

some **important** “things to remember”

This guide is intended to give you all the information you need in order to survive at LJMU. You may never need to use our services – however, please read this guide carefully, so that should a situation arise you know where to go to receive the help and advice that will guide you through any tricky situations.

Many students feel uncertain and anxious about starting at university. You may be plagued by thoughts such as ‘How will I cope with lectures and tutorials?’, ‘What happens if my money doesn’t arrive in time for the beginning of the semester?’

This guide is intended to help you get to grips with university life and will tell you where you can find help and how you can make the best use of the help available.

remember...

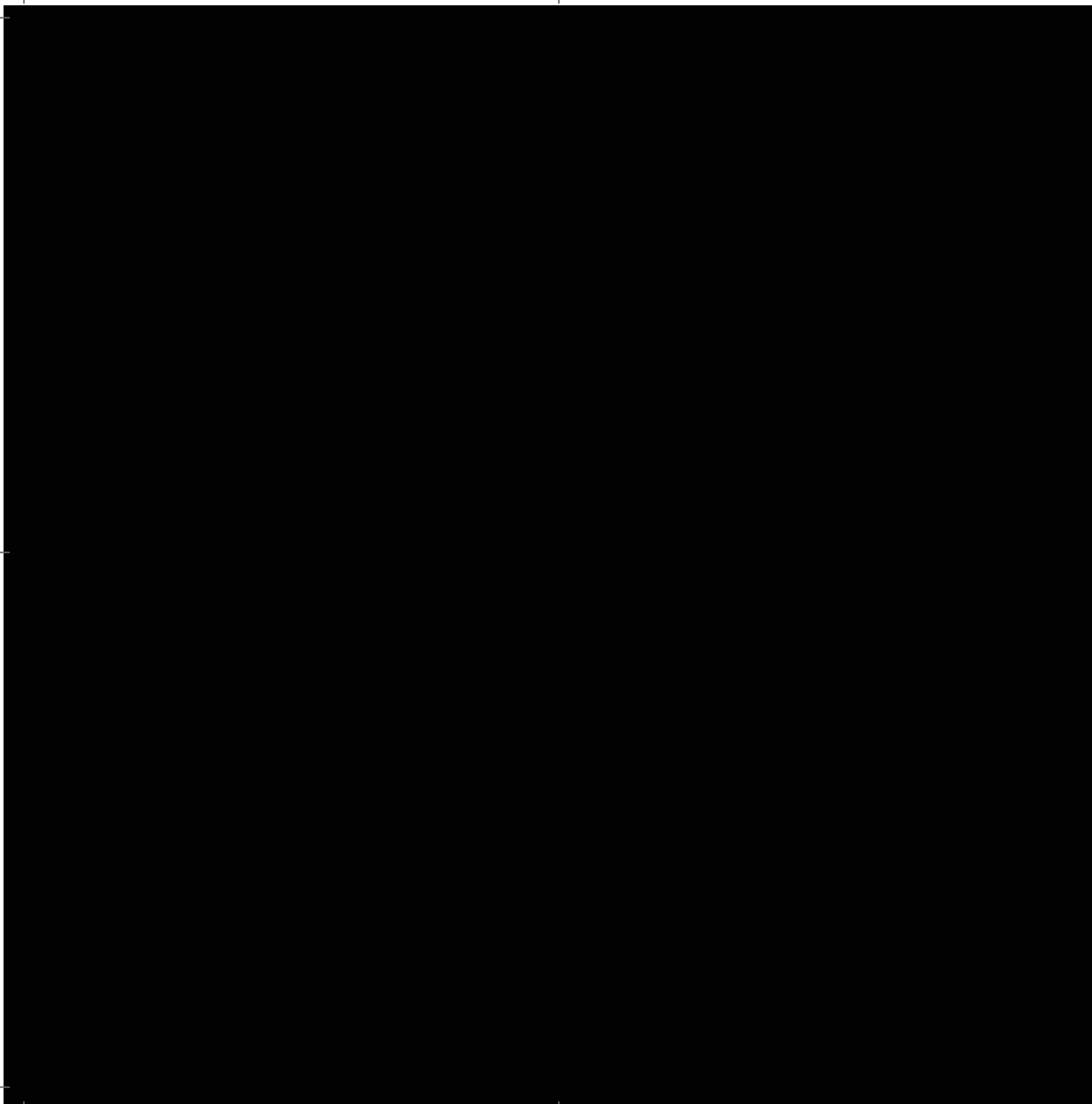
...you are not alone. It’s not just you that feels this way. This guide contains details of staff that you can talk to and who can help you to resolve problems. The University employs specialist staff for a purpose – so use them!

remember...

...you won’t be expected to know everything immediately. Staff at LJMU can help you to expand your knowledge and become an independent learner.

remember...

...there is help available – there are many sources of help and support. You just need to know where to find them and how to use them.



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your first week at university

If you take time to plan your first week this can often reduce the stresses you may experience

Enrolment

Before you arrive at LJMU you will be sent out various pieces of information including an enrolment pack. Contained in this pack will be the date, time and location of your enrolment. It is essential that you attend this enrolment appointment. If for any reason you cannot attend you should contact the University to request a different appointment. At enrolment you will receive your student card, a Council Tax exemption certificate, University information and you will be registered for your programme of study.

If you are going to live in student accommodation you will have been sent separate information regarding the start date of your contract. You should not arrive prior to this date, as your room may not be ready.

Induction

Week one of your programme is Induction week. During this week you will receive your timetable, programme information, and meet the academic staff and the other students on the course.

It is very important to attend your induction sessions. Studies have found that students who fail to attend their induction sessions are often the most likely to drop out of university in the first year.

In the first week of the semester you will be required to attend an induction at the Learning Resource Centre. You will be

given your University username and instructions on how to log on to the University computer system and email account. You must activate your email account as soon as possible after arrival at University as you will be required, at various times in the academic year, to confirm your attendance. This will also ensure you receive any University bursaries you may be entitled to. Your programme team will also use your LJMU email to communicate with you throughout the year.

“Welcome Week”

When you enrol at University you automatically become a member of the National Union of Students (NUS) and the Liverpool Students' Union (LSU). You can purchase an NUS Extra card for £10, which entitles you to entry to any Student Union in the UK. Many shops, cinemas and restaurants offer discounts to holders of an NUS card.

The first week is known as “Welcome Week” and the Students' Union organises various events throughout the week to introduce you to the social aspects of university life. Welcome Week is a series of events that are attended by members of the Student Union clubs and societies. You have the opportunity to join or find out information about the activities. Many local clubs and bars also attend and will give out discounts and advertise forthcoming events.

Finally, we strongly advise you to bring along a small sum of money for the first week of the semester in order that you can join in with any activities that may be organised.

a home from home

TV Licence

Each individual room in student accommodation is a separately occupied place. This means that if you are using a TV in your own room you will need a TV licence of your own.

A valid TV licence is required if you use a TV, or television receiving equipment such as video recorders, set-top boxes or PCs with broadcast cards. A valid licence is required if a computer is being used to receive streamed data online - live and fed in real-time - of programmes included in a television broadcasting service. (Real-time is defined as viewing programmes at virtually the same time as they are broadcast conventionally). However, any clip or programme accessed via a PC through non-live transmission, such as video-on-demand, is not required to be covered by a valid TV licence.

If you are going to be sharing a house with other students, a shared tenancy agreement will normally mean only one TV licence is needed for the entire household. This is regardless of the number of TV sets in the house. A separate tenancy agreement would mean that you will need your own TV licence if you have a TV in your room. Only one licence is required if the only TV in the house being used, is in a communal area.

A TV set powered by its own internal batteries - a pocket sized TV or a mobile phone for example - may be covered by a licence at your parents' address. However, you must not install the device (plug it into the mains) when using it to receive television. If there is no TV licence at your parents' address, you will need to obtain one to watch TV in this way.

For further information check out:
www.tvlicensing.co.uk/information/students.jsp

Student accommodation at LJMU has never been better or more convenient. Forget paying for meals you don't want or having to walk miles to get to class - or even sharing a bathroom. LJMU offers high quality accommodation close to all our main teaching buildings, most of which feature private en-suite bathrooms. All our accommodation is self-catering - so you should find the time to learn to cook before you get here.

The cost of student accommodation in Liverpool ranges from around £50 per week for a bedroom in a good private house in the suburbs to as much as £95 per week for an en-suite bedroom in one of the large purpose-built accommodation blocks in the city-centre.

All new LJMU students are strongly advised to take a room in one of these city-centre blocks in their first year, and everyone who requests a room is guaranteed to get one. In later years you can choose to rent a private house or flat instead if you prefer. Liverpool Student Homes (LSH) should be the first place you use to look, since it is owned and run by the three Liverpool universities. The LSH website lists thousands of properties, all of which meet the requirements of the LSH Code of Practice - see www.ljmu.ac.uk/lsh for more information.

All new students (and most later year students) living in city-centre accommodation can pay their rent in three equal instalments, which coincide with the receipt of funding from the Student Loan Company. Once these are paid you will know how much money you have to live on, which should help with budgeting. Don't forget that utility bills are usually extra in private houses but included in rents of most city-centre accommodation. Many sites now also offer a free broadband connection in your bedroom.

In the event of any problem with your accommodation, your first point of contact should be the staff on-site or your landlord if you are living in a private house or flat. If the problem is not resolved or if you are worried about anything, please contact the LJMU Accommodation Office or Student Welfare departments - contact details for both can be found at the back of this booklet.

staying safe



The University wants to help you stay safe during your time at LJMU and living in the city of Liverpool. For these reasons, LJMU employs dedicated security staff and we have our own police officer.

