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| **Apprenticeship**  Programme  Guide    2024/25 |



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| Contents  [Welcome to Liverpool John Moores University 3](#_Toc172797593)  [**Active Blended Learning** 4](#_Toc172797594)  [**Introduction to your apprenticeship** 5](#_Toc172797595)  [**What you need to know about your apprenticeship** 6](#_Toc172797596)  [End-Point Assessment 6](#_Toc172797597)  [Using technology to enhance your learning 6](#_Toc172797598)  [Degree Apprenticeships ‘Aptem’ System 7](#_Toc172797599)  [**Accessing your LJMU account** 7](#_Toc172797600)  [**Timetabling and attendance** 7](#_Toc172797601)  [Professional accreditations 8](#_Toc172797602)  [Disclosure and Barring Service 8](#_Toc172797603)  [Safeguarding/Fitness to Practice 9](#_Toc172797604)  [**Your Personal Tutor** 9](#_Toc172797605)  [Tripartite Review Meetings 9](#_Toc172797606)  [Attendance Monitoring and Learner Digital Engagement 9](#_Toc172797607)  [**Key contacts** 10](#_Toc172797608)  [**Modules** 12](#_Toc172797609)  [**You and LJMU** 12](#_Toc172797610)  [MyLJMU 13](#_Toc172797611)  [International apprentices 13](#_Toc172797612)  [Library 13](#_Toc172797613)  [Student Advice and Wellbeing Services 14](#_Toc172797614)  [Safeguarding and Prevent 14](#_Toc172797615)  [**How your studies will enhance your career goals** 14](#_Toc172797616)  [**Submitting coursework** 16](#_Toc172797617)  [**Marking criteria** 17](#_Toc172797618)  [**Feedback strategy** 17](#_Toc172797619)  [**The role of External Examiners** 18](#_Toc172797620)  [**The role of External Verifiers** 18](#_Toc172797621)  [**Progression and classification** 19](#_Toc172797622)  [**Referrals/deferrals** 19](#_Toc172797623)  [**Variance** 20](#_Toc172797624)  [**Boards of Examiners** 20](#_Toc172797625)  [**Getting your results** 20](#_Toc172797626)  [**Academic Misconduct** 21](#_Toc172797627)  [**Report and Support** 22](#_Toc172797628)  [**Apprentice Feedback** 23](#_Toc172797629)  [**We want your feedback** 23](#_Toc172797630)  [**Results of previous apprentice feedback** 23](#_Toc172797631)  [**Course representation and getting involved** 23](#_Toc172797632)  [**What is the Board of Study?** 23](#_Toc172797633) |

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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 and apprentices 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.  Our degree apprenticeships are an excellent example of this; we offer you the opportunity to fulfil your potential by achieving a full degree at the same time as developing practical skills in the workplace. In this way, through work-based learning, we are enabling employers to benefit from highly skilled employees with both academic qualifications and the knowledge and experience gained during your apprenticeship.  When you come to LJMU you join an inclusive community who are at the beating heart of our city. In every corner of the Liverpool City Region, you will find someone with a connection to the university. We could not exist anywhere else and, for 200 years, have shaped this place to which we belong.  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. | |

**Active Blended Learning**

The University takes an **Active Blended Learning** approach to programme delivery. This combines the best of in-person teaching with online provision.  This blend will be managed differently across training programmes to ensure that it best meets the needs of the apprentices and the discipline. Most teaching takes place on campus. However, we have an excellent Virtual Learning Environment (‘Canvas’) that enables us to deliver online teaching in a variety of different ways. Canvas is the place where you will be able to access materials related to your lectures. This can include guided reading or online materials that you will be asked to work though in preparation for your lectures, or to help consolidate learning from lectures.  This is known as ‘asynchronous learning’.  On occasions, you may also be asked to log onto live lectures or seminars. These provide remote opportunities for you to get involved in activities, ask questions and share ideas with lecturers and your fellow apprentices in ‘real time’. We call this ‘synchronous learning’.  The combination of synchronous and asynchronous activities will vary from module to module.  This is only part of the picture. You will also be expected to undertake independent study. Here, lecturers might suggest reading and other learning activities with less direct supervision. This will give you the opportunity to explore module content on a deeper level and in a way that best suits your individual approach to learning.

