Emergency Information

- Call 999 in cases of emergency
- Familiarise yourself with the fire procedures in buildings, including what to do if you discover a fire, what to do if the alarm sounds and where to assemble should you have to evacuate the building
- Never wedge open fire doors or obstruct escape routes
- Always report accidents, near misses or dangerous conditions to a member of staff
- Always follow any health and safety instructions you are given.

Term Dates

Welcome Week
- Monday 18 September 2017 to Friday 22 September 2017

Semester One (weeks 1-12)
- Monday 25 September 2017 to Friday 15 December 2017
- Monday 18 December 2017 to Friday 5 January 2018
- Monday 8 January 2018 to Friday 26 January 2018

Semester One Examinations
- Monday 14 May 2018 to Friday 1 June 2018

Semester Two (weeks 1-7)
- Monday 29 January 2018 to Friday 16 March 2018
- Monday 19 March 2018 to Friday 6 April 2018
- Monday 9 April 2018 to Friday 11 May 2018

Easter Break
- Monday 15 May 2018 to Friday 1 June 2018

Semester Two (weeks 8-12)
- Monday 14 May 2018 to Friday 1 June 2018

Semester Two Examinations
- Monday 14 May 2018 to Friday 1 June 2018

Resit Examinations
- August 2018

* Please note that some programmes may have earlier start dates or alternative assessment dates. Students are advised to consult individual programme information for further details.
Dear Student

On behalf of everyone at the University, a very warm welcome to the University of Liverpool in London. We are delighted to welcome you to our London campus at 33 Finsbury Square, and we hope you will enjoy your time here with us.

This handbook has been written to provide all the information you need to help you through your University career, including how to access the many individuals and offices within the University who are ready and willing to help and advise you.

This handbook seeks to ensure that you know all there is to know about our services and facilities; where to find them and when to use them. It also sets out the rules, regulations and policies to be followed as a member of the University community and tells you about other sources of information likely to be useful to you while you are here.

I hope that by the end of your student career you will regard this handbook as a good, well used, and trusted companion. The Student Administration and Support Division will be pleased to receive suggestions for improvements, so do not hesitate to let us know if there are ways in which we can make it even more useful.

With every good wish for a happy and successful student career.

Yours sincerely

Professor Janet Beer
Vice-Chancellor
This handbook is a practical reference booklet which will provide you with relevant information about the operation of the University.

As well as giving practical advice it includes important information on how your degree works and the relevant University regulations you will need to be aware of.

The information in this handbook refers to the 2017/18 cohort of students on a taught postgraduate programme of study at the London campus.

You will be provided with subject specific information by your School. Unless officially informed otherwise, you should follow the information provided in this booklet.
The University of Liverpool is a member of the Russell Group of leading research institutions in the UK, and is ranked within the top 1% of higher education institutions worldwide.

To maintain our status as a global frontrunner, leading excellence in research, learning and teaching, we must work together. All members of the University community – students, alumni and staff – share responsibility for the continued success of the institution and its students.

The purpose of the Student Charter is to set out our partnership in learning, jointly created by the University and the Liverpool Guild of Students. It represents our shared commitment to the values of the University and to develop and maintain a stimulating, diverse and supportive environment that is conducive to learning.

This Charter encourages the commitment of all staff and students to their rights and responsibilities, and lays out the basis on which our partnership works.

By undertaking the responsibilities within the Student Charter we can all contribute to, and take pride in, the ongoing development of a vibrant university community.

The University of Liverpool will provide:
- A supportive, inclusive and stimulating learning environment that empowers students to reach their full potential and respects the diverse needs of all students
- High quality learning experiences that are informed by good practice in learning and teaching and the research excellence and professional practice of our staff
- Access to activities that will enhance employability, professional excellence and personal intellectual development
- Support for student participation in programme management and the life of the University including election of representatives
- Access to advice on health and welfare, accommodation, finance and careers
- Clearly defined access to the learning environment, including facilities and services that will enable students to succeed in their studies.

The University of Liverpool will provide students with the following information:
- Details of their programme and module content
- Clear deadlines for all assessments and timetables for feedback on submitted work
- The name of their Academic Adviser, who is their first point of contact for support
- Policies and procedures including programme and assessment regulations, appeals and complaints procedures
- Appropriate notice of changes to content, rescheduling and changes to timetable
- Programme fees, payment deadlines and estimates of necessary additional costs.

Students undertake to:
- Take responsibility for managing their own learning and development, seeking advice and support as required; spending sufficient, regular time in private study and participating in timetabled sessions and in group learning activities
- Maintain and protect an environment conducive to learning and in keeping with the values of the University of Liverpool
- Engage with the educational, social and cultural life of the University
- Obtain agreement from their Department or School for any essential absences as far in advance as possible
- Maintain the highest standards of academic integrity in all aspects of work and assessment
- Provide constructive feedback on their experience and participate in mechanisms that will lead to improvements in the quality of learning and teaching
- Treat all University property and facilities with care and respect
- Make prompt payment of charges made by the University.

The Liverpool Guild of Students undertakes to:
- Provide an inclusive environment and be membership led with the interests of students at the core of all decisions
- Maintain a constructive relationship with the University of Liverpool, inputting into decisions that affect students
- Further the interests of University of Liverpool students at both a local and national level through lobbying, campaigning, representation and policy formation
- Make available support and advice for the election and training of student representatives
- Provide individual, independent advice and representation on University procedures and issues relating to the student experience, as well as an efficient signposting service
- Work in partnership with external individuals and organisations for the benefit of its members
- Provide and support a range of activities, including student-led societies and volunteering opportunities, to enhance personal and professional development
- Support and encourage a positive relationship between students and the local community
- Operate in a socially, ethically and environmentally responsible manner.

The University recognises its responsibility to promote equality and eliminate discrimination against students. This commitment is irrespective of age, disability, gender reassignment, pregnancy or maternity status, marriage or civil partnership status, race and nationality, religious belief or non belief, sex or sexual orientation (Lesbian, Gay, Bisexual).

Equally, you have a responsibility not to engage in any bullying or harassment of others, such as homophobia, sexism or racism, or to engage in other discriminatory conduct. Further information about the University’s commitment can be found at www.liverpool.ac.uk/hr/diversityandquality/
You should by now have completed the process of submitting your personal details and confirming your arrival on campus (academic registration), as well as made arrangements to pay your tuition fees (financial registration). It is essential that these processes are completed.

An example of the importance of this process is that if ‘overseas’ students fail to complete both forms of registration, it will result in the University reporting their non-attendance to the UK Home Office. The booklet ‘Your Registration 2017-18’ describes these processes in more detail.

If you have not already been provided with this booklet, it is available online www.liverpool.ac.uk/london-campus/welcome/handbooks/. Hard copies are also available on request from the Student Experience Team.

The Student Experience Team
The Student Experience Team will be available to you all year round and provide the focal point for all student enquiries. The Student Experience Team are there to ensure you have everything you need whilst studying at the University of Liverpool in London and will be able to help with any practical, emotional or general issues you might have.

The Student Experience Team will be your first point of contact for any queries you have; the team can also advise on the University processes in relation to assessment appeals, complaints, examination matters, graduation arrangements, and documentation requests such as status letters for visa purposes, or put you in touch with central Student Administration for certificates and transcripts.

You can speak to a member of the team at any time between 8.30am and 5.00pm Monday to Friday. Alternatively you can contact the Team on T: +44 (0)20 7682 4646 or E: studentex@liverpool.ac.uk

Our staff are friendly, very experienced, and they are here to help. If you are not sure who you should talk to about any issue or problem ask the Student Experience Team, who can act as a general point of referral to other services, both within and outside the University.

As a University of Liverpool student you also have access to the services provided at the Liverpool campus. The Student Experience Team will be your first point of contact and will be able to direct you accordingly.

There are other useful teams that you may wish to contact directly:

Student Records
T: +44 (0)151 794 6759
E: studentenq@liverpool.ac.uk
www.liverpool.ac.uk/student-administration/student-administration-centre/

Student Fees, Scholarships and Bursaries
T: +44 (0)151 794 6777
E: feesenq@liverpool.ac.uk
www.liverpool.ac.uk/student-administration/money/

Student Support Services
www.liverpool.ac.uk/studentsupport/
For specific support teams, please see website for contact details.

More information on the range of student services available can be found in the Student Services section of this publication.

Student Smart Card
You should have been issued your student smart card with this handbook. It is important that your name is correctly shown on the card. If you have any concerns over this you should visit the Student Experience Team bringing your passport or, for home students, your birth certificate. Please bear in mind that, for examination and graduation purposes, the name used will be as you have provided it during academic registration.

Your card serves as proof of your membership of the University and allows you to gain security access to the building at Finsbury Square as well as borrow books from the Library and access printing facilities. Carry it at all times; you may be asked to produce it to obtain various services or to establish your right to be in certain places. Your card remains the property of the University at all times and should not be used by anyone else; lending it to others constitutes misuse of University property and will result in disciplinary action.

Replacement smart cards can either be obtained from the Student Experience Team (in the case of damaged, stolen or expired cards) or requested online (in the case of lost cards). Please be aware that replacements for lost cards will incur a charge.

Medical Registration
Your General Practitioner (GP) should be your main point of contact when you are ill so it is very important that you register now with a GP. Do not wait until you are ill. All students are advised to register with a local GP, to ensure access to full medical care including 24 hour access. Students may see their home GP on a temporary basis during vacations if necessary.
To register, go along to any surgery of your choice and simply fill out the necessary forms. The process is quick and easy.

To find your nearest surgery enter your postcode in the following page www.nhs.uk/service-search

Bank Accounts
There are many banks in London that you can use. If you do not already have a student account it is advisable to look at the accounts and facilities that each bank offers and choose the one that you think suits you best. All of the banks will offer interest free overdraft facilities for students but they are not automatic and you should apply when making your account application. You will need to provide some documentation to open an account which may vary depending on the bank. You will normally need the following:

- Identification - Passport and BRP or birth certificate
- Confirmation of address and student status - an official letter confirming your permanent address, term time address and student status is available on request from the Student Experience Team.

