The internal examiner(s) is responsible for marking the assessment in relation to the stated criteria for the assessment, any agreed marking scheme, and the qualitative marking descriptors and marks scale.

Moderation is the examination of a selection of pieces of work from an assessment task by an individual to verify – or otherwise – the level and consistency of the marks allocated by the marker(s), particularly at the borderlines. Moderation of the marking of the internal examiner(s) must be undertaken in particular circumstances and according to certain rules. These are stipulated in **section 4 of the University's Code of Practice on Assessment** (liverpool.ac.uk/aqsd/academic-codes-of-practice/code-of-practice-on-assessment/).

External examiners

External examiners are appointed for all programmes of study offered by the University. These examiners, senior academics or persons with professional expertise, are independent of the University. They help the University to ensure that the standards of its awards are comparable with similar subjects and awards in other UK universities. They also ensure that the assessment processes in Departments and Schools/Institutes are appropriate, rigorous, fair and fairly operated, and are in line with institutional regulations and guidelines. Where relevant, they ensure that accreditation requirements of any professional or statutory body are met.

External examiners have the right to see all assessed work from the modules they examine, but where there are large numbers of students on a module they would normally see samples of work. The reports from the external examiners for your programme will be available for you to see.



On no account should you attempt to make contact directly with the external examiners. If you have any queries about their involvement in your degree programme or assessment you should seek advice from your tutor.

A full list of external examiners can be accessed at liverpool.ac.uk/student-administration-and-support-division/external-examiners/

Examination rules and behaviour

You must read the Regulations for the Conduct of Examinations and the Notes of Guidance for Examination Candidates before you undertake any assessment at the University. The Regulations for the Conduct of Examinations form **Appendix D of the University's Code of Practice on Assessment**. The Notes of Guidance for Examination Candidates summarise the Regulations and provide other useful information about examinations at the University of Liverpool. Both the Regulations and the Notes for Guidance are available from liverpool.ac.uk/aqsd/academic-codes-of-practice/code-of-practice-on-assessment/

The following is a summary of the key points:

- You **MUST** attend all exams unless prevented by illness or other extenuating circumstances
- You **CANNOT** enter an exam room more than 30 minutes after the start of an exam. You **CANNOT** leave an exam less than 30 minutes before the end
- You **MUST** enter an exam room in silence and put any bags and coats in the designated Bag Zone

- You **MUST** arrive at the exam room at least 15 minutes before the exam is due to start in order to hear any announcements
- You **MUST** switch off any mobile phone, smart watch or similar electronic data storage or communication device, and either leave it in the designated Bag Zone in the exam room or place it in a transparent bag under your seat before the start of the exam
- You **MUST NOT** have any unauthorised material with you at your exam desk or on your person whilst under exam conditions, including books, papers, manuscripts calculator cases or a mobile phone or any other electronic storage device
- You **MUST NOT** take into an exam room any blank paper; all rough work **MUST** be done in the exam booklets which are provided
- You **MAY** take into an exam room any pens, pencils, erasers, rulers, pencil sharpeners and permitted technical drawing equipment (such as protractors and compasses). However, these **MUST** be placed in a clear plastic bag. You **MUST NOT** bring in any pencil case or box for these items
- You **MUST NOT** disturb other candidates
- You **MUST** follow any instructions given by an invigilator
- You **MUST NOT** communicate with any other candidate in an exam room or pass a calculator to any other candidate during an exam
- You **MUST NOT** impersonate another exam candidate or allow yourself to be impersonated
- You **MUST** put your student ID card or other photo identification on your exam desk

- You **MUST NOT** use scrap paper and **MUST** do all rough work in your answer book
- You **MUST NOT** leave the exam room until your exam answer book has been collected and you **MUST NOT** take out of the exam room any other item provided unless you are allowed to do so. If you arrive late, you will not be allowed extra time. If you believe that there is good reason why you could not arrive on time, you should submit a claim for extenuating circumstances
- You **SHOULD** write legibly
- If you consider that your performance or attendance at an exam was affected by circumstances outside your control, you should submit a claim for extenuating circumstances
- If you have a disability and need adjustments made to your exam arrangements, you **SHOULD** seek advice as early as possible before the exams from the Disability Support Team
- Any calculator used **MUST** comply with the requirements set out in **Appendix D of the University's Code of Practice on Assessment**
- You **CAN** take into an exam room a clear plastic bottle of water.

You **MUST NOT** bring in any other type of bottle and no other drink or food, unless you have a declared medical condition and have been given permission to do so through your Support Plan or directly by the Examinations Team for temporary disabilities.

You should be aware that the University treats the upholding of its examination standards very seriously indeed. In particular, the University considers the introduction of unauthorised material (books, notes, manuscripts, mobile phone or other electronic data storage device) into the exam room and its environs to be an especially serious offence.

