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| Programme  Guide    2024/25 |



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| Insert Programme Title Here |

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| Contents  [Welcome to Liverpool John Moores University 3](#_Toc171010962)  [Welcome from Partner/Link Tutor 4](#_Toc171010963)  [Introduction to the Partner (include partner’s name) 4](#_Toc171010964)  [Introduction to your programme 4](#_Toc171010965)  [What you need to know about your programme 4](#_Toc171010966)  [Using technology to enhance your learning 4](#_Toc171010967)  [Accessing your LJMU account 5](#_Toc171010968)  [Timetabling and attendance 5](#_Toc171010969)  [Professional accreditations 5](#_Toc171010970)  [Disclosure and Barring Service 5](#_Toc171010971)  [Pastoral and Academic Support 5](#_Toc171010972)  [Key contacts 7](#_Toc171010973)  [Modules 8](#_Toc171010974)  [You and LJMU 10](#_Toc171010975)  [Library 10](#_Toc171010976)  [Libraries 10](#_Toc171010977)  [LJMU Resources 10](#_Toc171010978)  [Support Services 10](#_Toc171010979)  [How your studies will enhance your career prospects 11](#_Toc171010980)  [Module registration 11](#_Toc171010981)  [Submitting coursework 11](#_Toc171010982)  [Marking criteria 12](#_Toc171010983)  [Feedback strategy 13](#_Toc171010984)  [Understanding Assessment 13](#_Toc171010985)  [The role of External Examiners 13](#_Toc171010986)  [Progression and classification 15](#_Toc171010987)  [Referrals/deferrals 17](#_Toc171010988)  [Variance 18](#_Toc171010989)  [Boards of Examiners 18](#_Toc171010990)  [Getting your results 18](#_Toc171010991)  [Academic Appeals 18](#_Toc171010992)  [Student Complaints 18](#_Toc171010993)  [Academic Misconduct 19](#_Toc171010994)  [Report and Support 19](#_Toc171010995)  [Student Feedback 20](#_Toc171010996)  [We want your feedback 20](#_Toc171010997)  [Results of previous student feedback (if applicable) 20](#_Toc171010998)  [Student representation and getting involved 20](#_Toc171010999)  [What is the Board of Study? 20](#_Toc171011000)  [EQUAL OPPORTUNITIES, DISABILITY AND DATA PROTECTION 22](#_Toc171011001)  [John Moores Students’ Union 25](#_Toc171011002) |

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| Welcome | | | |
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| Welcome to Liverpool John Moores University | | We are an inclusive civic university transforming lives and futures, placing our students at the heart of everything we do.  Liverpool John Moores University is a distinctive institution, rooted in the Liverpool City Region but with a global presence.  Our values underpin our commitment to providing opportunities for people of all backgrounds and supporting them to flourish.  When you come to LJMU you join an inclusive community of staff and students. We believe in leading by example. Through our academic expertise and research, we are developing practical, real-world solutions to the challenges and opportunities we face on a local, national and global scale.  We cannot do this alone; together, with people like you, we transform lives and deliver real, impactful change to the people and world around us. | |

**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*

**Introduction to your programme**

*Please insert a brief introduction welcoming students and conveying that they 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 introducti*on.

**What you need to know about your programme**

*Please insert information on:*

* *An outline of the programme and of what students will be learning (avoid simply relisting the programme aims and outcomes), acknowledge social as well as intellectual learning.*
* *An explanation of how the programme will be taught/delivered. i.e. the range of approaches planned for active blended learning. Reference synchronous and asynchronous approaches, interactivity and social learning, curated learning materials, and activity that scaffolds and consolidates learning.*
* *How the programme will be assessed – general info.*
* *Research activity of staff and how this feeds into the curriculum.*
* *General employment opportunities info.*
* *Other information about what students will need e.g. specialist equipment.*

**Using technology to enhance your learning**

*Please provide details of the Virtual Learning Environment (VLE) that will be used for the programme. The following text could be adapted as required:*

Canvas is the University’s Virtual Learning Environment (VLE). It offers easy access to learning materials, live lectures and assessment activities for each of the modules you study. In most cases, you will submit assignments via Canvas. The process is simple will clear instructions provided. You will receive an on screen notification of successful submission. Canvas also integrates with your Office 365 University account so that you can synchronously work on documents in the cloud, and submit or share them within the VLE. Tutors will use announcements in canvas to keep you updated about developments in your module. You can choose where you access these notifications – you can have them sent to your email, phone or Twitter account. Canvas is fully mobile compatible. You can download the **Canvas App** from your normal App store.

