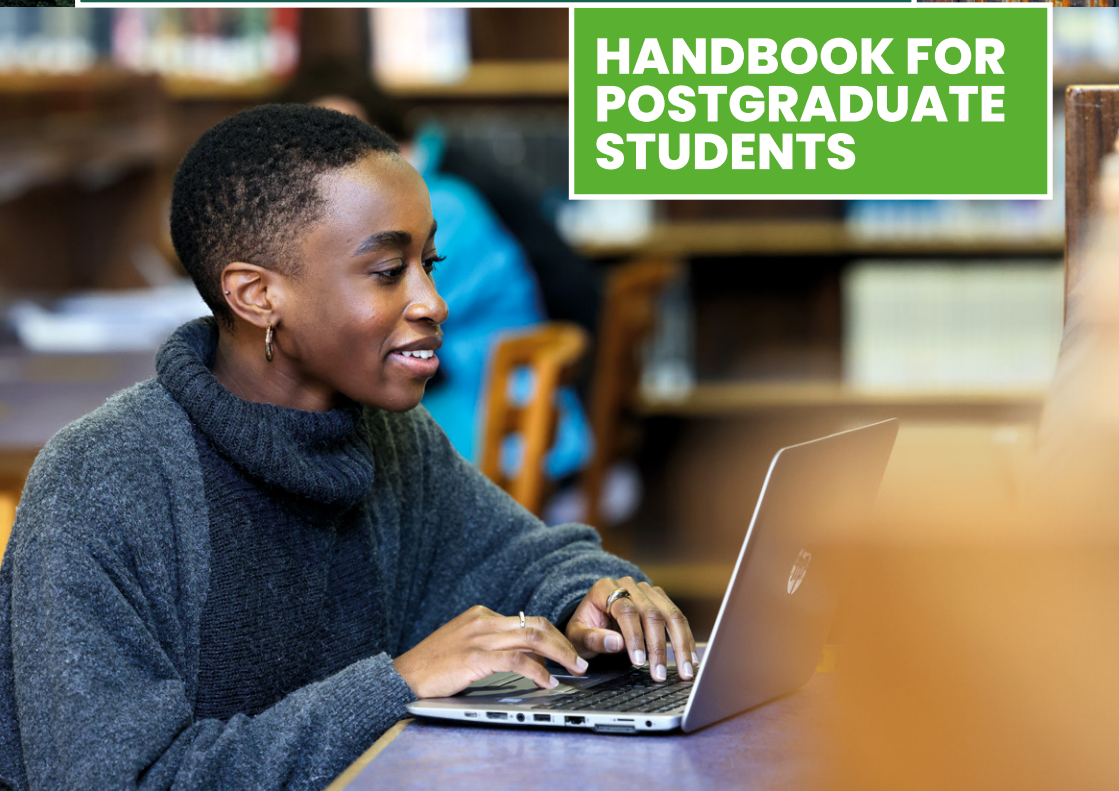




UNIVERSITY OF
LIVERPOOL

YOUR UNIVERSITY

**HANDBOOK FOR
POSTGRADUATE
STUDENTS**



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Emergency Information

- In case of emergency, call 2222 on any University phone.
- If you are unable to locate a University phone, call **T: +44 (0)151 794 3252**
- 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 responsible member of the department
- Always follow any health and safety instructions you are given.

Term Dates

Welcome Week

Monday 15 September 2025 to Friday 19 September 2025

Semester 1 Teaching

Monday 22 September 2025 to Friday 12 December 2025

Christmas Break

Monday 15 December 2025 to Friday 2 January 2026

3 Week Teaching & Assessment Period (end of Semester 1)

Monday 5 January 2026 to Friday 23 January 2026

Semester 2 Teaching

Monday 26 January 2026 to Friday 20 March 2026

Spring Break

Monday 23 March 2026 to Friday 10 April 2026

Semester 2 Teaching

Monday 13 April 2026 to Friday 8 May 2026

3 Week Teaching & Assessment Period (end of Semester 2)

Monday 11 May 2026 to Friday 29 May 2026

Graduation 2023 Ceremonies

Monday 13 July to Friday 17 July 2026

Note: students on clinical programmes should refer to their Programme Handbook for details of their term dates.



Welcome from the Vice Chancellor

Dear Student,

On behalf of everyone here, a very warm welcome to the University of Liverpool.

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 all 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 Life Team 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.

Professor Tim Jones

Vice-Chancellor

Introduction

This handbook is designed to 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. Some of this information varies depending on which cohort you belong to.

You will be provided with subject-specific information by your School/Institute. If in the unlikely event that the information provided by your School/Institute conflicts with the information provided in this publication, you should, unless officially informed otherwise, follow the information provided in this booklet.



Student Charter – Our partnership in learning

Liverpool changing, world shaping

The University of Liverpool is a member of the Russell Group of leading research institutions in the UK and is ranked in the top 200 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 our students. 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 our 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 research-led 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 timeframes 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/Institute 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.

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.

Annual Annexe

The Annexe to the Student Charter is updated annually and contains the names of all Heads of Schools, Heads of Departments, Heads of Research Centres, Institutes and Units, Heads of Academic Services provided by the University, Wardens of the Halls of Residence, and Heads of Non-Academic Departments and other units.

In a number of areas, the detailed working out of the commitments prescribed by the Charter are contained in University-wide Regulations, Codes of Practice or other policy documents, and the Annexe contains a list of those currently in force, together with information about how to obtain a copy of the relevant document.

The Annual Annexe can be found at liverpool.ac.uk/student-administration-and-support-division/a-z/

My Liverpool

The My Liverpool app is designed to enhance your experience whilst studying at the University of Liverpool, making you aware of the wide range of co- and extracurricular activities offered within or facilitated by the University or the Guild of Students. The app gives you the ability to view events, create a personalised planner and access information and support.



Some of these activities may be HEAR accredited meaning that you will have an opportunity for these substantial co- and extra- curricular activities to be subsequently added to your Higher Education Achievement Report (HEAR) which you will receive at the end of your studies.

The app enables you to access information about these co- and extra-curricular activities via links to existing web pages, where you are able to find out more and, in some cases, to book a place if applicable.

The app also contains a library section, including your library ID card, allowing you to pass through our entry and exit barriers by scanning your phone.

Any books you have on loan will be listed, so that you can see due dates and can renew books directly from the app.

Once academically registered, all students will be able to access their digital student ID card from the My Liverpool app. This digital card can be used for identification around campus and in the city region. Please note that it cannot be used to access examinations, you must use your physical student ID card or other form of formal identification such as a driving licence or passport.

Search for 'My Liverpool' in either the App Store or Google Play to download.



The My Liverpool app is designed to enhance your experience whilst studying at the University of Liverpool.

Equality, Diversity and Inclusion

The University aims to create an inclusive learning, working and living environment where all members of the University community are treated with dignity and respect.

The University recognises its responsibility to promote equality and eliminate discrimination against students. This commitment is irrespective of your age, disability, gender, gender identity, pregnancy or maternity status, marriage or civil partnership status, race and nationality, religious belief or non-belief, or your sexual orientation.

This commitment applies to all areas of your academic and social life at the University and students are encouraged to report bullying, harassment, sexual misconduct, hate crime, assault or discrimination using **Report and Support** the University's online reporting platform.

Equally, you have a responsibility not to engage in any bullying or harassment of others, or to engage in other discriminatory conduct. By working together, as a community, we can create a more inclusive University culture and environment for all.

Further information about the University's commitment to Equality, Diversity and Inclusion (EDI) can be found at liverpool.ac.uk/hr/diversityandequality. Students can also access specific support service via Student Life liverpool.ac.uk/studentssupport/

E: equality@liverpool.ac.uk



Chapter One

Getting Started

Academic and financial registration

You should by now have completed the process of submitting your personal details, your module choices (where appropriate) and confirming your engagement on your programme (academic registration), as well as decided to pay your programme fees (financial registration).

It is essential that these processes are completed; for example, it enables us to report the attendance for 'Home' to the Student Loans Company which instructs them to pay loans and grants into students' bank accounts. Similarly, for 'overseas' students, failure to complete these processes will result in the University reporting their nonattendance to the UK Home Office.

If you require assistance with any element of your Academic Registration, please refer to the **My Liverpool app** for information about where you can find help with this.

Student Life

We have a range of knowledge articles available for you to locate the answer to your query, simply visit studenthelpdesk.liverpool.ac.uk OR visit liverpool.ac.uk/student-administration/ OR contact the Team directly:

For fees, scholarships and bursaries enquiries:
E: feesenq@liverpool.ac.uk
T: +44 (0)151 794 6777

For student record and academic registration enquiries:
Support Form

T: +44 (0)151 794 6759
Online Chat

Student Life Centre

The Student Life Centre located in the Alsop Building, University Square, Liverpool (Building no. 759: Ref E7 liverpool.ac.uk/maps), is the hub for all our specialist support and welfare services.

Our friendly, experienced staff are here to help. If you are not sure who you should talk to about a financial or welfare issue, a mental health difficulty, disability or long-term medical condition, or any other non-academic problem, please contact Student Life.

More information on the range of student services available and how to contact us can be found in Chapter Six.
liverpool.ac.uk/studentsupport

Student smart card

Once fully registered, you will be able to gain access to your digital student card through the My Liverpool app. You will be able to use this version of the card for identification around campus, and the city region, where applicable.

Your physical student id card will have been distributed to you, in person at your school office or at the Welcome Week Hub. Please refer to the following webpage for more information liverpool.ac.uk/student-administration/my-student-record/my-student-id-card

It is important that your name is correctly shown on the card. If your name is not correct you should contact Student Life, at studenthelpdesk.liverpool.ac.uk, submitting a copy of your passport.

Please bear in mind that for examination and graduation purposes the name used will be your legal name as you have provided during academic registration.

Your card serves as proof of your membership of the University and allows you to gain access to and borrow books from the Library, access printing facilities, access the Sports & Fitness Centre (additional charges apply) and inclusion in the reward and loyalty scheme used across all of the University managed cafes, bars and restaurants. Do not lose your card or lend it to others. 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.

Some departments have local rules that identity cards must be displayed in certain areas. Replacement smart cards can be requested online (in the case of lost, damaged or stolen cards).

Please be aware that replacements for lost cards will incur a charge where applicable. Further information can be found at liverpool.ac.uk/student-administration/my-student-record/my-student-id-card/

Medical registration

If you are living away from home, it is important that you register with a local General Practitioner (GP). This ensures you have access to full medical care including 24-hour medical cover. The choice of

doctor is entirely your own. You may, if you wish, register with the University Medical Practice based in the Student Health Centre if you live within the practice area (see Chapter Six).

Your home GP can still be consulted during vacations: he/she will probably ask you to fill in a temporary resident form if you live in University residences.

If you are living in University residences, you are asked to inform your Hall Warden of the name of the doctor who you are registered with in Liverpool. Details of medical practices in the area are available from Liverpool Clinical Commissioning Group
T: +44 (0)151 296 7000

liverpoolccg.nhs.uk/health-and-services/

Bank accounts

If you don't already have a student account, it is advisable to look at the services and facilities that each bank offers and choose the one that you think suits you best. All of the banks will offer facilities for students, but they are not automatic, and you should advise of your student status 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 or birth certificate
- **Confirmation of address and student status:** an official letter confirming your permanent address, term time address and student status is available via My Liverpool.



Sport Liverpool

Sport Liverpool provides students and staff with high quality sports facilities and opportunities to get active. Whether you take part in organised activities or independent exercise, our sports services provide a great way to meet people, get-connected and achieve a level of fitness and general wellbeing that can help you cope with the other, more demanding aspects of University life.

The University Sports & Fitness Centre has four squash courts, a swimming pool, a spinning room, two sports halls, a recently upgraded gym and a large studio. We offer up to 50 classes per week, ranging from Yoga to HIIT and offer Les Mills certified Body Pump and Body Balance. We also offer various membership packages.

We offer a well-equipped gym and studio too at our Greenbank Student Village along with outdoor courts for football, basketball and netball and full-size football and Gaelic pitches. Our main outdoor facilities for football rugby, hockey and lacrosse are in the Allerton Area which is close to our Greenbank student village. The grounds are referred to as Wyncote.

Our Athletic Union comprises 53 sports clubs that are run by student officers with professional support from our sports development team. Our clubs offer a wide range of sports, from sky diving to underwater hockey plus the usual large participation sports.

In addition, internal sports leagues and drop-in sessions are offered through our Active Campus programme and an Elite Athlete Support Scheme, along with other sporting bursaries, completes our student offer.

We now offer opportunities for outdoor exercise on our main campus including table tennis, teqball, an outdoor gym, container gym, sand volleyball court, a lined track route, basketball areas and walking and running routes.

We hope you find something via our various programmes and offers. For further information you can visit our website at liverpool.ac.uk/sports/, or contact the Sports Development Office on
T: +44 (0)151 794 4126 or
E: sfc@liverpool.ac.uk

Chaplaincy

The Chaplaincy team endeavours to connect with students and staff at all levels within the University community, providing those with or without a faith with spiritual and pastoral care. We make it our priority to offer time to talk with others about the important questions of life but, most of all, we are available to listen and support those who contact us. The Chaplaincy Team consists of three Christian chaplains from two Christian traditions, a Jewish Chaplain and a Muslim Chaplain.

More information about the work of the chaplaincy and contact details for chaplains can be found at liverpool.ac.uk/hr/diversityandequality/faithfacilities/

The Chaplains have details of faith contacts for other faiths not represented in the Chaplaincy and will try to assist staff and students of any faith background to find the worship activities appropriate to their needs.

There is a Muslim Prayer Room in the Sydney Jones Library that is available to University of Liverpool staff and students.

The Guild of Students has a range of faith societies, details can be found on their website.

Television

If you wish to watch, record, stream or download television as it is being broadcast, in your University bedroom or your off-campus room (including via devices such as a computer, laptop, mobile phone, games console or DVD/digital recorder), 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 £169.50 for a standard licence. Further information on buying a TV licence can be found at **University students and the TV Licence - TV Licensing™**

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. The University will also provide Liverpool City Council with limited data on all full-time students living within the city's boundaries.

Some full-time students residing within the private sector may find their landlord will ask them for a Council Tax Student Certificate for them to apply for exemption from the tax.

You can request a certificate online via Liverpool Life liverpool.ac.uk/student-administration/requestofficialdocuments/ which will be emailed to your Liverpool University account within three working days.

Employment

An increasing number of students look for part-time work whilst studying at university in order to supplement their finances.

If you are a full-time student and 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 timetabled 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

To stay informed about the latest news from the University, your School and the University's central services, follow them on social media: liverpool.ac.uk/about/contact-us/social-media/

For help, hints and tips about how to make social media work for you while you are studying, please view our Social Media Guide for Students at student.liverpool.ac.uk/forms-policies-and-procedures/student-guide-to-social-media/

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

It is important that you read the policy – it is in place to protect University security as well as the reputation and personal security of students while using social media.

