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| Programme Guide 2023/24 |



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| Insert Programme Title Here |

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| Welcome  |
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| Welcome to Liverpool John Moores University | We are an inclusive civic university transforming lives and futures, placing our students at the heart of everything we do.Liverpool John Moores University is a distinctive institution, rooted in the Liverpool City Region but with a global presence.Our values underpin our commitment to providing opportunities for people of all backgrounds and supporting them to flourish.When you come to LJMU you join an inclusive community of staff and students who are at the beating heart of our city. In every corner of the Liverpool City Region, you will find someone with a connection to the university. We could not exist anywhere else and, for 200 years, have shaped this place to which we belong.We believe in leading by example. Through our academic expertise and research, we are developing practical, real-world solutions to the challenges and opportunities we face on a local, national and global scale.We cannot do this alone; together, with people like you, we transform lives and deliver real, impactful change to the people and world around us. |

# Active Blended Learning

The University takes an **Active Blended Learning** approach to programme delivery. This combines the best of in-person teaching with online provision.  This blend will be managed differently from programme to programme to ensure that it best meets the needs of the students and the discipline. Most teaching takes place on Campus. However, we have an excellent Virtual Learning Environment (‘Canvas’) that enables us to deliver online teaching in a variety of different ways. Canvas is the place where you will be able to access materials related to your lectures. This can include guided reading or online materials that you will be asked to work though in preparation for your lectures, or to help consolidate learning from lectures.  This is known as ‘asynchronous learning’.  On occasions, you may also be asked to log onto live lectures or seminars. These provide remote opportunities for you to get involved in activities, ask questions and share ideas with lecturers and your fellow students in ‘real time’.  We call this ‘synchronous learning’.  The combination of synchronous and asynchronous activities will vary from module to module.  This is only part of the picture. You will also be expected to undertake independent study. Here, lecturers might suggest reading and other learning activities but there is very little direct supervision. This will give you the opportunity to explore module content on a deeper level and in a way that best suits your individual approach to learning.

Times when you are expected to be in university or attend a ‘synchronous’ online lecture will appear on your personalised timetable. You will also be able to book in-person or online tutorials using our **SeeMyTutor** software. This means that you can easily arrange to meet with your personal tutor at a mutually convenient time.

We believe that our active blended approach will provide a rich and diverse learning experience. The combination of face-to-face and online learning will enable you to engage fully in your studies and support you through your assessments.

# Introduction to your programme

*Please insert a brief introduction, welcoming students and conveying that they will be joining and contributing to a learning community. The introduction should concisely sum up the student experience that students can expect on the programme as well as career prospects etc.*

*Please insert the name of the programme leader at the end of this introduction.*

# What you need to know about your programme

*Please insert information on:*

* *An outline of the programme and of what students will be learning (avoid simply relisting the programme aims and outcomes), acknowledge social as well as intellectual learning.*
* *An explanation of how the programme will be taught/delivered. i.e. the range of approaches planned for active blended learning. Reference synchronous and asynchronous approaches, interactivity and social learning, curated learning materials, and activity that scaffolds and consolidates learning.*
* *How the programme will be assessed – general info.*
* *Research activity of staff and how this feeds into the curriculum.*
* *Other information about what students will need e.g. specialist equipment and reference lists.*

## Using technology to enhance your learning

We provide a safe, secure, engaging and dynamic learning experience both in-class and online. We use a range of technologies to build bridges between these two worlds, which will help on your learning journey to develop your knowledge, skills and understanding. A key technology at the heart of your learning experience is **Canvas**, the University’s **Virtual Learning Environment** (VLE).

**What does Canvas do?**

Canvas provides easy access to learning materials, tasks to help you develop understanding and live online activities so that you can share ideas with your peers and tutors. It is also the place where you will usually submit your final assessments. Lecturers will provide you with the necessary resources, but you need to dedicate time and energy to get the most from this learning experience.

Canvas will also help to keep you up to date with information from tutors and peers, assessment deadlines and online events. Download the **Canvas Student phone app** and receive notifications to make sure you never miss an important message.

