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1. Welcome

Welcome to the Continuing Education Student Handbook.

Continuing Education at the University of Liverpool has been offering courses to the local community in the city and wider region for over 100 years. Based in the Faculty of Humanities and Social Sciences it offers an exciting and diverse range of courses, lectures and events from across the University’s subject areas. Drawing on the experience and expertise of the University’s academic community its purpose is to build a stimulating and enjoyable learning environment for all – whether you are studying for credit or for the sheer pleasure of learning.

We are delighted that you have chosen to study with Continuing Education. This guide is designed to answer your questions and help ensure that you have an enjoyable and positive learning experience.

This year, we are offering our programme online for the first time. Whilst this is in part in response to current circumstances, it is an exciting development that we have been considering for some time. It allows us more flexibility, offers wider accessibility to our course for students from a wider geographic area and makes use the latest technology enhanced-learning styles.

We hope you find this handbook useful. Your comments – compliments, criticisms and suggestions for inclusion – are very welcome and should be sent to us at conted@liverpool.ac.uk

Very best wishes for success with your studies.

2. Contact Information

Our main information page, including the enrolment portal, is our website www.liverpool.ac.uk/continuing-education/

To support our online programme, we have moved the majority of our support services online, and staff are available to respond to emails during office hours – 9am to 4.30pm weekdays. We suggest you use our main email as the most reliable means of communication with us - conted@liverpool.ac.uk. We will use email as our main means of communication with our students.

The Continuing Education Reception at 126 Mount Pleasant is currently closed due to the ongoing covid-19 situation and staff are working remotely; this is likely to be the case for the foreseeable future. Consequently, there may be a delay in us accessing
postal items sent to the office and we do not recommend you use posted mail as means of communication at this time.

**Continuing Education team:**

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
<th>Email</th>
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</thead>
<tbody>
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3. **STUDYING, RESOURCES & SUPPORT**

3.1 **Study Skills Support**

Once you are registered as a student, you will be able to access KnowHow (https://student.liverpool.ac.uk/advice-and-guidance/knowhow) which is an online resource designed to help you develop the appropriate skills that you need to study successfully at university level.

Writing@Liverpool is a free service that can help all Humanities and Social Sciences students to develop their academic writing skills. Our Writing Tutors are postgraduate researchers and expert academic writers who are specially trained in tutoring students in 1:1, workshop and online contexts. Email writing@liverpool.ac.uk for further details.
3.2 What to expect
Continuing Education classes are welcoming, informal and provide an encouraging environment in which to learn. Your lecturer will outline the course syllabus, aims and objectives and provide professional support materials (as appropriate) as the course progresses. We aim to enhance your study experience by promoting the friendly discussion and exchange of ideas, and to equip you to take an active role in your own learning.

Some courses are credit-bearing and provide opportunity to submit an assignment for credits. See Section 4 for further information about studying for credit.

3.3 What we expect from you
Enthusiasm for the subject and respect for lecturers, staff and fellow students are essential requirements. Homework and the submission of assignments are optional, although students who engage in this way often enjoy their studies more and get the most benefit from them.

The University takes students' wellbeing very seriously and works to create a safe, supportive and respectful learning community. In order to ensure that our learning environment remains inclusive and welcoming to all, we expect high standards of behaviour: our students are respectful of others and look out for one another.

You should be aware that your behaviour on and off campus, online and offline, is expected to reflect the values of our community of learning and abide by the Policy on Student Conduct and Discipline. You agree to the terms of this Policy upon receipt of confirmation of your course place. You can read the Policy at https://www.liverpool.ac.uk/student-administration/policies-procedures/conduct-discipline/

You should also be aware that the University operates an Academic Integrity Policy which is concerned with the ethical code applied to standards by which the academic community operates. This covers issues such as plagiarism, referencing, and cheating.


3.4 If you encounter a problem
We hope your Continuing Education experience will be a wholly positive one, however in the rare instance that a problem arises we are here to help. In the first instance, you should talk to your lecturer. He/she will provide guidance relating to academic difficulties and advise you on other issues. If your query is a general
enrolment or administrative matter, seek advice from the Continuing Education Office.