If you need help with using Canvas, a range of online help resources, including written guides and videos are available via the Canvas Student Community <https://community.canvaslms.com/community/answers/guides>.

*Please provide general details on what will be available on Canvas – what students can expect across the programme (e.g. lecture notes, activities, discussion boards), details of any specific 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.*

**Accessing your LJMU account**

In order to access your LJMU email account and webpages on the LJMU intranet, you will need your LJMU Username and Password. Please be aware that the password expires every 60 days.

However, as long as you can remember your old password, even though it has expired, you can update it at <https://myaccount.ljmu.ac.uk/>

**Timetabling and attendance**

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

*Please include a brief overview of how the timetable will work, e.g. timetabled face to face sessions, scheduled online learning, the role of independent study, experiential learning and what students can expect on their programme and an explanation of what these terms mean.*

**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, if 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.

**Pastoral and Academic Support**

*Please insert information on:*

* *Who students should contact in the first instance for guidance on their academic development*
* *Who students should contact in the first instance if issues arise that impact on their ability to complete their studies successfully*
* *Make reference to the ‘Student Advice and Wellbeing Services’ section of this guide which should include details of any professional support service provided by your institution*
* *Mention if the students have any scheduled opportunities to reflect on their learning and support needs (e.g. personal tutorials)*
* *Be sure to manage expectations about response times/availability/access*

**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. In addition, 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.*

*For programme team members, students would like to see name, teaching qualification and/or professional background, 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 contact if they have problems with a particular member of staff.*

*You may wish to use the text and table below*

**First name Last name,** *Director of School*

The Director of School is responsible for overall management and academic leadership of the School, which includes 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](mailto:a.name@ljmu.ac.uk)  
+44 (0) 1512310000

**School Contacts**

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| --- | --- | --- | --- |
| **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 |
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| 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;***

Your programme is divided into levels and each level into a series of smaller units of study called modules. Each module explores a subject that is relevant to your programme of study. What you will learn in each module is described in its **Learning Outcomes**. These inform the criteria against which you will be assessed. Successful completion of the module assessment(s) results in the release of academic credit. You need to accumulate sufficient credit to enable you to progress through the programme and graduate.

**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 areas of interest or to develop subject specialisms. In making a choice you may find it useful to think about future study and career aspirations.

Details on the modules offered on your programme of study can be found within the LJMU Course Catalogue, which can be accessed as follows:

* Students who commenced in or before academic year 2022-23 <<*Programme Leader to insert link to 2022 Programme Specification in the LJMU Course Catalogue>>* ***If there are no students who commenced in or before academic year 2022-23, this statement should be deleted***
* Students who commenced in academic year 2023-24 *<<Programme Leader to insert link to 2023 Programme Specification in the LJMU Course Catalogue>>* ***If there are no students who commenced in academic year 2023-24, this statement should be deleted***
* Students who commenced in academic year 2024-25 *<<Programme Leader to insert link to 2024 Programme Specification in the LJMU Course Catalogue>>*
* *Please include how students can find more detailed information about their modules, 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 institution doesn’t provide/cost of additional/optional field trips*

***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 that is relevant to your programme of study. What you will learn in each module is described in its **Learning Outcomes**. These inform the criteria against which you will be assessed. Successful completion of the module assessment(s) results in the release of academic credit. You need to accumulate sufficient credit to enable you to progress through the programme and graduate.

**Core and Option Modules**

Depending on your programme, modules may be designated as either a Core of 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 areas of interest or to develop subject specialisms. In making a choice you may find it useful to think about future study and career aspirations.