In all reported cases of students accessing unauthorised material whilst under examination conditions, matters will be investigated under the Student Disciplinary Procedures which in most cases will result in the case being heard by the University's Board of Discipline. This is regardless of whether you use or copy the unauthorised material, intend to use or copy the material, or even whether you intended to have the material with you whilst under exam conditions.

In recent years, the Board of Discipline has considered a number of cases where students have been caught in possession of unauthorised material in an examination and, in many instances, the Board determined that the student concerned be awarded a mark of zero for the examination in question and suspended the student from studies for up to twelve months. In the most serious cases, and for repeat offenders, the Board of Discipline has terminated students' studies.

Calculators

Except when otherwise stated, you are not permitted to use a pre-programmable calculator in examinations. You can use any model of non-pre-programmable calculator but calculator cases will not be allowed in the exam room.

Disability and alternative examination arrangements

The University's policy and procedures for making adjustments to examination arrangements for disabled students are contained in **Appendix K of the University's Code of Practice on Assessment** (liverpool.ac.uk/aqsd/academic-codes-of-practice/).

It is extremely important that you consult with Disability Advice and Guidance as far as possible in advance of the start of the examination in order to allow time for the arrangements to be put in place. Disability Advice and Guidance can be contacted on T: +44 (0)151 794 5117 or by email at E: disteam@liv.ac.uk. Further information can be found at liverpool.ac.uk/studentsupport/disability/

Timing of assessments and disclosure of results

The assessment of a module must be completed by the end of the semester in which the teaching of it is completed. Marks for coursework should be disclosed to students as soon as practicable and the marks achieved in first semester examinations should be disclosed as soon as they are available following the first semester examinations. However, the disclosure of such marks is made on the understanding that they:

- Will remain provisional until a final determination is made at the main meeting of the Board of Examiners held in the summer
- Are released at this stage for general guidance only
- May be subject to further amendment at the main meeting of the Board of Examiners.

Research ethics

Research projects involving human participants, their tissues or their data must be carried out safely, with informed and voluntary consent and with due respect to confidentiality and privacy.

The University requires that all research projects which involve human participants, human tissues or personal data (eg interviews, questionnaires, observations etc) should receive formal ethical approval before they commence. Studies requiring ethical review must not commence without ethical approval from a University research ethics committee.

Applications for research ethics approval can be made through the University's online system for ethics applications (forms.liverpool.ac.uk). Further information about the research ethics process can be found on the University's research ethics webpages liverpool.ac.uk/research-integrity/research-ethics/

Research integrity

All research projects undertaken under the auspices of the University should observe a commitment to good research conduct.

Information on research integrity can also be found on the University's research integrity webpages liverpool.ac.uk/research-integrity/

I think the University of Liverpool is really good at providing programmes that prepare students for their future career by teaching fundamental theory alongside vital transferable skills. The University also provides a whole range of careers and employability workshops which are really useful.

Paula Harrison Woods
Student Services



Chapter Eight

Additional support and guidance

Attendance

Students who attend regularly are generally more successful in their studies. You are permitted to proceed with your approved programme of study if you maintain acceptable progress as evidenced by your regular attendance, satisfactory results in assessments and the proper completion of any other work given to you.

Your attendance will be monitored and reviewed on a regular basis. If you fail to maintain satisfactory levels of attendance you will be interviewed by the Dean of School/Department (or their designated representative) and warnings will be given if you do not take appropriate action.

In more serious cases, students who fail to attend classes may be referred to Progress Panels acting on behalf of Boards of Examiners and they can have their studies terminated. Further information about progress and attendance can be found in the 'Guide on the Progress of Students on Taught Programmes of Study' which can be found at liverpool.ac.uk/media/livacuk/tqsd/code-of-practice-on-assessment/appendix_E_cop_assess.pdf

International students who require a Tier 4 Visa to study in the UK, should be aware that the University is obliged to monitor and report to the UK Home Office any Tier 4 international student who fails to attend regularly and within normal expected attendance levels within the University.

Non-attendance or poor attendance is likely to lead to a decision of termination of studies by a Board of Examiners. The consequence of this for a Tier 4 international student is that the University would cancel their visa and they would have to leave the UK.

Students should be aware that, in all cases, fee liability continues to accrue, even where students are not attending regularly, unless arrangements are made to change your registration status. Further information about changing your registration status is given later in this chapter.

Sickness Absence Policy

You are able to certify your absence through illness from lectures or other classes during a semester through the submission of a self-certified Certificate of Illness. Such a certificate will be valid for absence of up to five consecutive days. The Certificate of Illness does not need to be signed by a medical practitioner.

