|  |
| --- |
| Programme  Guide    2019/20 |



|  |
| --- |
|  |

|  |
| --- |
| QAA Quality Mark thumbnailInsert Programme Title Here |

|  |
| --- |
| Contents  [Welcome to Liverpool John Moores University 3](#_Toc515528912)  [Welcome from Partner/Link Tutor 4](#_Toc515528913)  [Introduction to the Partner (include partner’s name) 5](#_Toc515528914)  [Introduction to your programme 5](#_Toc515528915)  [What you need to know about your programme 6](#_Toc515528916)  [Using technology to enhance your learning 6](#_Toc515528917)  [Timetabling and attendance 7](#_Toc515528918)  [Professional accreditations 7](#_Toc515528919)  [Disclosure and Barring Service 8](#_Toc515528920)  [Your Personal Tutor 8](#_Toc515528921)  [Personal Development Planning 8](#_Toc515528922)  [Key contacts 9](#_Toc515528923)  [Modules 11](#_Toc515528924)  [You and LJMU 13](#_Toc515528925)  [Libraries 13](#_Toc515528926)  [Libraries 13](#_Toc515528927)  [Student Support and Resources 13](#_Toc515528928)  [Student Advice and Wellbeing Services 14](#_Toc515528929)  [How your studies will enhance your career prospects 14](#_Toc515528930)  [Module registration 14](#_Toc515528931)  [Submitting coursework 14](#_Toc515528932)  [Marking criteria 15](#_Toc515528933)  [Feedback strategy 15](#_Toc515528934)  [Fairness, consistency and standards 16](#_Toc515528935)  [The role of external examiners 16](#_Toc515528936)  [Progression and classification 17](#_Toc515528937)  [Referrals/deferrals 20](#_Toc515528938)  [Boards of Examiners 20](#_Toc515528939)  [How you will get your results 21](#_Toc515528940)  [Academic Appeals 21](#_Toc515528941)  [Complaints 21](#_Toc515528942)  [Academic misconduct 22](#_Toc515528943)  [Student Feedback 23](#_Toc515528944)  [We want your feedback 23](#_Toc515528945)  [Results of previous student feedback (if applicable) 23](#_Toc515528946)  [Student representation and getting involved 23](#_Toc515528947)  [What is the Board of Study? 24](#_Toc515528948)  [EQUAL OPPORTUNITIES, DISABILITY AND DATA PROTECTION 25](#_Toc515528949)  [John Moores Students’ Union 28](#_Toc515528950)  [Appendix – Programme Specification 29](#_Toc515528951) |

|  |  |  |  |
| --- | --- | --- | --- |
| Welcome | | | |
|  |  | |  |
| Welcome to Liverpool John Moores University | | Liverpool John Moores University (LJMU) offers you an exceptional experience. This next step on your academic and personal journey will shape your future career and the rest of your life.  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.  LJMU is a fantastic university. We are lucky to have grown from the origins of the city and our shared history is one of aspiration and endeavour through the generations. We have a distinct place in this lively city with its warm, witty and open people; we share that spirit of adventure with a community striving to make a difference and put something back.  Our staff, our students and alumni are our greatest assets, and the impact that the university has in the city goes beyond the usual economic and social metrics. It can also be measured in our footprint and how often you will meet someone who has been transformed by their connection with our university. And making a difference is what a university should be about.  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. | |

**Welcome from Partner/Link Tutor**

*Please add a welcome message from the partner institution or the Link Tutor*

**Introduction to the Partner (include partner’s name)**

*Please include information on the partner institution, its structure and the relationship with LJMU*

*Please include confirmation that LJMU and the partners name will appear on student certificates*.

