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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 with an aim in mind – 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.

We now offer our programme as a blended learning experience - please see section 4 for more information on what this means. Whilst this was initially in response to Covid restrictions, it was an exciting development that we had been considering for some time and it was very successful during its pilot year. It allows us more flexibility, offers wider accessibility to our courses for students from a wider geographic area and makes use of the latest technology-enhanced learning styles. It also ‘future-proofs’ us against any further disruption from the pandemic, as this remains an unpredictable situation.

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 can be found at 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 4.00pm 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. You can also reach us by phone if you need to on 0151 794 6900 during office hours. This will connect to a member of staff working at home via a mobile phone link, so please be patient if the connection is not great.
The Continuing Education staff are now working remotely on a long-term basis; this is part of the University’s sustainability plans. 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.

When we are on campus we are now based at 1-7 Abercrombie Square (not 126 MP).

**Continuing Education team:**

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
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</tr>
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</tr>
</tbody>
</table>

**3. GETTING STARTED – REGISTRATION AND IT SYSTEMS**

As a part-time student on a short course, you are still joining the University, so you have access to the same systems as our full-time students, and we need to process your registrations in the same way. This can sometimes seem a bit complex, or even unnecessary, but the good news is you only have to do most of it once, or once a year, no matter how many courses you take with us, so we hope you will feel the benefits are worthwhile.

Once fully registered, for the duration of your studies you will have access to a University of Liverpool student email account; a University of Liverpool Student ID card; The University of Liverpool library; study skills support; and access to some software such as CANVAS, ZOOM and Microsoft Office.

We know it can see a bit overwhelming navigating your way around new IT systems, so we have tried to make this as detailed as possible. For some of you, creating accounts and using new systems will already be familiar, you may skip through it very
quickly and be up and running and no time at all. Others may need to go over things more at their own pace, and may not even get it right the first time.

If you do get confused, our best advice is to take a deep breath, re-read the relevant section and try again (possibly even after a cup of tea!) – but if you really get stuck you can contact us and we will do our best to assist you.

**3.1 An overview of the process**

What the registration process looks like - the terms in bold are explained in the sections below. You will encounter a number of different IT systems as you enrol, it is important to make a note of the different usernames and passwords for the different systems.

- Choose your course on the website
- Create an ‘online store’ username and password to register and pay for the course
- Receive a confirmation email and a receipt of payment
- Receive email with student ID number as confirmation you have been enrolled
- Create an University Computing IT Account Username and set a password
- Also creates an MWS username - same password as IT account
- Option to have a student email account - same password as IT account
- Set up Liverpool Life account with Student ID number and PIN (password)
- Access CANVAS and Virtual Classroom via ZOOM
- Receive a link to access your specific course in CANVAS virtual learning environment

You can choose to set up an IT account and email if you wish, and we encourage this for you to get the most out of your course, but you don’t need them to just watch the live online talk/Lecture so you could skip those steps and go straight to the virtual classroom using Zoom as a ‘guest’
3.2 The online store
When you enrol for a short course with CE, you need to create a username and password to use on the online store to pay and register – in a screen like this one

Most people use their personal email address as their username, and you create your own password. That username and password are only for the store payment and registration system – you will need them to enrol for future courses, but they are not part of the system you use to set up your University IT account or access the online course content.

You will get two emails from the store once you have paid, a receipt for the payment and a confirmation from the CE team showing that they have received your registration. Please check your junk mail folder if you don’t get these emails within a few hours of paying.

Please note that some emails may come from conted@liverpool.ac.uk, but you will also get emails from other central University departments as an essential part of your registration and you should make sure you check your email junk folder for messages from noreply@liverpool.ac.uk and any other emails from various addresses @liverpool.ac.uk.

3.3 Your Student ID Number

Once the CE Team have processed your registration, you should receive an email from them with your student ID number in. This may be a couple of days after your
register and pay, especially if there is weekend or bank holiday. This is a 9-digit number—ie 202123456.

If you have been a student on any course at the University of Liverpool before, you will already have a student number and it will always stay the same. In this case you may not get this email from as you already have a student number; if you do get the email it will have the same student number that you had previously. If you cannot remember it, email conted@liverpool.ac.uk and they can provide it for you. You need to keep a careful note of this number and remember it for future use.

3.4 Your Computing IT account and MWS username

Once you have a student ID number, you can activate a University IT Computing account and create a username. If you have been a at University of Liverpool before, your previous account may still be active.