Uniformed Security staff are available 24 hours a day across all the campus sites. If you see or hear anything suspicious or are concerned about your own personal safety, or that of your friends, then telephone the **University Emergency number on 2222** from any University phone or **231 2222** from outside the University.

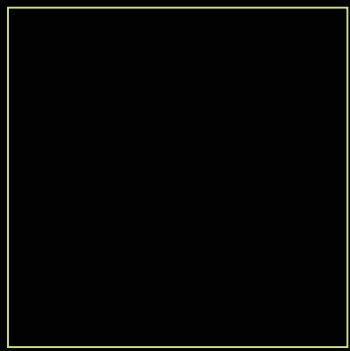
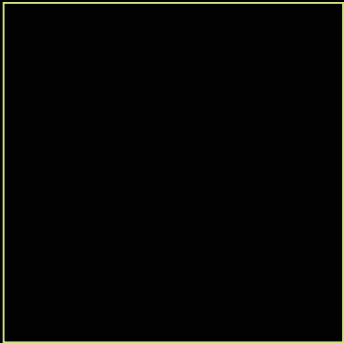
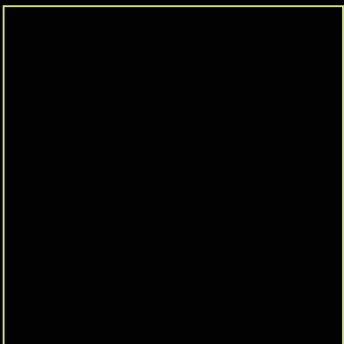
In addition to security staff, the University Police Officer is also available to help with any student related problems and regularly holds drop in sessions around the campus sites. The aim of the Police Officer is to help to reduce incidents of crime and anti-social behaviour in and around the University, whilst helping to build positive relationships between the students, staff and local community.

The post was created in conjunction with Merseyside Police and the University's police officer, PC Steve Alman wants to provide a friendly and approachable point of contact for students so that he can help from a position of trust. If you wish to contact Steve over any issue then call the **University Security department on 231 2556** and they will put you in touch with him.

Here are a few simple tips from PC Steve Alman for keeping you safe whilst you are out and about

- Be alert and aware of your surroundings
- Avoid short cuts and alleyways, keep to well lit main roads
- Always carry your laptop in an anonymous bag like a rucksack
- Use your mobile discretely and safely
- Use cashpoints during the day or go with a friend if you can
- Don't be flash with your cash; only take out what you need
- Leave venues with friends whenever possible
- Walk confidently – plan your route ahead of time
- If you are returning late at night, walk in a group or use public transport
- Do NOT use unlicensed taxis – ring a reputable firm or use a hackney.

In conjunction with PC Steve Alman, there are also mechanisms in place for students wanting to tell the University about any concerns they have. If you are concerned about anything or anyone either within LJMU or connected to the university, then email **studentconcerns@ljmu.ac.uk**



student health

If this is the first time that you have lived away from home, it is really important to look after your own physical and mental health. It is all about maintaining a balance between the pressures of student life, studying and social activities.

The University provides 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.

Student Medical Services

The University's Student Medical Services Team aims to provide students with access to health care at convenient times. Student Medical Services is based at the Iain Newman Centre (IM Marsh). As well as providing care whilst you are unwell, the staff at the Iain Newman Medical Centre can provide advice on aspects of healthy living and health promotion; contraception and cervical smear tests; medicals for sporting activities, and vaccinations and immunisations.

Physiotherapy and sports injury clinics are available at the Iain Newman Centre at IM Marsh. The IM Marsh centre is open throughout the academic year. Further details may be found on the Student Medical Services website: www.ljmu.ac.uk/Medical/index.htm

Occupational Health Unit

The Occupational Health Unit's primary role is to look at how the 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 referrals for certain student groups, for example Student Nurses and other healthcare students, student teachers and biomolecular students.

The Occupational Health Unit is based at the Charlie Robertson Medical centre on Mount Pleasant and is open throughout the academic year. Further details may be found on the Occupational Health Unit website: www.ljmu.ac.uk/OccupationalHealth/91051.htm

Remember, all students from outside the area are strongly advised to register with a local GP to provide healthcare should the need arise during their stay in Liverpool. You can find a GP in your area by logging on to www.nhsdirect.co.uk, by ringing **0845 46 47**, or by viewing the Student Medical Services website.

Dental Treatment

As well as registering with a Doctor on arrival in Liverpool, you can also use the NHS Direct website to find and register with a dentist. Don't wait until you are up all night with a toothache! There are lots of dentists in and around the city centre – check out the Yellow pages for those near to where you are living.

In an emergency, please remember that GPs and casualty departments are unable to do dental work. If you are not registered with a dentist, in an emergency call **NHS Direct on 0845 46 47**.

Paying for Prescriptions, Opticians and Dental Treatment*

As a student you may be entitled to full or partial exemption (on the grounds of low income) from prescription, dental and optical charges. With prescriptions you will either qualify for full exemption or no exemption. To claim exemption, complete a HC1 application, which is available from Student Welfare Services, GP or dentist surgery.

If you have already paid for treatment, it is possible to claim a refund within 3 months with form HC5, which is also available from Student Welfare Services. If you regularly have to pay prescription charges (i.e. for more than 5 prescriptions in 4 months) it will be more cost effective to use a pre-payment certificate.

Illness and University

If you are ill and unable to attend University, please inform your tutor as soon as possible. If you are unwell during your course and this is likely to have a detrimental effect on your work or ability to complete your work in time, please contact Student Welfare Services, as staff can help with personal mitigating circumstances, extensions etc.

Mental Health and Wellbeing

Mental health is equally as important as physical health and staff at LJMU are committed to helping you remain healthy – both mentally and physically – throughout your time at university. The University understands that mental health is an issue for everyone, as the mental health of a person fluctuates depending on life events and personal wellbeing. In life we all experience ups and downs and that's no different for students. Most of the time we can manage what life throws at us but sometimes, for all sorts of reasons, things can just get too much and we find ourselves struggling to cope. We all respond differently to different situations – that's what makes us unique.

Research suggests that as many as 1 in 4 students are likely to experience mental health problems at some point in their academic career. Many of these may become distressed for the first time at University. LJMU also acknowledges that the majority of people who experience mental health difficulties can get over them or learn to live with them especially if they access support at an early stage.

The University has a Mental Health worker to support students and a Mental Health Policy, which outlines the support and assistance that students experiencing mental health issues can access. Further information is available at www.ljmu.ac.uk/student-services/welfare/67544.htm

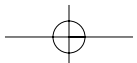
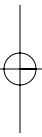
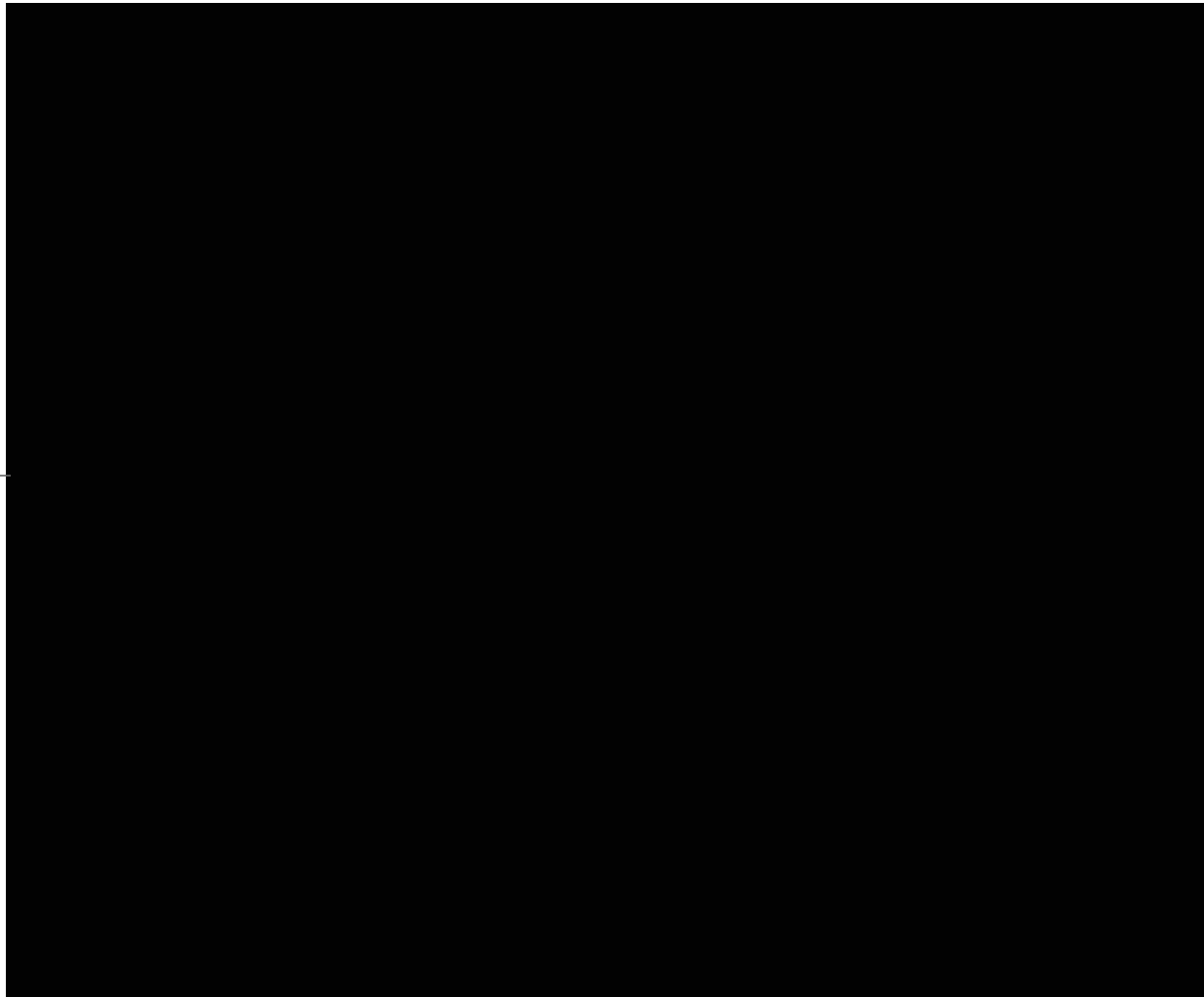
** Please note, that prescription, optical and dental charges are normally FREE up until your 19th birthday*