You should be reassured that any complaint will be considered by the relevant member of senior staff and you will receive a response within 10 working days.

If you wish to make a formal complaint please visit https://www.liverpool.ac.uk/student-administration/policies-procedures/complaints/

3.5 Health & Safety

Ensuring the well-being of students, staff and visitors is a priority for the institution which acts in accordance with all health and safety legislation to ensure a safe working and study environment.

Whilst our programme is currently online, we do not expect you to be on campus, but if you do visit the campus for any reason, please take care for the safety of yourself and others while on University premises. Read fire procedure notices and locate fire exits, report accidents, near misses or dangerous conditions to a staff member and co-operate with health and safety instructions.

You should make yourself familiar with all of the University’s procedures and regulations relating to health and safety, including the University’s Safety Policy (available at https://www.liverpool.ac.uk/safety/universitysafetypolicy/) and any specific rules that apply to your programme or the building in which you are located. All health and safety procedures and regulations must also be followed when you are studying off campus. Continuing Education’s Health and Safety Code of Practice is available at


The University of Liverpool, like many public institutions, cannot control entrance to every building or take responsibility for the safety of student possessions. For this reason, please do not leave valuables unattended, even for short periods. This of course applies also to all off-campus venues.

Emergency

In the case of a real emergency on-campus, contact the University Security Service by dialling 2222 on any internal telephone or 0151 794 2222 from your mobile.
3.6 Equality, Diversity and Inclusion (EDI)

Please help the University provide a positive learning environment for students irrespective of gender, race, disability, age, religion or sexual orientation. If you encounter any difficulties with discriminatory behaviour, please make your course lecturer aware.

Find out more at https://www.liverpool.ac.uk/intranet/hr/diversity-equality/

3.7 Disability & Special Needs

If you have a disability or special need we ask you to let us know during enrolment so that we can do our best to make your studies successful and enjoyable.

Your lecturer will be keen to support you in your learning so please ensure that he/she is aware of any special need you have. The University has procedures in place for assisting students with dyslexia and other learning difficulties and, if appropriate, a Student Support Service.

If your class is being held on campus the venue will usually have wheelchair access and facilities. However, venues off campus may not be so well-equipped, so it is vital to let us know when you enrol if you have mobility problems.

3.8 Accessing University Resources

Once you have been formally registered in the student record system (within 2-3 working days of receipt of your completed enrolment form) you will receive an automated email from Liverpool Life. This email will inform you of your Student ID Number. Liverpool Life is a web-based system that gives you the option to view and update your student details.

To activate a University of Liverpool computing account, you should visit https://register.liv.ac.uk/register/ to set up your username and password (You will need your Student ID Number for this). Once this is done you will have access to the University’s extensive online library resources.

Continuing Education students who are studying for credit are also eligible for a Student Card. This allows borrowing rights from the collections in the University Library which encompasses the Sydney Jones Library (Arts & Humanities) and the Harold Cohen Library (Sciences). The Library Helpdesk can be contacted on 0151 794 9500.

For information on how to request a student card please refer to the Liverpool Life once you have your student ID or visit https://www.liverpool.ac.uk/student-administration/my-student-record/
3.9 Training in electronic learning resources
The library runs free user workshops which are available to those holding a valid student card. Visit the library’s webpage for further information. https://www.liverpool.ac.uk/library/

3.10 IT and Information Security
You must comply with all regulations, policies and codes of practice in relation to the use of IT during the course of your studies. These can be found on the University’s website.

Use of all IT equipment and its connection to the University's IT network must comply with regulations and policies. These prohibit the use of computing devices and the University's network for, amongst other things, any illegal activity, the creation or transmission of offensive or obscene material, and the creation or transmission of any material which infringes the IP rights of another person. The University may monitor the use (including any personal use) of its network and systems (including telephone, email, voicemail, internet, other communications, and computer systems) and review or restrict information transmitted using them as reasonably necessary to ensure the appropriate use of its services and to comply with its legal obligation.

