



(Partner Logo to also be included)

programme guide

2015/16

**Insert Programme Title, LJMU and Partner
Names Here**

Liverpool John Moores University

Version Date:

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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 student experience, founded on high quality teaching, ground-breaking research and extensive links with employers, entrepreneurs and business leaders.

Demand for skilled graduates in occupations involving analytical, problem solving, and complex communication activities is increasing. We understand this and that's why your programme will equip you with the latest knowledge in your chosen academic field plus the essential attributes and experience you'll need for a successful career after you graduate.

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 that you won't find at any other time of your life. 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.

Studying at university is your time to shine; so study hard but at the same time have fun, and enjoy the journey.

Professor Nigel Weatherill

Vice-Chancellor

Welcome from Partner/Link Tutor

Please add a welcome message from the partner institution or the Link Tutor

Introduction to the Partner (include partner's name)

Please include information on the partner institution, its structure and the relationship with LJMU

Please include confirmation that LJMU and the partners name will appear on student certificates.

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 sandwich 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 (can refer to later sections where appropriate).
- 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 and Key Information Set.

Using technology to enhance your learning

Please provide details of the Virtual Learning Environment (VLE) that will be used for the programme. If Blackboard is being used the following text could be used:

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

What are the expectations for students relating to the use of the VLE, e.g. how often they should log on/how should they engage with the VLE etc?

Timetabling and attendance

The more effort you put in, the more you will get out of being on your programme. 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.

Please include details of any student attendance policy that students will be expected to comply with.

Please make the programme teaching timetable available or provide detailed information on how to obtain the timetable. If this information is posted on the VLE 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 and Key Information Set where applicable.

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 and Key Information Set where applicable.

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 degree 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 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; programme-based links with employability and self-awareness.

Key contacts

Please provide information about programme level key contacts.

Include name and contact details of the programme's LJMU Link Tutor

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 (@partneremail)
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

If the programme is undergraduate use the following (please amend as appropriate to the programme)

Your programme is divided into levels and each level into a series of smaller 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. You must complete these in order to proceed to the next level of the programme.
- 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 and staff contacts for each. Please make it clear which modules are compulsory.*

Level 4	Modules	Module Leader(s)
	Module Name 1 (Core) Module Name 2 (Core) Module Name 3 (Core) Module Name 4 (Core) etc	Module Leader 1 Module Leader 2 Module Leader 3 Module Leader 4 etc
Level 5	Modules	Module Leader(s)
	Module Name 1 (Core) Module Name 2 (Optional) etc	Module Leader 1 Module Leader 2 etc
Level 6	Core Modules	Module Leader(s)
	Module Name 1 (Core) Module Name 2 (Optional) etc	Module Leader 1 Module Leader 2 etc

- *Please include details of where students can go to find more detailed information about their modules, such as module guides, including how students will undertake the employability and self-awareness skills at Level 4.*
- *Please provide any additional costs associated with any modules: e.g. equipment the University doesn't provide/cost of additional/optional field trips*
- *Please include information about where students should go to find more information about Academic Referencing.*

If the programme is postgraduate use the following (please amend as appropriate to the programme)

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 credit 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

- *Include details of where to get more detailed information about the module content (could possibly include module synopsis, or refer to the Module Guides)*
- *Please provide information on any additional costs associated with any modules, e.g. equipment the University doesn't provide/cost of additional/optional field trips.*
- *Please include information about where students should go to find more information about Academic Referencing.*

You and LJMU

We want you to have the best student experience possible so please don't be afraid to approach LJMU staff 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 on your LJMU programme 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 the Student Handbook: www.ljmu.ac.uk/studenthandbook

Include details of any partner policies about expectations of students and what they can expect from the partner institution.

Libraries

Libraries

Include details of the library resources available at the partner

Student Support and Resources

As a collaborative LJMU student, you have access to LJMU's electronic library resources.

Details of the resources available can be found at the Electronic library page: www.ljmu.ac.uk/lea/77340.htm. Here you will find a link to Discover, the new library search engine, which will enable you to find information quickly.

Another way to access information through LJMU is through the Off Campus Applications Service. You can log onto this via the webpage: www.ljmu.ac.uk/ITHelp/software/118551.htm.

