

# Programme Guide

2018/19

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## Welcome



A welcome  
from the  
**Vice-Chancellor**  
Professor Nigel  
Weatherill

## Welcome to Liverpool John Moores University

Liverpool John Moores University (LJMU) offers you an exceptional student experience, founded on high quality teaching, ground-breaking research and extensive links with employers, entrepreneurs and business leaders.

We can trace our origins back to 1823 and the foundation of the Liverpool Mechanic's and Apprentice's Library. In 1992, we became one of the UK's new universities, taking our name from one of Liverpool's great entrepreneurs and philanthropists, Sir John Moores. During 2017/2018, LJMU celebrated its 25<sup>th</sup> anniversary of becoming a university and it is fitting that we were awarded Educate North's University of the Year Award during our anniversary year. It is also evident that our current incarnation as a modern civic university demonstrates that we haven't lost the pioneering zeal of our founding fathers and like them, we still believe that 'knowledge is power'.

Demand for skilled graduates in occupations involving analytical, problem solving, and complex communication activities is increasing. We understand this and that's why your programme will equip you with the latest knowledge in your chosen academic field plus the essential attributes and experience you'll need for a successful career after you graduate.

Everyone at LJMU is here to help you achieve your ambitions for the future. We are a university rich in resources, facilities, expertise and support that you won't find at any other time of your life. So make sure you take advantage of every opportunity that comes your way and please don't be afraid to ask for help and advice should you need it.

Studying at university is your time to shine; so study hard but at the same time have fun, and enjoy the journey.

**Professor Nigel Weatherill**  
Vice-Chancellor

# Introduction to your programme

Congratulations on joining the Diploma in Higher Education (Dip HE) Paramedic Practice Programme. On behalf of the team, I would like to offer you the warmest welcome as you embark on your student experience here at LJMU.

Whether you are starting year one or year two of the programme this is part of your lifelong learning, so a very exciting time. Our programme is full of new challenges for you and you will be guided along the way by a very experienced and dedicated programme team. Your experience is important to us so please trust us that you will receive a fulfilling and rewarding time. The programme will stretch your abilities and enable you to reach academic and practical levels that you may not have previously experienced. The work is demanding and it will take a high level of commitment and time management from you; but it is still enjoyable. You will have opportunities to experience clinical placements that will give you an insight into the wider world of paramedic practice; therefore, you will be working alongside health professionals from a diverse range of clinical fields and gain close patient contact. You will undoubtedly grow as a person and develop long and lasting friendships with your peers as you share experiences during this dynamic programme.

We are very proud of our programme at LJMU and of course, the close and successful relationship we have established with North West Ambulance Service (NWAS) Trust. We work together in providing you with an excellent mentorship initiative that will involve you being supported by a network of experienced professionals, which will enhance your learning. In addition to NWAS, you will be supported in experiencing time with our placement provider partners in NHS acute, primary care and mental health Trusts as well as the independent and voluntary sector. Our aim is that you graduate from this programme as a competent and confident paramedic who employs the highest standards of professionalism and patient care. We want you to be prepared for the demands of your future career and for the evolving paramedic profession.

This programme is validated by the Health and Care Professions Council (the professional statutory and regulatory body for paramedics), and on successful completion of the programme, you will be eligible to register with them. Furthermore, you may wish to consider your continued study in gaining your BSc (Hons) Paramedicine <https://www.ljmu.ac.uk/study/courses/undergraduates/2019/paramedicine> through our part-time top up programme.

We want you to have a very positive experience during your time on the programme. A personal tutor will support you for the time you are here and current students are keen to be your student 'buddy'. They can help you find your feet as we appreciate that everything will be new and perhaps a little strange when you first arrive, but I am sure you will soon settle into university life and the beginning of your journey as a student paramedic.

The team wish you all the very best of luck with your chosen programme of study, and we look forward to meeting you all very soon.

Denise Dixon

Programme Leader Dip HE Paramedic Practice

# What you need to know about your programme

The programme is delivered over two years for full-time students. You will gain 120 academic credits at level four at the end of the first year and another 120 credits academic credits at level five when you successfully complete the programme.

Within this programme, credits will be awarded for successful completion of units of learning known as modules. You must achieve a minimum of 100 credits at level four to be eligible to progress to year two. The attainment of 240 academic credits in this programme means you are entitled to receive the award of Diploma in Higher Education Paramedic Practice.

This programme has been designed in line with Health and Care Professions Council (HCPC), College of Paramedics (CoP), Quality Assurance Agency (QAA), Health Education North West (HENW) and Liverpool John Moores University requirements. Integral to these requirements is the balance between theoretical and practice learning, consequently we have collaborated with service providers in its development.

The programme is structured into university attendance / placement blocks. Your university element involves you being enrolled on 3 theory modules per semester (half of a year) and one yearlong practice module which includes university practice time and placement time. In terms of the theory aspect, four weeks attendance within the faculty allows for more detailed, continuous and joined up facilitation of learning and gives you opportunity to transfer your knowledge into practice (bridging the theory to practice gap) in a simulated safe environment before attending placements. Similarly the block weeks in practice allows you to fully experience either the 'Hub' or 'Spoke' placement areas including the full range of shifts (the majority of NWS shifts are 12 hours, with crews commencing duty for example at 06:00 for a day shift or 18:00 for a night shift). Spoke placements offer a diverse range of clinical learning opportunities providing exposure to person-centred care giving students opportunity to develop compassionate, caring approaches to dealing with patients and their families. Practice placements are an integral aspect of your programme and students are expected to fully engage with all learning opportunities available to them. You are required to achieve 1500 hours of practice per year of study, in your spoke placements (non-ambulance) you are required to complete 37.5 hours per week.

Your level four modules will consist of areas of study including anatomy, physiology, key professional studies, and the fundamental knowledge to identify a variety of illnesses and injuries including the management of these situations; you will also gain wider knowledge of health and epidemiology as well as being introduced to pharmacology, these subjects will be delivered during your study blocks.

