

**Professional
Diploma
Student
Handbook**



2015/16

Contents

1. Introduction to the Liverpool School of Tropical Medicine	5
Vision, Mission and Values	5
Vision:	5
Mission:	5
Values:	5
History of LSTM	5
LSTM Student Charter	6
Programme Directors/Administrators	6
Board of Examiners.....	6
External Examiners 2015/16	6
Other Useful Contacts	7
Room Locations	8
Opening Hours	8
Holidays and Closure Dates.....	9
2. Getting Started	9
Pre-Registration	9
Registration	9
Payment of Fees	10
LSTM Identity/Door Access Card.....	10
Voting Response Cards	10
Keeping LSTM informed	10
Police Registration	11
Registering with a Doctor	11
Dental Treatment	12
Accommodation	12
Transport and travel	13
Council Tax	13
Academic Support for Disabled Students	13
Definition of Disability.....	14
How to seek support	14
What Medical Evidence do I need to provide?	14
What happens when I disclose a disability?	14
How do I arrange extra time in exams?	15
3. LSTM Facilities.....	15
Catering and Common Rooms.....	15
Guest Lectures and Seminars	15
Computer Facilities and Support.....	16

LSTM Technical Support	16
LSTM Computer Laboratory	16
Software Availability.....	16
Brightspace Virtual Learning Environment	16
Wireless Computing.....	17
Personal Computers/ Laptops	17
Data Sticks/ Pen Drives	17
Virus Scanner.....	17
Computer Use - Health and Safety	17
Panopto.....	17
Printing	18
Social Media.....	18
Donald Mason Library	18
How to Join the Library	19
Stationery and Merchandise	19
Library Charges.....	19
Photocopying	19
Other Libraries	19
Teaching Rooms	19
Prayer Room	20
Lockers.....	20
Lost Property	20
Mail.....	20
Notices	20
Cars and Parking	20
Photography.....	20
Employment	20
Financial Hardship	21
English Language Support.....	21
Student Counselling Service.....	21
4. University of Liverpool Facilities.....	21
Sport Liverpool	21
5. Looking After Yourself and Your Property	22
Health and Safety information.....	22
Fire Precaution, Prevention and Procedures	22
Accidents.....	24
Advice for pregnant students and new mothers	24
Lone and out of hours working.....	24

Children in LSTM	25
Crime Prevention and Personal Safety.....	25
Bicycles	27
Insurance	27
HIV, Alcohol, Drugs and Smoking.....	27
Meningitis	28
5. Student Support and Advice	28
Reading Lists	28
Support in Writing and Completing Assignments.....	29
Learning and Study Skills Support	29
Audio Recording of Lectures.....	29
Director of Studies.....	29
Student Support Desk	29
Visas and Immigration Advice.....	29
Student Experience Officer	30
Student Representation	30
Boards of Studies.....	30
The Role of the Student Representative.....	30
Feedback from Students	31
6. Your Programme of Study.....	31
Code of Practice on Assessment.....	31
LSTM Learning, Teaching and Assessment Strategy	31
Pass Mark and Classification	32
Completion of Assignments	32
Word Count	32
Referencing.....	33
Extensions.....	33
Deferral of Examinations.....	33
Examination Rules and Behaviour	34
Submitting Assignments.....	34
Anonymous Marking	34
Late Submission of Assessed Work	35
Marking and Moderation	35
General Assessment Criteria	36
External Examiners	36
Timing of Assessments and Disclosure of Results.....	37
Provision of Feedback to Students	37
Official Announcement of Results.....	37

Re-assessment	37
7. Dealing with Problems and Difficulties	38
Poor Attendance	38
Sickness Absence Policy	38
Mitigating Circumstances	38
Academic Integrity.....	39
Changes to your Registration	40
Suspension and Withdrawal	40
Academic Appeals	41
Complaints	41

1. Introduction to the Liverpool School of Tropical Medicine

Welcome from the Director, Professor Janet Hemingway

Welcome to Liverpool School of Tropical Medicine (LSTM). Founded in 1898, LSTM became the first institution in the world dedicated to research and teaching in tropical medicine. Today, we train over 500 students per year, from more than 70 countries. Laboratory research is based in the Centre for Tropical and Infectious Diseases (CTID), a £23 million state of the art facility which puts us at the forefront of infectious disease research.