Times when you are expected to be in university or attend a ‘synchronous’ online lecture will appear on your personalised timetable. You will also be able to book both in-person or online tutorials using our **SeeMyTutor** software. This means that you can easily arrange to meet with your personal tutor at a mutually convenient time.

We believe that our active blended approach will provide a rich and diverse learning experience. The combination of face-to-face and online learning will enable you to engage fully in your studies and support you through your assessments.

**Introduction to your apprenticeship**

*Please insert a brief introduction, welcoming apprentices and conveying that they will be joining and contributing to a learning community. The introduction should concisely sum up the experience that can be expected on the apprenticeship.*

*The introduction should be signed jointly by the programme leader and employer(s).*

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

*Please insert information on:*

* *The aims of the apprenticeship and an outline of what apprentices will be learning, acknowledge social as well as intellectual learning*
* *An explanation of how the apprenticeship 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 apprenticeship will be assessed and how the assessment plan is designed to support the End-Point Assessment (EPA) – general info.*
* *Outline work-based mentoring arrangements.*
* Whilst on programme, *you will be asked to complete mandatory training to develop your understanding of fundamental British values of democracy, individual liberty, the rule of law and mutual respect and tolerance.*
* *Other information about what apprentices will need e.g. specialist equipment.*

## End-Point Assessment

End Point Assessment (EPA) is a vital part of the apprenticeship and should be planned for at the start of your apprenticeship programme. It is a holistic and independent assessment of the knowledge, skills and behaviours, which have been learnt throughout an apprenticeship. The requirements for end-point assessment are set out in the Assessment Plan for each specific apprenticeship. Your employer is responsible for deciding when you are ready to pass through gateway and take your EPA.

It is important you take ownership of your journey towards EPA at the beginning of the apprenticeship, stay on track with learning and make use of employer and University support.

Information about the apprenticeship gateway and resits for End Point Assessment can be found at [https://www.gov.uk/guidance/apprenticeship-gateway-and-resits-for-end-point-assessment-epa](https://www.gov.uk/guidance/apprenticeship-gateway-and-resits-for-end-point-assessment-epa%20)

## Using technology to enhance your learning

We provide a safe, secure, engaging and dynamic learning experience both in-class and online. We use a range of technologies to build bridges between these two worlds, which will help on your learning journey to develop your knowledge, skills and understanding. A key technology at the heart of your learning experience is **Canvas**, the University’s **Virtual Learning Environment** (VLE).

**What does Canvas do?**

Canvas provides easy access to learning materials, tasks to help you develop understanding and live online activities so that you can share ideas with your peers and tutors. It is also the place where you will usually submit your final assessments. Lecturers will provide you with the necessary resources, but you need to dedicate time and energy to get the most from this learning experience.

Canvas will also help to keep you up to date with information from tutors and peers, assessment deadlines and online events. Download the **Canvas Student phone app** and receive notifications to make sure you never miss an important message.

Canvas is linked to a range of tools that can support individual learning but also allows you to connect with others and share ideas. For instance, LJMU has provided you with an [Office 365 account](https://www.ljmu.ac.uk/ithelp/software-for-staff-and-students/office-365-for-staff-and-students). This allows you to create documents and store them securely online. It is connected to Canvas, so you can share documents during group learning tasks and collaborate on the same document at the same time.

Ifyou have any problems with Canvas, Canvas experts are available 24/7 to answer your questions, just click the ‘help’ button in the Canvas Menu to find online guides or get help via telephone, chat or email.

If you need help that’s not Canvas related, please visit the [LJMU Off-Campus support website.](https://www.ljmu.ac.uk/microsites/library/about-ljmu-libraries/contact-us)

*Please provide general details on what will be available on Canvas – what apprentices can expect across the apprenticeship (e.g. lecture notes, activities, discussion boards), details of any specific approaches used on the apprenticeship. Please also clarify specific expectations relating to the use of the VLE, e.g. how often they should log on/how should they engage with the VLE etc.*

*Also use this space to alert them to a Programme site (if available) where they will be able to engage with staff and apprentices from all levels of the apprenticeship.*

## Degree Apprenticeships ‘Aptem’ System

In addition to Canvas, as an apprentice at LJMU you will also have access to our bespoke Degree Apprenticeship system, Aptem, which is designed to support and monitor your progression through your apprenticeship. The Aptem system can be used to access information relating to all compliance documents, the Knowledge, Skills and Behaviours (KSBs) associated with your apprenticeship and to upload evidence about your professional competencies against the KSBs. Aptem will also hold the documentation and paperwork that relates to your apprenticeship and is used to manage review meetings between yourself, the University, and your employer. Off The Job (OTJ) hours will be recorded and reportable in Aptem.

