



UNIVERSITY OF

LIVERPOOL

**HERMES (Tulip)
User Guide 2022
External Examiner Workflow for Taught Provision**

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1 INTRODUCTION

1.1 INTRODUCING HERMES

HERMES - Handling External Examiner Reports, Maintenance of appointments and Expense Claim Submissions – is an automated workflow application located within TULIP, which manages all aspects of the administration of external examiner appointments for taught provision (undergraduate and postgraduate taught). HERMES is also used to manage the appointment of external examiners assigned to MRes and Professional Doctorate provision.

HERMES is designed to support the requirements of [Appendix H of the Code of Practice on Assessment](#) which governs the external examiner system (taught provision).

HERMES is used to:

- Create and maintain posts to which external examiners are appointed (Student Administration & Support Division (SAS));
- Submit nominations for the appointment of external examiners (Departments/Schools or Institutes, as appropriate);
- Consider and approve, or reject, nominations for the appointment of external examiners in accordance with the Code of Practice (Faculty);
- Confirm appointments of external examiners (SAS);
- Submit annual report forms (external examiners);
- Review annual reports (Departments, Faculty, and Academic Quality & Standards Division (AQSD)).

The benefits of HERMES include:

- Reduced delays in the appointment process;
- Improved communication between stakeholders through automated email notifications;
- Greater transparency in the appointment process, and the work undertaken by external examiners.

1.2 ACCESSING HERMES

Access to HERMES is restricted to designated users. If you are based within a Department/School or Institute, and require access then you must submit a request to your Faculty Student Experience Manager for approval. Faculty Student Experience Manager are responsible for approving (or rejecting) access requests and SAS (extexam) assign users to roles/permissions within HERMES.

Once you have been given access to HERMES you can find it by logging in to TULIP using your MWS (network) username and password and navigating via:

TEACHING ⇨ ADMINISTRATION ⇨ HERMES

The description for the HERMES application is “External examiner workflow for taught provision”.
Tip: you may wish to add HERMES to your ‘Favourites’ (click on the * star icon to do this).

1.3 ROLES AND RESPONSIBILITIES

There are four roles within HERMES. This section outlines the responsibilities associated with each role.

SAS Admin

The SAS Admin role is assigned to staff in Student Administration & Support Division for administering HERMES. This includes assigning users to roles, creating and maintaining posts for appointments, and facilitating each stage of the appointment process. SAS Admin role also have full editing rights in HERMES.

Department¹ Admin

The Department Admin role is assigned to individuals who are responsible for submitting nominations for the appointment of external examiners in a Department. Department Admin users also submit responses to external examiner reports (a process which typically runs in parallel with offline Faculty Academic Quality and Standards Committee activity).

Faculty Admin

The Faculty Admin role is assigned to individuals who are responsible for approving nominations for the appointment of external examiners in all Departments within their Faculty on behalf of Senate. Faculty Admin users also review, and approve/reject, the responses submitted by Departments to external examiner reports. Faculty Admin users are given an overview of all posts and appointments for all Departments associated within their Faculty.

AQSD

The AQSD role is assigned to staff based within Academic Quality and Standards Division (AQSD). AQSD are responsible for considering institutional-level feedback from external examiners and any issues arising which relate generally to academic quality and assurance at the University.

For further information on all aspects of the External Examiner process please refer to our External Examiners for Taught Provision [webpages](#)

¹ Department is used throughout HERMES, and accompanying training documentation, to refer to both Department/ School and Institute users.

1.4 THE WORKFLOW PROCESS IN HERMES

:

1. SAS create and maintain external examiner posts;
2. Departments nominate external examiners for appointment;
3. Faculty consider, and approve or reject, nominations;
4. SAS confirm that appointments satisfy the Code of Practice of Assessment (Appendix H);
5. External examiners are invited to accept or reject the offer of an appointment;
6. External examiners who accept an offer of appointment proceed to fulfil the requirements of their role, after which they are required to provide an annual report (or multiple reports) by the appropriate, advertised, deadline(s);
7. Annual reports are considered by the Department, by Faculty Academic Quality and Standards Committees (FAQSCs), and by AQSD;
8. Through FAQSC channels, the nature of the response required from the Department to the external examiner's report is determined;
9. The Department submits a response to the external examiner's report;
10. Faculty approve or reject the response;
11. External examiners are notified that a response has been provided to their report.