Chapter Two

Getting Around

The University has a Travel Plan with a package of measures aimed at reducing the environmental impact of transport to and from the University. It encourages greater use of car sharing, public transport, walking and cycling.

Public transport

There is a good range of public transport available: buses, trains and ferries across the Mersey.

Bus services

The 699-bus service runs frequently between the Halls of Residence and the main University campus. If you plan to use these services each day you can save money by buying an exclusive, discounted Arriva Bus Pass from the Guild Shop.

Running in line with term dates, this is the cheapest way to get around. Find out more here liverpoolguild.org/arriva-bus-pass

Night Bus

The N1 Night bus runs from Birkenhead to Allerton every Thursday, Friday and Saturday throughout the night. At £2 a journey the night bus can be a cheaper alternative to taxi journeys from the city centre for those who live in Smithdown.

Find out more about the night bus here www.stagecoachbus.com/promos-and-offers/merseyside-and-south-lancashire/n1-night-bus-service

Rail and coach cards

A Young Persons Railcard is available from National Rail and may be purchased for £30 by anyone aged 16–25, or full-time mature students.

It entitles the holder to save on the cost of most rail journeys. For further information see 16-25railcard.co.uk. General rail enquiries can be made by calling **T: +44 (0)3457 484950** or by accessing nationalrail.co.uk

A young person's coach card is available from National Express on similar terms. For further information see nationalexpress.com/en/offers/coachcards. Please also note that some banks provide National Express student cards when opening an account. Further information can be found at nationalexpress.com or by calling **T: +44 (0)8717 818 181**.

Own transport

Bicycles

If you're looking to get around on two wheels and enjoy the cycle lanes in the city, look no further than hiring a bike from the Guild. Plus, every Bike Hire comes with a D-lock and lights for safety!

Full details and costs can be found here; www.liverpoolguild.org/events/livcycle-bike-hire

Each Hall of Residence has different 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, whether in Halls or across the campus, 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.

On your bike: Safety & Maintenance

Make sure you're staying safe while riding around the city. You can help to ensure this by always wearing a helmet and 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 of the precinct or to cycle the wrong way down one-way streets.

The Guild's bike experts Peloton, run regular bike maintenance session to teach you to make the most out of our bike and keep it road-worthy. Not only this they also schedule in city bike rides across the semester so you can find out the best ways of getting around on two wheels. Find out more here: www.liverpoolguild.org/events/livcycle-bike-hire

Cars

Like bike storage, each Hall of Residence has different arrangements for car parking so please talk to your Warden or Manager before bringing your car to Liverpool. Car parking space is often limited.

On campus, disabled students who are blue badge holders will be able to park in the designated disabled parking spaces. Non-disabled students can park in the visitor car parks but these are charged at commercial rates.



Chapter Three

Home away from home

The University has a long-established residential tradition and is keen to provide as many students as possible with at least one-years' experience of living as part of a thriving student community.

The University of Liverpool has a fantastic network of residential services and support to advise you with a wide range of accommodation queries throughout your academic programme.

University Accommodation

The Accommodation Team are responsible for allocating students to one of our University's Halls of Residence and our University Approved Partner Accommodation.

The team are there to help you with your accommodation queries and can be contacted before you arrive as well as during your time at Liverpool.

The Accommodation Team are based in the Accommodation Office, which is located opposite Crown Place Reception on Brownlow Hill and is a short walk from University Square.

This may be your first time moving away from home and living independently in a new city. This can be a big change for many students, and you should remember that if you need support there are plenty of people to help you.

The University has a dedicated Halls Life Team who work hard to ensure you have the best possible experience; providing opportunities to meet others through events and trips throughout the year, and sharing information and guidance on the Halls Life website <https://hallslife.liverpool.ac.uk/>

The Halls Life Team are also responsible for the 'Official 2025/26' Halls Facebook Groups, and we would encourage you to join these to meet others living in your accommodation and keep up to date with events and opportunities throughout the year.

Follow us on Facebook and Instagram: [@livunihalls](#)

Our team of Residential Advisers and Wardens, who live in our Halls of Residence, will also be on hand to help you should you wish to discuss any pastoral matters with them. Our Residential Advisers work closely with our Halls Life team to deliver a programme of events in Halls to help you settle in, and they are also on duty overnight should you need to contact anyone in an emergency.

If you are just arriving at University, you should have now accepted your room offer for University accommodation. You will receive more information including your room number and an invite to complete our Halls Pre-Arrival Induction very soon. If you want more information about what to expect or what to bring, you can check out our Halls Life Platform which has loads of useful hints and tips for you: <https://hallslife.liverpool.ac.uk/>

With your room offer you would have been presented with a copy of the Student Licence, which is a legally binding contract between the University of Liverpool and yourself. These are the regulations you must adhere to whilst you are in residence. A copy of the Student Licence and copies of all other important documentation can be found at liverpool.ac.uk/accommodation/applying/important-information/

The Accommodation Team can be contacted on T: **+44 (0)151 795 0319** or by email at E: accommodation@liverpool.ac.uk.

The Accommodation Team can also be contacted via a live chat system on the Accommodation website homepage where you can discuss your queries with an adviser liverpool.ac.uk/accommodation/

Should you wish to speak to one of our team members in person please also note our full address:

Accommodation Office

Crown Place, University of Liverpool
202 Brownlow Hill, Liverpool L3 5UE

After a year in halls, many of our students will move out in to private accommodation. If you choose to do this there will be housing talks and mixers arranged for you by the Halls Life Team to help you prepare for these next steps nearer the time. We would encourage students to take their time making any decisions and enjoy their experience in halls.

Finding your next group of housemates

If you are leaving halls after your first year, the Halls Life Team will provide opportunities in halls for you to meet others who are looking for housemates. These will be advertised on the Halls Life website <https://hallslife.liverpool.ac.uk/> and social media nearer the time. In addition, LSH Find a Housemate events are held throughout the year and provide you with the opportunity to meet other students looking for accommodation or for you to find someone to take a spare room in an LSH registered property you have already found.

Liverpool Student Homes

(LSH) – the next stop for accommodation after

University Halls LSH is your

University's accreditation

scheme for private student accommodation.

Not to be mistaken as a private letting agent, LSH has been established to support you in finding a suitable home in the private sector for your 2nd year of study and onwards or if you would like an alternative to University Halls. The service is owned and managed by University of Liverpool, Liverpool John Moores University, Liverpool Hope University, Liverpool Institute for Performing Arts and Liverpool School of Tropical Medicine.

With over 26,000 bed spaces advertised in houses, flats, studios and private halls, LSH is the only platform to provide you with a true comparison of accommodation in the city. Liverpool has an abundance of accommodation with a surplus every year, so you can take your time looking and don't feel pressured into signing tenancies early in the year.

LSH accredits private landlords, agents and accommodation providers and inspect all newly accredited properties to ensure that they meet the criteria in the LSH Standards. The Standards cover a wide variety of matters, including the provision of adequate space and equipment, as well as repairs and retention of deposits.

If your landlord breaches any aspect of the Standards during the course of your tenancy, then your complaint can be investigated by LSH, and if necessary, pursued formally through an agreed complaints procedure. Landlords who breach the Standards risk being removed from the LSH accreditation scheme.

It is important to find the right accommodation so that you can relax and enjoy your social and academic life. The service is student focused to ensure you have a positive experience whilst living in private accommodation in our city.

Through LSH you will:

- Search the largest database of accredited private student accommodation in Liverpool including flats, houses of all sizes, rooms and private halls
- Be reassured that all LSH accredited accommodation providers have committed to meeting the quality and safety criteria detailed in the LSH Standards
- Receive free, impartial housing rights advice and support
- Have a means of redress through LSH if you experience problems during your tenancy
- Attend housing-related events such as the Housing Fairs and Find a Housemate meet-ups.
- Have access to a student message board, which you can use to find housemates or to advertise a room in an LSH accredited property, that is no longer required.

Free contract checking service

Before you sign a tenancy agreement (contract) for a property, you can take it along or email to LSH who will check it for you and explain anything that you don't understand. Tenancy agreements are legally binding, so it's important that you have been to view the property and you are happy with everything that is detailed in your tenancy agreement before you sign.

Finding your next group of housemates LSH

It is recommended that you take time to get to know your friends before deciding that you want to live with them and signing a tenancy agreement. The contract cannot be cancelled if you change your mind.

LSH Find a Housemate meet-ups are held throughout the year and provide you with the opportunity to meet other students looking for accommodation or for you to find someone to take a spare room in an LSH accredited property you have already found – follow on social media or visit the LSH website for more information.

Also, LSH have a student message board on their website where students can get in touch and find others to live with.

Housing rights advice

If you experience any problems while you're renting private student accommodation, you can contact LSH for free, confidential housing rights advice. This is regardless of whether the property is accredited with them or not. Issues they can help with include getting your deposit back, disrepair, your obligations as a tenant, damp, disputes with your accommodation provider and more.

Contact LSH

You can drop in to LSH at 5 Oxford Street, Liverpool, L7 7HL (around the corner from the Metropolitan Cathedral), between 9am and 4.30pm Monday to Friday.

Alternatively, you can visit www.liverpoolstudenthomes.org to search for accommodation, use the student message board, access a wide range of help topics and to request housing rights advice.

T: +44 (0)151 794 3296, 9am–4.30pm
or email E: LSH@liverpool.ac.uk

 [/LiverpoolStudentHomes](https://www.facebook.com/LiverpoolStudentHomes)

 [/livstudenthomesofficial](https://www.instagram.com/livstudenthomesofficial)

 [@livstudenthomes.bsky.social](https://twitter.com/livstudenthomes.bsky.social)

www.liverpoolstudenthomes.org

Keeping the University informed

You will almost certainly change your term-time address during your time at University. When 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 area on the Student Portal. Further information about the student portal, My Liverpool (<https://my.liverpool.ac.uk/>), can be found in Chapter Five. It is important that you keep all of your contact details up-to-date which include 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 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.

The University is also required by law to ensure that those international students who require a visa to study in the UK maintain accurate and up-to-date contact details as part of the UK Home Office Student Route visa immigration system.

A guide to updating your personal details on Liverpool Life can be found at [liverpool.ac.uk/student-administration/my-student-record/updating-my-personal-information/](https://my.liverpool.ac.uk/student-administration/my-student-record/updating-my-personal-information/)



Chapter Four

Looking after yourself and your property

The University is constantly working to make all its buildings and grounds a safe place to be. It is, however, in a busy urban area and, like any major city, Liverpool 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. More information can be found in the Student Survival Guide accessed online at liverpool.ac.uk/studentssupport/advice/

Our Campus Support Team is on campus 24-hours a day, seven days a week, undertaking a variety of measures to maintain a safe and secure environment. You can contact the Control Room on T: +44 (0)151 794 3252.

Staying safe

Please be aware of your own safety when out and about on campus and in the city.

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

Here are some points to consider:

- Travel sensibly – listening with headphones or talking on the phone reduces your awareness of what's around you
- Be vigilant when using your phone when out and about; only use it for calls if necessary. Try to keep your phone and other valuables out of sight
- If you need to withdraw cash, try to do it in the day, when there are more people about and only take out what you need. Make sure you protect your PIN. If you do need to withdraw cash late at night, use a machine in a well-lit area and stay with friends
- Keep your phone charged so you can contact help if needed
- Don't leave valuables and bags unattended.

If out and about during the evening:

- Make sure someone knows where you are and when you expect to be back
- Keep your phone charged so you can contact help if needed
- There is safety in numbers – don't wander off on your own. If you do have to walk home, walk with friends and try to stick to main roads that are well populated, even if it means taking a longer alternative route. Avoid poorly lit areas
- Plan your journey home before you set off. Use a licensed taxi or black cab.
- Don't hitch-hike or accept lifts from strangers
- Drink responsibly – you are far more vulnerable when you are drunk, especially if you are on your own. Try and stay with a group of friends. Eat before you go out, and try to alternate alcoholic drinks with soft drinks or water

- Know your limits and stay in control attract help if you need it – If you feel threatened, make as much noise as possible to identify yourself in order to warn off the individual and to attract help from others.

Campus Support Services offer a 24/7 chaperone service and will escort you around the University campus to ensure you feel safe while on our site. To request this service, please contact the control room by calling T: +44 (0)151 794 3252.

Campus Support Services are available if you need assistance. In an emergency call T: +44 (0)151 794 2222. If someone's life is in danger or a serious crime is taking place call 999 immediately. In non-emergency situations where you need assistance call the control room T: +44 (0)151 794 3252.

The local Police are Merseyside Police
merseyside.police.uk/

If you have experienced or witnessed **bullying, harassment, sexual misconduct** or **hate crimes**, use '**Report & Support**' to access confidential advice, guidance and support. You can speak to an advisor or let us know anonymously



Scan the QR code or visit:
reportandsupport.liverpool.ac.uk/

Report and support is not a complaints process, but can provide advice on making a complaint.

At home

You should take just as much care at home. Whether you live in University Accommodation or in private accommodation, 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 more difficult for a thief to get in.

Register your valuables on immobilise.com, where you can record all of the serial numbers of your goods. If they are stolen the Police will work with second hand stores to try and retrieve your belongings by searching the database.

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 before going to sleep, do not leave valuable portable items within easy reach of the windows
- Never leave notes on your door stating you are away or what time you will be back
- Don't hold the door open for strangers – If you notice any suspicious behaviour then you should report this immediately to a member of the on-site halls staff or by calling the emergency number for your building.

When you are looking for private rented accommodation, it is worth considering the level of security at the property: are there window locks, for example, and good locks on the front and back doors?

Liverpool Student Homes are the University-funded service for students looking for private accommodation and offer free expert housing advice for all students liverpoolstudenthomes.org

Everyone in University Accommodation should be aware of the need for attention to security. Don't let anyone into a block unless you know they are residents, or bona fide guests of a resident. Investigate politely, and if you are suspicious report them to the Halls Reception or to a Residential Adviser. The outside doors of all buildings should be kept locked. Do not leave them propped open.

Personal property

If you leave bags, coats or valuables (such as laptops, tablets, phones) unattended you make it very easy for thieves. You do need to take care with your possessions and don't leave them unattended. 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, on the campus and elsewhere.



Following these points can help to secure your vehicle:

Cars

- 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 driving 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

The University provides the use of secure bike pods. For access to a bike pod, you will need to register your student card on the Ground floor of Bedford House (Building no. 505: Ref D4 liverpool.ac.uk/maps)

Lock your bike securely within the bike pod, preferably with a metal 'D' lock. Even if the bike is in the pod, it still needs to be securely locked inside.

Insurance

It is important that you have adequate insurance for any possessions you bring to Liverpool. If you live in a University Residence, insurance of your possessions up to a certain level are included in your accommodation costs under the Block Hall Scheme arranged with Howdens Insurance. 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 private rented accommodation, you will need to make your own arrangements to insure your belongings.

