

What is your Query?	Who should you contact and where can you find further information?
<b>Ongoing programme delivery</b>	
<b>Admissions queries</b>	<b>Faculty of Arts Professional and Social Science</b> - +44 (0)151 231 5175; <a href="mailto:APSadmissions@ljmu.ac.uk">APSadmissions@ljmu.ac.uk</a> School of Education - +44 (0)151 231 5175; <a href="mailto:Education@ljmu.ac.uk">Education@ljmu.ac.uk</a>
	<b>Faculty of Business &amp; Law</b> - +44 (0)151 231 8080; <a href="mailto:busadmissions@ljmu.ac.uk">busadmissions@ljmu.ac.uk</a>
	<b>Faculty of Engineering &amp; Technology</b> - +44 (0)151 231 2777
	<b>Faculty of Health</b> - +44 (0)151 231 5829; <a href="mailto:health@ljmu.ac.uk">health@ljmu.ac.uk</a>
	<b>Faculty of Science</b> - +44 (0)151 231 2888; <a href="mailto:scienceadmissions@ljmu.ac.uk">scienceadmissions@ljmu.ac.uk</a>
<b>Enrolment and Registration Issues &amp; Student Record queries</b>	<b>Faculty of Arts Professional and Social Science</b> Liverpool Screen School – <a href="mailto:LSS-Admin@ljmu.ac.uk">LSS-Admin@ljmu.ac.uk</a> Liverpool School of Art and Design – <a href="mailto:LSA-Office@ljmu.ac.uk">LSA-Office@ljmu.ac.uk</a> School of Education – <a href="mailto:EDN-Admin@ljmu.ac.uk">EDN-Admin@ljmu.ac.uk</a> School of Humanities and Social Science – <a href="mailto:HSS-Admin@ljmu.ac.uk">HSS-Admin@ljmu.ac.uk</a> School of Justice Studies – <a href="mailto:SJS-ADMIN@ljmu.ac.uk">SJS-ADMIN@ljmu.ac.uk</a>
	<b>Faculty of Business &amp; Law</b> - <a href="mailto:BUSCollaborativeActivity@ljmu.ac.uk">BUSCollaborativeActivity@ljmu.ac.uk</a> Law - <a href="mailto:Lawcollabactivity@ljmu.ac.uk">Lawcollabactivity@ljmu.ac.uk</a>
	<b>Faculty of Engineering &amp; Technology</b> - <a href="mailto:FETCollaborative@ljmu.ac.uk">FETCollaborative@ljmu.ac.uk</a>
	<b>Faculty of Health</b> - <a href="mailto:HEASupport@ljmu.ac.uk">HEASupport@ljmu.ac.uk</a>

	<b>Faculty of Science</b> - <a href="mailto:scs-admin@ljmu.ac.uk">scs-admin@ljmu.ac.uk</a>
<b>The University's Academic Framework (Regulations), and Academic Policies and variances to the Academic Framework</b>  <b>Assessment processes</b>	Further information is available at: <a href="#">Academic Framework Regulations and Academic Policies</a> <a href="#">Assistant Academic Registrar Helpdesk</a> <ul style="list-style-type: none"> <li>• General queries</li> <li>• Board of Examiners and related processes</li> <li>• Module mark corrections</li> <li>• Safety Net or No-Detriment Framework queries</li> </ul> Partners can also contact their associated Assistant Academic Registrar directly.
<b>Approval of new Collaborative Staff to teach on a programme.</b>  <b>Collaborative staff accounts</b>	Collaborative staff appointment templates and further guidance can be found under the 'Collaborative New Staff Appointment' tab of the <a href="#">Academic Partnerships Operational Guidance</a> page of the Academic Registry website.  For the consideration of new collaborative teaching staff, applications should be submitted to the following email address: <a href="mailto:curriculum_development_and_review@ljmu.ac.uk">curriculum_development_and_review@ljmu.ac.uk</a>  Once a collaborative staff appointment has been approved, an IT form should be submitted to <a href="mailto:collaborativeprovision@ljmu.ac.uk">collaborativeprovision@ljmu.ac.uk</a> . As soon as the IT form has been processed collaborative colleagues will receive their barcode and account activation details.
<b>LJMU IT Account Queries</b>	<b>Student Information</b> – students can use the following webpage <a href="https://myaccount.ljmu.ac.uk/">https://myaccount.ljmu.ac.uk/</a>  This webpage includes information on the following: <ul style="list-style-type: none"> <li>• Account activation</li> <li>• Forgotten username</li> <li>• Security questions &amp; answers</li> <li>• Change password</li> <li>• Multi-factor authentication (MFA) settings</li> <li>• Help with IT</li> </ul> <a href="https://www.ljmu.ac.uk/academic-registry/collaborative-partners/collaborative-students">https://www.ljmu.ac.uk/academic-registry/collaborative-partners/collaborative-students</a>