Students coming to Liverpool will find a warm welcome from both LSTM and the City. For many, this is the start of a lifelong association with LSTM and we are proud of the many partnerships we establish with former students worldwide.

Vision, Mission and Values

Vision:

To save lives in resource poor countries through research, education and capacity strengthening

Mission:

To reduce the burden of sickness and mortality in disease endemic countries through the delivery of effective interventions which improve human health and are relevant to the poorest communities

Values:

- Making a difference to health and wellbeing
- Excellence in innovation, leadership and science
- Achieving and delivering through partnership
- An ethical ethos founded on respect, accountability and honesty
- Creating a great place to work and study

History of LSTM

Sir Alfred Lewis Jones, a Liverpool shipowner, together with members of the business community, founded the Liverpool School of Tropical Medicine in 1898, the first of its kind in the world. Between 1898 and 1913, LSTM despatched no fewer than 32 expeditions to the tropics, including Sierra Leone, the Democratic Republic of Congo and South America.

Sir Ronald Ross, Professor of Tropical Medicine at LSTM became the first British winner of a Nobel prize for medicine when, in 1902, he was recognised for his discovery that malaria is carried by mosquitoes. LSTM's scientists also developed the first drug to treat malaria and pioneered treatments for sleeping sickness and relapsing fever.

Africa has been the setting for many of LSTM's outstanding achievements. These include the discovery of links between insects and onchocerciasis (river blindness) and elephantiasis and new organisms which affect humans, including some associated with HIV.

Sleeping sickness and meningitis are two of the serious diseases tackled recently in Uganda and Ghana, and in areas of conflict, including the Congo (Zaire), Sudan, Yemen, Afghanistan, Eritrea and Sierra Leone, LSTM's scientists have persevered against great odds to sustain crucial treatment and control programmes.

Through the years, students and staff have disseminated LSTM's work throughout the world.

LSTM Student Charter

The LSTM student charter makes explicit some of the reciprocal responsibilities which members of LSTM, both staff and students, have to each other and represents LSTM's commitment to its values and to developing and maintaining a stimulating, diverse and supportive environment that is conducive to learning. The LSTM Student Charter can be found on the website:

<http://www.lstmed.ac.uk/study/quality-manual>

Programme Directors/Administrators

Diploma in Tropical Medicine & Hygiene	Dr Clare Van Halsema clare.vanhalsema@lstmed.ac.uk	PCU 3172 cpd@lstmed.ac.uk
Diploma in Tropical Nursing	Frankie Wood Frances.wood@lstmed.ac.uk	PCU 3753 cpd@lstmed.ac.uk
Diploma in Reproductive Health	Mselenge Mdegela Mselenge.Mdegela@lstmed.ac.uk	PCU 3754 cpd@lstmed.ac.uk
Diploma in Humanitarian Assistance	Prof Barry Munslow Barry.munslow@lstmed.ac.uk	PCU 3172 cpd@lstmed.ac.uk

Board of Examiners

Chair of Board of Examiners	Prof Janet Hemingway kathleen.carroll@lstmed.ac.uk	3261
Secretary to Board of Examiners	Ruth Pollard ruth.pollard@lstmed.ac.uk	3266
Assessment Officer	Dr Sue Assinder sue.assinder@lstmed.ac.uk	2515

External Examiners 2015/16

Diploma in Tropical Medicine & Hygiene	Prof Harry Campbell, University of Edinburgh Prof Brian Angus, University of Oxford Prof Mike Turner, University of Glasgow
Diploma in Tropical Nursing	Dr Bernie Barnicoat, University of Hull
Diploma in Reproductive Health	Dr Sanjeev Sharma, RCOG, Ormskirk General Hospital
Diploma in Humanitarian Assistance	Dr Alpaslan Ozerdem, Centre for Peace & Reconciliation Studies, Coventry University