**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.

It is your responsibility to engage with the opportunities that are available to you. The importance of this is reflected in the event that you are not able to attend university or join a planned face to face or online live session, you must inform the university as soon as possible after first contacting your employer. If you are unable to attend any of the modules listed on your timetable you should contact your Programme Leader without delay.

You must also keep your log or journal, keeping the hours that you spend in the off the job learning elements within this apprenticeship up to date, noting any absences and time spent on rescheduled learning.

LJMU student attendance policy that can be accessed at [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)

*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 apprentices can expect on their apprenticeship and an explanation of what these terms mean.*

The Withdrawal Policy can be found here: <https://policies.ljmu.ac.uk/UserHome/Policies/PolicyDisplay.aspx?&id=256&l=1>

**Reporting a Temporary Short Absence**

Students can report a temporary short-term absence if they are unable to attend a timetabled teaching session due to illness or other factor outside of their control. This should be done as close to the timing of the session as possible by completing and submitting the form available via MYLJMU: <https://myservices.ljmu.ac.uk/Forms/AbsenceReport.aspx>

**Leave of Absence**

Students can also request a temporary long term and official period of time away from the University known as a Leave of Absence. The request may be for a variety of reasons such as medical, financial, or personal. Students are recommended to seek advice and guidance from both the programme leader and Student Advice and Wellbeing Services before submitting the request.

A Leave of Absence request can start at any stage in the academic calendar but must be submitted before the last day teaching. A return date within 12 months must be included as part of the request.

Whilst on a Leave of Absence, a student may not participate in any programme-related activities including assessments but may access support services offered by Student Advice and Wellbeing Services and IT Services.

International students studying on a Tier 4 visa should note that a leave of absence will be reported to the UKVI. Students should also advise the UKVI that they are returning home. International students will have to apply for a new visa prior to returning to the University to resume their studies.

The Leave of Absence Policy can be found here: <https://policies.ljmu.ac.uk/UserHome/Policies/PolicyDisplay.aspx?&id=108&l=1>

## 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 apprenticeship 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 and associated costs.*

## Safeguarding/Fitness to Practice

*This section can be removed if not applicable*

Please indicate any specific requirements including those to re-confirm ongoing eligibility to study.

**Your Personal Tutor**

All apprentices have a Personal Tutor who understands your disciplinary area and course expectations. Their role is to guide your academic development and encourage you to make the most of the University. They will also help you find appropriate University support should issues arise that impact on your ability to complete your studies successfully. You will have a scheduled opportunity to meet individually with your Personal Tutor (this may be virtually or in person) at least twice a year for a progress review, but you can contact them as and when you need to.

*Please insert information on:*

* *How apprentices find out who their personal tutor is*
* *Manage expectations around availability/office hours*
* *Using* ***SeeMyTutor*** *to book appointments*
* *Note email response time to align with University policy*
* *When they will meet them/how often*

## Tripartite Review Meetings

Tripartite review meetings are an essential part of the apprenticeship. A minimum of four tripartite review meetings will take place within a calendar year of study and provide an opportunity for you, your workplace mentor, and your LJMU tutor to work together to reflect on your progress towards achieving the Knowledge, Skills, and Behaviours (KSBs) associated with your apprenticeship. They are also an opportunity to reflect on your performance both at LJMU and in the workplace, and to consider how your experiences are helping you to achieve your aims as an apprentice. During the review meetings, you, your workplace mentor and LJMU tutor will collaborate to set goals and targets against the KSBs and the learning aims of your LJMU apprenticeship and document your ongoing progress through your Skills Scan. You will also review your off-the-job training evidence.