	<p><b>Staff Information</b></p> <p>Staff account queries - <a href="#">IT Helpdesk</a> (select the 'Ask us an IT question' tile)</p> <p>Staff Canvas queries - <a href="#">Teaching &amp; Learning Helpdesk</a> (select the 'Technology Enhanced Learning Query' tile)</p>
<b>Programme specific queries (not covered elsewhere in this list)</b>	Please contact your designated Link Tutor in the first instance.
<b>Libraries</b>	
<b>LJMU Library queries</b>	<p>Information is available at the <b>Library Services</b> tab on the <a href="#">Advice and Guidance webpage</a></p> <p>For advice on the resources available for your subject, please contact one of the <a href="#">Academic Engagement Librarians</a></p> <p>If you have a question about your access, please get in touch with the <a href="#">Academic Engagement Manager</a>.</p> <p>There are Academic Engagement Librarians allocated to support the different subject areas, please click <a href="#">here</a> to see further details for each Faculty.</p>
<b>Certificates and Transcripts</b>	
<b>Registry Services for students</b>	<p>For assistance with certificate and transcripts or any other student related query:</p> <p><a href="https://www.ljmu.ac.uk/academic-registry/student/registry-services">https://www.ljmu.ac.uk/academic-registry/student/registry-services</a> This webpage includes information on extension requests, leave of absence, student withdrawal, special mitigation, and non-attempt at assessment (found <a href="#">here</a> under the 'Forms for Collaborative/Partner college student use only' tab).</p> <p>0151 231 3516</p>
<b>Programme approval and ongoing Quality Arrangements</b>	
<b>Continuous Monitoring and Enhancement (CME)</b>	Guidance about CME is available on the <a href="#">Continuous Monitoring and Enhancement</a> process page on the Academic Registry website. To start completing Collaborative CME for your programme, log into

	<p>WebHub <a href="#">here</a>.</p> <p>You can also contact the <a href="#">AQS Helpdesk</a></p>
<p><b>New Programme proposals</b></p> <p><b>Programme being considered through Validation or Periodic Programme Review processes</b></p>	<p>Guidance about Collaborative Validation is available on the <a href="#">Collaborative Quality Management Processes</a> page on the Academic Registry website (under both the '<i>Collaborative Programme Validation and Periodic Programme Review Guidance</i>' tab and '<i>Validation and Periodic Programme Review Supporting Information and Templates</i>').</p> <p>Please contact the Curriculum, Development &amp; Review team at: <a href="mailto:curriculum_development_and_review@ljmu.ac.uk">curriculum_development_and_review@ljmu.ac.uk</a></p>
<p><b>External Examining</b></p>	<p>Guidance about External Examining is available <a href="#">here</a></p> <p>Please contact the External Examining team at: <a href="mailto:ExternalExamining@ljmu.ac.uk">ExternalExamining@ljmu.ac.uk</a></p>
<p><b>Quality process or queries relating to:</b></p> <ul style="list-style-type: none"> <li>• <b>Programme and Module Amendment</b></li> <li>• <b>Boards of Study</b></li> <li>• <b>Programme Guides</b></li> <li>• <b>Engagement with Professional, Statutory and Regulatory Bodies</b></li> </ul>	<p>Guidance is available on the <a href="#">Advice &amp; Guidance</a> webpage and the <a href="#">Quality and Standards</a> webpage .</p> <p>Please contact the relevant process team, contact details are available here for the <a href="#">Quality and Standards Team</a></p>
<p><b>CourseLoop</b></p>	<p>Planning and Information can provide support by contacting:</p> <p><a href="mailto:curr-man-reg-planning@ljmu.ac.uk">curr-man-reg-planning@ljmu.ac.uk</a></p>
<p><b>Contracts &amp; Finances</b></p>	
<p><b>Collaborative financial queries and invoicing</b></p> <p><b>Student fee queries</b></p>	<p>Registry Services can be contacted at: <a href="mailto:studentfinance@ljmu.ac.uk">studentfinance@ljmu.ac.uk</a></p> <p>Depending on the type of collaborative arrangement, students might pay the Partner Institution directly or they may pay the University.</p>

	In arrangements where students pay the Partner Institution, any queries about student fees should be referred to the Partner.
<b>Contracts or a Memorandum of Understanding</b>	Academic Registry <a href="mailto:collaborativeprovision@ljmu.ac.uk">collaborativeprovision@ljmu.ac.uk</a>
<b>New collaborative partnerships &amp; new collaborative programmes</b>	
<b>For queries relating to new UK based partnerships or UK collaborative programme</b>	Contact <a href="mailto:collaborativeprovision@ljmu.ac.uk">collaborativeprovision@ljmu.ac.uk</a> for queries relating to UK collaborative partnerships
<b>For queries relating to new international based partnerships or international collaborative programme</b>	Contact the International Relations team <a href="mailto:j.l.wright@ljmu.ac.uk">j.l.wright@ljmu.ac.uk</a> <a href="#">About International partnerships   Liverpool John Moores University</a>
<b>Any other queries</b>	
<b>My query is not covered in the above list</b>	Please contact Academic Registry at <a href="mailto:collaborativeprovision@ljmu.ac.uk">collaborativeprovision@ljmu.ac.uk</a> and we will put you in touch with the right person