Online

It's important to protect your resources and information, as well as your personal safety and privacy when online. Computer Services have information about computer and online security www.liverpool.ac.uk/it/security/

There is a simple way to protect yourself from fraud online or over the phone – this starts with taking five and remembering a simple memorable phrase: 'My money? My info? I don't think so'. If you're at all unsure, don't give out your details, click on a link or give anyone your money, or access to it. Take Five to Stop Fraud takefive-stopfraud.org.uk/

Reporting a crime and getting help

Any theft or incident should be reported immediately to the Police, and to the University's Campus Support Services Security Office at Bedford House, Oxford Street (Building no. 505: Ref D4 liverpool.ac.uk/maps). To report an incident of crime to the Police, call 101 (999 in an emergency). The University's Campus Support Services can be contacted on **T: +44 (0)151 794 3252**. If your call is an emergency call **T: +44 (0)151 794 2222**. Further information is available at www.liverpool.ac.uk/intranet/facilities-residential-and-commercial-services/services/campus-support/

The Campus Support Services Security Office is staffed 24 hours a day, seven days a week.

It is designed to provide a central control point to deal with enquiries and to control the University's security arrangements. A two-way radio system between the office and the outside security staff is in operation whereby immediate assistance can be organised in an emergency.

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 campus, other than in the Guild of Students, 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 Security Office. A register of property that has been found and has been handed in to the building management staff or to Security is maintained by the Security Manager.

Found property is normally held for a period of a week at the reception desk in the building in which it is handed in, before being transferred to the Security Office.

Separate arrangements apply to lost property recovered within the Guild of Students building, and you should enquire at the reception desk.

If you have been a victim of crime and need ongoing support, then please contact The Wellbeing Team, Alsop Building located on University Square (Building no. 759: Ref E7 liverpool.ac.uk/maps).

You can also report an incident to the University via our online reporting tool, Report & Support. A member of staff will respond to your report and provide information on sources of support available at the University.

If you have been a victim of a crime, you should first report this to the Police and Campus Support to ensure your safety and security before seeking further support. www.liverpool.ac.uk/studentsupport/reportandsupport/

To help students feel safe and supported, if Campus Support Services are requested to assist you, they will also send a report to Student Welfare Advice and Guidance who will then get in touch with you via your University email about support, usually the next working day.

Health 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.

Our expectation is that you do everything you can to look after yourself and others you come into contact with, following any rules or instructions given to you by our staff.

General considerations

Familiarise yourself with the buildings you study and live in. Get to know the layout, the different fire arrangements (ie "stay put" policy or full evacuation), escape routes and assembly points. Be aware of any restricted areas. Check that you know the local health and safety rules and procedures. Find out who your main contacts are if you have a safety issue or concern to raise.

Be aware that most accidents at the University are as a result of a slip, trip or fall. Always keep your study areas neat and tidy. Keep personal belongings in a safe place where people cannot fall over them. Avoid trailing cables from laptops and other portable devices across walkways and thoroughfares. Use handrails on stairs. Adhere to designated walkways.

Clean up any spillages you see or create. If you see any unsafe conditions whilst moving around the campus (eg damaged flagstones, potholes in roads, torn carpets in buildings, etc) bring it to the attention of a member of staff who can ensure that the issue is reported to our Facilities maintenance team T: **+44 (0)151 794 3000**.

Fire

Irrespective of whether you are in a building that adopts a "stay put" policy or has a total evacuation policy, the following general fire safety points should be noted:

- Act quickly when an alarm bell sounds – do not delay your evacuation to a safe place
- If you have a disability that means you need assistance to evacuate in an emergency, you may have the option to use a lift in some buildings. Not all lifts are designed for evacuation purposes so only use lifts for evacuation if you have been specifically told you can.
- Do not stop for personal belongings during an evacuation
- Always follow advice given by members of staff. They have been trained to assist you and ensure you are safe in a potential emergency situation.

At your residence or room

The following can help cut down the risk of fire:

- Do not smoke in bed (smoking is not permitted in Halls of Residence)
- 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
- Always use the extract systems in kitchens to prevent false alarms
- Do not overload electrical sockets
- Do not wedge open fire doors or block escape routes

- Do not damage anything that has been provided for your safety (eg directional signage, fire extinguishers, fire doors, etc).

Accidents and incidents

All accidents (including 'near miss' incidents) or dangerous conditions should be reported to a member of University staff. This includes accidents that occur both on campus or further afield, eg on a UK placement or abroad.

If you injure yourself, please ensure a member of staff is notified. Appropriate medical assistance can then be provided, and the incident logged pending further investigation.

Every building has at least one first-aid kit, and most have qualified first-aiders. Defibrillators have also been fitted in many of our buildings. However, if an injury or illness appears to require treatment beyond first aid, ensure someone contacts both **999** and our Campus support team (**2222** from an internal telephone or T: **+44 (0)151 794 2222** from a personal mobile). The person on the end of the 999 call will be able to give you immediate assistance if you have to deal with the injured or ill person; the call to campus support will ensure that the emergency services are called and that they get to you without unnecessary delay.

If you have been a victim of a crime, you should first report this to the Police and Campus Support to ensure your safety and security before seeking further support.

Departmental Safety Coordinators

Every academic area and student halls of residence will have a Departmental Safety Coordinator who advises on health and safety, carries out inspections, and who is involved in accident investigation. If you see something which appears unsafe, you can report it to any Departmental Safety Coordinator who will ensure the matter is addressed.

Further Health and Safety information can be found at the University's health and safety webpages liverpool.ac.uk/intranet/safety/

Alcohol, drugs, smoking and sexually transmitted infections

The University encourages students to look after their wellbeing by making safe and responsible choices about their health.

Information and advice is available from Student Health and Student Welfare Advice and Guidance about health issues related to alcohol, smoking, drugs and sex (more information on these services can be found in Chapter Six). The NHS also provides a wide range of useful information on all of these issues.

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.

The University of Liverpool is committed to ensuring that the use of alcohol and drugs does not have an adverse effect on the working and social conditions of the University's students, staff and visitors.

Students and staff are reminded that it is a criminal offence to produce, supply, possess, or import a controlled drug, as defined under the Misuse of Drugs Act 1971.

It is also a criminal offence to produce, supply, possess with the intent to supply, or import psychoactive substances, as defined under the Psychoactive Substances Act 2016.

All students studying on any campus of the University are subject to the provisions of the Student Alcohol and Drugs Policy liverpool.ac.uk/media/livacuk/student-administration/student-administration-centre/documents/StudentAlcoholandDrugsPolicy.pdf

It is important to remember that all 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.

HIV and other sexually transmitted infections can be passed on through unprotected sex. Using a condom reduces the risk of an infection being passed on. Injecting drug users who share equipment (such as needles, syringes, spoons, water, filters) are at high risk of HIV infection.

The risk is minimised by never sharing injection equipment. Student Health can provide advice and support on any of these issues or can direct you to specialist clinics.

Because of their clinical involvement during their course of study, students in Medicine, Dentistry and Health Sciences have a special obligation in respect of HIV. They are required to confirm that they have read and understood the statements of their ethical responsibilities towards their patients issued by the General Medical Council, the General Dental Council, the UK Nursing and Midwifery Council and the Health Professions Council.

More information is available from Student Health brownlowhealth.co.uk
T: +44 (0)151 285 4578.

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.

There is no connection between this illness and the more serious ones caused by the meningococcal bacteria. 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 Meningitis ACWY vaccine is offered to all young people in the UK aged 18. This vaccine protects against Meningitis C and Meningitis W. To achieve maximum protection, you should have been immunised against Meningitis before attending the University and we urge you to see your family doctor to be immunised at least two weeks before starting University. If you are unable to receive immunisation in your home area your new Liverpool GP will be able to carry it out on your arrival.

Meningitis is a relatively rare disease but because it is a deadly disease you should be alert to the dangers.

Am I at risk?

Next to children, teenagers and young adults are the group most at risk from meningitis. The vast majority of cases are isolated 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:

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

Developed symptoms will include:

- Rash of tiny red bruises that don't fade under pressure
- Severe dislike of light
- Disorientation or coma.

If you are feeling ill, make sure that your friends and/or Residential Adviser/Warden/Manager know this – having someone check on you could save your life. If you are concerned about any symptoms, contact a doctor.

Remember – early treatment saves lives.

You can download a smartphone app with information about symptoms from Meningitis Now.

For further information contact

Student Health T: +44 (0)151 285 4578

NHS Choices Meningitis Now

T: +44 (0)808 80 10 388 (free helpline)
meningitisnow.org

Chapter Five

Learning Resources

The University Library

The University has two main libraries on campus, the Sydney Jones Library and the Harold Cohen Library. You can also find a Veterinary branch Library at our Leahurst Campus on the Wirral.

The libraries are a place for you to study independently or in groups, access learning resources, attend a wide range of skills sessions and explore our Leisure and Wellbeing collections

The University Libraries have around two million books, more than one million e-books and 112,000 e-journals which can be accessed both on and off campus via Library Search.

The Harold Cohen Library specialises in subjects for Health & Life Sciences and Science & Engineering. It has eight PC Centres, self-service laptops, bookable study rooms, bookable tables with screens for collaborative work and zones for silent, quiet and group study. There is a Postgraduate Study Room and Accessible Study Spaces are also available, as well as a Leisure & Wellbeing reading area.

The Sydney Jones Library specialises in subjects for Humanities & Social Sciences plus some subjects for Health & Life Sciences and Science & Engineering. It offers PCs, self-service laptops, bookable study rooms, bookable tables with screens for collaborative work and zones for silent, quiet and group study.

There is a Reading Room for postgraduate researchers, a Leisure & Wellbeing reading area and several accessible study areas are also available, as well as a Library Garden. The Sydney Jones Library also houses the University Special Collections & Archives, which holds over two miles of material and Europe's largest Science Fiction Collection.

You'll always find a smile in our libraries and staff are always on hand to help you get started and find your way around.

For subject specific support, you can contact your School/Department Liaison Librarian. Liaison Librarians can help you find the information you need for your academic work and offer guidance on how to reference your sources. You can book an appointment to see your Liaison Librarian who are usually based in the Harold Cohen or the Sydney Jones Library.

You have free access to academic skills support through **KnowHow**. KnowHow is based in the Sydney Jones Library and can help you develop your skills for learning such as time management, referencing, information and digital fluency, preparing for exams, essay writing and much more. You can book a place on an in-person session or an online webinar. You also have 24-hour access to interactive online tutorials on the library website.

One-to-one support is available through the Library via the **Writing@Liverpool** and **Stats@Liverpool** programmes. If you need further support with improving your writing or statistics skills, you can book a one-to-one appointment with a University of Liverpool postgraduate student who will give you helpful advice and guidance and work with you through feedback.

Use your physical student card or digital student card via the MyLiverpool app to access the libraries and to borrow and return books. You can also print, photocopy and scan documents in the libraries and manage your print credit.

Further information can be found on the library website or by following us on social media [@LivUniLibrary](#)

IT Services

IT Services provide and sustain digital platforms and infrastructure to support teaching, learning and research at the University.

You can access these services once you have activated your computing account online at [liverpool.ac.uk/activate](#). You can do this as soon as your place at the University is confirmed.

There are over 2,800 computers in PC Centres across campus which are available for you to use unless they have been booked for teaching. PC Centres run the latest version of Microsoft Windows on the Managed Windows Service (MWS). You can use the PC Finder tool to locate an available computer by visiting [https://pcseats.liv.ac.uk](#) or you can download the tool from your App or Play Store by searching "UoL PC Finder".

The MWS provides a wide range of pre-installed software. You can also use PCs on campus to access the Internet, your University email, and Canvas – the University's Virtual Learning Environment.

Furthermore, you have your own personal OneDrive storage space which you can access anywhere, anytime.

If you are bringing your own computer, mobile or tablet you can connect to the University's free Wi-Fi service, eduroam, to access the Internet and University IT services. Free antimalware is also provided for your personal devices Wi-Fi is available in many areas, including cafés, bars and communal areas in Halls of Residence.

Get started by visiting [wifi.liverpool.ac.uk](#). Halls of Residence also have wired network points which you can use to connect your own computer, or one of several supported games consoles.

If you're having problems or need advice, the IT Service Desk can help. Visit our helpful colleagues at the IT Drop-In Centre in the Sydney Jones Library, Monday to Friday, 9am–5pm, during term time. For when you are not on campus, access IT self-service portal at [servicedesk.liverpool.ac.uk](#) to get help and advice, either via our knowledge base or live chat. Phone support is available 24/7 on **T: +44 (0)151 794 4567**.

Further information on all the University's IT services can be found at [liverpool.ac.uk/IT](#)



My Liverpool (Student portal)

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

- Academically register for your studies
- Re-register for each year of study
- Access the online module catalogue
- Check your programme and module registration status
- View your teaching timetable (see page 30)
- 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 approved module marks and overall year 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
- Apply for University accommodation
- Request documentation such as Council Tax Certificates, Bank Letters and Student Status Letters.

My Liverpool can be accessed by entering the url <https://my.liverpool.ac.uk> into your browser. You will need your MWS details to login.

The welcome pages liverpool.ac.uk/welcome/starting-at-university/ provides more information about registration processes including accessing My Liverpool. If you are having difficulties accessing the system, then you can contact the Student Administration Enquiry Team at liverpool.ac.uk/student-administration/contact-us/

You should familiarise yourself with Liverpool Life as a matter of priority. Further information about Liverpool Life, including user guides, can be found at liverpool.ac.uk/student-administration/my-student-record/registering-to-use-liverpool-life/

Teaching timetables

Your personalised Teaching Timetable can be accessed via the **Timetable App** or the **Timetable Portal**. Further information regarding your teaching timetable can be found [here](#).

You can download the UOL Timetabling app through the App Store or Google Play. Please make sure you have downloaded the most up-to-date version of the Timetable App. You can find out more about the app, including how to download it, via the **App Directory**.

The timetables 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 **extremely important** to check your timetable on a regular basis to ensure you are always getting the most up-to-date version.

If you have the **Timetabling App** installed, we **strongly recommend** you enable notifications as the app will send you notifications if a last-minute change to your timetable has taken place (less than 48 working hours).



The Library hold over 2 million physical books and over 1 million e-resources which can be accessed both on and off campus via Library Search.



Chapter Six

Student Services

Student Services is made up of the following teams:

Disability Advice & Guidance, Money Advice & Guidance, International Advice & Guidance, Wellbeing Advice & Guidance, The Counselling Service, and the Mental Health Advisory Service.

The role of the service is to provide students with advice, support and information.

We have teams of experienced specialist advisers who are available for you to come and talk through any issues you may have. We provide a confidential and quiet space for you to come and talk to us about any issues affecting your wellbeing.