Your level five modules will consist of areas of study including a deeper understanding of physiology and pathophysiology, specific and detailed patient assessment and management of conditions, illnesses and injuries; including your application of knowledge to the pharmacological aspect of practice. Furthermore, you will develop knowledge and skills in research methodologies and mentorship to develop you as an effective, confident and competent paramedic who is knowledgeable in the context of out of hospital care.

Each module will be assessed; overall, you will be assessed through a variety of methods including written exams, online exams, portfolio / website, simulated practical assessments (observed structured clinical examination [OSCE]), written case studies, essay, presentation, as well as being assessed in practice by NWS practice educators within your practice learning & assessment document (PLAD). This PLAD has been designed with the HCPC standards of proficiency for paramedics (SOPs) and the standards of conduct performance and ethics (SCPEs) in mind. It allows you to show development of your knowledge, skill and



attitudes aligning with underpinning paramedic practices and legislations in managing a variety of patients and situations.

**Note:** Legislation exists regarding medicine sale, supply and administration for specific healthcare professionals. The [Medicines & Healthcare products Regulatory Agency](#) (2012), the [Human Medicines Act](#) (2012) are amongst the legislation that determines which healthcare professional can administer which drug and in what circumstance. Therefore only [HCPC](#) registered paramedics can administer certain medicines on their own initiative for immediate and necessary treatment of sick and injured persons under the appropriate mechanisms (i.e. [patient group directions PGDs](#)). What this to you as a paramedic student is that **you are UNABLE UNDER ANY CIRCUMSTANCE to administer ANY drugs to ANY patient regardless of medicine or route.**

There are some grades of staff (those who are currently employed and seconded by North West Ambulance Service) that may administer certain medications currently covered by their organisational governance arrangements as employees (any concerns please contact your medicines governance department). Those who are not seconded and full time employed you are unable to administer medicines even under supervision.

For each of your modules you will have a named module leader, they will provide you with the information you require for that specific module in a module handbook. This includes the timetable, content and assessment criteria; additionally you have access to the university's virtual learning environment (Canvas) whereby each module has a site maintained by the module leader. Any questions you have regarding a specific module should be addressed to the module leader in the first instant. If the module requires you to write an essay there will be opportunity for a small portion of your written work to be reviewed by the module leader in order to provide feedback for you to continue your writing.

**Learning support** is available, if you are aware / believe you have additional learning needs it is essential to make an appointment through student support (the disability advice team). You can do this using the following link <https://www.ljmu.ac.uk/discover/student-support/students-with-a-disability> even before you start the programme. They will guide you through the process to ensure you are assessed appropriately and therefore an individual student-learning plan (ISLP) can be identified for you. This will be shared with the relevant academic and support staff. Module leaders and or personal tutors will offer opportunity of tutorials to support you during your programme of study.

### **Where will my university study take place?**

Your lectures will mainly take place in Tithebarn Street and Henry Cotton (City Campus); the practice suites are used for simulation purposes and are housed within these buildings also, these facilities are shared with the rest of the faculty. These areas provide a variety of simulated environments in which you can practice including a simulated paramedic emergency services ambulance. Various manikins are available to use for both basic and advanced clinical assessment and resuscitation across the age ranges.

On occasion, teaching may take place on other sites within Liverpool; however, you will be notified of all rooms and locations within your modules timetables.

Not all teaching takes place within the classroom although we do have traditional lectures, you may have online sessions or receive online tutorials away from the university. Everything will be explained in detail by each module leader. On occasions, your learning will be self-directed or you may receive a task to complete in the library or online. The programme team are keen to utilise technology, do not worry if you are not the most computer literate you will be guided through this and their plenty of support you can access through the university.

## Uniform and specialist equipment

Uniform will be provided before you attend your first placement. You will be guided by your module leaders when this should be worn in university, usually this is on practice days and for particular occasions in the university. You will be expected to wear uniform during all of your placements unless specified by a specific the placement area. Additional / replacement uniform can be purchased via the [online merchandise and shop](#).

Besides the usual stationary or mobile devices that you use to support your learning, it would be a good idea in the early part of your programme to purchase your own stethoscope. You will find out more about the various types so you can make an informed choice about which to buy. Also as wristwatches are not worn in practice (bare below the elbow) due to infection control risks it is advisable to purchase a fob watch. Again you will find out about these when you attend and speak to experienced students and 'buddies'.

## Employment opportunities

We work very closely with North West Ambulance Service NHS Trust and their recruitment team. They visit our students at an appropriate time within the programme to inform you of their recruitment packages.

## Using technology to enhance your learning

Canvas is the University's Virtual Learning Environment giving you access to learning materials, assessment activities, discussion forums and announcements for each of the modules you study. Canvas integrates with your Office 365 so you can synchronously work on documents in the cloud and submit and share them within the VLE. Canvas communicates with you on your terms; you will be able to choose where you access your Canvas notifications-you can have them sent to your email, phone or Twitter account. Tutors can communicate with you in a variety of ways; they may include audio or video comments as part of a course discussion and when marking your work; additionally, you will also have the option to use multimedia tools to enhance your contributions in interactive activities. Canvas is also fully mobile compatible and a mobile version of it is available for use with iPhone, iPad, iPod Touch, Android and Blackberry devices. You can download the App from your normal App store.

Canvas is also used as a means of submitting assignments; your tutors will assist you with the process. You may also have access to a Programme site where you will be able to engage with staff and students from all levels of your programme of study. Please make sure you engage with all learning activities both within and outside the curriculum.

If you need help with using Canvas, then a range of online help resources, including written guides and videos is available via the Canvas Student Community <https://community.canvaslms.com/community/answers/guides>. If you have technical issues accessing Canvas, you should visit the Hub and Helpdesks in the Library or complete an Online Help Form, accessed through the LJMU Off Campus support service at [www.ljmu.ac.uk/microsites/library/about-ljmu-libraries/contact-us](http://www.ljmu.ac.uk/microsites/library/about-ljmu-libraries/contact-us). You can also obtain assistance from Canvas Support which is available 24/7, 365 by telephone, Chat or email. Just click on the Help link in the navigation panel when you are logged in to Canvas.

