On request, information in this Handbook can be made available in an alternative format. Please contact the School of the Arts Student Support Centre sscarts@liverpool.ac.uk or 0151 795 0500

On behalf of everyone here, a very warm welcome to the School of the Arts.

This Handbook has been written to provide all the information you need to help you understand how the School is organised, where you can obtain further information and assistance, what you can expect from the School and your department, and also what we expect from you.

You should read it thoroughly during the early weeks of your programme, and also keep it handy for reference during your time as a student at the University.

I hope that by the end of your student career you will have come to regard this Handbook as a well known, good and trusted companion.

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

Professor Dominic Elliott
Head of School
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1. Purpose of the Handbook

This handbook aims to be a guide to life in the School of the Arts. It contains information that will be useful to you throughout your studies. You are advised to read it thoroughly, in order to familiarise yourself with the practices and procedures of the School/Department. It does not replace any other communications you receive from the University, Faculty, or individual subject department, but should be read in conjunction with them. You should also be aware of the general rules and regulations of the University which apply to all students and should take note of the additional information issued by the University such as the ‘Your University’ handbook (available here: www.liv.ac.uk/student-administration/student-administration-centre/student-handbooks/) and other paper-based booklets and web links.

2. Information about the School

The School of the Arts comprises five separate departments: Architecture, Communication and Media, English, Music and Philosophy.

The School Student Support Centre is situated in the ground floor reception area of 19 Abercromby Square. This is where you will go for all matters concerning your studies at Liverpool, including submitting assessed work, making general inquiries, or seeking help and support in relation to Extenuating Circumstances. The Student Support Centre can be contacted on: sscarts@liverpool.ac.uk

3. Communication with Students

Email

You will be provided with a University email account and once your registration is completed, all University communications will be sent to this account. It is very important that you check this daily during term-time, and also regularly during vacation periods. Email is usually not a good way to get an answer to an urgent query; you will generally get the information you need more readily by visiting the School Student Support Centre or seeing your module leader in class or during their office contact hours.

If you do email academic staff or professional services staff, please do so only from your University email account. Write in a professional, polite style, and remember to use an appropriate greeting and sign-off in all mails.

When contacting the School Student Support Centre, it is important to indicate your student ID number, which degree programme you are on and your year of study in all communications. In a School with over 2000 students, this will help us to identify you more easily and respond to your enquiry.

Academic and professional services staff will not normally reply to emails outside of normal office hours—in other words you should not expect a reply to your email in the evenings or at the weekend.

Please try to find information in this handbook or through the School or University web pages in the first instance; if you cannot find what you are looking for, let us know so that we can post that
information for the benefit of other students. The School Student Support Centre will also be able to answer many of your non-academic queries.

**VITAL**

You are expected to monitor information concerning your modules on the VITAL network regularly. Information about your programme will be communicated via your VITAL programme page.

**School Website**

The School of the Arts website contains further information for current students https://www.liv.ac.uk/intranet/school-of-the-arts/

**External post**

Sometimes we need to contact you via the external postal system so it is important that your school is kept informed of any changes to your address – both term-time and vacation. You can update your details via Liverpool Life. **Please check that your postal details and mobile phone details are accurate and up to date!**

**Telephone contact**

All staff have a direct telephone number and many have voicemail. Please note that when telephoning staff on a University telephone, you only need to dial the last 5 digits (e.g. for 7941234 you simply dial 41234). Calls made from outside the University or from a mobile require the full number. If you are dialling from outside the UK, use the prefix +44 (151).

4. **Programme Information**

Programme information can be found on the School of the Arts website: https://www.liverpool.ac.uk/arts/

Full programme specifications for our UG and PGT programmes may be viewed here: https://www.liverpool.ac.uk/aqsd/programme-specifications/

5. **Prizes**

The School offers a number of prizes for academic excellence across its various programmes and subject areas. Some are approved by the Board of Examiners in June (undergraduate) and November (postgraduate) and students notified by email. For final year students, awards are made at the graduation receptions in July (undergraduate) and December (postgraduate).

