LIVERPOOL HOPE UNIVERSITY



STUDENT GUIDE TO REGULATIONS AND POLICIES 2016/17

YOUR FUTURE
STARTS WITH HOPE

Liverpool Hope University

Welcome to Liverpool Hope University. As Dean of Students, I have responsibility for the whole student experience, from Induction and Registration to Graduation and beyond into your new careers and employment.

We are working hard to ensure that right from the outset, you receive a friendly welcome to Liverpool Hope University and all the information and support you need. We have put together this guide and our webpages to provide you with as much information as possible to help you make a successful and enjoyable transition to the Hope community. I hope you find them useful.

Each section within this guide provides a link to the full document. By registering at Liverpool Hope University, you undertake to abide by all of our regulations, policies and procedures in relation to both academic and other provision, so it is important that you read this guide.

In conjunction with each of these policies, the University has developed the Hope Charter. The Hope Charter sets out the expectations and responsibilities both of the University to each student and of each student to the University. It also sets out the responsibilities of the Students' Union to both individual students and to the Student Body as a whole. The Charter focuses on the student journey and reflects the expectations of both Students and the University at each stage of this journey. The Charter is underpinned by the commitment of students and staff of the University to the Mission and Values of Hope. You can read the Hope Charter at **www.hope.ac.uk/gateway/students/hopecharter**

If you have any problems understanding any of these regulations, policies or procedures or if you require help or more information, you can contact us on **0151 291 3813** or **gateway@hope.ac.uk**. Alternatively, you can call into the Gateway Building and speak to any of our staff on the service desk or drop into my office.



Dr Penny Haughan
Dean of Students

The University may have to amend its regulations and policies from time to time, and the University's webpages will be kept up to date to reflect this. If we amend anything that materially impacts on your study we will let you know and we may ask you to be involved in a consultation process.

Understanding Your Undergraduate Degree

Guides to the regulations governing each undergraduate degree can be found at the "Understanding your Degree" page on the website:

The guides summarise key rules about how our degrees are structured and how you will be assessed. You are expected to be familiar with this page, and to use it as a first port of call in the event of a query.

Full details can be found at **www.hope.ac.uk/gateway/supportandwellbeing/studentadministration/understandingyourdegree**

Structure of your Degree

In most cases, if you are a full time student, you will normally take two equally weighted blocks of study in each of the first and second years of your degree. Both blocks last the full year, and you must pass both in order to be able to progress to the next year. In the final year, you will normally take two equally weighted taught blocks of study, and you will also take either a single Dissertation or two smaller Research Projects; again, all blocks last the full year, and must all be passed in order for you to complete your degree.

Some courses have a modified structure; it is your responsibility to find how your own degree is structured.

Full details can be found at **www.hope.ac.uk/gateway/supportandwellbeing/studentadministration/understandingyourdegree** under the **Your Degree** tab.

Passing each Year and Completing your Degree

In order to pass each block of study, you must normally not only get an aggregate pass mark of 40+ for the block, but also perform at a satisfactory standard on each item of assessment [typically, marks of less than 35 will not be condoned, irrespective of the aggregate mark]. At the start of each year, you will be told exactly what assessments you will need to undertake for each block during that year, and how each assessment contributes to the aggregate mark.

All years of study contribute to the final degree classification, but particular emphasis is placed on performance in the final year.

Full details can be found at **www.hope.ac.uk/gateway/supportandwellbeing/studentadministration/understandingyourdegree** under the **Your Degree** tab.

Conduct of Examinations

All students at Liverpool Hope University are assessed in part by formal examinations. It is essential that you familiarise yourself with the University's rules governing the conduct of examinations, and that you read your personal examination timetable carefully when it is sent to you each spring.

The rules governing the conduct of examinations are emailed to each student before the start of each examination period, and cover matters such as when you must arrive, what you can take into the room, and how you notify the University if you are unable to attend.

Coursework Submission

All students at Liverpool Hope University are assessed in part by coursework. In almost all cases, coursework is submitted electronically, via "Moodle". Detailed guidance about how to submit will be given to you at the start of your course, and it is important to follow the guidance precisely. Work submitted after a deadline without an extension or deferral having been granted is awarded a mark of zero.

Resits and Retakes

If you fail one or more blocks you will normally get an opportunity to make good the fail. Depending upon the severity of the fail, you might be asked either to undertake further assessment in August or to retake the full block the following year.

Resits and retakes are not automatic. In particular, the University expects students to attend classes and otherwise engage with their studies, and students' compliance with this expectation is closely monitored. If, following due warnings, you do not attend/engage sufficiently, the University may either require you to withdraw from your studies immediately or deny you the opportunity, if you fail, to resit or retake.

Full details can be found at **www.hope.ac.uk/gateway/supportandwellbeing/studentadministration/understandingyourdegree** under the **Your Degree** tab.

Cheating and Academic Misconduct

The University has clear policies on what counts as cheating and academic misconduct, how suspected cases are investigated, and the penalties that will be applied.