As previously mentioned each of your will have a dedicated Canvas site, this will house all content appropriate to that module including the module handbook, timetable, content, module leaders details, discussion boards if appropriate. As with all the university systems the more regularly you use the site the easier it becomes to navigate.

## Directed Study Week

Directed Study Week includes a wide variety of workshops, digital classes and webinars delivered by academics and professional services staff from across the university. The aim of these is to support your further development as a learner. They will give you tactics and techniques to help you achieve your potential and maximise your progress through university.

## Timetabling and attendance

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

It is your responsibility to attend all your timetabled classes and lectures as well as any tutorials, seminars, fieldtrips or other activities delivered as part of the modules you are studying.

The student attendance policy 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)

This programme leads to a professional qualification and registration with the HCPC, therefore 100% attendance is expected. Your attendance will be closely monitored any student whose attendance falls below 80% (in any module) without extenuating circumstances during one semester may be required to withdraw from the programme. If a student is unable to attend university or any placement area s/he must inform the university and or the placement area following the relevant absence reporting procedures, including the need to provide supporting evidence where necessary.

Therefore, the programme team will firstly monitor attendance and personal tutors will meet with any student who have missed sessions or practice days. Support will be offered to the student if needed. It is important to note continuing absence that impacts on achieving the course aims could lead to Fitness to Practice process.

As you are aware paramedics are registered health care professionals and are subject to [fitness to practice](#) procedures.

As student paramedics you are required to meet the requirements of the [HCPC conduct and ethics](#) You are also required to meet the university's [fitness to practice](#) and [fitness to study](#) policies.

During your induction period your first semester level four modules will be introduced, access to these sites will be made available shortly afterwards. Module leaders will explain how to access the information pertinent to their modules; your cohort lead will explain terminologies and areas / sites that are relevant including timetables and how to find the classrooms. You will have a study skills sessions during your induction, which will help you make sense of some of the study terminology and introduce you to the most effective ways of studying on this programme. However as an adult learner you must take responsibility to develop your own academic ability, the university offer numerous supporting sessions and tools which you can access via [library services](#).



## Disclosure and Barring Service

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. Additionally you are required to complete an annual self-declaration form for the duration of the programme.

The LJMU admissions department and/or NWAS will have informed you of these requirements prior to starting the programme.

## Your Personal Tutor

You will have a Personal Tutor whose role is to support and oversee your development and progression through the programme. 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 at least twice per year, but you may of course contact them as and when needed.

You will be introduced to your personal tutor during the induction period. You will have an initial group tutorial when your tutor will explain how you will be supported during the programme. You will meet with your personal tutor on a one to one basis twice in each academic year.

## Personal Development Planning

Personal Development Planning (PDP) is a structured process intended to help you become a more effective, confident and independent learner. It will support you in gaining knowledge of your strengths but also of areas in need of further development related to your academic, personal and professional aspirations. You will be enabled to undertake Personal Development Planning through your programme.

Following your first semester results your personal tutor will discuss your current position and offer guidance and support towards your semester two modules.

Additionally first year students will be allocated a 'buddy'; a second year student who will support them during their first year of study. This is successful scheme that helps new students settle into university life and provides them with a source of support and a wealth of useful information. Second year students will have gained a huge amount of knowledge in relation to placement tips and contacts, travel arrangements and study support.

## Key contacts

**Dr Philip Carey**, *Interim Director of School*

The Director is responsible for overall management of 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

0151 231 4469

## School Contacts

Name	Room	Extension	E-mail (@ljmu.ac.uk)
John Ambrose Programme Manager	HC 2.34a	4054	<a href="mailto:j.ambrose@ljmu.ac.uk">j.ambrose@ljmu.ac.uk</a>
Jason Comber Senior Lecturer	HC 2.37	4123	<a href="mailto:d.j.comber@ljmu.ac.uk">d.j.comber@ljmu.ac.uk</a>
Denise Dixon Senior Lecturer	HC 2.37	4131	<a href="mailto:d.dixon@ljmu.ac.uk">d.dixon@ljmu.ac.uk</a>
Ron Harris Senior Lecturer	HC 2.35	4585	<a href="mailto:r.harris@ljmu.ac.uk">r.harris@ljmu.ac.uk</a>
Kay Hughes Senior Lecturer	HC 2.35	5842	<a href="mailto:k.hughes@ljmu.ac.uk">k.hughes@ljmu.ac.uk</a>
David Preston Senior Lecturer	HC 2.35	5865	<a href="mailto:d.j.preston@ljmu.ac.uk">d.j.preston@ljmu.ac.uk</a>
Iain Hay Senior Lecturer	HC 2.35	5876	<a href="mailto:i.g.hay@ljmu.ac.uk">i.g.hay@ljmu.ac.uk</a>
Jennifer Vasey Lecturer	HC 2.35	6489	<a href="mailto:j.vasey@ljmu.ac.uk">j.vasey@ljmu.ac.uk</a>
James Woollacott Lecturer	HC 2.35	6059	<a href="mailto:j.a.woollacott@ljmu.ac.uk">j.a.woollacott@ljmu.ac.uk</a>
Practice Learning Support Unit (PLSU)	HC 2.25	4089	<a href="mailto:PLSU@ljmu.ac.uk">PLSU@ljmu.ac.uk</a>

# Modules

Your programme is divided into levels and each level into a series of smaller units of study called modules. Each module explores a subject relevant to your programme of study. What you will learn in each module is described by its intended learning outcomes. These outcomes form the basis for the criteria against which you will be assessed in order to gain credit from the module.

