Annual Annexe 2015-2016

The University of Liverpool
Student Charter
Introduction

The Student Charter of the University of Liverpool was first approved by the Council and the Senate and by the Guild Council at the end of the Summer Term 1995 to come into effect on 1 October 1995. It has since been revised and updated and a new version was approved in June 2013. The Charter can be accessed on the University’s website at http://www.liv.ac.uk/tqsd/student-engagement/student-charter/

Under the Student Charter, the University sets out its commitment to provide policies and procedures including programme and assessment regulations, appeals and complaints procedures. This Annual Annexe therefore provides links to the key student-facing policies and procedures as well as naming those individuals with primary responsibility for academic and professional service areas of the University.

University Regulations and Codes of Practice

In a number of areas the detailed working out of the commitments in the Charter are contained in University Regulations and Codes of Practice. A list of those currently in force is given on pages 9 to 14 with information about how you can obtain a copy of the relevant document. Many of these documents are accessible on the University's website.

Student Complaints Policy and Procedure

The University Student Complaints Policy and Procedure provides for issues of concern to be dealt with, as far as possible, on an informal basis, but it also sets out a formal route for the consideration of complaints, should informal processes fail to resolve an issue of concern satisfactorily.

Details of the procedure can be accessed at:

http://www.liv.ac.uk/student-administration/student-administration-centre/policies-procedures/ or a copy may be obtained from the Academic Compliance Manager (telephone 0151 795 4306; email sheila.jones@liverpool.ac.uk).

Your Role

The process of turning the Charter into a living document involves commitment from both staff and students to a process of continuing to explore mutual rights and responsibilities. Your co-operation is essential.
Individuals with responsibility for handling complaints under Stage 1 of the Student Complaints Policy and Procedure

This list is believed to be correct as at September 2015. For any subsequent changes please use the Site A-Z webpage at https://www.liv.ac.uk/a-z/ to find the relevant academic or service area’s webpages.

If you are not sure which is the relevant School/Institute/Service for the issue you wish to raise, your School Office or the Liverpool Guild of Students Advisory Service (guildadv@liv.ac.uk) can help you.

Complaints about academic matters relating to undergraduate and taught postgraduate programmes

The completed complaints form should be sent to the relevant School/Institute Manager, for the complaint to be considered by the Head of School/Institute. If the complaint is about the Head of School/Institute then the completed complaints form should be sent to the relevant Faculty Student Experience Manager to be considered by the relevant Executive Pro-Vice-Chancellor.

FACULTY OF HUMANITIES AND SOCIAL SCIENCES

Executive Pro-Vice-Chancellor  Professor Fiona Beveridge
Faculty Student Experience Manager  Mrs Gail Howes

School of the Arts
(Architecture, Communication and Media, English, Music, and Philosophy)
Head of School  Professor Stephanie Donald
School Manager  Mr Steve Winterton

School of Histories, Languages and Cultures
(Archeology, Classics and Egyptology, History, Irish Studies, Modern Languages and Cultures, and Politics)
Head of School  Professor Lin Foxall
School Manager  Dr Helen Jones

School of Law and Social Justice
(Liverpool Law School, and Sociology, Social Policy and Criminology)
Head of School  Professor Debra Morris
School Manager  Ms Anna Vowles
University of Liverpool Management School

Head of School: Professor Julia Balogun from 1st December 2015
School Manager: Mrs Stephanie Readey

FACULTY OF SCIENCE AND ENGINEERING

Executive Pro-Vice-Chancellor: Professor Ken Badcock
Faculty Student Experience Manager: Dr Kathy Johnson

School of Engineering

Head of School: Professor Ahmed Elsheikh
School Manager: Dr John Myerscough

School of Electrical Engineering, Electronics and Computer Science
(Computer Science, and Electrical Engineering and Electronics)

Head of School: Professor Wiebe van der Hoek
Acting School Manager: Mrs Louise Hobson

School of Physical Sciences
(Physics, Chemistry and Mathematical Sciences)

Head of School: Professor Ronan McGrath
School Manager: Mrs Jo Arthur

School of Environmental Sciences
(Earth, Ocean and Ecological Sciences, and Geography and Planning)

Head of School: Professor George Wolff
School Manager: Ms Verity Birch from 1st October 2015

FACULTY OF HEALTH AND LIFE SCIENCES

Executive Pro-Vice-Chancellor: Professor Bob Burgoyne
Faculty Student Experience Manager: Mrs Ann Stone

Institute of Learning and Teaching (for all taught programmes)
(Dentistry, Health Sciences, Life Sciences, Medicine, Psychology, and Veterinary Science)