Health and Wellbeing

- **Get enough sleep** – Most students need 8 hours a night sleep. Restful sleep helps learning, memory, immunity and mood. Try to get to bed at a regular hour.
- **Eat healthily** – Food is fuel for the brain and body, whether you're grabbing a quick bite on the run or preparing a meal, there are lots of healthy options available.
- **Exercise** – It's a great way to relieve stress, socialise and feel good about yourself. The IM Marsh campus has a gym and a pool if you are feeling energetic but even a brisk walk to town or around the park will help.
- **Think about your lifestyle** – If you choose to drink think about safety, alternate alcoholic drinks with water or non-alcoholic beverages. Eat before you go out. Don't mix alcohol with other drugs, even over the counter ones.
- **Get immunised** – You're around a lot of people and infections can spread quickly. Make sure you've had required immunisations before you come to University. Talk to your GP if you think you're missing any shots.
- **Have fun and socialise** – Life is about balance. Meet new people. Join a club. Stretch yourself to experience new things.
- **Ask for help** – We all get overwhelmed at times, If you're feeling down, stressed, homesick or wonder where your life is going, talk to a friend or tutor, or contact the Counselling or Welfare staff.

Remember a healthy lifestyle is all about forming healthy habits. A healthy lifestyle is just that – if you can make a habit of, and develop a style of living, which is healthy, you've given yourself a great headstart.

LJMU has experienced staff who are able to help and support you to ensure that your health (both mental and physical) remains good. Please use the Counselling service, the Mental Health worker, the Welfare Advice team or the Student Medical staff if you have any concerns (however small). Problems dealt with early on are usually easily resolved and you will be able to continue studying without the additional pressures of worry and stress.



money and how to get hold of it

This section is designed to explain which Government or other funding you may be eligible for and what additional support is available so that you can enjoy and benefit from your time at university.

The cost of Higher Education may be increasing but thanks to a combination of grants, loans, bursaries and scholarships, you don't necessarily have to get into debt in order to get an education. Extensive research shows that your investment (both time and money) will pay real dividends as graduates earn more during their careers than people without a degree.

Worrying about money (or a lack of it) can cause us all to have sleepless nights. That's why LJMU employs staff with specialist knowledge on debt management, budgeting and ways to make your money go further. If you are worried about how you'll make ends meet as a student, don't be afraid to talk to us about it. We have a dedicated team of staff that can offer you confidential advice on how to manage your finances and ensure you maximise your income whilst you are a student.

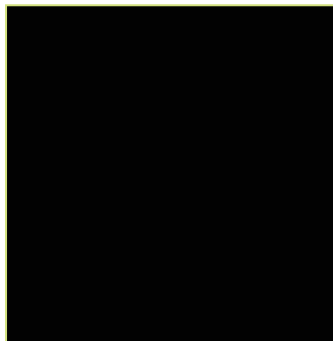
Get sorted before you start

Don't wait for your exam results before applying for your funding. Contact your Local Authority (LA) for an application pack as soon as you have chosen your course. Your Local Authority is normally situated where you live before you start university. They should also be able to provide you with information about how to complete the form.

Making an early application will ensure that your funding will be sorted out before your course starts.

The application is a PN1 and this is the application for your entire student funding. You can also apply on-line if you prefer at www.studentfinancedirect.co.uk

Please note the figures in this booklet are applicable to students from England. Students from Scotland, Wales and Northern Ireland are subject to different income thresholds when being assessed for support.



Support for students covers these main areas

Tuition fee loans – repayable

Up to £3,145 per year. If you have studied before you may not be eligible for a loan for your fees.

Maintenance Loan – repayable

Up to £4,625. Part of this loan is means tested. If you have an honours degree you may not be eligible for a Maintenance Loan.

Maintenance Grant/Special Support Grant – non repayable

Up to £2,835 per year. This grant is means tested. You may not be eligible for this grant if you have studied before.

LJMU Bursaries and Scholarships – non repayable

Up to £10,000 per year. These are either income based or based on your academic or other achievements.

Eligibility for your entire student funding

Eligibility is based on where you have lived before you started your course and also if you have studied in higher education previously. If you have studied before it is recommended that you seek advice before you start another course as the Government has recently changed the regulations regarding previous study.

Tuition fee loans – repayable

As long as you have not been to university before you will not have to pay your tuition fees upfront. Instead you can take out a loan to cover the cost of your fees. This should make it easier for you to finance your day to day costs of being at university. If you take out this loan it will be paid directly to LJMU on your behalf to cover the cost of your fees.

If you want to pay your fees yourself and not take out a loan you can make arrangements to do this at enrolment.

LJMU's full-time undergraduate tuition fees will be £3,145 per year from 2008. The fees will increase each year with inflation.

This loan is repayable after you leave your course once your income goes over £15,000. This means you do not have to repay anything while you are studying.

Maintenance Loans – repayable

You can apply for a Maintenance loan to cover your living costs, such as rent, food and travel. Maintenance loans are paid in three instalments – at the start of each term into your bank account. You should open a student bank account before you start your course when you apply for your student funding.

For the 2008 academic year the maximum loan available to students is:

- £4,625 if you live somewhere other than your parents address during term time.
- £3,580 if you live with your parents in term time.

The Maintenance loan is repayable once you complete your course and your income goes over £15,000. This means that you do not have to repay anything while you are studying.

Interest and repayments

The interest on both of these loans is linked to inflation. You will be charged this interest from the day you take your loan out.

Unlike commercial loans the repayments on Student Loans are linked to how much you earn rather than how much you have borrowed.

The loan is only repayable once you finish your course and your income goes over £15,000. It will be deducted from your salary – just like tax and national insurance – at 9% of your income over £15,000.

This table gives you some examples of how much your monthly repayments would be:-

Salary £16,000	9% of £1,000	£90 per year	£7.50 per month
Salary £20,000	9% of £5,000	£450 per year	£37 per month
Salary £30,000	9% of £15,000	£1,350 per year	£112 per month

Maintenance Grants – non repayable

Maintenance Grants are intended to help students from lower income households with their living costs. You should note that if you have EVER studied at HE level previously your LA will use different income thresholds when they assess you for this grant.

For 2008 if your household income is less than £25,000 you will qualify for a grant of £2,835 per year. Partial grants are also available for students with an annual household income between £25,001 and £60,000.

You will be assessed for this grant when you apply to your LA for your Student funding. You do not have to take out a loan to be eligible for this grant.

Special Support Grants – non repayable

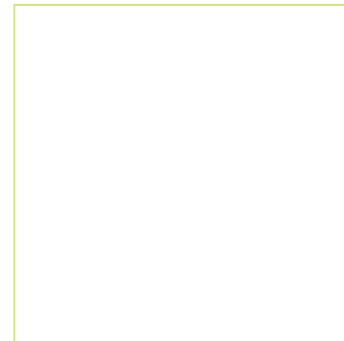
This grant is for students that are eligible for – but not necessarily in receipt of – means tested benefits. The maximum grant is £2,835. The Special Support Grant is subject to the same means test as the Maintenance Grant (see above).

Both of these grants (Maintenance Grant and Special Support Grant) will be paid into your bank account by the Student Loan Company.

NB you can only apply for one of these grants in any academic year.



LJMU special support bursaries non-repayable



LJMU's Special Support Bursaries are intended to assist students with the cost of studying. If your household income is below £25,000 and you meet our other criteria, you will be eligible for a bursary of £1,050. If your income is between £25,001 and £50,000, you will be eligible for a bursary of £420.

You can spend this bursary as you wish – you can use it towards your rent, to pay off part of your tuition fees or to reduce the amount of student loan that you take out. However, the bursaries are intended to help you with your course costs – the actual costs associated with being a student.

LJMU bursaries will be paid automatically to eligible students – you don't need to apply for them. We will not restrict the number of bursaries that we pay.

You should note that: -

- Eligible students will get a bursary for each year of their course
- EU/International students are not eligible
- You must apply to your Local Authority (LA) to be financially assessed – we will be passed the details of your household income from them. Household income cannot be verified in any other way other than via the LA.

- You must remain in attendance on your course to receive the bursary. Please note, you will be asked to confirm you are attending at certain times throughout the year by LJMU email.
- You will not be given a bursary for any repeat years, years abroad or placement years.
- Only students that are liable for the £3,145 variable fees will be considered for a bursary. This means that students that are funded by the NHS will not be eligible.
- To be sure of receiving your bursary you must ensure you have made arrangements to pay your fees – either by a loan or yourself – and you must have adhered to these arrangements.
- Bursaries are normally non repayable.