## Core and Option Modules

Depending on your programme, modules may be designated as either a Core or an Option:

- Core modules are compulsory. You must complete these in order to proceed to the next level of the programme.
- Where option modules exist they offer choice from within a range of modules to be studied. Choice of modules may enable you to pursue particular areas of interest or to develop particular subject specialisms. In making a choice you may find it useful to think about future study and career aspirations.

The following modules are offered to students studying in 2018/19:

<b>Level 4, Semester 1 modules (all core)</b>	<b>Module Leader(s)</b>
4001PARA Fundamentals of Paramedic Science	Ron Harris
4003PARA Professional Studies	Jason Comber
4004PARA Foundations of Patient Care	Iain Hay
4005PARA Developing Paramedic Practice (yearlong semester 1 & 2)	Jason Comber (plus other members of the teaching team)
<b>Level 4, Semester 2 modules (all core)</b>	<b>Module Leader(s)</b>
4002PARA Perspectives in Health	Kay Hughes
4006PARA Introduction to Pharmacology	Denise Dixon
4007PARA Developing Patient Care	Iain Hay
4005PARA Developing Paramedic Practice (yearlong semester 1 & 2)	Jason Comber (plus other members of the teaching team)
<b>Level 5, Semester 1 modules (all core)</b>	<b>Module Leader(s)</b>
5001PARA Applied Paramedic Science	Ron Harris
5002PARA Research Methodologies for Paramedics	Kay Hughes
5004PARA Essential Paramedic Practice	David Preston
5005PARA Advancing Paramedic Practice (yearlong semester 1 & 2)	David Preston (plus other members of the teaching team)
<b>Level 5, Semester 2 modules (all core)</b>	<b>Module Leader(s)</b>
5003PARA Mentoring for Paramedics	Jason Comber
5006PARA Application of Pharmacology	Denise Dixon
5007PARA Complexities of Paramedic Practice	David Preston
5005PARA Advancing Paramedic Practice (yearlong semester 1 & 2)	David Preston (plus other members of the teaching team)

# 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. For information on all the student support services, including study skills workshops, go to: [www.ljmu.ac.uk/students/supporting-your-study](http://www.ljmu.ac.uk/students/supporting-your-study).

The University's rules and regulations 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 rather to protect your rights as a student and to define your responsibilities as a member of the University. You'll find more details in the Student Handbook: [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).

LJMU promotes an environment where everyone is treated equally and with dignity and respect. We operate a policy of zero tolerance towards any form of discrimination, harassment or bullying, including cyber-bullying. Any students or staff found to be 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, 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).

The approaches the University takes to enhance teaching and learning are set out in the Teaching and Learning Strategy 2017-2022. The University sets targets in relation to the student experience which include NSS satisfaction scores for teaching and for assessment and feedback, and outcomes for student retention and achievement. The Teaching and Learning Strategy is supported by Faculty Plans and each Faculty identifies priorities and actions for the forthcoming academic year. [www.ljmu.ac.uk/about-us/public-information/strategic-plan](http://www.ljmu.ac.uk/about-us/public-information/strategic-plan).

## International students

LJMU's 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](http://www.ljmu.ac.uk/discover/student-support/international-student-support), email: [internationaladvice@ljmu.ac.uk](mailto:internationaladvice@ljmu.ac.uk) or call 0151 321 3673. Further information is also available in the Student Handbook: [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).

## Social media and you

We want your LJMU experience to be as enjoyable as possible so take a moment to consider your use of social media: your privacy settings, what you share and how it might reflect on you or the University, especially with respect to flatmates, fellow students and University staff. How you present yourself online may be noticed by potential employers in the future, and for courses leading to professional qualifications students are required to adhere to standards and Codes of Conduct defined by Professional, Statutory and Regulatory Bodies, so check if these apply to you.

If you need practical support and advice on personal issues arising from social media, contact Student Advice and Wellbeing. LJMU provides guidelines on using social media and follows strict procedures regarding behavioural standards.

Connect with LJMU on our social channels to keep up-to-date, get quick answers to queries and enhance your learning; lots of schools and programmes have their own dedicated accounts too. Visit [www.ljmu.ac.uk/students/supporting-your-study/social-media](http://www.ljmu.ac.uk/students/supporting-your-study/social-media) for more information on using social media while studying at LJMU.

### Tuition fees and student funding

LJMU's Student Advice and Wellbeing services team offers free, expert and confidential advice and guidance on the range of student funding available, including student loans, grants, bursaries and scholarships, disabled students allowance, parents learning allowance, childcare and adult dependants grants, and eligibility for benefits while you are studying. To make an appointment to see an advisor, call into the Aquinas building or email [studentadvice@ljmu.ac.uk](mailto:studentadvice@ljmu.ac.uk).

Remember, the consequences of not paying your tuition fees range from having your IT and borrowing rights removed to ultimately losing your place at the University. So please do not delay sorting out payment. For more details go to: [www.ljmu.ac.uk/discover/fees-and-finance](http://www.ljmu.ac.uk/discover/fees-and-finance).

## Libraries

### Libraries

In each of LJMU's three campuses – IM Marsh, City and Mount Pleasant – you'll find a library. These provide access to many services available to assist you as a student at LJMU. Libraries contain general and special collections, study spaces and computing resources as well as specialist staff who can advise on a range of academic skills. You must bring your student ID card to access the Library buildings. The library homepage provides more information at [www.ljmu.ac.uk/microsites/library](http://www.ljmu.ac.uk/microsites/library).

### Facilities and Services:

- **Library collections**, print and electronic
- **Study spaces**, group study spaces, quiet and silent areas, with self-service booking for study rooms
- **PCs and laptops**- with self-service booking for some PCs
- **Academic Skills** – ranging from essay writing techniques, referencing, and revision skills, to Maths and Statistics support, via our dedicated drop-in sessions. Further details can be found at <https://www.ljmu.ac.uk/microsites/library/skills-ljmu>
- Ask at the **Hub** to help you get the best from the library collections, specialist staff and IT resources.

