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:

https://www.liverpool.ac.uk/media/livacuk/student-administration/student-administration-centre/documents/Student_Charter_final_June_15.pdf

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:


or a copy may be obtained from the Academic Compliance Team (telephone 0151 795 5651; email ACTAdmin@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 2019. 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 Advice Service (http://www.liverpoolguild.org/advice) 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)
Dean of School: Professor Peter Buse
Head of School Operations: Mr Steve Winterton

School of Histories, Languages and Cultures
(Archeology, Classics and Egyptology, History, Irish Studies, Modern Languages and Cultures, and Politics)
Dean of School: Professor Lin Foxhall
Head of School Operations: Dr Helen Jones
### School of Law and Social Justice
(Liverpool Law School, and Sociology, Social Policy and Criminology)

- Dean of School: Professor Debra Morris
- Head of School Operations: Ms Anna Vowles

### University of Liverpool Management School

- Dean of School: Professor Julia Balogun
- Head of School Operations: Ms Rachael Lucas

### FACULTY OF SCIENCE AND ENGINEERING

- Pro-Vice-Chancellor: Professor Wiebe Van Der Hoek
- Faculty Student Experience Manager: Mrs Emma Carter-Brown

### School of Engineering

- Dean of School: Professor Eann Patterson
- Acting Head of School Operations: Ms Andrea Wall

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

- Dean of School: Professor Katie Atkinson
- Head of School Operations: Ms Caroline Billing

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

- Dean of School: Professor Rick Cosstick
- Head of School Operations: Mrs Louise Hobson

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

- Dean of School: Professor Douglas Mair
- Head of School Operations: Mrs Verity Foster

### FACULTY OF HEALTH AND LIFE SCIENCES

- Executive Pro-Vice-Chancellor: Professor Louise Kenny
- Faculty Student Experience Manager: Ms Cath McNamara

### Institute of Clinical Sciences
(Medicine, Dentistry, Health Sciences)

- Dean: Professor Callum Youngson (Interim)
Head of School Operations  Mrs Gloria Latham (Interim)

**Institute of Life and Human Sciences**
(Life Sciences, Psychology)
Dean Professor Charles Leek
Head of School Operations Dr Chris French

**Institute of Veterinary Science**
Dean Professor Susan Dawson
Head of School Operations Mrs Niki Sandman (Interim)

**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 Bruce Gibson

**FACULTY OF SCIENCE AND ENGINEERING**
Director of Postgraduate Research Professor David Joss

**FACULTY OF HEALTH AND LIFE SCIENCES**
Director of Postgraduate Research Professor Neil Blake

**Complaints about non-academic matters**

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

Careers and Employability Service Ms Emma Moore
Centre for Lifelong Learning (including Continuing Education courses) To be confirmed
Computing Services Department Mr John Cartwright
English Language Centre Ms Emma Bentley
External Relations, Marketing and Communications (including content of main University websites and social media, marketing and admissions) Mr Tim Seamans
Facilities, Residential and Commercial Services (including University Accommodation) Mrs Alex Beedle
Director of Library Services, Museums and Galleries Mr Phil Sykes
Student Administration and Support Division
(including Student Administration and Examinations, Student Welfare, Advice and Guidance, Graduation, Student Fees Office, PGR Student Team, Counselling Service, Mental Health Advisory Team and Student Experience Team (London))

Dr Paula Harrison-Woods
(Director)
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 October 2019 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 Procedure
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
Postgraduate Research Code of Practice
Liverpool Doctoral College Handbook
Which includes the following appendices:

Appendices to the PGR Code of Practice Postgrad
1  PGR Admissions Policy
1.1  Procedure for Students Transferring in with Advanced Standing
2  Policy on Research Student Supervision
3  Policy and Procedures on the Academic Progress of Postgraduate Research Students
Policy on PGR Plagiarism and Dishonest Use of Data
Policy on Students Undertaking Teaching Duties
Policy on Suspensions, Extensions and Extenuating Circumstances
Policy on Submission of a Research Degree Thesis for Examination
Policy on Research Degree Examinations and Examiners
Policy and Procedures for Conducting Remote Viva Examinations for Research Degrees
PGR Research Degree Appeals Procedure
Procedure for Convening a Research Degree Appeals Board
PGR Off-site and Split-site Research Degree Policy for a Single UoL Award
Framework For Online Professional Doctorates
PGR Policy and Procedures for Visiting Research Students

PGR Ordinances
Degree Ordinances for postgraduate degrees are available, please visit the Corporate Governance and Support website at the link below:

Programme Ordinances

STUDENT ADMINISTRATION AND SUPPORT: STUDENT SUPPORT SECTION

Foundation Building: Tel 0151 794 2244
Child Care Information
Code of Practice on Freedom of Speech
Policy and Procedures to Determine and Support a Student’s Fitness to Continue in Study
Policy Regarding Reasonable Adjustments and Support for Disabled Students

ACADEMIC 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 2014 - 20: Model for Non-Clinical First Degree Programmes - model for the 2014-20 cohorts
CoPA appendix B 2010 - 14: Model for Non-Clinical First Degree Programmes - model for the 2010-11, 2011-12, 2012-13 and 2013-14 cohorts
CoPA appendix C 2015 - 20: University Framework for Full-time and Part-time Modular Postgraduate Programmes - framework for the 2015-19 cohorts


CoPA appendix D 2019 - 20: 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 on Taught Programmes - A Guide for Officers, Staff and Students

CoPA appendix F: Assessment Appeals Procedure
CoPA appendix F Annex 1: Assessment Appeals Procedure - Guidance for Staff (Section 1 Appeals)
CoPA appendix F Annex 2: Assessment Appeals Procedure - Guidance for Students (Section 1 Appeals)
CoPA appendix F Annex 3: Assessment Appeals Procedure - Guidance for Students (Section 2 Appeals)

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

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


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 Extenuating Circumstances in Relation to Performance in Assessments and Examinations
CoPA appendix M Annex 1: Policy on Extenuating Circumstances: Guidelines for Staff and Students
Extenuating Circumstances form

Application for late submission of coursework form

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 0319
Accommodation Office, Crown Place, 202 Brownlow Hill Liverpool L3 5UE
University Residence Tenancy Agreement
Student Accommodation Code
Accommodation – useful information and apps to download

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
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
Office 365
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 2019 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 6929
Request a Postgraduate Prospectus
Request an Undergraduate Prospectus
University Undergraduate Admissions Policy
University Postgraduate Taught Admissions Policy

**STUDENT ADMINISTRATION AND SUPPORT: STUDENT ADMINISTRATION SECTION**
Foundation Building: Tel 0151 794 2244
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)
Student Complaints Policy and Procedure
STUDENT ADMINISTRATION AND SUPPORT: STUDENT WELFARE, ADVICE AND GUIDANCE SECTION
Student Services Centre: Tel 0151 794 5863
Guide to Support and Services for Disabled Students
Student Mental Health Policy
Disability Support Team Confidentiality Statement
Arrangements for the recording of oral lectures by disabled students or students with specific learning difficulties e.g. dyslexia
Support for student with Hearing Impairments Disability and Dyslexia

ACADEMIC QUALITY SUPPORT DIVISION:
Foundation Building: Tel 0151 794 2831
Code of Practice on Student Representation

CAREERS AND EMPLOYABILITY SERVICE
Careers and Employability Service: Tel 0151 794 4647

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

LIBRARY:
University of Liverpool Library: Tel 0151 794 9500
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 resolution attempts and formal complaint stages (Stages 1 and 2). 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)

Stage 1 complaints should be addressed to the appropriate individual (see the lists above). Stage 2 complaints (only on completion of stage 1) should be addressed to the Director of Student Experience and Enhancement (Dr Paul Redmond, email paul.redmond@liverpool.ac.uk)