LJMU Scholarships

LJMU's scholarships will reward academic excellence and personal achievement and are open to all full-time home and EU undergraduate students including those who qualify for LJMU Special Support Bursaries.

- Vice-Chancellor's Award of £10,000 a year. This highly prestigious award is for up to six academically gifted students per year. In addition to 360 UCAS points from three units, students must be able to demonstrate a level of excellence and achievement above their peers.
- "Dream Plan Achieve" scholarships of £1,000 per year for students with a minimum of 360 UCAS points from three units or equivalent
- Achievers' Scholarships of £1,000 a year for students who can demonstrate an area of commitment,

achievement or excellence above their peers for example in volunteering, the arts or citizenship.

- Sport scholarships see www.ljmu.ac.uk/sportscholarships

N.B. Students should normally apply for scholarships before they start their course

"The scholarship has really reduced the financial pressures on me and my family. Now I can concentrate on achieving my ambitions of becoming a sports physiologist and playing for England".

Talented footballer Nicola Morgan, a BSc (Hons) Sport Science student, has been awarded the Vice-Chancellor's Scholarship of £10,000 a year for the duration of her degree.

Summary of available funding

Funding	Value	Eligibility	How is it paid?	Repayable/non repayable
Tuition fee loan	Up to £3,145 per year	Full time home [▲] / EU undergraduates	Direct to LJMU	Repayable – once completed and earning £15,000
Maintenance Loan	Up to £4,625 per year	Full time home [▲] undergraduates	Directly to students' bank accounts in three instalments	Repayable – once completed and earning £15,000
Maintenance Grant*	Up to £2,835 per year	Full time home undergraduates	Directly to students' bank accounts in three instalments	Non repayable
Special Support Grant*	Up to £2,835 per year	Full time home [▲] undergraduates - must have an underlying eligibility for benefits	Directly to students' bank accounts in three instalments	Non repayable
LJMU Bursaries	Up to £1,050 per year	Full time home [▲] undergraduates	By Cheque from the end of Feb. onwards	Non repayable

* Students can only apply for one of these grants in any academic year [▲] In this context 'home' refers to the residency rules as defined by the Student Support Regulations



childs play

Childcare

Finding childcare itself can be a daunting prospect. Staff in the Welfare Team are on hand to advise you – even before you start your course. Your Local Authority should also have a list of registered childminders in your area. The website www.childcarelink.gov.uk is a very comprehensive government website detailing national childcare places for children of all ages.

When you apply to your LA for your student funding you can also apply for help with your childcare costs. This is a means tested grant, which can cover up to 85% of your childcare costs.

You can also apply for a Parents Learning Allowance of up to £1,470 per year. Both of these grants will be disregarded when the DWP calculate your entitlement for benefits. They are both non repayable.

For students who are not eligible for the above grants due to the level of their income or because they are studying part time or at postgraduate level, LJMU has introduced a Childcare Bursary.

This means tested bursary is non repayable and up to £148 per week for the first child. The bursary is capped at 70% of the actual cost of childcare. Students should

contact Welfare Funds Office for an application form – contact details at the end of this booklet.

Child Tax Credits

If you have children who are financially dependent upon you and you receive Child Benefit for them, then you can claim Child Tax Credits from HM Revenue and Customs. You do not have to be working to receive Child Tax Credits. As a student you are not classed as employed by LJMU so cannot claim Working Tax Credits unless you are in paid employment in addition to your studies.

Access to Learning Fund – ALF

The Access to Learning Fund provides financial assistance for students to help them access and remain in higher education – particularly those students who need financial help to meet extra costs that cannot be met from other sources of support. Students can apply to the Fund at any point throughout the academic year including the long vacation.

The fund prioritises certain groups of students.

These are:

- Students with children – especially lone parents
- Final year students
- Disabled students
- Part time students
- Care Leavers and/or students from Foyers

Application forms and guidance notes from Welfare Funds Office

funding for NHS students



Tuition Fees

Students on NHS courses are funded differently from other students. Normally you will have your fees paid by the NHS. As long as you meet the residency requirements and have not been funded by the NHS previously, you will not have to pay the tuition fees yourself.

NHS Bursaries - diploma students

If you are attending a Dip HE course, in addition to your fees, you will be eligible to apply for a non means tested NHS bursary. This means that the NHS will not look at your parents' or partner's income when they assess you. However, they will look at their income if you want to claim any grants for children or other dependants.

Students studying towards a Dip HE qualification are not normally eligible for a Student Loan (due to the type of non means tested bursary they receive). The exception to this is students who are seconded by their employer to study – contact the Welfare Funds Office for more information.

NHS Bursaries - BA (degree) students

If you are starting a BA or degree course then you will be eligible to apply for a means tested NHS bursary and a reduced rate Student Loan. This means that the NHS will look at your parents or partners income when they assess your living costs. In addition to this you may be eligible to

claim means tested support for children or other dependants.

How do I apply for a Student Loan? - degree students

The application form for the Student Loan is a PN1 and is available from your Local Authority. This reduced rate loan for NHS students is not means tested. It is repaid at the end of your course once you are earning £15,000. For more information see www.direct.gov.uk

How do I apply for an NHS Bursary? – both degree and diploma

Once LJMU has offered you a provisional training place, we will advise the NHS Student Grants Unit. The NHS will then send you an application pack with guidelines on how to complete the form and some useful information about the NHS Bursary Scheme. You should return your completed form and supporting documentation to them, they will assess your application and let you know if you qualify for an award.

Once the NHS Grants Unit has received confirmation from LJMU that you have actually started your course, they will let you know the level of your entitlement by sending you a Grant Notification Letter. This will normally be posted to you within 10 days of the start of your course.



Unlike Student Loans that are paid in three termly instalments, NHS bursaries are paid to students monthly. If you are going to move into student accommodation you should check the payment dates on your accommodation contract before you sign it. In some cases it may be possible for you to pay your rent in line with your bursary payments.

For more information see www.nhsstudentgrants.co.uk

NHS Students with children – both degree and diploma

Students with children can also apply for grants for their dependants from the NHS as well as help with their childcare costs.

If you have children that are financially dependent upon you and you receive Child Benefit for them, then you can claim Child Tax Credits from HM Revenue and Customs. You do not have to be working to receive Child Tax Credits. As a student you are not classed as employed by LJMU or the NHS, so cannot claim Working Tax Credits unless you are in paid employment in addition to your studies.

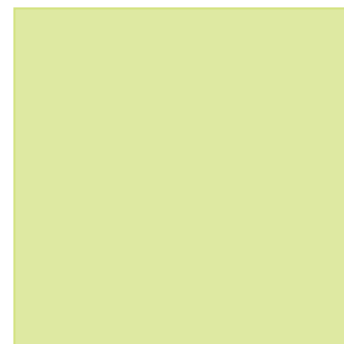
Other information and support for NHS students

Both Student Loans and the funding from the NHS are subject to residency rules and previous study rules. See

the NHS website (www.nhsstudentgrants.co.uk) for more information.

Students with children, a disability that prevents them from working or other caring responsibilities, are in a priority group for additional funds via the Access to Learning Fund (ALF). See the section on funding for more details on ALF.

Students with a disability can apply to the NHS for the disabled students' allowance. See the section on disability for more information.



case studies

Joanne is starting a BSc Hons in Biology in September

2008. The course fees are £3,145 per year. She is 18 and lives with her Mum who has an annual income of approximately £16,000. She wants to move into student accommodation and is wondering if she will have enough money to be able to afford the rent.

She will be able to take out a loan to cover the cost of her tuition fees. This will be paid directly to LJMU.

In addition she will be eligible for:

£2,835 Maintenance Grant

£3,365 Maintenance Loan

£1,050 LJMU Bursary

This gives a total of £7,250 for living costs – of this £3,885 is non-repayable and the remainder is in loans.

James is starting a business studies degree in September

2008. The course fees are £3,145 per year. James lives with his parents who between them earn around £30,000 per year. His family lives in London – so James will have to move into student accommodation when he starts his course.

James will be able to have a loan to cover the cost of his tuition fees. This will be paid directly to LJMU.

In addition to this he will be eligible for:

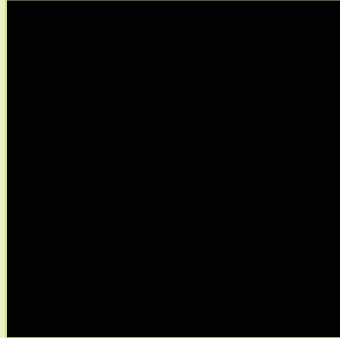
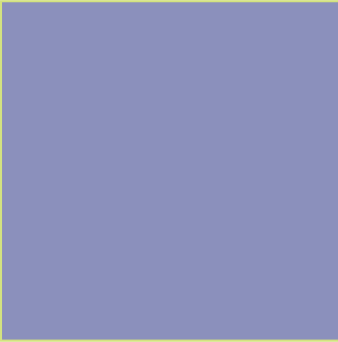
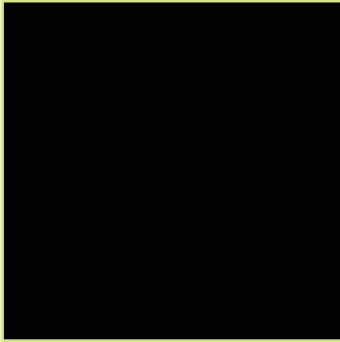
£2002 approx Maintenance Grant

£3,365 Maintenance Loan

£420 LJMU Bursary

This gives a total of £5,787 for his living costs – of this £2,422 is non repayable and the remainder is in loans.