**Introduction to your programme**

*Please insert a short introduction which should be warm, welcoming and convey that the students 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).*
* *Any specific information on placement opportunities for sandwich students & internships/studying abroad if applicable.*
* *What buildings they will study in & what facilities will be available to them (can refer to later sections where appropriate).*
* *Students would also like information on academic support within the programme e.g.: what support can be expected from lecturers in terms of looking at draft work, and help and support outside timetabled lectures & tutorials.*
* *Research activity of staff and how this feeds into the curriculum.*
* *Employment opportunities that will be open to graduates.*
* *An explanation of how the programme will be taught/delivered. i.e. What types of contact sessions should students expect to be involved in? Are there any interesting/innovative ways of delivery?*
* *How the programme will be assessed: methods, coursework, examination mix etc. Consider referring to Canvas sites.*
* *Other information about what students will need e.g. specialist equipment.*

*Please ensure all this information is consistent with that issued in the Programme Specification and Unistats.*

**Using technology to enhance your learning**

*Please provide details of the Virtual Learning Environment (VLE) that will be used for the programme. The following text could be adapted as required:*

Canvas is the University’s Virtual Learning Environment giving you access to learning materials, assessment activities, discussion forums and announcements from tutors for each of the modules you study. 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.

The Virtual Learning Environment may also be 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 the VLE, 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 <https://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.

*Please provide details on what will be available on the VLE – what students can expect across the programme (e.g. handbooks/guides, lecture notes, discussion boards), details of any specific VLE approaches used on the programme.*

*What are the expectations for students relating to the use of the VLE, e.g. how often they should log on/how should they engage with the VLE etc.*

**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**

The more effort you put in, the more you will get out of being on your programme. 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.

*Please include details of any student attendance policy that students will be expected to comply with.*

*Please make the programme teaching timetable available or provide detailed information on how to obtain the timetable. If this information is posted on the VLE please explain how students can access this.*

*Please include a brief overview of how the timetable will work, e.g.: timetabled teaching (contact hours), role of independent study, experiential learning and what students can expect on their programme and an explanation of what these terms mean.*

*Please ensure this information is consistent with that issued in the Programme Specification and Unistats where applicable.*

**Professional accreditations**

*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 this body if applicable.*

*Please ensure this information is consistent with that issued in the Programme Specification and Unistats where applicable.*

**Disclosure and Barring Service**

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

You are registered on a degree 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.*

*Please use the following text and amend the terminology, if appropriate:*

**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 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.

*Please insert information on:*

* *How students find out who their personal tutor is*
* *Where/how to contact: office hours*
* *Email response time*
* *When they will meet them/how often*

**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.

*Please insert information on: How will the programme specifically support PDP: role of specific modules; peer learning group; the Personal Tutor and progress review opportunities; Skills Support Officers; opportunities for skills development; professional body links and requirements; programme-based links with* *employability and self-awareness.*

**Key contacts**

*Please provide information about programme level key contacts.*

***Include name and contact details of the programme’s LJMU Link Tutor***

*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. 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 go to 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 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***

Room 0.08  
[a.name@ljmu.ac.uk](mailto:a.name@ljmu.ac.uk)  
01512310000

**School Contacts**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Room** | **Extension** | **E-mail (@partneremail)** |
| 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 |
| Name DSurname | R000 | 1234 | I.Surname |
| Name ESurname | R000 | 1234 | I.Surname |
| Name ESurname | R000 | 1234 | I.Surname |
| Name FSurname | R000 | 1234 | I.Surname |
| Name FSurname | R000 | 1234 | I.Surname |
| Name GSurname | R000 | 1234 | I.Surname |
| Name GSurname | R000 | 1234 | I.Surname |
| Name HSurname | R000 | 1234 | I.Surname |
| Name HSurname | R000 | 1234 | I.Surname |
| Name ISurname | R000 | 1234 | I.Surname |
| Name ISurname | R000 | 1234 | I.Surname |
| Name JSurname | R000 | 1234 | I.Surname |
| Name JSurname | R000 | 1234 | I.Surname |
| Name KSurname | R000 | 1234 | I.Surname |
| Name KSurname | R000 | 1234 | I.Surname |

**Modules**

*If the programme is undergraduate use the following (please amend as appropriate to the programme);*

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 2019/20:

* *You may use the following table to list modules: with credits including core and optional details and staff contacts for each. Please make it clear which modules are compulsory.*

|  |  |  |
| --- | --- | --- |
| **Level 4** | **Modules** | **Module Leader(s)** |
|  | Module Name 1 (Core)  Module Name 2 (Core)  Module Name 3 (Core)  Module Name 4 (Core)  etc | Module Leader 1  Module Leader 2  Module Leader 3  Module Leader 4  etc |
| **Level 5** | **Modules** | **Module Leader(s)** |
|  | Module Name 1 (Core)  Module Name 2 (Optional)  etc | Module Leader 1  Module Leader 2  etc |
| **Level 6** | **Core Modules** | **Module Leader(s)** |
|  | Module Name 1 (Core)  Module Name 2 (Optional)  etc | Module Leader 1  Module Leader 2  etc |

* *Please include details of where students can go to find more detailed information about their modules, such as module guides, including how students will undertake the employability and self-awareness skills at Level 4.*
* *Please provide any additional costs associated with any modules: e.g. equipment the University doesn’t provide/cost of additional/optional field trips*
* *Please include information about where students should go to find more information about Academic Referencing.*

*If the programme is postgraduate use the following (please amend as appropriate to the programme**);*

Your programme is divided into 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 of an Option.

* Core modules are compulsory.
* 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 2019/20:

* *You may use the following table to list modules: with credit including core and optional details of modules and staff contacts for each. Please make it clear which modules are compulsory.*

|  |  |  |
| --- | --- | --- |
| **Level 7** | **Modules** | **Module Leader (s)** |
|  | Module Name 1 (Core)  Module Name 2 (Core)  Module Name 3 (Core)  Module Name 4 (Core)  etc | Module Leader 1  Module Leader 2  Module Leader 3  Module Leader 4  etc |

* *Include details of where to get more detailed information about the module content (could possibly include module synopsis, or refer to the Module Guides)*
* *Please provide information on any additional costs associated with any modules, e.g. equipment the University doesn’t provide/cost of additional/optional field trips.*
* *Please include information about where students should go to find more information about Academic Referencing.*

**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 on your LJMU programme but rather to protect your rights as a student and to define your responsibilities as a member of the University. Alternatively, 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)

*Include details of any partner policies about expectations of students and what they can expect from the partner institution.*

**Libraries**

**Libraries**

*Include details of the library resources available at the partner*

**LJMU Resources**

As a collaborative LJMU student, you have access to many of LJMU’s electronic library resources.

Details of the resources available can be found at the Electronic library page: [www.ljmu.ac.uk/microsites/library/resources/electronic-library](https://www.ljmu.ac.uk/microsites/library/resources/electronic-library). Here you will find a link to Discover, the library search engine, which will enable you to find information quickly.

Another way to access information is through the Off Campus Applications Service. You can log onto this via the webpage: [www2.ljmu.ac.uk/ITHelp/software/118551.htm.](http://www2.ljmu.ac.uk/ITHelp/software/118551.htm)

If you have a query with using the electronic library, the library staff 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](https://www.ljmu.ac.uk/microsites/library/about-ljmu-libraries/contact-us). There is an online chat service on the web pages and library staff can also respond to enquiries on Twitter: @ljmulibrary during normal service hours

If you visit Liverpool, you also have access to the LJMU libraries with your LJMU student card. 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 an LJMU student. Libraries contain general and special collections, study spaces, computing resources as well as specialist staff for academic, administrative and personal support.

For the location, opening hours and further details about the Libraries, please visit the website: [www.ljmu.ac.uk/microsites/library](https://www.ljmu.ac.uk/microsites/library%20)

From May 2019 until the end of 2020, the Avril and Aldham Robarts libraries will both be refurbished in stages. Floors may be closed at times for building work and the latest information will be posted on our Library Enhancement Project web page: <https://www.ljmu.ac.uk/microsites/library/lep>.

**Student Advice and Wellbeing Services**

*Include information on support and services provided at the partner.*

LJMU students studying at Collaborative Partner institutions are expected to refer to local services at the partner in the first instance. LJMU Student Advice and Wellbeing Services are committed to ensuring that students benefit from their studies by having access to appropriate and timely information, support and guidance, and advice on practical aspects of study. There is a wide range of services available covering all aspects of student life (personal, financial, emotional and academic) and we are here to help if the problem cannot be resolved locally. For further information on the range of support available, check out <https://www.ljmu.ac.uk/discover/student-support>.

