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**this handbook
is available in
other formats**

please telephone
0151 231 3289
for further information



don't panic...

This is your student handbook, a quick and handy reference guide to the way LJMU works, to your rights and to your responsibilities. It is an introduction to the University's rules and regulations that you agree to abide by once you sign your enrolment form.

All of the information contained in this guide appears in full on the University website at: www.ljmu.ac.uk and the handbook is available in alternative formats. Please contact Student Administration Support on 0151 231 3289 for more information.

The booklet is important and the university expects each student to be aware of its contents and to understand what it means. But, don't panic – if you have any concerns about what's in this booklet then ask us – start with the staff in the Student Administration area in the LRC.

The golden rule is:

If in doubt - ASK. If you don't understand the answer, then ask again.

enrolment: read me

On arrival at the University, every student must enrol as a member of LJMU. This normally occurs at the commencement of the academic year, but for some people – such as nurses and research students – it may be at other times of the year. Enrolment is the process that confirms you as a student of LJMU and grants you access to all the resources (books, journals, IT services, buildings etc.) that you require to complete your programme. Your 'enrolled' status should continue until you graduate, but it needs to be refreshed at the start of each academic year. This happens when you turn up at the start of the academic year, confirming your attendance and opting to study particular modules or units of study. If

you fail to refresh your student record in this way then your registration will lapse and you will have to seek re-enrolment.

As a student of LJMU you are expected to observe the policies and procedures of the University. So when you sign the enrolment form, you are signing the declaration (shown overleaf) that you will abide by these procedures. The University has provided internet addresses on many of the sections in this handbook, to give you the opportunity to make yourself familiar with the procedures prior to enrolment. An electronic version of the handbook can be found at the following address www.ljmu.ac.uk/studenthandbook

extract from enrolment form

Declaration

'I certify the details on this form are correct. I agree to abide by the rules and regulations of Liverpool John Moores University, as displayed on the LJMU web and in Learning Resource Centres.

I accept responsibility for the payment of tuition fees in the absence of any other form of sponsorship, and agree to pay any instalments on the due date.' I will endeavour to log onto my LJMU email account at regular intervals.

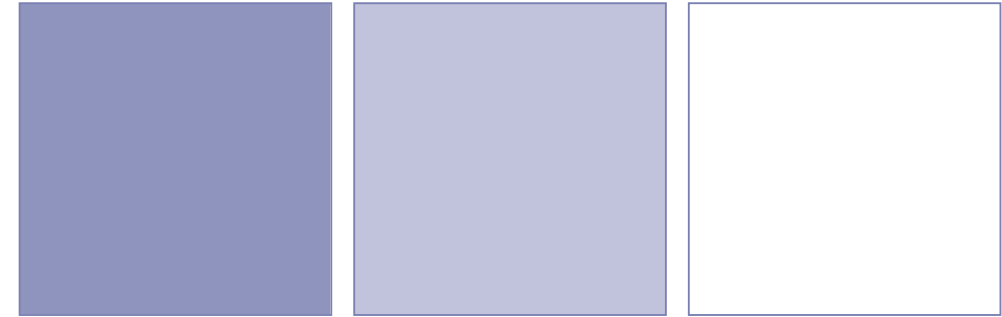
In addition to signing the enrolment form to accept and abide by the University Policies and Procedures, the form also confirms acceptance of our data protection arrangements.

Data Protection Statement (Student Enrolment Form)

Liverpool John Moores University is registered as a Data Controller with the Office of the Information Commissioner as required under the Data Protection Act 1998. The University will only process and disclose Personal student data within the

terms of the Data Protection Act and it's Data Protection Notification. Further information can be obtained from the Student Handbook, the University's Data Protection website at: www.ljmu.ac.uk/secretariat/75540.htm or from the University's Data Protection Officer at: secretariat@ljmu.ac.uk

As an LJMU student you also sign the enrolment form to confirm that you accept liability to pay the tuition fees (see above). The fee payment section of the handbook outlines the payment options available to you in more detail. Many students obtain sponsorship for their tuition fees from Student Finance Direct, employers etc. If you are in receipt of sponsorship for your course and your sponsor fails to pay the fees in line with University regulations, the liability for any outstanding fees will revert to you. The contract is between the student and the University.



student data and data protection

Information about you

It is vitally important to both you and the University that we have a complete and accurate record of your personal information and programme details.

Every student is responsible for ensuring that the information about them held on the Student Record System, detailing, for example, home and local address, the modules being undertaken in the current academic year etc, is correct. The initial personal details the University holds are taken from the enrolment form and so if you should

change any of it during the course of the year, you must notify the University immediately. Any written communication sent by the University will be forwarded to the address held on the student system and if that address is incorrect, the University cannot be held responsible for any problems arising from the late receipt of information, nor is it responsible if your personal information is received and read by a third party.

Next of Kin/ Emergency Contact Details

Students are asked to provide next of kin or

emergency contact details. In the event of an emergency the University may need to make contact with your nominated person. This information will only be used in exceptional circumstances.

Important Note on Data Protection and the Data Protection Act 1998 [DPA]

Liverpool John Moores University is registered as a Data Controller with the Office of the Information Commissioner, as required under the Data Protection Act 1998. The University will only process and disclose data within the terms of the Data Protection Act and its Data Protection Notification. The following details indicate the nature of this notification, but are not exhaustive.

The University processes personal data relating to its current and former students for a variety of purposes, which will include:

- Maintenance of the student record (including personal, academic and financial details) and management of academic processes, (e.g. academic audits, assessment boards and awarding of degrees);
- The management of University residences, alumni operations (including fund-raising), and for the provision of security within University premises;

- The provision of advice and support to students (e.g. via Student Welfare, Learning Resource Centres, Counselling Service, Liverpool Students' Union, Careers Service).

- Research purposes (such as the graduate first destination survey, employability surveys or longitudinal surveys).

Some personal data, such as racial or ethnic origin, physical or mental health, religious beliefs or any criminal conviction, is defined as "sensitive personal data" and is therefore subject to greater protection under the Act.

Access to Personal Information

Under the Data Protection Act 1998 you have a right to a copy of your personal data held by the University, and a right to object to it being processed if you believe that it is causing you damage and/or distress. If you request a copy of your personal data, the University reserves the right to charge an administrative fee of £10.

Further information can be obtained from the University's Data Protection Website at: www.ljmu.ac.uk/secretariat/68133.htm, or from the University's Data Protection Officer at: Secretariat@ljmu.ac.uk.



Release of information to Third Parties

The University takes all of its responsibilities very seriously, including the obligations placed upon it by the Data Protection Act 1998.

The key and contractual relationship is between the University and the student and the University cannot release any information to parents or other sponsors, without the consent of the student unless the DPA allows disclosure without consent in certain specific circumstances. Please bear this in mind, as it can be difficult for staff if a person other than the registered student tries to gain information about the progress or whereabouts of that student. Also, we cannot reveal to any student personal information about another student. It is important to note that where parents or sponsors pay the tuition fees for a student, this does not give them a right of access to the personal information about the student. All necessary information will be issued to the student directly. It is the student's responsibility to pass relevant information onto their parents or sponsors.

Within the terms of the DPA and its DPA Notification, the University (via Faculties and Library and Student Support and other offices) discloses student information to a

variety of recipients including:

- Employees and agents of the University (on a strictly need-to-know basis only);
- Students' sponsors (including LA's, the Student Loan Company and funding councils);
- Relevant government departments and other public bodies to which we have a statutory obligation to release information, including the Higher Education Statistics Agency and the Quality Assurance Agency

The University will release information to other bodies if they have a statutory right of access, if the University has a data sharing agreement with them, or if those bodies can successfully demonstrate to the University that they require the information for certain specified purposes such as the detection and prevention of crime, the apprehension or prosecution of offenders, or the assessment or collection of any tax or duty or any imposition of a similar nature. Examples of the bodies this may include are the Police and Security Services, Her Majesty's Revenue & Customs', the Home Office and UK Border Agency, the Department for Work and Pensions, Local Authorities and similar]. Only certain University staff are authorised to make such



releases and the University has a policy and procedure for handling these types of requests and this can be found on the University's website. The University, under UK Immigration Law, must hold certain specified information about International Students.

The University has a data sharing agreement with Merseyside Police where personal data of students can be shared when crime detection or prevention can be aided by its release.

The University also has a data sharing agreement with Liverpool City Council to assist the Council in processing Council Tax exemptions for LJMU students; the University may take out similar agreements with other local authorities on Merseyside.

The University uses a range of methods to support academic writing, assessment and to identify and discourage plagiarism. This includes detection services such as Turnitin, which may see some personal data [coursework] being released outside of the European Economic Area [EEA].

Some professional bodies wish to know about student progress or information that allows them to assess the suitability [i.e. good character] for membership of a professional body. The University will not

release such information unless the professional body has negotiated a proper agreement with the University covering the exchange and handling of personal information. Students studying on programmes covered by such agreements will be informed of these agreements at the time of registration.

Where students are sponsored by their employer, any agreement for the sharing of academic progress and attainment is between the student and his/her employer; the University will not disclose any information about academic progress without the student's consent. The University conducts a general exercise by email at least once each semester to monitor student attendance.

Students email addresses are published in the University's Outlook Address Book. This is for internal access only. You should not pass on anybody's email address without their express permission. The University will on occasion send emails to all its students about important academic information, or information/advice that may be of benefit to its students.

The University will release some of the basic information on the student enrolment form to the Liverpool Students' Union

(LSU). All LJMU students are automatically members of the LSU and the sharing of information assists it in providing services and for students to be able to take part in its activities.

Personal Mitigating Circumstances [PMCs]

PMC applications and associated documentation may contain personal and medical information regarding a student [and sometimes other individuals] which is categorised by the DPA as "sensitive personal data". This information will be processed and stored with due regard for confidentiality, sensitivity and legal requirements.

Freedom of Information Act

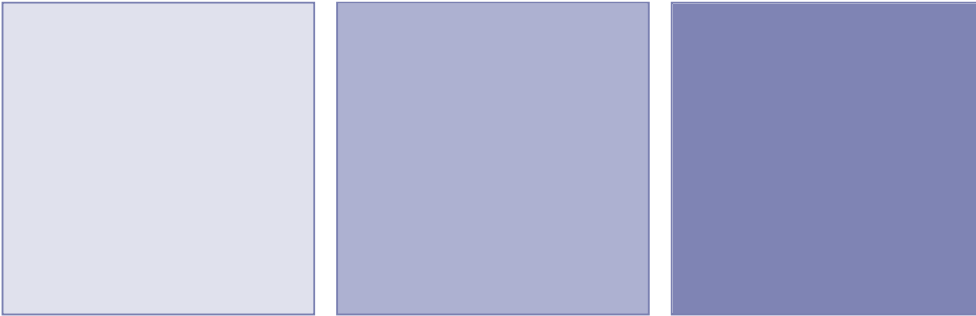
The Freedom of Information Act (FOIA) 2000 gives members of the public, subject to certain exemptions, the right to information held by the University. However, it does not provide an automatic right of access to personal information about another individual. Any FOI request for information about a student has to be considered by the University, but any decision to disclose or to refuse to disclose will be made in accordance with the FOIA, and in consultation with the student who is the subject of the request.

The University will, as required by the FOIA, provide information on general issues or matters of policy to an enquirer.

Retention of information

The University will keep a full student record for the duration of a student's study, plus one year. After this time the only documentation that the University guarantees will be kept in perpetuity will be a transcript of the student's results, the information required for the Diploma Supplement, and a standard academic reference.

Certain materials may be held for longer periods for quality assurance purposes, to meet professional body requirements, or the needs of a validation body. These will be held, wherever practicably and appropriately, in an anonymised form or with the individual student's consent. All students are given a copy of their programme handbook when they commence study. It is the student's responsibility to retain their copy of the programme handbook, as some employers require detailed information regarding the subjects studied. Information in respect of the modules covered, methods of assessment, etc. are available on the University website.



