



programme guide

2015/16

Insert Programme Title Here

Liverpool John Moores University

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Welcome



a welcome
from the
Vice-Chancellor
Professor Nigel
Weatherill
dream plan achieve

Welcome to Liverpool John Moores University

Liverpool John Moores University (LJMU) offers you an exceptional postgraduate experience, founded on high quality teaching, ground-breaking research and extensive links with employers, entrepreneurs and business leaders.

Scholarship, research and learning are at the very heart of everything we do. It drives the curriculum and is the foundation of our interaction with industry, business and the community. LJMU is renowned for its open and happy academic community. Diversity is valued. Endeavour is supported. Achievement is celebrated. The search for deeper understanding in whatever field you have chosen to specialise in is enormously important and you will be encouraged to fulfil your potential while you are a student at the University. More importantly, you will receive every opportunity to ensure that, wherever possible, your learning has a meaningful outcome – whether that be finding rewarding employment, embarking on further research or starting your own enterprise.

But above all we want you to enjoy the journey. Discovery at the highest level of learning should be fascinating and absorbing, and I can guarantee that at LJMU, you will be working alongside some of the best academics in their field; they enjoy what they do and they pursue their own research and learning with a passion and enthusiasm that permeates the whole University.

Everyone at LJMU is here to help you achieve your ambitions for the future. We are a university rich in resources, facilities, expertise and support. So make sure you take advantage of every opportunity that comes your way and please don't be afraid to ask for help and advice should you need it.

Professor Nigel Weatherill
Vice-Chancellor

Introduction to your programme

Please insert a short introduction which should be warm, welcoming and convey that the students will be joining and contributing to a learning community. The introduction should concisely sum up the student experience that students can expect on the programme as well as career prospects etc .

Please insert the name of the programme leader at the end of this introduction.

What you need to know about your programme

Please insert information on:

- The aims of the programme and an outline of what students will be learning.
- Any specific information on placement opportunities for students & internships/studying abroad if applicable.
- Programme specification to be referred to where relevant, it will be included as an appendix.
- What buildings they will study in & what facilities will be available to them.
- Students would also like information on academic support within the programme e.g.: what support can be expected from lecturers in terms of looking at draft work and help and support outside timetabled lectures & tutorials.
- Research activity of staff and how this feeds into the curriculum.
- Employment opportunities that will be open to graduates.
- An explanation of how the programme will be taught/delivered. i.e. What types of contact sessions should students expect to be involved in. Are there any interesting/innovative ways of delivery?
- How the programme will be assessed: methods, coursework, examination mix etc. Consider referring to Blackboard sites.
- Other information about what students will need e.g. specialist equipment.

Please ensure all this information is consistent with that issued in the Programme Specification

Using technology to enhance your learning

Blackboard is the University's Virtual Learning Environment giving you access to learning materials, assessment activities, discussion forums and announcements from tutors for each of the modules you study. A mobile version of Blackboard is available for use with iPhone, iPad, iPod Touch, Android and Blackberry devices. You can download the App from your normal App store.

Blackboard is also used as a means of submitting assignments; your tutors will assist you with the process. You may also have access to a programme community site in Blackboard where you will be able to engage with staff and students from all levels of your programme of study. Please make sure you engage with all learning activities both within and outside the curriculum.

If you need help with using Blackboard, then a range of online help resources is available via the Help tab within Blackboard. If you have technical issues with access to Blackboard, you should visit the Student Zone in the Library or complete an Online Help Form, accessed through the LJMU Off Campus support service at <http://www.ljmu.ac.uk/offcampus/helpform.asp>.

Please provide details on what will be available on Blackboard – what students can expect across the programme (e.g. handbooks/guides, lecture notes, discussion boards), details of any specific Blackboard approaches used on the programme.

Timetabling and attendance

The more effort you put in, the more you will get out of being at LJMU. This will be reflected both in your academic marks and your personal and professional development. Please make every effort to attend all of your timetabled activities.

It is your responsibility to attend all your timetabled classes and lectures as well as any tutorials, seminars, fieldtrips or other activities delivered as part of the modules you are studying.

The student attendance policy can be accessed at http://www.ljmu.ac.uk/Academic_Enhancement/121984.htm

Please make the programme teaching timetable available or detailed information on how to obtain the timetable. If this information is posted on Blackboard please explain how students can access this.

Please include a brief overview of how the timetable will work, e.g.: timetabled teaching (contact hours), role of independent study, experiential learning and what students can expect on their programme and an explanation of what these terms mean.