If you visit Liverpool, Student Advice and Wellbeing Services are located in the Aquinas building, next door to Aldham Robarts Library. Contact can either be informal (i.e. by dropping in), or by appointment. For further information please visit <https://www.ljmu.ac.uk/discover/student-support>.

**How your studies will enhance your career prospects**

**Work Related Learning**

*Please provide programme specific WRL information*

*For undergraduate programmes of 240 credits or more, some discussion of the employability and self-awareness skills incorporated at Level 4.*

**Module registration**

*Please include information on how students will register for modules.*

**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**

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

*Please include details of how students can apply for an extension.*

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

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

For information about the Personal Circumstances process please visit: [www.ljmu.ac.uk/academic-registry/student/registry-services/assessment-coursework-and-examination/problems-completing-your-assessment](https://www.ljmu.ac.uk/academic-registry/student/registry-services/assessment-coursework-and-examination/problems-completing-your-assessment)

**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.

*Please provide an explanation of grading criteria, what you need to do to achieve a 1st, 2.1 etc.  
Please provide grade descriptors for written work and for exam grades.*

**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.

*For programmes with 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.  
Please add any programme specific guidance.*

**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 LJMU 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.

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

**Progression and classification**

*For honours programmes use the following text:*

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. See the Undergraduate Academic Framework Regulations, section UG.C4.3 and UG.C4.4 for further details. [www.ljmu.ac.uk/~/media/sample-sharepoint-libraries/policy-documents/181.pdf](http://www.ljmu.ac.uk/~/media/sample-sharepoint-libraries/policy-documents/181.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.

In certain circumstances it may be possible to ‘compensate’ for failure within a level to allow you to progress to the next level or to gain your overall award. This will be done by taking account of your overall performance at that level according to specific criteria. Please note that in some programmes and for some modules compensation for failure is not permissible. This is usually as a result of professional body requirements and may relate to fitness to practise considerations.

Full details of the criteria for compensation are included in the Undergraduate Academic Framework Regulations. This may be viewed here: [www.ljmu.ac.uk/~/media/sample-sharepoint-libraries/policy-documents/181.pdf](https://www.ljmu.ac.uk/~/media/sample-sharepoint-libraries/policy-documents/181.pdf)

**Classification of final Bachelor’s degree award**Under the University’s Academic Framework, 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/181.pdf](https://www.ljmu.ac.uk/~/media/sample-sharepoint-libraries/policy-documents/181.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. At Level 6, provided you have 120 credits, the 24 credits with the lowest marks will be discounted, with your other Level 6 module marks making up 75% of the final award mark. Please note that where the lowest mark does not relate to a single 24 credit module, the relevant proportion of the lowest module mark will be discounted.

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:

1. your Award Mark is 1% below the classification boundary and;
2. more than half of the 96 contributing 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 an integrated masters degree, classification of your degree will be calculated by using marks from the best 80% of the 120 credits achieved at Level 7, from all 120 credits achieved at Level 6 and from all 120 credits achieved at Level 5.

Where marks from fewer than 120 Level 5 credits are available the average from those mark bearing credits at Level 5 that are available becomes the Level Mark unless marks from fewer than 60 Level 5 credits are available, in which case Level 5 is discounted and the Award Mark is calculated on the basis of a 1:2 ratio from Levels 6 and 7 respectively.

The class of degree will be based upon the Award Mark (as above). The Award Mark is a 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:

1. the Award Mark is 1% below the higher classification boundary and;
2. the majority of the contributing 80% 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/181.pdf](https://www.ljmu.ac.uk/~/media/sample-sharepoint-libraries/policy-documents/181.pdf)

*For Foundation Degrees/Foundation Certificates use the following text:*

**Grading of Foundation Degrees/Foundation Certificates**

Award marks determine the grade of the award as follows:

* Distinction – overall mark of 70% or above
* Merit – overall mark between 60 and 69%
* Pass – overall mark between 40 and 59%

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

[www.ljmu.ac.uk/~/media/sample-sharepoint-libraries/policy-documents/181.pdf](https://www.ljmu.ac.uk/~/media/sample-sharepoint-libraries/policy-documents/181.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.