Student Assessed Work

Coursework and assignments (not examination scripts) are the personal data and therefore the property of students. You are advised to retain a copy of all coursework/assignments and are expected to collect the marked copy as soon as it is available. The University will retain coursework/assignments for a period of 4 months after submission for consideration by the relevant Programme Assessment Board and in order to meet internal academic, statutory and regulatory requirements. After this period and without further notification, course work and assignments will be securely destroyed.

Publication of results

Some Schools in the University continue the practice of publicising lists of students'

assessment results on local notice boards. For further information about the publication of marks and pass lists please talk to your personal tutor. Details of academic awards are only released to prospective employers with the agreement of the student.

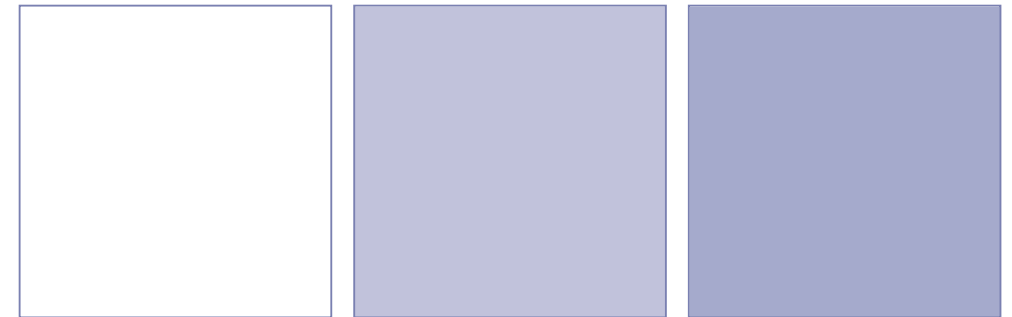
Transcripts and Degree Certificates

Information on how to obtain further copies of transcripts and degree certificates after leaving the University can be found in the relevant section of the Handbook. Please note that the University will withhold personal information relating to academic attainment [other than actual marks] such as transcripts or degree certificates, where the individual is in debt to the University.

rights and responsibilities

As a student you have certain rights, and you should expect the University and its employees to honour those rights. However, these rights are conditional. They are conditional upon you recognising the legitimate rights of others and on you fulfilling the responsibilities placed upon you by the University's rules and regulations. The University must impose some rules in order to allow you, and your fellow students, to exercise your different and varied rights. The University's rules and regulations create a framework within which all students may exercise their individual rights effectively.

It is your responsibility to understand the framework of rules, policies and regulations that the University has put in place to help support the essential freedoms of individual students. These are set out in the following pages. Also, it is your responsibility to support the implementation of these rules and regulations.



Important individual rights are attached to:

- Programme Information
- Freedom of Speech
- Equal opportunities
- Intellectual property
- Individual support for students
- Dealing with difficult personal circumstances
- Complaints
- Academic Appeals
- Withdrawal

These rights cannot be accessed without reference to the significant student responsibilities attached to

1. Health
2. Attendance
3. Student behaviour
4. Discipline
5. Proper use of University resources (IT facilities, libraries etc)
6. Misrepresentation
7. Payment of fees
8. Communications

9. University rules (statements that affect everybody)

- University card
- Attendance
- Health and safety
- Alcohol, smoking, and the illegal use of drugs
- Copyright

10. University policies (general guidelines on issues that may affect some students at some time)

- Mental health
- Criminal convictions and CRB checks
- Fitness to study and fitness to practice
- Dealing with illness
- Fee payment
- Withdrawal

programme information

All students are entitled to know about the programme they are to study, particularly its academic content, its mode of delivery and its assessment requirements. Students should expect to receive a timetable showing when tuition is scheduled to be given, and when work is to be set and handed in. Students are also entitled to receive regular information concerning their academic performance. This is generally provided by informal and formal feedback from tutors during the course of the academic year and students should be told when this is to be given. Students will be provided with a summary transcript of marks at the end of the academic year, and a formal certificate on the completion of the programme being studied.

Key programme information is set out in a number of documents provided by tutors; these should be retained by the student for future reference, particularly when demonstrating to professional bodies or possible future employers what was actually studied.

For further information see the section on programme matters.

freedom of speech

As an academic institution, the University is committed to freedom of enquiry. We are committed to rational resolution of disagreements and to maintaining our University as a place within which opinions can be debated without the threat of violence and intimidation.

However, it should be recognised that not all speech is protected by this commitment. Any form of threat, intimidation, abuse, coercion, incitement to violence, racial hatred or similar acts by students or staff constitutes a disciplinary offence.

equal opportunities

LJMU is committed to creating a learning and working environment which values and recognises the full potential of each person.

The University has a comprehensive Equal Opportunities policy that complies with the UK and European Union anti-discriminatory legislation. The policy articulates the right of every individual to proper personal respect, and outlines a clear commitment to challenging discrimination and the distress this causes. For example, LJMU will not tolerate any form of unfair discriminatory practices or harassment including: offensive remarks, language, graffiti, pin-ups and jokes which are based upon a person's age, disability, ethnic origin, gender, marital or family status, nationality, race, religion or sexual orientation. Unwelcome physical advances constitute harassment. Students and staff may be disciplined and dismissed where discrimination is proved.

Most students will go through University life without experiencing unfair discrimination, but for some of you this will

be real and will require immediate action and support. Should you experience discrimination or harassment, whether this occurs in the halls of residence, in a classroom, or during placement, please bring this immediately to the attention of your tutor, your School Director, or staff in the Student Support Zone. Staff will offer you advice and direct you to the most appropriate support and guidance network. Any action taken will be based on your consent.

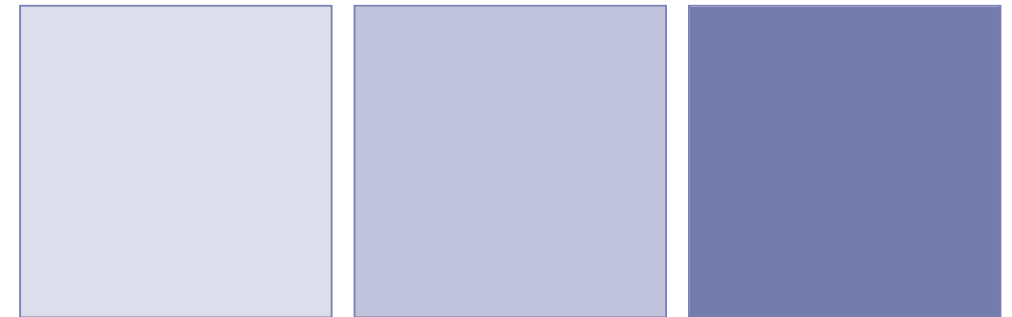
The University is committed to supporting disabled students. Please make sure that the welfare staff situated in the Student Support Zone know of your disabilities so that you receive the appropriate support and entitlement, such as the Disabled Students Allowance (DSA).

For further information see www.ljmu.ac.uk/employ/equalopportunities/welcome.html

intellectual property

The University has a policy dealing with the Intellectual Property and the Copyrighting or Patenting of the work or ideas of students.

Students who are considering the commercial exploitation of such work or ideas should refer to this policy, which is located on the University website. Any queries on the policy should be directed to staff in the Business Development Centre.

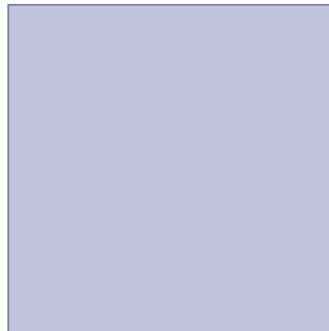


individual student support

Every student will be treated as an individual and given the support they need to become an effective individual learner, and the encouragement and support to become an effective independent individual. Our aim is not to remove all difficulties and solve all problems, but to help students address matters themselves and to find and develop their own solutions.

Academic support is provided by personal tutors or year tutors, and by the academic leaders of the particular modules being studied.

Individual support for non-academic matters is provided by staff in the Student Support Zone of the LRC. Details of the support offered are set out in the guide to 'student life' – this is an important document so make sure you get a copy.



difficult personal circumstances

Every student has a right to ask for a deferral of their assessment if their studies are being disrupted by serious personal difficulties. Generally, tutors will try to deal with personal difficulties by rescheduling assessment and granting individual extensions to coursework deadlines, but if the problems are persistent, or if there can be no resolution before the final assessment deadline, then you will be asked to complete a Personal Mitigating Circumstances (PMC) form explaining the problem. You will also be expected to provide some evidence to confirm the problem and its impact upon your studies.

PMC claims are considered by a group of academic staff to ensure that all students are treated fairly and equitably. If the PMC committee feel that the circumstances reported are serious, that they materially disrupted the assessments cited, and that suitable evidenced of the problem was included, they will advise the relevant assessment board to award a deferral. The student will then be asked to complete the missing assessment at the next formal assessment point.

Further information about the PMC procedure can be found in the University Assessment Regulations

student **complaints**

The University is committed to providing an environment that is conducive to study, and to aid this, academic and support services are provided that will facilitate achievement of your target award. However, we also recognise that there may be circumstances where students wish to raise concerns regarding these services or may have some other cause for complaint. *Note: Appeals against marks/grades or final awards are not dealt with through the Student Complaints Procedure and in these cases you should refer to the Academic Appeals Procedures <http://www.ljmu.ac.uk/corporate/SPR/67603.htm>*

If you are not satisfied with the level of service provided or if you have some other cause for complaint, then the matter should be raised in the first instance with the person responsible for that service or department. You can do this either in person or in writing, but you should do this as early as possible to ensure the matter can be dealt with promptly.

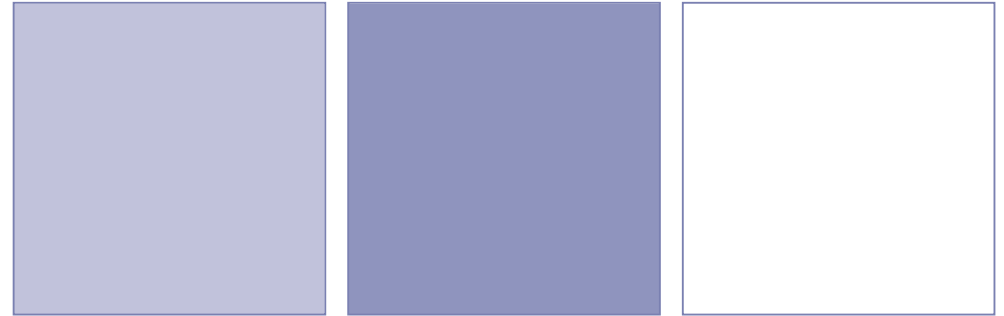
If, after doing this you believe that you have not had a satisfactory response or you feel

that the matter is still unresolved, then you may wish to use the formal Student Complaints Procedure.

All complaints are taken seriously and students are not penalised for making a genuine complaint. Besides enabling students to voice their concerns, the Student Complaints Procedure is an important source of information to help the University monitor and improve the services it provides.

If you do proceed with a complaint, you will be asked to provide full details of the complaint including what steps you have taken to resolve the matter, provide relevant supporting information and outline what you see as a satisfactory outcome. The complaint will then be investigated under the Student Complaints Procedure.

For further information on the Student Complaints Procedure, please refer to <http://www.ljmu.ac.uk/corporate/SPR/complaints.htm> or contact the Student Policy and Regulation Office by email at complaints@ljmu.ac.uk



The Student Complaints Procedure will not consider complaints relating to the outcome of other formal University procedures other than in cases where it can be demonstrated that the procedure has not been followed or some other material irregularity has occurred.

Independent advice on all student related processes can be obtained by contacting Liverpool Students' Union Information and Advice Centre

<http://www.l-s-u.com/pages/advice/>

The Office of the Independent Adjudicator

If you are dissatisfied with the way the University has dealt with your complaint then you have the right to ask the Office of the Independent Adjudicator (OIA) to look at the case. Please be aware that the OIA will only consider complaints after you have completed the University Student Complaints Procedure.