Each Library offers an identical range of services plus library and study materials tailored to meet the academic needs of the Faculties and students it supports. Information about library locations can be found here: [www.ljmu.ac.uk/microsites/library/about-ljmu-libraries/visiting-the-library/library-locations](http://www.ljmu.ac.uk/microsites/library/about-ljmu-libraries/visiting-the-library/library-locations).

### Library Opening hours:

The Aldham Roberts and Avril Roberts library buildings are open 24/7 during semester time. The I M Marsh library is also open every day during semester time.



For exact library opening hours, please go to: [www.ljmu.ac.uk/microsites/library/about-ljmu-libraries/visiting-the-library](http://www.ljmu.ac.uk/microsites/library/about-ljmu-libraries/visiting-the-library).

Staff in the libraries are always happy to help. You can contact them in person at the Hub or Helpdesk, by telephone: (0151) 231 3179 or online: [www.ljmu.ac.uk/microsites/library/about-ljmu-libraries/contact-us](http://www.ljmu.ac.uk/microsites/library/about-ljmu-libraries/contact-us).

## Student Advice and Wellbeing Services

Student Advice and Wellbeing Services are committed to ensuring that students benefit from their time at the University by having access to appropriate and timely information, support and guidance, and advice on practical aspects of study. There are a wide range of services available covering all aspects of student life (personal, financial, emotional and academic) and we are here to help. For further information on the range of support available, check out [www.ljmu.ac.uk/discover/student-support](http://www.ljmu.ac.uk/discover/student-support).

Student Engagement Officers are located within all Faculties and are intended to be the first point of contact for students with concerns or issues. Details are available at [www.ljmu.ac.uk/students/supporting-your-study](http://www.ljmu.ac.uk/students/supporting-your-study) or by emailing [studentengagement@ljmu.ac.uk](mailto:studentengagement@ljmu.ac.uk).

For students with additional needs the service also offers dedicated Disability provision and Study Skills support. The Disability team will be able to advise on the availability of support both internal to the University and externally through Disabled Student's Allowance, based on individual need. Further information can be found at [www.ljmu.ac.uk/discover/student-support/students-with-a-disability](http://www.ljmu.ac.uk/discover/student-support/students-with-a-disability).

Counselling and mental wellbeing services are available to all students and further information can be found at [www.ljmu.ac.uk/students/supporting-your-study/health-and-wellbeing](http://www.ljmu.ac.uk/students/supporting-your-study/health-and-wellbeing).

## How your studies will enhance your career prospects

### Work Related Learning

Work related learning is included in every degree programme in some way, so every student has the opportunity to engage in real world projects or go on placements and apply their skills in the context of the world of work. The work is organised and supported by academics in the faculty.

Full details of the placement aspect of the programme will be provided for before commencement of your placement blocks. With additional support from the practice learning support team and the teaching staff in preparation for practice.

### Career Development and Employability Support Programme

Competition for professional jobs is tough but we are confident that our career development and employability programme will enable you to compete against the best candidates and win.

All students in their first year of study will have an opportunity to engage with the programme as an integral part of a core module of study. Once you have completed this, a wide range of other career-related provision and services will be available to support your development throughout your studies.

To find out more details see [www2.ljmu.ac.uk/careers](http://www2.ljmu.ac.uk/careers)

## Where can I find out more about Careers and Employability Support at LJMU?

For more detailed information about the careers and employability support available at LJMU, call into your nearest Careers Zone (at Aldham Roberts Library, Byrom Street and IM Marsh Library), visit the Careers Team website [www2.ljmu.ac.uk/careers](http://www2.ljmu.ac.uk/careers) email [careers@ljmu.ac.uk](mailto:careers@ljmu.ac.uk) or call 0151 231 2048/3719.

## Module registration

As you progress through your programme of study your registration on core modules for the following year will be processed automatically. If you are on a programme that contains option modules at the next level you will be contacted by email before the next enrolment period, with a link that takes you to your option choices, and asked to register your choices. By selecting the modules that you want to study in the following year you make it possible for the University to provide you with a timetable in advance of your return.

### Checking your Details

Prior to the start of the next academic year, you will be invited to complete a Student Registration form to check the personal information that the University holds about you and make any necessary amendments. This process indicates your intention to return to the next level of your programme of study. At this stage you will also be asked to confirm how you will pay tuition fees for the next academic year. You will also be able to view the modules that you will be registered for in the next academic year.

### Where to get help

LJMU has a dedicated Student Registration Helpline you can contact should you encounter any problems or have any queries – tel: +44 (0) 151 231 3289 email: [studentregistration@ljmu.ac.uk](mailto:studentregistration@ljmu.ac.uk).

## Submitting coursework

Each module will have specific requirements regarding the assessments process / coursework submission, each module leader throughout your programme will explain these in detail.

The University acknowledges that there may be occasions when a student's performance in assessment may be severely affected by unforeseen or unexpected circumstances. Such events include sudden acute illness or close personal bereavement.

The Extenuating Circumstances procedure operates within specific deadlines following the affected assessment event.

For information about the Extenuating Circumstances process please visit: [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).

## Marking criteria

Marking/Assessment criteria set out the knowledge, understanding and skills that you are expected to demonstrate in the particular assessment task(s). These criteria are based on the intended learning

outcomes and should help you in identifying what you need to do in order to achieve a particular mark in the given assessment task. Tutors use these criteria when marking your assignments to determine the mark given and to provide feedback to you on your performance.

Institutional Grading Descriptors can be accessed in Appendix C of the Curriculum Design Guide here; <https://www.ljmu.ac.uk/about-us/public-information/academic-quality-and-regulations/academic-framework>. Please check for specific guidance and criteria supplied by module leaders.

## Feedback strategy

Feedback is a critical part of the learning process. The purpose of feedback is not restricted to providing information on your performance on a single assignment but is also to support your development in future assessments.