Police Registration
Entry regulations for non-European Union nationals coming to study in the United Kingdom require students from certain countries to register with the local police. The University is not responsible for such registration, and the onus to register lies with the student. If you are required to register with the Police, it will be stated on your visa and/or the Home Office decision letter on your visa application. Failure to register is a criminal offence and could result in your removal from the United Kingdom.

When to Register
You must register with the police within seven days of your arrival in the UK. If you are required to collect your BRP card after arriving in the UK, you must register with the police within seven days of collection of your BRP card.

It is also important to note that you must keep your Police Registration Certificate up-to-date. You must register any change in circumstance to the police within seven days, for example, if you change your address, renew your passport, apply for a new visa or any other details change as noted on your Police Registration Certificate. If you are unsure, you are advised to contact the Student Experience Team for further assistance.

Where to Register
London Students must register with the Police by visiting the Overseas Visitors Records Office. The cost of Police registration is £34.

The Overseas Visitors Records Office is based at the following address:
Southwark Police Station
333 Borough High Street
London SE1 1JL

The Overseas Visitors Records Office has its own designated public entrance which will be clearly signposted and located adjacent to the main Police Station entrance on Borough High Street. Please note it is not possible to access the Overseas Visitors Records Office through the police station.

Information can be found on the Met Police website www.met.police.uk/ address-and-information/registering-as-an-overseas-visitor/

Employment
An increasing number of students look for part-time work while studying at university in order to supplement their finances. If you wish to seek employment, you should remember that studying for a degree is a full-time endeavour and any paid work should be seen as secondary to your academic priorities. Even if you do not have an excessive number of hours of untimetabled work you will be expected to undertake substantial amounts of private study.

You should not, therefore, plan to take on paid employment for any more than 15 hours per week in term-time. If you do decide to take on a part-time job, you should remember that this will not be accepted as good reason for poor performance or for failing to satisfy the academic requirements of your programme; this includes poor performance in assessments such as resits taken outside of term-time. International students studying in the UK on a Tier 4 visa must ensure they understand and keep to the restrictions on employment that apply to them. Working outside of these restrictions is a criminal offence.

Social Media
Social media is an important communication tool which students use to socialise, network and interact online. For help, hints and tips on how to make social media work for you while you are studying, please view our Student Guide to Social Media at www.liverpool.ac.uk/media/livacuk/corpcomms/pdf/socialmedia_guide.pdf

This guide will help you to understand how to use social media effectively and safely, and will also help you to navigate the University of Liverpool Social Media Compliance Policy www.liverpool.ac.uk/media/livacuk/corpcomms/pdf/regulations/social-media-policy.pdf

This Policy is in place to protect University security as well as the reputation and personal security of students while using social media.

You can interact with the University of Liverpool in London as follows:
www.facebook.com/unilivlondon
www.instagram.com/unilivlondon

As well as via the main University of Liverpool social media channels, a list of which is available here www.liverpool.ac.uk/contacts/social-media

The thing I enjoy most about studying at the University of Liverpool is the world-class standard of both the teaching and the facilities. The lecturers are at the forefront of research and the learning experience offered is outstanding, true to the nature of a Russell Group university.
The University Library

The library at the London campus is specifically designed with your course in mind. It provides access to all the recommended texts you need during your studies, as well as an impressive collection of online resources, including over 600,000 electronic books, 4,000 electronic journals, and access to most major databases which you can access whenever you are. Additionally, the collections of the main University of Liverpool library are available on request.

Our KnowHow programme provides study skills support during your time in London. KnowHow allows you to develop the core skills essential for both your time at university and for your future career.

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You can access these services once you have activated your computing account online at www.liverpool.ac.uk/acctra. You should do this before arriving on campus. Once your account has been activated you can start using your University email account, look at your modules in the virtual learning environment (VITAL) and explore a wide range of resources.

To get started visit the IT Quickstart and read through the Essentials booklet on our website at www.liverpool.ac.uk/itd/qucikstart.

There are over 70 computers in four PC Teaching Centres at the London campus which are available to you for use unless they have been booked for teaching. PCs run the latest version of Microsoft Windows on the Managed Windows Service (MWS). There are plenty of University printers available. They can also be used to photocopy and scan documents. Remember to add credit to your print account at student.print@liverpool.ac.uk. You can use the PC Finder tool to locate an available computer by visiting the CSD website. The MWS provides a wide range of pre-installed software for you to use along with a secure area where you should store your work (known as your Mr: drive). You can also use PCs on campus to access the internet, your University email and VITAL. You can connect your computer, mobile or tablet to the University’s free Wi-Fi service, eduroam, to access the internet and IT services. Get connected by visiting wireless.liv.ac.uk.

Further information about all the University's IT services can be found at www.liverpool.ac.uk/itd.

Support

Support/Passion

The University Library

Liverpool Life

This is one of the most important facilities you will need to use. Liverpool Life is your portal to all of your essential personal and academic information. It provides PIN protected access to the following information, activities and services:

- Academically register for your studies
- Re-register for each year of study
- Register for modules in advance of each year of study
- Access the online module catalogue
- Check your programme and module registration status
- View your teaching timetable (see section opposite)
- Check and update your term-time, permanent and graduation correspondence addresses, telephone numbers and emergency contact details
- Check notes, guidance and regulations relating to examinations
- View your assessment details
- View your examination timetables (dates, times and venues)
- View your provisional marks following the Semester 1 examinations
- View your approved module marks and overall results
- View your degree classification at the end of your programme
- View an ongoing transcript of studies (your modules and marks)
- View your University financial account
- Request documentation such as Council Tax Student Certificates and Student Status Letters.

Liverpool Life can be accessed by entering the URL https://liverpool-life.liv.ac.uk into your browser or by following the Liverpool Life link on the Digital University (student.liverpool.ac.uk).

You will need your student ID (displayed on your student smart card) and PIN.

The welcome booklet Your Registration 2017/18 (available from www.liverpool.ac.uk/london-campus/registerebook/handbook/) provides more information about accessing Liverpool Life, including how to find out your PIN and what to do if you have forgotten your PIN. If, having followed the instructions in this booklet, you are still having difficulties accessing the system then you can email the Liverpool Life Enquiry Team at E: studentlifelibrary@liverpool.ac.uk.

You should familiarise yourself with Liverpool Life as a matter of priority. Further information about Liverpool Life, including user guides, can be found at www.liverpool.ac.uk/student-administration/liverpool-life/id/Teaching Timetables

You can view your personalised teaching timetable through Liverpool Life and through the Digital University. To do this, you will need to be fully registered, and it can sometimes take 48 hours (occasionally more) for your full timetable to appear once you have registered for all of your modules.

The timetables published through Liverpool Life are updated throughout the year to take account of any changes; for example, if a lecture has to be moved to another venue, or if you change your seminar group. It is therefore important to check your timetable on a very regular basis to ensure you are always getting the most up-to-date version.

As well as your personalised timetable, you can view timetables for programmes and individual modules.

Further information can be found at www.liverpool.ac.uk/orbit/usingorbit/studenttimetables/.

Please note that if you have any queries about your timetable, you should always contact the Student Experience Team.

Learning and Digital Capability Development

Throughout your University career, you will have opportunities to build and develop your skills for living, such as study skills, time management and information literacy, as well as a range of employability skills. Your lecturers may identify areas that you need to develop and also highlight a range of resources for you to use.

You should also visit iLearn (www.liverpool.ac.uk/eddev/supporting-students/learn/), the University’s interactive learning website which provides coaching in the development of academic, digital learning and study skills. On entry to the University you can complete iLearn's online skills diagnostic which will identify your individual skills profile and link to further self-study resources. iLearn's bank of resources is continually being extended and you will receive an email with a specific subject specific materials over the coming year.

You can also visit the Library (www.liverpool.ac.uk/library) where you will find help available from Library staff and our extensive resources and expertise.

Learning Resources

The University Library

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Further information can be found at http://libguides.liverpool.ac.uk/londoncampuslibrary.
Careers & Employability Service

Throughout your time at the University of Liverpool in London you will have access to a range of careers support – all designed to enable you to put your plans into reality.

We offer a high-quality employability provision that blends advice, guidance and training and builds on the existing expertise we have developed as one of the UK’s leading careers services.

Through a range of career management issues, personal and professional development and access to a range of industry experts and speakers, our aim is to match your needs and ambitions as they develop.

We know that your needs are individual and so you may want to access these opportunities in a variety of ways. So as well as face-to-face guidance and on-site events and sessions we also offer online support, webinars and guidance – and all our activities are supported by a state of the art interactive website, Career hub.

How can we help

Our services to students include:

- Career planning and decision making (1 to 1 appointments) in order to gain strategies to make appropriate career choices.
- Researching employment sectors and employers to improve your career planning and job hunting skills.
- Making industry contacts (for placements etc)
- Making powerful job applications
- Techniques to perform well at graduate interviews
- Preparation for employer assessment centers
- Online psychometric tests
- How to write an excellent CV and covering letter
- Strengthening networking skills, including digital networking
- Employer events and career webinars
- Career hub our online platform which hosts graduate jobs, resources and events.

PEAKS Employability Award

This year we are launching the PEAKS (Planning, Experience, Academics, Knowledge and Skills) Employability Award to provide recognition to the most motivated students who commit to going the extra mile to be successful in their chosen career.

This is a student-led award and as such students will have the option to choose from a range of activity to meet the minimum requirements of the award which includes:

- Complete a skills questionnaire and career action plan
- Gain 35 hours of industry experience
- Attend 6 skills sessions
- Complete 2 knowledge actions
- Strong academic attendance
- Complete a personal development plan.

The rewards for being part of the programme include:

- Access to a mentor in the sector you want to work in.
- Free travel to Liverpool University spring careers fair.
- An achievement you can add to your CV.
- A certificate of recognition once you complete the programme.

Whether you are clued up or clueless about your future, we can provide you with all you need to take the next step. You can contact our dedicated London Careers and Employability Officer on:

By email at LondonCareersServices@liverpool.ac.uk.

Further information can be found at www.liverpool.ac.uk/careers. You can also follow us on Facebook at www.facebook.com/liverpoolcareers and Twitter @liverpoolcareers.