<http://www.oiahe.org.uk/>

academic appeals

All students have the right to appeal against the decisions of Assessment Boards. These are known as Module Assessment Boards (MABs) and Programme Assessment Boards (PABs) and they are the boards which confirm assessment results, [marks, grades] and make final awards. [Formal assessment may be examinations, coursework, placements, presentations etc].

The grounds for appeal are strictly limited - you cannot submit an Academic Appeal just because you don't agree with the mark. – and you must meet the criteria as outlined in the regulations. There are also strict time limits for lodging an Academic Appeal – normally within 10 working days of the release of results.

Further information can be found on the website at <http://www.ljmu.ac.uk/corporate/SPR/67603.htm>

Independent advice on all student related processes can be obtained by contacting Liverpool Students' Union Information and Advice Centre

The Office of the Independent Adjudicator.

If you are dissatisfied with the way the University has dealt with your appeal then you have the right to ask the Office of the Independent Adjudicator (OIA) to look at the case. Please be aware that the OIA will only consider your appeal after you have completed the University Academic Appeals Procedure <http://www.oiahe.org.uk/>

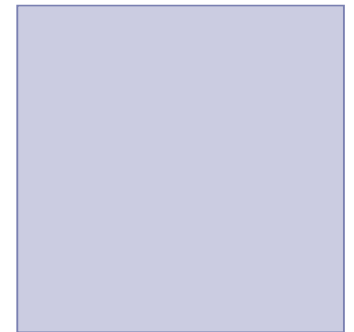
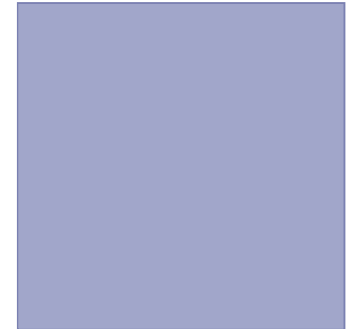
Independent advice on all student related processes can be obtained by contacting Liverpool Students' Union Information and Advice Centre <http://www.l-s-u.com/pages/advice/>

withdrawal

Students do have a right to withdraw from a programme of study, but this has to be done formally – you cannot just walk away.

It may seem easy to withdraw from a programme of study, but it's a decision that should not be taken lightly. Apart from the decision itself, it is important to consider the implications of withdrawal - in terms of your future entitlement to financial assistance or a Student Loan, the debts that you may have accrued with LJMU, and your opportunities for transferring to another degree programme, perhaps at a later date.

Before you withdraw from your course, you are strongly advised to talk to your academic tutor and to somebody from Student Welfare. They may not be overjoyed about the fact that you are leaving the University, but they will give you good advice about your future options and about the loose ends that you have to tie up before you leave. You may find that your problems can be resolved without you having to leave the University.



What to do

Once you have decided to leave, you must inform the University of your decision in writing. Your letter of withdrawal, along with your University student card should be sent to your Student Administration area within the LRC.

The date of your official withdrawal will be recorded and any outstanding fees will be calculated accordingly. In addition to this, where appropriate, the SLC will be informed of your decision to leave University.

For undergraduate students whose fees are not paid entirely by LA/ SLC.

- Students will be credited on the portion of a yearly attendance not completed. This will be based upon a standard 30-week term for undergraduate programmes and 45 weeks for postgraduate programmes.

- Any refund or credit due to the student or sponsor will be based on their respective fee liability. Any portion of the tuition fee for which the Student Loans Company or LA is liable will only be paid by them if the student is in attendance on 1st December of the current academic year. If a student withdraws prior to this date no tuition fees will be received from the SLC or LA. If a student

withdraws after this date the SLC or LA will pay the appropriate fee as determined by the actual date of withdrawal. Therefore, if you delay in notifying LJMU of your withdrawal and payment of your tuition fees is subsequently made by the SLC/LA, you may have difficulty in gaining support at a future date.

- Refunds will normally only be actioned if requested in writing and accompanied by the returned student card.

Programmes less than 15 weeks in length:

- A student who withdraws within the first week owes no fees and is given a full refund. No refund is payable after one week and all fees are due.

Programmes greater than 15 weeks in length:

- Students will be charged for the period of study undertaken (for which they were enrolled).

For research students

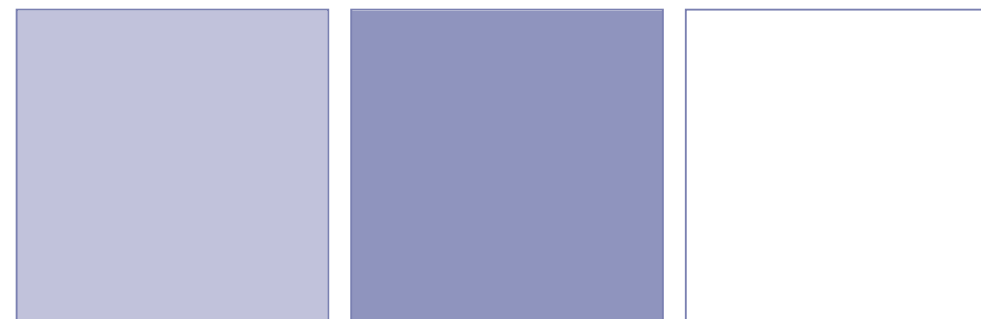
- The same principle will apply as for students studying on programmes greater than the 15 weeks in duration as outlined above with 45 weeks being used as the standard duration for the academic calendar year.

For students on the Maritime CPD - Distance Learning programme

- A student who withdraws within one month of enrolment is entitled to a full refund.

- A student who withdraws after one month but before submission and approval of their project synopsis is entitled to 75% refund.

A student who withdraws after synopsis approval is not entitled to a refund.



student responsibilities

Student Health

As a student you are responsible for your own health. The University does provide a nurse-led health service for all students (details below) but it is essential that every student registers with a local GP as soon as they arrive in Liverpool – this will give you access to the local health resources. It is not advisable or appropriate to wait until you are ill. Registering with a local doctor is very important and nobody else will do it for you. You can find a GP in your area by logging on to www.nhsdirect.co.uk or by ringing 0845 46 47, or by viewing the Student Medical Services website.

Student Medical Services

The University's Student Medical Services aim to provide students with access to health care at convenient times. Student Medical Services are based at the Iain Newman Centre (I M Marsh campus) and are open during the semesters.

As well as providing care whilst you are unwell, the staff at the Iain Newman Medical Centre can provide advice on all aspects of healthy living; sexual health and contraception;

travel health and vaccinations; management of diabetes, asthma, hay-fever and anxiety issues. Smoking cessation support is available on an individual basis. Details of how to access GP facilities/walk in centre/minor injury unit and dental services are available from the medical centre reception.

Physiotherapy/sports injury clinic

A physiotherapy/sports injury clinic is available at the Iain Newman Centre at IM Marsh. This clinic is staffed by an ex-premier league physiotherapist. The service is available to all LJMU students - contact 0151 231 5233 to make an appointment or for more information. Payment is via the University's on-line payments system: <https://buyonline.ljmu.ac.uk/catalogue/products.asp>

Further details may be found on the Student Medical Services website: <http://www.ljmu.ac.uk/Medical/index.htm>

Occupational Health Unit

The Occupational Health Unit's primary role is to look at how the working environment affects its staff, and how their health affects

their ability to carry out their work. However, many LJMU students will have some contact with the Occupational Health Unit. The Unit carries out medical assessment for certain student groups, for example Student Nurses and other health care students, Student Teachers and Biomolecular Studies students. The team will also see certain students referred by their School/tutor.

The Occupational Health Unit is based at the Charlie Robertson Medical Centre on Mount Pleasant and is open throughout the calendar year.

Further details may be found on the Occupational Health Unit website: <http://www.ljmu.ac.uk/OccupationalHealth/91051.htm>

Attendance

As a student at LJMU you are expected to attend the lecture/classes published on your timetable for the modules you are registered to study. If for any reason you are unable to attend the University, you should contact the Student Administration area within your local LRC to inform them accordingly.

If you are ill and the sickness is long term or occurs during critical assessment periods it is imperative that you contact your academic tutor and check out the PMC

procedures in the assessment regulations.

The University is required to inform the Student Loans Company about any student who is not in attendance at the University. Such students will then cease to receive payments from the Students Loan Company, and the University will cease to receive core funding with respect to these students. Consequently, the University reserves the right to cancel the registration of any student who is not obviously in attendance at the University. Students will be informed of such action, with letters being sent to the local address recorded on the student database.

The University will check on attendance in a number of ways and students are expected to comply with requests for information about attendance. Students will be expected to reply accurately and promptly to emails requesting confirmation of attendance. Attempts to falsify attendance reports will be treated as a disciplinary offence.

When attendance is questioned the University may check on the various databases used to manage activity around the university – such as those used to manage IT resources, access to library materials, coursework submission, photocopier usage etc.

International students who fail to comply with any of our attendance checks will be deemed to be 'not in attendance' and this will be reported to the UK Border Agency.

Student Behaviour

It is essential for a large organisation like LJMU to create and maintain an atmosphere that is conducive to the academic and social well-being of the University community. In doing so the University discourages behaviour that will adversely affect this atmosphere. The University has an expectation that students will conduct themselves at all times in a manner which demonstrates respect for the University, its staff, students and property and the wider community.

The University's expectations with respect to student behaviour are set out in a Code of Conduct and in the associated Rules of Behaviour. These apply to all current students registered at the University and cover behaviour on and off university premises, including practice placements, field trips, and behaviour in student accommodation. It is important that each student makes themselves aware of the nature of this Code – see: <http://www.ljmu.ac.uk/corporate/68212.htm>

The Rules of Behaviour can be found at -

<http://www.ljmu.ac.uk/StudentServices/StudentHandbook/85895.htm>.

These documents provide a framework for all student interactions – with other students, with staff and with members of the community. They are not meant to be onerous or unnecessarily restrictive, but they are intended to protect the right of each individual to participate fully in the life of the University. For example, it is not acceptable for any student to set off a fire alarm unnecessarily for this annoys other students sharing the building, people living close by, and the fire service who are distracted from dealing with real emergencies. Neither is it acceptable for students to try to harass and intimidate staff when something has gone wrong. Staff are available to assist with sorting out problems. If students are still not happy with the outcome of such assistance, there is a Student Complaints procedure that can be instigated. No member of staff, or fellow student, should be expected to put up with challenging and intimidating behaviour – they can, and should, refuse to engage with anybody behaving in this way.

Breaches of the code of behaviour could lead to the institution of disciplinary procedures, which provide a framework for dealing with issues of misconduct.

Student Discipline

If complaints about unacceptable behaviour or a breach of University regulations do arise, we first try to deal with the issues informally, by getting students to recognise the problem and change their behaviour voluntarily.

However, if the breach of the behaviour code is deemed to be very serious, or the informal approach does not work, then the University will deal with the problem through the formal discipline procedures, which can be found at www.ljmu.ac.uk/governance/discipline.

Proper use of University resources

Students are expected to use the University's computing resources and network, and the University learning resources, for the educational purposes for which they were provided. Students are also expected not to disrupt the work of others by inappropriate or disruptive behaviour in the learning resource centres or on the computer network.

Students are expected to be aware of the regulations governing the Learning Resource Centres – see the Policy and Regulations section of the Library and Student Support site at www.ljmu.ac.uk/la/

and the regulations governing the use of University computer resources – see www.ljmu.ac.uk/cis/policies

Importantly, it is worth noting that:

- Users are responsible for the security of their username and password. Under NO circumstances should you divulge your password to another user. If you do, or leave a PC logged in and unattended, you risk having your account misused. It is your responsibility to ensure the
- To maximise availability of the open access PCs in the Computing Centres, and to minimise the possibility of abuse of computing accounts, any computer that is left unattended will be automatically logged off by Computing and Information Services.
- Library materials are protected by a security system. Please check your bags before you pass through the exit gates as you are liable for any material you have in your possession at this point. LRC users who attempt to leave an LRC with unauthorised and/or damaged material will be subject to action under the University's Disciplinary Code.
- Users who have doubts about the physical condition or ownership of material are responsible for alerting LRC staff.