We offer face-to-face appointments and also remote appointments by telephone and via Microsoft Teams, so you can get support wherever you are. To book an appointment, please follow the link to our Student Services Hub where you can book an appointment with the relevant team, update your consent to share information preferences, and upload any documents that you need to share with us. studentserviceshub.liverpool.ac.uk/

If you would like to contact any of the individual teams you can find their details on the following pages: liverpool.ac.uk/studentsupport/

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

School/Institute 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. S/he can also meet with you following exam 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.

Within the School's or Institute's Professional Services support team there will also be a named person to act as a first point of contact if you are experiencing difficulties with any aspect of University life.

This named contact within the School/Institute will provide both advice on School/Institute level procedures and signposting to central and specialised support services for students. For more information, please visit the Student Support Office within your School/Institute.

Student Health Service

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

Students who register with Brownlow Health can use the Student Health Service which is a valuable and important amenity provided by the University. Access includes a walk-in service (no appointment necessary), email consultations, telephone consultations and booked appointments. Registration can now be completed on-line via campusdoctor.co.uk/liverpool

'Student Health' is based on campus in the Student Services Centre and is open Monday to Friday during term time. See brownlowhealth.co.uk for full opening hours. The service can be contacted by telephone on **T: +44 (0)151 285 4578**.

Out of Hours Service

If you need to be seen urgently by a doctor and cannot wait until the next working day, you can contact the Practice on **T: +44 (0)151 285 4578** who will direct your call to the service managing out of hours. The telephone lines are available 24 hours a day, 7 days a week. For further information, visit brownlowhealth.co.uk.

Unless it is an emergency please contact us before attending the local Accident and Emergency departments.

Additional information

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

Health Assured

The University of Liverpool is partnered with Health Assured to provide additional support outside of office hours. The team provides 24/7 access to confidential counselling and advice services via live chat, a telephone helpline, and through their dedicated Wisdom app. You can download the Wisdom app today via your usual app provider and enter the following unique code for University of Liverpool students: **MHA187679**. You can also call the team on **T: 0800 028 3766** at any time to speak to a counsellor.

The Wellbeing Team

We want you to enjoy your time at the University of Liverpool and hope that nothing will stop you getting the best out of your studies but we all need some support from time to time.

The Wellbeing Team is staffed with a team of dedicated Wellbeing Practitioners who are here to provide practical and pastoral support, advice and guidance to students throughout their time at university.

This could include: finding your feet at university; maintaining your wellbeing; support for personal circumstances affecting your welfare and wellbeing; concern for a friend.

We are a confidential service

We provide weekly clinics on coping with anxiety and low mood and a weekly series of wellbeing activities to help you unwind and connect with other students in safe and welcoming environment. You will find details of our programme of activities on our website: liverpool.ac.uk/studentsupport/mental-wellbeing/wellbeing-advice/activities/

We work closely with our colleagues within Student Services and across the University, as well as external organisations. If something is affecting you, or you are not sure who to ask for advice or just need to talk to someone in a quiet and confidential space, we're here.

You can access support by completing our referral form here: liverpool.ac.uk/studentsupport/mental-wellbeing/wellbeing-advice/triage-form or for any general enquiries please email us at **E: advice@liv.ac.uk**

Please do take time to browse the advice on our webpages on a range of issues such as coping with homesickness, staying safe, living on a budget and more.

Wellbeing Practitioners also run a series of activities aimed at helping you to identify the ways in which you can improve your own wellbeing. You will find more information about the workshops and the topics we cover by visiting our website. If you would like to find out more information you can write to us at **E: advice@liv.ac.uk**.

Disability Advice and Guidance

The University has a Disability Advice and Guidance team. The team meets with disabled students to identify and recommend reasonable adjustments and support needs, which may include:

- Programme-centred support
- Exam adjustments
- Library-related support
- Campus accessibility
- Specialist equipment loans
- 1-1 helper support
- Specialist study support.

Who is eligible

You may not have thought of yourself as being disabled before, but it is worth considering whether you might be entitled to support at University, as a disability within UK Equality Law is defined as anyone with a condition that has or is likely to have a substantial and long-term (12 months or more) adverse effect on normal day-to-day activity.

This covers a range of conditions including (but not limited to):

- Specific learning difficulties such as dyslexia, dyspraxia or attention deficit hyperactivity disorder (ADHD)
- Long term medical conditions eg chronic fatigue syndrome, epilepsy, diabetes, cancer, HIV
- Mental health conditions
- Autistic spectrum conditions
- Sensory impairments
- Physical/mobility difficulties.

How the Team can help

We can:

- Develop a support plan to detail support arrangements for your academic studies, including exam adjustments
- Advise your academic School/Department/Institute about the support you may need
- Assist and support you to access disability-related funding
- Provide assistive software and equipment loans
- Organise academic-related support workers
- Provide guidance to staff members to support them to support you.

To learn more about the University's support arrangements for disabled students, please refer to the Policy Regarding Reasonable Adjustments and Support for Disabled Students 2024.

The Disability Advice and Guidance Team is based in the Student Services Centre, Alsop Building, Brownlow Hill (Building no. 759: Ref E7 liverpool.ac.uk/maps).

How to access support

Our team of Disability Coaches are available in the Alsop Building from 11am-3pm **every day during term time (no appointment needed)**. They can help with initial support enquiries, discuss if you would be eligible for support, help you access support and much more. Why not scroll through our [web pages](#) which include short videos to help you access the support you may need.

We also have a **Live chat (term time 11-3pm)** and **Chatbotto** answer your questions. Alternatively, book a **quick enquiry appointment** to speak with one of team via the HUB. If you still have additional questions, email the team **E: Disteam@liverpool.ac.uk**

Money Advice and Guidance

Money Advice and Guidance (MAG) provide support and advice to students on a range of money and funding relating matters. We offer the following services:

- Discretionary financial help through the University Hardship Fund for students experiencing financial hardship; In some cases, we can offer short-term loans when other funding has been delayed;
- Advise on student loans and grants for students including liaising with funding bodies, regarding problems with loans and grants;
- Advise on the financial implications of interrupting, withdrawing or repeating elements of the course;
- Debt Advice Service – (including liaising with creditors if necessary);
- Advice on eligibility for welfare benefits;
- One-to-one or group budgeting sessions

Students starting their course and already have other previous higher education study should contact the team for advice as this may affect any entitlement to funding.

Our Money Advisers are here to provide advice and support. If you would like more information on any of the above, you can email us: **E: money@liverpool.ac.uk** or telephone **T: +44 (0)151 795 1000**. Bookable drop-in slots are available either face to face in the Alsop Building or virtually via MS Teams. To book please use the following link: liverpool.ac.uk/studentsupport/book-an-appointment/

liverpool.ac.uk/studentsupport/money

International Advice and Guidance

International Advice and Guidance (IAG) is a specialist team within Student Life that supports and advises international students pre-arrival, on arrival and throughout their studies. It is based in the Student Services Centre/Student Life, Alsop Building on University Square. The team provides advice on Student visas, other immigration matters such as dependent visas and family visitors, personal and cultural issues, integration, safety and wellbeing. If IAG cannot help directly, they have a wide range of contacts and can refer you to another service that can assist.

IAG offers an induction programme in September called "Hello International" as well as regular presentations throughout the year, including living on a budget in Liverpool, integration, visa advice

for working during/after your studies, visas for travelling in Europe, improving English language skills and how to extend your student visa.

International students are kept informed by email of any important information including any changes to immigration rules and procedures so it is essential that students read this information.

The Team also promotes events and opportunities to encourage students to have a rich and diverse student experience.

The team's website contains lots of useful information on matters that international students often need advice on liverpool.ac.uk/studentsupport/visas-and-immigration/

You can also email the team for advice or request an in-person or online appointment by visiting the booking hub here liverpool.ac.uk/studentsupport/book-an-appointment/
E: iagteam@liverpool.ac.uk
T: +44 (0)151 795 1000.

English Language Centre

The English Language Centre (ELC) is the University of Liverpool's specialist English language facility.

The key services provided are:

Pre-sessional English Courses these are designed for international students who are holding an offer for undergraduate, postgraduate or a PhD programme within the University of Liverpool or at another British University

In-sessional English Courses these provide an extensive, vibrant and innovative programme of free English language and study skills support – specifically designed for both UK and international students who are already studying at the University but who would like to improve their use of Academic English.

Language Support for Refugees and Asylum Seekers these classes aim to build confidence when communicating in English. The focus is on improving knowledge of grammar and vocabulary and practising speaking, listening, reading and writing skills.

The English Language Centre is based in 1-7 Abercromby Square (Building no. 153; Ref D3 liverpool.ac.uk/maps).

They can be contacted on **T: +44 (0)151 794 2722**, by email at **E: elc@liverpool.ac.uk** or by visiting their Front Desk on the ground floor of 1-7 Abercromby Square.

Further information can be found at liverpool.ac.uk/english-language-centre

Student Counselling and Mental Health

If you are experiencing distressing psychological or emotional problems which affect your studies or general wellbeing, Student Services offers a range of support that includes Wellbeing Counselling and the Mental Health Advisory Service.

To access any of these services please contact the Wellbeing Team by completing a quick triage form. This will connect you with the Student Advice and Guidance team and is the entry point to speak to the Wellbeing Practitioners, Psychological Therapists and the Mental Health Advisors.

The form is quick and easy to complete and will be reviewed by a Wellbeing Practitioner. Then you will be contacted with information on the support we feel is most appropriate for you. [Click here to complete the form.](#)

Our Student Wellbeing Practitioners provide confidential, non-judgmental support on campus, and remotely. Once you have submitted a form, we will contact you directly. We offer Mental Health Clinics, wellbeing activities and workshops and tailored support.

You can feel confident to get in touch with the Wellbeing Team for advice on anything that is worrying you at any time during your studies.

What's the difference between the Wellbeing, Counselling and Mental Health service at University of Liverpool and how do I decide which I need?

Wellbeing Advisors provide confidential advice and guidance to students on welfare and pastoral issues, and also assist students to find appropriate support services, both within the University and through partnerships with external providers across the City.

The team has a wide range of experience drawn from a variety of settings and are able to provide advice on a broad range of personal and social issues. We also provide practical information, advice, and guidance on develop greater resilience to the different pressures we face in life.

Counselling is a confidential psychological therapy service where you can develop an increased understanding of yourself by exploring how you think, behave and feel about an issue.

It can help you find appropriate ways to make changes in your life. You can contact the Counselling Service for support with a variety of issues such as home and family relationships, depression, anxiety and panic attacks, trauma, bereavement and loss, sex, sexuality, relationship difficulties and loneliness.

The Mental Health Advisory service provide a confidential service for students experiencing complex and/or significant mental health difficulties during the course of their studies, these can be short or long term.

Students may have mental health needs that require input from external mental health services, an early presentation or pre-existing diagnosed disorders, which can have an impact on day to day functioning and getting through studies. The service does this in collaboration with GPs and secondary mental health services as appropriate.

Childcare

The University's purpose-built nursery is located on campus and operated by Kids in Bloom. It provides flexible full and part-time provision for childcare for babies and pre-school children. Some term-time only places are also available for students. Holiday play schemes are also available for school age children. The nursery is popular, and we recommend that you apply for a place or join the waiting list as soon as possible.

The Children's Centre operates within an equal opportunities framework and offers students the freedom to study, knowing their children are in a safe, caring and stimulating environment. It is rated as Good by OFSTED. For more information about the nursery please visit kidsinbloom.co.uk/kib-university-of-liverpool

Certain home and EU students using childcare may be eligible to apply for assistance with childcare fees through their Local Authority or the NHS Grants Unit, who will pay up to 85% of the cost (up to a limit). Additional help may also be provided by the Hardship Fund. For more information, contact Support and Guidance
T: +44 (0)151 795 1000 or by email at **E: money@liverpool.ac.uk**

More information about other childcare provision in Liverpool can be found at <https://liverpool.gov.uk/children-and-families/early-years-and-childcare/nursery-and-childcare-providers/>

Careers and Employability

The Careers and Employability team are here to help you make the most of your time at university, and to keep you moving forward as you prepare for your graduate career.

Our support is focused on the three themes, helping you to Explore, Connect, and Apply – so that, no matter what stage you're at in your career thinking, we are with you every step of the way.

Peer-to-peer learning is at the heart of what we do. Our fully trained Career Coaches are students just like you. From our Career Studio in the centre of campus, they provide online and face to face support with all aspects of planning your career journey and applying for jobs.

Our faculty teams will also bring enterprise and employability into your courses and onto your modules.

We deliver a wide variety of experiential activities and sessions that are embedded in your curriculum and form an integral part of your course.

If you are looking to start a new enterprise or build entrepreneurial skills, we're also here to help. We'll provide support to help you to set up a business or pitch an idea, and you can hear from inspiring speakers at our enterprise programmes and events.

As a student, you will also have access to Handshake, our online careers platform, where you can access exclusive employer events, use our interactive careers resources, and search and apply for placements, internships, part-time jobs, and graduate vacancies.

New for this year, Liverpool Launchpad is an exclusive initiative that provides you with access to unique career-boosting experiences. Develop essential skills, grow your confidence, and connect with top employers through opportunities across our vibrant city, dynamic campus, and with prestigious UK organisations—giving you the edge in today's competitive job market.

We look forward working with you as you plan and achieve your ambitions.

Further information can be found at liverpool.ac.uk/careers. You can email us at **E: careers@liverpool.ac.uk** or follow **@livunicareers** on YouTube, Instagram, TikTok, X and LinkedIn for the latest news, careers events and job opportunities.

Liverpool Guild of Students

We're Liverpool Guild of Students, your students' union. We are committed to improving and developing the lives of all University of Liverpool students from application to graduation. Sitting at the heart of campus we are ready to open the doors to all the possibilities to enrich your University experience.

Putting you at the heart of everything we do, at the Guild you can make friends for life, learn something new and boost your employability. It's time to build your Guild Experience.

Your Home Away from Home

Sitting at the heart of campus, our building has something for everyone to enjoy – the perfect place to meet your friends, chill in between lectures and get your bearings on campus.

During term time we are open until late 7 days a week to fit around your studies; so, you can storm to victory in our Big Pub Quiz, start your day in our coffee shop, grab a drink in the Sphinx with your friends or treat yourself to a UoL hoodie. It's all ready and waiting for you.

We're kicking off your University Experience with your official Welcome Week events from the Big Quiz to a game of Bingo like no other and our free Welcome Party to start your week right. But we know that Welcome and settling into University life takes longer than a week but with our weekly events, Give it a Go programme and exciting opportunities we are on hand to help you get settled in. Stay up to date with our offers, events and the best vegan nuggets in the city on our social media channels.

Try Something New

From freshers to final years, we are here to provide a whole host of ways you can make friends, try something new and get one step closer to your dream graduate job; there really is something for everyone.

We create opportunities for you to explore your interests – whether you want to give back and volunteer, go green and make a difference to the environment, create change on campus find a part time job or meet like-minded students. We've got lots to offer and it's all ready and waiting, so let us help you make the most of your University years.