Academic Support and Advice

All students on programmes at the University of Liverpool are allocated an Academic Adviser who is responsible for providing appropriate support to help you to fulfil your academic potential in your studies. S/he will usually meet with you at the beginning of your studies and normally at the start of each academic year (if applicable). S/he can also meet with you following exams results to discuss academic performance and provide advice on improving your performance. Your Academic Adviser is the first port of call if you are having problems with your academic studies.

A member of the London Student Experience Team will act as a first point of contact if you are experiencing difficulties with any aspect of University life. This member of staff will provide both advice on School level procedures and signposting to central and specialised support services for students.

Central Support and Advice

The University has a well-established network of advice, guidance and support services for all students. Specialist teams and experienced advisers are available to support students on a whole range of issues.

The Student Experience Team in London will remain your first point of call and can put you in touch with the relevant teams and advisers in Liverpool that you may need. The role of the Student Support Service is to provide students with advice, support and information. They have very experienced specialist advisers who can provide support with any issues you may have on the phone or via email. They can also offer a range of practical advice or will be able to direct you to the appropriate source of the information you may need.

The Student Experience Team can be contacted on +44 (0)151 795 3127 or book a face to face appointment online.

The rest of this chapter details the range of support services offered by the University, both as part of the Student Support Services and across the wider University community.

Counselling

The University of Liverpool in London has teamed up with Only Connect Counselling Service at the University of Westminster to offer students at the London campus free confidential counselling sessions.

Counselling offers you the opportunity to talk, in confidence to a trained counsellor about any emotional or practical issue that you may have. Students seek counselling for many varied reasons such as course work, worries about exams, family difficulties, money worries, concerns about relationships, depression, anxiety and suicidal thoughts, bereavement and homelessness. Only Connect are able to offer one-to-one appointments with highly trained counsellors who have experience in how your problems may impact upon you whilst at University.

Only Connect at the University of Westminster can be contacted as follows: Luxborough Suite 35 Marylebone Road London NW1 5LS

E: counselling@westminster.ac.uk
T: +44 (0)207 911 5000 ext 66899
Disability Advice and Guidance

The University encourages a supportive and accessible environment for students with a wide range of disabilities, health conditions, mental health issues or specific learning difficulties (e.g. dyslexia, dyspraxia). Disabled students are advised to discuss their individual needs with the Student Experience Team who work closely with Disability Advice and Guidance, so that appropriate support arrangements can be made.

The University actively encourages students to disclose disability-related support needs as soon as possible, and can discuss their support needs in a friendly and confidential environment. Working to a person-centred approach, the Team, with your consent, can create an individual support plan. This details specific support requirements and recommends reasonable adjustments, where appropriate, and is used to inform University schools and other relevant University contacts of your support needs. With consent, the Team can assist students in all areas of disability-related support needs within their academic environment, including:

- Liaison with your academic School/Department to communicate and implement reasonable adjustments
- Liaison with Professional Services within the University of Exams Team, Library, Accommodation Team and Facilities Management
- Guidance about applying for appropriate funding or support e.g Disabled Students’ Allowance, Charitable Trusts
- Blue Badge Scheme
- Guidance on booking study needs assessments and accessing Educational Psychologists
- Referral to a wide range of internal and external contacts for specialist advice
- Support in arranging study assistants e.g. note takers, mentors, library assistants.

*A Guide for Disabled Students* sets out further information about the team and its work. The booklet can be obtained from Disability Advice and Guidance or online at www.liverpool.ac.uk/studentsupport/disability

International Advice and Guidance

There is a dedicated member of the Student Experience Team in London, who alongside International Advice and Guidance in Liverpool, is there to support and advise international and European students both on arrival and throughout their studies.

Located in the Student Services Centre, Liverpool, with advice and resources available to access from London, the Team provides specialist advice on student immigration matters (including advice on visa extensions) and other topics including personal and cultural issues. If International Advice and Guidance cannot help directly, they have a wide range of contacts and can refer you to another service that can assist.

The International Advice and Guidance website (www.liverpool.ac.uk/studentexperience/disability) contains lots of useful information for international students. This includes information on safety, health, finance and advice specifically aimed at those international students who have their family with them in the UK while they study here.

The Team keeps international students informed by email of any important information including any changes to immigration rules and procedures so it is important to check this information to keep up to date. The Team also promotes events and opportunities to encourage students to have a rich and diverse student experience.

If the required information cannot be found on the International Advice and Guidance website, then you are welcome to contact them directly. For more information visit www.liverpool.ac.uk/studentexperience/disability

Money Advice and Guidance

Money Advice and Guidance provides support and advice to help current and prospective students on a range of financial matters. The Student Experience Team in liaison with Money Advice and Guidance, based in Liverpool, are able to offer advice on the following:

- Discretionary financial help through the University Hardship Fund for students experiencing financial hardship (UK students only)
- Debt advice service - liaising with creditors if necessary
- Eligibility and calculation of welfare benefits
- One-to-one budgeting sessions and other group sessions aimed at improving money management.

For information you can contact the Money Advice and Guidance on T: +44 151 794 5861 or by email at M. information@liverpool.ac.uk. Further information can be found at www.liverpool.ac.uk/studentexperience/financial-advice

Liverpool Guild of Students

Liverpool Guild of Students is the award winning Students’ Union for the University of Liverpool. Our job is to create a home for each student during their time here, ensuring everyone gets the most out of student life beyond their degree.

The Guild has existed for over 100 years in order to provide each student with a voice. A voice which can be used to lobby, link communities and liberate members. And that voice is only getting louder. Our history has earned us the title of having the biggest Students’ Union building in Europe. Today we strive to ensure the Guild improves, develops and enriches the lives of all of our students from application to graduation.

Each year, the Guild becomes a political hotbed as students vote in the Student Officers election to select four student officers – President, Deputy and two Vice-Presidents – who they wish to lead the work that we do. This ensures that at the core we are student led, dynamic and constantly evolving as an organisation.

We always aim to deliver an excellent student experience, a feat which is achieved through student support. We keep members up to date with the goings on in the Guild, through our social media channels, within lecture theatres and online at www.liverpoolguild.org

**Give It a Go**

Give It a Go is the Guild’s activity programme offering a variety of trips and activities to make the most of your time in London. It’s all about experiencing new things – and even learning something new along the way. Keep an eye on the Guild’s website where the full programme will be released soon.

For more information visit www.liverpoolguild.org
Your Programme of Study

The regulations for your programme govern the general structure of your degree, the assessment conventions and requirements, and the rules for classification. More detailed information about the modules you can take, the type and time of your teaching sessions, the learning resources you will need to use, and the detailed assessment criteria will be available from your School/Institute or Department.

Please also make sure that you understand what is expected of you, particularly in terms of attendance and academic integrity. Your School/Institute or Department will provide you with more guidance, but this handbook also provides useful information about the University’s rules regarding student behaviour and academic conduct.

Over the years, changes are made to these regulations and codes of practice and it is essential that you refer to the correct framework for your cohort and your type of degree. The information in this section is relevant to those starting their postgraduate modular programme in London in session 2017/18.

Code of Practice on Assessment

The Code is an important document and applies institution-wide. It also reflects the external reference points that the University has to be in accordance with, such as the Quality Assurance Agency for Higher Education’s UK Quality Code for Higher Education, the Framework for Higher Education Qualifications in England, Wales and Northern Ireland (FHEQ), and individual subject benchmark statements.

The Code and its appendices can be accessed at www.liverpool.ac.uk/aqsd/academic-codes-of-practice/code-of-practice-on-assessment/. Appendix C is particularly relevant to postgraduate modular degree programmes.

Programme Structure

The framework detailed in Appendix C to the Code of Practice on Assessment covers full-time and part-time modular postgraduate provision leading to one of the following awards:

**Master's degrees (180–240 credits)**
- Master of Science
- Master of Arts
- Executive Master of Science
- Executive Master of Arts
- Professionally focused Master's awards as detailed in University Ordinances: a vocational or non-vocational programme of study, involving both a substantial piece or pieces of research or independent study and a range of assessed modules, whose combined challenge reflects the level of further intellectual development appropriate to the equivalent of 12 months' full-time advanced study beyond Honours degree level. A Master's degree will provide an appropriate foundation for research degree registration and/or the qualities and transferable skills to enable independent learning required for continuing professional development.

**Postgraduate Diploma (120–<180 credits):**
- A vocational or non-vocational programme of study, taught and assessed predominantly at Master's level, but not involving a substantial piece of research or independent study.

**Postgraduate Certificate (60–<120 credits):**
- A vocational or non-vocational programme, taught and assessed predominantly at Master's level, but not involving a substantial piece of independent work and covering a narrower range of material.

**Postgraduate Award (30–<60 credits):**
- A vocational or non-vocational programme, taught and assessed predominantly at Master's level, but not involving a substantial piece of independent work and focusing on particular knowledge and skills.

The framework outlined in Appendix C also covers Continuing Professional/Personal Development (CPD) that leads to Master's level credit or one of the above awards.

The postgraduate taught programmes are structured as follows:

- The full-time period of study leading to the Master's award is normally 12 months and the part-time period of study is normally 24 months.
- Full-time study for a Postgraduate Diploma is normally 30 weeks, for a Postgraduate Certificate 15 weeks and for a Postgraduate Award 8 weeks.
- Programmes studied on a part-time basis are subject to minimum and maximum periods of registration.
- The maximum period of registration is 6 years for a Master's award, 4 years for a Postgraduate Diploma, 3 years for a Postgraduate Certificate and 2 years for a Postgraduate Award, including any periods of suspension of studies or reassessment. These maximum registration periods also allow for periods of suspension of study or for extenuating circumstances.
There is normally an even spread of credit across the specified period of study.

The modules are all assessed and given a credit value on the basis that no hours of student commitment (divided into variable mixes of contact and private study hours) should be allocated to more than 30 credits of modules at level 6.

The pass threshold for modules studied as part of a postgraduate programme is 50%.

The deadlines for submission of all assessed work will be clearly articulated in the programme and/or module handbooks.