LJMU's policy on feedback determines that:

- **Student assessment deadlines will be published alongside University feedback deadlines**

Details of assessment submission deadlines and feedback return will be provided in programme and module guides.

- **Feedback will be available 15 working days after the assessment deadline**

Unless otherwise stated, you should expect to receive feedback on assessed written coursework (not examinations or dissertations) 15 working days after the assessment deadline. Feedback may mean marks as well as more detailed written comments; the marks will be subject to moderation, so should not be taken as the final mark.

*Working days exclude Saturday and Sunday, bank holidays and any other day on which the University is closed.*

- **Feedback will relate to the assessment criteria**

All assessment tasks are marked according to published assessment criteria, as described above. Tutors will use these criteria when providing you with feedback to help you to understand how well you have done and why. In this way, feedback should be helpful to you in subsequent similar assessment tasks in any modules.

- **Students will be entitled to face-to-face feedback on their first piece of assessed work**

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 may be done in a group setting, such as a tutorial.

Module leaders work hard to provide feedback. It is important that you read this feedback and endeavour to act upon it to further improve your academic writing / results for future modules. If there is anything you do not understand in your feedback always arrange an appointment to talk to your module for clarification.

## Fairness, consistency and standards

For every piece of work that is formally marked there will be procedures in place to ensure that the marking is fair, consistent and upholds academic standards. For most assessments, including examinations, there is anonymous marking so that the marker does not know the student who has produced the work. A proportion of the work will be marked by a second member of staff. External examiners, experts in the subject from outside the University, are appointed to every programme and will look at samples of work from across the programme. These procedures will ensure that students work is properly and fairly marked, and any potential bias are removed. Once the marks for all the assessments on your programme have been moderated and finalised a Board of Examiners can meet.

### The role of external examiners

The University appoints an external examiner to all its programmes. They will either be from another University or Higher Education Institution, or from industry where that plays a major role in your programme. The role of the external examiner is to provide informative comment and recommendations upon whether or not:

- the University is maintaining the threshold academic standards set for awards in accordance with the frameworks for higher education qualifications and applicable subject benchmark statements
- the assessment process measures student achievement rigorously and fairly against the intended outcomes of the programme(s) and is conducted in line with the University policies and regulations
- the academic standards are comparable with those in other UK higher education institutions and that programme content is current and up-to-date
- the achievements of students are comparable with those in other UK higher education institutions.
- the external examiner also provides informative comment and recommendations on:
  - good practice and innovation relating to learning, teaching and assessment
  - opportunities to enhance the quality of the learning opportunities.

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.

External Examiners are appointed to ensure the quality management of HE 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.

The external examiner for the Diploma in Higher Education Paramedic Practice is Dan Staines who is a senior lecturer in Paramedic Science at Coventry University. External examiners confirm quality of a programme by way of ensuring standards are being met across the programme and that marking and feedback is fair and equitable. Predominantly he will visit (or Skype) the University for Board of Examiners meetings.

## Progression and classification

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 Extenuating Circumstances or Special Mitigation is found valid. See the

Undergraduate Academic Framework Regulations, section UG.C4.8 and UG.C4.9 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).

If you are following an undergraduate degree programme and you pass all your modules at Level 4 you will have 120 credits and will progress to Level 5. Similarly, at Level 5 if you achieve 120 credits at this level you will progress to Level 6.

If you have not achieved 120 credits at the first attempt, you may be allowed a referral in the modules you have failed.

### **Classification of final Bachelor's degree award**

Under the University's Academic Framework Regulations, you need to achieve 120 credits at each level in order to get a traditional Bachelor's degree (for other programmes please refer to the Undergraduate Academic Framework Regulations at [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)).

You must pass Level 4, your first year, but the marks you obtain are not taken into consideration for your degree classification. Classification of your degree will be calculated by counting your overall Level 5 mark as 25% of your final award mark, with the remaining 75% coming from your Level 6 marks. See the Undergraduate Academic Framework Regulations, section UG.C8.1 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).

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.

Award marks determine what class of degree you will be given as follows:

- First – overall mark of 70% or above
- 2:1 – overall mark between 60 and 69%
- 2:2 – overall mark between 50 and 59%
- 3rd – overall mark between 40 and 49%

In addition, you will be awarded the higher classification of degree where:

- i. your Award Mark is 1% below the classification boundary and;
- ii. more than half of the credits at Level 6 are in a class above that indicated by the Award Mark.

If you do not fit these criteria, you will not be considered for a higher classification.

### **Classification of final integrated masters degree award (MArt, MChem, MComp, MEng, MNurse, MPharm, MPhys)**

If you are studying for an integrated masters degree, classification of your degree will be calculated by using marks from the credits achieved at Levels 5, 6 and 7. See the Undergraduate Academic Framework Regulations, section UG.C8.5.1 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).

The class of degree will be based upon the Award Mark which is the weighted average of Level 5, Level 6 and Level 7 marks. Marks achieved at Level 5 will be weighted at 10%, from Level 6 at 30% and those at Level 7 at 60%.

In addition, you will be awarded the higher classification of degree where:

- i. the Award Mark is 1% below the higher classification boundary and;
- ii. the majority of the 120 credits at Level 7 are in a class above that indicated by the Award Mark.



For further information, the Undergraduate Academic Framework Regulations are available at [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).

## Referrals/deferrals

### Referrals and exceptional second referrals

A referral is the opportunity to re-take assessment in a module in which you attained no credit after your first attempt. You only get one referral opportunity in each module. If you fail to gain the credits for a module at the second attempt, you may be eligible for an Exceptional Second Referral (ESR) for up to 20 credits, but in order to be eligible for an ESR you need to have achieved 100 credits at that level. See the Academic Framework regulations, section UG.C7.14 (and UG.C5.5.8) 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).