Meet our Societies

If you're looking to find friends for life and learn something new then look no further than joining a society! With over 200 societies to choose from, when we say there's a society for everyone we mean it!

From hosting amazing events and insightful info sessions to performing dazzling shows, society activities keep our building and online activity bustling and are a great way of finding a community of students with similar interests.

Ballroom to Book Soc and Student Media to Meditation, joining a society is the perfect way to meet likeminded people, boost your CV and is guaranteed fun – and even better they're all FREE to join. Browse your Society A-Z to find your perfect society here: liverpoolguild.org/groups

Here to Help

Whilst we hope that student life goes smoothly, we are also on hand to offer help and support if and when you need it. You can access a wealth of extra support services and utilise our democratic structures to make the change you want to see on campus.

If you ever need it, we offer free, confidential and independent advice on academic, financial and housing issues to all students. You can email **E: guildadvice@liv.ac.uk** to make an appointment, we're here to help.

Student Officers

Did you know we are led by four student officers who are elected by a campus-wide vote? Each year four students are elected to run campaigns, represent your views to the University and make change on campus and nationally, keeping students at heart of what we do.

Keep in touch

Get to know us better and start your Guild journey – follow us on social and visit our website. **@LiverpoolGuild** www.liverpoolguild.org

Chapter Seven

Your programme of study

The regulations for your programme of study govern the general structure of your degree, the assessment conventions and requirements, the criteria for progression to the next level of your programme, and the rules for classification.

More detailed information about the modules you can take, the type and duration of your learning sessions, the learning resources you will need to use, the assessments 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 information about this, 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 students starting their postgraduate modular programme (including the MRes programmes) in session 2025/26.

Code of Practice on Assessment

The Code of Practice on Assessment is an important document and applies institution-wide. It also reflects the external reference points that the University has to accord 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 liverpool.ac.uk/aqsd/academic-codes-of-practice/code-of-practice-on-assessment/. Appendix C is particularly relevant to the postgraduate programmes.

Programmes

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 of Research (MRes) (180–240 credits): a programme of study focused on the development of advanced knowledge and research skills, where most of the activity comprises independent research supported by structured assessed modules, and 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 of Research degree provides an appropriate foundation for research degree registration and/or the qualities and transferable skills required for employment in a research focused environment
- Other Master's degree (180–240 credits) (including Master of Science, Master of Arts, Executive Master of Science, Executive Master of Arts and 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 research or independent study 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, focused on particular knowledge and skills but not involving a substantial piece of independent work.

The Framework also covers Continuing Professional/Personal Development (CPD) that leads to Master's level credit or one of the above awards. Students may register for modules on a standalone basis, and in doing so may accumulate credit towards an award where the modules selected meet the requirements of an approved programme of study leading to that award as detailed in the programme specification. In such cases, students may be permitted to register for an approved programme of study to become eligible for an award at any point within the specified maximum registration period. The start of the registration period will be the point at which the student registered for the first module which contributes credit towards the award.

Programme structures

All programmes are modularised, with each module being given a credit value of 2.5, 5, 7.5, 10, 15, 20, 30, 40 or 45 credits.

Programmes of study may consist of modules with different credit values which, when taken together, provide sufficient overall credit for an award. Credit values are assigned on the basis that 10 hours of student commitment (divided into variable mixes of contact and private study hours) are allocated one credit point.

Each programme will include a number of 'taught' modules – the delivery of advanced subject-specific content, research and transferable skills, fieldwork, work-based or placement learning or other forms of defined learning. Programmes of study may also include research or independent study modules – project work involving a high level of self-directed learning and independence in negotiation with, and supervised by, a member of academic staff, resulting in the production of a project report, dissertation, or other independently developed output. Such research or independent study modules may be assigned values of 60 or 120 credits or any of the credit values permitted for 'taught' modules in accordance with the requirements of a particular award (as detailed opposite).



Each programme has a specification that provides details of which modules are required and which are optional, and where appropriate, the sequence in which modules should be completed by students. The spread of credit is normally distributed evenly across the specified period of study. However, if you select optional modules that will lead to an imbalance in workload, the selection must be approved by your Programme Director and you must be aware that the uneven workload will not be regarded as an extenuating factor in the case of failure or underperformance in assessments.

A programme of study leading to a Master of Research award requires successful completion of at least 180 credits all at FHEQ level 7. These credits must include at least 120 credits of research consisting of a single project module, or two or more project modules totalling at least 120 credits, where at least one of the project modules must provide a minimum of 30 credits; where a programme of study is designed to require completion of more than 180 credits, the research project modules must account for more than half of the total credit required. It should include exit points whereby a student could be awarded:

- A named/unnamed Postgraduate Diploma upon successfully completing 60 credits of 'taught' modules and 60 credits of research or independent study;
- A named/unnamed Postgraduate Certificate upon successfully completing 60 credits of 'taught' modules;
- A named/unnamed Postgraduate Award upon successfully completing 30 credits of 'taught' modules.

Within the MRes programme there may be an oral examination of the research activity.

A programme of study leading to other Master's degree awards requires successful completion of at least 180 credits; either all at level 7 or a combination of level 7 and up to 30 credits of modules at level 6. It should include at least 60 credits of research or independent study consisting of a single module or two modules totalling at least 60 credits. It should include exit points whereby a student could be awarded:

- A named/unnamed Postgraduate Diploma upon successfully completing 120 credits; either all at level 7, or a combination of level 7 and up to 30 credits of modules at level 6; the 120 credits may include research or independent study modules
- A named/unnamed Postgraduate Certificate upon successfully completing 60 credits; either all at level 7, or a combination of level 7 and up to 20 credits of modules at level 6; the 60 credits may not include research or independent study modules
- A named/unnamed Postgraduate Award upon successfully completing 30 credits; either all at level 7, or a combination of level 7 and up to 10 credits of modules at level 6.

A programme of study leading to a Postgraduate Diploma requires successful completion of at least 120 credits; either all at level 7 or a combination of level 7 and up to 30 credits of modules at level 6.

It can comprise either all 'taught' modules or may include a maximum of 30 credits of research or independent study; credit achieved on a single 60 credit research or independent study module, or two research or independent study modules totalling 60 credits, may only contribute to the award of a Postgraduate Diploma when it is an exit award.

It should include exit points whereby a student could be awarded:

- A named/unnamed Postgraduate Certificate upon successfully completing 60 credits; either all at level 7, or a combination of level 7 and up to 20 credits of modules at level 6
- A named/unnamed Postgraduate Award upon successfully completing 30 credits; either all at level 7, or a combination of level 7 and up to 10 credits of modules at level 6.

A programme of study leading to a Postgraduate Certificate requires successful completion of at least 60 credits; either all at level 7 or a combination of level 7 and up to 20 credits of modules at level 6. These may comprise either all 'taught' modules or may include a maximum of 30 credits of research or independent study. It should include an exit point whereby a student could be awarded:

- A named/unnamed Postgraduate Award upon successfully completing 30 credits; either all at level 7 or a combination of level 7 and up to 10 credits of modules at level 6.

A programme of study leading to a Postgraduate Award requires successful completion of at least 30 credits of 'taught' modules; either all at level 7 or a combination of level 7 and up to 10 credits of modules at level 6. There is no exit point.

Where a student meets the minimum credit requirements for an award but achieves insufficient credits for the named award on which they are registered, they may be eligible to exit with either an unnamed award or an award with a differentiated title, as detailed opposite. In the case of such programmes of study the specific credit requirements for the named award and any exit points will be clearly articulated in the programme specification.

Where a programme includes level 6 modules (as detailed opposite) that are also available to students on undergraduate degrees of the University, graduates of those undergraduate programmes of study will not be permitted to repeat (in a postgraduate programme of study), a level 6 module they have taken in their undergraduate degree.

Similarly, where a student has taken a level 7 module as part of an undergraduate degree they have taken at the University they will not be permitted to take the same level 7 module(s) as part of a postgraduate programme of study of the University.

Suitable alternative modules will be provided for such students.

Where two modules, one at level 6 and the other at level 7, share substantially the same learning and teaching provision but have different assessments and a student has taken one such module in

their University of Liverpool undergraduate degree, they will not be permitted to take the level 7 module that shares substantial learning and teaching with the level 6 module they have already taken; students are not allowed to repeat the learning and teaching they had in their undergraduate degree.

Where a student has previously accepted a named or unnamed award but subsequently chooses to continue their studies and successfully completes modules required for a higher award within the maximum registration period they will be required to return the lower award in order to become eligible for the higher award; this is necessary in order to avoid credit being counted twice for two different awards.

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 at Appendix R to the Code of Practice on Assessment at liverpool.ac.uk/aqsd/academic-codes-of-practice/code-of-practice-on-assessment/

Periods of registration

There are minimum and maximum periods of registration (including periods where a student has formally interrupted their studies and/or for extenuating circumstances) as follows:

- Master of Research and other Master's degrees. Minimum of 12 months and a maximum of six years from initial registration. A programme of 180 credits would normally be studied full-time over 12 months and part-time over a period not exceeding three years
- Postgraduate Diploma. Minimum of 30 weeks and a maximum of four years from initial registration. A programme of 120 credits would normally be studied full-time over 30 weeks and part-time over a period of no more than two years
- Postgraduate Certificate. Minimum of 15 weeks and a maximum of three years from initial registration. A programme of 60 credits would normally be studied full-time over 15 weeks and part-time over a period of no more than one year
- Postgraduate Award. Minimum of eight weeks and a maximum of two years. A programme of 30 credits would normally be studied full-time over eight weeks and part-time over a period of no more than six months.

Where a programme of study is designed with credit which exceeds the minimum required for the award, the period of time over which it is intended to be studied will be extended as appropriate.

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 maximum 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 Programme Director and within the maximum registration period.

A programme of study may be designed with entry points which allow candidates to register for a lower award initially, before either exiting with that award or transferring their registration to a higher award upon successful completion of the credit required for the lower award.

In this way candidates may accumulate credit towards a higher award provided that this is successfully completed within the maximum period of registration for that award. Where this is the case, the specific requirements of each entry award will be clearly articulated in the programme specification.

Pass mark and classification

All Master's level provision 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 at least 50% or more for the credit to contribute to a postgraduate award.

However, where the overall average mark in all 'taught' modules contributing to an award of Master of Research, other Master's degree, Postgraduate Diploma or Postgraduate Certificate is 50% or above, a mark of 40-49% may be deemed compensatable in 'taught' modules only; this may be in a single 20-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:

- Where more than 20 credits of 'taught' modules contributing to an award of Master of Research, other Master's degree, Postgraduate Diploma or Postgraduate Certificate are failed; or
- To any credit contributing to a Postgraduate Award; or
- Where the overall average mark in all 'taught' modules contributing to a postgraduate award is less than 50%; or
- Where a student takes an individual module on a standalone basis outwith an award; or
- In the case of research or independent study modules which contribute to an award; or
- Where a non-modular non-semesterised programme has a duration in excess of one year.

For part-time programmes leading to an award of Master of Research, Master's degree, Postgraduate Diploma, or Postgraduate Certificate, compensation shall be applied as follows:

- Where a student achieves a mark of 40–49% in a module worth no more than 20 credits, they shall be provided with a choice of accepting the mark as a compensated pass or elect to resit the failed assessment or assessments at the next reassessment opportunity.
- Where a student has a mark of 40–49% in more than one module for which the collective credit totals no more than 20 credits (e.g. two modules worth 10 credits each), they may elect to accept all the marks as compensated passes, or to resit all the failed assessments, or they may elect which marks they wish to accept as a compensated pass, and which assessments they wish to resit at the next reassessment opportunity.
- Where a student elects to resit a failed module worth no more than 20 credits which they pass on the resit attempt, if they later achieve a mark of 40–49% in another module they will receive a further opportunity to either accept a compensated pass, or to resit the failed assessment as set out in 5.4(i) and (ii) above.
- Where a student elects to accept a mark of 40–49% in a module worth less than 20 credits and they later achieve a mark in the compensation range in another module, they can elect to accept the mark as a compensated pass, or choose to resit the failed assessment at the next reassessment opportunity, provided the total credit of module marks accepted as compensated passes does not exceed 20 credits.

Two examples are given below:

e.g. (1) – if a student accepts a compensated pass in a module worth 15 credits and then later achieves a mark of 40–49% in a module worth 10 credits, compensation cannot be applied, the total amount of credit is 25 credits and exceeds the upper limit of 20 credits;

e.g. (2) – if a student accepts a compensated pass in a module worth 10 credits and then later achieves a mark of 40–49% in a module that is also worth 10 credits, they will have the choice of accepting the mark in the second module as a compensated pass, or to resit the failed assessment at the next reassessment opportunity:

- If a student achieves a mark in the compensation range of 40–49% in the reassessment of a failed assessment component, the mark will automatically be deemed a compensated pass, provided this will not exceed the maximum of 20 credits that may be compensated. This applies irrespective of whether the student failed the original assessment with a mark of 39% or less (i.e. non-compensatable) or failed the original assessment with a mark in the compensation range of 40–49% and elected to resit the assessment.
- Once the total amount of credit that a student has accepted or been awarded as a compensated pass or passes has reached 20 credits, any mark of 49% or under that is achieved by the student thereafter will be a fail mark.

Merit or distinction grades

Master of Research. To be awarded a Merit grade, candidates must achieve an overall average mark of at least 60% in research modules and an overall average mark of at least 60%. To be awarded a Distinction grade, candidates must achieve an overall average mark of at least 70% in research modules and an overall average mark of at least 70%.

Other 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, 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%.

To be awarded a Distinction grade, candidates must achieve an overall average mark of at least 70% across the research or independent study modules, 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 60%. 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 60% in modules accounting for at least half of the credit of the overall award and an overall average mark of at least 60%. 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 Awards. To be awarded a Merit grade, candidates must achieve an overall average mark of at least 60%. To be awarded a Distinction grade, candidates must achieve an overall average mark of at least 70%.

For the purposes of calculating the overall average mark and determining classification, marks for modules passed by re-assessment will be capped at 50%. Marks for modules passed by virtue of the compensation rule will be recorded as a pass mark of 50%.

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. For the purposes of calculating the overall average mark for an exit award, the mark profile of any student who has successfully completed more than the required credits for the award (but fewer than the requirement for the higher award) should be considered to the highest marks that account for the required credits. For the purposes of identifying modules accounting for at least half of the credit of the overall award for a Postgraduate Diploma or Postgraduate Certificate, modules accounting for half of the credit for the specific award should be considered, rather than half of the credit of all modules passed.



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

- 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
- Accumulate sufficient credit for an unnamed 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.

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 tutors if 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 eg by emailing your tutors directly.

There may be instances where you are asked to submit both an electronic and a hard copy of your work, but this should only occur where graphic or mathematical formatting of text could be affected by online submission. In the case of dissertations and research projects, submission of a hard copy in addition to an electronic submission may be requested by the Department or School/Institute but the cost of the additional hard copy must be met by the Department or School/Institute concerned and not by the student. In these situations, the module coordinator/leader must ensure that instructions to students are clearly stated in module handbooks. In the case of such multiple submissions the time of submission shall be deemed to be that of the later of the online and hard copy submissions.