Go to https://register.liv.ac.uk

Follow the instructions onscreen to activate your account (or check your previous account is active, or change your password if you have forgotten it). You will be given a computing IT system username. This will usually be 8 letters, sometimes a number, but will include your first initial and the first three letters of your surname – so if your name is Another Student your username will contain astu in it – for example abastuxz. You will need to set a password.
Make sure you keep a record of this IT account username and the password you create – this is what you will need to access the online course content.

Your MWS username (MWS stands for managed windows services) is a version of your IT account username followed by @liverpool.ac.uk. The password is the same as your IT account username.

For example, if your username is abastuxz, the your MWS username is abastuxz@liverpool.ac.uk.

A student email account will be created for you – make a note of the email address that is created for you – it will be something like a.student3@student.liverpool.ac.uk. You can also use your username as your email address - abastuxz@student.liverpool.ac.uk

### Important Note – your student email, IT account username and your MWS username are not the same – compare below

<table>
<thead>
<tr>
<th>IT account username</th>
<th>abastuxz</th>
</tr>
</thead>
<tbody>
<tr>
<td>MWS username</td>
<td><a href="mailto:abastuxz@liverpool.ac.uk">abastuxz@liverpool.ac.uk</a></td>
</tr>
<tr>
<td>Student email</td>
<td><a href="mailto:a.student3@student.liverpool.ac.uk">a.student3@student.liverpool.ac.uk</a> or <a href="mailto:abastuxz@student.liverpool.ac.uk">abastuxz@student.liverpool.ac.uk</a></td>
</tr>
</tbody>
</table>

#### 3.5 Accessing the online course in CANVAS

When you enrol on a short course, you will receive an email confirmation with a link to your courses’ Canvas space. Canvas is the University of Liverpool’s Virtual Learning Environment (VLE) – think of it as a webspace for your course through which you can access learning materials, find links to online lectures, message other students, and more.

You will need to follow the instructions above in order to register as a University of Liverpool student and receive a University of Liverpool IT account username and password. You will need these credentials to access various aspects of the course.

In some instances, when logging into CANVAS you will be asked to enter your MWS username and password.

Now that you’ve got all your credentials set up – you are ready to access the course (see below)
3.6 Liverpool Life – student ID number and PIN

The email with your student ID number will also have a link to direct you to the Liverpool Life webpages. Liverpool Life is the University’s system for holding all of your information including your personal details and programme records. You can use your student ID number and set a PIN (password) to create a Liverpool Life account to get access to your University records. This PIN password is only used to access Liverpool Life.

Logging into Liverpool Life is the final enrolment process will confirm all your personal details have been correctly recorded, and allow you to update them if needed. Until you complete this step, your enrolment is not fully finalised, and some other systems may not work properly for you.

You can also use Liverpool Life to request a student card by uploading your photo and following the instructions, and find out about library access and other support. You can see the courses (modules) that you are registered for, and let us know if you move house or change phone number.

When you click on the link you will see this screen, and can choose your own PIN – but please note it must meet all the criteria shown – even though it says PIN is needs to include letters, not just numbers.

Once you have created the account and PIN – you will see a message that lets you know you must wait 24 hours for your account to be activated.
Once 24 hours have passed and the account is activated, you can go back to https://liverpool-life.liverpool.ac.uk/ to log into your Liverpool Life account.

We will tell you more about Liverpool Life in Section 3.11 below, including the benefits of being fully registered as a student.

3.7 Welcome to CANVAS

About a week before the course start date, you will receive an email confirmation with a link to your courses’ Canvas space. Canvas is the University of Liverpool’s Virtual Learning Environment – think of it as a webspace for your course through which you can access learning materials, find links to online lectures, and more.

You can also access CANVAS via the student intranet or using the app.

You will need to login to CANVAS with your MWS username and password to be able to use all the functions on CANVAS and if you are on a course with assessment for credit it is a requirement, so that you can upload assignments. Once you have your MWS username, you can start looking at CANVAS and see some of the course materials.

For some courses, particularly those that are a single session, you can just use the Virtual Classroom to watch the lecture without needing to login and use the other features in CANVAS, but for most courses that run for more than one session, we recommend you create an MWS username and login to canvas to get the best use and functionality.
This is an example of what a CANVAS page might look like:

Simply click the link to your course, and a page like this will open up in your browser.

This is your course’s home page.

It has the title of your course and an image at the top.

A very important note in the middle, and 4 ‘buttons’ that can be clicked at the bottom.

We’ll look at a few of the key features in turn.

The ‘About Your Course’ Button

Clicking on the ‘About Your Course’ button will take you to a page with a range of details about your course.

A description of your course

Dates and times of virtual classroom sessions

A range of information designed to support you in your learning
The ‘Week-By-Week’ Button

Clicking on the ‘Week-By-Week’ button will take you to a page with weekly content folders ...