2 DEPARTMENT ADMIN USERS

This section provides step-by-step instructions for carrying out the responsibilities assigned to users with the Department Admin role. Please note that this role is used to describe users at either **Department/School/Institute level as appropriate.**

These instructions assume that a user has already logged in to HERMES and that the starting point is the main screen.

2.1 SUBMITTING A NOMINATION

A post which requires the appointment of an external examiner will be listed under the name of the Department with the appointment status 'Dept. notified'.

Department Admin users will be notified by email when a post has been created which requires the submission of a nomination.

2.1.1 ASSIGNING MODULES (MODULAR PROVISION ONLY)

The first stage in submitting a nomination involves assigning modules to the post (modular provision only).

1. Click on the 'Dept. Nomination' link.

Summary information is available on the subsequent screen which shows when the post was created, and any notes provided by SAS (including new post approval dates and new programme approval dates).

Fee and report deadline information will not yet be available. This information is only available to view once the nomination has been approved by Faculty and confirmed by SAS.

2. Click on the 'Add Modules' link.
3. The 'Add a module to a post' screen will now be displayed.

Only those modules with valid, current, and approved Module Specifications in TULIP, for the relevant session, will be displayed. Module Specifications must include the Department in the 'Originating Department' field or the 'Contributing Department' field to appear in the module assignment screen in HERMES for that Department.

If you cannot see a module you are expecting to see it is because there is no Module Specification in Curriculum Manager for the session or because the Module Specification does not include the correct Department. Please contact your Curriculum Manager Admin or IT Service desk to request assistance. HERMES is distinct from Module Specifications and SAS (extexam) are unable to assist further.

Select the module(s) to assign to the external examiner. Please note that you may select more than one module at the same time by using the Control (CTRL) key on the keyboard whilst left clicking the mouse button.

4. Click the 'Add' button to add the selected module(s) to the appointment.
5. Click the 'Close' button when ready.

Modules which have been added now display in the nomination screen.

6. Modules can be removed from a post by clicking on the red 'X' button as required.

Add a Module to a Post

Post Details

Post ID	494
Department	HS
Session	201112
Discipline	Nursing (1)
Fee (GBP)	
Fee paid :	N
Entry Type	NON
Inactive :	N

Modules

Module ID	Module Code	Exp. No. Students	Module Title
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New Module:

HEAL001 (BIOLOGY FOR HEALTH STUDIES 1)
HEAL002 (BIOLOGY FOR HEALTH STUDIES 2)
HEAL003 (MATHS FOR HEALTH STUDIES 1)
HEAL004 (MATHS FOR HEALTH STUDIES 2)
HEAL005 (FOUNDATIONS OF PROFESSIONAL STUDIES)
HEAL006 (APPLIED PSYCHOLOGY FOR HEALTH STUDIES)
HEAL007 (HEALTH AND SOCIAL CARE FOR HEALTH SCIENC)
HEAL008 (CHEMISTRY FOR MEDICINE/DENTISTRY 1)
HEAL009 (CHEMISTRY FOR MEDICINE/DENTISTRY 2)
HEAL010 (HEALTH AND SOCIAL CARE FOR MEDICINE/DENT)
HEAL011 (MATHS FOR VETERINARY SCIENCE)
HEAL012 (FOUNDATIONS OF PROFESSIONAL STUDIES FOR)
HEAL100 (INTRODUCTION TO COMMUNICATION FOR HEALTH)
HEAL100 (INTRODUCTION TO COMMUNICATION FOR HEALTH)
HEAL111 (BEHAVIOURAL SCIENCES FOR HEALTH PROFESSI)

Figure 3-1. Adding modules to a post.

2.1.1 ENTERING NOMINATION DETAILS AND PERSONAL INFORMATION

Nomination Details

[Attach Nomination Proforma/HERMES Validation](#)

[Attach CV](#)

[View Copy of Passport/Visa](#)

[Delete Copy of Passport/Visa](#)

[Attach copy of other current examiner posts document.](#)

When nominating your External Examiner, you will be prompted to upload the following documents:

- Following QAA review we now require new external examiners to complete a Nomination proforma
[..\Reports and Templates\EXTERNAL EXAMINER NOMINATION PROFORMA V2.docx](#)
- When nominating a **new** Examiner, you will need to upload their CV
- When nominating a **new** Examiner please ensure that the previous Examiner’s Passport or Right to Work check has been deleted and replace with the new Examiner’s passport or Right to Work check document. Where you have an Examiner, who has time limitations on their right to work in the UK, you will need to state their expiration date in the relevant field.
- When nominating your External Examiner, you will be asked to confirm if the Examiner holds any other External posts at present. When the answer is ‘Yes’ you will need to complete and upload the ‘Excessive burden’ document

Forms required for new External Examiners can be found at our External Examiners for Taught Provision [webpages](#)

It is crucial that the personal information supplied is correct as it will be displayed to the external examiner. This includes the **email address which must be accurate** as this is where the emailed letter of appointment and other important notifications are sent. The Year of Tenure is the year of appointment (e.g. this would be ‘3’ for an external examiner who is to be appointed for a 3rd year).

Please also supply the number of dissertations or projects which are to be examined as part of the workload.

Title	<input type="text"/>
Surname	<input type="text"/>
Forename(s)	<input type="text"/>
Position	<input type="text"/>
Institution	<input type="text"/>
Address Line 1	<input type="text"/>
Address Line 2	<input type="text"/>
Address Line 3	<input type="text"/>
Postcode	<input type="text"/>
Nationality	<input type="text"/>
Country of Residence	<input type="text"/>
Telephone no.	<input type="text"/>
Email Address	<input type="text"/>
Year of Tenure	<input type="text" value="1"/>
Number of Dissertations or Projects to Examine	<input type="text"/>
Date of expiry of right to work in the UK (if applicable) dd/mm/yyyy	<input type="text"/>

Figure 3-2. Entering personal details of the proposed external examiner.

2.1.3 APPOINTMENT CRITERIA CHECKS

There are several questions which must be answered in the second part of the nomination form to ensure that the nominee satisfies the criteria for appointment listed in [Appendix H of the Code of Practice on Assessment](#).

Click on the appropriate radio button for each question (Yes/No). Whenever a 'No' answer has been provided an explanation is required - use the blank field below the question to provide this. This field can also be used to supply additional information even when answering 'Yes'.

Does the nominee have competence and experience in the fields covered by the programme of study, or parts thereof, and a relevant academic and/or professional qualification to at least the level of the qualification being externally examined, and/or extensive practitioner experience where appropriate?	Yes <input type="radio"/> No <input type="radio"/>
<input type="text"/>	
Does the nominee have knowledge and understanding of UK sector agreed reference points for the maintenance of academic standards and assurance and enhancement of quality?	Yes <input type="radio"/> No <input type="radio"/>
<input type="text"/>	
To their knowledge and after discussion with the external examiner, we confirm that there is no conflict of interest.	Yes <input type="radio"/> No <input type="radio"/>
<input type="text"/>	
Does the nominee have competence and experience relating to designing and operating a variety of assessment tasks and procedures appropriate to the subject, and an awareness of current developments in the design and delivery of relevant curricula?	Yes <input type="radio"/> No <input type="radio"/>
<input type="text"/>	
Does the nominee have sufficient standing, credibility and breadth of experience within the discipline to be able to command the respect of academic peers and, where appropriate, professional peers?	Yes <input type="radio"/> No <input type="radio"/>
<input type="text"/>	
Is the nominee familiar with the standard to be expected of students to achieve the award that is to be assessed?	Yes <input type="radio"/> No <input type="radio"/>
<input type="text"/>	
Is it confirmed that the nominee is fluent in English and, where programmes are delivered and assessed in languages other than English, fluent in the relevant language(s) (unless other secure arrangements are in place to ensure that external examiners are provided with the information to make their judgements)?	Yes <input type="radio"/> No <input type="radio"/>
<input type="text"/>	
Does the nominee have competence and experience relating to the enhancement of the student learning experience?	Yes <input type="radio"/> No <input type="radio"/>
<input type="text"/>	
Will the nominee satisfy the applicable criteria set by professional, statutory or regulatory bodies (where appropriate)?	Yes <input type="radio"/> No <input type="radio"/>
<input type="text"/>	

Figure 3-3. Code of Practice checklist.

2.1.4 FUNCTIONAL ROLE AND RESPONSIBILITIES

The external examiner's role (Subject Level and/or Programme Level and/or Award Level) should be specified in the following section. Please refer to Section 1.2. c) of Appendix H of the Code of Practice on Assessment for the details of all three functional roles.