*Please insert information on: Arrangements for tripartite reviews with employers; Skills Support Officers; opportunities for skills development*

## Attendance Monitoring and Learner Digital Engagement

We know that establishing good study habits and maintaining contact with academic staff and peers is linked to success at University. You will be expected to register your attendance in all timetabled sessions by simply tapping your student card on a monitoring device. We also record digital engagement by bringing together data from key digital systems including Canvas, log-ons to IT and library loans.

This information is available to your Personal Tutor, Programme Leader, Director of School, and Student Wellbeing Advisor(s).  Authorised staff receive a weekly email notifying them if any of their apprentices are not engaging. This means that the university can identify and support apprentices who are beginning to let their studies slip.

You will have direct access to your own engagement data via the MyLJMU app (<https://my.ljmu.ac.uk/>).

**Key contacts**

*Please provide information about apprenticeship level key contacts.*

*Please include information on where apprentices should go for help and advice plus guidance on how each of these members of staff prefer to be contacted. Refer to SeeMyTutor. Also include employer contact details, especially work-based mentors. In addition, outline expectations for responses, i.e. apprentices would like to know if they can expect responses during holidays and weekends, as this is often a presumption. Minimum response time to emails/phone messages, communication strategy etc*

*For academic programme team members, apprentices would like to see name, teaching qualification and/or professional background, role, responsibilities, specialism and/or research interests, email address, office location and phone number.*

*Apprentices would like information on who to contact if they are having a problem and who the appropriate contacts are for different problems, i.e. explanation of roles of module leader, personal tutor, work-based mentor etc. Apprentices 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

**University Contacts**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Room** | **Extension** | **E-mail (@ljmu.ac.uk)** |
| Name ASurname | R001 | 1234 | I.Surname |
| Name ASurname | R002 | 1234 | I.Surname |
| Name BSurname | R000 | 1234 | I.Surname |
| Name BSurname | R000 | 1234 | I.Surname |
| Name CSurname | R000 | 1234 | I.Surname |
| Name CSurname | R000 | 1234 | I.Surname |
| Name DSurname | R000 | 1234 | I.Surname |
| Name DSurname | R000 | 1234 | I.Surname |
| Name ESurname | R000 | 1234 | I.Surname |
| Name ESurname | R000 | 1234 | I.Surname |
| Name FSurname | R000 | 1234 | I.Surname |
| Name FSurname | R000 | 1234 | I.Surname |
| Name GSurname | R000 | 1234 | I.Surname |
| Name GSurname | R000 | 1234 | I.Surname |
| Name HSurname | R000 | 1234 | I.Surname |
| Name HSurname | R000 | 1234 | I.Surname |
| Name ISurname | R000 | 1234 | I.Surname |
| Name ISurname | R000 | 1234 | I.Surname |
| Name JSurname | R000 | 1234 | I.Surname |
| Name JSurname | R000 | 1234 | I.Surname |
| Name KSurname | R000 | 1234 | I.Surname |
| Name KSurname | R000 | 1234 | I.Surname |

**Employer Contacts**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Location** | **Phone** | **E-mail** |
| Name ASurname | R001 | 1234 | I.Surname |
| Name ASurname | R002 | 1234 | I.Surname |
| Name BSurname | R000 | 1234 | I.Surname |

**Modules**

Your apprenticeship 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 apprenticeship. 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 apprenticeship, modules may be designated as either a Core or an Option:

* Core modules are compulsory. You must complete these to proceed to the next level of the apprenticeship.
* 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:

* Apprentices 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 apprentices who commenced in or before academic year 2022-23, this statement should be deleted***
* Apprentices 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 apprentices who commenced in academic year 2023-24, this statement should be deleted***
* Apprentices who commenced in academic year 2024-25 *<<Programme Leader to insert link to 2024 Programme Specification in the LJMU Course Catalogue>>* ***If there are no apprentices who commenced in academic year 2024-25, this statement should be deleted***
* *Please provide any additional costs associated with any modules: e.g. equipment the university doesn’t provide/cost of additional/optional field trips.*

**You and LJMU**

We want you to have the best experience possible, so please do not be afraid to approach LJMU staff if you need any advice. In addition to your personal tutor and other members of the programme team, we provide a range of support services. Details of these are available at [www.ljmu.ac.uk/students/supporting-your-study](https://www.ljmu.ac.uk/students/supporting-your-study).