Of course, the vast majority of students do not engage in any misconduct. However it is important that you understand what the University expects, so that you do not unwittingly fall under suspicion.

Full details can be found at **www.hope.ac.uk/gateway/supportandwellbeing/studentadministration/understandingyourdegree** under the **Academic Misconduct** tab.

The "Level C" guide applies to first year students and the "Levels I & H" guide applies to other undergraduate students.

Illness and Other Personal Circumstances

The University understands that a student's ability to study might sometimes be affected by illness or other personal circumstances beyond the student's control. The University has a number of concessions that can be offered in such cases, and there are clear procedures for applying for each type of concession.

The University also has a "fit to sit" policy, which means that if you submit work despite your circumstances, you will be deemed to be declaring yourself fit to be assessed, and so your work will always be marked strictly on its merits. Similarly, illness and other personal circumstances are not taken into account when determining degree classifications.

Full details can be found at **www.hope.ac.uk/gateway/supportandwellbeing/studentadministration/understandingyourdegree** under the **Your Degree** tab.

Academic Appeals

The University has a range of procedures to ensure that fair and equitable decisions are made about marks and grades, and the eligibility of a student to progress through their course or obtain a specified degree classification, or be given an opportunity to redeem a fail.

Academic appeals are not allowed if they merely challenge the academic judgment of the examiners. However, students may occasionally have grounds for appeal, if they feel either that there has been a material irregularity on the part of the University or that their performance was affected by illness or other personal circumstances that they had been unable to divulge before the examiners had met.

Full details can be found at **www.hope.ac.uk/gateway/supportandwellbeing/studentadministration/understandingyourdegree** under the **Academic Appeals** tab.

Code of Student Discipline

At Liverpool Hope University, we take the maintenance of good behaviour very seriously. Students are expected to regard themselves as ambassadors of Hope and have due regard for fellow students, staff, neighbours and others. Complaints of misconduct will be referred to the Proctor and/or the Dean of Students. In more serious incidents, the Vice-Chancellor & Rector will also refer the case to the Secretary's Office. Resident students against whom allegations are made in terms of conduct/behaviour in residence are subject in the first instance to the authority of the Proctor.

The University has a Code of Student Discipline, the code outlines the behaviour expected of students on campus, in halls of residence that are managed by the University, and within the local community. The Code also highlights the procedure for dealing with behaviour that falls below what is expected.

Full details can be found at **www.hope.ac.uk/lifeathope/studentsupport/studentpolicies/disciplinarymatters/**

Student Complaints Procedure

If you are unhappy with the service provided by the University, you have the right to complain. As part of its commitment to the student experience, the University takes complaints seriously and will take steps to improve the service where it has fallen below an acceptable standard.

The Complaints Procedure can be used in relation to teaching, academic support, administration or any other service provided by the University.

Full details can be found at **www.hope.ac.uk/gateway/supportandwellbeing/studentadministration/complaintsandappeals**

Terms and Conditions

The educational services offered to you by Liverpool Hope University are governed by terms and conditions of contract. These set out the University's rights and responsibilities and you are asked to familiarise yourself with them.

Full details can be found at **www.hope.ac.uk/undergraduate/howtoapply/studentcontract**

Regulations for the Payment of University Fees and other related Financial Information

Registering for a University degree is a significant financial commitment as you are agreeing to pay tuition fees. The guidance sets out the amount of fees you will have to pay, how you can pay your fees, what happens if you don't pay and set out the conditions for when you may be entitled to a refund should you withdraw.

You also have a statutory right to cancel your contract with the University within 14 days of accepting your place. More details about your right to cancel and a cancellation form can be found at the below link.

Full details can be found at **www.hope.ac.uk/undergraduate/feesandfunding**

IT Services

Use of the University's IT facilities (including email) is subject to the University's IT-related policies. These include the Policy on Acceptable Use of University IT Services, and the University's Information Security Policy.

Full details can be found at **www.hope.ac.uk/aboutus/itservices/policies/**



Library Rules & Regulations

All students who use the Library or library facilities at Liverpool Hope University must do so in accordance with the Library Rules and Regulations, and failure to do so may result in temporary exclusion from the Library and/or a fine. The rules and regulations cover areas such as access, use of facilities, loans, charges and payment of fees.

Full details can be found at www.hope.ac.uk/gateway/library/usingthelibrary/policiesandguidance/rulesandregulations/

Other Services

Alongside the procedural and regulatory requirements outlined throughout this guide, detailed information about the services and resources available to you as a Liverpool Hope student are available from The Student Gateway **www.hope.ac.uk/gateway/students**. This webpage aims to provide you with direct access to parts of the website which are particularly relevant to you.

You can access your student email, Moodle, the Student Records Management (SRM) system and Library resources through the My Hope link **https://info.hope.ac.uk**. You can also view important University news, announcements, and the weekly bulletin which includes a 'What's On' guide.

Your Programme of Study

Information about your particular programme of study is made available via a Subject Information Leaflet and can be found at **www.hope.ac.uk/subjectleaflets2016**. If you are studying a combined programme then it may be that two Subject Information Leaflets are applicable to you.



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