Millie is a lone parent with two children aged 3 and 7 years old. She has been offered a place on the BA Law and Criminal Justice course starting in September 2008. The fees for the course are £3,145 per year. She is currently on benefits and is worried about managing financially and how her student funding may affect her benefits. She will also have to pay for childcare for her children for after school and in the holidays, which she thinks will be around £100 per week.

She will be able to take out a loan to cover the cost of her tuition fees. This will be paid directly to LJMU.

She will also be eligible for: -

£2,835 Special Support Grant**

£4,625 Maintenance loan

£1,470 Parents Learning allowance**

£1,050 LJMU bursary**

Millie will also be eligible to claim help with her childcare costs via her Local Authority. She should apply for this at the same time she applies for her student funding. She will receive 85% of her actual childcare all year round – so a grant of £85 per week.**

She is also in a priority group for additional support from the Access to Learning Fund.**

Millie retains her underlying eligibility for state benefits. Items marked ** will be disregarded when any benefit entitlement is calculated.

She lives in rented accommodation and so she will need to have her Housing Benefit entitlement reviewed once she starts her course. She will have to contribute towards her rent – but as a student parent remains eligible to claim Housing Benefit.

making
your
money go
further...

Pound stretchers

Student loans are paid in three instalments and that is why it is essential that you learn how to budget effectively.

When you get your Maintenance Loan and Maintenance Grant it can seem like a lot of money, but it has to last you a whole term. Priorities vary from person to person but it's essential that you have enough money to pay your rent, food and utility bills. Set your spending limits carefully and try not to exceed them. Take care not to lead a lifestyle you cannot afford.

Think carefully before you get any other loans or a credit card. Credit card debt is an easy trap to fall into but hard to escape. Never take out a store card – these are one of the most expensive ways of borrowing money.

Other money saving tips are:

- a student travel pass can save you a lot each term, but do your sums. If you are not in every day it may not be worthwhile buying one.
- avoid store cards and credit cards, take advantage of preferential overdraft rates from the high street banks instead

- look out for student discounts at the cinema, shops and restaurants
- the Liverpool Students' Union offers cheap food, drink and entertainment – it is also a great way to make new friends in those first few weeks of term.
- Remember when you eat out or buy ready meals you are paying someone else to cook for you – LEARN TO COOK! This will make you very popular with your flatmates.

We're banking on you

High Street banks are keen to have student business but don't be fooled by the free gifts on offer. Look at the level of support each bank offers instead

As a university student, you will normally qualify for an interest free overdraft. This means that as long as you stay within the limit of your overdraft, you will not be charged for using it.

Most banks will require you to have all statutory funding, such as your Maintenance Loan and Maintenance Grant, paid directly into your bank account. Banks can and will close your account and ask for the overdraft back, if you do not pay your student funding into the account.



Council Tax

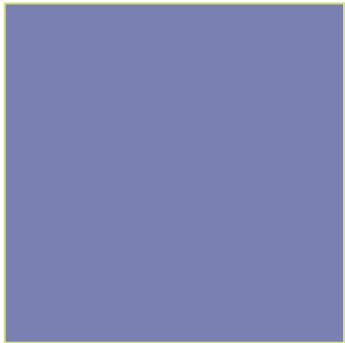
Most full-time students do not have to pay council tax. When you enrol on your course you will be given an exemption certificate. It is your responsibility to give this to your landlord if you live in a privately rented house. It is a good idea to keep a copy of the certificate in case you receive a bill.

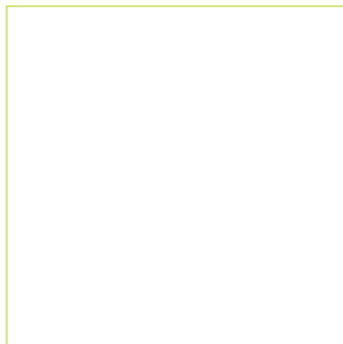
Students who live in purpose built student accommodation do not have to pay council tax.

If you are concerned or confused about who has to pay Council Tax then Student Welfare Services can give you some advice. Contact details at the end of this booklet.

Part-time students

If you study part time you are not exempt from paying Council Tax. However you may be entitled to Council Tax Benefit if you have a low income and/or 25% discount if you live alone. Students repeating their full-time course on a part-time basis should still be eligible for their exemption certificate. Contact Student Welfare for more information.





Working as a student

Most students work at some point in their studies. This may be to gain valuable work experience or to supplement their income. As long as you do not take on too many hours there is no reason why you cannot work whilst you study.

Liverpool is a thriving city and has many jobs, casual or otherwise, for students. The University has a Careers Development team and the Business Bridge team, who are able to help you to develop the skills you need to find work or to help in the search for work. Further details can be found on the website www.ljmu.ac.uk/careers.

Alternatively, the Students' Union is home to The Workbank, which is a student focused temping agency that finds work for students either term time or during the vacations. Further details are available by calling into The Workbank offices within the Haigh Building.

As a student you will be liable for Income Tax and National Insurance like any other employee. Students can earn £5,225 before they have to pay income tax (2008 tax year). If your employer deducts tax from your wages you may be able to reclaim this from HMRC at the end of the year if your income is below the £5,225 threshold.

Almost everyone has to pay National Insurance – students included. Make sure you give your employer your correct national insurance number and check it on your payslips. You cannot claim this back at the end of the year like

income tax. The website www.studenttaxadvice.org.uk can give you more information about your tax liability.

Campus Centres

These student centres are designed to provide information and help to students when they need it. They are intended to be the first point of contact for general student enquiries.

Staff in the centres can help you make arrangements to pay your tuition fees or pay for any field trips you may need to go on. You will normally be asked to hand your course work or assignments in at the campus centres. Later on in the academic year you can also get your bursary cheque from the Campus Centres if you are eligible.

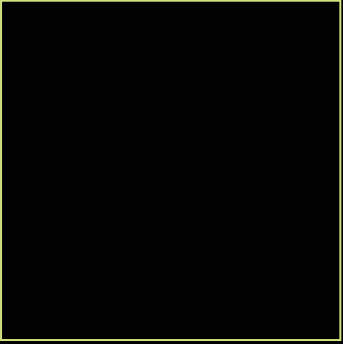
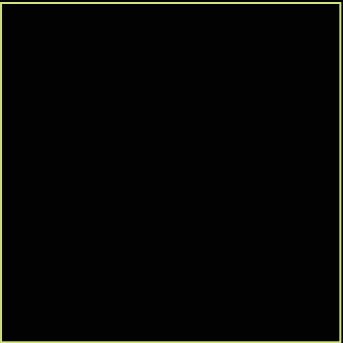
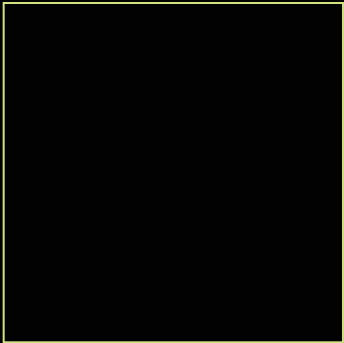
Many of the university support services are also delivered via these centres – such as Student Welfare Services.

The Campus Centres are situated adjacent to the Learning Resource Centres in three sites across the city. This makes them easy and convenient for students to access. The locations are:

City Campus Centre, Tithebarn Street, L2 2ER.
tel: 0151 231 5805/6

IM Marsh Campus Centre, Barkhill Road, L17 6BD.
tel: 0151 231 5432

Mount Pleasant Campus Centre, Aquinas Building, L3 5UZ.
tel: 0151 231 3333/4



support and advice

General Advice

The Welfare Advice Service can assist students with any problems they may experience whilst at university. The aim of the service is to provide confidential and effective advice to students to aid in the resolution of their problem. Students must also take responsibility for their part in this process.

We will endeavour to provide practical assistance where possible. However, positive referral advice will also be given where necessary, either to other departments within LJMU or to outside agencies.

Specialist advice is also available to students with financial difficulties, study support issues, international students, accommodation related issues and to those students with disabilities. Staff are available throughout the academic year and can be found at the Campus Centres around the University.

Care Leavers

Liverpool John Moores University is committed to increasing the number of care leavers who go on to study at university. Staff within the Welfare Team are available to offer confidential, impartial advice and guidance to all students – both before they start their course and whilst they are studying at LJMU.

Starting a course at university is both an exciting and

rewarding time, but it can also be a time of confusion and anxiety. Staff within the Welfare Team will work with your Leaving Care Team to ensure you are fully supported and wherever possible, all your needs are met.

If you would like to get in touch before you start your course the named contact for care leavers at LJMU is Lynne Condell who can be contacted at: -

Welfare Funds Office,
Mount Pleasant Campus Centre,
98 Mount Pleasant, Liverpool L3 5UZ

tel: 0151 231 3167

email: l.e.Condell@ljmu.ac.uk

Ecumenical chaplaincy

The LJMU Chaplaincy is able to offer hospitality, friendship, support, practical help and time to students of all beliefs and backgrounds throughout their time at university. They are here to share in some of the conversations you might wish to have, and these could be about decisions, choices, values, beliefs or something else entirely.