If you are eligible, you will have a third attempt at the assessment. If you are not eligible for an ESR, you will not be able to progress onto the next level. You will be advised about the options available to you and this may include an opportunity to re-register for a Final Module Attempt (FMA – see UG.C7.13). The maximum mark obtainable from a referral, ESR or FMA is 40%, or whatever is the minimum pass mark.

A few modules may not be eligible for Exceptional Second Referrals or Final Module Attempts. These are usually modules related to professional competency requirements.

At the start of the academic year you will be told the date of the referral week, when referral assessments will take place. A Referral Board of Examiners takes place before the start of the following academic year and your progress is considered again. Students who have not achieved at least 100 credits will not be allowed to progress to the next level. However, there may be an opportunity to re-register for a Final Module Attempt (see UG.C7.13).

### Deferral

A deferral is the opportunity to undertake assessment that you missed or in which you were affected adversely by illness or other valid reasons. If this happens you must follow the extenuating circumstances procedure within the specified timeframe – see [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).

If there is a foreseen event, such as jury service or a hospital operation, that is going to affect an assessment you can ask for deferred consideration of that assessment. Again, see the above link for the correct procedure.

## Boards of Examiners

**Boards of Examiners** meet to consider the progress of every student at least once a year. The Boards make decisions on level 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.

## How you will get your results

Students can access their individual module results via Canvas, and at the end of the year after the board of examiners you can access your result statement and progress transcript (provides you with a breakdown of assessment results) via the 'My LJMU' portal <https://www.ljmu.ac.uk/students>

This is the only method by which results will be communicated and the university will not give out results over the telephone, by email or post. Students who must undertake further assessment will have this requirement confirmed by the Board of Examiners and will receive details (including the nature and timing of required re-assessment) of their referral / deferral requirements.

If you fail to achieve the objectives of the assessment, please arrangement an appointment with the appropriate module leader if they have not already contacted you. Referrals and deferrals will be explained throughout the programme.

You must achieve 100 credits at level 4 to be able to proceed to level 5 of the programme. This will be further explained during your induction.

## Academic Appeals

**All students have the right to appeal against the decision(s) of Boards of Examiners and Academic Misconduct Panels (AMP).**

The Boards of Examiners receive individual student assessment profiles (module marks, level progression), make decisions on level completion and progression and make recommendations for awards. In addition, Boards of Examiners determine any requirements for deferred assessments and any referral requirements for students failing module(s) in accordance with the Academic Framework regulations. Boards of Examiners also receive decisions from the Extenuating Circumstances Panels, note any decisions from Academic Misconduct Panels and act accordingly.

The grounds for appeal are strictly limited to the criteria outlined in the Academic Framework Regulations – students cannot submit an Academic or AMP Appeal just because they don't agree with the mark or the decision of the Panel.

Appeals will only be considered on the grounds that there has been a material administrative error, or that assessment was not conducted in accordance with the regulations or that some other material irregularity has occurred. There are also strict time limits for lodging an Appeal – within 10 working days after the publication of the decision of the Board of Examiners or the date of the decision of the Academic Misconduct Panel. Further information about Appeals can be found at: [www.ljmu.ac.uk/about-us/public-information/student-regulations/appeals-and-complaints](http://www.ljmu.ac.uk/about-us/public-information/student-regulations/appeals-and-complaints).

## Student Complaints

LJMU is committed to providing an environment that is conducive to study and provides academic and support services to facilitate the achievement of your target award. However, we recognise that from time to time students may wish to raise issues regarding the academic, administrative, support or other services provided by the University.

Often complaints can be quickly resolved if they are raised promptly with the service directly involved or with the relevant staff member. Students are expected to try and resolve any complaints locally with the relevant Faculty, School, Department or Service Team, in the first instance. This would normally be within 30 days of the alleged matter or incident.

Where it is not appropriate for a complaint to be submitted for local resolution, or where a student is not satisfied with the outcome following local resolution, a formal complaint should be made within 3 calendar months of the alleged incident, matter or concern, to Student Governance.

Further information regarding the LJMU Student Complaints procedure, including the Student Complaint Form and Guidance Notes, can be found on the Student Governance web pages at [www.ljmu.ac.uk/about-us/public-information/student-regulations/appeals-and-complaints](http://www.ljmu.ac.uk/about-us/public-information/student-regulations/appeals-and-complaints).

For independent advice about all student related issues please contact John Moores Students' Union on 0151 231 4900 or [jmsuadvice@ljmu.ac.uk](mailto:jmsuadvice@ljmu.ac.uk) to book an appointment with a specialist Adviser.

## Academic misconduct

Academic Misconduct is deemed to cover deliberate attempts to gain an unfair advantage in assessments. This includes attempts to cheat, plagiarise, unauthorised collusion or any other deliberate attempt to gain an unfair advantage in summatively assessed work. Summative assessment includes all forms of written work (including in-class tests), e-assessments, presentations, demonstrations, viva voces, recognition of prior learning portfolios and all forms of examination.

### Cheating includes:

- (i) any form of communication with, or copying from, any other source during an examination;
- (ii) communicating during an examination with any person other than an authorised member of staff;
- (iii) introducing any written, printed or other material into an examination (including electronically stored information) other than that specified in the rubric of the examination paper;
- (iv) gaining access to unauthorised material in any way during or before an assessment;
- (v) the use of mobile phones or any other communication device during an assessment or examination;
- (vi) the submission of false claims of previously gained qualifications, research or experience in order to gain credit for prior learning;
- (vii) the falsification of research data, the presentation of another's data as one's own, and any other forms of misrepresentation in order to gain advantage;
- (viii) the submission of work for assessment that has already been submitted as all or part of the assessment for another module without the prior knowledge and consent of the Module Leader for the subsequent assessments;
- (ix) the submission of material purchased or commissioned from a third party, such as an essay-writing service, as one's own.

