Learning and Teaching Support Officers (LTSOs)

The School Learning and Teaching Support Officers (LTSOs) provide dedicated one-to-one support for students whose circumstances may have an ongoing impact on their studies. This could be a disability, including mental health difficulties, family or personal circumstances, financial problems, accommodation problems, or perhaps you are just finding it difficult to settle into university life, navigate your way around the complexities of your degree programme, or to make new friends.

If you have a specific problem that requires more specialist intervention or guidance, the LTSOs can help you access support available more widely within the University. This may include:

- Counselling Service
- Mental Health Advisory Service
- Money Advice and Guidance
- International Advice and Guidance
- Disability Advice and Guidance.

At a School level, the LTSOs can help you with applications for extenuating circumstances and exemption from late coursework submission penalties, and advice on the procedures for a suspension of studies or withdrawing from your studies. They also work in conjunction with academic advisors and module tutors with regard to anything that may impact on your academic studies.

In addition, the LTSOs provide a range of study skills support specifically for students within the School which aims to complement that already offered more widely within the University (e.g. KnowHow).

The LTSOs are Alison Fernandes, Kerrie Jones and Alex Lancaster. They are based along the corridor from the School Student Support Centre, 11 Abercromby Square.

Drop-in sessions are available in both term time and the vacation period as follows:

Monday – Friday, 1.30 p.m. – 3.00 p.m.

Or you can book an appointment online at https://www.liverpool.ac.uk/intranet/histories-languages-and-cultures/school-student-support/.

If you have a general query but do not need an appointment, you can email at hlcltso@liverpool.ac.uk.
General wellbeing

It is strongly recommended that you register with a GP in Liverpool (if your GP is not already local). If you are receiving medical support at home, it is important that they are aware you are moving to Liverpool and should discuss with you how this support will be continued. Specialist support (e.g. disability, counselling and mental health services) is available at the University along with a range of self-help information, but any disruption in your treatment may have an impact on your wellbeing and academic studies.

If you become pregnant during your studies, you must let the School know so that a risk assessment can be undertaken.

There is a wide range of information to support your wellbeing available from University Student Services. See https://www.liverpool.ac.uk/studentsupport/advice/ for further details.

Declaring a disability

The University encourages a supportive and accessible environment for students with a wide range of disabilities, mental health difficulties, health conditions, or specific learning difficulties (e.g. dyslexia, dyspraxia). Disabled student are strongly encouraged to discuss their individual needs with the University Disability Advice and Guidance team in the first instance as soon as possible at the start of their studies, but students can declare a disability at any point.

By declaring a disability, which can include long-term mental health difficulties, the University is able to ensure that an individual support plan is put in place to support your studies. If you declared a disability on your application form, you may already have a support plan in place. A support plan identifies any reasonable adjustments you may require which reduces any disadvantage you may experience as a result of your disability and support your independence as a student at university. Support plans will vary depending on the individual but typical reasonable adjustments may include extra time in examinations or sitting examinations in a separate room, extended library lending arrangements, an entitlement to coursework extensions, module materials made available in different formats, or one-to-one study support.

The LTSOs are also the School Disability and Dyslexia Contacts (DDC) so can advise you on how to declare a disability and talk you through the process. The DDCs work with academic staff and other professional services staff within the University to ensure your reasonable adjustments are implemented appropriately.

If you have a physical disability which prevents you from exiting a building during an emergency evacuation, you must have a Personal Emergency Evacuation Plan (PEEP) developed in conjunction with an LTSO and the School Safety Co-ordinator responsible for students. A PEEP request will likely come out of a support plan but do speak to the LTSOs about this if you are unsure.

Carers and care leavers

The University is committed to supporting those students with caring responsibilities and care leavers. A package of support can be provided to help you to adjust to University life and to access support when you need it. The LTSOs will be able to provide you with further information (hcltso@liverpool.ac.uk).