UNIVERSITY OF LIVERPOOL

Annual Annexe 2024-2025

The University of Liverpool Student Charter

Student Charter

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Introduction

The Student Charter of the University of Liverpool was first approved by the Council and the Senate and by the Guild Council at the end of the Summer Term 1995 to come into effect on 1 October 1995. It has since been revised and updated and a new version was approved in June 2013. The Charter can be accessed on the University's website at:

https://www.liverpool.ac.uk/student-administration/my-student-record/student-handbooks/

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

University Regulations and Codes of Practice

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

Student Complaints Policy and Procedure

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

Details of the procedure can be accessed at:

https://www.liverpool.ac.uk/student-administration/policies-procedures/complaints/

or a copy may be obtained from the Student Conduct, Complaints and Compliance Team email ACTAdmin@liverpool.ac.uk.

Your Role

The process of turning the Charter into a living document involves commitment from both staff and students to a process of continuing to explore mutual rights and responsibilities. Your co-operation is essential.

Individuals with responsibility for handling complaints under Stage 1 of the Student Complaints Policy and Procedure

This list is believed to be correct as at September 2024. For any subsequent changes please use the Site A-Z webpage at https://www.liverpool.ac.uk/a-z/ to find the relevant academic or service area's webpages.

 If you are not sure which is the relevant School/Institute/Service for the issue you wish to raise, your School Office or the Liverpool Guild of Students Advice Service (https://www.liverpoolguild.org) can help you.

Complaints about academic matters relating to undergraduate and taught postgraduate programmes

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

FACULTY OF HUMANITIES AND SOCIAL SCIENCES

Executive Pro-Vice-Chancellor	Professor Fiona Beveridge
Head of Education and Student Experience	Miss Caroline Wathen

School of the Arts
(Architecture, Communication and Media, English, Music, and Philosophy)

Dean of School	Professor Peter Buse
Head of School Operations	Mr Steve Winterton

School of Histories, Languages and Cultures
(Archaeology, Classics and Egyptology, History, Irish Studies, Modern Languages and Cultures, and Politics)

Dean of School	Professor Alison Fell
Head of School Operations	Dr Helen Jones

School of Law and Social Justice

(Liverpool Law School, and Sociology, Social Policy and Criminology)

Dean of School	Professor Valsamis Mitsilegas
Head of School Operations	Ms Anna Vowles

University of Liverpool Management School

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

FACULTY OF SCIENCE AND ENGINEERING

Pro-Vice-Chancellor	Professor Wiebe Van Der Hoek
Head of Education and Student Experience	Mrs Emma Carter-Brown

School of Engineering

Dean of School	Professor Eann Patterson
Head of School Operations	Dr John Myerscough

School of Electrical Engineering, Electronics and Computer Science

(Computer Science, and Electrical Engineering and Electronics)

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

School of Physical Sciences

(Physics, Chemistry and Mathematical Sciences)

Dean of School	Professor Karl Coleman
Head of School Operations	Mrs Louise Hobson

School of Environmental Sciences

(Earth, Ocean and Ecological Sciences, and Geography and Planning)

Dean of school	Professor Douglas Mair
Head of School of Operations	Mrs Verity Foster

FACULTY OF HEALTH AND LIFE SCIENCES

Executive Pro-Vice-Chancellor	Professor Louise Kenny
Director of Operations	Ms Niki Sandman

Institute of Infection, Veterinary and Ecological Sciences

Executive Dean	Professor Matthew Bayliss
Head of School Operations	Adele Maggs

Institute of Life Course and Medical Sciences

Executive Dean	Professor Peter Clegg
Head of School Operations	Anna Jones

Institute of Population Health

Executive Dean	Professor Sally Sheard, Tom West
Head of School Operations	

Institute of Systems, Molecular and Integrative Biology

Executive Dean	Professor Sonia Rocha
Head of School Operations	Dr Joanne Parker

Complaints about academic matters relating to postgraduate research programmes

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

FACULTY OF HUMANITIES AND SOCIAL SCIENCES

Director for Postgraduate Research
Dr Ross McGarry

FACULTY OF SCIENCE AND ENGINEERING

Director for Postgraduate Research
Professor James Cooper

FACULTY OF HEALTH AND LIFE SCIENCES

Director for Postgraduate Research
Professor Peter McCormick

Complaints about non-academic matters

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

Careers and Employability Service	Mr Iwan Williams
Centre for Lifelong Learning (including Continuing Education courses)	Dr Glenn Goldenho
Computing Services Department	Mr Daniel Lawrence
English Language Centre	Ms Michelle Dwyer
External Relations, Marketing and Communications (including content of main University websites and social media, marketing and admissions)	Mr Tim Seamans
Facilities, Residential and Commercial Services (including University Accommodation) **Interim Director**	Mr Matthew Clough
Director of Library Services, Museums and Galleries	Dr Matt Greenhall
Student Administration and Support Division (including Student Administration and Examinations, Student Welfare, Advice and Guidance, Graduation, Student Fees Office, PGR Student Team,	Dr Paula Harrison (Director)