Canvas is linked to a range of tools that can support individual learning but also allows you to connect with others and share ideas. For instance, LJMU has provided you with an [office 365 account](https://www.ljmu.ac.uk/ithelp/software-for-staff-and-students/office-365-for-staff-and-students). This allows you to create documents and store them securely online. It is connected to Canvas, so you can share documents during group learning tasks and collaborate on the same document at the same time.

Ifyou have any problems with Canvas, experts are available 24/7 to answer your questions, just click the ‘help’ button in the Canvas Menu to find online guides or get help via telephone, chat or email. Alternatively, you can call the helpline on 0808-189-4061.

For help that is not Canvas related, please visit the [LJMU Off-Campus support website.](https://www.ljmu.ac.uk/microsites/library/about-ljmu-libraries/contact-us)

*Please provide general details on what will be available on Canvas – what students can expect across the programme (e.g. lecture notes, activities, discussion boards), details of any specific approaches used on the programme.* *Please also clarify specific expectations relating to the use of the VLE, e.g. how often they should log on/how should they engage with the VLE etc.*

*Also use this space to alert them to a Programme site (if available) where they will be able to engage with staff and students from all levels of the programme.*

## Accessing your LJMU account

In order to access your LJMU email account and webpages on the LJMU intranet, you will need your LJMU Username and Password.

Please be aware that the password expires every 60 days. However, as long as you can remember your old password, even though it has expired, you can update it at <https://myaccount.ljmu.ac.uk/>

## Timetabling and attendance

Please make every effort to attend all your timetabled activities. The more effort you put into your studies, the more you will get out of them. This will be reflected in both your academic marks and your personal and professional development.

It is your responsibility to engage with the opportunities that are available to you. The importance of this is reflected in LJMU student attendance policy that can be accessed at [www.ljmu.ac.uk/about-us/public-information/student-regulations/guidance-policy-and-process](http://www.ljmu.ac.uk/about-us/public-information/student-regulations/guidance-policy-and-process).

*Please include a brief overview of how the timetable will work, e.g. timetabled face to face sessions, scheduled online learning, the role of independent study, experiential learning and what students can expect on their programme and an explanation of what these terms mean.*

## Professional accreditations (delete if not applicable)

*This section can be removed if not applicable.*

*If this section is applicable, please provide an explicit statement regarding any professional body requirements/input etc, including any costs associated with joining, if applicable.*

## Disclosure and Barring Service (delete if not applicable)

*This section can be removed if not applicable; where it is applicable please use the wording below.*

You are registered on a programme that brings you into contact with children and/or vulnerable adults. Therefore, you are required to apply for a check with the Disclosure and Barring Service through the University. The Faculty has a Criminal Convictions Panel, with external members, at which any trainee whose check shows evidence of a Police record is considered in the context of their suitability to remain on their chosen course of study.

*Where applicable, please add in relevant contact information.*

# Your Personal Tutor (or change role title, if applicable)

All students have a Personal Tutor who understands your disciplinary area and course expectations. Their role is to guide your academic development and encourage you to make the most of the University.  They will also help you find appropriate University support should issues arise that impact on your ability to complete your studies successfully.  You will have a scheduled opportunity to meet individually with your Personal Tutor, (this may be virtually or in person) for a progress review, but you can contact them as and when you need to.

*Please insert information on:*

* *How students find out who their personal tutor is*
* *Manage expectations around availability/office hours*
* *Using* ***SeeMyTutor*** *to book appointments*
* *Note email response time to align with University policy*
* *When they will meet them/how often*

# Key contacts

*Please provide information about programme level key contacts.*

*Please include information on where students should go for help and advice plus guidance on how each of these members of staff prefers to be contacted. Refer to SeeMyTutor. Also outline expectations for responses, i.e. students would like to know if they can expect responses from academic staff over weekends, as this is unclear to them. Minimum response time to emails/phone messages, communication strategy etc.*

*For programme team members, students would like to see name, teaching qualification and/or professional background, role, responsibilities, specialism, email address, office location and phone number.*

*Students would like information on who to contact if they are having a problem and who the appropriate members of staff are for different problems, i.e. explanation of roles of module leader, personal tutor, etc. Students would like information on who they should contact if they have problems with a particular member of staff.*

*You may wish to use the text and table below*

**First name Last name,** *Director of School*

The Director of School is responsible for overall management and academic leadership of the School, which includes School policy, strategic developments, line-management of School staff and control of School resources. They are responsible for representing the School at Faculty and institutional levels.