Details on the modules offered on your programme of study can be found within the LJMU Course Catalogue, which can be accessed as follows:

* Students who commenced in or before academic year 2022-23 <<*Programme Leader to insert link to 2022 Programme Specification in the LJMU Course Catalogue>>* ***If there are no students who commenced in or before academic year 2022-23, this statement should be deleted***
* Students who commenced in academic year 2023-24 *<<Programme Leader to insert link to 2023 Programme Specification in the LJMU Course Catalogue>>* ***If there are no students who commenced in or before academic year 2022-23, this statement should be deleted***
* Students who commenced in academic year 2024-25 *<<Programme Leader to insert link to 2024 Programme Specification in the LJMU Course Catalogue>>*
* *Please include how students can find more detailed information about the module content)*
* *Please provide information on any additional costs associated with any modules, e.g. equipment the institution doesn’t provide/cost of additional/optional field trips.*

**You and LJMU**

We want you to have the best student experience possible and make the most of the LJMU services available to you as a collaborative student. In addition to your personal tutor and other members of the programme team, we provide a range of support services available to you, please visit: <https://www.ljmu.ac.uk/academic-registry/collaborative-partners/students>

Like any university, we have a range of rules and regulations that 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 to protect your rights and to define your responsibilities as a member of the University.

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

**Library**

**Libraries**

*Include details of the library resources available at the partner*

**LJMU Resources**

As a collaborative LJMU student, you have access to some of LJMU’s electronic library resources. Details of the resources available can be found on the Partner colleges page: [www.ljmu.ac.uk/microsites/library/about-ljmu-libraries/visitors/partner-college-support](http://www.ljmu.ac.uk/microsites/library/about-ljmu-libraries/visitors/partner-college-support).

If you have a query with using the electronic library, the library staff are always happy to help. Contact details are available at: [www.ljmu.ac.uk/microsites/library/about-ljmu-libraries/contact-us](http://www.ljmu.ac.uk/microsites/library/about-ljmu-libraries/contact-us). Live chat is available 24/7 and during normal service hours, library staff can also respond to enquiries on Twitter: @ljmulibrary.

If you visit Liverpool, you can use any LJMU library using your LJMU student card. Our library has an extensive collection of books, journals and other information resources. It also provides technology-rich study spaces, digital studios and skills development facilities across three buildings: Aldham Robarts Library, Avril Robarts Library and the Student Life Building.

For the location, opening hours and further details about the library, please visit the library homepage at: [www.ljmu.ac.uk/library](http://www.ljmu.ac.uk/library).

**Support Services**

*Include information on support and services provided at the partner.*

Students studying at Collaborative Partner Institutions are expected to refer to local services at the partner. In addition, LJMU Student Advice and Wellbeing Services have a number of online resources available, which can be accesses here: [www.ljmu.ac.uk/discover/student-support](http://www.ljmu.ac.uk/discover/student-support).

**How your studies will enhance your career prospects**

LJMU students studying at Collaborative Partner institutions have access to online guides and advice about careers. To access these resources please use your University log-in details.

<https://www.ljmu.ac.uk/careers/online-guides-and-resources>

**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 academic year, you will be asked to complete a Student Registration form to confirm or amend the personal information that the University holds about you. You will also be able to view the modules that you will be registered for in the next academic year. This 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.

**Where to get help**

LJMU has a dedicated Student Registration Helpline. Support is available by calling +44 (0) 151 231 3289 or by completing a student enquiry form at: <https://myservices.ljmu.ac.uk/Forms/RegistryHelp.aspx>

**Submitting coursework**

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

*Please include details of how students can apply for an extension or make another personal circumstances application.*

The University acknowledges that there may be occasions when a student’s performance is adversely affected by serious and exceptional factors outside of their control. Such events include sudden acute illness or bereavement. These factors may, for example:

* Require an extension to a coursework deadline to allow a student to submit an assessment later than anticipated.
* Have caused a student to miss a coursework deadline or deadlines.
* Have prevented a student from attending an examination or other timed assessment (e.g. presentation or in-class test).
* Have severely impacted the ability of a student to finish a timed assessment (e.g. a student was taken ill during an examination or assessed presentation and was unable to complete the finish the assessment as a result).
* Require a student to withdraw their declaration that they were ‘fit to attempt’ an assessment when it becomes apparent that they were not in a fit state to make such a declaration.