The Certificate of Illness will not be valid for:

- Absence through illness for more than five consecutive days
- Absence from examinations
- Absence from class tests or other forms of assessment which count for 10% or more of the module mark.

Certificate of Illness forms can be obtained from, and should be returned to, your School Student Support Office. The certificate cannot be accepted if it is submitted more than two weeks following the date of illness. A maximum of two certificates is permitted in any semester.

Absence through illness for periods longer than five consecutive days must be supported by a medical certificate provided and signed by a medical practitioner and should be submitted to your School Student Support Office. A medical certificate provided and signed by a medical practitioner will also be required if you are absent for more than two periods of illness in one semester.

Absence for reasons other than illness can only be allowed after a request has been approved by your Dean. You should always inform your School Student Support Office if you are unable to attend for any reason.

Extenuating circumstances

Students sometimes perform more poorly in assessments (whether examinations or other types of assessments) than their previous performance or achievements would have predicted. Sometimes this poor performance can be attributed, or partially attributed, to particular circumstances beyond the control of the student. These circumstances are described as 'extenuating circumstances' if they are accepted in extenuation of the poorer than expected performance.

When a Board of Examiners accepts that there have been extenuating circumstances, it will usually not regard the student's poorer than expected performance at its face value in making decisions about the student's progress in studies or final degree classification. Where circumstances are accepted in mitigation of poorer than expected performance students may be allowed (where practicable) to re-take the assessment as if it were a first attempt.

Extenuating circumstances may, for example, include:

- Illness affecting the student
- Bereavement
- Serious illness affecting a close family member
- Unforeseeable or unpreventable events.

Independent documentary evidence, such as medical certificates, must be provided in all cases to verify extenuating circumstances.

Guidance on what evidence may be accepted is available in **Annex 1 to Appendix M of the Code of Practice on Assessment at liverpool.ac.uk/tqsd/code-of-practice-on-assessment/**. If extenuating circumstances affect your studies then it is your responsibility to report all circumstances which you wish to be taken into consideration to the nominated person in your School/Institute Department.

You should report such extenuating circumstances as soon as possible (normally within five working days) after the events under consideration occur, and no later than one week before the meeting of the Board of Examiners at which the assessment concerned will be considered.



If you are unable to attend an examination or assessment which counts towards the final mark of a module owing to illness or other unavoidable circumstances, you must inform your School/Institute or Department, preferably in writing or by email, before the examination or assessment deadline, in order for the absence to be regarded as authorised.

Provided that acceptable evidence of 'good cause' for such absence (eg a medical note) is presented for consideration by the Extenuating Circumstances Committee in accordance with the procedures set out in the Extenuating Circumstances Policy, you would be granted a right to re-sit as a first attempt (unless the examination missed was not a 'first attempt' examination). Only in exceptional circumstances, where a Board of Examiners, on the advice of the Extenuating Circumstances Committee, judges that it was not feasible for a student to have provided prior notification, will a student who is absent from an examination or fails to submit an assessment without informing their School/Institute/Department in advance, be granted a 'first attempt' re-sit.

Boards of Examiners may determine that a student who is absent from an examination or fails to submit an assessment without good cause (even when they have informed their School/Institute/Department in advance) should not be granted a re-sit attempt without repeating the year of study.

Students are encouraged to speak to their Academic Adviser before submitting a claim for extenuating circumstances and, in all cases, students who wish to submit a claim must do so using the official form supplied by their School/Institute or Department, which is also available online.

Further information regarding extenuating circumstances, including links to student guidance, the full University Policy, and the official application form, can be found at liverpool.ac.uk/aqsd/academic-codes-of-practice/code-of-practice-on-assessment/

Academic integrity

Academic integrity is concerned with the ethical code that applies to the standards by which the academic community operates. It represents the values of honesty, fairness and respect for others.

While this encompasses the expectation that you will not cheat in assessments or deliberately try to mislead examiners and assessors, it is just as important to emphasise the positive role that academic integrity plays in your intellectual and professional development and in your successful transition to graduate employment and future careers. Students who embrace academic integrity understand that they must produce their own work, acknowledging explicitly any material that has been included from other sources or legitimate collaboration, and to present their own findings, conclusions or data based on appropriate and ethical practice.

There are conventions of academic practice, such as established referencing and citation protocols, which both display and ensure academic integrity. The acquisition of relevant study skills such as effective note-taking, the ability to critically evaluate other writers' theories and concepts, and presentation skills, will help you to understand these conventions. Failure to adhere to these conventions can result in poor academic practice or, if there is a clear intention to deceive examiners and assessors, to unfair and/or dishonest academic practice.

The following definitions of academic misconduct are contained within the University's Code of Practice on Assessment and apply to all types of work submitted by students, including, for example, written work, diagrams, designs, charts, musical compositions, computer programmes and pictures.

