



**Annual Annexe 2023-2024**

**The University  
of Liverpool  
Student Charter**

*Student Charter*

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## **Introduction**

The Student Charter of the University of Liverpool was first approved by the Council and the Senate and by the Guild Council at the end of the Summer Term 1995 to come into effect on 1 October 1995. It has since been revised and updated and a new version was approved in June 2013. The Charter can be accessed on the University's website at:

[https://www.liverpool.ac.uk/media/livacuk/student-administration/student-administration-centre/documents/Student Charter final June 15.pdf](https://www.liverpool.ac.uk/media/livacuk/student-administration/student-administration-centre/documents/Student_Charter_final_June_15.pdf)

Under the Student Charter, the University sets out its commitment to provide policies and procedures including programme and assessment regulations, appeals and complaints procedures. This Annual Annexe therefore provides links to the key student-facing policies and procedures as well as naming those individuals with primary responsibility for academic and professional service areas of the University.

## **University Regulations and Codes of Practice**

In a number of areas, the detailed working out of the commitments in the Charter are contained in University Regulations and Codes of Practice. A list of those currently in force is given on pages 9 to 14 with information about how you can obtain a copy of the relevant document. Many of these documents are accessible on the University's website.

## **Student Complaints Policy and Procedure**

The University Student Complaints Policy and Procedure provides for issues of concern to be dealt with, as far as possible, on an informal basis, but it also sets out a formal route for the consideration of complaints, should informal processes fail to resolve an issue of concern satisfactorily.

Details of the procedure can be accessed at:

<https://www.liverpool.ac.uk/student-administration/policies-procedures/complaints/>

or a copy may be obtained from the Student Conduct, Complaints and Compliance Team email [ACTAdmin@liverpool.ac.uk](mailto:ACTAdmin@liverpool.ac.uk).

## Your Role

The process of turning the Charter into a living document involves commitment from both staff and students to a process of continuing to explore mutual rights and responsibilities. Your co-operation is essential.

## Individuals with responsibility for handling complaints under the Formal Stage of the Student Complaints Policy and Procedure

This list is believed to be correct as at September 2023. For any subsequent changes please use the Site A-Z webpage at <https://www.liv.ac.uk/a-z/> to find the relevant academic or service area's webpages.

If you are not sure which is the relevant School/Institute/Service for the issue you wish to raise, your School Office or the Liverpool Guild of Students Advice Service (<https://www.liverpoolguild.org/guild-advice>) can help you.

### Complaints about academic matters relating to undergraduate and taught postgraduate programmes

The completed complaints form should be sent to the relevant School/Institute Manager, for the complaint to be considered by the Head of School/Institute. If the complaint is about the Head of School/Institute then the completed complaints form should be sent to the relevant Head of Education and Student Experience to be considered by the relevant Executive Pro-Vice-Chancellor.

#### FACULTY OF HUMANITIES AND SOCIAL SCIENCES

Executive Pro-Vice-Chancellor	Professor Fiona Beveridge
Head of Education and Student Experience	Miss Caroline Wathen

#### School of the Arts

(Architecture, Communication and Media, English, Music, and Philosophy)

Dean of School	Professor Peter Buse
Head of School Operations	Mr Steve Winterton

#### School of Histories, Languages and Cultures

(Archaeology, Classics and Egyptology, History, Irish Studies, Modern Languages and Cultures, and Politics)

Dean of School	Professor Alison Fell
Head of School Operations	Dr Helen Jones

**School of Law and Social Justice**

(Liverpool Law School, and Sociology, Social Policy and Criminology)

Dean of School

Professor Valsamis Mitsilegas

Head of School Operations

Ms Anna Vowles

**University of Liverpool Management School**

Dean of School

Professor Julia Balogun

Head of School Operations

Ms Rachael Lucas

**FACULTY OF SCIENCE AND ENGINEERING**

Pro-Vice-Chancellor

Professor Wiebe Van Der Hoek

Head of Education and Student Experience

Mrs Emma Carter-Brown

**School of Engineering**

Dean of School

Professor Eann Patterson

Head of School Operations

Dr John Myerscough

**School of Electrical Engineering, Electronics and Computer Science**

(Computer Science, and Electrical Engineering and Electronics)

Dean of School

Professor Katie Atkinson

Head of School Operations

Ms Caroline Billing

**School of Physical Sciences**

(Physics, Chemistry and Mathematical Sciences)

Dean of School

Professor Karl Coleman

Head of School Operations

Mrs Louise Hobson

**School of Environmental Sciences**

(Earth, Ocean and Ecological Sciences, and Geography and Planning)