Users are reminded that activities such as sending abusive emails, downloading or distributing offensive material from the internet, hacking, using another user's computing resources, etc. are unacceptable. Where abuse is suspected, Computing and Information Services, in accordance with the Regulation of Investigatory Powers Act 2000, has the power to require any computer usage to be monitored, including access to email and files that are stored on the University's computer network. Disciplinary action will be taken when necessary, including the removal of user privileges.

Full terms and conditions of computer use are displayed in the Learning Resource Centres, and are also available from the Policies, Regulations and Standards pages at www.ljmu.ac.uk/cis/policies/ on the University website.

Misrepresentation

Any student who fails to disclose a relevant criminal conviction or has been found to have lied on the application form in order to get a place on a LJMU programme will be removed from the University with immediate effect. There will be no right of appeal or access to any other student rights.

Any student who is charged or convicted of a criminal offence during their period of study at LJMU (or between the time the offer of a place is made and the beginning of the course), must inform the University of the details of the offence, immediately the conviction is confirmed. The University will then assess the possible impact of this conviction on the University community as a whole and may choose to take appropriate action. Failure to inform the University of a criminal conviction will be taken seriously, and such concealment may be seen as grounds for cancelling your student registration. For further information email ccp@ljmu.ac.uk

Payment of fees

Tuition fees are the responsibility of each individual student. Consequently, at enrolment each student will be expected to accept responsibility for paying the assessed fees, or provide clear evidence that their fees will be paid by a sponsor - for example, the SLC/LA (or their SAAS or ELBB), an employer, a parent or some other body who has accepted responsibility for paying these fees. If it is unclear who is to pay the fees, or the sponsor refuses, then the University shall assume that the student will be responsible for payment.

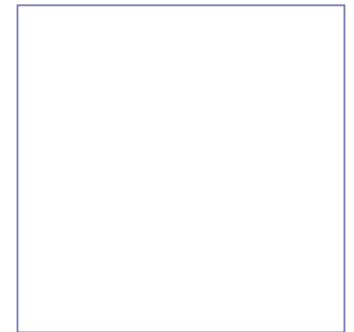
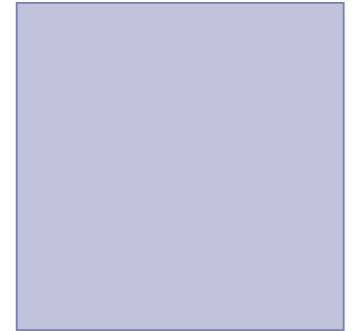
The University expects payment of tuition fees within 30 days of enrolment, unless arrangements have been made to pay by instalments.

If fees are not paid by the expected date then the University will impose sanctions on the student responsible for the fees. These sanctions will range from the removal of library and IT access to the cancellation of the student's registration with the University.

If you intend to apply to the SLC for funding but have not yet done so, the University would like to remind you that you have only four months, from the first day of your course, to apply for financial support. After this time the SLC may refuse to process applications for student funding, including Student Loans, for either this or subsequent years.

Communications

The University's main form of communication is via email. It is a student's responsibility to check their University email account regularly (at least twice a week), to read the messages left there by University staff, and to respond to those messages that require an answer. The University will not accept an excuse or explanation that relies upon a failure to read University email.



bursary and scholarships

LJMU Bursaries

LJMU intend to pay students who are liable for tuition fees of £3,225 a bursary linked to their household income. We estimate that around 65% of LJMU students will qualify for a non-repayable bursary.

If your household income is £25,000 or less per year you will qualify for a bursary of £1,075 for each year of your course. If your household income is between £25,001 and £50,000 you will qualify for a bursary of £430 per year. You can spend this bursary as you wish – you can use it towards your everyday living costs, to pay off part of your tuition fees or to reduce the amount of student loan that you take out.

- Only students that are liable for the £3,225 variable fees will be considered for a bursary.
- LJMU will not limit the number of

bursaries that we will pay - all eligible students will receive a bursary as long as they have their household income verified within each academic year.

- Bursaries are normally non repayable
- You will need to be enrolled and attending your course and you will be asked to confirm your attendance at various times throughout the year.

If you have studied in Higher Education prior to September 2009 and are paying the £3,225 fee you will be eligible for a bursary of £1,075 provided your household income is below £18,360. If your household income is between £18,361 and £39,333 you will be eligible for a bursary of £430.

LJMU bursaries will be paid automatically to eligible students – you do not need to apply for them. However, you must have made arrangements to pay your fees,

either by loan, yourself, your parents or another sponsor and adhered to the arrangements.

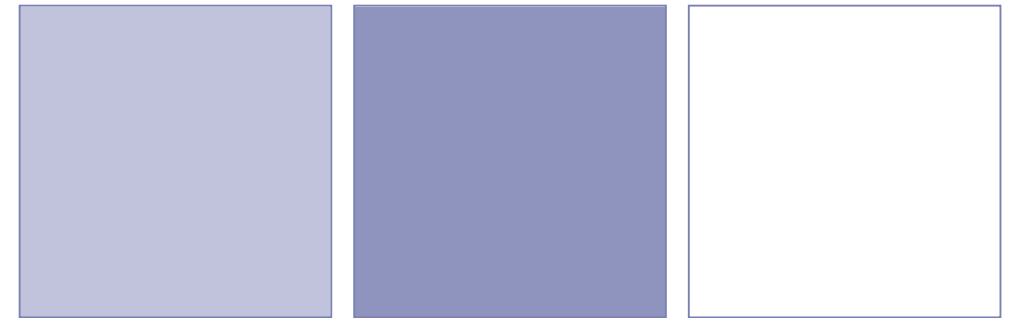
We intend to pay students from around the middle of February 2010 onwards. We will contact you nearer the time to advise you of the exact date.

Scholarships

LJMU's scholarships reward excellence and are open to all full time home and EU undergraduates.

They are advertised prior to the start of the course and also at various times throughout the year on the university web pages.

Contact Student Welfare for more information



university rules

University card

During your first few days at LJMU you will be issued with a photo ID card. This card is important – it is your proof of entitlement to use University facilities.

You will be expected to carry it with you at all times and you may be required to present it for security purposes whilst on University premises. At certain locations you will be refused entry unless you can produce this card. The card is valid for the duration of your studies at LJMU. If, for any reason, you leave the University before the end of your course then you should hand the card in at your Student Administration area within your local Learning Resource Centre.

If you lose the card, you should report the loss to the Transaction Desk at your local LRC. They will issue the appropriate authorisation for production of a new card. Unless you are able to produce a police crime number relating to the loss, a charge will be made for the replacement. If you subsequently find the lost card you should destroy it, as the card cannot be re-activated.

Carrying your card ensures you can gain access to many LJMU buildings and LRCs. It is also essential to present the card when handing in coursework, collecting Student Loan, grant, bursary cheques, taking assessments or borrowing items from the libraries. You will also be required to display the card during all University examinations. Therefore, your University card is an essential item during your student life.

Students should be aware that it is their responsibility to ensure that the University card is kept in a safe place and not misused by any other person. University cards are not transferable between individuals and if your card is found to be in the possession of anyone else, it will be confiscated and you may be disciplined and be expected to pay for the cost of a replacement card.

Health and Safety

LJMU has a Health and Safety Policy Statement and supporting Codes of Practice and Guidance to ensure that staff and students are allowed to work and study in a safe and healthy environment. They are published on the University website at

www.ljmu.ac.uk/hsu/ - please make sure you familiarise yourself with those that affect you as a student. The Liverpool Students Union has a representative on the University's Health and Safety Committee.

In addition to the general information on the University website, students should familiarise themselves with important local information - such as building evacuation procedures and safe escape routes. Your course handbook should highlight programme specific health and safety matters – such as those relating to laboratory work, field study activities, or working with children – and your tutors should remind you about good practice in these areas. However, it is the responsibility of every student to make themselves aware of the procedures and ensure that they are not breached.

Each school/department within LJMU has its own designated local Health and Safety Officer. Students are asked to identify these people and report any health and safety problems to them. The names of the Health and Safety Officers are on the Health and Safety Unit web pages.

At various times throughout the year evacuation procedures for various buildings will be tested by means of full fire drills. These drills are to help ensure that students

and staff know how to get out of a building in an emergency - they are for your benefit. Students are asked to co-operate with these drills and to ensure that they leave the building in an orderly manner when the alarm sounds. Students refusing to evacuate a building will face disciplinary action by LJMU.

Students are reminded that the fire alarm is there solely for reasons of personal safety - that is, to evacuate the building, including halls of residence, in the case of an emergency.

Students found activating the alarms maliciously, or interfering with any fire safety equipment such as fire extinguishers could be excluded from further studies at LJMU, and could face prosecution by Merseyside Fire and Rescue Service.

Where students' behaviour threatens the health, safety or welfare of other persons, disciplinary action will result which could result in exclusion from the University, in addition to any action that may be taken by Merseyside Police. This includes behaviour "out of hours" and away from University premises.

Alcohol, No Smoking and Drug Codes of Practice

It is generally accepted in our society that drinking alcohol is a pleasant activity. For

many people it is a part of their normal way of life. At the same time, there is a growing awareness that drinking alcohol should be kept within sensible, healthy limits; it should be kept away from educational activities. Alcohol misuse affects not only the individual concerned but also those around him or her, whether they are family, friends or colleagues. The University has a strict policy on the consumption of alcohol. Please check the Health and Safety Unit web pages for further information.

Smoking is prohibited in all University buildings and University grounds (except for designated areas) and within University vehicles. Smoking in University buildings is now a criminal offence. Smoking on University grounds in places other than designated areas is a disciplinary matter.

Further information on the Alcohol and No Smoking Codes of Practice can be found on the University website at www.ljmu.ac.uk/hsu/

Illegal Drugs

The University does not tolerate the misuse of drugs, an activity seen to be disruptive of its educational mission. It is expected that students will report any incidents of drug misuse. In the first instance, the University will seek to offer help and support to those experiencing difficulties with drugs.

However, if any cases of drug misuse directly affect the wellbeing of any other member of the LJMU community, then the University reserves the right to employ sanctions against the person misusing the drugs.

If the University becomes aware that its premises are being



used to distribute illegal drugs Merseyside Police will be informed.

Copies of the Illegal Drugs Policy are available from Learning Resource Centres or from the following webpage: www.ljmu.ac.uk/governance/drugs/illegal.htm

Copyright

Printed works, images, computer programmes, recorded sound, web sites, broadcast programmes etc are all protected by copyright and other national and international legislation and you are required to abide by these legislations.

Keep your photocopying or scanning legal by observing the following guidelines:

Scan only for private study or research – not for commercial purposes or for distribution via email, your web pages, posters, PowerPoint presentations etc.

Do not put your scanned copy on a computer network – it is for your personal use only.

Most material from books and journals remains in copyright for 70 years after the death of the author.

Keep within these limits:

- 5% or one article from a journal issue

- 5% or one chapter from a published work

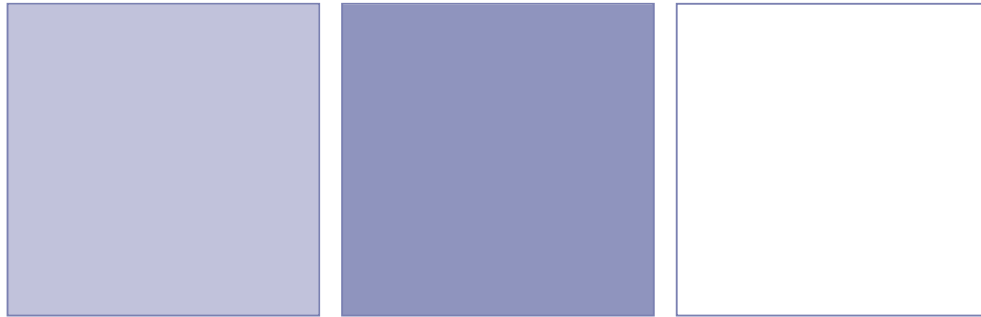
If you wish to copy more, get permission from the copyright owner.