The full policy on coursework submission forms Appendix Q to the Code of Practice on Assessment which can be accessed at liverpool.ac.uk/aqsd/academic-codes-of-practice/code-of-practice-on-assessment/

Submission of assessed project work for research and independent study modules

For the awards of Master of Research and other Master's degrees, the deadlines set for submission of assessed project work for research and independent study modules will be notified to you but should be:

- Full-time students – 12 months from the formal start date of the programme, or where a full-time programme of study has been designed to be studied over a longer period, at the end of the specified normal period of study
- Part-time students – the end of the specified normal period of study, eg for a programme of study designed to be studied over a two-year period, the deadline should be set at the end of two years from the formal start date of the programme.

Where a student is required to be reassessed in failed 'taught' modules, the Board of Examiners shall grant an automatic extension for the submission of assessed work for research or independent study modules if the extenuating circumstances have been accepted in relation to the failed 'taught' module(s) or if 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 study module(s) includes a requirement for the conduct of an oral examination, the deadline for submission of assessed work will take account of this such that the examination can be conducted within the normal specified period of study.

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 re-assessment opportunity and within 12 months of the failed assessment.

Re-assessment in research and independent study modules normally takes place within 12 months of the publication of results, subject to this being within the maximum period of registration allowed for the award.

Whenever an examination/assessment is reassessed, the mark achieved in the re-assessment always supersedes any earlier mark, even when the earlier mark is higher. Unless there are approved 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 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:

- As re-taking the module with attendance with full supervision. You would be given clear guidance on whether or not the re-take should be on a new topic; or
- 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 or no registration on an online module 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
- 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 or no registration on an online module 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.



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

- Present themselves for re-assessment in the failed assessment component(s) at the next re-assessment opportunity. Students may be re-assessed in any failed assessment components and normally will not be limited as to the number of opportunities for re-assessment while the module continues to be delivered by the University. However, only credit from failed modules that are passed at the first re-assessment attempt may be counted towards an award. Unless there are approved 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
- 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, unless there are approved extenuating circumstances; or
- 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 not normally be permitted a re-assessment opportunity to improve the mark for any module they have already passed.

*Please see Chapter Eight and also refer to the Policy on Extenuating Circumstances in Relation to Performance in Assessments and Examinations, Appendix M to the Code of Practice on Assessment for further information about extenuating circumstances liverpool.ac.uk/media/livacuk/tqsd/code-of-practice-on-assessment/appendix_M_cop_assess.pdf and liverpool.ac.uk/media/livacuk/tqsd/code-of-practice-on-assessment/appendix_M_Annex1_cop_assess.pdf

Marking and moderation

For every assessment task which contributes to an award of the University or to determining whether a student may proceed to a subsequent stage of study, there must be one or more internal examiner appointed from those approved by (or on behalf of) the relevant Faculty Management Team, one of whom is designated as the internal examiner responsible for the assessment as a whole. The internal examiner(s) is responsible for marking the assessment in relation to the stated criteria for the assessment, any agreed marking scheme, and the qualitative marking descriptors and marks scale.

Moderation is the examination of a selection of pieces of work from an assessment task by an individual to verify – or otherwise – the level and consistency of the marks allocated by the marker(s), particularly at the borderlines.

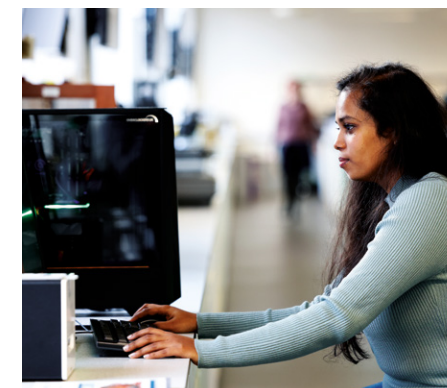
Moderation of the marking of the internal examiner(s) must be undertaken in particular circumstances and according to certain rules. These are stipulated in section 4 of the University's Code of Practice on Assessment (liverpool.ac.uk/aqsd/academic-codes-of-practice/code-of-practice-on-assessment/).

External examiners

External examiners are appointed for all programmes of study offered by the University. These examiners, usually senior academics or persons with professional expertise, are independent of the University. They help the University to ensure that the standards of its awards are comparable with similar subjects and awards in other UK universities. They also ensure that the assessment processes in Departments and Schools/Institutes are appropriate, rigorous, fair and fairly operated, and are in line with institutional regulations and guidelines. Where relevant, they ensure that accreditation requirements of any professional, statutory or regulatory body 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. The reports from the external examiners for your programme will be available for you to see.

On no account should you attempt to make contact directly with the external examiners. If you have any queries about their involvement in your degree programme or assessment you should seek advice from your Department or School/Institute.



Examination rules and behaviour

You must read the Regulations for the Conduct of Examinations and the Notes of Guidance for Examination Candidates before you undertake any summative examination at the University. The Regulations for the Conduct of Examinations form Appendix D of the University's Code of Practice on Assessment (liverpool.ac.uk/aqsd/academic-codes-of-practice/code-of-practice-on-assessment/).

The Notes of Guidance for Examination Candidates summarise the Regulations and provide other useful information about examinations, including formal class tests. Both the Regulations and the Notes for Guidance are available from liverpool.ac.uk/aqsd/academic-codes-of-practice/code-of-practice-on-assessment/

The following is a summary of the key points:

- You MUST attend all exams unless prevented by illness or other extenuating circumstances
- You CANNOT enter an exam room more than 30 minutes after the start of an exam
- You CANNOT leave an exam less than 30 minutes before the end
- You MUST enter an exam room in silence and put any bags and coats in the designated Bag Zone
- You MUST arrive at the exam room at least 15 minutes before the exam is due to start in order to hear any announcements
- You MUST switch off any mobile phone, smart watch or similar electronic data storage or communication device and either leave it in the designated Bag Zone in the exam room or place it in a clear plastic bag under your seat before the start of the exam

- You MUST NOT have any unauthorised material with you at your exam desk or on your person whilst under exam conditions, including books, papers, manuscripts, calculator cases or a mobile phone or any other electronic storage device
- You MUST NOT take into an exam room any blank paper; all rough work MUST be done in the exam booklets which are provided
- 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 or other photo identification on your exam desk
- You MUST NOT use scrap paper and MUST do all rough work in your answer book You MUST NOT leave the exam room until your exam answer book has been collected and you MUST NOT take out of the exam room any other item provided unless you are allowed to do so
- If you arrive late, you will not be allowed extra time. If you believe that there is good reason why you could not arrive on time, you should submit a claim for extenuating circumstances
- You SHOULD write legibly

- If you consider that your performance or attendance at an exam was affected by circumstances outside your control, you should submit an Extenuating Circumstances claim
- If you are taken ill during an exam or consider that something during the exam has affected your performance, you MUST inform an invigilator during the exam
- If you have a disability and need adjustments made to your exam arrangements, you SHOULD seek advice as early as possible before the exams from the Disability Support Team
- Any calculator used MUST comply with the requirements set out in Appendix D of the University's Code of Practice on Assessment
- You MAY take into an exam room a clear plastic bottle of water.
- 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 should be aware that the University treats the upholding of its examination standards very seriously indeed. In particular, the University considers the introduction of unauthorised material (books, notes, manuscripts, mobile phone or other electronic data storage device) into an exam room and its 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 Academic Misconduct Policy and 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 should be awarded a mark of zero for the examination in question and suspended the student from studies for up to twelve months.

In the most serious cases, and for repeat offenders, the Board of Discipline has terminated students' studies.

For assessment undertaken online, a separate Annex to Appendix D of the Code of Practice on Assessment (Regulations for online assessments) can also be found here liverpool.ac.uk/aqsd/academic-codes-of-practice/code-of-practice-on-assessment/

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, and you will be required to provide the make and model of the calculator on your examination script.

Disability and alternative examination arrangements

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

It is extremely important that you consult with Disability Advice and Guidance as far as possible in advance of starting work on assessments in order to allow time for the arrangements to be put in place. Disability Advice and Guidance can be contacted by email at **E: disteam@liverpool.ac.uk** or via regular drop-sessions during term time.

Further information, including available drop-in sessions can be found at **liverpool.ac.uk/student-support/disability/**

Timing of assessments and disclosure of results

The assessment of a module must be completed by the end of the semester in which the teaching of it is completed. Marks for coursework are disclosed to students as soon as practicable and the marks achieved in first semester examinations are disclosed as soon as they are available following the first semester examinations.

However, the disclosure of such marks is made on the understanding that they:

- Will remain provisional until a final determination is made at the main meeting of the final Board of Examiners held in the summer
- Are released at that stage for general guidance only
- May be subject to further amendment at the meeting of the final Board of Examiners

Research ethics

Research projects involving human participants, their tissues or their data must be carried out safely, with informed and voluntary consent and with due respect to confidentiality and privacy.

The University requires that all research projects which involve human participants, human tissues or personal data (eg interviews, questionnaires, observations etc) should receive formal ethical approval before they commence. Studies requiring ethical review must not commence without ethical approval from the University Committee on Research Ethics. Applications for research ethics approval can be made through the University's online system for ethics applications.

Further information about the research ethics process can be found on the University's research ethics webpages **liverpool.ac.uk/research-integrity/research-ethics/**

Research integrity

All research projects undertaken under the auspices of the University should observe a commitment to good research conduct.

Information on research integrity can also be found on the University's research integrity webpages **liverpool.ac.uk/research-integrity/**



Chapter Eight

Additional Support and Guidance

Freedom of Speech

Freedom of speech applies to all elements of university life. The University is committed to ensuring freedom of speech within the law and academic freedom. We encourage students and staff, including honorary staff, to think critically and to disagree well, including about contentious topics. We recognise that members of our community may express views which other members of our community find offensive. We aim to facilitate effective discussion and debate in such circumstances and to provide support for those impacted by the discussions. The University's **Code of Practice Regarding Freedom of Speech** sets out the University's commitments and values in this area. In line with **guidance from the Office for Students**, cases relating to free speech matters (whether they involve staff or students) will be subject to a preliminary assessment by an appropriate senior officer(s) to assess whether further investigation is warranted.

Attendance

Students who attend regularly are generally more successful in their studies. The monitoring of student attendance is a supportive, not a punitive measure. 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 assessments and the proper completion of any other work given to you.

The University has a legal duty for the majority of its students to monitor attendance at teaching activities and to act on non-attendance. The University is required to report attendance to the UK student loan agencies and to UK and overseas based external sponsors.

International students who require a student visa to study in the UK, should be aware that the University is obliged to monitor and report to the UK Home Office any international student who fails to attend regularly and within normal expected attendance levels within the University.

Where a visa-holding student's studies are terminated by the Progress Panel the student's change of circumstances will be reported to UKVI and the University will withdraw its sponsorship of the student. The student will then be required to leave the UK. Your attendance will be monitored and reviewed in line with the Student Attendance policy for academic year 2025/26. If you fail to maintain satisfactory levels of attendance in line with this policy, you will receive notifications to 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 liverpool.ac.uk/media/livacuk/tqsd/code-of-practice-on-assessment/appendix_E_cop_assess.pdf

The Student Attendance policy for academic year 2025/26 also includes what to do to report any absences.

Students should be aware that, in all cases, fee liability continues to accrue, even where 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.

Personal Exceptional Circumstances (Additional Considerations Policy)

Students sometimes perform more poorly in assessments (whether examinations or other types of assessments) 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 Personal Exceptional Circumstances (PECs) if they are accepted for additional consideration. When a Board of Examiners accepts that there have been PECs, 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 PECs are accepted in mitigation of poorer than expected performance students may be allowed (where practicable) to re-take the assessment as if it were a first attempt (unless the examination missed was not a 'first attempt' examination).

Personal Exceptional Circumstances may, for example, include:

- Illness and/or injury affecting the student:
- Bereavement
- Serious illness affecting a close family member
- Unforeseeable or unpreventable events.

PEC requests must normally be supported by evidence to be considered by the University. This generally requires independent third-party evidence that verifies the circumstances and explains the impact. For details on acceptable evidence, students should refer to the University's guidelines on Personal Exceptional Circumstances as part of the **Additional Considerations Policy**.

It is your responsibility to report all circumstances which you wish to be taken into consideration. Students should submit a PEC request for additional consideration via the **PEC portal**. Online students should email the Student Support Team. Students should submit their PEC request wherever possible, before the examination or assessment takes place, and normally within 14 calendar days after the original exam or assessment deadline.

Provided that acceptable evidence of 'good cause' for such absence (e.g. a medical note) is presented for consideration in accordance with the procedures set out in the Additional Considerations Policy, you would be granted a right to re-sit as a first attempt (unless the examination missed was not a 'first attempt' examination).

Exceptionally, students may submit a PEC after the relevant Board of Examiners if they can demonstrate valid reasons why they were unable to submit the PEC before the Board of Examiners met. Claims relating to a previous year of study shall not normally be considered in subsequent years.

Where, prior to a resit period, students consider that their first (or second) attempt at an assessment was affected by PECs and that there were valid reasons why they could not have submitted a PEC claim before the Board of Examiners met, they may submit a retrospective claim.

Students are encouraged to speak to their Academic Adviser or other support services, such as Wellbeing Advice and Guidance, Disability Advice and Guidance, or a Student Support Team, to discuss their circumstances and obtain advice before submitting a claim. All students who wish to submit a claim must do so via the PEC portal; online students should email the Student Support Team.

Further information regarding Personal Exceptional Circumstances (PECs), including links to student guidance, the full Additional Considerations Policy, and the official application portal, can be found on the University's website [here](#).

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 you will not cheat in assessments or deliberately try to mislead examiners and assessors, it is just as important to emphasise the positive role that academic integrity plays in your intellectual and professional development and in your 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, the ability to critically evaluate other writers' theories and concepts, and presentation skills, will help you 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 academic practice.

The following definitions of academic misconduct are contained within 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.

Poor academic practice

Poor academic practice occurs where there has been a failure, due to lack of academic ability or understanding, to observe the expected standards associated with academic integrity when undertaking academic work. Examples of poor academic practice include but are not limited to; poor paraphrasing or inadequate referencing (including the inadequate referencing of content generated by Artificial Intelligence software when use is permitted).

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

Collusion

Collusion occurs when, unless with official approval (e.g. in the case of group projects), two or more students consciously collaborate in the preparation and production of work that is ultimately submitted by each student in an identical or substantially similar form and/or is represented by each to be the product of their individual efforts.

Copying

Copying occurs when a student consciously presents as their own work material copied directly from a fellow student or other person. It includes the passing-off of another's intellectual property or ideas 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 Assessment Tasks

Submission of commissioned or procured coursework is a dishonest practice which occurs when a student submits, as their own work, assessment tasks (or parts thereof) that have been intentionally procured from third parties. 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.