Other Useful Contacts

Director of Education	Dr Sue Assinder Sue.assinder@lstmed.ac.uk	2515
Academic Registrar	Ruth Pollard ruth.pollard@lstmed.ac.uk	3266
Library Manager	Jackie Pearce library@lstmed.ac.uk	4339
Registry Manager	Rebecca Riley (maternity leave 2015-16) Rebecca.riley@lstmed.ac.uk	3176
Professional Courses Unit Manager	Susan Reilly susan.reilly@lstmed.ac.uk	3285
Student Experience Officer	Lauren King lauren.king@lstmed.ac.uk	3756
Teaching Laboratory Manager	Maria Midgley Maria.Midgley@lstmed.ac.uk	3136
LSTM Health & Safety Office	Rick Young Rick.Young@lstmed.ac.uk	3262
LSTM Facilities Supervisor	Jeremy Gould Jeremy.Gould@lstmed.ac.uk	2512
LSTM Laboratory Manager	Tadge Szeztak Tadge.Szeztak@lstmed.ac.uk	3175
LSTM computer services	tmcs@lstmed.ac.uk	3250
Estates Office	fm@lstmed.ac.uk	3173

Room Locations within LSTM

The Main Reception Desk in the CTID building is manned from 8.30am-5.30pm Monday to Friday, but 24 hour access to the building is available through swipe cards, which are issued to all students.

Academic Registry	66 Wing, First Floor
Professional Courses Unit	66 Wing, First Floor
Student Support Desk	Main Building Ground Floor
Finance Office	Main Building, Ground Floor
Cafe	Main Building Ground Floor
Nyankunde Common Room	Main Building Ground Floor
Library	Main Building Lower Ground Floor
Computer Lab	Main Building, Ground Floor
Nuffield Lecture Theatre	66 Wing Ground Floor
Joint Masters Lecture Room	66 Wing First Floor
Toosey Lecture Theatre	Maegraith Wing First Floor
Seminar Room 1	Maegraith Wing First Floor
Seminar Room 2	Maegraith Wing First Floor
Seminar Room 3	Maegraith Wing First Floor
Johnson Seminar Room	Main Building Ground Floor
Nickson Teaching Room	Main Building, Ground Floor
Seminar Room 4	Main Building, Ground Floor
Ferguson Room	Main Building, Ground Floor
Dagnall Laboratory	Main Building Second Floor
Joint Masters Laboratory	66 Wing First Floor
Masters Common Room	66 Wing First Floor

Opening Hours

Student Support Desk
Monday – Friday 8.30am – 2.30pm (closed for lunch 12.00-12.30pm)

Finance Office
Monday – Friday 9.00am – 4.30pm

*Donald Mason Library
Monday-Thursday 9.00am – 7.00pm
Friday 9.00am – 5.00pm
Saturday and Sunday - Closed

*Library opening hours are subject to staff availability.

Holiday Opening Times
Monday – Friday 9.00am – 5.00pm
Saturday and Sunday - Closed

Cafe
Monday-Friday 7.45am – 3.45pm

Holidays and Closure Dates

LSTM will be closed for the following Public Holidays during 2015/16:

Christmas:	21 December 2015 – 1 January 2016 inclusive
Easter:	25 March 2016 – 28 March 2016 inclusive
May Day:	2 May 2016
Spring Bank Holiday:	30 May 2016
August Bank Holiday:	29 August 2016

British Summer Time: Please note that clocks go back one hour on 25 October 2015 and forward by one hour on 27 March 2016 to British Summer Time.

2. Getting Started

Pre-Registration

You should by now have completed the process of pre-registering for your programme on-line. Pre-registration provides you with your LSTM email address and a password to access the following LSTM systems:

Office 365 which gives you access to your email account as well as Microsoft Word, Excel and Powerpoint: <http://portal.lstmed.ac.uk>

Please ensure that you can access your email account and that you do it frequently as all future correspondence from us will be sent to your LSTM email address.