Head of Institute: Professor Steve Edwards
Institute Manager: Mrs Gloria Latham
Complaints about academic matters relating to postgraduate research programmes

The completed complaints form should be sent to the relevant Faculty Director of Postgraduate Research:

FACULTY OF HUMANITIES AND SOCIAL SCIENCES

Director of Postgraduate Research

Professor Kate Marsh

FACULTY OF SCIENCE AND ENGINEERING

Director of Postgraduate Research

Professor David Joss

FACULTY OF HEALTH AND LIFE SCIENCES

Director of Postgraduate Research

To be confirmed – check http://www.liv.ac.uk/student-administration/research/contacts/

Complaints about non-academic matters

The completed complaints form should be sent to the relevant Head of Service:

Careers and Employability Service

Mr Paul Gaunt

Centre for Lifelong Learning (including Continuing Education courses)

Dr Anne Qualter

Communications (including content of main University websites and social media)

Ms Taryn Rock

Computing Services Department

Mr John Cartwright

English Language Centre

Mr Clive Newton

Facilities, Residential and Commercial Services (including University Accommodation)

Mrs Jenny Tucker

Library

Mr Phil Sykes

Marketing (including Admissions)

Ms Claire Brown

Student Administration and Support Division (including Student Administration and Examinations, Student Support Services, Graduation, Student Fees Office, PGR Student Team, Counselling Service, Mental Health Advisory Team and Student Experience Team (London))

Dr Paula Harrison-Woods (Acting)
University Regulations and Codes of Practice

The following documents contain information of which you should be aware, as there may be obligations upon you to abide by them. The list is correct as at September 2015 and copies of the documents may be obtained from the offices listed.

ACADEMIC SCHOOLS AND DEPARTMENTS
Programme Handbooks (see individual school)
School/Departmental Health and Safety Codes of Practice (see individual Schools/Departments for hard/online copies)
Programme Specifications
Module Specifications (see TULIP)

STUDENT ADMINISTRATION AND SUPPORT : STUDENT ADMINISTRATION SECTION
Foundation Building : 0151 794 2039
Student Charter
Programme Ordinances and Regulations
Regulations on Conduct of Examinations
Policy on Student Conduct and Discipline
Fitness to Practise Regulations
Fee Payments Policy
Your Registration
Your University Handbook for Undergraduate Students
Your University Handbook for Postgraduate Students

STUDENT ADMINISTRATION AND SUPPORT : PGR STUDENT TEAM
Foundation Building : 0151 795 4698
PGR Handbook
Postgraduate Research Code of Practice which includes the following appendices:

Appendices to the PGR Code of Practice
1. PGR Admissions Policy
   1.1 Procedure for Students Transferring in with Advanced Standing
2. Policy on Research Student Supervision
4. Policy on Plagiarism and Fabrication of Data for PGR Programmes
5  **Policy on Students Undertaking Teaching Duties**
6  **Policy in Respect of Long-term Suspensions of Studies on Medical Grounds**
7  **Policy on Submission of a Research Degree Thesis for Examination**
8  **Policy on Research Degree Examinations and Examiners**
8.1  **Annexe 1 Template Report From Independent Chair**
9  **Remote Viva Policy**
10  **Research Degree Appeals Procedure**
10.1  **Annexe 1 Procedure for convening Research Degree Appeals Board**
11  **Policy on Off-site and Split-site Research Degree Study for a Single UoL Award**
11.1  **Annexe 1 Template Agreement for Offsite Joint Supervision for a Single UoL Award**
11.2  **Annexe 2 Template Agreement for Split Site Joint Supervision for a Single UoL Award**
11.3  **Guidance for Offsite and Split Site Template Agreements for a Single UoL Award**
11.4  **Template for Split Site Training Certificate**
12  **Framework For Online Professional Doctorates**
13  **Administrative Framework for Visiting Research Students**
14  **Framework for establishing a joint or dual research programme**
14.1  **Appendix 2 Dual PhD Agreement Template**
14.2  **Appendix 3 Terms of Reference for Programme Management Team**
14.3  **Appendix 4 Joint or Dual PhD Process Map**

N.B Institutional contract/agreement templates for the above are available upon request from the PGR Student Team

**PGR Ordinances**

Degree Ordinances are available below. For earlier versions of the Ordinances please visit the [Ordinance Archive](#).