Coursework Submission

The University has adopted a policy for coursework submission whereby there is an expectation that items are submitted electronically, unless the task is not appropriate or the file format does not permit submission through an e-system purchased or supported by the University. You will be provided with guidance on the particular process of electronic submission to follow in your module or programme handbooks or assessment briefs. You will be notified by your module tutor of electronic submission is not possible. However, whether the work is submitted electronically or in hard copy, as a single file or multiple documents packaged into one file, it is your responsibility to ensure that all parts of the assessment are submitted in full. In the event that University systems temporarily do not allow electronic submission, the submission time will be extended by an appropriate period. You will be notified as soon as possible with as much information as available about the period of suspension of electronic submission. You must not use alternative methods to submit your work, e.g. mailing their tutors directly.
Late Submission of Assessed Work
The University has standard penalties for late submission of assessed work. These are:

- 0% of the total marks available for the assessment deducted from the assessment mark for each working day after the submission date, up to a maximum of five working days for work marked out of 60.5, five marks per day will be deducted; for work marked out of 50, one mark per day will be deducted; however, the mark will not be reduced below the pass mark for the assessment. Work assessed below the pass mark will not be penalised for late submission of up to five days.
- Work received more than five working days after the submission deadline will receive a mark of zero. In such circumstances, where an assessment is required to re-take the assessment, the reassessment task will be different from the original assessment. Re-submission of the original piece of work is not permissible, except in the case of some project work or dissertations. (A working day is defined as a day when the University is open and staff would normally be available for work and thus the University is open and staff would normally be available for contact by students.)

Full information about the penalties for late submission of assessed work, including information about special circumstances and School/Departmental responsibilities, are available in section 6 of the University’s Code of Practice on Late Submission of Assessed Work (www.liverpool.ac.uk/london-campus/academics/code-of-practice-on-late-submission-of-assessed-work/).

Pass Mark and Classification
All Master’s degree programmes will have clearly defined assessments for each module with a module pass mark of 50%. If a programme of study includes level 6 modules (as detailed above) which have a pass mark of 40%, students must achieve 50% or more for the credit to be recognised for a postgraduate level award. Students who take a level 6 module on a standalone basis must achieve an overall average mark of at least 70% or more for the credit to contribute to an award.

Where the overall average mark in all ‘taught’ modules contributing to a Master’s degree, Postgraduate Diploma or Postgraduate Certificate is 50% or above, a mark of 40-49% shall be deemed compensatable in ‘taught’ modules only; this may be in a single ‘taught’ credit module or a combination of modules totalling up to 20 credits. It should also be noted that the range of compensatable marks for level 6 modules which contribute credit towards a postgraduate award shall also be 40-49%.

Compensation shall not be applied:

- i) Where more than 20 credits of ‘taught’ modules contributing to an award of Master’s degree, Postgraduate Diploma or Postgraduate Certificate are failed, or
- ii) To any credit contributing to a Postgraduate Award, or
- iii) Where the overall average mark in all ‘taught’ modules contributing to a postgraduate award is less than 50%, or
- iv) Where a student takes an individual module on a standalone basis without an award, or
- v) In the case of research or independent study modules which contribute to an award, or
- vi) Where a non-annual non-assessed semesterised programme has a duration in excess of one year.

Merit or Distinction Grades
Master’s degrees – to be awarded a Merit grade, candidates must achieve an overall average mark of at least 60% across the research or independent study modules and marks of at least 60% in modules accounting for at least half of the credit of the overall award and an overall average mark of at least 50%. To be awarded a Distinction grade, candidates must achieve an overall average mark of at least 70% across the research or independent study modules and marks of at least 70% in modules accounting for at least half of the credit of the overall award and an overall average mark of at least 70%.

Postgraduate Diplomas – to be awarded a Merit grade, candidates must achieve marks of at least 60% in modules accounting for at least half of the credit of the overall award and an overall average mark of at least 50%. To be awarded a Distinction grade, candidates must achieve marks of at least 70% in modules accounting for at least half of the credit of the overall award and an overall average mark of at least 70%.

Postgraduate Certificates – to be awarded a Merit grade, candidates must achieve marks of at least 50% in modules accounting for at least half of the credit of the overall award and an overall average mark of at least 50%. To be awarded a Distinction grade, candidates must achieve marks of at least 60% in modules accounting for at least half of the credit of the overall award and an overall average mark of at least 60%.

Assessment

Students who initially register for an award but exit with a lower award will be eligible for Merit or Distinction for the lower award provided they meet the criteria for that lower award as described above.

Students who take modules on a standalone basis will become eligible for an award with Merit or Distinction where they:

- i) Subsequently register for a programme of study which leads to an award and successfully complete the required credit through the study of appropriate modules as defined in the programme specification. Where a student has successfully completed modules available within the programme of study but which exceed the required credit for the award the calculation of the overall average mark and determination of classification will be based on the modules with the higher marks; or
- ii) Accumulate sufficient credit for an unawarded award in accordance with an approved programme of study. Where a student has successfully completed modules which exceed the required credit for the award the calculation of the overall average mark and determination of classification will be based on the modules with the higher marks.

The registration period commences from the date of registration for the first module that carries credit that is to be recognised for the award. Where students register for modules on a standalone basis, any credit contributing to an award must be successfully achieved within the minimum registration period for that award. In order to facilitate flexible learning, students may be permitted to initially register for modules on a standalone basis before registering for a programme of study at a later date in order to become eligible for a named award. Where this is the case, students may be permitted to complete the required modules over a longer period and/or in a different sequence to that described in the programme specification. Provided this is with the approval of the Director of Studies and within the maximum registration period.

Re-assessment

If you fail one or more modules at the first attempt, you will be permitted to present yourself for re-assessment in the failed assessment component(s) for each failed module on one further occasion during the maximum registration period. Re-assessment in ‘taught’ modules normally takes place at the next reassessment opportunity and within 12 months of the failed assessment. Re-assessment in research and independent study modules will normally take place within 12 months of the publication of results subject to this being within the maximum period of registration allowed for the award.

Wherever an examination/assessments is reassessed, the mark achieved in the re-assessment always supersedes any earlier mark, even when the earlier mark is in higher. Marks achieved through re-assessment will be awarded at 50% for the purposes of calculating the overall average mark and determining classification for an award; the actual mark achieved through re-assessment will be the mark recorded on the transcript.

If you fail a research or independent study module, the Board of Examiners will notify you whether you will be reassessed either:

- a) As re-taking the module with attendance with full supervision. You would be given clear guidance on whether or not the retake should be on a new topic; or
- b) As re-sitting the module without attendance. You would be given clear guidance as to the level of supervision you could expect; it is anticipated that this requires no attendance on campus and no face-to face meetings with supervisors and that you would not be required to make a submission on a new topic. You would be provided with formative written feedback on your first attempt submission; or
- c) As re-sitting the module with partial supervision. You would be given clear guidance as to the level of supervision you could expect; it is anticipated that this requires no attendance on campus and no face-to-face meetings with supervisors and that you would not normally be required to make a submission on a substantially new topic. You would be provided with formative written feedback on your first attempt submission and given clear guidance as to the level of supervision you could expect.
If you are required to be reassessed in failed 'taught' modules, the Board of Examiners should grant an automatic extension for the submission of assessed work for research or independent study modules if the Board of Examiners has accepted extenuating circumstances in relation to the failed 'taught' module(s) or the failure relates to 'taught' modules totalling 30 credits or more without extenuating circumstances. In such cases the extension given will normally be three months from the original deadline for full-time students and six months from the original deadline for part-time students.

Where the research or independent original deadline for part-time students.

The deadline for submission of assessed work will take account of this such that the examination can be conducted within the specified normal period of study.

For students who register for individual modules on a standalone basis there shall be no compensation for any modules that are narrowly failed. Students in these circumstances can either:

i) Present themselves for re-assessment in the failed assessment component(s) at the next re-assessment opportunity.

ii) Re-register for and re-take the whole module; all marks achieved will replace all previously achieved marks but shall be flagged on the transcript to indicate that the module has been taken previously. Should the student subsequently wish to use the credit from such a module towards an award they must pass the re-taken module at the first attempt and the marks will be capped at 50% for the purposes of calculating the overall average mark and determining classification.

iii) Take another module in its place; the mark for this module will be recorded as the actual mark and will not be capped.

In the absence of any extenuating circumstances, students will normally be permitted a re-assessment opportunity to improve the mark for any module they have passed.

Please see Chapter Eight and also refer to the Policy on Extenuating Circumstances in Relation to Performance in Assessments and Examinations, Appendix A of the Code of Practice on Assessment for further information about extenuating circumstances.

Marks achieved through re-assessment will be capped at 50% for the purposes of calculating the overall average mark and determining classification for an award; the actual and latest mark achieved through re-assessment will be the mark recorded on the transcript; or

Examiners should grant an automatic re-assessment opportunity to students who register for individual modules.

External Examiners

External examiners are appointed for all programmes of study offered by the University. These examiners, senior academics or persons with professional expertise, are independent of the University. The full list of the University’s external examiners can be found at www.liverpool.ac.uk/student-administration-and-support/division/external-examiners/

External examiners help the University to ensure that the standards of its awards are comparable with similar subjects and awards in other UK universities. They ensure that the assessment processes in Departments and Schools are appropriate, fair and fairly operated and are in line with institutional regulations and guidelines. Where relevant they ensure that any professional or statutory body requirements are met.

External examiners have the right to see all assessed work from the modules they examine, but where there are large numbers of students on a module they would normally see samples of work. On no account should you attempt to make contact directly with the external examiner. If you have any queries about their involvement in your degree programme or assessment you should seek advice from your tutor.

Recognised Prior Learning

Credit attributed to previous certificated or experiential learning may contribute up to one third of the total credit required for a postgraduate award. Applications for recognised prior learning to contribute to a University of Liverpool award will be considered in accordance with the relevant University policy. Further information about recognised prior learning can be accessed here www.liverpool.ac.uk/sites/supporting-teaching']/pl/External Examiners

You must read the Regulations for the conduct of Examinations and the Notes of Guidance for Examination Candidates before you undertake any assessment at the University. The Regulations for the Conduct of Examinations from Appendix D of the University’s Code of Practice on Assessment. The Notes of Guidance for Examination Candidates summarise the Regulations and provide other useful information about examinations at the University of Liverpool. Both the Regulations and the Notes for Guidance are available from www.liverpool.ac.uk/academic-codes-of-practice/code-of-practice-on-assessment/
You MAY take into an exam room any pens, pencils, erasers, rulers, pencil sharpeners and permitted technical drawing equipment (such as protractors and compasses). However, these MUST be placed in a clear plastic bag. You MUST NOT bring in any pencil case or box for these items.