***Contact Details***

Room 0.08
a.name@ljmu.ac.uk
+44 (0) 151 2310000

**School Contacts**

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| --- | --- | --- | --- |
| **Name** | **Room** | **Extension** | **E-mail (@ljmu.ac.uk)** |
| Name ASurname | R001 | 1234 | I.Surname |
| Name ASurname | R002 | 1234 | I.Surname |
| Name BSurname | R000 | 1234 | I.Surname |
| Name BSurname | R000 | 1234 | I.Surname |
| Name CSurname | R000 | 1234 | I.Surname |
| Name CSurname | R000 | 1234 | I.Surname |
| Name DSurname | R000 | 1234 | I.Surname |
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| Name JSurname | R000 | 1234 | I.Surname |
| Name KSurname | R000 | 1234 | I.Surname |
| Name KSurname | R000 | 1234 | I.Surname |

# Modules

Your programme is made up of units of study called modules. Each module explores a subject that is relevant to your programme of study. What you will learn in each module is described in its **Learning Outcomes**. These inform the criteria against which you will be assessed. You need to accumulate sufficient credit to enable you to progress through the programme and graduate.

Details on the module(s) offered on your programme of study can be found within the LJMU Course Catalogue, which can be accessed as follows:

* Students who commenced in or before academic year 2022-23 <<*Programme Leader to insert link to 2022 Programme Specification in the LJMU Course Catalogue>>*
* Students who commenced in academic year 2023-24 *<<Programme Leader to insert link to 2023 Programme Specification in the LJMU Course Catalogue>>*
* *Please provide any additional costs associated with any modules: e.g. equipment the university doesn’t provide/cost of additional/optional field trips*

# You and LJMU

We want you to have the best student experience possible so please don’t be afraid to approach LJMU staff if you need any advice. In addition to your personal tutor and other members of the programme team, we provide a range of the student support services. Details of these are available at [www.ljmu.ac.uk/students/supporting-your-study](http://www.ljmu.ac.uk/students/supporting-your-study).

Like any university, we have a range of rules and regulations that cover everything from freedom of speech and dealing with difficult personal circumstances to payment of fees and programme information. Their function is not to limit your experiences at LJMU but to protect your rights and to define your responsibilities as a member of the University. You will find more details on the website:

[www.ljmu.ac.uk/students/supporting-your-study/student-policy-and-regulations](http://www.ljmu.ac.uk/students/supporting-your-study/student-policy-and-regulations).

We are committed to promoting an environment where everyone is treated equally and with dignity and respect. We have zero tolerance for any form of discrimination, harassment or bullying, including cyber-bullying. Anyone engaging in this type of activity will be subject to the University’s disciplinary procedures.

For more information on what LJMU expects with respect to student behaviour, please read the Student Code of Behaviour and Disciplinary Procedures:

[www.ljmu.ac.uk/about-us/public-information/student-regulations/guidance-policy-and-process](http://www.ljmu.ac.uk/about-us/public-information/student-regulations/guidance-policy-and-process).

## MyLJMU

MyLJMU (<https://my.ljmu.ac.uk/>) provides easy access to important tools and information to support your student journey.  It works equally well from a mobile or desktop device and you can find it in the ‘Quick link’ icons on the LJMU Student Homepage.

MyLJMU includes links to *Applications* such as Canvas, Email, Office 365 and PC/Room Bookings. You can also access *Course* information such as timetables and results. The system allows you to book appointments with staff, manage your University accounts and to access University forms and letter requests, all from one place. There’s also other useful information about connecting to Wifi, setting up access to emails on a portable device and access to software that you can use off-campus.

Please take a minute to look at the portal and familiarise yourself with the range of support available.

## International students

Our International Student Advisers are dedicated to helping international students settle into life at Liverpool and the University. They are experienced in dealing with the kinds of issues that international students may face when moving to a new country, such as visa renewal, accommodation, financial concerns and the natural challenges emerging from developing a new ‘home away from home’. For more details, go to: [www.ljmu.ac.uk/discover/student-support/international-student-support](https://www.ljmu.ac.uk/discover/student-support/international-student-support),

email: internationaladvice@ljmu.ac.uk or call +44 (0) 151 231 3673. Further information is also available on the website: [www.ljmu.ac.uk/students/supporting-your-study/student-policy-and-regulations](http://www.ljmu.ac.uk/students/supporting-your-study/student-policy-and-regulations).

