



UNIVERSITY OF
LIVERPOOL

CONTINUING
EDUCATION



STUDENT HANDBOOK

2017-18

LIFE CHANGING
World Shaping

Continuing Education Student Handbook

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 both on and off campus. 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 very positive learning experience.

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.

Continuing Education Contact Information

Continuing Education

Faculty of Humanities and Social Sciences

University of Liverpool

126 Mount Pleasant

Liverpool L69 3GR

Email:	conted@liverpool.ac.uk
Telephone:	0151-794 6900
Office Hours:	9am - 4.30pm weekdays
Security	0151 794 2222 (Emergencies on campus ONLY)
Online Enrolment/Website:	www.liverpool.ac.uk/continuing-education

Or drop into Continuing Education Reception at 126 Mount Pleasant (open weekdays 9am – 4.30pm)

Contacts

Head of Continuing Education:	Carol Stewart:	cmes1@liverpool.ac.uk
Reception:	Lynn Wildman:	conted@liverpool.ac.uk
Online Courses Manager and Course Administrator:	Barbara Hornby:	b.hornby@liverpool.ac.uk
CE Operations Manager and Course Administrator	Sandra Sheridan:	s.m.sheridan@liverpool.ac.uk
Clerical Assistant and Outreach Co-ordinator	Emma Kenny:	elk1988@liverpool.ac.uk
Disability & Dyslexia Co-ordinator:	Carol Robinson:	carol@liverpool.ac.uk
HR and Finance Manager:	Carol Robinson:	carol@liverpool.ac.uk
Marketing Officer:	Stephen Breen:	sbreen@liverpool.ac.uk
Clerical Officer	Gemma Corris	gemma24@liverpool.ac.uk

Academic Organisers

Archaeology, Classics & Egyptology:	Dr. Suzanne May/ Dr Glenn Godenho	smay@liverpool.ac.uk ggodenho@liverpool.ac.uk
Art & Art History:	Dr. Suzanne May:	smay@liverpool.ac.uk
Business & Management:	Dr. Claire Jones:	clairegj@liverpool.ac.uk
Creative Writing:	TBC	
English Literature & Language:	Dr. Chris Routledge:	C.Routledge@liverpool.ac.uk
Environmental Sciences:	TBC	
History & Local History:	Dr Claire Jones:	clairegj@liverpool.ac.uk
Information Technology:	TBC	
Irish Studies:	TBC	
Languages:	Dr.Ulrike Bavendiek:	U.Bavendiek@liverpool.ac.uk
Music:	Dr.Paul Kiddy:	p.a.kiddy@liverpool.ac.uk
Philosophy:	Dr. Claire Jones:	clairegj@liverpool.ac.uk

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Building Works in 126 Mount Pleasant

Please be aware that 126 Mt Pleasant is undergoing significant refurbishment work in Summer 2017. Whilst this is expected to be finished by the start of the teaching period in Autumn 2017 minor snagging issues may still be apparent in the first few weeks and we apologise for any inconvenience these may cause.

1. Who can join?

We welcome anyone aged 16 and over. Our students come from every walk of life and include sixth formers right through to people who have retired but whose minds are anything but. There are no entrance requirements – all that is required is interest and a real love of learning. Please be aware that, 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 this purpose. He/she will also need to supply an emergency telephone number.

If you are a University of Liverpool under- or post-graduate student, please see the information sheet at <http://www.liverpool.ac.uk/continuing-education/for-liv-students/>. (Also available from the CE Reception).

2. Declaring a criminal conviction

The main aim of CE's admissions policy 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.

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.

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

3. Our Courses

All our courses are listed in CE's online store. Here you will find a course description and fee information. If you require more in depth detail about the course content please contact the CE office.

CE reserves the right to change a course lecturer in the event of unforeseen circumstances.

4. 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.

Online Enrolment: Visit our website at www.liverpool.ac.uk/continuing-education and follow the link to '**Browse and Book Courses**'.

This is the most effective way of securing a place on your chosen course.

In person: Visit Reception at 126 Mount Pleasant between 9.00am-4.30pm weekdays

By phone: Call 0151 794 6900

By post: Complete and return the Student Enrolment and Registration Form (available in the prospectus, on request from Reception or to download from www.liverpool.ac.uk/continuing-education)

Payment by cash, cheque, credit or debit card can be made in person.

5. Fees for courses, registering for credit & concessions

The University offers courses at very reasonable prices with discounts for staff, students, alumni and those in receipt of the state pension. We are also delighted to be able to offer concessionary fees for students who receive certain state benefits with generous support from the [John Hamilton Bequest](#).

Fees vary according to the course; please see the printed or online prospectus for details. In addition, for classroom based courses, registering for credit costs £10 (for a 5 credit course) and £15 (for courses of 10 credits and above). Please note that this fee is non-refundable even if you later decide not to submit an assignment.

If you wish to register for an award (a Certificate in Higher Education or a Personal and Professional Development Certificate) a fee of £30 is payable. Please contact Barbara Hornby (capri@liverpool.ac.uk) for further information.

All online course fees include final assessment and accreditation.