Plagiarism occurs when a student misrepresents, as his/her own work, work in the public domain, written or otherwise, of any other person (including another student) or of any institution. Examples of forms of plagiarism include:

- The verbatim (word for word) copying of another's work without appropriate and correctly presented acknowledgement and citation of the source
- The close paraphrasing of another's work by simply changing a few words or altering the order of presentation, without appropriate and correctly presented acknowledgement and citation of the source
- Failure to reference appropriately or to adequately identify the source of material used
- Unacknowledged quotation of phrases from another's work
- The deliberate and detailed presentation of another's concept as one's own.

Collusion occurs when, unless with official approval (eg in the case of group projects), two or more students consciously collaborate in the preparation and production of work which is ultimately submitted by each in an identical, or substantially similar form and/or is represented by each to be the product of his or her individual efforts. Collusion also occurs where there is unauthorised co-operation between a student and another person in the preparation and production of work which is presented as the student's own.

Copying occurs when a student consciously presents as their own work material copied directly from a fellow student or other person without their knowledge. It includes the passing off of another's intellectual property, not in the public domain, as one's own. It differs from collusion in that the originator of the copied work is not aware of or party to the copying. Copying of work from published sources would be dealt with as plagiarism.

Submission of commissioned or procured coursework is a dishonest practice which occurs when a student presents as their own work coursework assessment tasks (or parts thereof) which have been intentionally procured (by financial or other inducement means) for this purpose. The definition includes the practice of requesting another party to prepare all or part of a course assignment (with or without payment) on the student's behalf.

Dishonest use of data includes embellishment or fabrication of data whereby a proportion of the total data is altered, enhanced or exaggerated in order to emphasise data which has been obtained by legitimate means. It also includes falsification of data whereby a student creates and presents an extensive amount or significant piece of data in order to conceal a paucity of legitimate data or they wholly fabricate a set of data in the absence of legitimate data.

Students found to have committed academic misconduct are liable to be severely penalised. They may be given a mark of zero for the assessment concerned, for the module concerned or, in the most serious cases, may even be required to suspend or terminate their studies.

The University's Policy on Academic Integrity, and the Guidelines for Students and Staff, forms **Appendix L to the University's Code of Practice on Assessment** which can be found at liverpool.ac.uk/tqsd/code-of-practice-on-assessment/

Non-payment of fees

Arrangements to pay your student programme fees must be in place for the start of each academic year.

The University offers a range of online payment options for those students who are self-funding their studies.

More information about the payment of fees can be found in the Your Registration 2019/20 booklet, available at liverpool.ac.uk/student-administration/student-administration-centre/student-handbooks



Whichever way you choose to pay your student programme fees, it is your responsibility to ensure that the proper arrangements are in place and that the University is notified correctly of the means by which you are paying your fees. If by 3 February 2020 you fail to enter into a suitable arrangement to pay your programme fees or where you default on any such fee payment arrangement, the University will seek to restrict your access to all University library and computing services. This will include restriction of your access to Library services and the removal of your MWS IT account and hence access to email, the VITAL e-learning environment, the Liverpool Life student portal, and online academic and examination timetables. The sanction will remain in place until such time that a suitable arrangement is in place and/or the outstanding account balance is settled.

After 3 February 2020, if you default on an existing payment arrangement, and/or where you fail to settle an outstanding account balance the University will notify you in writing of said default and give you five working days' notice to settle the outstanding account balance. Where you fail to make good your outstanding balance within five working days, the University will seek to apply sanctions as prescribed above.

Students in debt to the University for programme fees will not be permitted to register for a new session of study until such time that the outstanding debt has been paid.

Students in debt to the University for programme fees one calendar month before the date of the award of a degree, diploma or certificate shall not be eligible to be presented for such an award.

Further details, including the Payment Policy 2019/20: Student programme fees, accommodation fees, fines and charges, can be found at liverpool.ac.uk/feespayment/policies/. Additional advice and guidance may be obtained by contacting the Student Fees and Funding Office where specialist advisers are available to discuss the payment of fees. They can be contacted on T: +44 (0)151 794 6777 or by email at E: feesenq@liverpool.ac.uk.

Changes to your registration Suspension and withdrawal

Circumstances, often relating to ill-health, but also relating to other personal reasons, occasionally lead a student to consider withdrawing from their studies or suspending their studies for a period of time.

Such action may also be appropriate if it becomes clear that you have insufficient financial means to complete the year of study. Suspending studies on the grounds of ill-health, financial difficulties or other personal reasons suspends your fee liability and your requirement to undertake assessments. This allows you to take time out of your studies in order that you can regain your health or sort out other problems without financial or academic penalty before you return and restart your studies.