By connecting to the University's IT network, you are accepting all of the associated risks. This includes when you connect to the network with any of your own devices. The University will not be liable for any damage that is caused by your use of IT equipment and/or connection to the University's network, except in the case of any foreseeable damage resulting directly from the University's negligence or failure to comply with this contract.

3.11 Absence
If you have to miss a class due to illness or other circumstances, please let Continuing Education Reception know in advance if possible.
4. ASSESSMENT, CREDITS & UNIVERSITY AWARDS

4.1 Active learning
Our courses will engage you, challenge you – and encourage you to take the lead in your own learning. Assessment for credit is optional, but students who take an active role in their learning, and who participate in class discussions and activities, are often the ones who get the most out of their course.

4.2 What are Credits?
Credit is the formal, quantified recognition of a student’s learning achievement assessed against stated learning outcomes, it is used by most UK universities. Credit is awarded at specific levels and currently all CE courses are at FHEQ level 4 which is equivalent to the level of first year undergraduate study. The number of credits measures the volume of learning. One credit equates to 10 hours learning time; one year of full-time University study, on a degree course for example, normally equates to 120 credits. Courses that lead to the award of University credit are described as ‘credit-bearing’.

Some CE course are available as a credit-bearing option, with formalised assessment. There is an additional administrative charge for the assessment of credit. The credit value of a course is included in each CE course description.

4.3 Registering for Credit
If you course has a credit bearing option, and you wish to take this option, you must register for credit on the course enrolment form at the time your enrol for the course.

If you decide at a later date that you wish to study for credit you can complete an Accreditation Payment Form (available on the CE website) and email it to the CE Office. We will then contact you to arrange payment of the appropriate fee via a link in our online shop. Your lecturer will advise the latest date by which this should be done, but this would normally be within the first 2-3 weeks of the course.

Please note that all language courses, offered under the Open Languages programme, are already credit-bearing.

4.4 Assessment
Credits are awarded for completion of assessment(s) designed to measure how well you demonstrate the stated learning outcomes to a required standard. Assessment can take many forms and will be appropriate to the subject and course that you are studying. It can include, for example, the completion of an
online activity, the preparation of a portfolio of materials and/or a written assignment. For some courses the assessment process includes a short exam. Your course lecturer will provide information about the assessment process.

4.5 Certificates of Award & transcripts
The credits gained could be useful to you in different ways. You could study for credit as a prelude to further study, for example on an undergraduate degree programme. You could also use it to show an employer that you are capable of, and have successfully undertaken, university-level work. If you successfully pass a credit-bearing module, you will receive a certificate and a University Transcript to confirm this.

The option to register for a two CE Awards - Certificate in Higher Education or Personal and Professional Development Certificate - is now closed, but the option to complete credits needed for the award is still available to students who had already registered. CE. Please be aware that from 2021-2 these qualifications will be fully withdrawn. If you wish to work towards completion of a Certificate in Higher Education or a Personal and Professional Development Certificate for which you have already registered, you must complete all the required credits by July 31st 2021.

Some individual CE Courses will continue to be credit-bearing and you will continue to be able to opt for credit and submit work for assessment. If you successfully pass a credit bearing module, you will receive a University Transcript to confirm this.

4.6 Submission guidelines & deadlines (credit-bearing modules only)
Your lecturer will provide precise instructions about assessments undertaken for credit, including the academic expectations and submission date. These vary according to subject.

All work must be submitted electronically. We encourage all students to use a word processing software such as Word. Hand-written assignments must be legible, and scanned for electronic submission. In all cases, students must keep a copy of their work. Penalties can be applied for the late submission of work but if you have difficulty in meeting a deadline talk to your lecturer in confidence.

4.7 Extenuating Circumstances
You may request an extension to a deadline due to extenuating circumstances, or use these to explain work not completed to their usual standard. Extenuating circumstances include illness, bereavement and the serious illness of a close family member. Please seek guidance from the CE office.
We realise that Continuing Education students sometimes have unexpected events, and are sympathetic to individuals with mitigating circumstances and to requests for extensions. Please direct any enquiries to CE’s Accreditation Officer or consult the University’s Code of Practice on Assessment.