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. In certain circumstances it may be possible to ‘compensate’ for failure to allow you gain your award. This will be done by taking account of your overall performance according to specific criteria. Please note that in some programmes and for some modules compensation for failure is not permissible. This is usually as a result of professional body requirements and may relate to fitness to practice considerations.

Full details of the criteria for compensation are included in the Undergraduate Academic Framework Regulations. This may be viewed here.

[www.ljmu.ac.uk/~/media/sample-sharepoint-libraries/policy-documents/181.pdf](https://www.ljmu.ac.uk/~/media/sample-sharepoint-libraries/policy-documents/181.pdf)

*For Postgraduate awards use the following text:*

**Grading of postgraduate awards**

Award marks determine the grade of the award as follows:

* Distinction – overall mark of 70% or above
* Merit – overall mark between 60 and 69%
* Pass – overall mark between 40 and 59%

For further information, the Postgraduate Academic Framework Regulations are available at

[www.ljmu.ac.uk/~/media/sample-sharepoint-libraries/policy-documents/182.pdf](https://www.ljmu.ac.uk/~/media/sample-sharepoint-libraries/policy-documents/182.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.

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. In certain circumstances it may be possible to ‘compensate’ for failure to allow you gain your award. This will be done by taking account of your overall performance according to specific criteria. Please note that in some programmes and for some modules compensation for failure is not permissible. This is usually as a result of professional body requirements and may relate to fitness to practice considerations.

Full details of the criteria for compensation are included in the Postgraduate Academic Framework, Regulations. This may be viewed here.

[www.ljmu.ac.uk/~/media/sample-sharepoint-libraries/policy-documents/182.pdf](https://www.ljmu.ac.uk/~/media/sample-sharepoint-libraries/policy-documents/182.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 24 credits, but in order to be eligible for an ESR you need to have achieved 96 credits at that level. See the Academic Framework regulations, section C7.17 for further details. [www.ljmu.ac.uk/~/media/sample-sharepoint-libraries/policy-documents/181.pdf](https://www.ljmu.ac.uk/~/media/sample-sharepoint-libraries/policy-documents/181.pdf)

If you are eligible, you will have a third attempt at the assessment. 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 C7.15). The maximum mark obtainable from a referral, ESR or FMA is the minimum pass mark for the module.

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

*For undergraduate programmes only, please use the following text:*

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. If after referrals you have 120 credits, you will be allowed to progress to the next level. If you are not eligible for compensation you may be eligible for an Exceptional Second Referral, which would allow you to progress with 24 credits outstanding and the opportunity to attempt the assessment for a third and last time.

If after referrals you do not have 96 credits, you will not be able to progress. However, there may be an opportunity to re-register for a Final Module Attempt (see C7.15) provided that you have not completed a previous level via this mechanism.

**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.

**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**

*Please insert when and how students will get their results.*

*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 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 Faculty Approval 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.

Students on collaborative programmes follow the same appeal procedures as local LJMU students and should ensure that they submit their appeals to the LJMU Student Governance Office. Follow the link below for full details.

Further information about Appeals can be found at: [www.ljmu.ac.uk/about-us/public-information/student-regulations/appeals-and-complaints](https://www.ljmu.ac.uk/about-us/public-information/student-regulations/appeals-and-complaints)

**Complaints**

LJMU students studying at Collaborative Partner institutions are expected to refer their complaint to the Partner institution’s Complaints procedure in the first instance.

*Please include a link to the partner’s complaints process/procedures.*

If the problem cannot be resolved within your institution, then you have the right to refer your complaint to the LJMU Student Complaints procedure, but only once all local procedures have been completed.