Brightspace is LSTM's Virtual Learning Environment which allows you to get connected with staff and fellow students, access programme/module material and submit assignments: <https://brightspace.lstmed.ac.uk>

Library. Information about accessing library resources will be given on arrival.

Should you have any problems accessing any of our systems, please contact the Student Support Desk.

Registration

On arrival, students are asked to complete the registration process. You will be assisted with this by members of the Education team. It is essential that registration is completed as soon as possible so that you can access all LSTM systems. Completion of registration is particularly important for students on Tier 4 visas as failure to do so may result in LSTM reporting their non-attendance to UK Visas and Immigration.

Each student will receive 1TB of cloud storage. It is important to log out of a PC when you have finished your work. If you do not log out, someone else could access your personal files or misuse your account. It is important to keep your username and password safe.

Students can use a number of networked PCs in the Donald Mason Library and they can also borrow laptops for use in the library. The Computer Laboratory is primarily used for teaching but, if not in use, it is made available to students for private study between 8.30am and 5pm, Monday to Friday. Please check with the Student Support Desk if there is teaching scheduled for that day. Printing is available in the Donald Mason library and the Computer Laboratory (See Page 16). Faxes can be sent from the Student Support Desk at a cost of £1 per sheet for overseas destinations (max cost of £5 for up to 20 sheets) and 50p per sheet for UK destinations (max cost of £3 for up to 20 sheets). **Please note that this fax machine cannot be used for faxing book orders.**

Payment of Fees

It is the students' responsibility to ensure that proper arrangements for the payment of all fees have been made and that those arrangements are completed in full and on time.

- All students must pay the balance of outstanding tuition fees (plus research support fees where applicable) before registration. Any student who has not paid the balance of tuition fees at registration will not normally be permitted to start the programme and access/ID cards will not be issued until fees have been paid in full.
- Sponsored students will be responsible for any outstanding fees should the sponsor fail to pay the fees.
- All printing fees, library fines etc must be paid in full before completion of the programme, or the student will not be eligible to receive the award.
- If a student withdraws from the programme before completion, they will be responsible for a proportion of the fees, plus any adjustment for resources used and classes attended. The LSTM Code of Practice on payment and Refund of Tuition Fees is available on the LSTM website: <http://www.lstmed.ac.uk/study/quality-manual>

There is a window for enquiries at the Finance Office, which is equipped with a hearing loop. If you wish to speak to someone privately about payment of fees, please request an appointment.

LSTM Identity/Door Access Card

All registered students are issued with a door access proximity card which also allows access to printing facilities, and an ID card which allows access to the library. The door access card enables access to the main front door out of hours and internal corridor doors. When entering or leaving do not allow anyone to tailgate and immediately report any suspicious behaviour to the Duty Security Officer on Ext 3187/Mob 07776046307.

The proximity card, ID card, card holder and lanyard will be issued on arrival. You will be asked to pay a £15 deposit, refundable on return of the card. You will need proof of identity when signing for your proximity card. If you lose your card, you will be asked to pay £15 for a replacement (refundable on return).

You must wear your proximity and ID card on the lanyard preferably visible around the neck at all times when in the school. Security officers and staff may ask you to present your card if it is not visible when in transit throughout LSTM.

All doors with swipe cards have a push button exit facility from the inside. These doors are also linked to the fire alarm system and will unlock automatically if the fire alarm is activated.

Cards must be returned to the Finance Office at the end of your course. If your card is lost or stolen please report it immediately to the Finance Office so it can be deactivated, thus safeguarding students, staff and property.

Voting Response Cards

Many lecturers include interactive activities in their teaching using a voting response system ('Turningpoint'). If used on your course, you will be issued with a voting response handset and will be asked to pay a £40 deposit to cover the cost of replacement if the handset is lost or damaged. You should ensure that you take the handset to all classes.