In the first instance you should discuss your circumstances with your Academic Adviser or seek advice from your School Student Support Office. Where students do suspend this is frequently with a view to returning in the next academic session. In all cases of withdrawal or suspension there are financial consequences arising from such decisions and it is therefore essential that you ensure that the University receives formal notice of such action. Schools have appropriate forms which you must complete. These are also available online at liverpool.ac.uk/student-administration/student-administration-centre/student-record. Failure to inform the University of your withdrawal or suspension of studies by completing the correct form will mean that your registration remains active and your programme fee liability will continue to accrue. Fees will not be refunded in the event of you failing to complete the proper form, even if you claim you did not attend during the period for which you are charged.

All requests for a suspension of studies must be approved by your School/Department and will not normally be granted retrospectively.

If you do suspend your studies, it is important that you contact your School/Department one month prior to your expected return date to confirm that you will be returning to study. This will enable your School/Department to ensure that your academic registration is updated.

All students should familiarise themselves with the Programme Fees Refund Policy which describes how the University will recalculate your programme fee liability in the event of you withdrawing from or suspending your studies. This can be found in the Payment Policy 2019/20: Student programme fees, accommodation fees, fines and charges available at liverpool.ac.uk/feespayment. Those in receipt of bursaries and/or scholarships should also consult the Scholarship and Bursary Regulations 2019/20 (liverpool.ac.uk/student-administration/money/scholarship-bursary-regulations) for details on how your funding will be affected by your withdrawal/suspension.

As well as completing the official withdrawal or suspension form, you will also need to take care of the arrangements to leave your accommodation. If you are in a University Hall of Residence, your contract is for a specified number of weeks. Similarly, if you are in the private sector, you will have probably signed a contract to remain for a certain length of time. There is no automatic right to be released from a residence contract.

Programme transfers

If you decide that your programme of study is unsuitable for your needs and you wish to consider transferring to another programme in the University, you should first discuss your wish with your Academic Adviser or Programme Director in your current School. If having done this you still wish to seek a transfer, you should then contact the Admissions Tutor for the School in which you wish to study (via the School Student Support Office). If your transfer is acceptable to the Admissions Tutor, you should obtain a transfer form, either from your School or online (liverpool.ac.uk/student-administration/student-administration-centre/student-record/transfers), and complete this. The form must be signed as approved by the School that you wish to transfer to before you return it to your current School.

Implications of registration changes

Advice on the financial implications of withdrawing from or suspending study can be sought from the Money Advice and Guidance, based in the Student Services Centre. The team can be contacted on **T: +44 (0)151 794 6673/5860/5861**, or by email at **E: fst@liverpool.ac.uk**.

International students (studying on a Tier 4 visa) should be aware that, as your immigration sponsor, the University is required by law to inform the UK Home Office of any changes to your registration. In the case of both withdrawal and suspension, your current visa will be curtailed (cancelled) and you will need to leave the UK immediately. If you are suspending your studies, you will need to leave the UK for the entire period of your suspension. You will also need to request a new Confirmation of Acceptance for Studies (CAS) from the University three months before you wish to return to your studies in order to apply for and be issued with a new Tier 4 visa. You will only be able to make this application from outside of the UK.

Further information on how to request a new CAS can be found at liverpool.ac.uk/studentsupport/ist/

In the case of transferring to another programme within the University, you may need to apply for a new Tier 4 visa before you are allowed to transfer. Your visa application may need to be made from outside of the UK. Students considering transferring, withdrawing or suspending must seek advice from the International Advice and Guidance first.

Advice regarding all visa issues can be sought from International Advice and Guidance, based in the Student Services Centre.

Instructions about making an appointment with the team and contact details are available at liverpool.ac.uk/studentsupport/ist

Jury service

From time to time students are called for jury service. Jurors are selected at random by Her Majesty's Courts Service from the electoral register and everyone on the electoral register between the ages of 18 to 70 may be selected.

Where jury service is likely to interfere with your study or assessment, you may seek deferral of the service. The Jury Central Summoning Bureau evaluates any requests for deferral, which is usually for no more than 12 months. A letter can be obtained from the Director of Student Administration and Support to assist you in any request for a deferral. To do this you should complete the jury summons, including Section 3, and take the completed form to the Student Administration Centre on the Ground Floor of the Foundation Building (Building no. 501: Ref D7 liverpool.ac.uk/maps), any time between 9am and 5pm Monday to Friday.

When a jury summons is received by the Student Administration Centre, the Director of Student Administration and Support will write on your behalf to Her Majesty's Courts Service enclosing the summons and explaining that it would be detrimental to your studies to experience disruption due to undertaking jury service.