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 degree apprenticeship programme information. Their function is not to limit your experiences at LJMU but to protect your rights and to define your responsibilities as a member of the University. You will find more details on the website:

[www.ljmu.ac.uk/students/supporting-your-study/student-policy-and-regulations](http://www.ljmu.ac.uk/students/supporting-your-study/student-policy-and-regulations).

We are committed to promoting an environment where everyone is treated equally, and with dignity and respect. We have zero tolerance for any form of discrimination, harassment or bullying, including cyber-bullying. Anyone 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 apprentice behaviour, please read the Student Code of Behaviour and Disciplinary Procedures:

[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).

## MyLJMU

MyLJMU ([my.ljmu.ac.uk/](https://my.ljmu.ac.uk/)) provides easy access to important tools and information to support your journey.  It works equally well from a mobile or desktop device and you can find it in the ‘Quick link’ icons on the LJMU Student Homepage.

MyLJMU includes links to *Applications* such as Canvas, Email, Office 365 and PC/Room Bookings. You can also access *Course* information such as timetables and results. The system allows you to book appointments with staff, manage your University accounts and to access University forms and letter requests, all from one place. There’s also other *useful information* about connecting to Wifi, setting up access to emails on a portable device and access to software. that you can use off-campus. Please take a minute to look at the portal and familiarise yourself with the range of support available.

## International apprentices

Our International Student Advisers are dedicated to helping international apprentices settle into life at Liverpool and the University. They are experienced in dealing with the kinds of issues that international apprentices may face when moving to a new country, such as visa renewal, accommodation, financial concerns and the natural challenges emerging from developing a new ‘home away from home’. For more details, go to: [www.ljmu.ac.uk/discover/student-support/international-student-support](https://www.ljmu.ac.uk/discover/student-support/international-student-support),

email: [internationaladvice@ljmu.ac.uk](mailto:internationaladvice@ljmu.ac.uk) or call +44 (0) 151 231 3673. Further information is also available on the website: [www.ljmu.ac.uk/students/supporting-your-study/student-policy-and-regulations](http://www.ljmu.ac.uk/students/supporting-your-study/student-policy-and-regulations).

International apprentices are subject to different attendance and enrolment regulations as set out by the UK Visas and Immigration Agency. For more details on LJMU’s international attendance policies, go to: [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).

## Library

Our library has an extensive collection of books, journals and other information resources Many of these are available online. It also provides technology-rich spaces, digital studios and skills development facilities across three buildings: Aldham Robarts Library, Avril Robarts Library and the Student Life Building. Specialist teams offer a programme of workshops, webinars, drop-ins, and one-to-one appointments to help you develop your academic writing, English language, maths and statistics, information, research, and digital skills at all levels of study.

As with all LJMU buildings, you need your student ID card to access the library.

To find out more about what the library has to offer, please visit the library homepage at: [www.ljmu.ac.uk/library](http://www.ljmu.ac.uk/library).

## Student Advice and Wellbeing Services

Services are provided across all aspects of issues that may arise for apprentices during their time at LJMU. For information on the range of services available, please visit: <https://www.ljmu.ac.uk/discover/student-support>

## Safeguarding and Prevent

At LJMU the safety and wellbeing of our apprentices is a priority. To ensure that all apprentices can learn and achieve safely, free from abuse, harassment and harm, we have developed a safeguarding policy and associated procedures which can be found here;

<https://www.ljmu.ac.uk/discover/student-support/safeguarding-at-ljmu>

Safeguarding is the process of ensuring that those within our communities who may be vulnerable are given additional protections. Policies and strategies are developed to ensure this covers all members of the university community.  The Prevent duty is one of the statutory duties placed on the university and this is incorporated into our overarching Safeguarding policy.  The Prevent duty is part of the Counter Terrorism and Security Act 2015 and requires the university to have ‘due regard to the need to prevent people from being drawn into terrorism’.  At the centre of Prevent is the need to safeguard individuals from harm.

If you have a concern at any time, please contact one of the Designated Safeguarding contacts listed on the Safeguarding webpage or any member of Student Advice and Wellbeing staff (appointments can be made via MyLJMU).