Additional information should also be supplied about the nature of the appointment.

Q: Is this a new appointment?

A: 'Yes' for all 1st year appointments, 'No' for continuing appointments.

Q: Is this post for a new programme?

A: 'Yes' if this is a new programme which has been approved by the Director of SAS and the Pro-Vice Chancellor for the Student Experience, 'No' for all others.

Q: Is this post for an additional/new external examiner?

A: 'Yes' if a new post has been approved for this provision, 'No' for all others.

Q: Is this nomination for an extension or amendment of the current post?

A: 'Yes' if the nature of the workload or role has changed (e.g. if the external examiner was a Subject Level only external in the previous session but is being reappointed as a Subject Level and Programme Level external for the current session, or if modules attached to the post have changed), 'No' for all others.

Q: Does the department confirm that the Examiner has the right to work in the UK?

A: This must be checked by departments. Examiners must have the right to work in the UK to be appointed.

Q: Does the nominees currently hold any other examiner posts?

A: If yes please attach a copy of the 'other current examiner posts document'. This will have been emailed to HERMES users or is available on request from extexam@liv.ac.uk

Use the 'Notes' field at the bottom of the nomination form to provide any additional information as required. This can be used for internal use, or for external use, and will be displayed in the 'History' of the post which is available to all users.

If you wish to save your progress with completing a nomination form, and return to complete the form later, please click on the 'Save' button. You can return to the nomination form via the 'Dept. Nomination' link as normal.

Click on the 'Submit' button to submit the nomination. You will not be able to any further changes to the nomination after submission. Please contact extexam if any changes are required.

2.2 AUTOMATED EMAIL PROMPTS AND REMINDERS

HERMES will automatically send a prompt email 7 days before the report deadline to external examiners who have not yet submitted their report. This email will contain the external examiners HERMES username and password and a reminder of their report deadline.

If the report has not been received following the deadline, email reminders will be sent 1 day after the deadline, 7 days after the deadline and 21 days after the deadline. Relevant faculty approvers are copied in to the email. Upon submission of the report all further reminder emails will be cancelled.

2.3 REVIEWING AN ANNUAL REPORT

Once the external examiner has undertaken the associated work and completed an annual report, using HERMES, by the deadline indicated in the appointment details, this will be available to view after SAS have approved the report for dissemination.

1. Click on the 'History' link next to the relevant post.
2. The post summary information is provided at the top of the subsequent screen.
3. Scroll down the page to the 'Examiner's Report Details' section.
4. The report can be downloaded by clicking on the 'View Written Report' link.

Please note that the report contains both the written element and summary checklist.

2.4 RESPONDING TO AN ANNUAL REPORT

The Department, as appropriate, should submit a response to the external examiner's annual report once the content of that report has been reviewed and offline processes have taken place through Faculty Academic Quality and Standards Committee (FAQSC) channels.

1. Download the relevant report from within the post and complete the departmental sections.
2. Save the report locally.
3. Upload the new version of the report (including examiners and departments comments) using the 'Attach Departmental response Draft' link.

3 FACULTY ADMIN USERS

This section provides step-by-step instructions for carrying out the responsibilities assigned to users with the Faculty Admin role.

These instructions assume that a user has already logged in to HERMES and that the starting point is the main screen.

3.1 APPROVING A NOMINATION

When a Department, as appropriate, submits a nomination for the appointment of an external examiner then the relevant Faculty user(s) will be notified.

Faculty are responsible for approving appointments on behalf of Senate.

1. Click on the 'Faculty Nomination Approval' link.

The post and nomination details are provided for the Faculty Admin user to review.

2. If the appointment satisfies the requirements of Appendix H of the Code of Practice on Assessment then answer 'Yes' to the question which asks "Does this appointment meet the conditions of the Code of Practice for appointment of External Examiners?".

If the appointment is in contravention of any of the appointment criteria then answer 'No' and use the field below to refer to the relevant criteria.

3. If the nomination is approved then click on the 'Approve' button. If the nomination is rejected then click on the 'Reject' button.
4. Additional notes may be added by the Faculty Admin user using the Notes field on the form.

Accepted: The nomination for appointment has been approved by Faculty – SAS is notified by email so that the appointment may be processed.

Appointment Status: Nomination approved by Faculty

Rejected: The nomination details have been rejected by Faculty and the Department is notified by email so that amendments can be made as appropriate.