Please ensure this information is consistent with that issued in the Programme Specification.

Professional accreditations

This section can be removed if not applicable.

If this section is applicable, please provide an explicit statement regarding any professional body requirements/input etc, including any costs associated with joining this body if applicable.

Please ensure this information is consistent with that issued in the Programme Specification.

Disclosure and Barring Service

This section can be removed if not applicable; where it is applicable please use the wording below.

You are registered on a programme that brings you into contact with children and/or vulnerable adults. Therefore you are required to apply for a check with the Disclosure and Barring Service through the University. The Faculty has a Criminal Convictions Panel, with external members, at which any trainee whose check shows evidence of a Police record is considered in the context of their suitability to remain on their chosen course of study.

Where applicable, please add in relevant contact information.

Your Personal Tutor

You will have a Personal Tutor whose role is to support and oversee your development and progression through the programme. They will also help you find appropriate University support should issues arise that impact on your ability to complete your studies successfully. You will have a scheduled opportunity to meet individually with your Personal Tutor at least twice per year, but you may of course contact them as and when needed.

Please insert information on:

- *How students find out who their personal tutor is*
- *Where/how to contact: office hours*
- *Email response time*
- *When they will meet them/how often*

Personal Development Planning (PDP) is a structured process intended to help you become a more effective, confident and independent learner. It will support you in gaining knowledge of your strengths but also of areas in need of further development related to your academic, personal and professional aspirations. You will be enabled to undertake Personal Development Planning through your Programme.

Please insert information on: How will the programme specifically support PDP: role of specific modules; peer learning group; the Personal Tutor and progress review opportunities; Skills Support Officers; opportunities for skills development; professional body links and requirements.

Key contacts

Please provide information about programme level key contacts.

Please include information on where students should go for help and advice plus guidance on how each of these members of staff prefers to be contacted. Also outline expectations for responses, i.e. students would like to know if they can expect responses from academic staff over weekends, as this is unclear to them. Minimum response time to emails/phone messages, communication strategy etc

Students would like to see name, role, responsibilities, specialism, email address, office location and phone number.

Students would like information on who to contact if they are having a problem and who the appropriate members of staff are for different problems, i.e. explanation of roles of module leader, personal tutor, etc. Students would like information on who they should go to if they have problems with a particular member of staff.

You may wish to use the text and table below

Firstname Lastname, Director of School

The Director is responsible for overall management of School policy, strategic developments, line-management of School staff and control of School resources. They are responsible for representing the School at Faculty and institutional levels.

Contact Details

Room 0.08

a.name@ljmu.ac.uk

01512310000

School Contacts

Name	Room	Extension	E-mail (@ljmu.ac.uk)
Name ASurname	R001	1234	I.Surname
Name ASurname	R002	1234	I.Surname
Name BSurname	R000	1234	I.Surname
Name BSurname	R000	1234	I.Surname
Name CSurname	R000	1234	I.Surname
Name CSurname	R000	1234	I.Surname
Name DSurname	R000	1234	I.Surname
Name DSurname	R000	1234	I.Surname

Name ESurname	R000	1234	I.Surname
Name ESurname	R000	1234	I.Surname
Name FSurname	R000	1234	I.Surname
Name FSurname	R000	1234	I.Surname
Name GSurname	R000	1234	I.Surname
Name GSurname	R000	1234	I.Surname
Name HSurname	R000	1234	I.Surname
Name HSurname	R000	1234	I.Surname
Name ISurname	R000	1234	I.Surname
Name ISurname	R000	1234	I.Surname
Name JSurname	R000	1234	I.Surname
Name JSurname	R000	1234	I.Surname
Name KSurname	R000	1234	I.Surname
Name KSurname	R000	1234	I.Surname

Modules

Your programme is divided into units of study called modules. Each module explores a subject relevant to your programme of study. What you will learn in each module is described by its intended learning outcomes. These outcomes form the basis for the criteria against which you will be assessed in order to gain credit from the module.

Core and Option Modules

Depending on your programme modules may be designated as either a Core or an Option:

- Core modules are compulsory.
- Where option modules exist they offer choice from within a range of modules to be studied. Choice of modules may enable you to pursue particular areas of interest or to develop particular subject specialisms. In making a choice you may find it useful to think about future study and career aspirations.