6. **Student Support**

The School has a Student Support Team which can provide advice and direct you to specialist support services available across the University. The Support Team can also give guidance on non-academic/personal aspects of student life. You can independently contact central Student Support
Services at any time during your studies; more information is available here: https://www.liverpool.ac.uk/studentsupport/

7. Student Support Centre

The Student Support Centre Reception is located at 19 Abercromby Square and is the main point of contact for enquiries within the departments belonging to the School of the Arts. The team will assist you with student related enquiries, registration, course work submissions, programme and module specifications, timetables, exams and graduation. The Student Support Centre also offers support and guidance for pastoral care. The team work closely with Central Services, Management Services and Heads of Departments to constantly review and, where appropriate, revise processes and systems to ensure we are providing an excellent and efficient service to you. The Student Support Centre Reception is located on the Ground Floor, 19 Abercromby Square (Building 148 on University campus map). You can either call in to the Reception or contact staff by e-mail (sscartssarts@liverpool.ac.uk) or telephone: 0151 795 0500

The Reception is open Monday – Friday between 9.00 am and 4.30 pm.

8. Student Learning and Teaching Support

Student Learning and Teaching Support Officers

The Learning and Teaching Support Officers (LTSOs) for the School of the Arts are Josephine Wilkin and Jamie Navarro.

The LTSOs can help you if you are experiencing difficulties with any aspect of University life. They will be able to provide advice and support with welfare and pastoral concerns, ensuring that you are guided to the most appropriate specialised support for your needs including academic staff, the Disability Support Team, Financial Support Team, Counselling Service and the Careers & Employability Service. They work closely with all of the University’s central student support services, and their counterpart LTSOs within the Faculty.

The LTSOs can also provide guidance and support for applying for Extenuating Circumstances.

If you are experiencing any difficulties or have any concerns, we would encourage you to get in touch with the LTSOs at the earliest opportunity.

They can be contacted at sotalts@liverpool.ac.uk or by calling 0151 794 6743 or 0151 795 2568. They have a number of set appointment and drop-in times each week where they are available to meet with students. Please consult the School of the Arts intranet for details of appointments: https://www.liverpool.ac.uk/intranet/school-of-the-arts/support/learningandteachingsupport/

Disability Support

In the School of the Arts, there are Disability and Dyslexia Co-ordinators (DDCs) at School and Departmental level. The DDCs work collaboratively with the University’s Disability Support Team in developing support strategies in line with the specific needs of students with dyslexia and a range of
other disabilities, ensuring that appropriate support and reasonable adjustments are implemented within the School and Department.

The Learning & Teaching Support Officers are Disability and Dyslexia Co-ordinators and can help make referrals to the appropriate student support services for advice and guidance on declaring a disability, arranging tests, and putting together a support plan. They will liaise with the Disability Support Team and academic staff on behalf of students who have a support plan in place to ensure that any reasonable adjustments are implemented effectively. DDCs maintain contact with all disabled & dyslexic students throughout the academic year to ensure that their needs and the reasonable adjustments as outlined in their support plan are being met.

Each department has an academic member of staff assigned to the role of Disability and Dyslexia Co-ordinator (DDC); they can provide subject-specific advice to students. Please see the following table for further information:

<table>
<thead>
<tr>
<th>School of the Arts</th>
<th>Subject</th>
<th>Contact Name</th>
<th>Email</th>
<th>Tel (0151)</th>
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<tr>
<td>Architecture</td>
<td>Ms Josephine Wilkin</td>
<td><a href="mailto:jwilkin@liverpool.ac.uk">jwilkin@liverpool.ac.uk</a></td>
<td>795 2568</td>
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<tr>
<td>Architecture</td>
<td>Mr Alexander Dusterloh</td>
<td><a href="mailto:dusterlo@liverpool.ac.uk">dusterlo@liverpool.ac.uk</a></td>
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<td>Masters in</td>
<td>Ms Josephine Wilkin</td>
<td><a href="mailto:jwilkin@liverpool.ac.uk">jwilkin@liverpool.ac.uk</a></td>
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<td>Architecture</td>
<td>Mr Jack Dunne</td>
<td><a href="mailto:arch@liverpool.ac.uk">arch@liverpool.ac.uk</a></td>
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<td>Sustainability</td>
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<tr>
<td>(Architecture)</td>
<td>Mr Mike Knight</td>
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<td>PG Research</td>
<td>Ms Josephine Wilkin</td>
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<td>795 2568</td>
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<tr>
<td>(Architecture)</td>
<td>Prof Carl Hopkins</td>
<td><a href="mailto:carlh@liverpool.ac.uk">carlh@liverpool.ac.uk</a></td>
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<td>Media Studies</td>
<td>Dr Emily Harmer</td>
<td><a href="mailto:eharmer@liverpool.ac.uk">eharmer@liverpool.ac.uk</a></td>
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<tr>
<td>Media Studies</td>
<td>Dr Melissa Raines</td>
<td><a href="mailto:maria.raines@liverpool.ac.uk">maria.raines@liverpool.ac.uk</a></td>
<td>795 0656</td>
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<td>Communication &amp;</td>
<td>Dr Marion Leonard</td>
<td><a href="mailto:marionl@liv.ac.uk">marionl@liv.ac.uk</a></td>
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<tr>
<td>(Lang/Lit)</td>
<td>Dr Melissa Raines</td>
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<tr>
<td>Music</td>
<td>Dr Marion Leonard</td>
<td><a href="mailto:marionl@liv.ac.uk">marionl@liv.ac.uk</a></td>
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</table>