International students are subject to different attendance and enrolment regulations as set out by the UK Visas and Immigration Agency. For more details on LJMU’s international attendance policies, go to: [www.ljmu.ac.uk/about-us/public-information/student-regulations/guidance-policy-and-process](http://www.ljmu.ac.uk/about-us/public-information/student-regulations/guidance-policy-and-process).

## Library

Our library has an extensive collection of books, journals, and other information resources. Many of these are available online. It also provides technology-rich study spaces, digital studios and skills development facilities across three buildings: Aldham Robarts Library, Avril Robarts Library and the Student Life Building. Specialist teams offer a programme of workshops, webinars, drop-ins, and one-to-one appointments to help you develop your academic writing, English language, maths and statistics, information, research, and digital skills at all levels of study.

As with all LJMU buildings, you need your student ID card to access the library.

To find out more about what the library has to offer, please visit the library homepage at: [www.ljmu.ac.uk/library](http://www.ljmu.ac.uk/library).

## Student Advice and Wellbeing Services

We recognise that some students face circumstances that undermine their university experience. Services are provided to help and support students at such times. These cover issues such as mental health, disability, support for those who have experienced sexual violence or harassment, funding advice and much more. For information on the range of services available, please visit: <https://www.ljmu.ac.uk/discover/student-support>

## Safeguarding and ‘Prevent’

The safety and wellbeing of our students is a priority. To ensure that all students can learn and achieve safely, free from abuse, harassment and harm, we have developed a safeguarding policy and associated procedures which can be found here:

<https://www.ljmu.ac.uk/discover/student-support/safeguarding-at-ljmu>

Safeguarding is the process of ensuring that those within our communities who may be vulnerable are given additional protections and policies and strategies are developed to ensure this covers all members of the university community.  If you have a concern at any time, please contact one of the Designated Safeguarding contacts listed on the Safeguarding webpage or any member of Student Advice and Wellbeing staff (appointments can be made via MyLJMU).

The Prevent duty is one of the statutory duties placed on every university and this is incorporated into our overarching Safeguarding policy.  The Prevent duty is part of the Counter Terrorism and Security Act 2015, and requires the university to have ‘due regard to the need to prevent people from being drawn into terrorism’.

# How your studies will enhance your career prospects

*Please outline how the programme can enhance employment opportunities e.g. vocational learning, professional accreditation, enhanced placements, or programme specific work initiatives.*

*Authors may wish to highlight any licence to operate/practice arrangements.*

*Any opportunities for Placement Learning should be consistent with the LJMU Placement Learning Code of Practice. Please ensure that the necessary information is included either here or in the appropriate module information on Canvas (if the programme includes more than one module).*

*Please provide more detailed information about employability support in your faculty.*

**Support to develop your career and your employability skills**

Student Futures – LJMU’s Careers, Employability and Enterprise Team - provide a range of opportunities and services to further your development as a professional or entrepreneur.

Services available from Student Futures includes:

* Support from our Start-Up Hub to grow your enterprise skills and to research, plan and start your own business or find out about freelancing. Visit the Start-up Hub website at [www.ljmu.ac.uk/startup](http://www.ljmu.ac.uk/startup) or email startup@ljmu.ac.uk.
* Access to [Careers Zone 24/7](https://careerszone247.careercentre.me/u/xnb0l0l9) – LJMU’s state-of-the-art suite of online interactive Apps, jobs board and resources, including LJMU’s exclusive [Skills Checker self-assessment tool](https://careerszone247.careercentre.me/u/s2i10wly)
* Opportunities for, paid, part-time flexible work through [Unitemps at LJMU](https://www.unitemps.com/branches/liverpool-john-moores-university/) - our very own on-campus recruitment agency
* An annual programme of [webinars, recruitment fairs and employer events](https://studentfutures.ljmu.ac.uk/)
* [One-to-one advice](https://www.ljmu.ac.uk/studentfutures/book-a-careers-meeting) to accelerate your job search, CV and interview technique from our team of qualified and experienced Careers and Employability Advisors.