Our Personal Circumstances Policy is designed to help students in such circumstances and provides details of the following processes designed to support students in those situations:

* Coursework extensions.
* Personal circumstances (non-attempt at assessment) applications, when circumstances have prevented the submission of coursework or attendance at an examination or assessed presentation.
* Personal circumstances (special mitigation) applications, when a student begins a time-limited form of assessment (such as a presentation or examination) but when the assessment could not be finished due to illness that occurred during the assessment.
* Personal circumstances (revocation of ‘fit to attempt’ declaration) applications, when a student declares that they have evidence that they were not in a fit state to decide whether they were ‘fit to attempt’ an assessment item.

To can find out about the Personal Circumstances process, please visit: [www.ljmu.ac.uk/academic-registry/student/registry-services/assessment-coursework-and-examination/problems-completing-your-assessment](https://www.ljmu.ac.uk/academic-registry/student/registry-services/assessment-coursework-and-examination/problems-completing-your-assessment).

The University also acknowledges that there may be occasions when a student needs a little extra time to complete their coursework but doesn’t have a valid reason to request an extension to the deadline. Therefore, a student can submit coursework up to 5 working days late without an agreed extension, but the mark will be capped at the pass mark for the module. This only applies to the first attempt at the coursework and not any subsequent referral (second or third) attempts.

**Marking criteria**

Marking/Assessment criteria set out the knowledge, understanding and skills that you are expected to demonstrate in an assessment. These criteria are based on the intended learning outcomes and should help you to understand what you need to do. We use these criteria when marking your assignments to determine the mark awarded and to provide feedback to you on your performance.

All assignments that contribute to the final module mark are assessed in line with institutional grade descriptors to ensure that module learning outcomes, key academic skills and technical proficiency in the English Language are effectively assessed.

The LJMU grade descriptors can be accessed here:

<https://www.ljmu.ac.uk/~/media/files/ljmu/public-information-documents/academic-quality-and-regulations/academic-policy/grade-descriptors.pdf?la=en>

*Please provide an explanation of grading criteria, what you need to do to achieve a 1st, 2.1 etc.  
Please provide grade descriptors for different types of assessment.*

**Feedback strategy**

Feedback is a critical part of the learning process. It provides information on your performance in a single assignment as well as how you can develop your skills for future work.

Our policy is that:

Details of assessment submission deadlines and feedback return will be provided in programme and module guides. Feedback may mean marks as well as more detailed written comments.

Under normal circumstances, you should expect to receive feedback on assessed written coursework within 15 working days of the published assessment deadline if you submit on time.

Working days exclude Saturday and Sunday, bank holidays and any other day on which the University is closed. Sometimes teams are unable to meet this deadline. In these cases, they will inform you of the delay and provide a new deadline.

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 could be in a group setting.

*For programmes with Standard Semester 1 modules, please include the following in the feedback strategy;*

*‘You will be offered a one-to-one Personal Tutorial (Assessment Performance) early in Semester 2 to discuss assessment performance and ways to improve.’*

*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.*

**Understanding Assessment**

Assessment is a key aspect of university life. We have a wide range of processes and procedures to ensure that all marking is fair, consistent and upholds academic standards. To help you understand these, we have produced a Student Guide to Assessment at LJMU. This guide explains the key rules around assessment and the diverse types of assessments that you may be asked to complete. It also outlines the options that you have if you need any extra time to complete an assessment and what you need to do if you do not pass. Please take a little time to familiarise yourself with this, but remember that you can always ask for clarification, advice and support from your personal tutor, module leader or programme leader.