**Doctor in Philosophy**
**Master of Philosophy**
**Doctor of Medicine**
**Doctor of Clinical Psychology**
**Professional Doctorate**
**Higher Doctorate**
STUDENT ADMINISTRATION AND SUPPORT: STUDENT SUPPORT SECTION

Foundation Building: Tel 0151 794 2244
Child Care Information
Code of Practice on Freedom of Speech
Fitness to Study Policy
Policy Regarding Reasonable Adjustments and Support for Disabled Students

TEACHING QUALITY SUPPORT DIVISION:

Foundation Building: Tel 0151 794 2062

Code of Practice on Assessment which includes the following appendices:

- CoPA appendix A: University Marks Scale, Marking Descriptors and Qualification Descriptors
- CoPA appendix B 14-16: Model for Non-Clinical First Degree Programmes - model for the 2014-16 cohorts
- CoPA appendix B 10-11 to 13-14: Model for Non-Clinical First Degree Programmes - model for the 2010-11, 2011-12, 2012-13 and 2013-14 cohorts
- CoPA appendix B 04-05 to 09-10: Model for Non-Clinical First Degree Programmes - model for the 2004-05, 2005-06, 2006-07, 2007-08, 2008-09 and 2009-10 cohorts
- CoPA appendix C 15-16: University Framework for Full-time and Part-time Modular Postgraduate Programmes - framework for the 2015-16 cohort
- CoPA appendix C 11-12 to 13-14: University Framework for Full-time and Part-time Modular Postgraduate Programmes - framework for the 2011-12, 2012-13 and 2013-14 cohorts
- CoPA appendix C 10-11: University Framework for Full-time and Part-time Modular Postgraduate Programmes - framework for the 2010-11 cohort only
- CoPA appendix C 07-08 to 09-10: University Framework for Modular Postgraduate Programmes - framework for the 2007-08, 2008-09 and 2009-10 cohorts
- CoPA appendix D: Regulations for the Conduct of Examinations
- CoPA appendix D annex 1: Guidelines for the application of the regulations to Class Tests
- CoPA appendix E: Progress of Students - A Guide for Officers, Staff and Students
- CoPA appendix F: Assessment Appeals Procedure
- CoPA appendix F Annex 1: Assessment Appeals Procedure - Guidance for Staff - available soon

**CoPA appendix G**: Policy on Assessment of Group-Work for Taught Provision

**CoPA appendix G Annex 1**: Policy on Assessment of Group-Work for Taught Provision - Guidelines for Staff

**CoPA appendix H**: Code of Practice on the External Examiner System

**CoPA appendix I 2010-11 to 2015-16**: System for the Classification of Three-year Non-Clinical Undergraduate Degrees - applicable to the 2010-11, 2011-12, 2012-13, 2013-14, 2014-15 and 2015-16 cohorts

**CoPA appendix I 2004-05 to 2009-10**: System for the Classification of Three-year Non-Clinical Undergraduate Degrees - applicable to the 2004-05, 2005-06, 2006-07, 2007-08, 2008-09 and 2009-10 cohorts

**CoPA appendix J 2010-11 to 2015-16**: Classification of Four-Year and Five-Year Non-Clinical Undergraduate Degrees - applicable to the 2010-11, 2011-12, 2012-13, 2013-14, 2014-15 and 2015-16 cohorts

**CoPA appendix J: 2008-09-2009-10**: Classification of Four-Year and Five-Year Non-Clinical Undergraduate Degrees - applicable to the 2008-09 and 2009-10 cohorts

**CoPA appendix K**: Policy on Adjustments to Examination Arrangements for Disabled Students

**CoPA K Annex 1**: Guidelines for marking and feedback for students with specific learning difficulties (SpLDs)

**CoPA appendix L**: Academic Integrity Policy

**Appendix L Annex 1**: Academic Integrity Policy: Guidelines for Staff and Students

**CoPA appendix M**: Policy on Mitigating Circumstances in Relation to Performance in Assessments and Examinations

**CoPA appendix M Annex 1**: Policy on Mitigating Circumstances: Guidelines for Staff and Students

**Mitigating Circumstances form**

**Mitigating Circumstances form for online students studying with Laureate only**

**CoPA appendix N**: Policy on Feedback on Assessment

**CoPA appendix O**: Policy on Flexible Arrangements for Learning and Assessment for Students with a Recognised Sporting Talent

**CoPA appendix P**: University Framework for the Certificate and Diploma in Professional Studies

**VEHICLE PARKING:**

**Bedford House: Tel 0151 794 1363**

Vehicle Parking Policy - Regulations & Guidelines
ACCOMMODATION OFFICE
Student Services Centre: Tel 0151 795 0377
University Residence Tenancy Agreement
Student Accommodation Code
University Residences Handbooks:
- Carnatic Handbook
- Greenbank Handbook
- Campus Handbook
- Accommodation Policies

SAFETY OFFICER:
24 Oxford Street: Tel 0151 794 3243
University Health and Safety Policy
Safety Codes of Practice

LIBRARY:
Sydney Jones Library: Tel 0151 794 2673
Library Regulations
Copyright Guide