It should be noted that the University can only make a request for deferral; the decision to allow a deferral rests with Her Majesty's Courts Service.

Her Majesty's Courts Service will reply directly to you. Where no reply is received in a reasonable time, you should contact Her Majesty's Courts Service to enquire about the progress of your application for deferral.

The University cannot request an excusal on behalf of a student. Excusal requests should be sent directly by a student to the Summoning Bureau.

Misconduct

As a student you are expected to conduct yourself, both on-and-off the campus, in a manner which demonstrates respect for the University, its staff, fellow students and property, and for other members of the local community in general. The University places great emphasis on the good behaviour of its students and has a Policy on Student Conduct and Discipline.

For this purpose the University has developed some rules regulating the conduct of students and the following provides a substantive but not exhaustive list of activities which the University regards as constituting misconduct. These are:

- Any breach of University Ordinances, Regulations, Codes of Practice or Policies
- Obstruction or interference with the functions, duties or legitimate activities of any student or members of staff of the University, or any visitor to the University
- Violent, indecent, disorderly, threatening, intimidating or offensive behaviour or language (whether expressed orally, in writing or electronically including blogs, social networking websites and in any other online digital space)
- Actions or behaviours defined by the University as sexual misconduct
- Distribution or publication of a poster, notice, sign or any electronic publication including audio-visual material, social media post, blog or webpage, which is offensive, intimidating, threatening, indecent or illegal
- Any behaviour which could constitute discrimination or harassment on the grounds of sex, sexual orientation, gender, gender re-assignment, race, religion (including antisemitism), disability or age of any student or member of staff of the University, honorary staff, recognised teacher or any visitor to the University
- Fraud, deceit, deception or dishonesty in relation to the University, its staff, students or visitors
- Bribery or attempted bribery including but not limited to offering or giving money, gifts or any other advantage to any student or employee of the University, honorary staff, recognised teacher or any visitor to the University with the intention of inducing that person to perform his/her role improperly or of rewarding that person for performing his/her role improperly
- Misrepresentation or falsification of pre-entry qualifications, previous study, work experience, or personal statement which emerges post-admission to a programme of study
- Failure to declare a criminal conviction during the admissions process. Offences which are spent under the provision of the Rehabilitation of Offenders Act 1974 should also be declared as they may affect the right to practise for students following programmes leading to a professional qualification
- Failure to inform the University using the prescribed procedures of receiving, whilst registered on a programme of study, a police caution, charge or conviction (convictions for a motoring offence for which a fine and a maximum penalty of three points are imposed are excluded)
- Theft, misappropriation, unauthorised use or misuse of University property, or the property of its students, staff or visitors whilst on University premises or engaged in University business
- Falsification of student attendance records, using either manual or electronic systems
- Misuse of computers or the communications network, including the unauthorised use of the University logo or name, or any breach of the University's policies on the use of its information systems, including social media
- Intentional or reckless damage or defacement to University property or the property of students, staff or visitors whilst on University premises or engaged in University business
- Action which may cause injury or jeopardise the safety of others whilst on University premises or engaged in University business
- Unauthorised possession or use, on University premises or whilst engaged in University business, of any firearm or dangerous weapon
- Unauthorised or inappropriate use, whilst on University premises or whilst engaged in University business, of sporting equipment, toys or similar
- Unauthorised use or occupation of University premises
- Any breach of a University Tenancy Agreement
- Failure to provide proof of identity when requested to do so
- The possession, sale, supply or the misuse of any controlled drug on University premises
- Failure to comply with any penalty or sanctions imposed as a result of the University's disciplinary procedures or contempt of those procedures
- Any conduct which may be discreditable to the University or may bring the University into disrepute.

Summary jurisdiction

Various officers of the University such as Heads of School, Wardens of Halls, Hall Managers, the Librarian and the Directors of Computing Services, Residential, Sport and Commercial Services, Facilities Management, Sport Liverpool and Director of External Relations, Marketing and Communications have delegated powers to deal with less serious instances of misconduct within their area of responsibility. They may apply summary jurisdiction if they determine that you have committed an act of misconduct. Their power of summary jurisdiction enables them:

- To impose a fine not exceeding £200
- To withdraw privileges (understood to mean particularly any privileges abused by you) for up to one month; to deliver a reprimand, formal warning or final warning
- To require, if you are responsible for loss or damage to property (NB: not specifically University property), to pay for that loss or damage, in whole or in part, limited to a total value of £1,500 but not in excess of the actual cost
- To require you to remove material published either in hard copy or electronically which is deemed inappropriate
- To require you to make a written apology to any party concerned.

The Policy on Student Conduct and Discipline sets out the right of appeal by students against decisions taken under the power of summary jurisdiction.