4.8 Marking and results
In line with University policy, your work is marked by the course lecturer, and a sample of work is often second marked or reviewed by a qualified 2nd marker. Following this, all marks are formally approved. Once marks are approved, your work will be returned to you with a formal mark and course certificate. There can be a lengthy delay between marking and final approval. However, you can contact the CE office if you need to know your provisional mark before its final verification by the Board of Examiners.

Although the way your work is assessed will vary according to subject, the marking criteria applied will always be in accordance with University standards:

70 to 100: Work which provides evidence of good critical analysis and/or an original contribution with a command of data or literature which is either broad or intense.

60-69: Work which is thorough, clear and shows evidence of understanding of context and the efficient and competent use of data or literature.

50-59: Work in which the treatment of data or literature is basically sound but underdeveloped.

40-49: Work that shows some understanding but which offers a basic treatment using a limited range of data and methodologies and arguments which contain some flaws.

35-39: Work that fails by a small margin to achieve the standards required for a pass.

Under 35: Work that is unstructured, ill-presented, contains serious omissions/errors and which fails to demonstrate adequate knowledge, understanding or sustained argument.

4.9 Referencing, plagiarism & collusion
Plagiarism includes a failure to reference sources, close paraphrasing without acknowledgement and, in the most serious cases, copying or downloading another’s work verbatim and presenting it as your own. Collusion occurs when
there is unauthorised and unacknowledged collaboration. Penalties for plagiarism and collusion vary but could result in serious mark reduction or a mark of 0%.

To avoid plagiarism, take good care to reference your work well and completely. Your lecturer will provide guidance or you can find out more at http://libguides.liv.ac.uk/referencing

4.10 Appeals
If you have concerns about your assignment or marking procedure, in the first instance speak to your course lecturer. If the issue is not resolved at this stage,

4.11 Intellectual Property
Where you are registered on a CE course, and where you are not also considered to be an employee of the University, you will own all Intellectual Property that you create and/or develop while you are studying at the University.

4.12 Full time UoL Student Attendance on CE Courses and the HEAR
Students who attend CE courses on a not for credit basis and who want the attendance to be recorded on their HEAR, must attend a minimum of 70% of the total course hours

Students are responsible for obtaining verification of attendance. You should:

- Download the appropriate Student Verification Letter from the CE website
- At the end of the course, get the letter signed by the course lecturer (who will check the register to verify the required number of hours)
- Submit this to the CE office within 2 weeks of the last course meeting
- CE will record the attendance on the student’s record in Spider
- Course attendance will then appear in your e-portfolio from which you have the option to add it Section 6.2 of the HEAR.
- Students who submit work for assessment, but who do not meet the required standard, may still have their attendance recorded using the above procedure.

If you are studying for credit on a CE Course:

- Any credits gained will appear on your Higher Education Achievement Report (HEAR).
- CE credits cannot be counted towards your degree studies.
5. REVIEW, REFLECT & WHAT NEXT?

5.1 Course evaluation

Your views on your studies and learning experience are vitally important to us.

Your lecturer will provide you with the opportunity to complete a Course Evaluation Questionnaire towards the conclusion of your studies. You may also be invited to provide feedback at an earlier stage. Please ensure that you follow the guidance provided about how to complete the questionnaire, as your feedback is very important in helping us develop future courses.

5.2 Compliments & complaints

We are keen to hear your comments about any aspect of the programme, including compliments, complaints and information about the types of course you would like to see included in the Continuing Education programme. In the first instance please contact us by emailing conted@liverpool.ac.uk.

5.3 Choosing your next course

Please also note that courses are arranged throughout the year so be sure to visit our website for the latest news. You can also sign up for our newsletter, or find us on Facebook by searching for 'Continuing Education at University of Liverpool'.

If Continuing Education has inspired you to continue learning, there are other opportunities offered by the University you may like to consider.

Go Higher is an intensive one-day a week, one-year course for adults who want to return to education with a view to going on to a degree course either at the University of Liverpool or elsewhere. No formal qualifications are required. For information visit http://www.liverpool.ac.uk/humanities-and-social-sciences/go-higher/ or call 0808 100 60 60.