If you use any scanned copyright material in your course work, do not alter it, always put it between quotation marks and acknowledge your source.

Unacknowledged use of scanned material in course work makes you liable to accusations of copyright theft and plagiarism and could threaten your university future.

If you need further advice contact the Learning Resource Centre.





university policies

Mental health

It is accepted as fact that University life is now exceptionally stressful. Not only do students have to cope with a heavy academic workload, but also part-time work, difficult finances, family pressures, and possibly problems associated with living away from home for the first time. These can all put pressure on the health that we take for granted. This can mean that mental health problems are first experienced whilst at University.

The University has a duty of care to all its students and we take that obligation

seriously. To ensure that LJMU is not negligent in its duty of care for its students, both staff and students need to inform the University of their needs and the needs of those around them, if problems arise.

Alongside a moral duty, the University also has a number of statutory duties, including the Data Protection Act, the Human Rights Act and the Special Educational Needs and Disability Act (Part IV of the Disability Discrimination Act). These statutes ensure that individuals' rights are protected and, in the case of the Data Protection Act, ensure that private information is not divulged to

third parties. However, in some cases relating to mental health problems, it will be necessary to divulge information. The circumstances under which this would occur are listed within the Policy.

The aim of a Mental Health Policy for the University is to get the balance right in ensuring effective, timely and appropriate assistance to students with mental health problems, and to those affected by the mental health problems of particular individuals.

The policy is available at the following address www.ljmu.ac.uk/Studentservices/welfare/67544.htm

Criminal convictions and CRB checks

Criminal convictions are not a bar to study at LJMU, but the University does insist upon students disclosing any significant relevant convictions that might impact upon study at the University. The University will assess an application from a person with unspent convictions in the light of the assessed risk to other students, to staff, and to University property. Whilst criminal convictions will not automatically preclude students from all courses, it is important to note that failure to disclose a criminal conviction that later comes to light, may result in a place being withdrawn or a student being required to

leave the University before having completed their studies.

Some professional programmes or modules may require students to undertake a criminal records check. This involves completing a Criminal Records Bureau Form (for which there may be a charge) and the production of documents to verify the student's identity. The Criminal Records Bureau then processes the form and returns the results to LJMU. The CRB form is then considered by the respective Faculty Criminal Convictions Panel, which has representation from professional placement providers.

Some professional courses are exempt from the Rehabilitation of Offenders Act and students may be asked to disclose all convictions, regardless of date. For these programmes spent convictions, cases pending, and police cautions must be disclosed regardless of the date. The Criminal Records Bureau will also provide the University with an enhanced disclosure, which shows any convictions obtained by an individual. If this level of disclosure is a course requirement then it will be clearly stated in the programme handbook.

Any information provided by students in relation to Criminal Convictions declarations will be treated in strict confidence, securely

maintained and disclosed only to specific individuals who require this information as part of their duties. This information will be stored separately from the student's academic record.

For further information on the Criminal Convictions Policy you should contact your local Student Support Zone or see the web pages. Any student who is in doubt as to whether they will require a criminal convictions check should speak to the Programme Leader or Student Administration area in the Learning Resource Centre. Email ccp@livjm.ac.uk

Fitness to Study

The University recognises that sometimes serious personal circumstances, such as physical and/or mental health issues, may affect your ability to maintain your studies. Problems may manifest themselves in a variety of ways, impacting not only upon you but also upon other members of the University community. In some circumstances, the University will refer students to the Occupational Health Physician for assessment. <http://www.ljmu.ac.uk/corporate/SPR/90523.htm>

Fitness to Practice

For some professional courses the University

is required to confirm that students are fit to practice. That is to say that students have achieved [or are able to achieve] a particular level of competency in a range of skills and / or meet professional standards of behaviour. This is entirely separate from any academic judgement issues we are required to make. The University has a Fitness to Practice E Policy and where appropriate operates Faculty specific Fitness to Practice E Panels that include external representatives from the relevant professional practice area. Students who are assessed as not fit to Practice in some capacity may be able to complete a non-professional academic programme at LJMU.

Further details can be found at <http://www.ljmu.ac.uk/corporate/SPR/90523.htm>

Dealing with illness

From time to time, students may need to take time off from their studies due to ill health. This could range from a couple of days right through to having to suspend their studies to recuperate from serious illness or surgery.

In the first instance (and in the first few days of illness), it is important that students contact their Student Administration area within your local LRC. Staff will then inform course tutors. Should the period of illness (regardless of length) cover an assessment

period, then students should refer to the PMC procedures within this handbook, or alternatively speak to their personal or course tutor.

If the sickness/ill-health is long term, students may want to think about suspending their studies until such time as they feel able to continue. In these cases, students should contact Student Welfare in the first instance to discuss options and how to go about suspending. There will be implications to suspending (including financial) and these will need to be worked through prior to any decision.

In some cases, illness may leave students with long-term health conditions and/or disabilities. Staff within the Welfare team will also be able to advise further on disability issues and provisions available to students.

Fee Payment

The University will expect all students to make arrangements for payment of their tuition fees at the start of each academic year. This means that, unless you have a LA Assessment or other form of sponsorship letter at enrolment, you are personally responsible for the full tuition fee.

There are a number of payment options available to you:

PAYMENT IN FULL AT ENROLMENT

a) CHEQUE/CASH

All cheques must be made payable to: Liverpool John Moores University. Cheques/bankers drafts from a personal, business or building society account are acceptable.

Cash payments must always be in sterling. Other notes and coins, including Manx and Channel Islands, cannot be accepted.

b) CREDIT/DEBIT CARDS

Visa, MasterCard, Delta, Switch, Electron and JCB cards are all acceptable. Please note the University does not accept American Express.

The facility to pay by this method is available at the Finance Office within your local LRC. Accommodation fees can also be paid in this way.

c) ONLINE PAYMENT

Payment by debit or credit card as above by accessing www.ljmu.ac.uk/epayments and following the instructions.

PAYMENT BY INSTALMENTS

Instalment arrangements are available to students who are paying fees in excess of £100. Payment may be made by direct debit



or credit/debit card mandate by accessing the university's website at www.ljmu.ac.uk/epayments and following the instructions.

There will be four instalments, payable on or about the first of the month. For students who commence in September the payment dates are November, December, February and April. For students who commence in January, the payment dates will be on or about the first of the month in March, April, May and July.

A letter of 'Advance Notice' and an email will be sent to you at least 10 days before the first payment date to confirm the arrangements that have been put in place. Should there be any amendments to the dates or amounts to be paid, LJMU will notify you 10 days in advance of your account being debited.

If you have any difficulty accessing this facility or would prefer to provide written direct debit details, please contact the Student Administration area of your local LRC.

If LJMU make an error, you will be fully reimbursed immediately, including payment of any bank charges that may have been incurred.

If you wish to cancel your Direct Debit at any time please inform your bank or

building society in writing. You must also inform us or we will assume you have deliberately defaulted on your obligations to the University and we will then take action to recover any debt. Please inform staff in the Student Administration area of your local LRC, of any changes to your payment plans.

Students who are receiving a tuition fee loan or grant must supply a copy of their SLC Student Notification Assessment at the beginning of each year of study or as soon as it is available thereafter.

Students receiving sponsorship from their employer or other organisation must provide written confirmation from them at the beginning of each academic year. Sponsor letters must be on letter headed paper, and the invoice address must be within the UK.

During the early part of your first semester the university will issue an electronic statement to your university email account which will confirm the fees being charged and indicate that payment is expected. Please check that you are being charged the correct fee for the programme being studied and report any problems to staff in the Student Administration area of your local LRC. A second statement will be issued, again to your email account, during

the following semester which will indicate any fees outstanding and detail payments made.

It is a student's responsibility to check these statements and draw our attention to any errors or omissions. The primary purpose of these statements is to ensure that we are managing individual student accounts accurately. We will deal quickly with any matters reported to us via the Student Administration area of your local LRC.

The University expects full payment of any outstanding fees within 30 days of statement issue unless arrangements have been made to pay by instalments. Students are strongly advised to arrange an instalment plan at the beginning of their programme or year of study as flexibility is limited as the academic year progresses. The University will treat any outstanding balances that are not subject to an instalment agreement as being a formal debt and may impose sanctions in such circumstances. Such sanctions may include the withdrawal of library lending facilities, removal of access to our IT network, the withholding of transcripts, and ultimately withdrawal from your programme. The University will not issue certificates to any student who continues to be in debt to the institution at the end of their programme. In extreme cases the University will pursue

outstanding debts through the courts.

For further information regarding student fees, please contact staff in the Student Administration area of your local LRC or go to: www.ljmu.ac.uk/student-services/fees.

Fee Payments-International Students

There are different regulations in place for international students.

50% of the annual fee must be paid at or before enrolment, and the full balance within four months of the beginning of the programme. There are no exceptions to this policy.

Owing to visa restrictions, international students are not eligible for any financial assistance towards tuition fees from the University. It is assumed that international students enrolling on a University programme are in a position to pay the full cost of the fees, and to be able to cover the costs of living in Liverpool for the duration of their programme.

UKBA

The University is required by law to notify the UK Border Agency if any international students do not meet their obligations regarding non fee payment and non attendance of the University.



programme matters

Programmes and modules

Every student will be enrolled upon an 'award programme'. This shows what award you are aiming to achieve - your target award - and therefore what core modules you will study and what range of option modules you should be offered. It is good practice to check both your target award and your module choices regularly. If, for any reason, your module choices listed on the University database are not as you expect, then report this to your academic tutor and the Student Administration Area of the LRC immediately.

It is essential that you select modules that will contribute to the attainment of your target award, and that any changes you make to your initial selection of modules does not invalidate your award. If you want to change your selected modules, you should complete a 'Module Amendment Form', obtainable from your local LRC, and then ask your

programme leader to sign it. The programme leader will check that you have selected only valid modules, and that you have not invalidated your target award.

The construction of the examination timetable begins in week three of the academic year, so you are not permitted to change your modules after the second week. You will be given an examination timetable based upon the modules for which you are registered, and you will be expected to take these examinations.

It is your responsibility to manage your programme properly



Programmes

Most students at the University will be studying on programmes that form part of the University Modular Framework (UMF). Within the UMF it is possible to gain an award from a range that includes various certificates and diplomas through to (Honours) Degrees and postgraduate awards. The framework operates at both undergraduate and postgraduate levels.

The UMF is an example of a type of academic system called a Credit Accumulation and Transfer Scheme (CATS). Learning is presented in self-contained units called modules, each carrying a particular amount of credit at one of six levels (0,1,2,3,M & D). The objective is to build up the credits needed for a particular award. All modules are assessed separately so that students will gain the credit for passing each module as soon as it is completed. Once gained, credits cannot be lost. Credits may be used to transfer between different areas of the University and between different institutions here in the UK, in Europe and in North America.

Many students will have chosen to take a specific subject which consists of a clearly defined collection of modules leading towards an eventual qualification, e.g. a degree. One feature of the framework is that it may be

possible for students to defer choice of the final area of study, by choosing two subjects initially. Two-subject entry allows students to study for single, joint or combined honours degree awards. The modules that we offer can be taken at a pace to suit students' needs.

Whilst the majority of students are studying full time with us, a substantial number attend on a part time basis which fits in with their work or home commitments. The UMF allows students to switch between full and part-time modes of study varying the intensity of their study to take account of their changing circumstances. Many students entering the UMF will have left school or college several years before joining the University, and gained experience relevant to their programme through paid work or other activities. The UMF offers the possibility for such students to gain credit for their learning experience between leaving school and entering the University, and such credit can contribute to the total needed for an award.

Modules

A module is a self-contained unit of learning. The expected result of undertaking a module is set out as a number of learning outcomes, which define the level of study and the number of credits to be gained. These



learning outcomes are described in terms of a series of achievements.