**How your studies will enhance your career goals**

**Work Integrated Learning**

*Please provide apprenticeship specific Work Integrated Learning information.*

*Please provide a brief narrative around the integration between on and off the job learning.*

*Please outline how the apprenticeship can enhance employment opportunities e.g. vocational learning, professional accreditation, enhanced placements, or apprenticeship specific work initiatives.*

*Authors may wish to highlight any licence to operate/practice arrangements.*

*Please make reference to the commitment statement and the responsibilities this sets out.*

An Apprenticeship Training Plan is a contract between you the apprentice and your employer which sets out the obligations of all parties involved in the apprenticeship. This plan will be signed at the beginning of the programme and can be referred to at any point.

Off the job training is a critical requirement of your apprenticeship and, in order to meet the Education and Skills Funding Agency’s funding rules, this must be at least 20% of your paid hours over the total duration of the apprenticeship (until gateway for standards).

Off the job training is completed during normal working hours, for the purpose of achieving the standard connected to the apprenticeship. Off the job training can include (but is not limited to) face to face delivery, simulation exercises, online learning, work shadowing, industry visits and 1:1 coaching. If you are unsure of the suitability of your proposed Off the Job Training, please speak to your personal tutor and workplace mentor.

*Please outline how the apprenticeship can enhance employment opportunities e.g. vocational learning, professional accreditation, enhanced placements, or apprenticeship specific work initiatives.*

*Authors may wish to highlight any licence to operate/practice arrangements.*

**Support to develop your career and employability skills**

[Student Futures](https://www.ljmu.ac.uk/studentfutures) – LJMU’s Careers, Employability and Start-up Team - provide a range of opportunities and services to further your development as a professional or entrepreneur.

Every Faculty has a designated Careers and Employability Consultant or Start-up and Enterprise Consultant. These are experienced careers and employability professional who understand the latest developments in key sectors and the wider graduate labour market to help you progress in the career of your choice. The team can provide you with information and guidance on career progression and linked professional bodies and membership accreditation within your specific sector that can help advancement. The team can also support you in translating newly acquired knowledge, skills and behaviours learnt from your apprenticeship into a professional profile that highlights key employability skills, for example, leadership, teamwork and collaboration.

A team of Careers and Employability Advisers is on hand throughout your apprenticeship to provide you with personalised advice and guidance relevant for degree apprentices including how to build a professional network within your company and how to raise your own profile (build your own personal brand) with the wider professional community.  
Book an online or in-person [one-to-one careers meeting.](https://www.ljmu.ac.uk/studentfutures/book-a-careers-meeting)

Also available from Student Futures is:

* Support from our [Start-Up Hub](https://www.ljmu.ac.uk/studentfutures/start-up-hub) to grow your enterprise and entrepreneurship skills.
* Access to [Careers Zone 24/7](https://careerszone247.careercentre.me/u/xnb0l0l9) - LJMU’s state-of-the-art suite of online interactive Apps, jobs board and resources
* An annual programme of online and face-to-face careers, employability and start-up events, including workshops, employer events and recruitment fairs (<https://studentfutures.ljmu.ac.uk/>)

Within Careers Zone 24/7, apprentices can take a range of learning pathways including [Career Development for Degree Apprentices.](https://careerszone247.careercentre.me/u/2gl9raye) Each task guides you through actions aiming towards improved self-awareness, resilience, communication, performance, and career advancement. Within this programme you can explore your own current performance and skill level and undertake e-learning study to best support your own development. You will also have access to a new careers tool exclusive to LJMU students and apprentices – [Skills Checker](https://careerszone247.careercentre.me/u/s2i10wly). This helps you identify, and evidence sought after employability skills and helps you talk confidently about your skills and experience.

You can also get the latest announcements from the team via our Canvas Open Course, or follow us on Twitter, Instagram and LinkedIn.

**Where can I find out more about careers, employability and start-up support beyond my course?**

To find out more about the careers and employability support available at LJMU, visit <https://www.ljmu.ac.uk/studentfutures>, email [studentfutures@ljmu.ac.uk](mailto:studentfutures@ljmu.ac.uk), call into our Careers Zones (based at Byrom Street and the Student Life Building) or telephone +44 (0)151 231 2048/3719. You can also get the latest announcements from the team via our [Canvas Open Course](https://canvas.ljmu.ac.uk/enroll/G9HTJT) or follow us on [Twitter/X](https://twitter.com/LJMUCareers), [Instagram](https://www.instagram.com/ljmucareers/?hl=en) and [LinkedIn](https://www.linkedin.com/company/ljmu-student-futures/).