The 3 fee bands are:

- i) the full fee,
- ii) the fee payable by those in receipt of state retirement pension, full-time students, Alumni and members of staff
- iii) the fee payable by those in receipt of certain state benefits.

Continuing Education Reception can advise you as to which fee is applicable to you.

6. Withdrawal & refunds

If you find that you have to withdraw from a course, you need to tell us in writing (email is acceptable) a minimum of 7 days before the course start date. No refunds are issued after this date. All refunds are subject to an administrative charge of 10% of the relevant fee.

7. Course cancellation

It is sometimes necessary to cancel courses which do not recruit enough students; if this occurs a full refund will be made. Occasionally we leave course enrolment open until one week before the start date to capture late enrolments and avoid cancellation.

8. Personal details

Please notify Continuing Education Reception if your address or personal details change.

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.

The student enrolment form is used as the basis of our student records. Your date of birth acts as a unique personal identifier on our database and ensures that your details are correct. Information supplied on the form also supports equal opportunities monitoring.

If you do not wish to receive any future mailings from us, please let us know.

9. Student Representation

CE tries to be as open as possible in the way it runs, and students are encouraged to make their views heard. This is not to say every opinion will be acted upon because ultimately academic staff are responsible for using their judgement about how their subject should be taught and assessed. But student opinion will always be listened to and seriously considered.

In 2017-18 a staff/student liaison committee will be established to facilitate this. Students registered for a full award will be notified by email of meeting dates and invited to attend. Up to 5 student representatives can attend any 1 meeting. Where more than 5 students volunteer, a system of rotating attendance will be put in place.

Staff/student liaison committees are formal but friendly forums for students to raise issues of general concern about their studies; they cannot deal with matters of an individual or personal nature. They may also be used to consult with students on policy changes, curriculum development, assessment, feedback, etc.

2. STUDYING, RESOURCES & SUPPORT

1. Study Skills Support

Once you are registered as a student, you will be able to access [iLearn](http://www.liverpool.ac.uk/ilearn) (<http://www.liverpool.ac.uk/ilearn>) which is an online academic skills development 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.

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.

Most courses are credit-bearing and provide opportunity to submit an assignment for credits which can be accumulated towards a University award (see Section 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.

You should 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.

<https://www.liverpool.ac.uk/student-administration/student-administration-centre/policies-procedures/academic-integrity/>

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 Continuing Education Reception.

5. Health & safety

Ensuring the well-being of students, staff and visitors is a priority. 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.

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.

6. 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.

7. Equality & diversity

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

Find out more by viewing our short film [The Importance of Diversity and Equality](#), featuring Professor Kelvin Everest and Carol Costello, Director of Human Resources.

<https://www.liverpool.ac.uk/intranet/hr/diversity-equality/movie/>

8. Disability & special needs

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

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.

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. Large-print handouts may be available, for example, or appropriate seating arrangements for anyone with a hearing problem. The University has procedures in place for assisting students with dyslexia and other learning difficulties and, if appropriate, a Student Support Service.

9. 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 accreditation are eligible for a Student Card. This allows borrowing rights from the collections in the University Library which encompasses the Sydney Jones Library (Arts & Humanities; telephone 0151 794 2679) and the Harold Cohen Library (Sciences; telephone 0151 794 5411).

For information on how to request a student card please read the "Support and Resources for Continuing Education Students" section on our homepage.

Only students on fee paying courses are able to access these resources.

10. Training in electronic resources

The library runs free user workshops which are available to those holding a valid student card. Visit the library's web page for further information. <https://www.liverpool.ac.uk/library/>

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. Students seeking credit are normally expected to attend at least 70% of sessions.

12. 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.

13. Social life

Continuing Education is not just about studying; many students also enjoy socialising and sharing opinions over coffee or a drink at one of the cafés or bars on campus. The basement at 126 Mount Pleasant has a meeting area with seats and vending machines, the Metropolitan Cathedral coffee bar is opposite 126 Mount Pleasant, and the Waterhouse Café, in the University's iconic red-brick Victoria Gallery and Museum, is just a few minutes away.

14. Collections for CE Lecturers

Some groups of students like to show their appreciation of a course by making a collection and giving the lecturer a small gift. Our advice on this matter is as follows: *a)* all contributions to any collection should be of a purely voluntary nature and students should not feel that they are obliged to make a contribution, *b)* a set amount of contribution should not be suggested – the amount should be left to the individual's discretion and *c)* students should be asked only once if they would like to contribute (with, perhaps, a second gentle reminder as appropriate).

3. ASSESSMENT, CREDITS & UNIVERSITY AWARDS

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.

2. What are Credits?

Most of the courses in the CE programme are credit-bearing. Credit is a formal, quantified recognition of learning achievement. Credit is awarded at specific levels and currently all CE courses are at university level 1 (FHEQ level 4) which is equivalent to the level of first year undergraduate study. The number of credits measures the volume of learning. 120 credits normally equates to 1 year of University study. The credit value of a course is included in each CE course description.