You MUST NOT disturb other candidates.

You MUST follow any instructions given by an invigilator.

You MUST NOT communicate with any other candidate in an exam room or pass a calculator to any other candidate during an exam.

You MUST NOT impersonate another exam candidate or allow yourself to be impersonated.

You MUST put your student ID card and compasses). However, these MUST NOT be placed in a clear plastic bag. You MUST NOT bring in any other type of bottle and no other drink or food, unless you have a declared medical condition and have been given permission to do so through your Support Plan or directly by the Examinations Team for temporary disabilities.

You must NOT leave the exam room or other environs to be an especially serious offence. In all reported cases of students accessing unauthorised material whilst under examination conditions, matters will be investigated under the Student Disciplinary Procedures which in most cases will result in the case being heard by the University’s Board of Discipline. This is regardless of whether you use or copy the unauthorised material, intend to use or copy the material, or even whether you intended to have the material with you whilst under exam conditions.

In recent years, the Board of Discipline has considered a number of cases where students have been caught in possession of unauthorised material in an examination and, in many instances, the Board determined that the student concerned was guilty of the offence. In the most serious cases, and for repeat offenders, the Board of Discipline has terminated students’ studies.

Calculators

Except when otherwise stated, you are not permitted to use a pre-programmable calculator in examinations. You can use any model of non pre-programmable calculator but calculator cases will not be allowed in the examination room.

Disability and Alternative Examination Arrangements

The University’s policy and procedures for making adjustments to examination arrangements for disabled students are contained in Appendix K of the University’s Code of Practice on Assessment (www.liverpool.ac.uk/aqsd/academic-codes-of-practice/code-of-practice-on-assessment).
Dealing with Problems and Difficulties

Attendance
Students who attend regularly are generally successful in their studies. You are permitted to proceed with your approved programme of study if you maintain acceptable progress as evidenced by your regular attendance, satisfactory results in relevant assessments and the proper completion of any other work given to you.

Heads of School, Programme Directors, or their nominated representatives, will review your attendance on a regular basis. If you fail to maintain satisfactory levels of attendance you will be interviewed by a representative of your School and warnings will be given if you do not take appropriate action.

In more serious cases students who fail to attend classes may be referred to Progress Panels acting on behalf of Boards of Examiners and they can have their studies terminated. Further information about progress and attendance can be found in the ‘Guide on the Progress of Students on Taught Programmes of Study’ which can be found at www.liverpool.ac.uk/student-administration/exams/results/progression

International students who require a Tier 4 visa to study in the UK, should be aware that the University is obliged to monitor attendance levels within the University.

The consequence of this for a Tier 4 international student is that the University would cease its immigration sponsorship of the student and this would mean that they would have to immediately leave the UK.

Students should be aware that, in all cases, fee liability continues to accrue, even when students are not attending regularly, unless arrangements are made to change your registration status. Further information about changing your registration status is given later in this chapter.

Sickness Absence Policy
You should always inform a member of the Student Experience Team if you are unable to attend for any reason.

You are able to certify your absence through illness from lectures or other classes during a semester through the submission of a self-certified Certificate of Illness. Such a certificate will be valid for absence of up to five consecutive days. The Certificate of Illness does not need to be signed by a medical practitioner.

The Certificate of Illness will not be valid for:
- Absence through illness for more than five consecutive days
- Absence from examinations
- Absence from class tests or other forms of assessment which count for 10% or more of the module mark.

Absence for reasons other than illness can only be allowed after a request has been approved by your Head of School via the Student Experience Team.

Extenuating Circumstances
Students sometimes perform more poorly in assessments (whether examinations or other types of assessment) than their previous performance or achievements would have predicted. Sometimes this poor performance can be attributed, or partially attributed, to particular circumstances beyond the control of the student. These circumstances are described as ‘extenuating circumstances’.

When a Board of Examiners accepts circumstances that there have been extenuating circumstances, it will usually not regard the student’s poorer than expected performance at its face value in making decisions about the student’s progress in studies or final degree classification.

Where circumstances are accepted in mitigation of the poorer than expected performance, students may be allowed (where practicable) to retake the assessment as if it were a first attempt.

Extenuating circumstances may, for example, include:
- Illness affecting the student
- Bereavement
- Serious illness affecting a close family member
- Unforeseeable or unpreventable events.

International students who fail to attend regularly and report to the UK Home Office any Tier 4 visa to study in the UK, should be aware that the University is obliged to monitor attendance levels within the University.

Non-attendance or poor attendance is likely to lead to a decision of termination of studies by a Board of Examiners. Further information about changing your registration status is given later in this chapter.

STUDENTS WHO ATTEND REGULARLY ARE GENERALLY SUCCESSFUL IN THEIR STUDIES
Independent documentary evidence, such as medical certificates, must be provided in all cases to verify extenuating circumstances. If extenuating circumstances affect your studies then it is your responsibility to report all circumstances which you wish to be taken into consideration to the Student Experience Team. Guidance on what evidence may be accepted is available in Annex I to Appendix M of the Code of Practice on Assessment at www.liverpool.ac.uk/tqsd/code-of-practice-on-assessment.

You should report such extenuating circumstances as soon as possible (normally within five working days) after the events under consideration occur, and no later than one week before the meeting of the Board of Examiners at which the assessment concerned will be considered.

If you are unable to attend an examination or assessment which counts towards the final mark of a module owing to illness or other unavoidable circumstances, you must inform your School or Department in advance) should not be granted a re-assessment attempt without repeating the year of study.

Provided that acceptable evidence of ‘good cause’ for such absence (eg a medical note) is presented for consideration by the Extenuating Circumstances Committee in accordance with the procedures set out in the Extenuating Circumstances Policy, you would be granted a right to re-sit or re-take as a first attempt (unless the examination missed was not a ‘first attempt’ examination). Only in exceptional circumstances, where a Board of Examiners, on the advice of the Extenuating Circumstances Committee, judges that it was not feasible for a student to provide prior notification, will a student who is absent from an examination or fails to submit an assessment without informing their School/Department in advance, be granted a ‘first attempt’ re-assessment.

Boards of Examiners may determine that a student who is absent from an examination or fails to submit an assessment without good cause (even when they have informed their School/Department in advance) should not be granted a re-assessment attempt without repeating the year of study.

Students are encouraged to speak to their Academic Adviser before submitting a claim for extenuating circumstances and, in all cases, students who wish to submit a claim must do so using the official form supplied by their School or Department, which is also available online.

Further information regarding extenuating circumstances, including links to student guidance, the full University Policy, and the official application form can be found at www.liverpool.ac.uk/london-campus.

Academic Integrity

Academic integrity is concerned with the ethical code that applies to the standards by which the academic community operates. It represents the values of honesty, fairness and respect for others. While this encompasses the expectation that students will not cheat in assessments nor deliberately try to mislead examiners and assessors, it is just as important to emphasise the positive role that academic integrity plays in each student’s intellectual and professional development and in their successful transition to graduate employment and future careers.

Students who embrace academic integrity understand that they must produce their own work, acknowledging explicitly any material that has been included from other sources or legitimate collaboration, and to present their own findings, conclusions or data based on appropriate and ethical practice.

There are conventions of academic practice, such as established referencing and citation protocols, which both display and ensure academic integrity. The acquisition of relevant study skills such as effective note-taking, ability to critically evaluate other writers’ theories and concepts and presentation skills, will help students to understand these conventions.

Failure to adhere to these conventions can result in poor academic practice or, if there is a clear intention to deceive examiners and assessors, to unfair and/or dishonest practice.

The following definitions of academic misconduct are contained within Appendix L of the University’s Code of Practice on Assessment and apply to all types of work submitted by students, including, for example, written work, diagrams, designs, charts, musical compositions, computer programmes and pictures.

Plagiarism occurs when a student misrepresents, as his/her own work, work in the public domain, written or otherwise, of any other person (including another student) or of any institution.

Examples of forms of plagiarism include:

- The verbatim (word for word) copying of another’s work without appropriate and correctly presented acknowledgement and citation of the source
- The close paraphrasing of another’s work by simply changing a few words or altering the order of presentation, without appropriate and correctly presented acknowledgement and citation of the source
- Failure to reference appropriately or to adequately identify the source of material used
- Unacknowledged quotation of phrases from another’s work
- The deliberate and detailed presentation of another’s concept as one’s own.

Plagiarism occurs when, unless with official approval (eg in the case of group projects), two or more students consciously collaborate in the preparation and production of work which is ultimately submitted by each in an identical, or substantially similar, form and/or is represented by each to be the product of his or her individual efforts. Collaboration also occurs where there is an authorised co-operation between a student and another person in the preparation and production of work which is presented as the student’s own.

Copying occurs when a student consciously presents as their own work material copied directly from a fellow student or other person without their knowledge. It includes the passing off of another’s intellectual property, not in the public domain, as one’s own. It differs from collusion in that the originator of the copied work is not aware of or party to the copying. Copying of work from published sources would be dealt with as plagiarism.
Submission of commissioned or procured coursework - The dishonest practice occurs when a student presents as their own work coursework assessment tasks (or parts thereof) which have been intentionally procured (by financial or other inducement means) for this purpose. The definition includes the practice of requesting another party to prepare all or part of a course assignment (with or without payment) on the student’s behalf.

Dishonest use of data includes embellishment or fabrication of data whereby a proportion of the total data is altered, enhanced or exaggerated in order to conceal a paucity of legitimate data or significant piece of data in the absence of legitimate data. Students who are self-funding their studies. More information about the payment of fees can be found in your Registration booklet, available online at www.liverpool.ac.uk/london-campus/welcome/handbooks.