Dean of School

Professor Douglas Mair

Head of School Operations

Mrs Verity Foster

**FACULTY OF HEALTH AND LIFE SCIENCES**

Executive Pro-Vice-Chancellor

Professor Louise Kenny

Head of Education and Student Experience

Ms Gloria Latham

**Institute of Infection, Veterinary and Ecological Sciences**

Executive Dean  
Head of School Operations

Professor Matthew Bayliss  
Adele Maggs

**Institute of Life Course and Medical Sciences**

Executive Dean  
Head of School Operations

Professor Peter Clegg  
Ms Hollie Swann

**Institute of Population Health**

Executive Dean  
Head of School Operations

Professor Iain Buchan  
Mr Tom West

**Institute of Systems, Molecular and Integrative Biology**

Executive Dean  
Head of School Operations

Professor Sonia Rocha  
Ms Joanne Parker

**Complaints about academic matters relating to postgraduate research programmes**

The completed complaints form should be sent to the relevant Faculty Director of Postgraduate Research:

**FACULTY OF HUMANITIES AND SOCIAL SCIENCES**

Director for Postgraduate Research  
Dr Ross McGarry

**FACULTY OF SCIENCE AND ENGINEERING**

Director for Postgraduate Research  
Professor James Cooper

**FACULTY OF HEALTH AND LIFE SCIENCES**

Director for Postgraduate Research  
Professor Peter McCormick

## **Complaints about non-academic matters**

The completed complaints form should be sent to the relevant Head of Service:

Careers and Employability Service	Ms Iwan Williams
Centre for Lifelong Learning (including Continuing Education courses)	Dr Glenn Godenho
Computing Services Department	Mr Daniel Lawrence
English Language Centre	Ms Michelle Dwyer
External Relations, Marketing and Communications (including content of main University websites and social media, marketing and admissions)	Mr Tim Seamans
Facilities, Residential and Commercial Services (including University Accommodation) <b>Interim Director</b>	Mr Matthew Clough
Director of Library Services, Museums and Galleries	Dr Matt Greenhall
Student Life (previously) Administration and Support Division (including Student Administration and Examinations, Student Welfare, Advice and Guidance, Graduation, Student Fees Office, PGR Student Team,	Dr Paula Harrison (Director)

## University Regulations and Codes of Practice

The following documents contain information of which you should be aware, as there may be obligations upon you to abide by them. The list is correct as at October 2019 and copies of the documents may be obtained from the offices listed.

### ACADEMIC SCHOOLS AND DEPARTMENTS

Programme Handbooks (see individual school)

School/Departmental Health and Safety Codes of Practice (see individual Schools/Departments for hard/online copies)

Module Specifications (see TULIP)

### STUDENT LIFE

[Programme Ordinances and Regulations](#)

[Regulations on Conduct of Examinations](#)

[Policy on Student Conduct and Discipline](#)

[Fee Payments Policy](#)

[Fitness to Practice](#)

### STUDENT ADMINISTRATION AND SUPPORT: PGR STUDENT TEAM

[Postgraduate Research Code of Practice](#)

#### Appendices to the PGR Code of Practice Postgrad

1 [PGR Admissions Policy](#)

1.1 [Procedure for Students Transferring in with Advanced Standing](#)

2 [Policy on Research Student Supervision](#)

3 [Policy and Procedures on the Academic Progress of Postgraduate Research Students](#)

4 [Policy on PGR Plagiarism and Dishonest Use of Data](#)

5 [Policy on Students Undertaking Teaching Duties](#)

6 [Policy on Suspensions, Extensions and Extenuating Circumstances](#)

7 [Policy on Submission of a Research Degree Thesis for Examination](#)

- 8 [Policy on Research Degree Examinations and Examiners](#)
- 9 [Policy and Procedures for Conducting Remote Viva Examinations for Research Degrees](#)
- 10 [PGR Research Degree Appeals Procedure](#)
- 10.1 [Procedure for Convening a Research Degree Appeals Board](#)
- 11 [PGR Off-site and Split-site Research Degree Policy for a Single UoL Award](#)
- 12 [Framework For Online Professional Doctorates](#)
- 13 [PGR Policy and Procedures for Visiting Research Students](#)

### **PGR Ordinances**

Degree Ordinances for postgraduate degrees are available, please visit the Corporate Governance and Support website at the link below;

[Programme Ordinances](#)

### **STUDENT LIFE: STUDENT SUPPORT SECTION**

[studentenq@liverpool.ac.uk](mailto:studentenq@liverpool.ac.uk)

[Child Care Information](#)

[Code of Practice on Freedom of Speech](#)

[Policy and Procedures to Determine and Support a Student's Fitness to Continue in Study](#)

[Policy Regarding Reasonable Adjustments and Support for Disabled Students](#)

### **ACADEMIC QUALITY SUPPORT DIVISION:**

<https://www.liverpool.ac.uk/agsd/contact/>

Code of Practice on Assessment which includes the following appendices:

[CoPA appendix A 2021-24](#): University Marks Scale, Marking Descriptors and Qualification Descriptors

[CoPA appendix B 2014 - 24](#): Model for Non-Clinical First Degree Programmes - model for the 2014-20 cohorts

[CoPA appendix B 2010 - 14](#): Model for Non-Clinical First Degree Programmes - model for the 2010-11, 2011-12, 2012-13 and 2013-14 cohorts

[CoPA appendix C 2015 - 24](#) University Framework for Full-time and Part-time Modular Postgraduate Programmes - framework for the 2015-19 cohorts

[CoPA appendix C 2014-15](#): University Framework for Full-time and Part-time Modular Postgraduate Programmes - framework for the 2014-15 cohort



[CoPA appendix C 2011-14](#): University Framework for Full-time and Part-time Modular Postgraduate Programmes - framework for the 2011-12, 2012-13 and 2013-14 cohorts

[CoPA appendix D 2022 - 24](#): Regulations for the Conduct of Examinations

[CoPA appendix D annex 1](#): Guidelines for the application of the regulations to Class Tests

[CoPA appendix D annex 4](#): Academic Misconduct Policy and Procedure

[CoPA appendix E 2021-24](#) : Progress of Students on Taught Programmes - A Guide for Officers, Staff and Students

[CoPA appendix F 2021-24](#) : Assessment Appeals Procedure

[CoPA appendix F Annex 1](#): Assessment Appeals Procedure - Guidance for Staff (Section 1 Appeals)

[CoPA appendix F Annex 2](#): Assessment Appeals Procedure - Guidance for Students (Section 1 Appeals)

[CoPA appendix F Annex 3](#): Assessment Appeals Procedure - Guidance for Students (Section 2 Appeals)

[CoPA appendix G 2021-24](#): Policy on Assessment of Group-Work for Taught Provision

[CoPA appendix G Annex 1](#): Policy on Assessment of Group-Work for Taught Provision - Guidelines for Staff

[CoPA appendix H 2021-24](#): Code of Practice on the External Examiner System  
System for the Classification of Three-year Non-Clinical Undergraduate Degrees

[CoPA appendix J 2010-2024](#): Classification of Four-Year and Five-Year Non-Clinical Undergraduate Degrees - applicable to the 2010-11, 2011-12, 2012-13, 2013-14, 2014-15, 2015-16, 2016-17, 2017-18, 2018-19, 2019-20 and 20-21 cohorts

[CoPA appendix K 2021-24](#): Policy on Adjustments to Examination Arrangements for Disabled Students

[CoPA K Annex 1](#): Guidelines for marking and feedback for students with specific learning difficulties (SpLDs)

[CoPA appendix L 2021-24](#): Academic Integrity Policy

[Appendix L Annex 1](#): Academic Integrity Policy: Guidelines for Staff and Students

[CoPA appendix M 2021-24](#): Policy on Extenuating Circumstances in Relation to Performance in Assessments and Examinations

[CoPA appendix M Annexe 1 : Guidelines on Exceptional Approval for Staff and Students](#)

[Extenuating Circumstances form](#)

[Extenuating Circumstances form for online students](#)

[Application for late submission of coursework form](#)

[CoPA appendix N 2021-24](#): Policy on Feedback on Assessment

[CoPA appendix O 2021-24](#): Policy on Flexible Arrangements for Learning and Assessment for Students with a Recognised Sporting Talent

[CoPA appendix P](#): University Framework for the Certificate and Diploma in Professional Studies

**VEHICLE PARKING:**

**Bedford House: Tel 0151 794 1363**

[Vehicle Parking Policy - Regulations & Guidelines](#)

**ACCOMMODATION OFFICE**

**Student Services Centre**

**Accommodation Office, Crown Place, 202 Brownlow Hill Liverpool L3 5UE**

[University Residence Tenancy Agreement](#)

[Student Accommodation Code](#)

[Accommodation – useful information and apps to download](#)

**SAFETY OFFICER:**

**24 Oxford Street**

[University Health and Safety Policy](#)

[Safety Codes of Practice](#)

**LIBRARY:**

**Harold Cohen Library**

**Sydney Jones Library**

[Library Regulations](#)

[Copyright Guide](#)

**COMPUTING SERVICES DEPARTMENT:**

**Brownlow Hill: Tel 0151 794 4567**

[Regulations for the Use of IT Facilities at the University of Liverpool](#)

[Payment Policy](#)

[Information Security Incident Response Policy](#)

[Information Security Review Policy](#)

[IT Asset Disposal Policy](#)

[IT Procurement and Third Party Security Policy](#)

[Research Data Management Policy](#)

[Social Media Compliance Policy](#)