If your tutor provides you with handouts, recommended reading, or other resources, you will find them in the appropriate weekly folder. Simply click on a folder to see what’s inside.
The ‘Virtual Classroom’ Button

Clicking on the ‘Virtual Classroom’ button will take you to a page with all of your course’s sessions listed.

Whenever it is time for you to join your tutor and classmates in a session, simply click ‘Join’ at the appropriate date and time, and you will be admitted into your virtual classroom.

Your virtual classroom is a Zoom meeting. Many of you have used Zoom before, but if you haven’t, see below…

3.8 Virtual Classrooms with Zoom

How you enter Zoom will depend on whether or not you have a University of Liverpool student IT user MWS account.
If you haven’t yet set up a student user IT MWS account, you can still access your live taught sessions as a ‘guest’ by following the Using Zoom without a University IT user account instructions in section 4b below.

Whichever access instructions you use, it’s a good idea to download the Zoom app to your device before you start if you haven’t used it before – you can find it in the app store or at www.zoom.com. Also check you have given Zoom permission in your device settings to access your microphone and camera.

If you don’t have Zoom installed before you start you may get this message – you can download Zoom by clicking on the link to get to zoom.com
3.8 : Using Zoom with a University IT MWS account

When you first click to enter a Virtual Classroom session, you may be asked to sign in with your University of Liverpool credentials - your MWS username and password.

**Important Note** – your student email, IT account username and your MWS username are not the same – compare below

- **IT account user name** - abastuxz
- **MWS username** - abastuxz@liverpool.ac.uk
- **Student email** - a.student3@student.liverpool.ac.uk or abastuxz@student.liverpool.ac.uk

They do all have the same password as they are all linked to your IT user account

If you’ve logged in before, you may just be asked to reconfirm permissions.
Next, you might be asked to type your name. This is the name that will be displayed by your image so that your tutor and classmates know who you are.

Following this, you might be given a series of options. If so, be sure to allow microphone and video so that you can be seen and heard.

3.9: Using Zoom without a University IT MWS user account
When you click on the Virtual Classroom button, you might get a massage like this – just click on the link.
And you will then be able to see the weekly classes listed - pick the week you need and click join

You will then get a series of prompts asking you to allow the camera and microphone to be used, and to enter a screen name – this name will be visible to the tutor and other students

3.10 In Your Zoom Session
3.11 – More on Liverpool Life and the benefits of being a UOL student

Liverpool Life is your view of the record we hold for you. You can see the details we hold and you can update things like your address; your phone number; your alternative (non-university) email address; your emergency contact person, etc.

The first time you log in, you are confirming that these details are correct and this is the final stage in confirming your registration as a University of Liverpool Student.

If there are errors in some key fields such as name or date of birth, you may need to contact us to update these and, in some instances, we may ask for evidence.

We hold two addresses for all students – a permanent (home) address and a term-time (student residence) address. If you live at home all-year round, please record your home address as also being your term time address, by clicking on the button next to the View/update option.
This is important if you request a student card as these will be posted to a term-time address and if this record is blank your card cannot be posted.

You can request a University of Liverpool Student Card if you enrol for a course that runs for more than two weeks. You need to upload a photo and ensure you have recorded a term time address. A card will be printed and posted to that address. Cards begin to be printed the end of September, so if you enrol before then please be patient. After the start of October cards should arrive within 14 days.

Your student card will give you access to teaching buildings and to the library. Most buildings are open during the day without card access, but it’s a good idea to bring your card with you just in case!

Your student card is useful form of photo ID, and its gives you a student discount in some museums, galleries and shops. You can also register with the LoyaltyPlus scheme to use it as a payment card in the cafés on campus and get access to discounts and special offers https://www.liverpool.ac.uk/food-and-drink/loyalty-plus/

Liverpool Life also gives you access to the University Library -

This allows you to view the online catalogues; reserve books for collection; book a PC or a study space to use; and read online books and journals. Make sure you set up your library account via Liverpool Life to make the most of this fantastic additional resource available to you as part of your studies.
4. HOW IS THE BLENDED LEARNING EXPERIENCE DELIVERED?

4.1 What is blended learning?
How will I learn?

CE courses are offered as ‘blended learning’ courses that combine three main ways to learn:

- **Core, synchronous**, weekly sessions are delivered in our Zoom virtual classrooms
  - Each of our courses comprises core, weekly, synchronous learning where you join other students and the course tutor in an online Zoom ‘virtual classroom’ that you can enter from the comfort of your own home.