Whichever way you choose to pay your student programme fees, it is your responsibility to ensure that the proper arrangements are in place and that the University is notified correctly of the means by which you are paying your fees. Where by 1 February 2018 a student fails to enter into a suitable arrangement to pay the fees or where a student defaults on any such fee payment arrangement, the University will seek to restrict their access to all University library and computing services. This will include restriction of students’ access to library services and the removal of their MWS IT account and hence access to email, the VITALT e-learning environment, the Liverpool Life student portal, and online academic and examination timetables. The sanction will remain in place until such time that a suitable arrangement is in place and/or the outstanding account balance is settled.

After 1 February 2018, where a student defaults on an existing payment arrangement, and/or where a student fails to settle an outstanding account balance the University will notify the student in writing of said default and give them 15 working days’ notice to settle the outstanding account balance. Where the student fails to make good their outstanding balance within 15 working days, the University will seek to apply sanctions as prescribed earlier in this section.

Students in debt to the University will not be permitted to register for a new session of study until such time that the outstanding debt has been paid. Students in debt to the University one calendar month before the date of the award of a degree, diploma or certificate shall not be eligible to be presented for such an award.

Further details, including the Payment Policy 2017/18, can be found online at www.liverpool.ac.uk/feespayment. Additional advice and guidance may be obtained by contacting the Student Fees and Funding Office where specialist advisors are available to discuss the payment of fees. They can be contacted on T: +44 (0)151 794 6777 or by email at stfeesreg@liverpool.ac.uk.

Changes to your Registration

Suspension and Withdrawal

Where a student is sometimes in ill health but also relating to other personal reasons, occasionally lead a student to consider withdrawing from their studies or suspending their studies for a period of time. Such action may also be appropriate if it becomes clear that you have insufficient financial means to complete the year of study. Suspending studies on the grounds of ill health, financial difficulties or other personal reasons suspends your fee liability and your requirement to undertake assessments. This allows you to take time out of your studies in order that you can regain your health or sort out other problems without financial or academic penalty before you return and re-start your studies.

In the first instance you should discuss your circumstances with your Academic Adviser or seek advice from the Student Experience Team. Where students do suspend this is frequently with a view to returning in the next academic session. In all cases of withdrawal or suspension there are financial consequences arising from such decisions and it is therefore essential that you ensure that the University receives formal notice of such action. The Student Experience Team have appropriate forms which you must complete. These are also available online at www.liverpool.ac.uk/student-administration/student-administration-centre/student-record/

Failure to inform the University of your withdrawal or suspension of studies by completing the correct form will mean that your registration remains active and your tuition fee liability will continue to accrue. Fees will not be refunded in the event of you failing to complete the proper form, even if you claim you did not attend during the period for which you are charged.

All requests for a suspension of studies must be approved by your School/Department and will not normally be granted retrospectively.

If you do suspend your studies, the University will contact you prior to your expected date of return to confirm that you will be returning to study. This will enable the team to ensure that your academic registration is updated. All students should familiarise themselves with the Tuition Fees Refund Policy which describes how the University will recalculating your tuition fee liability in the event of you withdrawing from or suspending your studies. This can be found in the Payment Policy 2017/18, available online at www.liverpool.ac.uk/feespayment.

Programme Transfers

If you decide that your programme of study is unsuitable for your needs and you wish to consider transferring to another programme in the University, you should first discuss your wish with your Academic Tutor for the School in which you wish to study (via the Student Experience Team). If your transfer is acceptable to the Admissions Tutor, you should obtain a transfer form, either from the Student Experience Team or online (www.liverpool.ac.uk/student-administration/student-administration-centre/student-record/), and complete this. The form must be signed as approved by the School that you wish to transfer to before you return it to a member of the Student Experience Team.

Implications of Registration Changes

Advice on the financial implications of withdrawing from or suspending study can be sought from the Student Experience Team who may also signpost you to the Money Advice and Guidance, based in the Student Services Centre, Liverpool. The team can be contacted on T: +44 (0)151 794 6777/5860/5861, or by email at E: feesreg@liverpool.ac.uk.

Programme Transfers

If you decide that your programme of study is unsuitable for your needs and you wish to consider transferring to another programme in the University, you should first discuss your wish with your Academic Adviser or Programme Director in your current School. If having done this you still wish to seek a transfer, you should then contact the Admissions Tutor for the School in which you wish to study (via the Student Experience Team). If your transfer is acceptable to the Admissions Tutor, you should obtain a transfer form, either from the Student Experience Team or online (www.liverpool.ac.uk/student-administration/student-administration-centre/student-record/), and complete this. This form must be signed as approved by the School that you wish to transfer to before you return it to a member of the Student Experience Team.

Implications of Registration Changes

Advice on the financial implications of withdrawing from or suspending study can be sought from the Student Experience Team who may also signpost you to the Money Advice and Guidance, based in the Student Services Centre, Liverpool. The team can be contacted on T: +44 (0)151 794 6777/5860/5861, or by email at E: feesreg@liverpool.ac.uk.

Programme Transfers

If you decide that your programme of study is unsuitable for your needs and you wish to consider transferring to another programme in the University, you should first discuss your wish with your Academic Adviser or Programme Director in your current School. If having done this you still wish to seek a transfer, you should then contact the Admissions Tutor for the School in which you wish to study (via the Student Experience Team). If your transfer is acceptable to the Admissions Tutor, you should obtain a transfer form, either from the Student Experience Team or online (www.liverpool.ac.uk/student-administration/student-administration-centre/student-record/), and complete this. The form must be signed as approved by the School that you wish to transfer to before you return it to a member of the Student Experience Team.

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International students (i.e., those who require a Tier 4 visa to study in the UK should check that, as your immigration sponsor, the University is required by law to inform the UK Home Office of any changes to your registration. In the case of both withdrawal and suspension, your current visa will be curtailed (rendered invalid) and you will need to leave the UK immediately. If you are suspending your studies for a time, you will need to return to your home country for the entire period of your suspension. You must also need to make a request for a new CAS from the University between three and six months before you wish to recommend your studies in order to allow sufficient time for you to apply for and be issued with a new Tier 4 visa which will allow you to re-enter the UK to resume your studies. You will only be able to make this application from outside of the UK. Further information on how to request a new CAS can be found at www.liverpool.ac.uk/student-administration/ international/students/visa-requirements/

www.liverpool.ac.uk/student-administration/international-commentary/vc-statement/visaproceduresoutsidetheuk/

www.liverpool.ac.uk/studentsupport/ist/student-issues/applications/visa/

www.liverpool.ac.uk/student-administration/student-issues/applications/visa/

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Advice regarding all visa issues can be sought from the Student Experience Team and International Advice and Guidance, based in the Student Services Centre Liverpool. More information is available at www.liverpool.ac.uk/student-administration/student-issues/applications/visa/

Summary Jurisdiction

Various officers of the University such as Heads of School, Wardens of Halls, London Head of Operations, the Librarian, Corporate Communications and the Directors of Computing Services have delegated powers to deal with less serious instances of misconduct within their area of responsibility. They may apply summary jurisdiction if they determine that you have committed an act of misconduct. Their power of summary jurisdiction enables them:

To impose a fine not exceeding £200

To withdraw privileges (understood to mean particularly any privileges abused by you) for up to one month

To deliver a reprimand, formal warning or final warning

To require, if you are responsible for loss or damage to property (NB: not specifically University property), to pay for that loss or damage, in whole or in part, limited to a total value of £3,500 but not in excess of the actual cost

To require you to remove material published either in hard copy or electronically which is deemed to be inappropriate

To require you to make a written apology to any party concerned.

The Policy on Student Conduct and Discipline sets out the right of appeal by students against decisions taken under the power of summary jurisdiction.

Formal Disciplinary Procedures

Should you commit a particularly serious instance of misconduct (legally considered cheating in an examination), your case will be considered and investigated by the University and you will have the opportunity of contributing to the consideration of your case and the collection of evidence by the University’s Investigating Officer, who has the ultimate responsibility of deciding whether or not there is a sufficient case for consideration by the Board of Discipline, or whether or not the case should be referred for summary jurisdiction by an appropriate University Officer. In such cases you will be informed by the Investigating Officer of both the charges being made and the Officer’s final decision with regard to how the case is to be considered.

You should be aware that the Board of Discipline has very significant powers to deal with cases of misconduct. For example, if it is satisfied that a charge has been proved and that a breach of discipline has occurred, it may impose a fine or other penalty, it may require a student to attend a workshop or course, it may suspend a student from the University for a period, or it may expel a student from the University. In the event of loss or damage to property, the Board may also require that such loss or damage be made good, either in whole or in part. In particular, you should note that in cases where cheating at examinations is proved, the Board has frequently applied a penalty of a mark of zero for the module concerned together with a suspension from studies for at least an academic session. In some cases, students have had their studies terminated.

The full Policy on Student Conduct and Discipline can be found at www.liverpool.ac.uk/student-administration/student-issues/applications/visa/summary-jurisdiction/
Criminal Offences

The University has a duty of care to its staff and students and it therefore needs to be informed of any alleged criminal activity by its staff or students. If at any time during your registration on a programme of study at the University you are charged or convicted of a crime or you are subject to an investigation by the police or similar organisation which could lead to you being charged with a crime you are required to report this immediately to the Director of Student Administration and Support. If you are sent for trial, the Director must also be kept informed at all stages either by you or your solicitor. If you are convicted, then this must be reported along with details of any sentence imposed. A conviction must also be kept informed at all stages either by you or your solicitor. If you are convicted, then this must be reported along with details of any sentence imposed.

Fitness to Practise

The University offers a number of clinical programmes which, on graduation, permit those who have taken such programmes:

- The right to practise as members of a particular profession, with a right to membership of appropriate professional bodies on receiving that degree;
- A requirement to register with an appropriate regulatory body if they wish to practice after graduation;
- A right to be accepted into a profession upon confirmation from the University that they are fit to practise.