Having devised the learning outcomes, the lecturers concerned with the module will have decided on a suitable way of making sure that the outcomes can be achieved. Usually this involves formal teaching such as lectures, seminars, practical sessions, tutorials and fieldwork, but will also normally include elements of less formal learning carried out by students working independently or in small groups. When students examine module proformas they will find the type of teaching described in terms of "Delivery", ie the number of hours scheduled for lectures and so on. The breakdown of delivery hours will differ between modules, partly as a result of different amounts of learning expected of them and also because some subjects require a higher amount of formal contact between staff and students than others.

Within the UMF all learning activity on each module is assessed. Thus students can expect to be asked to present coursework in the form of assignments, practical reports, study portfolios and so on, as well as to sit examinations. In this way we attempt to establish whether or not students have achieved the required learning outcomes for that module.

Modules come in a variety of credit sizes, and may be delivered either over the full academic year or half-yearly.

Each module is managed by a Module Leader who, with his/her colleagues has devised the learning outcomes, how they will be assessed, and the method of. Students should consult the Module Leader if they require more information about how the module is to be organised, or are unclear about anything related to the module.

Types of modules

A module is put into one of two categories (Core or Option) according to its specific function. Thus a module that is core for one named route can be classified as an option for another named award. From this, you can see that there will sometimes be students from a variety of backgrounds taking a module at the same time.

Within each named award modules are classified according to their function:

Core modules are those that are compulsory for a named award. They must be studied and passed in order to proceed to the subsequent level of the award programme.

Option modules are those that come from

within a prescribed range, specific to a named award, but where there is an element of choice. Thus, for example, a student taking Applied Biology at Level 2 will find some modules are core and must be taken, while others are option modules and s/he must choose a certain number from the list available. In many named awards the proportion of option modules within the prescribed area increases as students progress through the levels.

Credit

Each module carries a particular amount of credit. Most undergraduate modules carry 12, 24 or 36 credits, although a few modules differ from this. Students will gain the credits from a module if they pass the required assessments. Usually, the outcome(s) of assessment(s) are summarised as a module mark but, particularly in some introductory modules, the assessment may be recorded as a module grade (e.g. pass or fail).

Modules are organised by level, and to complete each of the three levels of an honours degree programme, students must pass sufficient modules to acquire 120 credits per level. Progression from level to level is governed by the acquisition of sufficient credits.

It is important to note that there is no such thing as "good credit" or "poor credit". That is, students gain the credit associated with a module whether they receive a minimum pass mark (40%) or an excellent pass mark (e.g. 80%). If students are studying for an award, the quality of their performance (as measured by the module mark) will be taken into account to decide whether to grant a distinction or, in the case of the honours degree, to decide on the classification.

Key information relating to your programme of study is found in the following documents. It is the responsibility of each student to collect these documents and to retain those that they may require later - for example, to show to a prospective employer, or to support a claim for exemption from certain professional examinations. If these documents get lost or mislaid, then the University may be able to replace them, but the University reserves the right to charge for the replacement. The charge depends upon the amount of work involved in locating and assembling the documentation.

programme handbooks

This is an important document that you will find either in electronic form on Blackboard, or in hardcopy form presented to you at the start of the programme. The document will cover at least the following:

- The structure of the School and/or Faculty running your programme and the responsibilities of the committees concerned with student issues
- Where students' representatives can play a role within the School
- Essential procedures - such as where and how to submit completed coursework, how to register ill-health or difficult circumstances that are affecting your studies etc.
- Who does what within your School and/or Faculty
- Where to go for help
- The structure of the programme - what modules must be studied in order to achieve your target award, and what option choices are available
- Module registration and the process for checking and/or validating your registration
- Assessment strategy - including how marks get transferred to grades, and what those grades signify - for example, what a 2.1 implies in terms of knowledge, skill, grasp of theoretical structure, etc.
- The penalties imposed for the late submission of coursework
- The role of Module and Programme Assessment Boards
- The reporting of assessment outcomes
- The date on which results will be published
- Your teaching timetable
- Where to obtain detailed information on module content

module handbooks

For each module you study you should be told:

- The syllabus that will be covered
- How it will be taught - lectures, seminars, laboratory work, etc.
- What you will be expected to do - attend lectures, prepare for a seminar or laboratory class, participate in discussions, complete coursework, etc-and how long you should spend doing it as a bare minimum
- The books and journals that you should read in order to keep up with the teaching
- How to contact your tutors
- How the module will be assessed and when the various items of assessment must be completed

assessment regulations

The purpose of assessment is to enable students to demonstrate that they have fulfilled the objectives of their programme of study, and achieved the standard required for the award they seek. The University's programmes of study are subject to specific regulations, which set out what is expected of both examiners and students. The aim is to establish a fair framework for all assessment activities.

The vast majority of University programmes fall within the University Modular Framework (UMF) and they are covered by the Assessment Regulations set out in the main University documentation. These are available on the University website and there are paper copies in the Learning Resource

Centres. For programmes of study that lie outside the University Modular Framework, the relevant Assessment Regulations are set out in the programme documentation. Additionally, certain UMF programmes comprise approved variations from the UMF regulations – your tutors should give these Programme Assessment Regulations to you.

The Regulations cover issues including:

- The role and responsibilities of Assessment Boards, including mitigation, illness, absence from examinations
- The possible grounds for appeal against the outcome of assessment
- Progression, level completion and referral

- Academic impropriety (cheating, collusion, plagiarism etc)
- Rules for the conduct and invigilation of written examinations
- Acceptable arrangements for the assessment of students with known disabilities
- Granting of awards and the classification for degrees with honours

Copies of the Assessment Regulations are available for consultation in the School/Campus Offices and Learning Resource Centres. They can also be accessed on the University website via any networked computer. See www.ljmu.ac.uk/umf

The University assumes that all students will have consulted the relevant set of regulations before they sit their first formal examination. It is important to note that at LJMU your progress will be considered by two Assessment Boards, a Module Assessment Board (MAB), and a Programme Assessment Board (PAB).

Module Assessment Boards consider the marks recorded in particular modules. The job of the MAB is to ensure that the marks are correct, that assessment grading is consistent between the different tutors working on that module, and that marking standards across the modules on a particular

programme are broadly similar. The outcomes of the MAB are reported to students via their personal record of all modules studied, which includes the mark(s) attained and the credit awarded. After each MAB the relevant student records are updated.

Programme Assessment Boards consider the overall performance of each student, recommending final awards or determining progress to subsequent levels of study. The outcomes of the PAB are reported to students in the form of a letter. For most students the letter will either confirm their right to progress to the next level of study, or set out precisely what must be achieved before progress can be agreed.

Academic staff will explain more fully the workings of the different Assessment Boards, and help you to understand the information available via your personal record. Academic staff will also explain the assessment strategy that characterises your programme, pointing out the balance between coursework, and the different purposes of the various assessment tasks you will be expected to complete. The University's Assessment Resources which set out the various assessment policies and procedures that help to determine the character of our assessment activities can be found at: <http://www.ljmu.ac.uk/lid/ltweb/84070.htm>

academic support

During your time at university, there may be periods when you need assistance with certain areas of your academic studies. It is important to remember that staff are here to help and that everyone wants you to get the best result possible.

There will be a number of staff within your School whom you can approach if you have concerns about the course, your performance or personal difficulties. If your concerns relate to a particular module or area of study then the first stop should be the module tutor who will be able to guide you to relevant books and journals, and will be able to chat with you about general issues of concern.

If the issue is broader than just one module, it is worth talking to your personal tutor, year tutor or programme leader, as they will have a broad overview of the programme. Whether it is purely an academic problem or more of a personal problem, they will be able to help you and, if necessary, direct you to any other relevant support staff in the University.

Personal Tutor – this will be an important contact for you, so make a point of talking to them in the first couple of days - find out where their office is, what their email address is, when they are in and write their name in your handbook. Personal tutors will be able to refer you on to



any specialist help you need - they will tell you whom to talk to and where they work.

Study Support - the demands of higher-level learning can often present students with difficulties over and above the immediate demands of their studies. Some additional guidance on studying techniques and effective presentation of work, coupled with some reassurance that it is quite normal to struggle with some aspects of the course, can go a long way to making the difference between academic progress and academic struggle. If you find yourself struggling talk to your tutor or to other students-they can often be a useful source of additional support.

If you continue to struggle and have concerns about your general ability to study at HE level - you can't seem to write good enough essays, you can't get through the reading fast enough, you can't understand the 'maths' being used, you feel as though you are being left behind - then go to the Learning Resource Centre and ask to see a welfare advisor. The advisor will help you to clarify the additional support you need and then arrange for this support to be provided - via extra classes, an introduction to different strategies for learning, or some other appropriate support.

Help with using particular University resources can be found in many places - you just have to ask for assistance. There are staff in the LRCs to help you with the searches for information and with access to the technology available. There are staff in the IT suites who can help you to access information and learning materials from the web and from our 'Blackboard' system. They can also help you move material from one piece of software to another. In some of the technical areas there are technicians on hand to ensure you get the most out of the equipment available.

Disability support - Specialist study support is available for disabled students. This is arranged via the Disability Advisor (see the Student Welfare web pages or phone on 0151 231 3167/3772). To ensure that there is no delay in establishing study needs and sorting out the necessary support contact the Disability Advisor immediately and let the University know about your particular disability.



personal mitigating circumstances (PMC)

The University acknowledges that there may be occasions when a student's performance in assessment may be severely affected by unforeseen or unexpected serious personal circumstances. Such events include sudden acute illness, accidents or close personal bereavement. It may be possible to manage some short term difficulties by adjusting coursework deadlines, or by agreeing waivers for small elements of coursework but in order to put these in place you must discuss issues with your tutor at the earliest opportunity.

Where such action cannot resolve the matter, the University provides a procedure whereby students can request consideration of severe personal circumstances, in relation to their performance in assessment – the Personal Mitigating Circumstances (PMC) procedure.

The PMC procedure will not consider circumstances that arise from minor ailments such as a cold, or circumstances that arise as a result of foreseeable circumstances, such as booking a holiday

during an assessment period.

Long-term medical conditions and disabilities are normally dealt with via personal support plans and special assessment arrangements. Advice regarding this is available from School Disability Co-ordinators and the Disability Advisors in the Learning Resource Centre.

<http://www.ljmu.ac.uk/StudentServices/Welfare/60318.htm>

The PMC procedure operates to strict deadlines and you will be required to produce appropriate evidence to support your application. PMC applications are considered by a School PMC committee who will assess each case and the evidence submitted. The PMC committee will then make recommendations to the relevant Module Assessment Board. The PMC process will NOT result in any changes to marks, it can only result in the deferral of assessment until the next assessment opportunity [and then only where the module has been failed – if you have achieved a pass mark, then the mark will stand]. You should also note that normally only one deferral of assessment is permitted.

It is your responsibility to use the PMC procedure within the specified timeframe.

Further details can be found at **<http://www.ljmu.ac.uk/corporate/SPR/60399.htm>**

Exceptionally, if a scheduled event which is beyond your control (such as a date of a medical operation or Territorial Army Service for example) prevents you from attempting a module assessment event, then you, may submit an application for Deferred Consideration. Details of this procedure are available at **<http://www.ljmu.ac.uk/corporate/SPR/96678.htm>**

Staff and students are advised to refer to the LJMU University Modular Framework and Regulations (UMF) for information on the PMC Procedure. **<http://www.ljmu.ac.uk/UMF/index.htm>**

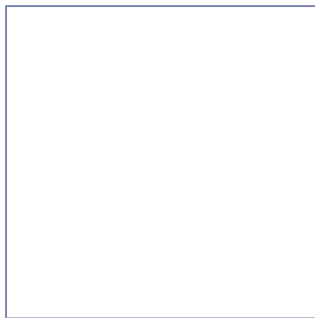
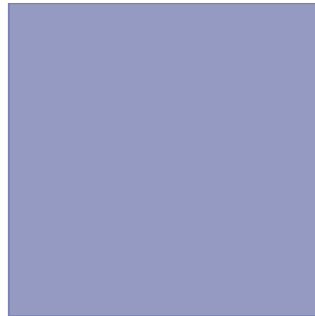
academic misconduct

Academic misconduct is defined as any case of deliberate, premeditated cheating, collusion, plagiarism or falsification of information, in an attempt to deceive and gain an unfair advantage in assessment. Assessment includes all forms of written work, designs, ideas, constructions, presentations, demonstrations, viva voces, accreditation of prior learning portfolios, in-class tests and all forms of examination. The University takes all forms of academic dishonesty very seriously and allegations of academic misconduct will be thoroughly investigated.