Undergraduate & Postgraduate degrees: Part-time and full-time programmes are available. For a copy of the undergraduate or postgraduate prospectus call 0151 794 5927 or visit www.liverpool.ac.uk

6. Location, directions & parking

Continuing Education is based at 126 Mount Pleasant, opposite the Metropolitan Cathedral. At the time of writing, the office is currently closed due to Covid-19, staff
are working remotely and CE courses will be running inline, with no attendance on campus required.

Should you need to visit us, please email us to see if it is arrange an appointment first as the office is not staffed in person every day and access to the campus is limited. We will aim to resolve all issues by phone or email in the first instance.

A University Visitors’ Car Park is next door to 126 Mount Pleasant (access from Mount Pleasant and Brownlow Hill/Ashton Street). Parking charges apply.

Covid-19

During the current Covid-19 situation, any visitors to campus will be asked to follow signage in place to maintain social distancing. Masks are strongly encouraged, and may become mandatory if the situation changes, and disposable masks and hand sanitisers will be available at building entrances. We may ask you for contact details to record your visit.

More information on the University’s response to the pandemic can be found here [https://www.liverpool.ac.uk/coronavirus-advice-and-guidance/covid19/](https://www.liverpool.ac.uk/coronavirus-advice-and-guidance/covid19/).

Campus maps can be found on our website at [https://www.liverpool.ac.uk/continuing-education/contact-us/](https://www.liverpool.ac.uk/continuing-education/contact-us/)

7. Administration, Terms and Conditions

7.1 Our Courses

All our courses are listed in CE’s online store - [www.liverpool.ac.uk/continuing-education](https://www.liverpool.ac.uk/continuing-education). Here you will find a course description and fee information. All information provided is correct at time of publication and is subject to change.

If you require more in-depth detail about the course content please contact the CE team – [conted@liverpool.ac.uk](mailto:conted@liverpool.ac.uk).

CE reserves the right to change, due to unforeseen circumstances, a course lecturer or to revise the content or delivery of courses from those set out in the prospectus. Any course changes will be notified as soon as is practical.

7.2 Who can join?

We welcome anyone who has the ability to benefit from the opportunities available at the University. Our students come from all walks of life; some have no previous experience of higher education. There are no formal entrance requirements – all that is required is interest and a real love of learning. To study an online course, you will need an IT device (mobile phone/laptop/tablet/computer) that can connect to the internet, and has a camera and microphone.
Please be aware that CE is designed as an adult learning environment, where discussions are at a mature level and self-motivation is essential. It is not a school or college environment and as such may not be suitable for those under the age of 16. Very occasionally, course content may not be suitable for under-18s. Course descriptions will clearly state if this is the case.

If you are under 18 years of age we need to ask you to supply written permission to participate from your parent or legal guardian. A standard form is available for the purposes of giving permission. The person giving permission will also need to supply an emergency telephone number. If you are under 16 we may also require a parent or guardian to chaperone you at certain times.

If you are a University of Liverpool under- or post-graduate student, you can take CE courses as extra-curricular modules.

7.3 How to enrol
Please enrol as soon as possible as we operate a ‘first come, first served’ policy and, except in the case of some free events, you need to enrol in advance of the course start date.

All our enrolment takes place via Online Enrolment. Visit our website at www.liverpool.ac.uk/continuing-education and follow the link to ‘Choose a course’

If you are unable to enrol online, for example, because you do not have a bankcard to pay online, you will need to contact us by email to see if it is possible to arrange an appointment to come in person to the Continuing Education Reception at 126 Mount Pleasant. However, at the time of writing, the office is closed due to covid-19, and access to campus is limited, so there may be a delay in arranging this and we strongly advise you to book online to secure your place.

We are not able to accept enrolments by post.

7.4 Registration
We cannot register you onto a course unless the enrolment form is completed in full, signed and the appropriate fee paid.