- *You may use the following table to list modules: with credits including core and optional details of modules and staff contacts for each. Please make it clear which modules are compulsory.*

Level 7	Modules	Module Leader (s)
	Module Name 1 (Core)	Module Leader 1
	Module Name 2 (Core)	Module Leader 2
	Module Name 3 (Core)	Module Leader 3
	Module Name 4 (Core)	Module Leader 4
	etc	etc

- *Further details: Full details of each module can be found in the Module Guides*
- *Please provide any additional costs associated with any modules: e.g. equipment the University doesn't provide/cost of additional/optional field trips*

You and LJMU

LJMU wants you to have the best student experience possible so please don't be afraid to approach LJMU if you need any advice. For information on all the student support services, including study skills workshops, go to:

www.ljmu.ac.uk/studentadvice/

The University's rules and regulations cover everything from freedom of speech and dealing with difficult personal circumstances to payment of fees and programme information. Their function is not to limit your experiences at LJMU but rather to protect your rights as a student and to define your responsibilities as a member of the University. If you have any queries, visit the Student Zone in any of the LJMU Libraries. Alternatively, you'll find more details in Chapter 11 of the Student Handbook: www.ljmu.ac.uk/studenthandbook

For a summary of what you can expect from LJMU – and what the University expects from you – please read the Student Charter. Copies are available in the Libraries and online at: www.ljmu.ac.uk/student-charter

LJMU promotes an environment where everyone is treated equally and with dignity and respect. We operate a policy of zero tolerance towards any form of discrimination, harassment or bullying, including cyber-bullying. Any students or staff found to be engaging in this type of activity will be subject to the University's disciplinary procedures.

For more information on what LJMU expects with respect to student behaviour, read the Code of Conduct and associated Rules of Behaviour in Chapter 11 of the Student Handbook: www.ljmu.ac.uk/studenthandbook

The approaches the University takes to enhance teaching and learning are set out in the Learning Teaching and Assessment (LTA) Strategy 2012-2017. The University sets targets in relation to the student experience which include NSS satisfaction scores for teaching and for assessment and feedback, and outcomes for student retention and achievement. The LTA Strategy is supported by Faculty LTA Plans and each Faculty identifies priorities and actions for the forthcoming academic year.

www.ljmu.ac.uk/eags/EAQS_Docs/Learning_Teaching_and_Assesment_Strategy_v1.docx

International students

LJMU's International Student Advisers are dedicated to helping international students settle into life at Liverpool and the University. They are experienced in dealing with the kinds of issues that international students may face when moving to a new country, such as visa renewal, accommodation, financial concerns and the natural challenges emerging from developing a new 'home away from home'. For more details, go to: www.ljmu.ac.uk/international, email: internationaladvice@ljmu.ac.uk or call 0151 904 6050/5063.

We are confident that our international students will enjoy studying at LJMU and learning more about Liverpool and UK culture but that doesn't mean that you won't feel homesick at times. Please don't be afraid to approach LJMU if you feel you are not coping. Everyone from your Personal Tutor to the University's dedicated Student Advice and Wellbeing Team are here to help.

International students can attend English language courses to help with academic writing and communications skills. These free workshops run throughout the academic year. For details, go to: www.ljmu.ac.uk/studysupport

International students are subject to different attendance and enrolment regulations as set out by the UK Borders Agency. For more details on LJMU's international attendance policies, visit the Student Zone in your local LJMU Library or go to: www.ljmu.ac.uk/international

Social media and you

We want your LJMU experience to be as enjoyable as possible so take a moment to consider your use of social media: your privacy settings, what you share and how it might reflect on you or the University, especially with respect to flatmates, fellow students and University staff. How you present yourself online may be noticed by potential employers in the future, and for courses leading to professional qualifications students are required to adhere to

standards and Codes of Conduct defined by Professional, Statutory and Regulatory Bodies, so check if these apply to you.

If you need practical support and advice on personal issues arising from social media, contact Student Advice and Wellbeing. LJMU provides guidelines on using social media and follows strict procedures regarding behavioural standards.

Connect with LJMU on our social channels to keep up-to-date, get quick answers to queries and enhance your learning; lots of schools and programmes have their own dedicated accounts too. Visit ljmu.ac.uk for more information on using social media while studying at LJMU.

Tuition fees and student funding

All students are liable to pay tuition fees for each year of their academic programme. LJMU's Student Advice and Wellbeing team offers free, expert and confidential advice and guidance on the range of student funding available, including student loans, grants, bursaries and scholarships, disabled students allowance, parents learning allowance, childcare and adult dependants grants, and continuing professional development loans. To make an appointment to see an advisor, visit the Student Zone in your local LJMU library or email studentadvice@ljmu.ac.uk

Remember, the consequences of not paying your tuition fees range from having your IT and borrowing rights removed to ultimately losing your place at the University. So please do not delay sorting out payment. For more details go to: www.ljmu.ac.uk/feesandfunding

Libraries

Libraries

In each of LJMU's three campuses – IM Marsh, City and Mount Pleasant – you'll find a library. These provide access to many services available to assist you as a student at LJMU. Libraries contain general and special collections, study spaces, computing resources as well as specialist staff for academic, administrative and personal support.