Details of the LJMU Student Complaints procedure can be found at:

[www.ljmu.ac.uk/about-us/public-information/student-regulations/appeals-and-complaints](https://www.ljmu.ac.uk/about-us/public-information/student-regulations/appeals-and-complaints)

If you have any queries about the LJMU Student Complaints procedure then please email the Student Governance Office at: [StudentGovernance@ljmu.ac.uk](mailto:StudentGovernance@ljmu.ac.uk)

**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 either at the University or another institution for credit 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](https://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. We value your feedback and encourage students to complete any formal surveys you receive.

*Please provide information about processes, both formal and informal, used at the partner to gather feedback e.g. Staff Student Liaison Committee, surveys*

**Results of previous student feedback** (if applicable)

*Please insert the results of previous student feedback, how this has been addressed and what action has been taken. Surveys might include NSS, UKES or PTES.*

**Student representation and getting involved**

We aim 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 a 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 student experience.

Course Reps are elected at the start of every academic year. They receive continuous support in their role from relevant programme leaders and lecturing staff, as well as from the Link Tutor. If you are interested in becoming a Course Rep contact your Programme Leader.

*Please include any opportunities for Course Reps to share information e.g. social media/VLE.*

*Please use the following text and amend the terminology, if appropriate;*

**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. The Link Tutor from LJMU may also attend. 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 VLE.

*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 representative.*

*Also include details of how the outcomes of Boards of Study are reported.*

**EQUAL OPPORTUNITIES, DISABILITY AND DATA PROTECTION**

**Equality and Diversity**

Liverpool John Moores University (LJMU) is committed to creating a learning and working environment which values and recognises the full potential of each person.

The University has a comprehensive Equality & Diversity Policy that complies with the national and European Union anti-discriminatory legislation. The policy articulates the rights and respects for every individual and a clear commitment for challenging discrimination and the distress this causes. For example, LJMU will not tolerate any form of unfair discriminatory practice, violence and extremist behaviour, hate crime, terrorism activities, or harassment including offensive remarks, language, graffiti, pin-ups and jokes, which are based upon a person‘s protected characteristic(s). The nine (9) protected characteristic identified by the Equality Act 2010 are: age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, sexual orientation and marriage and civil partnership. Unwelcome physical advances also constitute harassment. Students may be disciplined and dismissed where discrimination is proven. You are advised to familiarise yourself with the LJMU Equality & Diversity Policy, including the Equality Objectives and Action Plans by visiting the website.

* To find out more about LJMU’s equality and diversity policy, click here: [www.ljmu.ac.uk/about-us/public-information/equality-and-diversity](https://www.ljmu.ac.uk/about-us/public-information/equality-and-diversity)
* For the University’s Equality Objectives and Action Plans, click here: [www.ljmu.ac.uk/~/media/sample-sharepoint-libraries/policy-documents/251.pdf?la=en](http://www.ljmu.ac.uk/~/media/sample-sharepoint-libraries/policy-documents/251.pdf?la=en)

**Data Protection**

Liverpool John Moores University (LJMU) takes your privacy very seriously. LJMU needs to obtain and process certain information about our students to allow us to register students, organise programmes, and to carry out other essential university activities. The University cannot exercise its responsibilities and fulfil its education, training and support obligations to its students, without holding and using this personal data. We process your personal data for recruitment, admission, enrolment, the administration of our programmes of study and student support and associated funding arrangements, monitoring performance and attendance, supervision, assessment and examination, graduation and alumni relations, advisory, pastoral, health and safety, management, research, statistical and archival purposes.

The information we collect is stored safely and securely, used fairly, and not disclosed to any other person unlawfully. To do this we comply with the data protection obligations as set out in the Data Protection Act 2018 (The Act) and the General Data Protection Regulation.

The University and all staff or others who process or use any personal information must ensure that they follow the University’s Data Protection Policy. You can find a copy of the Data Protection Policy at [www.ljmu.ac.uk/about-us/data-protection](http://www.ljmu.ac.uk/about-us/data-protection).

If you have any questions about our Data Protection procedures, please contact the Data Protection Officer on 0151 904 6134 or at email: [DPO-LJMU@ljmu.ac.uk](mailto:DPO-LJMU@ljmu.ac.uk).