**The role of External Examiners**

The University engages an External Examiner for every programme. They will either be from another university or Higher Education Institution, or from industry where that plays a major role in your programme. An External Examiner is an expert in the subject from outside the University and will look at samples of work from across the programme. These procedures will ensure that students’ work is properly and fairly marked. Once the marks for all the assessments on your programme have been moderated and finalised a Board of Examiners can meet.

External Examiners report to LJMU 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.

The University engages External Examiners to ensure the quality management of Higher Education 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.***

**Progression and classification**

*For honours programmes use the following text:*

Students are required to attempt all items of summative assessment at the appointed time as a condition of the award of credit. Failure to do so will be deemed by the Board of Examiners to constitute failure in the module unless a claim for Personal Circumstances or Special Mitigation is found valid. See the Undergraduate Academic Framework Regulations, section UG.C4 for further details. [www.ljmu.ac.uk/~/media/sample-sharepoint-libraries/policy-documents/246.pdf](https://www.ljmu.ac.uk/~/media/sample-sharepoint-libraries/policy-documents/246.pdf)

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 at the first attempt, you may be allowed a referral in the modules you have failed.

**Classification of final Bachelor’s with Honours 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 with Honours degree (for other programmes please refer to the Undergraduate Academic Framework Regulations at [www.ljmu.ac.uk/~/media/sample-sharepoint-libraries/policy-documents/246.pdf](https://www.ljmu.ac.uk/~/media/sample-sharepoint-libraries/policy-documents/246.pdf)

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. See the Undergraduate Academic Framework Regulations, section UG.C8 for further details [www.ljmu.ac.uk/~/media/sample-sharepoint-libraries/policy-documents/246.pdf](https://www.ljmu.ac.uk/~/media/sample-sharepoint-libraries/policy-documents/246.pdf)

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.

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:

1. your Award Mark is 1% below the classification boundary and;
2. more than half of the mark-bearing 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.

**Classification of final integrated masters degree award** (MArt, MChem, MComp, MEng, MNurse, MPharm, MPhys)If you are studying an integrated masters degree, classification of your degree will be calculated by using marks from Level 5, 6 and 7. See the Undergraduate Academic Framework Regulations, section UG.C8 for further details. [www.ljmu.ac.uk/~/media/sample-sharepoint-libraries/policy-documents/246.pdf](https://www.ljmu.ac.uk/~/media/sample-sharepoint-libraries/policy-documents/246.pdf)

The class of degree will be based upon the Award Mark which is the 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:

1. the Award Mark is 1% below the higher classification boundary and;
2. the majority 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 [www.ljmu.ac.uk/~/media/sample-sharepoint-libraries/policy-documents/246.pdf](https://www.ljmu.ac.uk/~/media/sample-sharepoint-libraries/policy-documents/246.pdf)

*For Foundation Degrees/Foundation Certificates use the following text:*

**Grading of Foundation Degrees/Foundation Certificates**

Students are required to attempt all items of summative assessment at the appointed time as a condition of the award of credit. Failure to do so will be deemed by the Board of Examiners to constitute failure in the module unless a claim for Personal Circumstances or Special Mitigation is found valid. See the Undergraduate Academic Framework Regulations, section UG.C4 for further details. [www.ljmu.ac.uk/~/media/sample-sharepoint-libraries/policy-documents/246.pdf](https://www.ljmu.ac.uk/~/media/sample-sharepoint-libraries/policy-documents/246.pdf)

Award marks determine the grade 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 Undergraduate Academic Framework Regulations are available at [www.ljmu.ac.uk/~/media/sample-sharepoint-libraries/policy-documents/246.pdf](https://www.ljmu.ac.uk/~/media/sample-sharepoint-libraries/policy-documents/246.pdf)

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 at the first attempt, you will be allowed a referral in the modules you have failed.