- **Additional asynchronous** support material provided through our virtual learning environment: Canvas
  - Also each week, your tutor will upload support materials for you to engage with asynchronously, at your leisure. This material could be handouts, links to websites, videos, or anything else.

- **Optional face-to-face**, in person activity on campus or in the city where appropriate
  - Some classes will blend the core, virtual classroom sessions with opportunities for in-person face-to-face activity on campus or around the city to locations such as museums or galleries. These will normally be optional activities rather than course requirements; the course descriptions will make this clear.
  - We will also be offering a variety of face to face activities for CE students through the academic year. These include initiatives such as library and campus tours, social feedback events, and academic talks

4.2 What proportion of my course will be synchronous, what proportion will be asynchronous, and what proportion will be face to face?

Each of our courses comprises core, weekly, synchronous learning where you join other students and the course tutor in an online Zoom ‘virtual classroom’ that you can enter from the comfort of your own home.

Also each week, your tutor will upload support materials for you to engage with asynchronously, at your leisure. This material could be handouts, links to websites, videos, or anything else.

Some classes will blend the core, virtual classroom sessions with opportunities for in-person face-to-face activity on campus or around the city to locations such as museums or galleries. These will normally be optional activities rather than course requirements; the course descriptions will make this clear.

4.3 I enjoy the social interaction and engagement of learning – how can I do this on a blended course?

Our core synchronous sessions are taught live in our virtual classroom in real time, enabling you to see and hear both the tutor and other students, who can also see and hear you.
The virtual classroom is unique to each course, and is also available to that group of students at any time – so you can ‘arrive’ early and chat to other students; arrange you own study or discussions groups between taught session or just use the virtual classroom as somewhere to meet up for a chat while you have a coffee.

Canvas also has discussion boards, where you can have written communication – like text chat group.

We know the social aspects of course are important to our students and we are working with tutors to make sure their blended teaching styles are interactive, welcoming and engaging for students.

Some tutors will arrange in person activities, and the University campus space is also available to you as students if you want to arrange your own informal meetings in the libraries, museums or coffee shops on campus. We will also be offering regular tours of the campus, the libraries and museums that you can join—keep an eye on our newsletter for details.

4.4 What computer equipment will I need to engage with courses?
You will need to have an email account and an IT device such as a personal computer (PC or Mac), a laptop, or a tablet/ipad that can connect to the internet. Your device should also have a functioning camera, speakers and microphone. In many cases a ‘smart’ mobile phone is sufficient, especially to access talks and lectures. You need the facility to open and read documents, and to create and upload files if your course requires that you complete and submit work.

4.5 What computer software will I need to engage with courses?
For the core, synchronous, weekly sessions, the University favours Zoom: a group video-calling software which will be used for most of our courses and events. When you enrol on a course, you will be sent an email with a link to the Zoom classroom, which you will be able to access free of charge. You simply click this link to join your class at the advertised lecture times. This allows you, your tutor and your group to meet in a ‘virtual classroom’; your tutor will lead you in lecturing, discussions, watching presentations, and using the ‘text chat’ functions to ask questions and make comments.

For the additional asynchronous support material, we use CANVAS: our Virtual Learning Environment (VLE). This is where you tutor can put materials to support your Zoom lectures, such as handouts, reading materials, slides, videos, links to resources (such as YouTube videos and websites), and a whole range of other learning materials. You can access this at any time, so you can do some of the learning at your own pace and at a time to suit you.

Just as our tutors all have different lecturing styles, they will be able to develop their online course using some or all of these online tools to suit their teaching, and their subjects.
4.6 I've never done online learning before – how will I know what to do?
You will get an email from us about a week before the start of the course with instructions on how to access the course online.

Rest assured, it is all quite simple. Simply click the link to join the online lecture, sit back, and enjoy from the comfort of your home.

4.7 What are Synchronous and Asynchronous learning?
You may hear these terms used about online courses.

**Synchronous** learning means leaning done in real time, and all together as group; **Asynchronous** learning is done by you individually at a time that you chose.

Tutors will use a mix of both to varying degrees, in a way that best suits the subject matter. You needn’t worry about any of this. When you sign up to a course, you’ll be informed of when to click into the virtual classroom for synchronous sessions, and where asynchronous resources for your own study can be found.

**How will I submit work?**

All homework or assessment work will be submitted electronically, either by emailing a file to your tutor or uploading it to a dedicated webspace. You will be given clear instructions for each piece of work on how to submit it.

5. STUDYING, RESOURCES & SUPPORT

5.1 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.
5.2 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.

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

5.3 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.


5.4 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 Team.

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/

5.5 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.