3. Registering for Credit

You can register for credit on the course enrolment form. Alternatively, if you decide to study for credit once the course has started you can complete an [Accreditation payment form](#) and return it to the CE Office with the appropriate fee. Your lecturer will advise the latest date by which this should be done, but this would normally be about midway through the course. The cut-off point may be earlier than this for some language courses.

4. Assessment

Credits are awarded for completion of an assignment to the 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 classroom activity, the preparation of a portfolio of materials and/or a written assignment. For language courses the assessment process includes a short exam. Your course lecturer will provide information about the assessment process.

5. Certificates & credit transfer

Where could Continuing Education take you?

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 use it to show an employer that you are capable of, and have successfully undertaken, university-level work. You could work towards our 60 or 120-credit certificates which are formal awards of the University.

Credits can be accumulated for a University of Liverpool certificate or used to progress onto a degree programme at Liverpool or elsewhere under the Credit Accumulation and Transfer Scheme (CATS). Note that credit transfer is always subject to the special conditions of each particular university or academic department.

60 credits = Personal and Professional Development Certificate (PPDC). For more information, please visit the CE website or contact the Continuing Education Office.

120 credits = Certificate in Higher Education (Cert. HE). Normally you must complete the 120 credits within 6 years of first submitting work for credit.

You cannot receive credits from the same course more than once. To identify a course always check its unique course code in the prospectus (for example *hist2012* or *phil9011*).

If you are aiming for a University award, retain copies of all assignments completed for credit as they may (rarely) be required by University examiners. Further guidance can be obtained from Barbara Hornby (capri@liverpool.ac.uk).

6. Submission guidelines & deadlines

Your lecturer will provide precise instructions about assignments undertaken for credit, including academic expectations and submission date. These vary according to subject.

We encourage all students to type and submit written work electronically. Hand written assignments must be legible. 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. We realise that Continuing Education students have many calls on their time and are sympathetic to individuals with mitigating circumstances and to requests for extensions.

In line with University policy, your work is marked by the course lecturer, and a sample of work is often second marked by a qualified 2nd marker. Following this, all marks are approved by the appropriate University Board of Examiners. Once marks are approved, your work will be returned to you with feedback and a formal mark. 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.

7. 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>

8. Marking

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.

9. 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, your lecturer will send your concern on to the academic organiser who will respond according to University guidelines.

For further information please see the Credit and Awards pages on the CE website.

4. REVIEW, REFLECT & WHAT NEXT?

1. Course evaluation

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

Your lecturer will provide you with 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 at the top of the form about how to complete the questionnaire.

Since 2016-17 CE has used an online system to generate automated analysis of course evaluation forms and it is helpful if the forms are completed in the requested format.

Hard copy Course Evaluation Questionnaires are available at any time from Continuing Education Reception. Please return your forms to your lecturer or to the Continuing Education Reception. (A post box is available for confidential and/or out of hours returns).

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 Lynn Wildman, receptionist by emailing conted@liverpool.ac.uk.

3. Personal learning

Your lecturer will invite you to consider what you have achieved and where this may take you next.

This is a chance for you to reflect on your experience and to consider options for the future. We have a range of opportunities to tempt you...

You may decide to follow another interest with the help of Continuing Education, or to enrol on a course with the intention of moving to an undergraduate degree or even a change of career. Your lecturer will be happy to advise.

4. Choosing your next course

Please visit our website, www.liverpool.ac.uk/continuing-education/ and follow the **‘Browse and Book Courses’** link or request/ call in for a copy of the latest prospectus. We are always happy to see students at 126 Mount Pleasant so do drop in during office hours to collect information and leaflets from Reception, or to raise a query or seek advice.

Please also note that events are arranged throughout the year and many of these are not in the annual print prospectus, so be sure to visit our website for the latest news and postings and keep an eye on the posters and advertising displayed at 126 Mount Pleasant. You can also follow us on Twitter @LivuniCLL.

5. New directions?

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 part-time 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. Spread the word

We would be delighted if you spread the news about our courses and events to your friends and colleagues. You can pick up some extra prospectuses from the Continuing Education Reception, ask us to send one on or you can refer them to our website www.liverpool.ac.uk/continuing-education



Directions & parking

Continuing Education is based at 126 Mount Pleasant, opposite the Metropolitan Cathedral. A University Visitors' Car Park is next door (access from Mount Pleasant and Brownlow Hill/Ashton Street). Parking charges apply.

From Lime Street & Liverpool Central Stations

(c 15 mins walk): turn left out of **Liverpool Lime Street** main entrance, stay on the same side of the road until you reach the junction of Brownlow Hill and Mount Pleasant.

Turn right out of **Liverpool Central** main entrance, at top of road turn left, cross over the crossing to the junction of Brownlow Hill and Mount Pleasant. Proceed up Mount Pleasant until you reach the Metropolitan Cathedral on the left. 126 Mount Pleasant is immediately adjacent.

From Liverpool One Bus Station: 80 & 86A to Philharmonic Pub/Hardman Street or the **82** to Brownlow Hill/Renshaw Street.

Visit <https://www.liverpool.ac.uk/maps/> for more location information.