7.5 Fees
Fee details are included in each course description.

For most CE course the following three fee bands apply -

• The 1st fee is the full course fee; this applies by default where evidence of eligibility for reduced or concessionary fees cannot be provided.
• The 2nd fee is the reduced fee; this applies if you are eligible for a state retirement pension, are a full-time student or are a University of Liverpool staff member (paid by the UOL) or an Alumnus of the University of Liverpool. (Please note this fee band does not apply to Open Languages programmes)

• The 3rd fee is the concessionary fee; this applies if you receive (or you are an unwaged dependent on someone that receives a means tested benefit:

  • Jobseeker’s allowance
  • Working Tax Credit
  • Income Support
  • Housing Benefit
  • State Pensions Credit
  • Employment Support Allowance (Income related)
  • Universal credit/PIP

Proof of entitlement to a reduction or concession will be requested each time you enrol.

Concessionary fees are available due to the generous support of the John Hamilton Bequest.

Any additional course costs, such as trips or entrance fees, are clearly indicated in course descriptions on our website.

Please note these Fee Bands apply to CE courses only, and do not apply to Open Languages course administered by CE.

7.6 Fees for Accreditation and studying for credit

A small administrative charge will be made when you register for credit. This charge is £10 for a 5-credit course and £15 for courses of 10 credits and above. The number of credits assigned to a course is included at the end of each course description. Accreditation fees are always non-refundable unless a course is cancelled by the University.
Please note these additional Fee for accreditation applies to CE courses only; Open Languages course administered by CE the credit fee is already included in the course fee.

7.7 Course cancellations
If a course is full or has to be cancelled, we will always notify you as quickly as possible. Course require a minimum number of students to run; this can vary by course. Where a course is cancelled by the University due to low numbers, a full refund will be issued to the same card that was used to pay the fee. Refunds will be identified on bank and credit/debit card statements as being from the University of Liverpool. CE reserves the right to change a course lecturer or withdraw a course in the event of unforeseen circumstances.

Weekly course meeting dates are normally sequential (unless otherwise stated) but on occasion planned dates may need to be rearranged, postponed or cancelled due to unforeseen or unavoidable circumstances such as staff illness, industrial action or local/government restrictions.

7.8 Refund request or withdrawal from a course
If you wish to withdraw from a course, an emailed application for a refund must be received by the CE office a minimum of 7 days prior to the course start date. No refunds will be issued after this date. All withdrawal refunds are subject to an administrative charge of 10% of the relevant fee.

7.9 Personal information
The Student Enrolment and Registration Form collects information that is required by the Higher Education Statistics Agency (HESA) and is used as the basis of our student records. We are not able to enrol you if you do not complete all sections of the enrolment form. Additionally, information supplied on this form supports equal opportunities monitoring.

When you accept a place on one of its programmes of study, you agree that the University will collect, retain and process certain personal data about you. The University will do so in accordance with its legitimate interests, in order to exercise its responsibilities, and to fulfil its education and support obligations to you.
All information supplied is covered by relevant data protection legislation. Continuing Education will only use your contact details to provide you with information related to your course participation or to future courses or events. If you do not wish to receive any mailings from us about our future events please let us know.

The University maintains strict standards of confidentiality and your personal details will not be used for any non-Continuing Education purpose nor disclosed to a third party.

In the interests of transparency, the University maintains a series of Privacy Statements which outline in more detail how it collects, retains and processes your personal data, which may be updated from time to time. These are available at www.liverpool.ac.uk/legal/data_protection/policy/

7.10 Means of Communication
Email is the primary form of communication for all course matters. Please ensure that the CE Office has your current email address and that you check your email account regularly, including your junk folder.

7.11 Declaration of Criminal Convictions
The main aim of the University of Liverpool is to admit students with the ability to benefit from the opportunities available at the University. Possession of a criminal conviction will not necessarily mean that an application to study in CE will be unsuccessful. It is, however, important that this aim is achieved without prejudice to the safety and well-being of other members of the University community and there may be occasions where this has to be placed ahead of all other considerations. Decisions regarding the admission of an applicant with criminal convictions are taken fairly and only after the implications of any conviction have been fully explored.