Formal disciplinary procedures

Should you commit a particularly serious instance of misconduct (eg allegedly cheating in an examination), your case will be considered and investigated by the University and you will have the opportunity of contributing to the consideration of your case and the collection of evidence by the University's Investigating Officer, who has the ultimate responsibility of deciding whether or not there is a sufficient case for consideration by the Board of Discipline, or whether or not the case should be referred for summary jurisdiction by an appropriate University Officer. In such cases you will be informed by the Investigating Officer of both the charges being made and the Officer's final decision with regard to how the case is to be considered.

You should be aware that the Board of Discipline has very significant powers to deal with cases of misconduct. For example, if it is satisfied that a charge has been proved and that a breach of discipline has occurred, it may impose a fine or other penalty, it may require a student to attend a workshop or course, it may suspend a student from the University for a period, or it may expel a student from the University. In the event of loss or damage to property, the Board may also require that such loss or damage be made good, either in whole or in part. In particular, you should note that in cases where cheating in examinations is proven, the Board has frequently applied a penalty of a mark of zero for the module concerned together with a suspension from studies for at least an academic session. In some cases, students have had their studies terminated.

The full Policy on Student Conduct and Discipline can be found at liverpool.ac.uk/student-administration/student-administration-centre/policies-procedures/conduct-discipline

Criminal offences

The University has a duty of care to its staff and students and it therefore needs to be informed of any alleged criminal activity by its staff or students. If at any time during your registration on a programme of study at the University you are charged or convicted of a crime or you are subject to an investigation by the police or similar organisation which could lead to you being charged with a crime, you are required to report this immediately to the Director of Student Administration and Support. If you are sent for trial, the Director must also be kept informed at all stages either by you or your solicitor. If you are convicted, then this must also be reported along with details of any sentence imposed. A conviction includes being put on probation, being given absolute or conditional discharge, being bound over, or being given a formal caution. Students need not declare parking or speeding offences which are subject to fixed penalties.

Students on some professional programmes may also be required by their respective Schools to report annually on any current criminal records. This requirement is in addition to the University's requirement to report such matters to the Director of Student Administration and Support.

To declare a criminal investigation, charge, formal caution or criminal record to the Director of Student Administration and Support, you should complete and return the pro forma available at liverpool.ac.uk/student-administration/student-administration-centre/policies-procedures/conduct-discipline/

Fitness to Practise

The University offers a number of clinical programmes which, on graduation, permit those who have taken such programmes:

- The right to practise as members of a particular profession, with a right to membership of appropriate professional bodies on receiving that degree; or
- A requirement to register with an appropriate regulatory body if they wish to practise after graduation; or
- A right to be accepted into a profession upon confirmation from the University that they are fit to practise.

By awarding degrees and thus granting students the permissions described, the University has a very clear responsibility to properly handle any conduct, behaviour or other matters that could bear on a student's suitability for fitness to practise or dealing with patients which comes to light during the student's programme.



On account of this responsibility, the University operates a Fitness to Practise Procedure.

Postgraduate programmes to which the Fitness to Practise procedure applies are as follows:

- Doctor of Clinical Psychology
- Doctor of Dental Science
- Master of Public Health
- Postgraduate Diploma in Radiotherapy.

The following are circumstances in which the Fitness to Practise Procedure may be applied:

- Health problems leading to serious concerns that a student may not be fit to practise
- Misconduct, integrity and behavioural concerns, including professional conduct
- Criminal offences.

Suspension from studies

If any matters have been raised which are deemed to constitute reasonable grounds for believing that there may be undesirable consequences if the student is permitted to remain in the University or in external placements, the Executive Pro-Vice-Chancellor may suspend the student during investigations or hearings into their fitness to practise.

Fitness to Practise Procedures

Where a case is referred to the Fitness to Practise Procedures, the Executive Pro-Vice-Chancellor shall determine, or shall ask a senior member of academic or clinical staff to consider, whether there is a valid case to be investigated. If a valid case is considered to have been made, the Executive Pro-Vice-Chancellor shall appoint a senior member of academic or clinical staff as an Investigating Officer to conduct a formal investigation. Where there are concerns about a student's suitability for professional practice on grounds of health, the Executive Pro-Vice-Chancellor may require the student to be assessed by the University's Occupational Health Physician.

At the end of the formal investigation, the Investigating Officer may conclude:

- (i) That there is no case to be taken forward, in which case the student will be informed that no further action will be taken
- (ii) That there is a case for matters to be dealt with by other means to be determined by the Executive Pro-Vice-Chancellor, which could include specific undertakings or conditions, but that there is no immediate need for a Fitness to Practise Panel hearing
- (iii) That there is a case for the matter to be referred for further consideration by a Fitness to Practise Panel.