Academic Support:

- **Library collections**, print and electronic
- **Study spaces**, group study spaces, quiet and silent areas, with self service booking for study rooms
- **PCs and laptops** – with self service booking for some PCs
- **Specialist staff** are available at the **Hub** and **Academic Support Desks** to help you get the best from the library collections and IT resources provided for your learning and research needs.

Administrative Support:

Specialist staff are on hand at the **Student Zone Desk** to give advice on enrolment, module registration, changes of circumstance, programme advice and guidance, student finance – tuition fees, bursaries and scholarships.

Staff can provide standard letters confirming your student status to open a bank account, for council tax remittance, or for visa extensions for international students.

Personal Support:

If you are not sure where to go for advice for additional support for study or personal needs, help with financial hardship or career planning, the experienced staff in the libraries will make an appointment for you with the appropriate Student Advice Team.

Each Library offers an identical range of services plus library and study materials tailored to meet the academic needs of the Faculties and students it supports. The libraries are shown below:-

Aldham Roberts Library
Mount Pleasant Campus
<http://www.ljmu.ac.uk/lea/77326.htm>

I M Marsh Library
I M Marsh Campus
<http://www.ljmu.ac.uk/lea/77328.htm>

Avril Roberts Library
Tithebarn Street
<http://www.ljmu.ac.uk/lea/77327.htm>

Library Opening hours

For exact library opening hours, please go to: <http://www.ljmu.ac.uk/lea/83095.htm>

Semester

Library and IT support available:

Monday – Friday 8.45am – 11pm

Saturday and Sunday 10am – 8pm

Specialist services for information searching and subject advice available from the Academic Support Team

Monday – Friday 9am – 7pm

Overnight computing and study access is in Aldham and Avril libraries; computing and study access is available from 8am at I M Marsh Library.

Vacation

Library and IT support available:

Monday – Friday 8.45am – 7pm

Saturday 10am – 4pm

Sunday Closed

Specialist services for information searching and subject advice available from the Academic Support Team

Monday – Friday 9am – 7pm

Please check for I M Marsh opening times during July and August

Staff in the libraries are always happy to help. You can contact them in person at the Hub or Student Zone, by telephone: (0151) 231 3179 or online: <http://www.ljmu.ac.uk/offcampus/helpform.asp> (response within 24 hours).

Student Advice and Wellbeing Services

Student Advice and Wellbeing Services are committed to ensuring that students benefit from their time at the University by having access to appropriate and timely information, support and guidance, and advice on practical aspects of study. There is a wide range of services available covering all aspects of student life (personal, financial, emotional and academic) and we are here to help. For further information on the range of support available, check out <http://www.ljmu.ac.uk/student> and click on the 'Need help' section.

For students with additional needs the service also offers dedicated Disability provision and Study Skills support. The Disability team will be able to advise on the availability of support both internal to the University and externally through Disabled Student's Allowance, based on individual need. Further information can be found at <http://www.ljmu.ac.uk/disability>.

Many students find they need some additional support with study techniques once they enter higher education. LJMU has an extensive provision of study support available ranging from essay writing technique to revision skills and through to Maths support, via our dedicated Maths Resource and Support centres. Further details can be found at <http://www.ljmu.ac.uk/studysupport>

Student Advice and Wellbeing Services are located in the Aquinas building, next door to Aldham Roberts Library. Advisers can also be contacted through the Student Zones in each library. Contact can either be informal (i.e. by dropping in), or by appointment.

Submitting coursework

Please insert specific details of how and where course work is to be submitted.

The University acknowledges that there may be occasions when a student's performance in assessment may be severely affected by unforeseen or unexpected circumstances. Such events include sudden acute illness or close personal bereavement.

For information about the Extenuating Circumstances Process please visit: <http://www.ljmu.ac.uk/corporate/SPR/60399.htm>

Marking criteria

Marking/Assessment criteria are the knowledge, understanding and skills that you are expected to demonstrate in the particular assessment task(s). These criteria are based on the intended learning outcomes and should help you in identifying what you need to do in order to achieve a particular mark in the given assessment task. Tutors use these criteria when marking your assignments to determine the mark given and to provide feedback to you on your performance.