[Testing Policy and Strategy](#)

[Office 365](#)

### **GUILD OF STUDENTS:**

**Guild Building: 0151 794 6868**

Code of Practice with respect to the Guild of Students as required by the Education Act (not online)

### **HUMAN RESOURCES:**

**Hart Building: Tel 0151 794 6771**

[Diversity and Equal Opportunity Policy](#)

<https://www.liverpool.ac.uk/hr/diversityandequality/bullying/>

### **RESEARCH SUPPORT:**

**Foresight Building: Tel 0151 794 8727**

[Policy on Research Integrity](#)

### **KAPLAN OPEN LEARNING:**

The following documents contain information which may also be of interest to you, as they provide advice or set out service level agreements. The list is correct as at September 2022 and copies of the documents may be obtained from the offices listed.

### **ACADEMIC DEPARTMENTS:**

[Undergraduate Subject Brochures](#)

Departmental Admissions Policies – please refer to the individual department webpage

### **MARKETING AND COMMUNICATIONS**

**Tel 0151 794 6929**

[Request a Postgraduate Prospectus](#)

[Request an Undergraduate Prospectus](#)

[University Undergraduate Admissions Policy](#)

[University Postgraduate Taught Admissions Policy](#)

### **STUDENT ADMINISTRATION AND SUPPORT: STUDENT ADMINISTRATION SECTION**

**Tel 0151 794 2244**

[Student Fees](#)

[Policy on Student Conduct and Discipline](#)

[Annual Progress Reports \(PGR\) \(TULIP\) \(not online\)](#)

[Graduation Web Users' Guide](#)

[Sickness Absence Policy](#)

[Satisfactory Academic Progress for Financial Aid Recipients/Policy for Financial Aid Probation and/or Suspension \(not online\)](#)

[Student Complaints Policy and Procedure](#)

### **STUDENT ADMINISTRATION AND SUPPORT: STUDENT WELFARE, ADVICE AND GUIDANCE SECTION**

**Student Services Centre: Tel 0151 794 5863**

[Guide to Support and Services for Disabled Students](#)

[Student Mental Health Policy](#)

[Disability Support Team Confidentiality Statement](#)

[Arrangements for the recording of oral lectures by disabled students or students with specific learning difficulties e.g. dyslexia](#)

[Support for student with Hearing Impairments Disability and Dyslexia](#)

### **ACADEMIC QUALITY SUPPORT DIVISION:**

**Tel 0151 794 2831**

[Code of Practice on Student Representation](#)

### **CAREERS AND EMPLOYABILITY SERVICE**

**Careers and Employability Service: Tel 0151 794 4647**

### **LEGAL, RISK AND COMPLIANCE:**

**Tel 0151 795 0523**

[Data Protection Policy](#)

[Freedom of Information Policy](#)

### **LIBRARY:**

**University of Liverpool Library: Tel 0151 794 9500**

[Library Customer Charter](#)

*Codes of Practice relating solely to employees of the University are available from Human Resources.*

# Complaints

If you have a complaint about any aspect of the University you should always begin by trying to resolve it at the local level by talking to the individual or individuals concerned. The majority of problems should be able to be overcome in this way. However, from time to time you may need to pursue an issue more formally and in these circumstances you should follow the University's [Student Complaints Policy and Procedure](#) or, if the complaint relates to the Liverpool Guild of Students, the [procedures operated by the Guild](#)

Please remember that people you approach need time to obtain information and advice about your problem and that to press for an immediate answer may not be in your best interests. For the same reasons it is likely to complicate and prolong the process if you try to bypass the initial informal resolution attempts and formal complaint stages (Stages 1 and 2). At each stage you should, however, be given a clear idea of when an answer should be available and be kept informed of any unforeseen delays.

There are special University procedures covering complaints you may have about examinations and other forms of assessment and these are different for students on taught programmes and for those doing research. As with other kinds of problems you should first discuss the matter informally with your academic adviser, supervisor or Head of Department. You may also wish to talk to your Faculty Executive Pro-Vice-Chancellor or your Faculty's Academic Lead for Student Experience. If you think you may wish to try to take up an issue formally with the University the timing of your decision may be crucial, given the tight timescales for assessment decisions. It is therefore in your own interests to seek advice on the options open to you as early as possible. Such advice may be obtained from the Student Conduct, Complaints and Compliance Team in the Student Administration and Support Division ([appeals@liverpool.ac.uk](mailto:appeals@liverpool.ac.uk))

Stage 1 complaints should be addressed to the appropriate individual (see the lists above). Stage 2 complaints (only on completion of stage 1) should be addressed to the Director of Student Experience and Enhancement (Dr Paul Redmond, email [paul.redmond@liverpool.ac.uk](mailto:paul.redmond@liverpool.ac.uk))