By awarding degrees and thus granting students the permissions described, the University has a very clear responsibility to properly handle any conduct, behaviour or other matters that could bear on a student's suitability for fitness to practise or dealing with patients which comes to light during the student's programme. On account of this responsibility, the University operates a Fitness to Practise Procedure. Postgraduate programmes to which the Fitness to Practise Procedure applies include the following:

- Doctor of Clinical Psychology
- Doctor of Dental Science
- Master of Public Health
- Postgraduate Diploma in Radiotherapy
- Postgraduate Diploma in Audiology
- Postgraduate Diploma in Physiotherapy
- Postgraduate Diploma in Speech Therapy

The following are circumstances in which the Fitness to Practise Procedure may be applied:

- Health problems leading to serious concerns that a student may not be fit to practise
- Misconduct, integrity and behavioural concerns, including professional conduct
- Criminal offences

Suspension from Studies

If any matters have been raised which are deemed to constitute reasonable grounds for believing that there may be undesirable consequences if the student is permitted to remain in the University or in its external placements, the Executive Pro-Vice-Chancellor may suspend the student during investigations or hearings into their fitness to practise.

Fitness to Practise Procedures

Where a case is referred to the Fitness to Practise Procedures, the Executive Pro-Vice-Chancellor shall determine, or shall ask a senior member of academic or clinical staff as an Investigating Officer to conduct a formal investigation. The Assessment Appeals Procedure is available for use by students on undergraduate and taught postgraduate programmes of study. The Procedure is divided into two sections:

Section One: Appeals against individual module marks, assessments in non-modular programmes and decisions made by a Clinical Assessment Panel.

An appeal can be made under this Section by students who have not yet completed their programme of study and who wish to appeal against a module mark, an assessment mark in non-modular programmes or a decision made by a Clinical Assessment Panel which has been determined by the Executive Pro-Vice-Chancellor which could include specific undertakings or conditions, but that there is no immediate need for a Fitness to Practise Panel hearing.

At the end of the formal investigation, the Investigating Officer may conclude:

- That there is no case to be taken forward, in which case the student will be informed that no further action will be taken
- That there is a case for matters to be dealt with by other means to be determined by the Executive Pro-Vice-Chancellor, which could include specific undertakings or conditions, but that there is no immediate need for a Fitness to Practise Panel hearing
- That there is a case for the matter to be referred for further consideration by a Fitness to Practise Panel

The matter is referred for consideration by a Fitness to Practise Panel, the Panel has the power to decide:

- That the student is fit to practice, with or without conditions;
- That the student is not fit to practice either temporarily or permanently.

Further information, including the full Fitness to Practise Procedures, can be found at [www.liverpool.ac.uk/student-administration/student-administration-centre/policies-procedures/fitness-to-practise/](http://www.liverpool.ac.uk/student-administration/student-administration-centre/policies-procedures/fitness-to-practise/)

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Students cannot appeal on any grounds which:
- Dispute the academic judgement of the Board of Examiners
- Have already been considered by the Board of Examiners
- Could have been considered had notice of the student’s wish to have them so considered been given prior to the meeting of the Board of Examiners and the student has no valid reason for having failed to give such notice
- Constitute a matter which could have been dealt with under the Student Complaints Policy and Procedure at the appropriate time.

Students who wish to appeal against the decision of the Board of Examiners to terminate their studies (other than for breaches of the Academic Integrity Policy) or to deem them withdrawn prior to the normal expected date of completion of their programme, should refer to the ‘Guide on the Progress of Students on Taught Programmes of Study’ (Appendix E of the Code of Practice on Assessment) which describe the University’s Progress Procedures. This can be found at www.liverpool.ac.uk/student-administration/exams/results/progression

Advice on all appeals procedures can be obtained from the Academic Compliance Team (appals@liverpool.ac.uk). Students are also encouraged to seek advice from the Guild of Students’ Academic Advisor by calling 0151 794 2431. More information is also available at www.liverpoolguild.org/main-menu/advice-support/academic/assessment-appeals.

Complaints
The Student Charter, published at the front of this handbook, sets out the general entitlements and responsibilities of students. If you believe you have a legitimate complaint, you should refer in the first instance to the Student Charter to clarify what is reasonable for you to expect from the University in the relevant area and whether you have discharged your corresponding liabilities, if applicable. If you do not know who is responsible for a particular area or how to contact them, a member of the Student Experience Team or the Guild of Students will help you.

If, having consulted the Student Charter, you wish to proceed with a complaint you may invoke the Student Complaints Procedure. The Student Complaints Policy and Procedure sets out how students may seek to have their complaints addressed. It should be recognised that the vast majority of student complaints can be handled fairly, amicably and to the satisfaction of all concerned on an informal basis. There are two stages contained within the Student Complaints Policy and Procedure to allow escalation should a student consider that such an issue or concern has not or cannot be resolved informally.

The Student Complaints Policy and Procedure does not cover the following matters for which separate procedures exist:
- Appeals against academic assessment and progress decisions (see www.liverpool.ac.uk/student-administration/student-administration-centre/policies-procedures/appeals and www.liverpool.ac.uk/student-administration/exams/results/progression)
- Disciplinary issues (see www.liverpool.ac.uk/student-administration/student-administration-centre/policies-procedures/conduct-discipline)
- Complaints relating to the Guild of Students (speak to the Guild for advice).

The Student Complaints Policy and Procedure can be found at www.liverpool.ac.uk/student-administration/student-administration-centre/policies-procedures/complaints

WHERE THERE ARE CONCERNS ABOUT A STUDENT’S SUITABILITY FOR PROFESSIONAL PRACTICE ON GROUNDS OF HEALTH, THE EXECUTIVE PRO-VICE-CHANCELLOR MAY REQUIRE THE STUDENT TO BE ASSESSED BY THE UNIVERSITY’S OCCUPATIONAL HEALTH PHYSICIAN.
Accommodation
The University of Liverpool in London has established a referral scheme with London student accommodation provider Urbanest and also with UNITE Students. For further details please visit the accommodation section of the London campus website [www.liverpool.ac.uk/accommodation/london](http://www.liverpool.ac.uk/accommodation/london).

Alternatively, London has a wealth of accommodation and there are lots of different options for you to explore with something to suit all budgets. The University of Liverpool in London is working in partnership with the University of London Housing Services (ULHS) in order to assist students with their search for a property in the private rental market. ULHS is free to Liverpool in London students and in conjunction with the Student Experience Team, are able to offer advice and guidance on housing, as well as a contract checking service. For further information please visit the ULHS website [housing.london.ac.uk](http://housing.london.ac.uk).

If you require assistance with any aspect of accommodation, please feel free to contact the Student Experience Team who will be able to help you.

Television
If you wish to use a television or a TV enabled computer in your room, it is a legal requirement to obtain a television licence and failure to do so can lead to a fine of up to £1,000.

The current cost of the TV licence is £147 for a colour licence. Further information on buying a TV licence can be found at [www.tvlicensing.co.uk/students](http://www.tvlicensing.co.uk/students).

Council Tax
Under the Local Government Finance Act 1992, registered full-time students may be exempt from paying the tax or may be eligible for a discount. Students living in Halls of Residence will be exempt. Some full-time students residing within the private sector may find their landlord asking them for a Council Tax Student Certificate in order for them to apply for exemption from the tax. You can request a certificate online via Liverpool Life ([liverpool-life.liv.ac.uk](http://liverpool-life.liv.ac.uk)) which will be posted to your term time address within 3 working days.

Keeping the University Informed
You may change your term-time address during your time at University. If you change your address, it is extremely important that you inform the University of this change. Unless you do this, important items of mail are unlikely to reach you.

Please also inform your bank, and anyone else who may write to you, of your new address. It is your responsibility to do this and, while the University will make every effort to forward your mail, you do risk losing important correspondence if people do not have your correct address.

Your contact details are maintained in the Personal Details portal of Liverpool Life ([liverpool-life.liv.ac.uk](http://liverpool-life.liv.ac.uk)). Further information about Liverpool Life can be found on page 12. It is important that you keep all of your contact details up to date, including any changes you make to telephone/mobile numbers or your permanent (home) address. This is to ensure that you can be contacted in an emergency and that the University can give you important information when necessary. The University is also required by law to ensure that those international students who require a visa to study in the UK maintain their contact details as part of the UK Home Office Tier 4 immigration system.

The University will normally use your University email address and/or the term-time address shown on Liverpool Life to contact you during the academic year. During the summer vacations, the University will normally use your University email address and/or your permanent (home) address although correspondence may also be sent to your term-time address if there is reason to believe you may still be at that address.

A guide to updating your personal details on Liverpool Life can be found at [www.liverpool.ac.uk/student-administration/liverpool-life](http://www.liverpool.ac.uk/student-administration/liverpool-life).

Some students may choose student accommodation and others may choose to rent privately. We have developed a range of services to help and advise you with all your various requirements.
Getting Around

Public Transport
There is a good range of public transport available in London. Most people use the tube or bus to get around the city.

Buses
A single fare on the bus in London is £1.50 if you pay via a contactless card or Oyster card. You can find out more information about transport in London on the following website www.tfl.gov.uk/fares-and-payments/

Tube
You can use the tube map for London to find out which trains you need for your journey—many stations in London have hard copies of the map and the Student Experience Team can help you also. The cost of tube fares vary depending on your journey, as with travelling on the bus, it is advisable to buy an Oyster Card.

Tube map www.tfl.gov.uk/travel-information/visiting-london/getting-around-london/visitor-maps

Own Transport
Bicycles
Most student accommodation has arrangements for bike storage so please talk to your Warden or Manager and find out what these are. Don’t just leave your bike somewhere, or it may be removed!

Wherever you leave your bike you do need to make sure it is secure and is not blocking anyone’s access. The section later in this handbook about looking after yourself and your property gives further information about securing your bike. Please also ensure you stay safe on your bike. You can help to ensure this by making sure your bike is well lit front and rear and that you have good clean reflectors. You should also make sure not to cycle in pedestrian areas or to cycle the wrong way down one-way streets.

For further information on travel in London, please visit the Travel in London section of the Student Experience London web page www.liverpool.ac.uk/london-campus/student-life/london-travel/
**Looking After Yourself and Your Property**

**Student Health**

All students are advised to register with a local GP to ensure access to full medical care.

For confidential advice on any health question or for information about where to find services in the area, 24 hours a day, visit www.liverpool.ac.uk.

If you require some medication and need to find a local pharmacy, text ‘pharmacy’ to 64746. You will receive three free texts to find a local pharmacy, text ‘pharmacy’ to 64746. You will receive three free texts.