Further information is available at https://www.liverpool.ac.uk/intranet/safety/what-you-need-to-know-and-latest-news/student/

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.
5.6 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/

5.7 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.

5.8 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 (see Section 4 below for more information on credits). 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 at https://libanswers.liverpool.ac.uk/faq/3630

For information on how to request a student card please refer to the Liverpool Life once you have your Student ID Number or visit https://www.liverpool.ac.uk/student-administration/my-student-record/
5.9 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/

5.10 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.

5.11 Absence
If you have to miss a class due to illness or other circumstances, please let Continuing Education Reception know in advance if possible by emailing conted@liverpool.ac.uk.
6. ENGAGEMENT, ATTENDANCE AND ACHIEVEMENT

6.1 Engagement
Our courses will engage you, challenge you – and encourage you to take the lead in your own learning. 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. Attendance in scheduled sessions is recorded, as one way of measuring engagement.

6.2 Certificate of Engagement
The majority of CE courses are not formally assessed, and are not credit-bearing, but we recognise the achievement of students who have engaged well in their course with a Certificate of Engagement. Certificates of Engagement are issued to students who achieve 70% recorded attendance in the scheduled sessions for their courses.

6.3 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 credit 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’.

Only a few specialist CE courses 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 credit-bearing courses is included in each CE course description; if a credit value is not clearly stated then the course is not available as a credit option. Most CE courses are non-credit courses.

6.4 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 you enrol for the course.
6.5 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.

6.6 Certificates of Credit
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.

6.7 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 Microsoft 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.

6.8 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.
6.9 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 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.

6.10 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.
6.11 Appeals
If you have concerns about your assignment or marking procedure, in the first instance speak to your course lecturer.

6.12 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.

6.13 Full time UoL Student Attendance on CE Courses and the HEAR
Students who attend CE courses on a non-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 Banner.
- Course attendance will then appear in your e-portfolio from which you have the option to add it Section 6.2 of the HEAR.

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.

7. REVIEW, REFLECT & WHAT NEXT?

7.1 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.

7.2 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.

7.3 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 that 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

8. LOCATION
Continuing Education is based online, and staff are mostly working remotely. CE courses will be running online, with no attendance on campus required.

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

A University Visitors’ Car Park is located next door to 126 Mount Pleasant (access from Mount Pleasant and Brownlow Hill/Ashton Street). Parking charges apply.
During the current (or any future) Covid-19 situation, any visitors to campus will be asked to follow signage and instructions in place.

More information on the University’s response to the pandemic can be found here 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/

9. ADMINISTRATION, TERMS AND CONDITIONS

9.1 Our Courses
All our courses are listed in CE’s online store - 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 .

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 online course pages. Any course changes will be notified as soon as is practical.

9.2 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.

9.3 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’.

We are not able to accept paper enrolments by post or in person, and we are not able to accept cash or cheques.

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

9.5 Fees
Fee details are included in each course description.

• Standard course fee; this applies by default where evidence of eligibility for a concessionary fee cannot be provided.

• Concessionary fee; this applies if you receive (or you are an unwaged dependent on someone that receives) one of the following UK mean-tested benefits, or if you receive a University of Liverpool Means-Tested or Income-related bursary:-

  • Universal Credit
  • Pension credit
  • Council Tax Benefit
  • Income-related Employment and Support Allowance
  • Income Support
  • Income-based Job seekers allowance
  • Housing Benefit
  • Working Tax credit
  • Child Tax credit

Proof of entitlement to a concession will be requested each time you enrol. Concessionary fees are available due to the generous support of the John Hamilton Bequest.
Please note that we are unable to offer concessionary fees to those who receive non-means-tested benefits (such as State pension, PIP/disability living allowance, careers/attendance allowances or contribution-based allowances), and we have removed the highest fee band from our previous three-tier fee scheme.

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

Please note these fees apply to CE courses only, and do not apply to Open Languages course administered by CE, please refer to the Open Languages Terms and Conditions.

Postgraduate students who are taking CE modules to support their PGT/PGR programme are not entitled to free courses and are required to pay the concessionary course fee; if the fee is to be paid by your main teaching/research department please contact us to arrange this.

9.6 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 the additional fee for accreditation applies to CE courses only; for Open Languages courses administered by CE, the assessment fee is already included in the course fee.

8.7 Course cancellations
If a course is full or has to be cancelled, we will always notify you as quickly as possible. Courses 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.
We recommend you do not purchase any books in preparation for your course until it has been confirmed as running.

9.8 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.

9.9 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/

9.10 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.
9.11 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 declare this 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.

Convictions 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.

9.12 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.

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.

9.13 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.