Late Submissions

Procedures for handling late submissions and requests for extensions to assessment deadlines are dealt with by the School of the Arts’ Learning and Teaching Support Officers (LTSOs). Further information and contact details are provided in the section on Student Support in this Handbook, and also at: https://www.liverpool.ac.uk/intranet/school-of-the-arts/support/learningandteachingsupport/
To access FAQs, which set out what you need to do in a number of different circumstances: https://www.liverpool.ac.uk/intranet/school-of-the-arts/support/formsandhandbooks/

If you need any further advice or assistance please make an appointment with the Learning and Teaching Support Officers (LTSOs), 19 Abercromby Square, Liverpool, L69 7ZG or email sotalts@liverpool.ac.uk or call 0151 794 6743 or 0151 795 2568.

Academic Advisors

Every student has an Academic Advisor who provides appropriate support to help students fulfil their academic potential during the course of their studies. You can find the name of your Academic Advisor via Liverpool Life. Your Academic Advisor will meet you when you begin your studies in the School of the Arts and you can make appointments to meet with him or her throughout the course of your programme to discuss your progress.

Your Academic Advisor will write your reference for employment/further study in your final year, so it is essential that you enable him or her to get to know you over the course of your studies by arranging to meet regularly.

Peer Mentoring

Essentially, the Peer Mentoring Programme involves second and third year students volunteering to be trained as student mentors. Once trained, the mentor is then linked up to a small number of first year students (typically 3-5). The role of the Peer Mentor is to offer practical help and advice to new students, and to act as a referral point as appropriate to other services/contacts.

For further details please visit: www.liv.ac.uk/eddev/supporting-students/peer-mentoring/

7. Attendance monitoring

Attendance at classes is crucial to the successful completion of coursework and examinations, and those are in turn central to your progress from one year to the next. The great majority of our students play a full part in their degree study and gain enormously from it. Unfortunately, we need to have procedures in place for the small minority who choose not to engage with their work here. Absences are monitored closely by the School. Academic staff will inform the Academic Lead for Student Progress if you are negligent in attendance or submission of work and you may receive a written warning. A student who ignores such a warning and continues to be negligent may be referred to a School Progress Panel which acts on behalf of the Board of Examiners and can recommend that your studies be terminated. When, in your final year or after graduation, you apply for employment or further study, you will need a reference. Employers and educational bodies invariably request details of attendance and timekeeping. Consistent commitment to work and conscientious attendance throughout your degree studies will therefore have an impact on your future career.

International students (from outside the European Economic Area) who, under Tier 4 of the points-based immigration system, require a Biometric Residence Permit (BRP) to study in the UK should be aware that the University is registered as a UK Visa and Immigration (UKVI) Sponsor. The University has statutory responsibilities to monitor and report to the UKVI any international student who fails to attend regularly and within normal expected 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. 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 could no longer study in the
UK. Students should be aware that fee liability continues to accrue, even if they are not attending. If students wish to stop attending for reasons of ill health or other personal reasons, they should make arrangements to change their registration status.

8. Extenuating Circumstances

Any Extenuating Circumstances, such as ill health, which may have affected your studies or performance in assessments and examinations, need to be submitted formally by you with supporting evidence, e.g. a medical certificate, to the Student Support Centre in the School of the Arts following the procedures and in accordance with the deadlines laid down in the University’s Extenuating Circumstances Policy.

This policy, along with Extenuating Circumstances Guidelines for Students are available at:


http://www.liv.ac.uk/media/livacuk/tqsd/code-of-practice-on-assessment/appendix_M_Annex1_cop_assess.pdf

It is crucial that you let us know of anything that is affecting your studies as soon as you become aware of the problem. You must let us know before you reach coursework submission deadlines or examination dates if at all possible.