**Guidance and advice is available on**

- Student Health
- Looking After
- More health information can be found at www.liverpool.ac.uk/london-campus.

**Guidance on Illness**

- Your attention is drawn to the fact that the possession and supply of certain drugs is a criminal offence and the University strictly upholds its legal obligation to prevent such activities taking place on its premises. It is important to remember that drug use (including alcohol and tobacco) involves some risk to health and the University provides information, advice and support to those experiencing problems, whether through their own use or that of someone close to them.

- To avoid HIV infection it is wise to assume that any sexual partner may be infected and to take the precautions of using a condom. Injecting drug users who share equipment (needles, syringes, spoons, water, filters, etc) are at high risk of HIV infection. The risk is minimised by never sharing inject on equipment and always using a condom during sex.

**Meningitis**

Meningitis can be caused by a variety of organisms, only some of which are potentially fatal. For example, viral meningitis can cause flu-like symptoms which are sometimes quite severe but which are not life-threatening. The meningococcal bacteria can cause two types of illness: meningitis and septicaemia (blood poisoning). Of these, septicaemia is the more dangerous and the more likely to be fatal. The bacteria live in the nose and throat and are only passed on by prolonged close contact. It has been estimated that between 10% and 20% of the population are carrying the bacteria at any given time and the great majority of people carry it without ever developing the disease. The important thing to know is that the disease can develop rapidly, sometimes within a matter of hours. The meningococcal bacteria can cause meningitis, which is a relatively rare disease but a deadly disease you should be alert to the dangers. Next to children, teenagers and young adults are the group most at risk from meningitis. The vast majority of cases are inflicted ones and the bacteria can only be passed on by prolonged, close contact.

**What are the symptoms?**

Early symptoms may be similar to those you get with flu or a hangover. These symptoms can include:

- Feeling feverish
- Vomiting
- Severe headache
- Stiff neck, back, and joint pains.

- Developed symptoms will include:
  - Rash of tiny red brushes that don’t fade under pressure
  - Severe dislike of light
  - Disorientation or coma.

If you are feeling ill, make sure that your friends and accommodation manager look this hand, hand out your books, and you could save your life. If you are concerned about any symptoms, contact a doctor.

**REMEMBER – EARLY TREATMENT SAVES LIVES**

How can I get further information?

Please refer to leaflet in your welcome pack or contact of the Student Experience Team who will be able to direct you to local services.

**Staying Safe**

In a busy urban area and, like any major city, London suffers from its share of crime. There is no reason why this should affect your enjoyment of life here, but you should be aware of it and take care to ensure you do not become one of the victims of crime.

The Metropolitan Police are the police force in London and Jason Burton, Safe University Officer, who is based at Islington Police Station, is responsible for University in the City of London. Should you need assistance, you can contact Jason who will be able to help you.

All students should take care to avoid walking or cycling after dark in poorly lit areas, especially alone, even if it means taking a longer route. Here are some points to consider:

- If walking at night, carry a torch
- Walk on the lit walkways if possible
- Don’t walk alone, get a friend to go with you, especially at night
- Make sure someone knows where you are and when you expect to be back
- Unless you have pre-booked a taxi do not get into a mini cab for whatever reason. Only licensed Hackney cabs should be used unless your journey has been booked through a reputable mini cab firm
- Warriors should be extra cautious – keep your handbag tucked closely under your arm and don’t overextend yourself with handles.
- If you are being followed, change direction and head for a public place
- Have your keys ready when you approach your car, room or apartment, and enter immediately
- Always check inside your car before you drive off - someone could be hiding there
- Don’t accept lifts from strangers
- Keep a £1 coin in your pocket – this will be useful if your purse or wallet is stolen
- Take particular care when withdrawing money from bank cash points. Be aware that you are vulnerable when handling your cash and cards. Do not use cash points at night - think ahead and draw out any cash during the day.

**At Home**

You should take just as much care at home. Wherever you live, it is important that you are aware of security, and that you secure your home. Having your accommodation burgled can be distressing, and is certainly inconvenient, so make it as difficult for a thief to get in. Here are some useful tips.

- Lock doors when you are at home to keep out unwanted guests
- Close and lock your doors and windows when you leave your room even to go to the bathroom or kitchen
- Ensure that you lock doors and windows whenever you go out, even if it is only for a few minutes. When you are sharing a house or flat with others, it is easy to assume that someone else has closed the windows and locked the door when you go out. Don’t assume! Ensure windows and doors are secured taking going to sleep.
- Do not leave valuable portable items within easy reach of the windows
- Never leave keys on your door so that you are away or what time you will be back
- If you see a stranger near your room, ask if he can help him or her. If your suspicions are aroused, ring the Police.

**Insurance**

- When you leave your car, ensure it is locked, and all windows are closed
- Always remove the ignition key
- Don’t make it easier for a thief by leaving documents in the car; these could help to sell it
- Don’t leave valuables on view in your car
- You may wish to consider buying a lock to fit on the steering wheel, or having an alarm fitted, which might deter a thief
- If possible, leave the car in an open area, where regularly overlooked; at night, try and choose a well lit area.
- **Bicycles**
  - Lock your bike securely, preferably with a metal T-lock.

**Personal Property**

If you leave bags or coats unattended you may make it very easy for thieves. You need to take care with your possessions, especially wallets, purses and cheque books. If possible, leave things at home, or otherwise take advantage of somewhere secure to leave them. The University cannot take responsibility for any losses of your property – please take care of your possessions.

If you own a car or bicycle, you need to take care to secure it in the same way as you would any other possession. Following these points can help to secure your vehicle.

- When you leave your car, ensure it is locked, and all windows are closed
- Always remove the ignition key
- Don’t make it easier for a thief by leaving documents in the car; these could help to sell it
- Don’t leave valuables on view in your car
- You may wish to consider buying a lock to fit on the steering wheel, or having an alarm fitted, which might deter a thief
- If possible, leave the car in an open area, where regularly overlooked; at night, try and choose a well lit area.
- **Bicycles**
  - Lock your bike securely, preferably with a metal T-lock.

**Insurance**

- It is important that you have adequate insurance for any possessions you bring to London. If you live in student accommodation, it is common practice for you to be automatically charged for insurance up to a certain level. You should always check this when you sign a contract for your accommodation. You will receive details of what is covered by this scheme, and you should read these carefully, and take out additional cover if necessary.

- If you are living in other private rented accommodation you will need to make your own arrangements to insure your belongings.
London has been a great choice and the course has been very focused for those wishing to further study Accounting and work towards the ICAEW qualification. The campus, located in central London, has provided us with a good balance between study and opportunities for fun after study! The teachers and Student Experience Team are caring, supportive and helpful.

Xinyi Li
MSc Accounting
University of Liverpool in London

Reporting a Crime and Getting Help
Any theft or incident should be reported immediately to the Police, and to a member of the Student Experience Team.

With the aim of preventing unauthorised persons from entering buildings, the building management staff and security staff have been instructed to ask strangers to produce evidence of identity, and students should therefore be prepared to show their smart cards on request.

Naturally, the University regrets the need for such measures, but we hope that our members will accept them as a means of safeguarding their own personal property as well as that of the University.

If you lose property anywhere within the building, you should enquire as to whether it has been found, either from the building management staff of the building in which it was lost, or from the Student Experience Team.

Fire
The fire alarm is tested every Monday at 8.30am. Should you hear the alarm outside of this time, you should evacuate the building. The evacuation point is the Victoria Monument opposite the campus in Finsbury Square.

You should read the fire action notices and familiarise yourself with the fire procedures in buildings you use, including what to do if you discover a fire, what to do if an alarm sounds or flashes and where to assemble should you have to evacuate the building. The normal way into a building may not be available to you in a fire situation so ensure that you know the alternative fire exits in the buildings you use regularly. The following is a general guide to procedures in the event of fire.

On discovery or suspicion of fire:
- Sound the fire alarm by breaking the glass on the nearest fire alarm point.
- Telephone the fire brigade from a safe place and give a clear address.
- Evacuate the building and go to the assembly point. Assembly points are indicated on the Fire Action Notices in each building.

If you hear the fire alarm:
- Leave the building quickly and calmly by the nearest exit.
- Do not use the lifts. If the exit is blocked, use an alternative route.
- Do not stop for personal belongings.
- When clear of the building, go to the assembly point.
- Do not re-enter the building until told to do so by the building Fire Officer.

The following can help cut down the risk and spread of fire:
- Do not smoke in bed.
- Do not use candles or oil burners in study bedrooms.
- Do not leave cooking unattended in the kitchen. Please take care not to burn toast or do anything to activate smoke detectors, which will cause a fire alarm and evacuation of the building.
- Ensure electrical equipment is sourced from reputable suppliers and is CE marked. Be particularly wary of poor quality adaptors and chargers. Do not overload electrical sockets and avoid using 3-way adaptor blocks – sockets are a better alternative.
- Do not wedge open fire doors.

Accidents and Safety
Students’ safety is one of the University’s highest priorities. We are committed to providing you with a safe learning and living environment but we can only achieve this if we have your full support.

It is the duty of every employee and every student of the University to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions; and to act in accordance with the University Safety Policy and with the Health and Safety arrangements made by the University and its departments.

Every building has at least one first-aid kit, and most have qualified first-aiders. However, if an injury or illness appears to require treatment, either an ambulance should be summoned or the patient should be taken to the nearest casualty department. All accidents (including ‘near miss’ incidents) or dangerous conditions should be reported to a member of the Student Experience Team. This is so the situation can be investigated with the aim of reducing the chances of repetition.

Safety Adviser
The Safety Adviser is responsible for the establishment and development of an advisory service to all academic and non-academic departments of the University on matters of occupational health and safety. The Safety Adviser sits on the Health and Safety Governance Committee, and advises that Committee on the application of legislation relevant to the University together with the steps required to comply with such legislation.

Reporting Incidents
If you see something which appears to be unsafe, you should report it to the Student Experience Team or another responsible member of staff.

Further information, including current safety codes of practice and guidance, can be found at www.liverpool.ac.uk/safety.
Finally, this handbook is intended as a general reference guide for you as a University of Liverpool in London student, but if you have any queries please feel free to speak to a member of the Student Experience Team – we are here to help you.