For information about the support available for potential and actual student entrepreneurs, visit the [Start-Up Hub website](http://www.ljmu.ac.uk/startup) or email [startup@ljmu.ac.uk](mailto:startup@ljmu.ac.uk).

*Please provide information about employability support in your faculty.*

**Registration**

LJMU has a dedicated 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>

It is imperative you inform your personal tutor and the Degree Apprenticeship Team of any change in circumstance that may impact the Training Plan originally signed. This could include a change to your employment status, new employer details or a break in learning.

*Please provide any specific information about suspending studies (including liaising with employers)*

**Submitting coursework**

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

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>

The university’s Academic Achievement Team is available to provide you with guidance on developing your academic writing, including spelling, punctuation and grammar. Resources and advice can be accessed via your Faculty’s Academic Achievement Canvas course or by contacting the Academic Achievement Team at [achieve@ljmu.ac.uk](mailto:achieve@ljmu.ac.uk).

*Please provide an explanation of grading criteria, what you need to do to achieve a distinction, merit 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 (Via Canvas). 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 apprenticeships 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 apprentices on how and when feedback will be provided and how they should use their feedback.*

*Apprentices 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 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 apprenticeship. They will either be from another university or Higher Education Institution, or from industry where that plays a major role in your apprenticeship. 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 apprentices’ 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 the University annually. This report is discussed and available to apprentice representatives at Board of Study meetings. The External Examiner report will be made available to all apprentices. Please ask your Programme Leader or Apprentice Representative for further information.

The University engages External Examiners to ensure the quality management of Higher Education apprenticeships and it is not part of their remit to communicate with individual apprentices. 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 apprenticeship, this should include name, position and institution/workplace.***

**The role of External Verifiers**

The University also engages External Verifiers for its apprenticeships. Like External Examiners, they are normally from another university or Higher Education Institution. External Verifiers work alongside the External Examiner(s) for your apprenticeship to provide expert external oversight of the quality of your training programme by:

* Helping the University to ensure that your apprenticeship operates in-line with applicable policies, procedures and regulations, both within the University and externally.
* Identifying opportunities to enhance the quality of your training programme.
* Identifying good practice.
* Commenting on the effectiveness of your apprenticeship in enabling you to achieve the required knowledge, skills and behaviours.
* Commenting on how effectively off the job learning aligns with your day to day work activities.
* Commenting on how effectively your apprenticeship prepares you to progress to timely completion of the End-Point Assessment.

External Verifiers are engaged by the University to support the quality assurance of its apprenticeship provision, and it is not part of their remit to communicate with individual apprentices. For this reason, please do not make direct contact with the External Verifier(s) in respect of your training programme or performance. However, you may be invited to meet with the External Verifier(s) whilst they discharge their quality assurance function.

**Progression and classification**

Apprentices 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 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).

**Classification of award**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 apprenticeship, you need to know if any additional regulations apply to your apprenticeship. 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. Apprentices have the right to two referral opportunities in any failed module(s). No further attempts are permitted. Apprentices who have failed the first referral opportunity will be allowed an Exceptional Second Referral on the same module(s), up to 20 credits, provided that 100 credits have been achieved and the module failure(s) are not eligible for compensation (see section PG.C7.7). Apprentices 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 PG.C7 (and PG.C5) 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).

The maximum mark obtainable from a referral, Exceptional Second Referral or Final Referral is 50%, or whatever is the minimum pass mark.

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 programmes 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 apprentice 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 apprentices are assessed fairly in accordance with the approved regulations and procedures.

**Getting your results**

Results for individual pieces of assessment are generally available on Canvas within 15 working days of the assessment deadline. It is important that you review these and take note of feedback. If you have any concerns, please speak to your personal tutor or the module leader as soon as possible. They are there to help. Results on Canvas are subject to moderation and confirmation through the Board of Examiners, so should not be taken as the final mark. You will get these on X. A Results Statement and Progress Transcript will be available via MyLJMU. Please make sure that you access these as soon as possible to find out how you have done and whether you need to take any further action. As ever, if you are uncertain about any of the information provided, contact your tutor or programme leader at the earliest opportunity.