CE requires all applicants who have a relevant criminal conviction to tick a box on the standard enrolment form. A relevant criminal conviction is one which involves offences against the person, whether of a violent or sexual nature, and convictions for offences involving unlawfully supplying controlled drugs or substances where the conviction concerns commercial drug dealing or trafficking.

Conviictions that are spent (as defined by the Rehabilitation of Offenders Act 1974) are not considered to be relevant.

You can find more information on this:
https://www.liverpool.ac.uk/media/livacuk/study/undergraduate/applying/criminal-convictions-policy.pdf
It is important to note that a failure to declare a relevant unspent criminal conviction is taken very seriously, and could result in expulsion from your university or college. You should therefore seek advice before answering this question if you are unsure how to answer it.

7.12 The University's Liability to You

If the University fails to comply with its contract with you, the University is responsible for any loss or damage you suffer that is a foreseeable result of the University's breach of contract or failure to use reasonable skill and care. However, the University is not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if it is an obvious consequence of the University's breach or if it was contemplated by you and the University at the time the contract was entered into.

The University does not exclude or limit in any way its liability for:

- death or personal injury caused by the negligence of the University or its employees, agents or sub-contractors;
- fraud or fraudulent misrepresentation;
- any other act or omission, liability for which may not be limited by law.

Subject to paragraph 2 (in section 5.8, above), the University's total liability to you (whether in contract, tort (including negligence), breach of statutory duty, or otherwise), in connection with your contract with the University shall be limited to the value of the programme fees paid by you or on your behalf or the amount, if any, that the University receives from its insurers in respect of a particular loss, whichever is the greater.

The University will not be liable to you for any lost or unreturned work submitted for assessment. It is important that you follow any instructions from the University in submitting work and that you retain copies of work submitted.

You will not be liable to the University for any failure or delay in performing your obligations under this contract which is due to any cause beyond your reasonable control. Similarly, the University will not be liable to you for any failure or delay in performing its obligations under this contract which is due to any cause beyond its reasonable control (including, but not exclusive to, those circumstances described below).

Circumstances outside the University's control:

- It may be necessary for the University to
• revise the terms, content or delivery of programmes and/or modules from those set out in the prospectus, website and/or relevant programme/module specification; or
• discontinue, suspend, merge or combine options within programmes; or introduce new options or programmes, in circumstances outside the University’s control.

These circumstances may include (yet are not exclusive to) the lack of availability of key personnel without whom the University cannot provide its services; over- or under-demand from students; lack of funding; the acts or omissions of placement providers and other third parties; cancellation of third party licences; changes in the requirements of a commissioning or accrediting body; strikes and other industrial action; and other events such as government restrictions, civil unrest, severe weather or failure of public or private communications networks.

If the University’s services to you are affected by an event referred to in the preceding paragraph, the University will give you as much notice as possible and, where necessary, take reasonably practicable steps to mitigate the effects on the services it provides to you, which will involve every effort being made to preserve the continuation of your study.

7.13 Other Important Terms
If there is any conflict or inconsistency between this document and the other documents which form part of your contract with the University, the various documents will apply in the following order of priority:

• this document;
• the University’s website;
• the provisions of the prospectus that applies to your programme;
• any agreement relevant to your programme.

The University may transfer its rights and delegate its obligations under this document to another organisation. However, the University will always notify you in writing if this happens and will ensure that no such transfer or delegation will affect your rights under this document.

Your contract with the University (of which this document forms part) is between you and the University. No other person shall have any rights to enforce any of its terms.
Each of the provisions of your contract operates separately. If any court or relevant authority decides that any provision is unlawful (in whole or part), it shall be deemed to have been modified to the minimum extent necessary to make it lawful and the remaining provisions will be unaffected and will remain in full force and effect.

If you are in breach of your contract with the University and the University decides to waive that breach or refrains from, or delays in, enforcing its rights against you or requiring you to perform your obligations, that will not mean that the University has waived its rights against you for that or any other breach, nor that you have been released from those obligations.

This document is governed by English law. You and the University both agree to submit to the nonexclusive jurisdiction of the English courts.