*For Postgraduate awards use the following text:*

**Grading of postgraduate awards**

Students are required to attempt all items of summative assessment at the appointed time as a condition of the award of credit. Failure to do so will be deemed by the Board of Examiners to constitute failure in the module unless a claim for Personal Circumstances or Special Mitigation is found valid. See the Postgraduate Academic Framework Regulations, section PG.C4.3 and PG.C4.4 for further details. [www.ljmu.ac.uk/~/media/sample-sharepoint-libraries/policy-documents/247.pdf](https://www.ljmu.ac.uk/~/media/sample-sharepoint-libraries/policy-documents/247.pdf)

Award marks determine the grade of the award as follows:

Distinction – overall mark of 70% or above

Merit – overall mark between 60 and 69%

Pass – overall mark between 50 and 59%

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

1. the Award Mark is 1% below the award boundary and;
2. more than half of the mark-bearing credits at Level 7 are in the grade above that indicated by the Award Mark

For further information, the Postgraduate Academic Framework Regulations are available at [www.ljmu.ac.uk/~/media/sample-sharepoint-libraries/policy-documents/247.pdf](https://www.ljmu.ac.uk/~/media/sample-sharepoint-libraries/policy-documents/247.pdf)

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 at the first attempt, you will be allowed a referral in the modules you have failed.

**Referrals/deferrals**

**Types of Referral**

A referral is the opportunity to re-take assessment in a module in which you attained no credit after your first attempt. Students have the right to two referral opportunities in any failed module(s). No further attempts are permitted. Students who have failed the first referral opportunity will be allowed an Exceptional Second Referral on the same module(s), up to 20 credits at any Level, provided that 100 credits at that level have been achieved and the module failure(s) are not eligible for compensation (see section UG.C7.8 or PG.C7.7). Students who have failed the first referral in more than 20 credits will be offered the opportunity to register for a Final Referral. Exceptional Second Referrals and Final Referrals will be a final single attempt (therefore there can be no subsequent referral) and marks can be carried forward from previous attempts. Final Referrals will require attendance. See the Academic Framework Regulations, section C7.14 for further details.

[www.ljmu.ac.uk/about-us/public-information/student-regulations/guidance-policy-and-process](http://www.ljmu.ac.uk/about-us/public-information/student-regulations/guidance-policy-and-process)

The maximum mark obtainable from a referral, Exceptional Second Referral or Final Referral is the minimum pass mark for the module.

Some modules may not be eligible for Exceptional Second Referrals or Final Referrals. These are usually modules related to professional competency requirements.

**Deferral**

A deferral is the opportunity to undertake an assessment at the next assessment opportunity. This can only happen if you follow the Personal Circumstances procedure within the specified timeframe – see <https://myservices.ljmu.ac.uk>.

Deferred assessment attempts are marked as if you were attempting them for the first time i.e. not capped to the minimum pass mark.

**Variance**

Sometimes it is necessary for programme to seek permission to operate within the University’s Academic Framework Regulations with agreed differences (known as variance). Such instances are normally due to the requirements of accrediting/professional bodies or subject practice. If your programme has permission to operate with variance from any of the University’s Academic Framework Regulations, details can be found within the “Approved variance from Academic Framework Regulations” section of your Programme Specification, which is available via the LJMU Course Catalogue (see **Modules** section).

**Boards of Examiners**

**Boards of Examiners** 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.

**Getting 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**

All students have the right to appeal against the decisions of a Board of Examiners, which confirms assessment results and makes final awards. Students also have the right to appeal against the decision of a Personal Circumstance Panel or an Academic Misconduct Panel. There are strict eligibility criteria and timescales for appeals.

Students on collaborative programmes follow the same appeal procedures as local LJMU students and should ensure that they submit their appeals to the LJMU Student Governance office. Follow the link below for full details.

Information and guidance on appeals is available here:[www.ljmu.ac.uk/about-us/public-information/student-regulations/student-appeals](http://www.ljmu.ac.uk/about-us/public-information/student-regulations/student-appeals)

**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 a complaint has not been resolved or satisfactorily dealt with by the academic partner, a student can submit a formal complaint to LJMU. Alternatively, a student can complain directly to LJMU if it is appropriate to do so. If the issues that a student wishes to raise relate solely to the actions of LJMU or relate solely to events that occurred at LJMU and not at a partner of the university, the student should complain directly to LJMU, and any complaint will be dealt with at all stages by LJMU.