Appointment Status: Dept. notified

3.2 APPROVING A DEPARTMENT RESPONSE TO EXTERNAL EXAMINER REPORT

Once a Department, as appropriate, have reviewed the feedback provided by an external examiner in the annual report supplied by the external examiner through HERMES, they must provide a response. Typically, this occurs in parallel with offline FAQSC processes but the Department response must be submitted through HERMES. Faculty Admin users are required to review and approve or reject that response.

1. Click on the 'Faculty Response Approval' link.

The post details are provided for the Faculty Admin user to review, links are provided to the examiner's written report and to the Department response.

2. Click on the 'View Written Report' link to review the external examiner's report. This contains both the written element and the summary checklist.

3. Click on the 'View Departmental Response' link to review the Department response to the report.

4. If the response is satisfactory to Faculty requirements then click on the 'Approve' button.

If the response fails to satisfy Faculty requirements then click on the 'Reject' button.

5. Additional notes may be added by the Faculty Admin user using the Notes field on the form.

Once a Faculty Admin user approves a response to the external examiner's report it is immediately available to the external examiner.

Approved: The response has been confirmed by Faculty and the external examiner is notified.

Report Status: Report Submission Complete

Rejected: The Department response has been rejected by Faculty and the Department, as appropriate, is notified with a request to submit a new response.

Report Status: Response Rejected by Faculty

4 EXTERNAL EXAMINERS

External examiners will use HERMES to:

- Accept or reject an offer of appointment;
- Submit an annual report (written element and summary checklist);

This section provides information which Departments should convey to external examiners as part of the induction process, and includes step-by-step instructions for undertaking tasks associated with external examiner posts at the University.

4.1 ACCEPTING OR DECLINING THE OFFER OF AN APPOINTMENT

When an appointment has been fully approved at all levels within the University an automated email is sent to the external examiner, using the email address supplied on the nomination form, requesting that they log in to HERMES using MWS credentials provided to them prior to the first appointment email, to accept or decline the appointment.

The content of the appointment email will relate to the specific functional role(s) assigned. A sample appointment email is provided below:

External Examiner post ID: 1234
Department: Languages, Cultures and Film
Discipline: French (1)
Session: 202223

Dear Professor Cox,

On behalf of the Faculty of Humanities & Social Sci I am delighted to formally invite you to accept an appointment as an external examiner at the University of Liverpool for the academic session 202223.

Your role will involve:

At Subject Level: the review of assessment practice and performance across a suite of modules or programme components within a particular discipline, endorsement of module or component marks, and attendance at the Module Review Board of Examiners.

In addition, the role will involve reporting on good practice and opportunities through which the University might enhance the quality of learning provided to its students.

Your appointment details are available from the HERMES (the online external examiner system) at:
https://tulip.liv.ac.uk/pls/new_portal/webwise.exw_examiner_pages.select_post

I would be grateful if you could now kindly log in to the system and accept the appointment.

Your logon details are your MWS login credentials provided at initial appointment.

Please keep a record of these details as you will need them when submitting your annual report form. Your fee for this appointment will be GBP450.00. Payment of the fee is conditional upon receipt of a satisfactory annual report.

By accepting your appointment you confirm that you satisfy the appointment criteria, and have no conflicts of interest, as detailed in Section 2 of Appendix H of the Code of Practice on Assessment which is available to download from our website via <https://www.liverpool.ac.uk/agsd/academic-codes-of-practice/code-of-practice-on-assessment/>

It is now expected that all Universities share their External Examiner reports and the approved response with all students, not just those student representatives who attend Board of Study meetings.

As a response to this, the University will be sharing your annual External Examiner report and the subsequent response from the department to yourself with students on CANVAS, our virtual learning environment.

It is vitally important that the guidance on not naming staff or students within your report is adhered to, as we cannot publish the reports if individuals are named. Any names remaining in reports will be redacted before publication, but other content within the report will not be amended.

If any issues arise during your appointment we would want you to raise these with the programme team but if you wish to raise any serious matters of concern you have the right to submit a confidential report to the Vice-Chancellor.