University Regulations and Codes of Practice

The following documents contain information of which you should be aware, as there may be obligations upon you to abide by them. The list is correct as at October 2019 and copies of the documents may be obtained from the offices listed.

ACADEMIC SCHOOLS AND DEPARTMENTS

Programme Handbooks (see individual school)

School/Departmental Health and Safety Codes of Practice (see individual Schools/Departments for hard/online copies)

Module Specifications (see TULIP)

STUDENT LIFE

Programme Ordinances and Regulations

Regulations on Conduct of Examinations

Policy on Student Conduct and Discipline

Fee Payments Policy

Fitness to Practice

STUDENT ADMINISTRATION AND SUPPORT: PGR STUDENT TEAM

Postgraduate Research Code of Practice

Appendices to the PGR Code of Practice Postgrad

1   PGR Admissions Policy 2024 entry

1.1   Procedure for Students Transferring in with Advanced Standing 24/25

2   Policy on Research Student Supervision 24/25

3   Policy and Procedures on the Academic Progress of Postgraduate Research Students 24/25

4 PGR Academic Integrity Policy 24/25

5   Policy on Students Undertaking Teaching Duties 24/25

6   Policy on Suspensions, Extensions and Extenuating Circumstances in relation to the *Viva Voce* examination 24/25

PGR Ordinances

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

Programme Ordinances

STUDENT LIFE: STUDENT SUPPORT SECTION

studenteng@liverpool.ac.uk

Child Care Information
Code of Practice on Freedom of Speech
Policy and Procedures to Determine and Support a Student's Fitness to Continue in Study
Policy Regarding Reasonable Adjustments and Support for Disabled Students

ACADEMIC QUALITY SUPPORT DIVISION:

https://www.liverpool.ac.uk/aqsd/contact/

Code of Practice on Assessment which includes the following appendices:

CoPA appendix A 2024-25: University Marks Scale, Marking Descriptors and Qualification Descriptors

CoPA appendix B 2014 - 25: Model for Non-Clinical First Degree Programmes - model to include the 24-25 cohort

CoPA appendix B 2010 - 14: Model for Non-Clinical First Degree Programmes - model for the 2010-11, 2011-12, 2012-13 and 2013-14 cohorts

CoPA appendix C 2015 - 24 University Framework for Full-time and Part-time Modular Postgraduate Programmes - framework to include the 2024-25 cohort

CoPA appendix C 2014-15: University Framework for Full-time and Part-time Modular Postgraduate Programmes - framework for the 2014-15 cohort

CoPA appendix C 2011-14: University Framework for Full-time and Part-time Modular Postgraduate Programmes - framework for the 2011-12, 2012-13 and 2013-14 cohorts

CoPA appendix D 2024 - 25: Regulations for the Conduct of Examinations

CoPA appendix D annex 1 2024-25: Guidelines for the application of the regulations to Class Tests

CoPA appendix D annex 4 2024-25: Academic Misconduct Policy and Procedure

CoPA appendix E 2024-25: Progress of Students on Taught Programmes

CoPA appendix F 2024-25: Assessment Appeals Procedure

CoPA appendix F Annex 1 2024-25: Assessment Appeals Procedure - Guidance for Staff (Section 1 Appeals)

CoPA appendix F Annex 2 2024-25: Assessment Appeals Procedure - Guidance for Students (Section 1 Appeals)

CoPA appendix F Annex 3 2024-25: Assessment Appeals Procedure - Guidance for Students (Section 2 Appeals)

CoPA appendix G 2024-25: Policy on Assessment of Group-Work for Taught Provision

CoPA appendix G Annex 1 2024-25: Policy on Assessment of Group-Work for Taught Provision - Guidelines for Staff

CoPA appendix H 2024-25: Code of Practice on the External Examiner System

System for the Classification of Three-year Non-Clinical Undergraduate Degrees

CoPA appendix J 2010-2025: Classification of Four-Year and Five-Year Non-Clinical Undergraduate Degrees - applicable to cohorts from 2010-2025.