You can also get the latest announcements from the team via our Canvas Open Course, or follow us on Twitter, Instagram and LinkedIn.

# Submitting coursework

*Please insert specific details of how course work is to be submitted.*

The University acknowledges that there may be occasions when a student’s performance is adversely affected by serious and exceptional factors outside of their control. Such events include sudden acute illness or bereavement.

Our Personal Circumstances procedure is designed to help students in such circumstances and you can find out about it from [www.ljmu.ac.uk/academic-registry/student/registry-services/assessment-coursework-and-examination/problems-completing-your-assessment](http://www.ljmu.ac.uk/academic-registry/student/registry-services/assessment-coursework-and-examination/problems-completing-your-assessment).

# Marking criteria

Marking/Assessment criteria are the knowledge, understanding and skills that you are expected to demonstrate in an assessment. These criteria are based on the intended learning outcomes and should help you to understand what you need to We use these criteria when marking your assignments to determine the mark awarded and to provide feedback to you on your performance.

All assignments that contribute to the final module mark are assessed in line with institutional grade descriptors to ensure that module learning outcomes, key academic skills and technical proficiency in the English Language are effectively assessed. The LJMU grade descriptors can be accessed here:

<https://www.ljmu.ac.uk/~/media/files/ljmu/public-information-documents/academic-quality-and-regulations/academic-policy/grade-descriptors.pdf?la=en>

The university’s Academic Achievement Team is available to provide you with guidance on developing your academic writing, including spelling, punctuation and grammar. To this end, resources and advice can be accessed via your Faculty’s Academic Achievement Canvas course or by contacting the Academic Achievement Team at achieve@ljmu.ac.uk

*Please provide an explanation of grading criteria, what you need to do to achieve a distinction, merit etc.
Please provide grade descriptors for different types of assessment.*

# Feedback strategy

Feedback is a critical part of the learning process. It provides information on your performance in a single assignment as well as how you can develop your skills for future work.

Our policy is that:

Details of assessment submission deadlines and feedback return will be provided in programme and module guides (via Canvas). Feedback may mean marks as well as more detailed written comments.

Under normal circumstances, you should expect to receive feedback on assessed written coursework within 15 working days of the published assessment deadline if you submit on time.

Working days exclude Saturday and Sunday, bank holidays and any other day on which the University is closed. Sometimes teams are unable to meet this deadline. In these cases, they will inform you of the delay and provide a new deadline

Early on in each year of study you will have an opportunity for face to face feedback on a piece of assessed work. This will not necessarily be in a one to one meeting with your tutor but could be in a group setting.

*For programmes that are at least a year long and which have Standard Semester 1 modules, please include the following in the feedback strategy:*

*‘You will be offered a one-to-one Personal Tutorial (Assessment Performance) early in Semester 2 to discuss assessment performance and ways to improve.’*

*Please provide advice to students on how and when feedback will be provided and how they should use their feedback.
Students would like to see information on how they can receive feedback on their examinations (where applicable).*

# Understanding Assessment

Assessment is a key aspect of university life. We have a wide range of processes and procedures to ensure that all marking is fair, consistent and upholds academic standards. To help you understand these, we have produced a Student Guide to Assessment at LJMU. This guide explains the key rules around assessment and the diverse types of assessments, you may be asked to complete. It also outlines the options that you have if you need any extra time to complete an assessment and what you need to do if you do not pass. Please take a little time to familiarise yourself with this, but remember that you can always ask for clarification, advice and support from your personal tutor, module leader or programme leader.

## The role of External Examiners

The university engages an External Examiner for every programme. They will either be from another university or Higher Education Institution or from industry where that plays a major role in your programme. An External Examiner is an expert in the subject from outside the University and will look at samples of work from across the programme. These procedures will ensure that students work is properly and fairly marked. Once the marks for all the assessments on your programme have been moderated and finalised a Board of Examiners can meet.

External Examiners report to the university annually. This report is discussed and available to student representatives at Board of Study meetings. The External Examiner report will be made available to all students. Please ask your Programme Leader or Student Representative for further information.

