



UNIVERSITY OF
LIVERPOOL

Continuing
Education



STUDENT HANDBOOK

2019 – 20

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

The Continuing Education Reception at 126 Mount Pleasant is open weekdays 9am – 4.30pm.

Contacts

Academic Director	Dr Glenn Godenho:	ggodenho@liverpool.ac.uk
Reception	Lynn Wildman:	conted@liverpool.ac.uk
Course Administrator and Accreditation Officer	Barbara Fegan:	barbara.fegan@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:	emma.kenny@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

Dr. Suzanne May:	smay@liverpool.ac.uk
Dr. Chris Routledge:	C.Routledge@liverpool.ac.uk
Dr. Ulrike Bavendiek:	U.Bavendiek@liverpool.ac.uk
Dr. Paul Kiddy:	p.a.kiddy@liverpool.ac.uk

Contents

CONTINUING EDUCATION STUDENT HANDBOOK	II
Welcome	ii
Continuing Education Contact Information	iii
Contents	iv
1. ENROLMENT, FEES & ADMINISTRATION	6
1. Who can join?	6
2. Declaring a criminal conviction	6
3. Our Courses	6
4. How to enrol	7
5. Fees for courses, registering for credit & concessions	7
6. Withdrawal & refunds	8
7. Course cancellation	8
8. Personal details	8
2. STUDYING, RESOURCES & SUPPORT	9
1. Study Skills Support	9
2. What to expect	9
3. What we expect from you	9
4. If you encounter a problem	10
5. Health & Safety	10
6. Emergency	11
7. Equality & diversity	11
8. Disability & Special Needs	11
9. Accessing University Resources	12
10. Training in electronic resources	12
11. IT and Information Security	12
12. Absence	13
13. Extenuating Circumstances	13
14. Social life	13
15. Collections for CE Lecturers	13
3. ASSESSMENT, CREDITS & UNIVERSITY AWARDS	14
1. Active learning	14
2. What are Credits?	14
3. Registering for Credit	14
4. Assessment	14
5. Certificates & Credit Transfer	15
6. Submission guidelines & deadlines	15
7. Referencing, plagiarism & collusion	15
8. Marking	16
9. Appeals	16
10. Intellectual Property	16

4. REVIEW, REFLECT & WHAT NEXT?	17
1. Course evaluation	17
2. Compliments & complaints	17
3. Personal learning	17
4. Choosing your next course	17
5. New directions?	18
6. Spread the word	18
5. ADDITIONAL TERMS AND CONDITIONS	19
1. The University's Liability to You	19
2. Other Important Terms	20
Directions & parking	21

1. ENROLMENT, FEES & ADMINISTRATION

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 the CE prospectus and CE's online store. Here you will find a course description and fee information. All information provided is correct at time of going to print and is subject to change.

If you require more in depth detail about the course content please contact the CE office.

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.

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 the Continuing Education Reception at 126 Mount Pleasant between 9.00am - 4.30pm on weekdays.

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, full-time 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 store listings for details. In addition, 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.

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 who are on the University's payroll.
- 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 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.

Very occasionally we need to contact students urgently e.g. if a class is cancelled at short notice because of staff illness. It is extremely helpful therefore if you provide a mobile telephone number.

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

When you accept a place on one of its programmes of study, you accept 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.

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/.

2. STUDYING, RESOURCES & SUPPORT

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) (<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.

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. Please note that there is no obligation for lecturers to provide course materials outside the classroom. If you find that you cannot attend a course session your fellow students may be able to share the missed hand-outs with you.

Some courses are credit-bearing and provide opportunity to submit an assignment for credits. See Section 3 for further information about studying for credit.

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 campus environment remains inclusive and welcoming to all, we expect high standards of behaviour on and off campus: 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 www.liverpool.ac.uk/student-administration/student-administration-centre/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.

<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 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/student-administration-centre/policies-procedures/complaints/>

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. 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

<https://www.liverpool.ac.uk/media/livacuk/continuing-education/ContEd,Code,of,Practice,Feb19.pdf>

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.

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 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 read the "Support and Resources" section on our homepage.

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 webpage for further information. <https://www.liverpool.ac.uk/library/>

11. 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.

12. Absence

If you have to miss a class due to illness or other circumstances, please let Continuing Education Reception know in advance if possible.

13. 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.

14. 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.

15. 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 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 (available from your lecturer, on the CE website or from the CE office) 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

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.

A Certificate in Higher Education and a Personal and Professional Development Certificate are currently available to students studying for credit with CE. Students must formally register for both awards by completing a registration form and paying a fee of £30.00. Further detailed information is available from the CE Office.

Please be aware that from 2021-22 CE qualifications will be withdrawn. Courses will continue to be credit-bearing and you will continue to be able to opt for credit and submit work for assessment. However, if you wish to work towards a Certificate in Higher Education or a Personal and Professional Development Certificate you must complete all the required credits by July 31st 2021.

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. Please direct any enquiries to CE's [Accreditation Officer](#) or consult the [University's Code of Practice on Assessment](#).

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.

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.

10. 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. 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 form 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 courses 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 @livuniCE or find us on Facebook by searching for 'Continuing Education at University of Liverpool'.

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

5. Additional Terms and Conditions

1. 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 this section, 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.

2. 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.



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.

