INFORMATION SHEET

ADVICE AND SUPPORT

You must keep in regular communication with academic and professional services staff. Always ask for help if you are struggling with a problem, no matter how trivial or serious it may be: we can’t help if we don’t know.

For advice and support with your individual modules
If you have problems with work on a particular module—understanding lectures, finding appropriate reading, completing an essay—ask advice from the member of academic staff who is teaching you on the module. Each module has a module convenor (the person with overall responsibility for the module), and some modules also have other staff who teach seminar/tutorial groups. You can raise issues during seminar classes, or if you prefer to talk about the issue privately, after the class when other students have departed, or during staff office hours. Staff will post their office contact hours on the relevant module pages in VITAL, and on notice-boards outside their offices. Put these hours in your timetable to remind you when staff are available.

Formal module descriptors, indicating topic, aims, objectives, syllabus, assessment details etc., can be accessed via the School website, or through the individual module pages on VITAL.

For administrative support and general information on your studies
The School Student Support Centre is the main student administrative area of the School. You can find the Student Support Centre at 11 Abercromby Square, directly ahead of you when you enter the main entrance of the School. Here you can obtain information and advice on:

- Registration and module changes
- Programme transfers
- Suspension and withdrawal of studies
- Contacting academic staff
- Reference requests
- Timetabling
- Coursework submission (and coursework extensions and exemption from late penalties)
- Absence from classes, attendance and progression
- Examinations
- Module and assessment marks
- Extenuating circumstances (affecting assessments and performance)
- Prizes and scholarships
- Student representation
- Student societies
- Graduation.

The School Student Support Centre is staffed by Nicola Henderson and is open Monday – Friday, 8.30 a.m. – 5.00 p.m. Please do not email if your enquiry is urgent.
Full contact details are as follows:

Student Support Centre  
School of Histories, Languages and Cultures  
University of Liverpool  
11 Abercromby Square  
Liverpool  
L69 7WZ

Tel: 0151 794 2393 / 2413  
Email: hlceng@liverpool.ac.uk

For advice and support if you are experiencing difficulties
The School Learning and Teaching Support Officers can help if you are experiencing serious difficulties with any aspect of University life. The **Learning and Teaching Support Officers** are Alison Fernandes, Kerrie Jones, and Alex Lancaster. Alison, Kerrie and Alex will be able to provide advice and support with welfare and pastoral concerns, ensuring that you are guided to the most appropriate specialised support for your needs.

You can contact the Learning and Teaching Support Officers via the School Student Support Centre or directly at [hlcltso@liverpool.ac.uk](mailto:hlcltso@liverpool.ac.uk). Drop in sessions are available throughout the year (times to be confirmed).

Alison, Kerrie and Alex are also happy to meet with students at other times by appointment and can be contacted at [hlcltso@liverpool.ac.uk](mailto:hlcltso@liverpool.ac.uk). Alternatively, you can book an appointment online at [https://www.liverpool.ac.uk/intranet/histories-languages-and-cultures/school-student-support/](https://www.liverpool.ac.uk/intranet/histories-languages-and-cultures/school-student-support/).

For advice and support for disabled students
The School has **Disability and Dyslexia Contacts** for all students who have or may wish to declare a disability. The Disability and Dyslexia Contacts in this School are Alison Fernandes, Kerrie Jones and Alex Lancaster, who are also the School Learning and Teaching Support Officers. Alison, Alex and Kerrie can help refer you to the appropriate student support services for advice and guidance on declaring a disability, arranging tests, and putting together a support plan, and will liaise with Disability Advice and Guidance and academic staff on your behalf to ensure that any reasonable adjustments are implemented effectively.

Academic advisors
Every student has an **Academic Advisor** who provides appropriate support to help students fulfil their academic potential during the course of their studies. You can find the name of your Academic Advisor via Liverpool Life. Your Academic Advisor will meet you when you begin your studies and you can make appointments to meet with him or her throughout the course of your programme to discuss your progress.

Your Academic Advisor will write your reference for employment/further study in your final year, so it is essential that you enable him or her to get to know you over the course of your studies by arranging to meet regularly.

School Student Support Centre  
September 2019