The university engages External Examiners to ensure the quality management of Higher Education programmes and it is not part of their remit to communicate with individual students. For this reason, please do not make direct contact with External Examiners in respect of your assessed work or performance. Any issues should be relayed directly to the Module or Programme Leader

***You must insert information on External Examiners for the programme, this should include name, position and institution/workplace.***

# Progression and Grading

Students are required to attempt all items of summative assessment at the appointed time as a condition of the award of credit. Failure to do so will be deemed by the Board of Examiners to constitute failure in the module unless a claim for Personal Circumstances or Special Mitigation is found valid.

***Delete as appropriate***

See the Postgraduate Academic Framework Regulations, section PG.C4.3 to PG.C4.4 for further details. [www.ljmu.ac.uk/~/media/sample-sharepoint-libraries/policy-documents/247.pdf](https://www.ljmu.ac.uk/~/media/sample-sharepoint-libraries/policy-documents/247.pdf).

or

See the Undergraduate Academic Framework Regulations, section UG.C4 for further details. [www.ljmu.ac.uk/~/media/sample-sharepoint-libraries/policy-documents/246.pdf](http://www.ljmu.ac.uk/~/media/sample-sharepoint-libraries/policy-documents/246.pdf).

**Grading of award**Award marks determine the grade of the award as follows:

* Distinction – overall mark of 70% or above
* Merit – overall mark between 60 and 69%

For further information, please consult the link to the Academic Framework Regulations above.

If there is a professional body associated with your programme, you need to know if any additional regulations apply to your programme. Where this is applicable further information is available in the Professional Accreditations section of this guide.

If you have not achieved the full amount of credits for your award at the first attempt, you will be allowed a referral in the modules you have failed.

# Referrals/deferrals

**Types of Referral**

A referral is the opportunity to re-take assessment in a module in which you attained no credit after your first attempt. Students have the right to two referral opportunities in any failed module(s). No further attempts are permitted. Students who have failed the first referral will be offered the opportunity to register for a Final Referral. Final Referrals will be a final single attempt (therefore there can be no subsequent referral) and marks can be carried forward from previous attempts. Final Referrals will require attendance. The maximum mark obtainable from a referral is the minimum pass mark for the module.

**Deferral**

A deferral is the opportunity to undertake an assessment at the next assessment opportunity. This can only happen if you follow the Personal Circumstances procedure within the specified timeframe – see <https://myservices.ljmu.ac.uk>.

Deferred assessment attempts are marked as if you were attempting them for the first time i.e. not capped to the minimum pass mark.

# Variance

Sometimes it is necessary for programmes to seek permission to operate within the University’s Academic Framework Regulations with agreed differences (known as variance). Such instances are normally due to the requirements of accrediting/professional bodies or subject practice. If your programme has permission to operate with variance from any of the University’s Academic Framework Regulations, details can be found within the “Approved variance from Academic Framework Regulations” section of your Programme Specification, which is available via the LJMU Course Catalogue (see **Modules** section)

# Boards of Examiners

**Boards of Examiners** meet to consider the progress of every student at least once a year. The Boards make decisions on completion, progression and awards. The Board ensures the maintenance of appropriate standards of assessment and that all students are assessed fairly in accordance with the approved regulations and procedures.

# Getting your results

Results for individual pieces of assessment are generally available on Canvas within 15 working days of the assessment deadline. It is important that you review these and take note of feedback. If you have any concerns, please speak to your personal tutor or the module leader as soon as possible. They are there to help. Results on Canvas are subject to moderation and confirmation through the Board of Examiners, so should not be taken as the final mark. You will get these on X. A Results Statement and Progress Transcript will be available via MyLJMU. Please make sure that you access these as soon as possible to find out how you have done and whether you need to take any further action. As ever, if you are uncertain about any of the information provided, contact your tutor or programme leader at the earliest opportunity.

*X = either:*

*·         “the official* ***Result Notification Day****, as recorded on the Academic Calendar”*

*·         [insert date of result notification]*

*Please insert what students should do if they have a referral or deferral, or if they haven’t got enough credit to proceed who they should speak to for help.*

# Academic Appeals

All students have the right to appeal against the decisions of a Board of Examiners, which confirms assessment results and makes final awards. Students also have the right to appeal against the decision of a Personal Circumstance Panel or an Academic Misconduct Panel. There are strict eligibility criteria and timescales for appeals.