We also process applicant and student data to meet our statutory and other binding obligations. These may include submission of statistical returns to government or its agencies, including the Office for Students (OfS), and other official bodies, such as the Higher Education Statistics Agency (HESA), the Student Loan Company (SLC), or other equivalent bodies from other countries. **Please read the Student Data Collection Notice at** [www.ljmu.ac.uk/about-us/data-protection](https://www.ljmu.ac.uk/about-us/data-protection) which will explain how HESA also collect and share your information. As a Tier 4 licensed sponsor we may be required to give information to the UK Visas and Immigration Agency (UKVI) about students with visas to study. Our sponsorship duties include informing the UKVI if a student fails to register, withdraws, or fails to attend classes and hand in work.

We disclose your personal data to other third parties only with your consent, or if requested by an organisation with a statutory function, such as the police, in a case where non-disclosure would prejudice law enforcement; or to meet a statutory or regulatory obligation e.g. a court order; in a medical emergency or otherwise in accordance with the University’s Notification with the Information Commissioner’s Office (ICO), Registration Number Z5616967, and the terms of the General Data Protection Regulation (GDPR).

**Your Rights:**

You have the right to:

* Find out what personal data the University holds about you, why it holds it and what it does with it, how long it keeps it and to whom the University discloses it.
* Ask the University to correct inaccurate data.
* Ask that access to your data is limited in certain circumstances.
* Object to us processing your personal data if you dispute the justification for the processing or if the processing involves making a decision by computer.
* Request a copy of your personal information held by the University. This is known as a subject access request (SAR). You can find more information on how to do this at [www.ljmu.ac.uk/about-us/data-protection](https://www.ljmu.ac.uk/about-us/data-protection). The University has one calendar month to comply with your request after receiving your proof of identity and there will be no charge.
* If your personal data has been provided by consent, you have a right to withdraw that consent at any time.

**Further Information:**

* Contact the Data Protection Officer on 0151 904 6134 or by email: [DPO-LJMU@ljmu.ac.uk](mailto:DPO-LJMU@ljmu.ac.uk)
* Follow the links in the University’s Data Protection webpage

[www.ljmu.ac.uk/about-us/data-protection](http://www.ljmu.ac.uk/about-us/data-protection)

* Student data collection: this explains what student data we share with the Higher Education Statistics Agency [www.hesa.ac.uk/about/regulation/data-protection/noticesh](https://www.hesa.ac.uk/about/regulation/data-protection/notices)
* You can access the University’s entry in the Information Commissioner’s Register of Data Controllers at <https://ico.org.uk/about-the-ico/what-we-do/register-of-data-controllers/>. The University’s Registration Number is: Z5616967. This register entry describes, in very general terms, what personal data we process and why, how we obtain personal data and to whom we may disclose it.
* You can find out further information about who we share your information with at [www.ljmu.ac.uk/about-us/data-protection](https://www.ljmu.ac.uk/about-us/data-protection) or the Data Protection Officer.

Include details of:

* the partner’s approach to equal opportunities
* how partners will support students with disabilities
* what the partner will use student data for and how this is managed
* any appropriate contact details at the partner for this information

# John Moores Students’ Union

**Get more from your LJMU experience with John Moores Students’ Union**

As a LJMU student, John Moores Students’ Union may be able to provide you with support or guidance if you need it.

Information about what JMSU offers, and how to contact them, is available on the website:

[www.jmsu.com](http://www.jmsu.com/)

**Connect with us:**

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

Phone: 0151 231 4900

Have a look at our website: [www.jmsu.com](http://www.jmsu.com)

Follow us on Facebook: facebook.com/johnmooressu

Twitter: Twitter.com/johnmooressu

Snapchat: johnmooressu

And Instagram: Instagram/johnmooressu

**Appendix – Programme Specification**

Your programme specification can be found here....

*Please DO NOT PASTE in the Programme Specification document*

*Please insert the URL of the relevant published Programme Specification(s) for the cohorts of students for which this guide applies. This will ensure that students can always access the Programme Specification that applies to them.*