Please provide an explanation of grading criteria, what you need to do to achieve a distinction, merit etc.

Please provide grade descriptors for written work and for exam grades.

Feedback strategy

Feedback is a critical part of the learning process. Its role is not restricted to providing information on your performance on a single assignment but is also to support your development in future assessments.

LJMU's policy on feedback determines that:

- **Student assessment deadlines will be published alongside University feedback deadlines**

Details of assessment submission deadlines and feedback return will be provided in programme and module guides.

- **Feedback will be available three weeks after the assessment deadline**

Unless otherwise stated, you should expect to receive feedback on assessed written coursework (not examinations or dissertations) 15 working days after the assessment deadline, not including weekends or bank holidays. Feedback may mean marks as well as more detailed written comments; the marks will be subject to moderation, so should not be taken as the final mark.

- **Feedback will relate to the assessment criteria**

All assessment tasks are marked according to Assessment Criteria, as described above. Tutors will use these criteria when providing you with feedback to help you to understand how well you have done and why. In this way, feedback should be helpful to you in subsequent similar assessment tasks in any modules.

- **Students will be entitled to face-to-face feedback on their first piece of assessed work**

Early on in each year of study you will have an opportunity for face to face feedback on a piece of assessed work. This will not necessarily be in a one to one meeting with your tutor but may be done in a group setting, such as a tutorial.

Please provide advice to students on how and when feedback will be provided and how they should use their feedback.

Students would like to see information on how they can receive feedback on their examinations (where applicable).

Please add any programme specific guidance.

Fairness, consistency and standards

For every piece of work that is formally marked there will be procedures in place to ensure that the marking is fair, consistent and upholds academic standards. For most assessments, including examinations, there is anonymous marking so that the marker does not know the student who has produced the work. At all levels a proportion of the work will be marked by a second member of staff. External examiners, experts in the subject from outside the University, are appointed to every programme and will look at samples of work from across the programme. Once the marks for all the assessments on your programme have been moderated and finalised an assessment board can meet.

The role of external examiners

The University appoints an external examiner to all its programmes. They will either be from another University or Higher Education Institution or from industry where that plays a major role in your programme. The role of the external examiner is to provide informative comment and recommendations upon whether or not:

- the University is maintaining the threshold academic standards set for awards in accordance with the frameworks for higher education qualifications and applicable subject benchmark statements
- the assessment process measures student achievement rigorously and fairly against the intended outcomes of the programme(s) and is conducted in line with the University policies and regulations
- the academic standards are comparable with those in other UK higher education institutions and that programme content is current and up-to-date
- the achievements of students are comparable with those in other UK higher education institutions.
- the external examiner also provides informative comment and recommendations on:
 - good practice and innovation relating to learning, teaching and assessment
 - opportunities to enhance the quality of the learning opportunities.

External examiners report to the University annually. This report is discussed and available to student representatives at Board of Study meetings. The External Examiner report will be made available to all students. Please ask your Programme Leader or Student Representative for further information.

External Examiners are appointed to ensure the quality management of HE programmes and it is not part of their remit to communicate with individual students. For this reason please do not make direct contact with External Examiners in respect of your assessed work or performance. Any issues should be relayed directly to the Module or Programme Leader.

You must insert information on External Examiners for the programme, this should include name, position and institution/workplace.

Please insert any programme specific information about the moderation process.

Progression and Classification

Classification of award

Award marks determine the classification of the award as follows:

- Distinction – overall mark of 70% or above
- Merit – overall mark between 60 and 69%
- Pass – overall mark between 40 and 59%

For further information, the Academic Framework Regulations are available at http://www.ljmu.ac.uk/Academic_Enhancement/121984.htm

If there is a professional body associated with your programme, you need to know if any additional regulations apply to your programme. Where this is applicable further information is available in the Professional Accreditations section of this guide.

If you have not achieved the full amount of credits for your award you will be allowed a referral in the modules you have failed. In certain circumstances it may be possible to 'compensate' for failure to allow you gain your award. This will be done by taking account of your overall performance according to specific criteria. Please note that in some

programmes and for some modules compensation for failure is not permissible. This is usually as a result of professional body requirements and may relate to fitness to practice considerations.