The Appeals Form is available at MyLJMU at <https://myservices.ljmu.ac.uk/>

The Appeals Guidance notes are available here: <https://www.ljmu.ac.uk/about-us/public-information/student-regulations/student-appeals>

# Student Complaints

We really hope that you will enjoy your time at LJMU. If you have a cause for complaint, the matter should be raised in the first instance with the person responsible for the relevant area. You can do this either in person or in writing, but you should do this within 30 days of the incident, matter or concern. If you believe that the response is not satisfactory or it is not appropriate to raise the matter informally, then you may wish to use the formal Student Complaints Procedure.

For further information on the Student Complaints Procedure visit: <https://www.ljmu.ac.uk/about-us/public-information/student-regulations/student-complaints>

# Academic Misconduct

Academic Misconduct is deemed to cover deliberate attempts to gain an unfair advantage in assessments. This includes attempts to cheat in an exam, plagiarism, unauthorised collusion or any other deliberate attempt to gain an unfair advantage in summatively assessed work, including the submission of material commissioned from a third party or material created using artificial intelligence (AI) software without the permission of the Module Leader.

If you are accused of Academic Misconduct, you will be sent details of the allegation plus all of the supporting evidence and invited to attend an Academic Misconduct Panel. John Moores Students Union: [www.jmsu.co.uk](http://www.jmsu.co.uk) can give you impartial advice on what to expect. Please note that the panel may draw adverse inferences if a student does not take the opportunity to attend and defend their work.

For information relating to LJMU’s Academic Misconduct policies, please visit: <https://www.ljmu.ac.uk/about-us/public-information/student-regulations/academic-misconduct>

Additionally, information about Academic Misconduct can be found at <https://myservices.ljmu.ac.uk/>.

**The LJMU Penalty Tariff**

The University strives to ensure fairness and consistency in the application of penalties to students across all Faculties and has adopted a standard penalty tariff to be used in all cases of proven academic misconduct.

The principle behind the tariff is simple and serves to ensure that all students are aware of the penalties that they will receive if they are found guilty of academic misconduct.

The Penalty Tariff is contained within the University’s Academic Misconduct Policy: [www.ljmu.ac.uk/about-us/public-information/student-regulations/academic-misconduct](http://www.ljmu.ac.uk/about-us/public-information/student-regulations/academic-misconduct)

# Student Feedback

## We want your feedback

There are many ways that you can provide feedback on your course. Most common of these is simply talking to someone from the programme team or professional services. This informal feedback is important, and we want to hear what you have to say. However, there are certain points in the year when we formally ask you for your feedback. Some of this is in the form of surveys, so please take a little time to complete these. We seek feedback at the end of every module, and you can access that from your email or Canvas. Once a year, we will also ask some more broad questions about your learning experience, so keep an eye on your email account for those requests.

*Please provide information about informal processes within the programme e.g. Staff Student Liaison Committee.*

## Results of previous student feedback

*Please insert the results of previous student feedback, how this has been addressed and what action has been taken. Surveys might include PTES (Postgraduate Taught Experience Survey) or Module Evaluation.*

## Student representation and getting involved

We want to make every course as good as it can be and we need our students’ help to do that. Each programme has Course Representatives who canvas and feedback the views of fellow students. Course reps can influence everything from curriculum changes improving how the course is organised and supported by lecturers.

Reps are usually elected at the start of the academic year and will receive training through John Moores Students’ Union. They also receive support in their role from programme leaders and lecturing staff. If you are interested in becoming a Course Rep contact your Programme Leader or coursereps@ljmu.ac.uk.

Follow Course Reps on Twitter @coursereps or on Facebook by searching for “LJMU Course Reps”.

## What is the Board of Study?

The Board of Study oversees the management and operation of the programme. Membership consists of all staff teaching on the programme, other staff essential to the running of the programme and course representatives. You can discuss any aspects of your programme with your course representative, for them to raise in the Board of Study. In this way you can contribute to the formal running of the programme. Programme Leaders will ensure that Board of Study papers are available to all students and minutes of meetings will be shared in the ‘My Course’ area of MyLJMU <https://my.ljmu.ac.uk>.

*Please include dates and times (or where to find information about dates and times), and information on who students should contact for information regarding Board of Study meetings, e.g. administrator, programme leader, course representatives**.*