If you have a query with using the electronic library, Staff in the Student Zones are always happy to help. You can contact them in person at the Student Zone, by telephone: (0151) 231 3179 or online: www.ljmu.ac.uk/offcampus/helpform.asp (response within 24 hours).

If you visit Liverpool, you would also have access to the LJMU libraries with your student card. 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.

For the location, opening hours and further details about the Libraries and their opening hours, please visit the website: www.ljmu.ac.uk/lea/77293.htm.

Student Advice and Wellbeing Services

Include information on support and services provided at the partner.

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.

If you visit Liverpool the 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. For further information please visit <http://www.ljmu.ac.uk/studentadvice/index.asp>

How your studies will enhance your career prospects

Work Related Learning

Please provide programme specific WRL information

For undergraduate programmes of 240 credits or more, some discussion of the employability and self-awareness skills incorporated at Level 4.

Module registration

Please include information on how students will register for modules.

Checking your Details

Prior to the start of the next academic year, you will be invited to complete a Student Registration form to check the personal information that the University holds about you and make any necessary amendments. This process indicates your intention to return to the next level of your programme of study. At this stage you will also be asked to confirm how you will pay tuition fees for the next academic year. You will also be able to view the modules that you will be registered for in the next academic year.

Where to get help

LJMU has a dedicated Student Registration Helpline you can contact should you encounter any problems or have any queries – tel: +44 (0) 151 231 3289 email: studentregistration@ljmu.ac.uk

Submitting coursework

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

Please include details of how students can apply for an extension.

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.

Any coursework that is submitted after the deadline, without an agreed extension will receive a mark of 0.

For information about the Extenuating Circumstances process please visit:

<http://www.ljmu.ac.uk/StudentServices/Exam/67613.htm>

Marking criteria

Marking/Assessment criteria set out 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 1st, 2.1 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 aims 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.

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, marking is anonymous marking so that the marker does not know the name of the student who has produced the work. At level 5 and above, 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

For undergraduate programmes use the following text:

If you are following an undergraduate degree programme and you pass all your modules at Level 4 you will have 120 credits and will progress to Level 5. Similarly at Level 5 if you achieve 120 credits at this level you will progress to Level 6.

If you have not achieved 120 credits you will be allowed a referral in the modules you have failed. In certain circumstances it may be possible to 'compensate' for failure within a level to allow you to progress to the next level or to gain your overall award. This will be done by taking account of your overall performance at that level 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 practise considerations.

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

Classification of final degree award

Under the University's Academic Framework, you need to achieve 120 credits at each level in order to get a traditional

Bachelor's degree (for other programmes please refer to the Academic Framework at <http://www.ljmu.ac.uk/eaqs/121984.htm>).

You must pass Level 4, your first year, but the marks you obtain are not taken into consideration for your degree classification. Classification of your degree will be calculated by counting your overall Level 5 mark as 25% of your final award mark, with the remaining 75% coming from your Level 6 marks. At Level 6, provided you have 120 credits, the 24 credits with the lowest marks will be discounted, with your other Level 6 module marks making up 75% of the final award mark. Please note that where the lowest mark does not relate to a single 24 credit module, the relevant proportion of the lowest module mark will be discounted.

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 handbook.

Award marks determine what class of degree you will be given as follows:

- First – overall mark of 70% or above
- 2:1 – overall mark between 60 and 69%
- 2:2 – overall mark between 50 and 59%
- 3rd – overall mark between 40 and 49%

In addition you will be awarded the higher classification of degree where:

- i. your Award Mark is 1% below the classification boundary and;
- ii. more than half of the 96 contributing credits at Level 6 are in a class above that indicated by the Award Mark.

If you do not fit these criteria, you will not be considered for a higher classification.

If you are studying an integrated masters degree, classification of your degree will be calculated by using marks from the best 80% of the 120 credits achieved at Level 7, from all 120 credits achieved at Level 6 and from all 120 credits achieved at Level 5. Where marks from fewer than 120 Level 5 credits are available the average from those mark bearing credits at Level 5 that are available becomes the Level Mark unless marks from fewer than 60 Level 5 credits are available, in which case Level 5 is discounted and the Award Mark is calculated on the basis of a 1:2 ratio from Levels 6 and 7 respectively.