Full details of the criteria for compensation are included in the Academic Framework, which includes Academic Framework Regulations. This may be viewed here: http://www.ljmu.ac.uk/Academic_Enhancement/121984.htm

Referrals/deferrals

Referrals and exceptional second referrals

A referral is the opportunity to re-take assessment in a module in which you scored less than the pass mark, usually 40%. You only get one referral opportunity in each module. If you fail to gain the credits for a module at the second attempt, you may be eligible for an exceptional second referral (ESR) for up to 24 credits, but in order to be eligible for an ESR you need to have attempted the referral. See the Academic Framework Regulations, section C7.17 for further details. http://www.ljmu.ac.uk/Academic_Enhancement/121984.htm

If you are eligible, you will have a third attempt at the assessment and will have to pay an ESR fee. If you are not eligible for an ESR, you will not be able to progress or complete the programme. In the case of a referral or an ESR you are awarded 40%, or whatever is the minimum pass mark, as the maximum mark.

Some modules may not be eligible for exceptional second referrals. These are usually modules related to professional competency requirements.

Deferral

A deferral is the opportunity to undertake assessment that you missed or in which you were affected adversely by illness or other valid reasons. If this happens you must follow the extenuating circumstances procedure – see <http://www.ljmu.ac.uk/corporate/SPR/60399.htm>

If there is a foreseen event, such as jury service or a hospital operation, that is going to affect an assessment you can ask for deferred consideration of that assessment. Again see the above link for the correct procedure.

Assessment boards

Assessment Boards meet to consider the progress of every student at least once a year. The Boards make decisions on completion, progression and awards. The Board ensures the maintenance of appropriate standards of assessment and that all students are assessed fairly in accordance with the approved regulations and procedures.

How you will get your results

Please insert when and how students will get their results, what students should do if they have a referral or deferral, or if they haven't got enough credit to proceed who they should speak to for help.

Academic Appeals

All students have the right to appeal against the decision(s) of Assessment Boards.

The Assessment Boards receive individual student assessment profiles (module marks, level progression), make decisions on level completion and progression and make recommendations on awards. In addition Assessment Boards determine any requirements for deferred assessments) and any referral requirements for students failing module(s) in accordance with the regulations. Assessment Boards also receive decisions from the Extenuating Circumstances Panels, note any decisions from Academic Misconduct Panels and act accordingly.

The grounds for appeal are strictly limited to the criteria outlined in the Regulations – students cannot submit an Academic Appeal just because they don't agree with the mark.

Appeals can only be considered on the grounds that there has been a material administrative error, or that assessment was not conducted in accordance with the regulations or that some other material irregularity has occurred. There are also strict time limits for lodging an Academic Appeal – normally within 10 working days after the publication of the decision of the Assessment Board or the date of the decision of the Academic Misconduct Panel Further information about Academic Appeals can be found at: <http://www.ljmu.ac.uk/corporate/SPR/67603.htm>

Student Complaints

LJMU is committed to providing an environment that is conducive to study and provides academic and support services to facilitate the achievement of your target award. However, we recognise that from time to time students may wish to raise issues regarding the academic, administrative, support or other services provided by the University.

Often complaints can be quickly resolved if they are raised promptly with the service directly involved or with the relevant staff member. Students are expected to try and resolve any complaints locally with the relevant Faculty, School, Student Support Zones or Department, in the first instance. This would normally be within 30 working days of the alleged matter or incident.

Where it is not appropriate for a complaint to be submitted for local resolution, or where a student is not satisfied with the outcome following local resolution, a formal complaint should be made within 3 calendar months of the alleged incident, matter or concern, to Student Governance.

Further information regarding the LJMU Student Complaints procedure, including the Student Complaint Form and Guidance Notes, can be found on the Student Governance web pages at <http://www.ljmu.ac.uk/corporate/SPR/93092.htm>

Academic misconduct

Academic Misconduct is deemed to cover cheating, attempts to cheat, plagiarism, collusion and any other attempts to gain an unfair advantage in assessments. Assessment includes all forms of written work (including in-class tests), e-assessments, presentations, demonstrations, viva voces, accreditation of prior learning portfolios and all forms of examination.

Cheating includes:

- (i) any form of communication with, or copying from, any other source during an examination;
- (ii) communicating during an examination with any person other than an authorised member of staff;
- (iii) introducing any written, printed or other material into an examination (including electronically stored information) other than that specified in the rubric of the examination paper;

- (iv) gaining access to unauthorised material in any way during or before an assessment;
- (v) the use of mobile phones or any other communication device during an assessment or examination;
- (vi) the submission of false claims of previously gained qualifications, research or experience in order to gain credit for prior learning;
- (vii) the falsification of research data, the presentation of another's data as one's own, and any other forms of misrepresentation in order to gain advantage;
- (viii) the submission of work for assessment that has already been submitted as all or part of the assessment for another module without the prior knowledge and consent of the Module Leader for the subsequent assessments;
- (ix) the submission of material purchased or commissioned from a third party, such as an essay-writing service, as one's own.