In addition, the Chaplains hold information on churches and places of worship throughout the city centre and/or surrounding areas.

Although the Chaplains are employed and paid for by their denominations, they are honorary staff members of the University and are available throughout the year to students.

The Chaplains can be contacted either by email or on the relevant telephone number below.

Canon Bob Dickinson

email: bobdicko@blueyonder.co.uk

tel: 0151 722 1625

Rev Ian Hu

email: pastorbuddha@googlemail.com

tel: 0151 427 2674

Rev Ian McParland

email: imcp@cathchap.org.uk

tel: 0151 709 3858

Counselling Service

The Counselling Service provides free counselling for students registered with LJMU and is made up of a receptionist and a team of qualified counsellors offering one to one counselling, group work (on request) and general counselling information.

What is Counselling and How Can it Help?

Counselling is where a person, wishing to explore current problems or difficulties, meets in a confidential setting with a trained professional to explore feelings, thoughts and behaviours associated with these difficulties. The counsellor does not give advice, but instead listens, supports and works collaboratively with the individual whilst they explore themselves and the issues they are struggling with.

Exploring an issue increases your awareness of it and counselling helps by providing you with a safe environment in which to carry out this exploration. A counsellor can help you to uncover patterns, causes and symptoms attached to a problem and the way you are living. Through the counselling process you can discover new options and choices, making way for the freedom to choose what changes, if any, you wish to make.

What sort of problems do people bring to counselling?

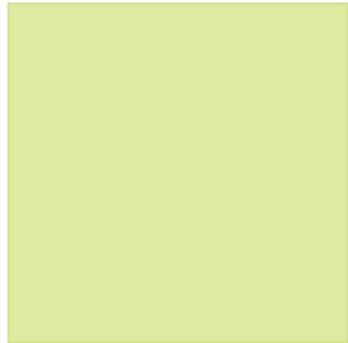
The list is endless. People meet a counsellor for many reasons such as feeling homesick, relationship/family problems, loss or bereavement, addiction, an unplanned pregnancy, academic worries, exams or eating problems. Other more general concerns might be about feeling isolated, anxious, not your usual self or that it is hard to cope.

What can I expect from counselling?

You can expect confidentiality, a non-judgmental attitude and respect from your counsellor. You can expect your counsellor to respond to you sensitively and honestly, and to work together with you to build up a trusting and supportive relationship. Furthermore, your counsellor will make a commitment to sessions at mutually agreed times and will make every effort to contact you if they have to cancel a session.

What do we expect from you?

We expect you to make a commitment to the counselling process, to keep appointments and inform us, with all possible notice, if you are unable to do so. Counselling is conducted in an atmosphere of mutual respect and non-violence.



Making appointments

You may come in person to the counselling service, telephone **0151 231 3153** or email **counselling@ljmu.ac.uk**

We are located on the 2nd Floor of Rodney House, Mount Pleasant. To enter the building you will require your student card. Arrangements can be made for users with impaired mobility to be seen on the ground floor. Please advise a member of the counselling team when making your initial appointment if you have any special needs.

Your initial appointment

An initial appointment with a counsellor will last approximately 20-30 minutes. It is not a counselling session. It is a chance for you to talk about what is concerning you and a chance for the counsellor to discuss confidentiality with you, gather information about your needs and discuss possible number of sessions. It may be that counselling is not the best form of help, in which case the counsellor will let you know this and may inform you of other sources of help inside or outside of the university. You may also raise any questions or concerns that you have about counselling.

How many sessions do I need?

The initial number of sessions agreed can vary from person to person, depending on need, however, the service generally offers between one and six sessions, with occasions where further sessions may be helpful.

Counselling is available throughout vacations and for up to 3 months after graduation or leaving the University.

Confidentiality

Confidentiality is essential to any counselling relationship. Although absolute confidentiality can never be given, you and your counsellor will make a confidentiality agreement at the start of counselling. Your counsellor will outline any exceptions where confidentiality cannot be maintained.

The Drop-in service

The counselling service operates a drop-in service every

day between 2pm and 3pm for students who feel distressed or in crisis. An appointment is not needed; students may drop into the counselling service and be seen by a counsellor during that time.

Disability

The Disability Team coordinates services for all disabled students within the University and for those considering coming to LJMU. We can offer information and advice on Disabled Students Allowances; disability benefits such as Disability Living Allowance and what help is available if you have or think you may have a specific learning difficulty such as dyslexia.

The Service offers practical help and assistance with arranging specialist support and equipment as well as offering help with special assessment arrangements if necessary.

Most Schools within LJMU also have a Disability Co-ordinator (DisCo) who is available to assist students with their academic support needs.

An Individual Student Learning Plan (ISLP) will be completed, in most cases, during your first semester at LJMU. This will identify your support needs in conjunction with your Needs Assessment and medical report. The Disability Adviser and the DisCo will then liaise with the academic staff in the School to ensure you are fully supported whilst you study at LJMU. The Plan will make clear what support will be provided by the University, and what is expected of the student.

Details of other support for students with disabilities can also be obtained from SKILL (National Bureau for Disabled Students) **www.skill.org.uk**

The University produces a Disabled Students Guide which gives detailed information on the University's facilities and legal obligations for all disabled students. To request a copy please contact the Disability team directly by telephone on **0151 231 3315**, or by email at **disability@ljmu.ac.uk**

International students and disability

International students who have a pre-existing medical condition or disability should in the first instance notify the Admissions Officer when applying for a course at LJMU. There may be limited funds and support available for International students who have a disability. An assessment of your support needs will be undertaken once you arrive in the UK. You may be required to fund all or part of your support whilst you are studying. You will be required to supply medical evidence or an Educational Psychologist's report when you apply for your course.

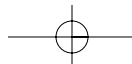
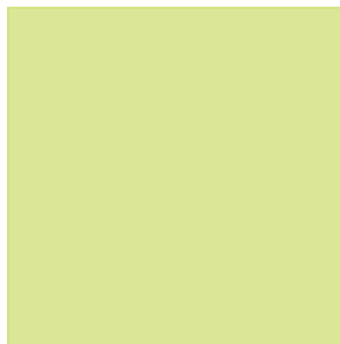
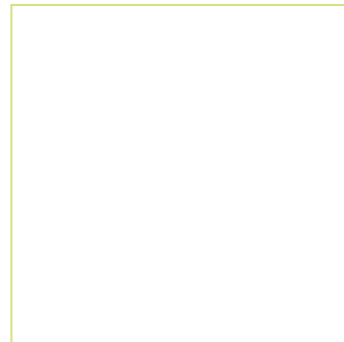
If you become ill or have a temporary disability whilst studying in the UK there may be emergency funding available in certain circumstances.

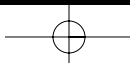
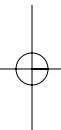
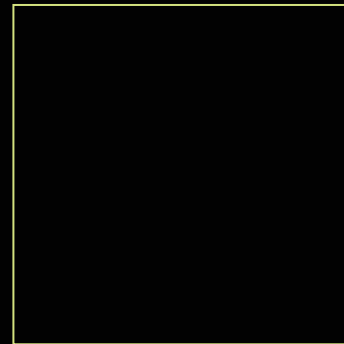
International Student Welfare

Welfare Advice

LJMU recognises that international students may require specialist advice and has an International Welfare Adviser who covers areas such as visa renewal forms, letters of confirmation and immigration issues, to name a few. All advisors operate out of the local Campus Centres, where a discrete interview space is available to allow students to discuss their problems in a confidential, non-judgmental and impartial environment.

Further details of support available for international students are available in the booklet entitled "Support for International Students". Copies can be obtained from the International Welfare Advisor, who can be contacted through any of the Campus Centres or by emailing internationalwelfare@ljmu.ac.uk





Postgraduate students

Studying at postgraduate level brings different challenges and rewards from undergraduate study and this section is specifically aimed at students moving onto higher-level studies.

Accommodation

LJMU recognises that postgraduate students often prefer a quieter study and living environment. That's why we have designated sites for such students. In 2008/9 these are North Western Hall, Liberty Park and Rose Lane (IM Marsh students only).

If you wish to live in a flat with other postgraduate students, please indicate this when requesting accommodation. Every effort will be made to place you with similar students, but unfortunately we cannot guarantee this in every case.

If you would prefer to live in a private house or flat, you should contact Liverpool Student Homes at www.lsh.liv.ac.uk or by telephone on 0151 794 3296

The LJMU Accommodation office can be contacted via email at accommodation@ljmu.ac.uk or by telephone on **0151 231 4166**.

Money Matters

Postgraduate funding can be difficult to come by, so it is very important to be aware of all the sources of funding that can help you before you embark on further study. Securing funding is one of the main hurdles most graduates face when they decide to pursue postgraduate study.

Unlike undergraduates, postgraduates are not eligible for loans from the Student Loans Company (with the exception of PGCE students and students studying for a PgDip in Architecture).

One of the most important sources of funding for postgraduate students in the UK is the Research Councils.

Competition for Research Council funding is intense and only a small percentage of applicants receive support. Apply as early as possible to have the best chance.

Other forms of funding include various loans available to cover the cost of tuition and living costs. For information on financial assistance to support your learning, please visit www.direct.gov.uk/adultlearning or contact 0800 100 900.

Access to Learning Fund (ALF)

The ALF is available to full or part time postgraduate students (part-time students must be studying at least half of an equivalent full-time course). Students will be assessed on their individual needs; however, the following are a priority for help:

Students with children, especially lone parents

Students from low-income families

Disabled students

Students who have been in care

Students from Foyers or who are homeless

Students in their final year

Further details and application forms can be obtained from the Welfare Funds Office, Aquinas Building or by email to welfare@ljmu.ac.uk or by telephone on **0151 231 3772/3776**.