The definition also includes proofreading activities whereby a third party or software application exceeds the acceptable practice of identifying errors or inconsistencies in a course assignment by adding to or rewriting the student's existing content.

Acceptable proof-reading practice would include the identification of typographical, grammatical or spelling errors, formatting or citation errors or inconsistencies, repetition or duplication of text, ambiguous wording, and mislabelling of graphs, diagrams etc. Unacceptable proof-reading practice would include adding to content, rewriting any content, checking or correcting facts, data, equations, etc. Further to this, the assignment brief should be clear on whether, or the extent to which, translation software or equivalent tools may be used.

Submission of Assessment Tasks Generated by Artificial Intelligence

Submission of Assessment Tasks Generated by Artificial Intelligence occurs when a student presents, assessment tasks (or parts thereof) that have been generated or completed by Generative Artificial Intelligence (GAI) software contrary to the guidance on acceptable and unacceptable use of GAI

GAI software, for the purposes of this policy, is defined as software applications that create content in any form (including but not limited to text, graphs, data, code, images, audio and video) automatically based on the prompt of the user.

Dishonest Use of Data

Dishonest use of data is used to cover one or more of the following:

Embellishment or Falsification of Data – occurs when a proportion of the total data is altered, enhanced or exaggerated in order to emphasise data which has been obtained by legitimate means.

Fabrication of Data – occurs when a student creates and presents an extensive amount or significant piece of data in order to conceal a lack of legitimate data, or wholly fabricates a set of data in the absence of legitimate data.

In this context 'data' includes literature and sources.

Plagiarism

Plagiarism occurs when a student misrepresents the work or ideas of any other person (including another student) or of any institution, as their own work. 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, altering the order of presentation, or using software applications to paraphrase another's work without appropriate and correctly presented acknowledgement and citation of the original source(s);
- the manual or machine translation of the work of any other person (including another student), or of any institution originally developed in a language other than English, without appropriate and correctly presented acknowledgement and citation of the original source. Where GAI has been used to translate work, citation for both the original work and the GAI application used should be provided;
- 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.

Self-Plagiarism / Re-use of work

Self-plagiarism is considered a breach of academic integrity and includes the reuse of material that the student has previously submitted for assessment, without appropriate acknowledgement or permission. Students must not present work they have previously submitted for credit as if it is new, unless they have **explicit permission** and **appropriately reference** the prior work. This includes work submitted to the current course or for another qualification at this, or any other, university. This excludes resit tasks on the same assessment task, unless the resit assessment brief explicitly requires new materials. This rule also applies to those resitting a year of study

There are four academic integrity categories. Category 1 is distinct from Categories 2–4. Category 1 is determined by the academic judgement of the marker/assessor and covers practice where there has been failure, due to lack of academic ability or understanding, to observe the expected standards associated with academic integrity when undertaking academic work. Category 2 captures first offences in which dishonesty can be established or inferred. Category 3 covers offences where dishonesty can be established. Category 4 covers inherently dishonest acts where a student intends to gain an advantage over other students by wilfully seeking to deceive assessors and/or examiners. Such acts are often but not always premeditated and would include offences subsequent to a prior written warning of academic malpractice.

The University's Policy on Academic Integrity, and the Guidelines for Students and Staff, forms **Appendix L to the University's Code of Practice on Assessment** which can be found at liverpool.ac.uk/aqsd/academic-codes-of-practice/code-of-practice-on-assessment/

Non-payment of programme fees

Students self-funding all or part of their programme fee must familiarise themselves with the available payment plans before the start of each academic session. Payment of tuition fees can either be made in full or in instalment plans, dependent upon level of study and fee status classification. Instalment payments must be received by the advised instalment due date.

This information can be viewed at www.liverpool.ac.uk/feespayment

Please note that these payments must be made manually by either of our payment portals– online with a debit/credit card or via CIBC International Student Pay portal, which facilitates bank wires.

Home UG students can make an application for a tuition fee loan via the Student Loans Company– if approved, the tuition fee will be paid to the University at different points throughout the year.

Home PGT and PGR students can make an application for a student loan– Postgraduate or Doctoral loan– if approved, the loan will be paid to the student directly, who then must make arrangements to pay the University.

Students who are sponsored must provide their funding letter/financial guarantee to the Fees office at **E: feesenq@liverpool.ac.uk** Students are ultimately responsible for ensuring that their tuition fees are paid.

Where by 2 February 2026 (or by 2 June 2026 for those whose programmes start in January 2026) a student fails to make the necessary programme fee payment(s) in accordance with their relevant published payment plan, the University will seek to restrict their access to a range of services.

This will include access to Library services and the removal of their MWS account (and hence access to all University IT facilities including Outlook). This will also prevent students from submitting assessed coursework through the CANVAS E-Learning environment.

Access will also be restricted to the Graduate Document Portal, and to the facility to request secure, verified and digitally signed documents such as transcripts and official student status confirmations.

After 2 February 2026 (or after 2 June 2026 for those whose programmes start in January 2025), where a student fails to make the necessary programme fee payment(s) in accordance with the remainder of their relevant published payment plan, the University will notify the student in writing and give them 5 working days' notice to settle the outstanding account balance. Where the student fails to make good their outstanding balance within 5 working days, the University will seek to apply sanctions as prescribed.

Under normal circumstances, students in debt to the University for programme fees at the end of a given academic year will be prevented from registering for a new academic year until such time that all outstanding debts have been paid.

Students in debt to the University for programme fees one calendar month before the date of the award of a degree, diploma or certificate will be deemed ineligible to be presented for such an award. Further details, including the Payment Policy 2025/26: Student Programme Fees, Accommodation Fees, Fines and Charges, can be found at liverpool.ac.uk/feespayment/policies/

The University is keen to support students who are finding it difficult to pay their outstanding fees, and alternative arrangements can sometimes be made under certain circumstances. To discuss your case with a member of the team, you should contact us by phone on **T: +44(0)151 794 6777** or by email at **E: feesenq@liverpool.ac.uk**

Home students experiencing financial hardship should contact the Money Advice and Guidance Team by phone on **T: +44(0)151 795 1000** or by email at **E: money@liverpool.ac.uk**

International students experiencing difficulties should contact the International Advice and Guidance Team at **E: iagteam@liverpool.ac.uk**

Changes to your registration

Interruption to your Studies and withdrawal

Circumstances, often relating to ill-health, but also relating to other personal reasons, occasionally lead a student to consider withdrawing from their studies or interrupting 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. Interrupting studies on the grounds of ill-health, financial difficulties or other personal reasons suspend 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 restart your studies.

In the first instance you should discuss your circumstances with your Academic Adviser or seek advice from your School Student Support Office. Where students do interrupt their studies, this is frequently with a view to returning in the next academic session. In all cases of withdrawal or interruption 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. Schools have appropriate forms which you must complete. These are also available online at **liverpool.ac.uk/student-administration/managing-my-studies/**

Failure to inform the University of your withdrawal or interruption of studies by completing the correct form will mean that your registration remains active and your programme 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 an interruption of studies must be approved by your School/Department and will not normally be granted retrospectively.

If you do interrupt your studies, it is important that you contact your School/Department one month prior to your expected return date to confirm that you will be returning to study. This will enable your School/Department to ensure that your record is prepared and ready for you to register. You will be reminded to do this by letter.

Students on clinical programmes should refer to their Programme Handbook for information regarding any additional requirements that need to be met before returning to study.

All students should familiarise themselves with the Programme Fees Refund Policy which describes how the University will recalculate your programme fee liability in the event of you withdrawing from or suspending your studies.

This can be found in the Payment Policy 2025/26: Student Programme Fees, Accommodation Fees, Fines and Charges available at **liverpool.ac.uk/feespayment/policies**. Those in receipt of bursaries and/or scholarships should also consult the Scholarship and Bursary Regulations 2025/26 (**liverpool.ac.uk/student-administration/fees-and-finance/scholarship-bursary-regulations**) for details on how your funding will be affected by your withdrawal/suspension

As well as completing the official withdrawal or suspension form, you will also need to take care of the arrangements to leave your accommodation. If you are in a University Hall of Residence, your contract is for a specified number of weeks. Similarly, if you are in the private sector, you will have probably signed a contract to remain for a certain length of time. There is no automatic right to be released from a residence contract.

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 School Student Support Office).

If your transfer is acceptable to the Admissions Tutor, you should obtain a transfer form, either from your School or online (**liverpool.ac.uk/student-administration/managing-my-studies/**), and complete this. The form must be signed as approved by the School that you wish to transfer to before you return it to your current School.

Implications of registration changes

If you are a home student sponsored by the Student Loans Company (SLC), you should be aware that the University is required to inform the SLC of any changes to your registration, which might affect your entitlement to loans and grants. So, if you interrupt your studies, transfer to another programme, or you withdraw from your programme, the University will inform the SLC of these changes

Further advice on the financial implications of withdrawing from or interrupting study can be sought from the Money Advice and Guidance, based in the Student Services Centre. The team can be contacted on **T: +44 (0)151 795 1000**, or by email at **E: money@liverpool.ac.uk**

International students (studying on a Student Route visa) should be aware 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 interrupting, your current visa will be curtailed (cancelled) and you will need to leave the UK immediately.

If you are interrupting your studies, you will need to leave the UK for the entire period of your interruption. You will also need to request a new Confirmation of Acceptance for Studies (CAS) from the University three months before you wish to return to your studies to apply for and be issued with a new Student Route visa.

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 liverpool.ac.uk/studentsupport/international/. In the case of transferring to another programme within the University, you may need to apply for a new Tier 4 visa before you are allowed to transfer. Your visa application may need to be made from outside of the UK.

Students considering transferring, withdrawing or interrupting must seek advice from the International Advice and Guidance first.

Advice regarding all visa issues can be sought from International Advice and Guidance, based in the Student Services Centre. Instructions about making an appointment with the team and contact details are available at liverpool.ac.uk/studentsupport/international/

Jury service

From time to time students are called for jury service. Jurors are selected at random by Her Majesty's Courts Service from the electoral register and everyone on the electoral register between the ages of 18 to 70 may be selected.

Where jury service is likely to interfere with your study or assessment, you may seek deferral of the service. The Jury Central Summoning Bureau evaluates any requests for deferral, which is usually for no more than 12 months.

A letter can be obtained from the Director of Life to assist you in any request for a deferral. To do this you should complete the jury summons, including section 3, and email the completed form to Student Life. Contact details can be found at liverpool.ac.uk/student-administration/

When a jury summons is received by Student Life the Director of Student Life will write on your behalf to Her Majesty's Courts Service enclosing the summons and explaining that it would be detrimental to your studies to experience disruption due to undertaking jury service.

It should be noted that the University can only make a request for deferral; the decision to allow a deferral rests with Her Majesty's Courts Service.

Her Majesty's Courts Service will reply directly to you. Where no reply is received in a reasonable time, you should contact Her Majesty's Courts Service to enquire about the progress of your application for deferral.

The University cannot request an excusal on behalf of a student. Excusal requests should be sent directly by a student to the Summoning Bureau.

Academic Misconduct

The University takes academic misconduct very seriously and expects all students to conduct themselves in accordance with the ethical values of an academic community.

The University seeks to ensure that the arrangements for managing academic misconduct are appropriate to the high academic standard of its teaching, that the exam experience for all students is fair and consistent, and that opportunities for cheating or other academic misconduct are minimised.

Examination offences that if proven would be a breach of these procedures that are technical/could not result in unfair advantage (at first offence) are:

- Mobile phone still being on but not on the student's person;
- Mobile phone off but on the student's person/not stored correctly but the student realises and hands it in;
- Unauthorised material in the exam room unrelated to the exam in question; not academic in nature
- Removal of any examination script, any part of an examination script, blank examination; stationery or rough notes or work from the examination room except by a person with designated authority to do so;
- Other offences similar to the above.

Examination offences that if proven would be a breach of these procedures that could result in an unfair advantage are:

- Unauthorised material in the examination room related to the exam in question
- Making use of unauthorised material in the examination room;
- Possession in the examination room of any device, such as a mobile phone, smart watch, or other method of communication or information storage that is not completely switched off and is on the student's person;
- Failure to comply with an invigilator's instructions;
- Communicating, or attempting to communicate, in any way with anyone other than the invigilators during the examination;
- Any other conduct which is likely to give the student an unfair advantage;
- Causing any disruption which might impact other students in the examination
- Other offences similar to the above.

The offences listed above can be typically dealt with via Chairs Action without the need for a full hearing. This will be discussed with the student at the time of the offence to agree the most appropriate course of action. The Authority under Chairs Action enables them to issue a reminder of the regulations; a verbal reprimand or written guidance which will act as a warning not to repeat the offence or for more serious offences, a reduction in the mark for the assessment, mark of zero for the exam in which the misconduct occurred with a right to resit with a capped mark or no right to resit.

A full hearing will be required for more severe cases of academic misconduct or if a student denies the allegation.

Full Board of Discipline hearings will typically be used for examination offences that if proven would be a breach of these procedures that could result in an unfair advantage and/or are a repeated offence that has already been dealt with at the previous level, for example:

- Allegations that have been denied by the student
- A repeat offence of something that has previously been dealt with by Board of Discipline – Chair's Action;
- Being party to any arrangement whereby a person other than the student fraudulently represents or intends to represent, the student at an examination
- Any other conduct which is likely to give the student an unfair advantage.

The authority of the Board of Discipline Panel allows them to issue any of the above sanctions that are contained within Chairs Action in addition to; a mark of zero for the module in which the misconduct occurred with a right to resit with a capped mark (if permitted to do so by their academic

profile), a mark of zero for the module in which the misconduct occurred with no right of resit, a delay to graduation, suspension of studies, a delay to the conferment of award, termination of studies.

The full Academic Misconduct Policy can be found at in the Code of Practice on Assessment Appendix D Annex 4 at **Code of Practice on Assessment Appendix D Annex 4 at Code of Practice on Assessment – Academic Quality and Standards Division – University of Liverpool**.

Non-Academic Misconduct

As a student you are required at all times (including during non-term time) to behave as responsible members of the University community, and to represent and uphold the good name of the University allowing all students and staff to study and work in a safe environment. This also applies, for example, to students whilst on University activities such as placements and field trips, when representing the University at events and both while on and off University premises, including behaviour taking place within University-managed and private accommodation. The University places great emphasis on the good behaviour of its students and has a Student Conduct Policy.

For this purpose, the University has developed some rules regulating the conduct of students and the following provides a substantive but not exhaustive list of activities which the University regards as misconduct.