Where the matter is referred for consideration by a Fitness to Practise Panel, the Panel has the power to decide:

- That the student is fit to practice, with or without conditions; or
- That the student is not fit to practice either temporarily or permanently.

Further information, including the full Fitness to Practise Procedures, can be found at liverpool.ac.uk/student-administration/student-administration-centre/policies-procedures/fitness-to-practise/



Assessment Appeals

The Assessment Appeals Procedure is available for use by students on undergraduate and taught postgraduate programmes of study.

The Procedure is divided into two sections:

Section One: Appeals against individual module marks, assessments in non-modular programmes and decisions made by a Clinical Assessment Panel.

An appeal can be made under this section by students who have not yet completed their programme of study and who wish to appeal against a module mark, an assessment mark in non-modular programmes or a decision made by a Clinical Assessment Panel which has been determined by a Board of Examiners. This includes an appeal against a mark of zero awarded following a finding that plagiarism, copying, collusion or dishonest use of data has occurred. For campus-based programmes, marks are designated as 'provisional' following the Semester One examination period, until confirmed by the Board of Examiners at the end of Semester Two.

Section Two: Appeals against the decision of the Board of Examiners on completion of a programme of study.

An appeal can be submitted under this section under the following circumstances:

- (i) To appeal against the non-award of a degree, diploma or certificate, whether that award was the final award for the course concerned or an intermediate award for the stage of the course the student has just completed
- (ii) To appeal against the classification or other mark of differentiation of a degree, diploma or certificate which has been awarded
- (iii) To appeal against a decision to make a different award from that which the student was attempting to qualify for at that point of the course.

Under both sections, students can only have an appeal heard where there are clear grounds, as prescribed in the Assessment Appeals Procedure. Further information can be found at liverpool.ac.uk/student-administration/student-administration-centre/policies-procedures/appeals/. The Procedure forms **Appendix F of the Code of Practice on Assessment** which can be found at liverpool.ac.uk/aqsd/academic-codes-of-practice/

Students cannot appeal on any grounds which:

- Dispute the academic judgement of the Board of Examiners
- Have already been considered by the Board of Examiners
- Could have been considered had notice of the student's wish to have them so considered been given prior to the meeting of the Board of Examiners and the student has no valid reason for having failed to give such notice
- Constitute a matter which could have been dealt with under the Student Complaints Policy and Procedure at the appropriate time.

Students who wish to appeal against the decision of the Board of Examiners to terminate their studies (other than for breaches of the Academic Integrity Policy) or to deem them withdrawn prior to the normal expected date of completion of their programme, should refer to the 'Guide on the Progress of Students on Taught Programmes of Study' (**Appendix E of the Code of Practice on Assessment**) which describe the University's Progress Procedures. This can be found at liverpool.ac.uk/aqsd/academic-codes-of-practice/

Advice on all appeals procedures can be obtained from the Academic Compliance Team based in Student Administration and Support (**E: appeals@liverpool.ac.uk**). Students are also encouraged to book an advisory appointment with the Guild of Students' Academic Adviser by calling **T: +44 (0)151 794 4211** or by visiting the Guild reception. More information is also available at liverpoolguild.org/advice

Challenge Ethic

Complaints

The Student Charter, published at the front of this handbook, sets out the general entitlements and responsibilities of students. If you believe you have a legitimate complaint, you should refer in the first instance to the Student Charter to clarify what is reasonable for you to expect from the University in the relevant area, and whether you have discharged your corresponding liabilities, if applicable. If you do not know who is responsible for a particular area or how to contact them, your School Support Office or the Guild of Students will help you.

If, having consulted the Student Charter, you wish to proceed with a complaint, you may invoke the Student Complaints Policy and Procedure.

The Student Complaints Policy and Procedure sets out how students may seek to have their complaints addressed. It should be recognised that the vast majority of student complaints can be handled fairly, amicably and to the satisfaction of all concerned on an informal basis.

There are two stages contained within the Student Complaints Policy and Procedure to allow escalation should a student consider that such an issue or concern has not or cannot be resolved informally.

The Student Complaints Policy and Procedure does not cover the following matters for which separate procedures exist:

- Appeals against academic assessment and progress decisions (see liverpool.ac.uk/student-administration/student-administration-centre/policies-procedures/appeals and liverpool.ac.uk/student-administration/exams/results/progression)
- Disciplinary issues (see liverpool.ac.uk/student-administration/student-administration-centre/policies-procedures/conduct-discipline)
- Complaints relating to the Guild of Students (visit the Guild reception for advice).

The Student Complaints Policy and Procedure can be found at liverpool.ac.uk/student-administration/student-administration-centre/policies-procedures/complaints



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Information in this handbook can be made available in alternative formats on request. Please contact **T: +44 (0)151 794 6758/6759**.