Details of the LJMU Student Complaints Procedure for Academic Partnerships can be found at: [www.ljmu.ac.uk/students/supporting-your-study/student-policy-and-regulations](https://www.ljmu.ac.uk/students/supporting-your-study/student-policy-and-regulations)

If you have any queries about the LJMU Student Complaints Procedure then please email the Student Governance Office at: [StudentGovernance@ljmu.ac.uk](mailto:StudentGovernance@ljmu.ac.uk)

**Academic Misconduct**

Academic misconduct is deemed to cover deliberate attempts to gain an unfair advantage in assessment. This includes plagiarism, unauthorised collusion, falsification of research data, cheating in an examination the submission of material purchased or commission from a third party and the use of artificial intelligence software to gain an unfair advantage.

If you are accused of academic misconduct you will be sent details of the allegation plus supporting evidence and asked to attend an Academic Misconduct Panel. Please note the panel may draw adverse inferences if a student does not take the opportunity to attend and defend their work.

For information relating to LJMU’s Academic Misconduct Policy, please visit: [www.ljmu.ac.uk/about-us/public-information/student-regulations/academic-misconduct](http://www.ljmu.ac.uk/about-us/public-information/student-regulations/academic-misconduct)  
  
**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.

The Penalty Tariff is contained within the University’s Academic Misconduct Policy: [www.ljmu.ac.uk/about-us/public-information/student-regulations/academic-misconduct](http://www.ljmu.ac.uk/about-us/public-information/student-regulations/academic-misconduct)

**Report and Support**

As a university, we are committed to fostering a safe and inclusive environment for all members of our community. The University’s Report and Support harassment reporting tool has been designed to empower students, staff, and faculty to report incidents of harassment and obtain support. Harassment can have a profound impact on the well-being, academic performance, and personal development of individuals. We believe in creating a culture that promotes respect, dignity, and equal opportunities for everyone. By reporting harassment, you contribute to the collective effort of addressing and preventing such incidents, making our university a better place for all.

**Key Features of the Harassment Reporting Tool**

* Confidentiality: We understand the importance of maintaining privacy and anonymity throughout the reporting process. The tool ensures that your identity is protected, unless you choose to disclose it.
* Easy-to-Use Interface: Report and Support has an intuitive and user-friendly interface that makes it simple to navigate and submit your report. We have designed the tool to be accessible and inclusive, ensuring that everyone can easily report incidents.
* Detailed Incident Reporting: The tool allows you to provide a brief account of the incident, including how long the circumstances you are experiencing has been going on, the locations of the incident(s) and the factors you believe have played a role in what you experienced. This information helps us understand the situation better and take appropriate action.
* Follow-up and Support: Once you have submitted your report, our dedicated team will promptly review it and initiate the necessary actions. If you have chosen to leave your contact details, a case worker will contact you within 2 working days.

Further information can be found here: [Report and Support](https://reportandsupport.ljmu.ac.uk/)

**Student Feedback**

**We want your feedback**

There may be many ways that you can provide feedback on your course. Most common of these is simply talking to someone from the programme team or professional services. 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 NSS, UKES or PTES.*

**Student representation and getting involved**

We want to make every course as good as it can be and we need students’ help to do that. Each programme has Course Representatives who canvas and feedback the views of their fellow students. Course reps can influence everything from curriculum changes to improving how the course is organised and supported by lecturers.

Reps are usually elected at the start of the academic year. They receive support in their role from 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.