COMPUTING SERVICES DEPARTMENT:
Brownlow Hill: Tel 0151 794 4567
Regulations for the Use of IT Facilities at the University of Liverpool
Summary of Regulations
Full Regulations
Card Payment Policy
Information Asset Clarification Policy
Information Security Incident Response Policy
Information Security Review Policy
IT Asset Disposal Policy
IT Procurement and Third Party Security Policy
Research Data Management Policy
Security Investigation Policy
Social Media Compliance Policy
Workspace and IT Equipment Security Policy
Testing Policy and Strategy
Code of Practice for Using Cloud Services

GUILD OF STUDENTS:
Guild Building: 0151 794 6868
Code of Practice with respect to the Guild of Students as required by the Education Act (not online)
HUMAN RESOURCES:
Hart Building: Tel 0151 794 3068
Diversity and Equal Opportunity Policy
Dignity at Work and Study Policy

RESEARCH SUPPORT:
Foresight Building: Tel 0151 794 8727
Policy on Research Integrity

LAUREATE ONLINE EDUCATION:
Laureate Student Handbook

The following documents contain information which may also be of interest to you, as they provide advice or set out service level agreements. The list is correct as at September 2015 and copies of the documents may be obtained from the offices listed.

ACADEMIC DEPARTMENTS:
Undergraduate Subject Brochures
Departmental Admissions Policies – please refer to the individual department webpage

MARKETING AND COMMUNICATIONS
Foundation Building: Tel 0151 794 5927
Undergraduate Prospectus
Postgraduate Prospectus
University Undergraduate Admissions Policy
University Postgraduate Taught and Research Degrees Admissions Policy

STUDENT ADMINISTRATION AND SUPPORT: STUDENT ADMINISTRATION SECTION
Foundation Building: Tel 0151 794 2039
Student Fees
Policy on Student Conduct and Discipline
Annual Progress Reports (PGR) (TULIP) (not online)
Graduation Web Users’ Guide
Sickness Absence Policy
Satisfactory Academic Progress for Financial Aid Recipients/Policy for Financial Aid Probation and/or Suspension (not online)
Policy on Teaching Timetables
Student Complaints Policy and Procedure
STUDENT ADMINISTRATION AND SUPPORT: STUDENT SUPPORT SECTION
Student Services Centre: Tel 0151 794 5863
Guide to Support and Services for Disabled Students
Student Mental Health Code of Practice
Disability Support Team Confidentiality Statement
Arrangements for the recording of oral lectures by disabled students or students with specific learning difficulties e.g. dyslexia
User Guide for infrared hearing loop (ULRB)

TEACHING QUALITY SUPPORT DIVISION:
Foundation Building: Tel 0151 794 2062
Code of Practice on Student Representation

CAREERS AND EMPLOYABILITY SERVICE
Careers and Employability Service: Tel 0151 794 4647
Statement of Service: Students & Graduates

LEGAL, RISK AND COMPLIANCE:
Foundation Building: Tel 0151 795 0523
Data Protection Policy
Freedom of Information Policy

LIBRARY:
Sydney Jones Library: Tel 0151 794 2673
Library Customer Charter

Codes of Practice relating solely to employees of the University are available from Human Resources.
Complaints

If you have a complaint about any aspect of the University you should always begin by trying to resolve it at the local level by talking to the individual or individuals concerned. The majority of problems should be able to be overcome in this way. However, from time to time you may need to pursue an issue more formally and in these circumstances you should follow the University’s Student Complaints Policy and Procedure or, if the complaint relates to the Liverpool Guild of Students, the procedures operated by the Guild.

Please remember that people you approach need time to obtain information and advice about your problem and that to press for an immediate answer may not be in your best interests. For the same reasons it is likely to complicate and prolong the process if you try to bypass the initial informal and formal stages. At each stage you should, however, be given a clear idea of when an answer should be available and be kept informed of any unforeseen delays.

There are special University procedures covering complaints you may have about examinations and other forms of assessment and these are different for students on taught programmes and for those doing research. As with other kinds of problems you should first discuss the matter informally with your academic adviser, supervisor or Head of Department. You may also wish to talk to your Faculty Executive Pro-Vice-Chancellor or your Faculty’s Academic Lead for Student Experience. If you think you may wish to try to take up an issue formally with the University the timing of your decision may be crucial, given the tight timescales for assessment decisions. It is therefore in your own interests to seek advice on the options open to you as early as possible. Such advice may be obtained from the Academic Compliance Team in the Student Administration and Support Division (appeals@liverpool.ac.uk). Formal complaints should be addressed to the Chief Operating Officer (phackett@liverpool.ac.uk).