Where there is evidence of misconduct then the relevant Assessment Board is required to take appropriate action. This action could range from the loss of marks in the relevant module and no opportunity to retake the assessment or the failure of a set of modules. In some cases module marks are reduced to zero making it impossible to achieve your target award. Each year the University expels a number of students because of academic misconduct. The incident will remain on your student record and may be noted in any future requests for references.

The University will also, where appropriate, inform any relevant professional body. The consequences of academic misconduct can extend beyond the University and may severely impact upon your chosen profession. It is your responsibility to be aware of the University regulations with regard to good academic practice and the potential penalties that dishonesty may incur.

Further information can be found at <http://www.ljmu.ac.uk/corporate/SPR/89510.htm>



graduate achievement pack

The Graduate Achievement Pack (GAP) contains an Award Certificate, Diploma Supplement and Final Transcript. Please note that students with an award in Certificate of Professional Development will receive only an Award Certificate. The GAP confirming the successful completion of a programme of study is issued at the end of the programme and on formal approval of the award by the appropriate assessment board.

Students should be aware that the University will maintain an accessible record of students' formally moderated marks and final awards. All other documentation will be subject to the most recent iteration of LJMU's document retention and archiving policy.

The name on their final award documentation will be the name in which the student formally registered with the University. Any changes to names and/or title while a student is enrolled at the

University must be supported by appropriate documentation. Students must note that in order to safeguard the security of the award, once the award is formally conferred, names cannot be changed retrospectively.

When a GAP is posted to the student it will only be sent via recorded delivery UK and Registered Post to overseas addresses to a permanent home address. N.B. for security purposes the University will not post certificates to third parties or employers. It is therefore the responsibility of each student to ensure that the University is in possession of their up to date permanent home address details. As the GAP contains valuable documents which the University can reproduce at a charge to the student. For further information see www.ljmu.ac.uk.

Please note that Transcripts detailing modules studied and progress are also made available to students prior to the award being conferred via their Blackboard portal.



making yourself employable

When you arrive at University, the last thing you'll be thinking about is finishing your course, graduating and entering the job market. However, it's worth remembering that when that day comes you will be just one of thousands of graduates, all competing for the same jobs and the same salaries. You will need something to set you apart from the crowd and we can help you do this.

Your programme will equip you with subject knowledge, a range of research and analytic skills, and some useful personal graduate skills, but you will need to be able to recognise these skills and to align them with other work-related skills.

From day 1 you should be thinking about the following:

a) Graduate skills – what skills am I acquiring through my studies; how can I record these skills; how can I demonstrate these skills effectively etc? Your tutors and the local skills support officers should be

able to help here. There should be some Personal Development Planning (PDP) sessions to help with this, and some help in using the E-portfolio software.

b) Workplace skills – these skills usually come from activities outside the University – from work, projects, volunteering, or placement opportunities. Valuable skills can be acquired through these activities, but they need to be fully recognised and properly incorporated into your overall skills profile. Also, you can use such activities to demonstrate the effective use of skills learnt elsewhere. Contact one of the Employability Advisors, based in the Student Support Zone area of your local LRC, about the opportunities available, how they can be accessed, and how you can make most use of them to assemble the skills you require. Talk to your tutors about placement opportunities.

Look positively at working whilst a student. As long as you don't work too many hours



a week and you choose your jobs carefully, you can find a lot of useful educational experiences in the workplace. You can apply your knowledge, test out newly acquired skills, and develop key interpersonal skills – all in a way that can be demonstrated to a future employer. For more information contact Workbank

WorkBank is a commercial employment agency that works with the University to provide students with useful employment opportunities that can help them in acquiring work-place skills. Workbank try to provide better paid student jobs so that students don't have to work long hours in unsuitable conditions.

Workbank offer a range of student jobs across Merseyside – in retail, administration, postal services, secretarial, call centres, computing, translation,

marketing etc. As your skills develop more demanding opportunities can be made available. Workbank also help graduates to get their first job and a foothold in the competitive job market.

Workbank are currently located in the Haigh Building, alongside the Students' Union. Telephone **0151 231 4964**; email: **jmaguire@theworkbank.co.uk**

c) World of Work (WOW) skills – the more specialist work-related skills linked to 'self-awareness', 'organisational awareness' and 'making things happen' that are offered via the Graduate Development Centre (the GDC).

Starting Your Own Business - Student Enterprise

As a modern and forward thinking university, committed to innovation and



entrepreneurship, LJMU has the resources, expertise and enthusiasm to support students who want to get involved in enterprise.

The University itself has been the birthplace of many business start-ups and new advances have placed LJMU at the forefront of exciting developments in areas as diverse as sports, health, engineering, technology management, ICT, astrophysics and multimedia.

Each year, a growing number of students who graduate from LJMU go on to set up their own business or become self employed. If this is an idea that you have considered, Student Enterprise may be able to offer you the support and guidance needed to make the idea become a reality.

For more information about Student Enterprise contact the team on **0151 231 2244**, email: studententerprise@livjm.ac.uk or visit www.ljmu.ac.uk/enterprise/student

Socrates-Erasmus

Socrates-Erasmus gives you the opportunity to study in a European University for a period from three to ten months. There are no additional fees to pay and a 'learning agreement' gives you

recognition of your time spent abroad. The scheme is open to undergraduates and postgraduates of all disciplines. Non-language students need not worry about their linguistic ability, as there are a number of universities that offer tuition in English. If requested the LJMU Socrates-Erasmus Office can help you with language provision.

All Socrates-Erasmus students receive a grant to help with the costs of living abroad and extra money is also available through the Socrates bursary and annual essay competition.

Currently, LJMU has over 100 partnerships with other European universities to provide study placements for LJMU students. If none of these are suitable then we will attempt to open a new partnership, with the support of your tutor and School, to place you in a University that will give you the best opportunities for academic and personal growth.

Talk to your personal tutor about this during your first year

university services

Library and Student Support

Wherever you are in the University you are never very far away from a Learning Resource Centre (LRC). The LRC provides access to many services and facilities, including: Enrolment; Finance; Welfare; Counselling; IT support, Library services and all aspects of Student Administration.

When you arrive at the LRC, staff will be available to welcome you and direct and guide you to the facilities, services and resources that you require. The LRC has staff who are experts in all aspects of library and student support, and referrals to the appropriate staff will be made from 'The Hub'.

The ground floor of each LRC is known as the 'Student Support Zone' and it is here that you can find all the support and guidance you need to help you through University.

Staff are available at the service desks and around the LRC to help and advise students 7 days a week during semester time.

24 hours a day computing access is

available for LJMU students in both Aldham Roberts and Avril Roberts LRCs semester time only.

What?

What do the Learning Resource Centres offer?

Library services – expert staff are available for support including the following services

- Access to the LJMU computer network and internal and external electronic resources
- Wireless access to the University network
- Networked printing facilities
- A variety of flexible study spaces, including quiet and group study places
- Self service photocopying and sales of binding materials, etc.
- Support from expert staff in how to use library and IT facilities.
- Support from expert staff in how best to use resources for your learning, teaching and research needs.

■ Access to information:

Over 650,000 library items

Over 17,000 journals, in print and electronic format

Over 10,000 e-books

International, national and local newspapers, with back issues available on microfilm, or electronic format.

Student Support – expert staff are available for support. They will help you deal with:

■ Issues relating to grant/bursary cheques and help with dealing with the Student Loan Company. Bursary cheques will be available at the LRC nearest to your teaching building.

■ Student Finance - Payment of tuition fees, field trips, accommodation charges and APEL charges by cash, cheque or credit/debit card. Plus, advice on arrangement of direct debits or credit card mandates.

■ Financial Support - distribution/ submission of access to learning fund forms, along with all other types of bursary. Advisors are available to discuss specialist funds available.

■ Submission and processing of coursework/assignments.

■ Employability advice. Opening times for this service may vary; please check local notice boards.

■ Skill development and volunteering opportunities. Opening times for this service may vary; please check local notice boards.

■ Student Welfare - money advice, housing problems, disability advice, benefits advice, fee remissions, international student advice etc. Arranging appointments to see welfare advisors.

■ Initial access to counselling - help with personal difficulties and dealing with crises. Arranging appointments to see counselling specialists.

■ Information on University processes.

■ Council Tax – issue of council tax exemption forms if required.

■ The first point of contact for all forms of complaint - including guidance on procedural matters.

■ Advice and information on the assessment regulations, examination timetable and appeal procedures.

■ All other aspects of Student Administration.

When?

Opening Hours - Opening hours for all the LRCs can be found at <http://www.ljmu.ac.uk/lea/>

Where?

Learning Resource Centres are located at:

MOUNT PLEASANT CAMPUS

Aldham Roberts LRC
Maryland Street

CITY CAMPUS

Avril Roberts LRC
Tithebarn Street

IM MARSH CAMPUS

LRC
Barkhill Road
Aigburth

By phone

For all library, learning resources and IT enquiries, please telephone the L&SS Off Campus services on: 0151 231 3179,

Or visit the Off Campus Web site to contact us online: <http://www.ljmu.ac.uk/offcampus/index.htm>

For **Student Support queries** please telephone:

Aldham Roberts 0151 231 3333

Avril Roberts 0151 231 5805

I.M. Marsh 0151 231 5432

Student Administration Support 0151 231 3289

How?

Please note: You will need your University card to enter the LRCs and to access services such as borrowing and paying for print credits. If you do not have your card you will not be able to borrow or access services. The University card is not transferable and may be confiscated if loaned to another user. Students are not permitted to use their friends' University cards to gain access to the LRC, to borrow items or to access any other facilities.

A confiscated card may prevent your access to services so please do not lend your card for any reason.

Similarly students are not permitted to share their username or password; action may be taken under the University disciplinary code when this information has been shared.

How do you find information?

Library and Student Support provide guides on how to find information in your subject area. Printed copies are available in the LRCs or electronic versions can be found at www.ljmu.ac.uk/lea/

You can consult the library catalogue, both in a Learning Resource Centre and on the internet to find out what materials we have and link directly to online material.

LRC Regulations

Use of the Learning Resource Centres is governed by sets of regulations. These are published on the University website; library regulation may be found at www.ljmu.ac.uk/lea/ and computing on www.ljmu.ac.uk/CIS/ all students are expected to have read these regulations and to abide by them.

Finally

The LRCs are a shared resource for all students - please treat other users and staff with respect and courtesy and obey the Rules and Codes of Conduct at all times.

Whatever help you require, ask at your local Learning Resource Centre. Our

experienced teams of staff will be able to do one of the following:

- Provide you with the information you require.
- Tell you who should be able to provide the information or advice you require.
- Take a note of the enquiry and get back to you as soon as possible.
- Make an appointment for you to see a specialist advisor.

computing services

At LJMU there is an excellent provision of modern computing facilities - wherever you are you will never be far away from a networked computer. The Learning Resource Centres and Campus based computing centres all offer access to the full range of computing services.

Getting Started: Activating your computing account

To access the computing facilities, you need to activate your computing account.

After you've enrolled, visit your local Learning Resource Centre, ensuring you have your university card with you. Then, go to any of the PCs to activate your account using the User Account Wizard - a simple self-activation process. Follow the on screen instructions, and once you've accepted the terms and conditions of computer usage, your account will be activated. After a short while you will be able to logon using your own username and password.

If you're off campus, you can activate your account via the web. Go to the university student homepage at <http://www.ljmu.ac.uk/student/> and click on activate/ change password. Full instructions are given on screen to guide you through the process.