*Please include any opportunities for Course Reps to share information e.g. social media/VLE.*

*Please use the following text and amend the terminology, if appropriate;*

**What is the Board of Study?**

The Board of Study oversees the management and operation of the programme. Membership consists 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 for them to raise in the Board of Study. In this way you can contribute to the formal running of the programme. 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 characteristic 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/about-us/public-information/equality-and-diversity](https://www.ljmu.ac.uk/about-us/public-information/equality-and-diversity)
* For the University’s Equality Objectives and Action Plans, click here: [www.ljmu.ac.uk/~/media/sample-sharepoint-libraries/policy-documents/251.pdf?la=en](http://www.ljmu.ac.uk/~/media/sample-sharepoint-libraries/policy-documents/251.pdf?la=en)

**Data Protection**

Liverpool John Moores University (LJMU) takes your privacy very seriously. 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 and securely, used fairly, and not disclosed to any other person unlawfully. To do this we comply with the data protection obligations as set out in the Data Protection Act 2018 (The Act) and the General Data Protection Regulation (GDPR).

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 further information and a copy of the Data Protection Policy at [www.ljmu.ac.uk/about-us/data-protection](http://www.ljmu.ac.uk/about-us/data-protection).

If you have any questions about our Data Protection procedures, please contact the Data Protection Officer on +44 (0) 151 904 6134 or at email: [DPO-LJMU@ljmu.ac.uk](mailto:DPO-LJMU@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 Office for Students (OfS), and other official bodies, such as the Higher Education Statistics Agency (HESA), the Student Loan Company (SLC), or other equivalent bodies from other countries. **Please read the Student Data Collection Notice at** [www.ljmu.ac.uk/about-us/data-protection](http://www.ljmu.ac.uk/about-us/data-protection) which will explain how HESA also collect and share your information. As a Tier 4 licensed sponsor we may be required to give information to the UK Visas and Immigration Agency (UKVI) about students with visas to study. Our sponsorship duties include informing the UKVI 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’s Office (ICO), Registration Number Z5616967, and the terms of the General Data Protection Regulation (GDPR).

**Your Rights:**

You have the right to:

* Find out what personal data the University holds about you, why it holds it and what it does with it, how long it keeps it and to whom the University discloses it.
* Ask the University to correct inaccurate data.
* Ask that access to your data is limited in certain circumstances.
* Object to us processing your personal data if you dispute the justification for the processing or if the processing involves making a decision by a computer.
* Request a copy of your personal information held by the University. This is known as a subject access request (SAR). You can find more information on how to do this at [www.ljmu.ac.uk/about-us/data-protection](http://www.ljmu.ac.uk/about-us/data-protection). The University has one calendar month to comply with your request after receiving your proof of identity and there will be no charge.
* If your personal data has been provided by consent, you have the right to withdraw that consent at any time.

**Further Information:**

* Contact the Data Protection Officer on +44 (0) 151 904 6134 or by email: [DPO-LJMU@ljmu.ac.uk](mailto:DPO-LJMU@ljmu.ac.uk)
* Follow the links in the University’s Data Protection webpage

[www.ljmu.ac.uk/about-us/data-protection](http://www.ljmu.ac.uk/about-us/data-protection)

* Student data collection: this explains what student data we share with the Higher Education Statistics Agency [www.hesa.ac.uk/about/regulation/data-protection/noticesh](https://www.hesa.ac.uk/about/regulation/data-protection/notices)
* You can access the University’s entry in the Information Commissioner’s Register of Data Controllers at <https://ico.org.uk/about-the-ico/what-we-do/register-of-data-controllers/>. 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/about-us/data-protection](https://www.ljmu.ac.uk/about-us/data-protection) or the Data Protection Officer.

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

**John Moores Students’ Union**

We’re here to help you get the most from your LJMU days. We can help you make friends, learn new skills, offer advice and support and bring lots of fun to your time as a student. We’re run by students and for students and will fight for the things that matter most to you to improve your University experience.

**Connect with us:**

Web: [www.jmsu.co.uk](http://www.jmsu.co.uk)

Email: [studentsunion@ljmu.ac.uk](mailto:studentsunion@ljmu.ac.uk)

Phone: +44 (0) 151 231 4900

Youtube: [www.youtube.com/user/liverpoolSUtv](http://www.youtube.com/user/liverpoolSUtv)

Facebook: facebook.com/johnmooressu

Twitter: twitter.com/johnmooressu

Instagram: Instagram.com/johnmooressu