In the event that you are unable to attend or are absent from the whole or part of an examination, or have missed a coursework deadline because of illness or other unforeseen circumstances you must:

- **Immediately** inform the Student Support Centre which hosts the module preferably by email or in writing.

- Complete an Extenuating Circumstances form and provide a valid medical certificate or other appropriate independent documentary evidence and submit this to the relevant Student Support Centre that hosts your Programme within five working days of the examination or assessment deadline.

- You must itemise on the form each assessment that you missed or has been affected. We need this information so that the School Extenuating Circumstances Committee can decide how best to handle your case in the interests of fairness to you and to other students.

9. **Student representation and feedback within the School**

**Staff Student Liaison Committees**

The School tries to be as open as possible in the way it runs, and students are encouraged to make their views heard. This is not to say every opinion will be acted upon because ultimately academic staff are responsible for using their judgement about how their subject should be taught and assessed. But student opinion will always be listened to and seriously considered.
To facilitate this, staff/student liaison committees (SSLCs) are run across the School usually once per semester. All students (undergraduate and postgraduate, including joint and combined honours students, both full- and part-time taking modules in the School) are invited to stand for election on the appropriate committee and are provided with training and support from the Guild of Students.

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

If you are interested in becoming a student representative for your course please contact the School Support Centre. Elections (where required) are normally held at the start of the academic session and students may serve as representatives for one year or throughout their studies if they wish. More information about becoming a student representative is available here: https://www.liverpoolguild.org/main-menu/represent/course-reps

**Representation on Committees**

There are committees at Faculty and School Level and both include student representation on their membership. Committee reps are usually recruited through the SSLCs and you will hear more about these opportunities at the first SSLC. You can also find out more by contacting the Faculty Student Voice Coordinator (GuildHSS@liv.ac.uk) who is based in the Guild but works very closely with staff in the Faculty.

Student representation on School/Departmental and Faculty Committees and the University Senate is governed by a Code of Practice on Student Representation which provides an institutional framework for student representation and sets out the minimum requirements for student representation at School/Department and Faculty level. This is supplemented by an Annual Annex which offers guidance on the principles and implementation of the Code. These documents can be found here: https://www.liverpool.ac.uk/aqsd/student-engagement/student-representation/

**10. Development Opportunities**

The My Liverpool interactive resource is a website where you can find out about a wide range of co- and extra-curricular activities that you can take part in to make the most of your time at Liverpool. These opportunities include sports, music, volunteering, mentoring, taking an additional course, learning a new language, being a Student Representative, joining a sports club or any of the 150+ Guild societies, and many more. The My Liverpool e-Portfolio system provides students with a summary of co- and extra-curricular activities that they have taken part in lasting more than 7 hours, and which will also include the opportunity for students to reflect on the skills developed through participating in these activities. Activities from the My Liverpool e-Portfolio will populate the Higher Education Achievement Reports (HEARs.)

**Study Abroad**

As part of your degree programme you may have the opportunity to study abroad. Studying abroad has huge personal and academic benefits, as well as giving you a head start in the graduate job market. We share good links with a wide range of worldwide exchange partners, resulting in many opportunities for students. More information is available here: https://www.liverpool.ac.uk/study/undergraduate/goabroad/

**Year in China**
The Year in China is the University of Liverpool’s exciting flagship programme enabling undergraduate students, from a huge range of departments the opportunity to spend one year at our sister university Xi’an Jiaotong-Liverpool University (XJTLU), following XJTLU’s BA China Studies degree classes. More information is available here: https://www.liverpool.ac.uk/study/undergraduate/goabroad/year-in-china/

11. School Specific Health and Safety Information

The University is committed to providing you with a safe learning and living environment but we can only achieve this if we have your full support.

In the same way we expect all our staff to work to high safety standards, we ask that you take health and safety seriously by:

- Taking reasonable care for the health and safety of yourself and others;
- Acting in accordance with University safety rules.

As a minimum you should:

- 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. The normal way into a building may not be available to you in a fire situation so ensure you know what alternative routes exist.
- Know the number to use in an emergency – on the University telephone system this is 2222
- Never wedge open fire doors or obstruct escape routes.
- Always report accidents, near misses or dangerous conditions.
- Always follow any health and safety instructions you are given.

More information can be found at http://www.liv.ac.uk/safety/

For students undertaking field or lab work, additional health and safety requirements apply. You may also be required to undertake a risk assessment. Further details will be provided as part of your degree programme.