Keep your account secure

Your account is kept secure via a unique username and password. Your username allows lecturers and other students to communicate with you and is generally available through the University. However, your password should be kept private and secure - don't use obvious things like your telephone number, postcode etc, but do make it memorable. For security reasons, your password automatically expires after a predetermined time. You will be warned of this beforehand, and have the opportunity to change it. You can change your password on campus via any of the networked PCs or from off campus via activate/change password on the Student Homepage.

It is a disciplinary offence to use another person's computing account.

Please note: Liverpool John Moores University will NEVER ask you to send your username, password or other personal information via email. If you receive an email that claims to be from LJMU asking for these details DO NOT RESPOND, and please report the email to your local learning resource centre.

You should NEVER tell anyone your password.

What's available after I've activated my account?

Once your account is activated, you will be able to access the full range of computing resources available, including:

Virtual purse (ViP) account

Your Virtual Purse (ViP) is used as a convenient method of paying your library fees, printing and photocopying costs. It can be topped up online using a credit or debit card, or alternatively using a cash loading machine, located in numerous places across the university. Further information on the Virtual Purse is available at <http://www.ljmu.ac.uk/virtualpurse>

Networked PCs and applications

We provide a large number of publicly accessible, modern PCs for use by all registered computer users. Connected to the university network, and running Windows XP, they include the Microsoft Office 2007 suite of applications, together with over 500 subject specific software packages, and a fast internet connection. Most PCs have readily accessible USB sockets into which you can plug "memory sticks", whilst selected machines offer CD writing facilities.

University email account

When your computing account is activated,

you automatically get an LJMU email address which will allow you to send and receive information both within and outside of the university. Your LJMU email account will be used to contact you throughout your time at the university and you are expected to check it on a regular basis. *Please note: We do not send official communications or forward messages on to 3rd party email accounts such as Hotmail.*

Personal Filestore (M Drive)

The Personal Filestore facility, also called the M Drive is a secure area on the network to which you can save your work. It is available from any networked PC, and also from off campus, and as CIS regularly back the files up, we strongly recommend you save work to your Personal File Store (M Drive).

The LJMU website

The university has its own web site, available at <http://www.ljmu.ac.uk/student/> Each school and university department has its own area on the site, and is the primary medium for information, news, reference documents etc.

Please note that to access some university pages you may be asked to enter your username and password. If you are accessing them off campus, you'll need to type users\ before your username.



Network printing

Every networked PC has access to self service networked black and white or colour laser printers located within the LRCs, and most computing centres. Printouts are obtained using a "tap and print" method – send your job to print, then, when you're ready, simply tap your university card on the printer card reader and choose the jobs to print. The cost of each page printed is then automatically deducted from your virtual purse account. You must have sufficient funds in your virtual purse to print.

Further information is available from the Printing, Copying and Scanning section of the help with computers website at <http://www.ljmu.ac.uk/cis/printing/> - alternatively your local LRC will be able to give further advice.

Blackboard

(<http://blackboard.ljmu.ac.uk>)

Blackboard is the LJMU Virtual Learning Environment (VLE). It provides access to support materials, module assignments etc for most courses taught at the university. You can also use Blackboard to build up your ePortfolio, and in some cases to submit coursework online. To log into Blackboard on campus, click on the Blackboard icon on

the Windows desktop. Off campus, Blackboard is accessible via the link on the Student homepage or alternatively using the Off campus applications service. Access to further information on Blackboard is available from the log in page.

Where can I find all these resources?

The most popular location for computer access is your local Learning Resource Centre (LRC) - check the Library and Student Support website at <http://www.ljmu.ac.uk/lea/> for full details of opening hours. There are also a number of School based Computing Centres intended to cater for the computing needs of academic users of individual schools.

Working from Off Campus

Via an internet enabled PC, a number of services are available off campus, including the university website, Blackboard, your LJMU email account, access to your Personal File Store and a limited number of networked applications, such as Microsoft Office, using the Off Campus Applications service.

For full details of what's available, and how to access it, go to the Off Campus pages on the website at <http://www.ljmu.ac.uk/offcampus/>



Wireless networking

There are a number of wireless access points throughout the university. Using your wi-fi enabled laptop, you are able to connect to the internet, check your email, log into Blackboard or the off campus applications service, access your M drive and send documents to print on university printers.

To find out more, go to <http://www.ljmu.ac.uk/cis/connectLJMU/> and click the Wireless access points link.

Find out more

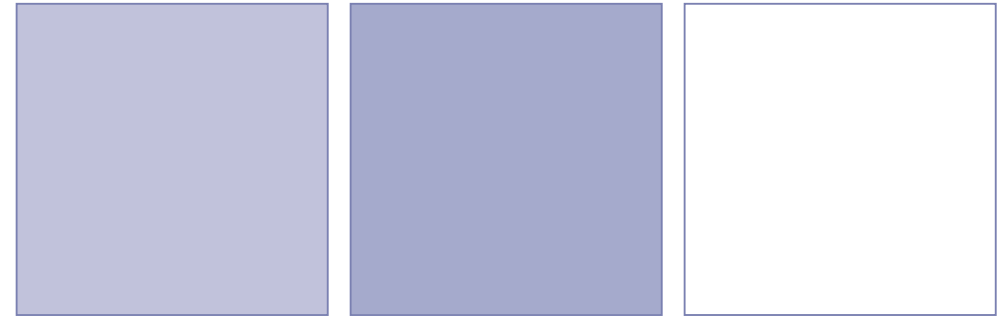
For the latest news, information and announcements on the computing services at LJMU, visit the help with computers pages at <http://www.ljmu.ac.uk/cis> These webpages are regularly updated to provide the latest information, news and announcements, together with useful links to free software and useful advice.

security

The University runs a 24-hour uniformed security service across all campus sites. If you see or hear anything suspicious or are concerned about your own personal safety whilst in or around a University building then telephone the University Emergency Line on 2222 from any University phone or 231 2222 from outside the University. A security officer will be immediately dispatched to investigate the situation or provide assistance as necessary. If you require advice or guidance on any security related matters then contact Security Services on 231 2556.

The University also employs a campus police officer, Stephen Alman from Merseyside Police. Steve is available for any student related problems.

Failure to comply with parking regulations may lead to vehicles being wheel clamped, for which a release fee will be charged. A copy of the Parking Regulations is obtainable from Security Services on the above number.



welfare services

LJMU offers a wide range of advice and guidance services to students of the University – both current and prospective. These include advice on accommodation, money management and welfare benefits. We can also advise students about eligibility for student funding such as grants, loans, childcare and bursaries.

We will offer support and guidance to international students including information regarding student visas.

The university employs dedicated,

experienced staff to assist and advise disabled students and to ensure access to the most relevant services and support. We can advise students on all disability related matters including applying for the Disabled Students Allowance (DSA) and assisting students through the process.

Details of the support available can be found in the guide to 'student life', and on the web site at <http://www.ljmu.ac.uk/student-services/welfare/index.htm>

getting involved

Liverpool students' union

Liverpool Students' Union is based in the Haigh Building, which is located in the Mount Pleasant Campus. It also has shops and bars all over the University.

LSU is run by a student based Executive Committee, with over 50 staff, who help them to look after the LJMU student community, a demanding role. The Executive Committee members are elected by LJMU students each spring. Four of the fifteen Exec members then take a year away from their studies to become Sabbatical Officers who are paid to work full time at the Union.

The main role of this team is to ensure that LJMU students get the best deal at all times. The President leads a team of three Vice Presidents who take responsibility for Education and Democracy, Activities and Participation, Welfare and Equal Opportunities. So if you need any of us, we can be found on the second floor of the Haigh Building. Come and find us!

LSU has representation on all of the University's decision-making committees, so students really can influence the way LJMU develops and operates. This involvement means that all matters of concern are given a voice in LJMU and that all students' needs are addressed.

The Students' Union maintains a network of active members who cover all LJMU's teaching buildings. General issues affecting their site can be brought to the attention of the University and Students' Union.

School committees

All Schools have at least one committee that is concerned with academic policy. Such committees deal with matters ranging from those modules to be offered, through assessment strategy and study issues (placements, field courses, library resources etc); to the support services offered on the relevant site. There should be student representatives on the committees, representatives drawn from all the programmes offered by the School

concerned. These reps are responsible for raising issues that concern the students.

Thus, you should:

- Find out who are your Course Reps
- Find out when the committee meets and what is on the agenda
- Raise issues with your rep
- Volunteer to be a Course Rep (free coffee and biscuits!)

Course Representatives are perhaps the most important cog in the representation network. Course Reps are the first point of contact for students wishing to raise concerns or opinions about their education or the University. The Course Rep is expected to be the voice, eyes and ears for the students in his or her group and should try to assist in remedying problems on their behalf.

Course Reps are offered training by LSU in which they will learn more about their role and how to deal with it. This training will help Reps to perform their job effectively for the year as well as providing the Reps with invaluable skills that will certainly enhance their CV. Information about Course Reps can be obtained from your lecturer, School Office or the Vice President (Academic Affairs) at LSU. Alternatively, you

can click on www.l-s-u.com - 'Get Involved' then 'Course Reps' for more info.

Annual student survey

Every year the University organises a University-wide survey of all its students. Questionnaires are distributed either electronically or in hard copy and you are asked to spend about 10 minutes responding to a range of questions about the services provided by LJMU.

The results of the survey are published before the end of the second semester.

The University and the University Governing Body do take note of what students report, and effort is made to respond to concerns and problems - for example feedback from students has led to improvements in the open-access PCs and increased spending on books for the Learning Resource Centres. For further details see: www.ljmu.ac.uk/quality/SURVEYS/Welcome.htm

glossary of terms

Every large organisation uses its own jargon, which can be confusing. Listed below are some of the acronyms and phrases most commonly used around the University and which you may come across in your first few weeks. The list is not exhaustive but you can find a more comprehensive list on the LJMU website at: www.ljmu.ac.uk/umf/ug/gloss.htm

APEL Accreditation of prior experiential learning

Compensation

The procedure whereby the Programme Assessment Boards may award credit for failed modules, provided specific criteria have been met regarding the nature of the fail and the overall performance

Core Modules

Core modules are the compulsory components of the award programme for which a pass mark is required in order to achieve the named award

Deferral

A student may be granted a deferral of assessment if her/his personal circumstances are such that s/he is unable, for valid reasons, to complete the assessment at the normal time. The appropriate forum for consideration of deferrals is the Module Assessment Board.

DSA Disabled Students Allowance

LA Local Authority

LRC Learning Resource Centre



LSU Liverpool Students' Union

MAB Module Assessment Board (exam board)

PAB Programme Assessment Board (exam board)

PMCs Personal Mitigating Circumstances

QAA Quality Assurance Agency

Referral

Where a student has not successfully achieved the learning outcomes of a module at the first attempt, they are deemed to have been referred and then have the opportunity to be assessed again at a later date - to take a referral. Whatever the mark achieved in the referral assessment, the student is awarded a maximum of 40%, or the minimum pass mark; the module is graded pass/fail. Students are entitled to only one referral opportunity for each registered module, at all levels.

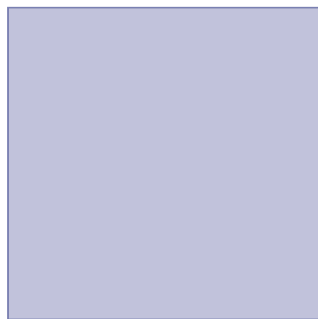
SLC Student Loans Company

UMF University Modular Framework (Assessment Regulations)



The University reserves the right to cancel, suspend or modify in any way the matters contained in this document.

Liverpool John Moores University undertakes to take all reasonable steps to provide the teaching, examination, assessment and other educational services set out in its prospectus and course information leaflets, etc. It does not, however, guarantee the provision of such services. Should industrial action or other circumstances beyond the reasonable control of the University interfere with its ability to provide educational services, the University undertakes to use all reasonable steps to minimise the resultant disruption to those services.



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