Plagiarism is defined as the representation of the work, artefacts or designs, written or otherwise, of any other person, from any source whatsoever, as the student's own. Examples of plagiarism may be as follows:

- i) the verbatim copying of another's work without clear identification and acknowledgement including the downloading of materials from the Internet without proper referencing of materials;
- ii) the paraphrasing of another's work by simply changing a few words or altering the order of presentation, without clear identification and acknowledgement;
- iii) the unidentified and unacknowledged quotation of phrases from another's work;
- iv) the deliberate and detailed presentation of another's concept as one's own.

Collusion Includes:

- (i) the conscious collaboration, without official approval, between two or more students in the preparation and production of work which is ultimately submitted by each in an identical or substantially similar form and/or is represented by each to be the product of his or her individual efforts;
- (ii) where there is unauthorised co-operation between a student and another person in the preparation and production of work which is presented as the student's own.

The LJMU Penalty Tariff

The University strives to ensure fairness and consistency in the application of penalties to students across all Faculties and has adopted a standard penalty tariff to be used in all cases of proven academic misconduct.

The principle behind the tariff is simple and serves to ensure that all students are aware of the penalties that they will receive if they are found guilty of academic misconduct.

For information about Academic Misconduct please visit <http://www.ljmu.ac.uk/corporate/SPR/89510.htm>

The Student Voice

We want your feedback

Informal feedback and communication is sought from students on a daily basis. However, there are certain points in the year when the University formally asks you for your feedback in the form of surveys. The University values your feedback and encourages students to complete the formal surveys you receive in your student email account.

All survey results are looked at in-depth at various levels of the University and students should get involved in discussing any appropriate action that needs to take place to address any issues. Increasing the response rates of the surveys is vital to ensure the University is receiving the views of the majority of the student body. Publicity information when the surveys are running will be available across the University and via your LJMU email account.

Please provide information about informal processes within the programme e.g. SSLC

Results of previous student feedback

Please insert the results of previous student feedback, how this has been addressed and what action has been taken. Surveys might include PTES.

Student representation and getting involved

LJMU aims to make every one of our courses as good as it can possibly be, and for that we need students' help. Every year, each programme elects a Course Rep; a fellow student who represents the views of their course mates to academic staff and the University. Course reps can influence everything from changes to the course curriculum to improving how the course is organised and supported by lecturers. By working together as equals, Course Reps and Lecturers can have a significant impact on the experience of going to LJMU.

Course Reps are elected at the start of every academic year and will receive online training designed by LiverpoolSU. They also receive continuous support in their role from relevant programme leaders and lecturing staff, as well as the Student Voice Coordinators employed by LiverpoolSU. If you are interested in becoming a Course Rep contact your Programme Leader or course reps@ljmu.ac.uk.

Follow Course Reps on Twitter @course reps

Or on Facebook search for "LJMU Course Reps"

Change Liverpool

The University is committed to working with students as partners in all aspects of their learning experience. The *Change Liverpool* initiative, which is jointly led by LJMU and LiverpoolSU, provides you with the opportunity to be actively involved in partnership projects with University staff or community organisations in the wider community. For example, if you have an idea for improving the student experience, you can bid for funding to support a project you would like to undertake to achieve it. Visit <http://www.ljmu.ac.uk/changeliverpool/> for more information about how you can make changes happen.

What is the Board of Study?

The Board of Study oversees the management and operation of the programme. Membership will consist of all staff teaching on the programme, other staff essential to the running of the programme and student course representatives. You can discuss any aspects of your programme with your course representative, in this way you can contribute to the formal running of the programme. Course representatives have an obligation to then feed back to their fellow students. Programme leaders will ensure that Board of Study papers are available to all students in Blackboard.

Please include dates and times (or where to find information about dates and times), and information on who students should contact for information regarding Board of Study meetings, e.g. administrator, programme leader, course representative.

Liverpool Student Union

Get more from your LJMU experience with LiverpoolSU

Who we are:

As the Students' Union for over 24000 students at Liverpool John Moores University, LiverpoolSU exists to help all LJMU students love student life. We do this through running sports teams, clubs, societies and events; campaigning with and on behalf of students; and offering a range of support, advice and information services. We want students to have the best academic and social experience that Liverpool has to offer.