The class of degree will be based upon the Award Mark (as above). The Award Mark is a weighted average of Level 5, Level 6 and Level 7 marks. Marks achieved at Level 5 will be weighted at 10%, from Level 6 at 30% and those at Level 7 at 60%.

In addition you will be awarded the higher classification of degree where:

- i. the Award Mark is 1% below the higher classification boundary and;
- ii. the majority of the contributing 80% of the 120 credits at Level 7 are in a class above that indicated by the Award Mark.

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

For postgraduate programmes use the following text:

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/eaqs/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/eaqs/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/eaqs/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 onto the next level. In the case of a referral or an ESR you are awarded 40 %, or whatever is the minimum pass mark, as the maximum mark.

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

For undergraduate programmes only use the following text:

At the start of the academic year you will be told the date of the referral week, when referral assessments will take place. A referral Assessment Board takes place before the start of the following academic year and your progress is considered again. If after referrals you have 120 credits, you will be allowed to progress to the next level. If you are not eligible for compensation you may be eligible for an Exceptional Second Referral, which would allow you to progress with 24 credits outstanding and the opportunity to attempt the assessment for a third and last time.

If after referrals you do not have 96 credits, you will not be able to progress on your target award.

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 level 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.

Please insert 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 and Complaints

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 assessment(s) 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.

Please insert the name or role of the person in your institution who will act as the contact for Stage 1 in academic appeals.

Further information about Academic Appeals can be found at: <http://www.ljmu.ac.uk/corporate/SPR/67603.htm>

Student Complaints

LJMU students studying at Collaborative Partner institutions are expected to refer their complaint to the Partner institution's Complaints procedure in the first instance.

Please include a link to the partner's complaints process/procedures.

If the problem cannot be resolved within your institution, then you have the right to refer your complaint to the LJMU Student Complaints procedure, but only once all local procedures have been completed.

Details of the LJMU Student Complaints procedure can be found at:

<http://www.ljmu.ac.uk/corporate/SPR/93092.htm>

If you have any queries about the LJMU Student Complaints procedure then please email the Student Governance Office at:

StudentGovernance@ljmu.ac.uk

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. We value your feedback and encourage students to complete any formal surveys you receive.

Please provide information about processes, both formal and informal, used at the partner to gather feedback e.g. Staff Student Liaison Committee, surveys

Results of previous student feedback (if applicable)

Please insert the results of previous student feedback, how this has been addressed and what action has been taken. Surveys might include LJMU Student Survey involving students at levels 4 and 5 and the National Student Survey for final year students.

Student representation and getting involved

We aim to make every one of our courses as good as it can possibly be; for that we need students' help. Every year, each programme elects a Course Rep; a fellow student who represents the views of other students on their course. 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 student experience.

Course Reps are elected at the start of every academic year. They receive continuous support in their role from relevant programme leaders and lecturing staff, as well as from the Link Tutor. If you are interested in becoming a Course Rep contact your Programme Leader.

Follow Course Reps on Twitter @course reps

Or on Facebook search for "LJMU Course Reps".

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. The Link Tutor from LJMU may also attend. 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 via the VLE.

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.

Also include details of how the outcomes of Boards of Study are reported.

EQUAL OPPORTUNITIES, DISABILITY AND DATA PROTECTION

Equality and Diversity

Liverpool John Moores University (LJMU) is committed to creating a learning and working environment which values and recognises the full potential of each person.

The University has a comprehensive Equality & Diversity Policy that complies with the national and European Union anti-discriminatory legislation. The policy articulates the rights and respects for every individual and a clear commitment for challenging discrimination and the distress this causes. For example, LJMU will not tolerate any form of unfair discriminatory practice, violence and extremist behaviour, hate crime, terrorism activities, or harassment including offensive remarks, language, graffiti, pin-ups and jokes, which are based upon a person's protected characteristic(s). The nine (9) protected characteristics identified by the Equality Act 2010 are: age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, sexual orientation and marriage and civil partnership. Unwelcome physical advances also constitute harassment. Students may be disciplined and dismissed where discrimination is proven. You are advised to familiarise yourself with the LJMU Equality & Diversity Policy, including the Equality Objectives and Action Plans by visiting the website.