Disabled Postgraduate Students

Full- and part-time postgraduate disabled students may be eligible for assistance with costs associated with their disability. Postgraduate DSAs are not income assessed and should be applied for via your Local Authority. If a Research Council or the NHS is funding you they will be responsible for providing this support.

For further information and advice please contact the Disability team via email at disability@ljmu.ac.uk, by phone on **0151 231 3315** or in person at the Campus Centre, Aquinas Building.

Part time undergraduate students

The government recently announced a huge rise in the support available to part-time undergraduate students. Unlike the funding for full-time students, part-time funding is non repayable. Eligibility is based on where you have lived before you start your course and whether or not you have studied at Higher Education level previously.

The following section details some of this support.

Support from your Local Authority

Part-time students can apply to their Local Authority (LA) for support with their fees. Your LA is normally situated where you live before you start your course. There is also a small grant available for books and course equipment. The form for part time funding is called a PTG1. Forms can also be downloaded from www.studentfinancedirect.co.uk

The amount you may receive towards your fees is means tested and linked to how intense your course is – some part-time courses are not that much different from full-time study.

To get the maximum support available you should have a household income of less than £16,090. Students with a household income up to approximately £24,000 will still qualify for partial support.

Intensity of study	Maximum fee grant	Maximum Course Grant	Total support available
50% - 59%	£785	£255	£1,040
60% - 74%	£945	£255	£1,200
75% and over	£1,180	£255	£1,435

The following table gives the maximum amount that is available from your LA.

If you are not sure about the intensity of study then your tutor or a member of the Welfare Team will be able to help you.

If you find that once you have applied to your LA you still have fees to pay, you will be eligible to apply to LJMU to have these fees covered by the Additional Fee Support Scheme. Contact the Welfare Funds Office for more information.

Support for taster modules

The aim of offering support for taster modules is to encourage students from low-income backgrounds, who may not feel sure about enrolling on a full degree programme, the opportunity to experience Higher Education. The module itself may lead to a HE qualification or it may be free standing with no formal qualifications at the end of the module.

The course must be:

- At least 12 credits or 10% of a full time course
- Less than 60 credits or 50% of a full time course
- The 'Taster Module' support is limited to one academic year or one module whichever is the shorter
- Students must not have attended more than one semester of any previous degree course.

Part-time students, who qualify for the 'Taster Module' support, may also qualify for a £50 grant as a contribution towards course and travel costs.

Rules about residency and household income apply – please contact The Welfare Funds Office for more information.

Other support for part time students is available via the Access to Learning Fund (ALF) and help with childcare costs from the Childcare Bursary scheme.

part time case studies

Caroline is aged 31 and a lone parent with two children aged 4 and 7 years old. She has been offered a place on the part time BA honours Law and Criminal Justice course starting in September 2008.

The course is spread over four years and involves a day and an evening attendance. She is currently on benefits and is worried about paying her fees and how her student funding may affect her benefits. She will have to pay for childcare for her two children for after school care on the day she is in university, which she thinks will be around £20 per week.

The fees for the course are £1,886 approximately in the first year – these will go up each year in line with inflation.

She will need to apply to her Local Authority for her tuition fees. The form is a PTG1- she can also download the application form from www.studentfinancedirect.co.uk.

Support for tuition fees is means tested, and as Caroline is on benefits, she will receive the maximum support available. This is currently £1,180. This means that she will have a shortfall of £706. LJMU will cover this shortfall from the Additional Fee Support Scheme. Any support she received for her fees will be paid direct to the University and not to Caroline. All the help for fees is non-repayable. This means that due to the level of her income Caroline will not have to pay anything towards her fees at all.

She will also be eligible for:

£255 book grant from her Local Authority
£14 per week to cover the cost of her childcare – from the LJMU Childcare Bursary Scheme

She is also in a priority group for additional support from the Access To Learning Fund – ALF – as she is a part time student with children. This fund will help with any additional costs associated with being a student.

All of this support is non-repayable and as it is for educational purposes it will be disregarded by the Benefits Agency in any calculations.

John is 21 and in full time employment. He earns approximately £15,345 per year and lives at home with his family. He wants to study BA honours Business Studies starting in September 2008. He started this course on a full time basis when he left school at 18, but did not feel ready for university life and left after a few weeks.

He wants to know how much the course will be, how he can pay for it and whether starting previously will affect how much he has to pay?

The course is two evenings per week for 6 years. The fees will be approximately £1,200 per year plus inflation. He will need to apply to his Local Authority for his tuition fees. The form is a PTG1- he can also download the form from www.studentfinancedirect.co.uk.

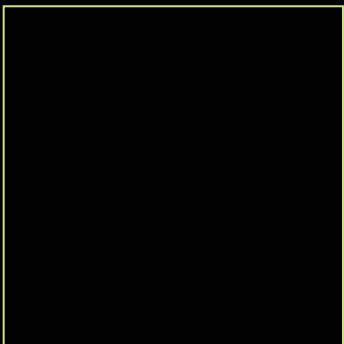
Support for tuition fees is means tested and as John is working his income will be counted in full. However, as John is on a low income he will receive the maximum support available from his LA – which would be £785 per year. This leaves John with a shortfall of £415 between what his actual fees are and what the Local Authority will pay. LJMU would cover this shortfall from the Additional Fee Support Scheme. Any support he received for his fees will be paid direct to the university and not to John. All the help for fees is non-repayable.

This means that due to the level of his income John will not have to pay anything towards his fees at all.

He will also be eligible for: -

£255 book grant from his Local Authority
He is also in a priority for additional support from the Access To Learning Fund – ALF – as he is a part time student with a low income.

His previous period in higher education will not affect any of the funding that John is eligible for.





A unique student experience

The LJMU student experience is designed to enhance your employability skills by helping you become proficient in eight Graduate Skills identified by the University in conjunction with employers.

This will be achieved partly through your course curriculum, through Personal Development Planning sessions and individual feedback. Your programme handbook will give you more information on which modules teach and provide opportunities to practise these Graduate Skills.

In addition to these core graduate skills, you will also be encouraged to develop higher 'world of work' or WoW™ skills. Identified by a panel of business leaders, including representatives from Marks & Spencer, Ford, Shell and Sony, these skills embrace three broad areas: Self Awareness, Organisational Awareness and Making Things Happen.

The Student Experience section of the LJMU website has lots more information on PDPs, e-portfolios as well as the graduate and WoW skills. To find out more simply visit www.ljmu.ac.uk/studentexperience.

Staff in our Graduate Development Centre are there to support you as you develop your WoW skills. The Centre also offers a range of services and 'Ready for Work'

training courses that will help you gain the skills, experiences and confidence you'll need to succeed as professionals after you graduate. For more information, visit www.ljmu.ac.uk/gdc.

Juggling your workloads

You don't have to acquire all the skills you need at the start of your academic programme - some can wait until you are ready to develop them. But you should be planning how you will develop these key skills.

In 'higher education' you are expected to do a lot of work outside of timetabled classes. You are expected to write up and develop notes from lectures, labs and classes; read around the key topics; chase up references to current applications of the ideas presented in class; think about alternative ways of presenting evidence, prepare to contribute to class discussions; and complete formal assignments etc. Your personal timetable should set out your learning schedule, not simply scheduled classes.

Your personal timetable should also reflect your lifestyle at home and at work, as well as your social life. It is up to you to arrange an effective balance between the demands of your course and the commitments you have outside the University. If you organise yourself and your time well, and

also set realistic priorities, you will do better on your course and get more out of your time at LJMU. Employers see this as a very important skill to acquire.

The Study Support web site should help you identify the skills you need to organise your workload. Making a list of key tasks and activities, and drawing up a personal timetable to allocate your time is most productive. Enter all the regular fixed dates- lectures, classes, and seminars etc - and then put in your regular social activities. If you plan to do nothing but work then you will probably experience serious stress and you may well fail. Relaxation is essential – it prepares you for the next bout of work.

If you are having difficulties managing your time or your workload it may be useful to take one of the following steps:

- Talk to your academic tutors
- Visit the Study Support web site.
- Talk to other students – is it a general problem across the course or is it a personal difficulty? Students in other years may have some useful practical advice on how to cope with the work.
- Contact Welfare staff, who can help to identify areas that may need to be worked on
- Contact Counselling staff who may be able to help with stress busting sessions

You will be given assignments, but it is up to you how, and when, you carry them out to meet deadlines. You are expected to read around your subject and chase up particular examples and applications, but how much you do is up to you. It is important to have an action plan for your coursework to identify what you need to do, by when and how. Also, you need to identify which tasks are most important and the order in which they should be best completed.

Academic tutors will introduce you to the key learning skills required for work in higher education, but additional

help is available here if you find yourself struggling with things such as:

- Taking effective notes without spending hours doing it
- Grasping new concepts and remembering key messages
- Reading fast enough to get through all the essential material
- Writing effectively
- Sorting out references
- Revision and exam technique.

Student Services run workshops throughout the year to help you practice some of the fundamental HE study skills – such as effective studying, academic writing, critical analysis, and preparation for exams. The workshops can help you develop your skills in areas such as presentation, the use of IT, and a better understanding of learning styles. You can view a list of all the workshops, including the timetable, on the Study Support web site.