*X = either:*

*·         "the official* ***Result Notification Day****, as recorded on the Academic Calendar”*

*·         [insert date of result notification]*

*Please insert what apprentices 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.*

*Please ensure it is clear that results will be shared with employers and how they will support apprentices with referrals/deferrals.*

**Academic Appeals**

All apprentices have the right to appeal against the decisions of a Board of Examiners, which confirms assessment results and makes final awards. Apprentices 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.

The Appeals Form is available at MyLJMU at <https://myservices.ljmu.ac.uk/>

The Appeals Guidance notes are available here: <https://www.ljmu.ac.uk/about-us/public-information/student-regulations/student-appeals>

**Complaints**

We really hope that you will enjoy your time at LJMU. If you have a cause for complaint, the matter should be raised in the first instance with the person responsible for the relevant area. You can do this either in person or in writing, but you should do this within 30 days of the incident, matter or concern.

Where a complaint is not resolved or satisfactorily dealt with locally, or where it is not appropriate for it to be dealt with locally, a student can submit a formal complaint using an online form.

For further information on the Student Complaints Procedure and for access to the online (formal) complaint form:

*• visit:* [www.ljmu.ac.uk/about-us/public-information/student-regulations/student-complaints](http://www.ljmu.ac.uk/about-us/public-information/student-regulations/student-complaints)

*• email:* [StudentGovernance@ljmu.ac.uk](mailto:StudentGovernance@ljmu.ac.uk)

In the event that your employer has concerns or complaints regarding the apprenticeship, they can take further steps using the university complaints process. You may also escalate a complaint to the Education & Skills Funding Agency’s apprenticeship helpline.

Apprentices and employers can also make a complaint about the University to the Office of the Independent Adjudicators. You must check their guidance about the scope of their complaints process.

Contact: ESFA Helpdesk: 0800 150400 | [nationalhelpdesk@apprenticeships.gov.uk](mailto:nationalhelpdesk@apprenticeships.gov.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 all of the supporting evidence and invited to attend an Academic Misconduct Panel.

John Moores Students Union: [www.jmsu.co.uk](http://www.jmsu.co.uk) can give you impartial advice on what to expect. Please note that the panel may draw adverse inferences from the failure of an apprentice to use the opportunity to defend their work.

For information relating to LJMU’s Academic Misconduct policies, please visit: <https://www.ljmu.ac.uk/about-us/public-information/student-regulations/academic-misconduct>

Additionally, information about Academic Misconduct can be found at <https://myservices.ljmu.ac.uk/>

**The LJMU Penalty Tariff**

The University strives to ensure fairness and consistency in the application of penalties to apprentices 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 apprentices 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 at: [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/)

**Apprentice 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 of professional services. This informal feedback is important, and we want to hear what you have to say. However, there are certain points in the year when we formally ask you for your feedback. Some of this is in the form of surveys, so please take a little time to complete these. We seek feedback at the end of every module, and you can access that from your email or Canvas. Once a year, we will also ask some more broad questions about your learning experience, so keep an eye on your email account for those requests.

*Please provide information about informal processes within the apprenticeship e.g. Staff Student Liaison Committee.*

**Results of previous apprentice feedback**

*Please insert the results of previous apprentice feedback, how this has been addressed and what action has been taken. Surveys might include module evaluation and PTES (Postgraduate Taught Experience Survey).*

**Course representation and getting involved**

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

Reps are usually elected at the start of the academic year and will receive training through John Moores Students’ Union. They also receive support in their role from programme leaders and lecturing staff. If you are interested in becoming a Course Rep contact your Programme Leader or [coursereps@ljmu.ac.uk](mailto:coursereps@ljmu.ac.uk?subject=Course%20Rep%20Registration%20of%20Interest).

Follow Course Reps on Twitter @coursereps or on Facebook by searching for “LJMU Course Reps”.

**What is the Board of Study?**

The Board of Study oversees the management and operation of the apprenticeship. Membership consists of all staff teaching on the apprenticeship, other staff essential to the running of the apprenticeship and course representatives. You can discuss any aspects of your apprenticeship 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 apprenticeship. Programme Leaders will ensure that Board of Study papers are available to all apprentices minutes of meetings will be shared in the ‘My Course’ area of MyLJMU <https://my.ljmu.ac.uk>.

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