CoPA appendix K 2024-25: Policy on Adjustments to Examination Arrangements for Disabled Students

CoPA K Annex 1 2024-25: Guidelines for marking and feedback for students with specific learning difficulties (SpLDs)

CoPA appendix L 2024-25: Academic Integrity Policy

Appendix L Annex 1 2024-25: Academic Integrity Policy: Guidelines for Staff and Students

CoPA appendix M 2024-25: Policy on Extenuating Circumstances in Relation to Performance in Assessments and Examinations

CoPA appendix M Annexe 1 2024-25: Guidelines on Exceptional Approval for Staff and Students

Extenuating Circumstances form

Extenuating Circumstances form for online students

Application for late submission of coursework form

CoPA appendix N 2024-25: Policy on Feedback on Assessment

CoPA appendix O 2024-25: Student Athlete Academic Support Policy

CoPA appendix P 2014-25: University Framework for the Certificate and Diploma in Professional Studies

VEHICLE PARKING:
Bedford House: Tel 0151 794 1363
Vehicle Parking Policy - Regulations & Guidelines

ACCOMMODATION OFFICE

Student Services Centre
Accommodation Office, Crown Place, 202 Brownlow Hill Liverpool L3 5UE

University Residence Tenancy Agreement
Student Accommodation Code
Accommodation – useful information and apps to download

SAFETY OFFICER:
24 Oxford Street

University Health and Safety Policy
Safety Codes of Practice

LIBRARY:

Harold Cohen Library
Sydney Jones Library

Library Regulations
Copyright Guide

COMPUTING SERVICES DEPARTMENT:
Brownlow Hill: Tel 0151 794 4567

IT regularly update their policies and list these here:
https://www.liverpool.ac.uk/it/regulations/

Regulations for the Use of IT Facilities at the University of Liverpool
Payment Policy
Information Security Review Policy
Research Data Management Policy
Social Media Compliance Policy
Office 365

GUILD OF STUDENTS:
Guild Building: 0151 794 6868

Code of Practice with respect to the Guild of Students as required by the Education Act (not online)

HUMAN RESOURCES:
Hart Building: Tel 0151 794 6771

Diversity and Equal Opportunity Policies
https://www.liverpool.ac.uk/hr/diversityandequality/bullying/

RESEARCH SUPPORT:
Foresight Building: Tel 0151 794 8727

Policy on Research Integrity

KAPLAN OPEN LEARNING:
Liverpool Online Student hub

The following documents contain information which may also be of interest to you, as they provide advice or set out service level agreements. The list is correct as at September 2024 and copies of the documents may be obtained from the offices listed.

ACADEMIC DEPARTMENTS:

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

MARKETING AND COMMUNICATIONS
Tel 0151 794 6929

Request a Postgraduate Prospectus
Request an Undergraduate Prospectus
University Undergraduate Admissions Policy
University Postgraduate Taught Admissions Policy

STUDENT LIFE: STUDENT ADMINISTRATION SECTION
Tel 0151 794 2244
Student Fees
Policy on Student Conduct and Discipline
Annual Progress Reports (PGR) (not online students)
Graduation Web Users' Guide

Sickness Absence Policy

Satisfactory Academic Progress for Financial Aid Recipients/Policy for Financial Aid Probation and/or Suspension (not online students)

Student Complaints Policy and Procedure

STUDENT ADMINISTRATION AND SUPPORT: STUDENT WELFARE, ADVICE AND GUIDANCE SECTION

Student Services Centre: Tel 0151 794 5863

Guide to Support and Services for Disabled Students

Student Mental Health Policy

Disability Support Team Confidentiality Statement

Arrangements for the recording of oral lectures by disabled students or students with specific learning difficulties e.g. dyslexia

ACADEMIC QUALITY SUPPORT DIVISION:

Tel 0151 794 2831

Code of Practice on Student Representation

CAREERS AND EMPLOYABILITY SERVICE

Careers and Employability Service: Tel 0151 794 4647

LEGAL, RISK AND COMPLIANCE:

Tel 0151 795 0523

Data Protection Policy

Freedom of Information Policy

LIBRARY:

University of Liverpool Library: Tel 0151 794 9500

Library Customer Charter

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

Complaints

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

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

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

Formal Complaints should be addressed to the appropriate individual (see the lists above). Review requests (only on completion of the Formal Complaint stage) should be addressed to the Director of Student Experience and Enhancement (Dr Paul Redmond, email paul.redmond@liverpool.ac.uk)