More precise definitions and indicative sanctions for misconduct breaches are detailed in Appendix B – Student Conduct Breaches and Indicative Sanctions:

- Any breach of University Ordinances, Regulations, Codes of Practice or Policies.
- Obstruction or interference with the functions, duties or legitimate activities of any student or members of staff of the University, or any visitor to the University. Violent, indecent, disorderly, threatening, intimidating or offensive behaviour or language (whether expressed orally, in writing or electronically including blogs, social networking websites and other electronic means).
- Actions or behaviours that the University defines as sexual misconduct under Appendix B to this Policy.
- Conduct which damages, or has the potential to damage, the University's relationship or reputation with its local communities or other bodies or organisations.
- Distribution or publication of a poster, notice, sign, or any electronic publication including audio-visual material, social media post, blog, or webpage, which is offensive, intimidating, threatening, indecent or illegal.
- Disclosure of another person's legitimate speech or activity that would place any person at risk of harm.
- Any behaviour which could constitute discrimination or harassment on the grounds of sex, sexual orientation, gender, gender re-assignment, race, religion (including antisemitism), disability or age of any student or member of staff of the University, honorary staff, recognised teacher, or any visitor to the University.
- Fraud, deceit, deception, or dishonesty in relation to the University, its staff, students, or visitors.

- Bribery or attempted bribery including but not limited to offering or giving money, gifts or any other advantage to any student or employee of the University, honorary staff, recognised teacher, or any visitor to the University with the intention of inducing that person to perform their role improperly or of rewarding that person for performing their role improperly.
- Misrepresentation or falsification of pre-entry qualifications, previous study, work experience, or personal statement which emerges post-admission to a programme of study
- Failure to declare a relevant, unspent criminal conviction during the admissions process.
- Failure to inform the University, whilst registered on a programme of study, of a police investigation, an arrest, conviction, caution or reprimand or charged with any criminal offences including local resolution dealt with by the Police. This includes motoring offences (you do not need to declare parking or speeding offences which were subject to fixed penalties). Conviction includes being put on probation or being given an absolute or conditional discharge or being bound over or being given a formal caution.
- Theft, misappropriation, unauthorised use or misuse of University property, or the property of its students, staff or visitors whilst on University premises or engaged in University business.
- Falsification of student attendance records, using either manual or electronic systems.
- Misuse of computers or the communications network, including the unauthorised use of the University logo or name, or any breach of the University's policies on the use of its information systems, including social media.
- Intentional or reckless damage or defacement to University property or the property of students, staff or visitors whilst on University premises or engaged in University business.
- Any anti-social behaviour including noise nuisance and behaviour that is likely to cause nuisance and annoyance to students, staff, contractors and visitors.
- Action which may cause injury or jeopardise the safety of others whilst on University premises or engaged in University business.
- Unauthorised possession or use on University premises or whilst engaged in University business of any firearm or dangerous weapon.
- Unauthorised or inappropriate use, whilst on University premises or whilst engaged in University business, of sporting equipment, or similar.
- Unauthorised entry into another student's room within their accommodation.
- Unauthorised use or occupation of University premises.
- Any breach of a University Tenancy Agreement or Student Licence.
- The possession, sale, supply or the misuse of any controlled drug on University premises including University Accommodation.
- Failure to comply with any penalties or sanctions imposed because of the University's Disciplinary or risk assessment procedures or contempt of those procedures.
- Any conduct which may be discreditable to the University or may bring the University into disrepute
- Failure to comply with the Freedom of Speech Policy and Procedure.
- Failure to keep any personal property that may cause harm to others secure. Examples include sporting equipment or prescription medication.

The University has three stages for managing alleged student misconduct:

1. Informal Resolution
2. Local Disciplinary Action
3. University Disciplinary Action – Full Hearing
- 3a. University Disciplinary Action – Chair's Action.

Informal resolution

Informal Resolution is for very minor incidents, such as poor levels of housekeeping, low-level anti-social behaviour, excessive noise levels, smoking in unauthorised areas and very minor damage to property in University residences and discourteous behaviour in study environments. Those with authority to act under Informal Resolution action, such as within Halls of Residence the Hall Wardens/Managers and within Schools the Dean and Head of Operations, can issue a written warning and guidance.

There is no right of appeal against sanctions given within informal resolution, although a student could, if they wished the matter to be considered further, request that the matter is reviewed using the Procedures for Local Disciplinary Action.

Local Disciplinary Action

Local Disciplinary Action is generally used for misconduct breaches that are generally contained incidents and/or persistent minor incidents of misconduct.

Designated staff have the authority to act under the Student Conduct Policy in relation to Informal Resolution and Local Disciplinary Action. These are Heads of Department, Deans of Academic Schools and Institutes, Directors of Professional Services, Head of Accommodation, Hall Managers and Wardens, as well as organisations or individuals acting on behalf of the University for the purpose of student discipline under a specific institutional agreement.

Their authority under local disciplinary action enables them to issue sanctions which include a formal written warning or a final written warning for a repeated breach, a fine not exceeding £200, a requirement in the event of non-accidental or wilful damage to property, that the damage be made good up to a total value of £1500, withdrawal of access to specific University services or facilities for a period not exceeding one month, a requirement to undertake training and any other such sanction as may be deemed appropriate, provided the sanction is reasonable, proportionate and relevant to the breach.

The Student Conduct Policy sets out the right of appeal by students against decisions taken under Local Disciplinary Action.

University Disciplinary Procedures

Should the nature of the alleged misconduct be such that it is deemed too serious to be dealt with under Local Disciplinary Action (e.g. allegations of serious misconduct, or persistent incidents of misconduct that have originally been dealt with via Local Disciplinary Action), the case will be considered and investigated by the University and students will have the opportunity to contribute to the case and the collection of evidence by the University's Investigating Officer. The Investigating Officer will submit a report to the Student Conduct Manager (or nominee), and they will decide whether there is sufficient evidence to refer the matter to University Disciplinary Action (full hearing or Chair's Action) or to Local Disciplinary Action. In such cases responding students will be informed regarding the alleged breach of the Student Conduct Policy being made against them and the final decision with regard to how the case is to be dealt with.

In certain cases, the Student Conduct Manager (or nominee) may determine that the misconduct is suitable to be dealt with via Chair's Action. In cases where the student admits the misconduct and the facts of the matter are not disputed, the student may be given the option for the matter to be dealt with via Chair's Action. Students who do not admit an allegation or where the allegation is deemed more serious (for example numerous Category 2 or 3 breaches) they will be referred to a Full Hearing. Chair's Action allows the University to deal with allegations of misconduct in an efficient way, allowing all parties to reach a resolution in a timely manner without the need for the case to be heard at a Full Hearing. A referral to Chair's Action will only be made where it is in the best interests of the students to do so.

Possible sanctions that can be issued as a result of Chair's Action will be contained to those in section 1.4 (Category 1 sanctions) and section 1.6 (Category 2 sanctions) of Appendix B – Student Conduct Breaches and Indicative Sanctions.

You should be aware that the University Disciplinary Panel has very significant powers to deal with cases of misconduct. For example, if it is satisfied that a breach of the Student Conduct Policy has occurred, it may impose a fine or other appropriate sanction including requiring a student to attend a workshop or course, it may suspend a student from the University for a specified period, or it may expel a student from the University. In the event of loss or damage to property, the Panel may also require that such loss or damage be made good, either in whole or in part. Appendix B – Student Conduct Breaches and Indicative Sanctions provides further details regarding the sanctions that can be issued by a University Disciplinary Panel.

The Student Conduct Policy sets out the right of appeal by students against decisions taken under University Disciplinary Procedures.

The full Student Conduct Policy can be found at [Conduct and discipline – Student Administration – University of Liverpool](#).

Information on how to report concerns about another student's conduct can be found at [Conduct and discipline – Student Administration – University of Liverpool](#).

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.

Whilst a registered student at the University you are required to declare to the University if you are subject to a police investigation or if you are arrested, convicted, cautioned, reprimanded or charged with any criminal offences including local / community resolution dealt with by Police. This requirement applies to all students, including distance learners and to investigations, charges and convictions under any country's laws.

Further details regarding Police and criminal investigations can be found in section 13 of the [Section 13 of the Student Conduct Policy](#).

Students should declare any Police investigation, arrest or conviction as outlined above by completing a Criminal Offences Declaration Form and sending this to the Student Conduct Team via email ([E: studentconduct@liverpool.ac.uk](mailto:studentconduct@liverpool.ac.uk)). You are responsible for updating the Student Conduct Team via email of any changes in your circumstances or the circumstances of the case.

The Criminal Offences Declaration Form can be found on the Conduct and Discipline webpage on the University website. Students need not declare parking or speeding offences which are subject to fixed penalties.

Students on some professional programmes may also be required by their respective Schools to report annually on any current criminal records. This requirement is in addition to the University's requirement to report such matters to the Student Conduct Team.

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; or
- A requirement to register with an appropriate regulatory body if they wish to practise after graduation; or
- 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.

The Fitness to Practise Policy and Procedures apply to students on programmes in the Faculty of Health and Life Sciences with professional/statutory body regulation that necessitates Fitness to Practise processes or on a

Year 0 programme within the University with expectations of entry into a Year 1 programme governed by these processes.

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 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 to consider, whether there is a valid case to be investigated. If a valid case is considered to have been made, the Executive Pro-Vice-Chancellor shall appoint a senior member of academic or clinical staff as an Investigating Officer to conduct a formal investigation.

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

(i) That there is no case to be taken forward, in which case the student will be informed that no further action will be taken

(ii) 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

(iii) That there is a case for the matter to be referred for further consideration by a Fitness to Practise Panel.

Where 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; or
- That the student is not fit to practice either temporarily or permanently.

Students have a right of appeal to the Professional Appeals Board against the decision of a Fitness to Practise Panel. Further information, including the full Fitness to Practise Procedures, can be found at **Fitness to Practise Procedures – Student Administration – University of Liverpool**.

Assessment Appeals

The University has an Assessment Appeals Procedure which is applicable to all cohorts of students studying taught programmes (undergraduates and Postgraduate Taught students). The relevant procedures can be found under Appendix F of the Code of Practice on Assessment **Code of Practice on Assessment – Academic Quality and Standards Division – University of Liverpool**.

Further information including appeals forms can be found at: **Assessment appeals Assessment appeals- Student Administration – University of Liverpool**.

An assessment appeal is a challenge to, or a request for reconsideration (on specified grounds) of a decision made by the University on student assessments and awards.

This includes assessment marks, module marks, the non-award of a degree, diploma or certificate, the classification mark of the award, or the making of an alternative exit award.

Under this procedure students can appeal Provisional Semester One results and the formal decisions made by the Board of Examiners, Extenuating Circumstances Committees, Clinical Assessment Panels and Academic Integrity Committees.

Students can appeal Provisional Semester One results and the formal decisions made by the Board of Examiners, Clinical Assessment Panels, and decisions made in relation to Personal Extenuating Circumstances Claims (PEC) under the Additional Considerations Policy for Taught Students (Code of Practice on Assessment, Appendix M). Students can only appeal where there are clear grounds, as prescribed in the Assessment Appeals Procedure and must appeal within the specified deadlines.

Students cannot appeal on any grounds:

- That concerns a degree that has been conferred;
- That disputes the academic judgement of the Board of Examiners, including those which simply constitute an expression of dissatisfaction with the decision that has been taken;
- That have already been considered or re-considered by the Board of Examiners or via another policy or procedure (such as Additional Considerations Policy or Student Complaints Policy);
- That constitute a matter which could have been resolved under the Student Complaints Policy and Procedure at the appropriate time.

Where a student submits an appeal, they will not be permitted to attend graduation or graduate until either the appeal is concluded or withdrawn.

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 **Code of Practice on Assessment – Academic Quality and Standards Division – University of Liverpool**.

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, your School Support Office 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 Policy and 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.

The University recognises and is fully committed to meeting its responsibilities to secure and promote academic freedom and free speech, within the law. The University's Code of Practice Regarding Freedom of Speech sets out the University's commitments and values in this area. In line with guidance from the Office for Students, cases relating to free speech matters (whether they involve staff or students) will be subject to a preliminary assessment by an appropriate senior officer(s) to assess whether further investigation is warranted.

There are three stages contained within the Student Complaints Policy and Procedure (Early Resolution, Formal Complaint and Review) to allow escalation should a student consider that such an issue or concern has not or cannot be resolved informally.

Early Resolution

The majority of complaints can be resolved within the area in which a student has a concern at a very early stage. This could mean an on-the-spot apology and explanation if something has clearly gone wrong, or immediate action to resolve the problem.

If the issue relates to an individual, the student should, if possible, first raise their concern either verbally or in writing with that individual or their line manager, stating what their concern is and the remedy they are seeking.

If the issue relates to programmes, courses, facilities or services provided by the University, the student should raise the complaint with the person who has responsibility for the area concerned, again stating the remedy being sought. For postgraduate research students, issues relating to their supervision may be raised with their Departmental or School/Institute Director of Postgraduate Research if the issue cannot be raised with their supervisory team.

Formal Complaint

If a student is dissatisfied with the response they receive from Early Resolution, or if they feel unable to approach a person directly against whom they have a complaint, or they feel the complaint is serious enough to not be able to be resolved informally, they should submit a formal complaint (details of who the complaint should be directed to can be found in the Student Complaints Policy).

The Dean of the School/Institute or line manager for the service shall investigate the complaint or appoint a member of their staff to investigate the complaint on their behalf ('the investigator') and shall submit a written response to the student normally within 25 working days of the receipt of the complaint within the School/Institute/service. If it should prove impossible to respond fully within 25 working days, the student shall be informed in writing of the revised timescale. The investigator shall have no material interest in the complaint and shall have had no substantive involvement with any previous consideration of the complaint.

If the complaint is upheld, the reasons for this decision, any action taken or to be taken and any recommendations to be considered must be stated in writing to the student and to any person against whom a complaint has been made. If the complaint is not upheld, the reasons for this decision must be stated in writing to the student and to any person against whom a complaint has been made.

The University will consider that the student accepts the outcome of the formal complaint at the Formal Complaint stage unless the student escalates the complaint to the Review Stage of this Procedure within 10 working days of the date on which the written response is sent to the student.

Review

If a student is dissatisfied with the outcome of a Formal Complaint (including those students at partner institutions), they shall be entitled to request a Review of the outcome under the Review Stage of this Procedure, provided the request is made within 10 working days after the formal response has been received and they meet the criteria to request a Review. The Review will not normally consider additional issues or involve further investigation. For full details under which a review can be requested, please see **Student complaints – Student Administration – University of Liverpool**

The Student Complaints Policy and Procedure does not cover the following matters for which separate procedures exist:

- **Assessment appeals Assessment appeals – Student Administration – University of Liverpool and Progression Progression requirements and degree classification – Student Administration – University of Liverpool**
- Disciplinary issues see **Conduct and discipline – Student Administration – University of Liverpool**
- Complaints relating to the Guild of Students (visit the Guild reception for advice).

The Student Complaints Policy and Procedure can be found at **Student complaints – Student Administration – University of Liverpool**

Information in this
handbook can be made
available in alternative
formats on request.

Please contact
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