Plagiarism is defined as the representation of the work, artefacts or designs, written or otherwise, of any other person, from any source whatsoever, as the student's own. Examples of plagiarism may be as follows:

- i) the verbatim copying of another's work without clear identification and acknowledgement including the downloading of materials from the Internet without proper referencing of materials;
- ii) the paraphrasing of another's work by simply changing a few words or altering the order of presentation, without clear identification and acknowledgement;

- iii) the unidentified and unacknowledged quotation of phrases from another's work;
- iv) the deliberate and detailed presentation of another's concept as one's own.

Collusion Includes:

- (i) the conscious collaboration, without official approval, between two or more students in the preparation and production of work which is ultimately submitted by each in an identical or substantially similar form and/or is represented by each to be the product of his or her individual efforts;
- (ii) where there is unauthorised co-operation between a student and another person in the preparation and production of work which is presented as the student's own.

### **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.

For information about Academic Misconduct please visit [www.ljmu.ac.uk/about-us/public-information/student-regulations/appeals-and-complaints](http://www.ljmu.ac.uk/about-us/public-information/student-regulations/appeals-and-complaints).

## **Student Feedback**

### **We want your feedback**

Informal feedback and communication is sought from students on a daily basis. However, there are certain points in the year when the University formally asks you for your feedback in the form of surveys. The University values your feedback and encourages students to complete the formal surveys you receive in your student email account.

All survey results are looked at in-depth at various levels of the University and students should get involved in discussing any appropriate action that needs to take place to address any issues. Increasing the response rates of the surveys is vital to ensure the University is receiving the views of the majority of the student body. Publicity about the dates of the surveys will be available across the University and via your LJMU email account.

### **Student representation and getting involved**

LJMU aims to make every one of our courses as good as it can possibly be; for that we need students' help. Every year, each programme elects Course Reps; fellow students who represent the views of other students on their course. Course reps can influence everything from changes to the course curriculum to improving how the course is organised and supported by lecturers. By working together as equals, Course Reps and Lecturers can have a significant impact on the experience of going to LJMU.

Course Reps are elected at the start of every academic year and will receive training designed by John Moores Students' Union. They also receive continuous support in their role from relevant programme leaders and lecturing staff, as well as the Course Representation Team at JMSU. If you are interested in becoming a Course Rep contact your Programme Leader or [coursereps@ljmu.ac.uk](mailto:coursereps@ljmu.ac.uk).

Follow Course Reps on Twitter @course reps

Or on Facebook search for “LJMU Course Reps”.

## **What is the Board of Study?**

The Board of Study oversees the management and operation of the programme. Membership will consist of all staff teaching on the programme, other staff essential to the running of the programme and student course representatives. You can discuss any aspects of your programme with your course representative, in this way you can contribute to the formal running of the programme. Course representatives have an obligation to then feed back to their fellow students. Programme leaders will ensure that Board of Study papers are available to all students via the Self-Service area of the Student Information System.



# John Moores Students' Union

## Who we are:

We are the Students' Union for all students at Liverpool John Moores University. We're a completely student-led organisation, here to welcome you to student life and ensure that you have the best possible experience whilst you're here.

We do this by helping you:

## **Succeed with your course and helping you to get your dream job when you leave.**

We have an entire support service dedicated to making sure you achieve the best you can on your course. Whether you want to feedback what's good or what needs to be changed, or if you need some impartial advice, we're here. Find out more: [liverpoolsu.com/represent](http://liverpoolsu.com/represent)

We can also give you a wide range of employability skills to set you up for when you leave. You can volunteer with us in a range of positions or join our student staff team (from positions working out in the community, to reception to digital content.) Keep an eye on this page for opportunities: [www.jmsu.com/workwithus](http://www.jmsu.com/workwithus).

## **Helping you to feel part of the student community.**

Coming to university isn't just about getting a great degree - it's also where you grow and develop, make friends and try new things. Your SU is here to help you do all of this...

We run over 105 clubs and societies for you to explore and join, so whether you're in to cycling, want to try your hand at baking or you want to meet other international students, there's a student group for you. Find them here: [jmsu.com/groups](http://jmsu.com/groups)

We want you to know and love this city as much as we do, so we have a jam-packed calendar of events held in a range of venues across the city, from cinema nights to quizzes. But don't just leave it up to us – we've partnered with the city's biggest and best event organisers to give you the full Liverpool experience.

Keep an eye on our events here: [www.jmsu.com/events](http://www.jmsu.com/events).

## **Helping you to have a voice, and getting it heard.**

We're your link to the university, which means if something needs to change, we'll help make it happen. We have a simple online feedback tool where you can give feedback about anything and everything, 24/7, and we'll make sure it goes to the right place.

Find out more here: [www.jmsu.com/main-menu/representing-you](http://www.jmsu.com/main-menu/representing-you).

## Where we are:

You can find us across campus, so it doesn't matter where you study, we're always close by.

Our main base is at the John Foster Building on Mount Pleasant, where our reception, Advice Centre and offices are, but we're also in the social spaces at Byrom Street, Tithebarn Street, Redmonds Building and IM Marsh.

More info: [www.jmsu.com/findus](http://www.jmsu.com/findus)

**Connect with us:**

You can email us at: [studentsunion@ljam.ac.uk](mailto:studentsunion@ljam.ac.uk)

Phone: 0151 231 4900

Have a look at our website: [www.ljam.ac.uk](http://www.ljam.ac.uk)

Follow us on Facebook: [facebook.com/johnmooreesu](https://facebook.com/johnmooreesu)

Twitter: [Twitter.com/johnmooreesu](https://twitter.com/johnmooreesu)

Snapchat: johnmooreesu

And Instagram: [Instagram/ johnmooreesu](https://instagram.com/johnmooreesu)

# Appendix – Programme Specification

Your programme specification can be found here....

[https://prodcat.ljmu.ac.uk/Specifications/NAH/33198/3000012095/01\\_08\\_2016/version\\_02\\_01/33198-3000012095.pdf](https://prodcat.ljmu.ac.uk/Specifications/NAH/33198/3000012095/01_08_2016/version_02_01/33198-3000012095.pdf)