- To find out more about LJMU's equality and diversity policy, click here: www.ljmu.ac.uk/personnel/personnel_docs/Equality_and_Diversity_Policy_-Jan_12.doc
- For the University's Equality Objectives and Action Plans, click here: www.ljmu.ac.uk/EOU/116199.htm

Data Protection

Liverpool John Moores University (LJMU) needs to obtain and process certain information about our students to allow us to register students, organise programmes, and to carry out other essential university activities. The University cannot exercise its responsibilities and fulfil its education, training and support obligations to its students, without holding and using this personal data. We process your personal data for recruitment, admission, enrolment, the administration of our programmes of study and student support and associated funding arrangements, monitoring performance and attendance, supervision, assessment and examination, graduation and alumni relations, advisory, pastoral, health and safety, management, research, statistical and archival purposes.

The information we collect is stored safely, used fairly, and not disclosed to any other person unlawfully. To do this we comply with the Data Protection Act 1998.

The University and all staff or others who process or use any personal information must ensure that they follow the University's Data Protection Policy. You can find a copy of the Data Protection Policy at <http://www.ljmu.ac.uk/secretariat/68133.htm>

If you have any questions about our Data Protection procedures, please contact the Data Protection Officer on 0151 231 3116 or at email: secretariat@ljmu.ac.uk

We also process applicant and student data to meet our statutory and other binding obligations. These may include submission of statistical returns to government or its agencies, including the Higher Education Funding Council for England (HEFCE), and other official bodies, such as the Higher Education Statistics Agency (HESA). **Please read the Student Collection Notice at <http://www.ljmu.ac.uk/secretariat/120571.htm>.** As a Tier 4 licensed sponsor we may be required to give information to the UK Border Agency about students with visas to study. Our sponsorship duties include informing the UK Border Agency if a student fails to register, withdraws, or fails to attend classes and hand in work.

We disclose your personal data to other third parties only with your consent, or if requested by an organisation with a statutory function, such as the police, in a case where non disclosure would prejudice law enforcement; or to meet a

statutory or regulatory obligation e.g. a court order; in a medical emergency or otherwise in accordance with the University's Notification with the Information Commissioner, and the terms of the Data Protection Act.

Your Rights:

You have the right to:

- Find out what personal data we hold about you, why we hold it and what we do with it, how long we keep it and to whom we may disclose it.
- Ask the University to correct inaccurate data.
- Ask the University not to process information about you that causes you substantial, unwarranted damage or distress.
- Request a copy of your personal information held by the University. This is known as a subject access request. You can find more information on how to do this at www.ljmu.ac.uk/secretariat/90259.htm. The University has 40 calendar days to comply with your request after receiving your proof of identity, the statutory fee of £10 and any further information needed to find the information requested.

Further Information:

- Contact the Data Protection Officer, Denise Tipping, on 0151 231 3116 or by email: secretariat@ljmu.ac.uk
- Follow the links in the University's Data Protection webpage
- www.ljmu.ac.uk/secretariat/68133.htm
- Student data collection: this explains what student data we share with the Higher Education Statistics Agency (add link).
- You can access the University's entry in the Information Commissioner's Register of Data Controllers at www.ico.gov.uk/ESDWebPages/search.asp. The University's Registration Number is: Z5616967. This register entry describes, in very general terms, what personal data we process and why, how we obtain personal data and to whom we may disclose it.
- You can find out further information about who we share your information with at www.ljmu.ac.uk/secretariat/120571.htm

Include details of:

- the partner's approach to equal opportunities
- how partners will support students with disabilities
- what the partner will use student data for and how this is managed
- any appropriate contact details at the partner for this information

Liverpool Student Union

Get more from your LJMU experience with LiverpoolSU

As a LJMU student, Liverpool Students' Union may be able to provide you with support or guidance if you need it.

Information about what LiverpoolSU offers, and how to contact them, is available on the website:

www.liverpoolsu.com

You could also follow Liverpool SU on social media:

Like us on Facebook www.facebook.com/liverpoolsu

Follow us on Twitter @LiverpoolSU

Follow us on Instagram: @LiverpoolSU

Appendix – Programme Specification

Your programme specification can be found here....

Please insert the URL for your programme specification