Remember there are staff and resources available to help you....ASK; DO NOT PANIC! If you do not understand the answer then ask again.



study support

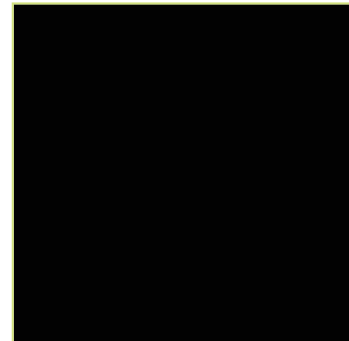
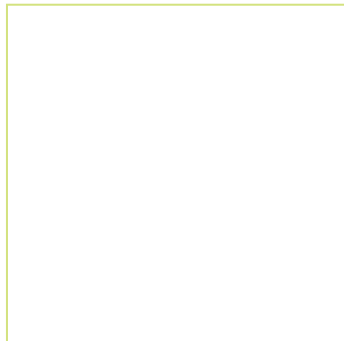
The University runs a number of support workshops on various aspects of academic study. Workshop topics cover writing skills, learning skills, exam skills and IT skills. They are held throughout the academic year, and are available to all students. The sessions are an opportunity for you to gain knowledge and skills in a number of areas. Our aim is to help you become a more independent and effective learner.

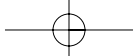
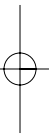
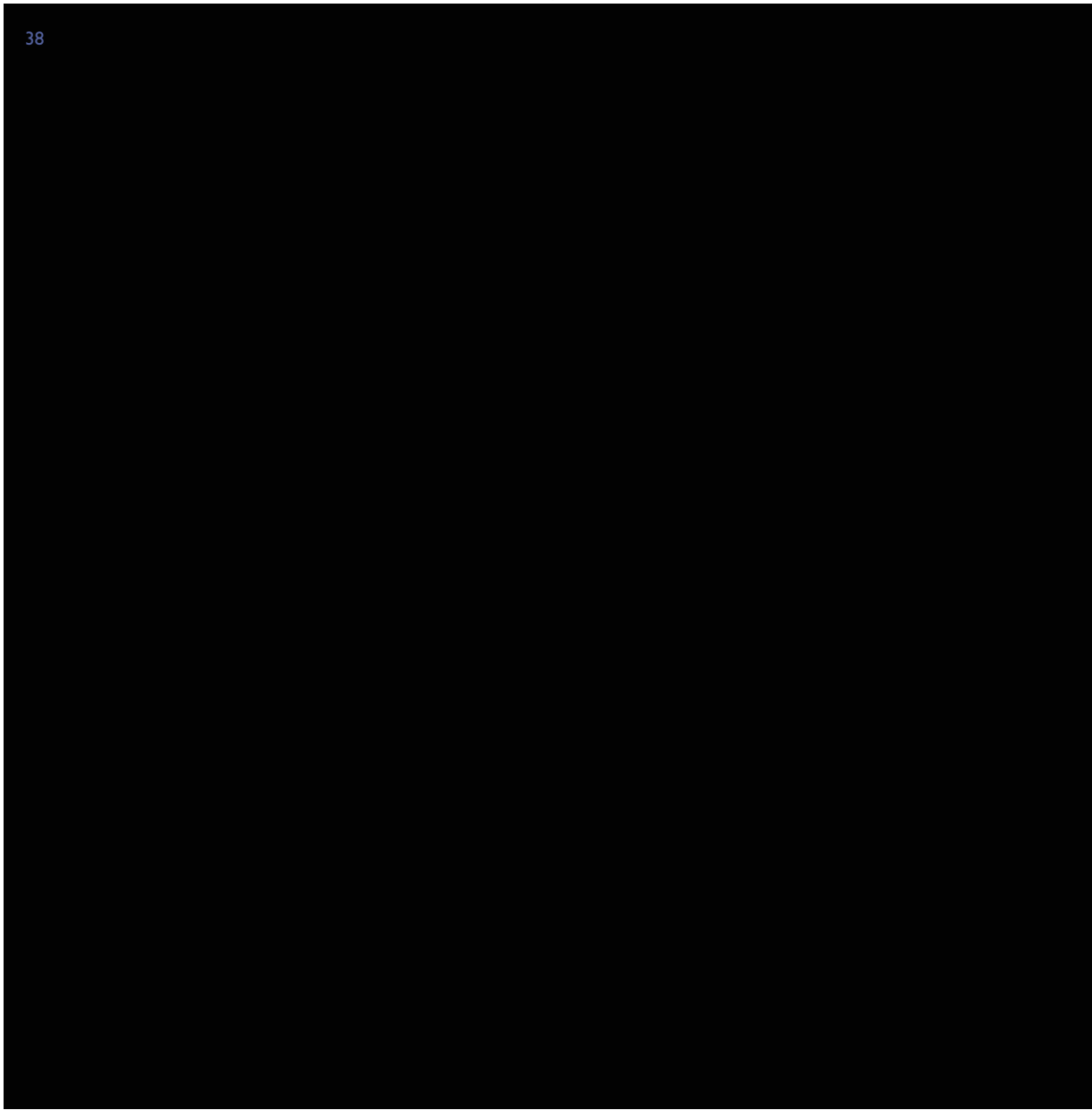
- Academic Writing
- Critical Analysis
- Dissertations - both Undergraduate and Masters
- Exam and Revision Skills
- Note-taking
- Presentation Skills
- Harvard Referencing
- Reflective Writing
- Report Writing
- Statistical software packages including SPSS
- IT Skills - including presentations using PowerPoint, data analysis with Excel, getting the most out of Word, managing a database with Access, and web page design skills using Dreamweaver.

We also offer FREE one hour or half hour maths and numeracy support sessions.

On-line study support is also available, accessible via the Key Skills link.

Alternatively, students can seek help and assistance from Welfare Services, where students will have their learner support needs formally assessed and documented in Individual Student Learning Plans. The plans will make clear what support will be provided by the University, and what is expected of the student. For more information, or to arrange to see a Welfare Advisor, you can send an email to welfare@ljmu.ac.uk, or telephone **0151 231 3167/3772**.





liverpool students' union

Liverpool Students Union (LSU) is the independent body representing students at Liverpool John Moores University aiming to make your time at university enjoyable by offering a range of activities and services whilst ensuring you are getting the best from your education by working alongside the University.

LSU is run by students for students to ensure that you get the most from your LJMU experience. Representation is the core activity of LSU and the reason why we exist. From increased library opening hours to more recycling facilities, support in developing a new course rep structure to winning over £80,000 for our members; LSU has been successful in representing you.

All LJMU students are automatically members of LSU and as a member you can get involved in a variety of ways:

- Becoming a course rep
- Attending the LSU Activist Academy
- Joining Union Council/Executive Committee
- Joining Clubs and Societies

LSU is led by a team of student officers who are elected by LJMU students every March to form an Executive Committee. Any LJMU student is eligible to stand for election or take part by casting their vote, make sure your voice is heard in the student union elections this year. Four of the student officers take a year away from their studies to become Sabbatical Officers who are paid to work full time for the Union in the following areas, Union President and Communications, Welfare and Equal Opportunities, Activities and Participation and Education and Democracy.

LJMU students make it happen, so get involved. To improve the student experience at LJMU we take your opinions, ideas and aspirations and turn them into reality.



You'll find the main Students' Union at the Haigh Building, Maryland Street. It will become the hub of your social life over the next three years. It's conveniently located in the Mount Pleasant campus near to the Aldham Robarts Library and the John Foster Building. Our team of dedicated staff and student officers are based here and on hand to answer any question. In addition there are 3 bars and cafes serving a range of drinks, food and smoothies with different atmospheres for you to enjoy depending on your mood. The Student Shop also sells a wide variety of sandwiches, confectionary, Fairtrade products and LJMU merchandise.

There is also an Advice Centre located in the Haigh building where fully trained staff can offer guidance and representation on a number of issues. The Advice Centre is open 10am to 4pm and the telephone number is **0151 231 4942**.

contacts

Welfare Advice

Mount Pleasant Campus Centre
tel: 0151 231 3772/3167
email: welfare@ljmu.ac.uk

Disability Advice

Mount Pleasant Campus Centre
tel: 0151 231 3315
email: disability@ljmu.ac.uk

Welfare Funds

Mount Pleasant Campus centre
tel: 0151 231 3772/3167
email: welfare@ljmu.ac.uk

Counselling Service

2nd Floor, Rodney House
70 Mount Pleasant
tel: 0151 231 3153
email: counselling@ljmu.ac.uk

Mental Wellbeing

Mount Pleasant Campus Centre
tel: 0151 231 3875
email: mentalwellbeing@ljmu.ac.uk

Health Services

IM Marsh 0151 231 5233

USEFUL TELEPHONE NUMBERS

Main LJMU switchboard 0151 231 2121

Security (Emergency number) 0151 231 2222

City Campus Centre 0151 231 5805/6

IM Marsh Campus Centre 0151 231 5432

Mount Pleasant Campus Centre 0151 231 3333/4

Liverpool Students Union 0151 231 4900

LSU Advice Centre 0151 231 4942

Accommodation office 0151 231 4166

Liverpool Student Homes 0151 794 3296

Learning Resource Centres and Libraries

Aldham Roberts LRC 0151 231 3701/3634

Avril Roberts LRC 0151 231 4022

IM Marsh LRC 0151 231 5216

Liverpool Central Library 0151 233 5858

Employment

Business Bridge 0151 231 3244

Careers 0151 231 3600

Workbank 0151 231 4964