Where we are:

You're never too far from LiverpoolSU – with Mini LiverpoolSU's across all campuses. That means that you can book an advice appointment, join a sports team, club or society, give us feedback and find out how to get more involved at Byrom Street Foyer, John Foster (opposite the School Office for the School of Humanities & Social Sciences), Redmonds next to Starbucks, Tithebarn Street Café and the I.M. Marsh Student Space. Look out for our student staff in and around these locations, they'll be happy to help.

You will also find LiverpoolSU shops at Byrom Street and I.M. Marsh, where you can buy a range of items including hot and cold food, stationery and lab coats.

Get involved:

LJMU has a diverse range of students, and we facilitate ways for you to meet like-minded people – our sports teams, clubs and societies are a fantastic way for you to do that. We have nearly every group you can think of; competitive sports such as Rugby, Football, Lacrosse and Netball as well as academic societies like Law, English History and Business. There are also social and political groups such as the Mature Student Network, World Travel Society, Greenpeace, Conservation, Dance and Drama, as well the country's first Paranormal Activity society! For a complete list visit www.liverpoolsu.com/clubsandsocs. If the student group you're looking for isn't there, we can help you start a new one; just get in touch and tell us what you'd like to do.

The Students' Union also ensures you get the most from your learning experience by representing your views and lobbying the University on your behalf when something needs to change. If you think aspects of your University experience are good or bad, either way, we want to know! We can help shape the future of education at LJMU – and by getting involved, you can too.

Every year students at LJMU vote to elect LiverpoolSU's President and three Vice Presidents. The elected officer team leads the Students' Union. There are a range of opportunities for you to get involved in deciding the organisation's priorities – from attending our conferences, becoming a Student Trustee, or even standing for election yourself.

We care about you whilst you're studying, and afterwards too. We want you to be as employable as possible. That's why we offer a large number of part-time, placement and full-time opportunities to work within our organisation. We recruit on a fairly regular basis, so make sure you check our out jobs page at www.liverpoolsu.com/workwithus.

Freshers and Re-Freshers Fairs:

Your first week as an LJMU student will be a busy one, and we're here to make sure your student life starts with a bang! As part of the September Welcome Week calendar, LiverpoolSU hosts Freshers Fest activities and events, when we showcase the social aspects of university life in Liverpool. We also hold our own free Freshers Fair (open to all LJMU students, not just Freshers!), where you'll be able to find out what services, sports clubs and societies are on offer, grab plenty of freebies from local bars, shops and other retailers and sign up to take part in a wide range of taster activities throughout September and beyond.

In case you miss the chance to attend our Freshers Fair in September, we hold a Re-Freshers Fair in January and, once again, all LJMU students are invited to attend and find out more about what your Students' Union and Liverpool have to offer.

Supporting you when you need it:

LiverpoolSU supports you when you need it through the Advice Centre, Course Reps, Hall Reps and Community Reps.

Our Student Advisers can help you with any course related problems – from failing a module because of extenuating circumstances to having to attend an appeal hearing or submitting a complaint. We also offer a Hate Crime Support Service if you've been made to feel different and experienced bullying, harassment, intimidation or anything similar.

LiverpoolSU trains hundreds of Course Reps each year to give students a voice across the University. These reps drive improvement of the academic experience. Thanks to an active network of Course Reps, issues affecting your academic experience can be brought to the University via LiverpoolSU. This means that students can and do influence University policy.

Hall and Community Reps ensure students settle into both their accommodation and the city, and help tackle any problems that might arise. They also organise events and activities – for students both in halls and out as well as for the local community to enjoy.

LiverpoolSU on Campus:

LiverpoolSU's main hub is opposite the Humanities & Social Sciences School Office, within the John Foster Building, located on the Mount Pleasant Campus near the Aldham Roberts Library. We also have a presence at:

- Byrom Street Foyer
- Tithebarn Street Café
- I.M. Marsh Student Space
- Redmonds Student Space & G.38

Stay in touch and get involved in our many conversations:

Visit us at our main hub: 80-98 Mount Pleasant, Liverpool, L3 5UZ (Ground Floor - opposite the Humanities & Social Sciences School Office)

Or on a campus near you: Byrom Street Foyer, I.M. Marsh Student Space, Tithebarn Street Café, Redmonds G.38

Like us on Facebook www.facebook.com/liverpoolsu

Follow us on Twitter @LiverpoolSU

Follow us on Instagram: @LiverpoolSU

Check out the amazing work we do:

You can also visit <http://www.liverpoolsu.com> to see what's on and find out how you can get involved.

Appendix – Programme Specification

Your programme specification can be found here....

Please insert the URL for your programme specification