For assistance with any queries you may have about the online system or submitting a report or expenses, or should your current circumstances change please contact our External Examiner Enquiries team by emailing extexam@liv.ac.uk or by telephoning 0151 794 2914. For further information and support on External Examining at the University of Liverpool please refer to the External Examiner webpages at <https://www.liverpool.ac.uk/student-administration-and-support-division/external-examiners/>

Yours sincerely
pp Executive Pro-Vice Chancellor for the Faculty of Humanities & Social Sci

1. The external examiner should click on the web link provided in the notification email and log in to HERMES using MWS credentials.
2. The subsequent screen will provide a summary of the post including the associated modules, report deadline, and fee.
3. The external examiner should accept the appointment by clicking on the 'Accept appointment' link or decline the appointment by clicking on the 'Decline appointment' link.
4. Departments are advised to resolve any potential problems which may lead to an appointment being declined before the external examiner is notified.
5. When an external examiner declines an appointment, the Department will receive an automated notification by email requesting the submission of a new nomination. Faculty and SAS Admin users will also receive this notification.
6. If the external examiner wishes to contact the host Department a link is available to email the member of staff who submitted the nomination form in HERMES.
7. If the external examiner wishes to contact SAS with a query about the system, a link is provided to contact extexam@liv.ac.uk.
8. A user guide for external examiners is also available from the action list

Accepted: The appointment has been accepted and the submission of an annual report by the external examiner is now pending.

Report Status: Awaiting Examiner's Report Appointment
Status: Appointment Accepted

Rejected: The appointment has been rejected and a replacement nomination is required.

Appointment Status: Dept. notified

Figure 6-1. External examiner menu.

4.2 COMPLETING AND SUBMITTING THE ANNUAL REPORT

Once an external examiner has completed the work associated with their appointment they are required to submit an annual report, using HERMES, by the advertised deadline. Please note that an external examiner is not paid a fee until the annual report has been submitted and approved by SAS.

1. The same link, and login credentials, as provided in the appointment notification email should be used to log in to HERMES.
2. The external examiner should click on the 'Report Template' link within the 'Actions' section of the menu to download a copy of the guidance and report form. All reports must be submitted using the report template provided – any variants will be rejected by SAS.
3. The report template should be completed and saved to the external examiner's own computer (e.g. in My Documents).

4. Once the report is completed (both elements – checklist and written report), it should be uploaded via the ‘Upload Report’ link in the action list in HERMES.
5. The external examiner should click on the ‘Browse’ button and navigate to the location of the report form file (e.g. in My Documents) and select this to upload by clicking on the ‘Attach’ button. This will upload the document to HERMES.
6. The uploaded report should then be submitted formally by clicking on the ‘Submit Report’ link in the action list.
7. The annual report can be viewed, once uploaded, by clicking on the ‘View Report’ link.

4.3 REVIEWING A DEPARTMENT RESPONSE TO AN ANNUAL REPORT

Once an annual report has been submitted, the Department should submit a response using HERMES. This will be approved for release to the external examiner by Faculty. Once Faculty has approved the response, the external examiner will be notified and may view the response by clicking on the ‘View Report’ link next to ‘Dept. Response’ in the ‘Action’ section of the main screen.

Actions		
Action Item	Status	Actions
Expense Claim	Action Required - Please submit expenses claim.	View Expense Claim/Submit Expense Claim
Examiner Checklist	Complete - No further action required	View Checklist
Examiner Report	Complete - No further action required	View Report
Dept. Response	No action required	View Report
Report Submission	Complete - No further action required	

Figure 4-3. Viewing a Department response.

4.4 PREPARING AND SUBMITTING EXPENSE CLAIMS

SAS will pay for reasonable expenses incurred from undertaking external examining work at the University.

Reasonable expenses are defined within the External [Examiner Expense Claim Policy](#):

External Examiners are now required to submit their expense claims via COREHR in the same way as UoL Staff.

There annual fee is an automated payment via HERMES on successful submission and approval of their Annual Report.

To contact the author of this guide, or for information and support with using HERMES or queries concerning administration of the University's external examiner system for taught provision in general, please contact:

Mrs Maria Muldoon, Senior Administrator, Student Administration & Support Division
Email: extexam@liverpool.ac.uk

For information and support regarding the processing of appointments, expenses, and fees, please contact:

Mrs Louise Higham, Management Support Team, Student Administration & Support Division
Email: extexam@liverpool.ac.uk

For information and support relating to quality assurance for taught provision, please contact:

Academic Quality and Standards Division
Email: aqsd@liverpool.ac.uk