Keeping LSTM informed

Your contact details are maintained in the Personal Details section of the Student Information System (SIS). It is important that you keep all of your contact details up-to-date, which include any changes you make to telephone/mobile numbers or your permanent or term-time addresses. This is to ensure that you can be contacted in an emergency and that LSTM can give you important information when necessary.

LSTM is also required by law to ensure that international students who require a visa to study in the UK maintain their contact details as part of the UK Home Office Tier 4 immigration system.

If you require assistance with updating your personal details in the SIS, please contact cpd@lstm.ac.uk

Police Registration

Entry regulations for non-European Union nationals coming to study in the UK require students from certain countries to register with the local police. LSTM is not responsible for such registration, and the onus to register lies with the student. If you are required to register, this will be clearly indicated on your visa and you should do so within seven days or within seven days of collecting your Biometric Residence Permit. Failure to register is a criminal offence and could result in your removal from the UK. More information about police registration in Liverpool can be obtained from the Student Experience Officer.

Registering with a Doctor

For UK Students:

UK students staying in Liverpool for up to 3 months can register as a Temporary Resident with a local GP if they need to see a doctor. This means you will remain registered with your GP at home, but can access appointments for the duration of your stay in Liverpool. Contact the GP surgery and ask to register with them. They will usually ask you to complete a form called a [GMS3](#), which is available through the NHS website.

Overseas Students:

If you are studying on a course which is less than 6 months in duration then you will usually only be entitled to limited free treatment under the NHS. That is:

- Some emergency treatment (but not follow-up treatment)
- Family planning services
- Treatment of some communicable diseases
- Compulsory psychiatric treatment

GP surgeries will not register overseas students who are here for less than 6 months. Any other treatment received in addition to the above would have to be paid for as a private patient. Private health care can be extremely expensive so it is important to arrange medical insurance before coming to the UK. Medical insurance cannot be arranged once in the UK.

Walk-in Centres

Students can access primary health care through the local Walk in Centre:

6 David Lewis Street, Liverpool

L1 4AP

Tel: 0151 247 6500

Open: Monday to Friday, 7am-10pm

Saturdays, Sundays and Bank Holidays, 9am-10pm

No Appointment Necessary / Open 365 Days a Year

The Walk-in Centres are nurse led, and provide consultations, advice and treatment for minor injuries and illnesses, examples include: minor infections and rashes, stomach upsets, superficial cuts and bruises, strains and sprains, coughs, colds and flu-like symptoms. Also provided is emergency contraception and advice and Chlamydia screening for under 25s.

To find local NHS Services, please visit the NHS Choices website:

<http://www.nhs.uk/Pages/HomePage.aspx>

Dental Treatment

There is a charge for all dental treatment in the UK. Students entitled to treatment under the NHS (see 'Registering with a Doctor') may be able to receive reduced cost treatment. However, this is now increasingly difficult and you may find that you have to register as a private patient and pay the full cost. A list of dentists accepting NHS patients can be found at <http://www.nhs.uk/>. Please note: you need to be registered with a doctor in order to receive NHS dental treatment.

Dental Emergencies:

The Liverpool University Dental Hospital is situated on Pembroke Place, a two minute walk from LSTM. The Dental Hospital provides a daytime emergency dental service for adults and children with a problem requiring urgent attention.

The following groups of patients are accepted for emergency dental treatment:

- Patients who have suffered trauma to their teeth/mouth as a result of an accident or injury
- Patients with a swelling of the face/jaws (e.g. due to a dental abscess)
- Patients who have bleeding from their mouth (e.g. following removal of a tooth)
- Patients with serious medical conditions or disabilities which prevent them being seen by dentists outside the hospital

The Dental Hospital cannot provide treatment for all patients with toothache, lost fillings, dentures or crowns but, because they provide training for dental students, they are able to offer limited treatment to a small number of patients.

No appointment is needed and patients are seen on a first come first served basis until the clinic is full. The doors open at 8am and assessments start at 8.45am. LSTM advises students to queue up from 7.30am.

Once the surgery opens you need to take a ticket from the machine. Patients are assessed in order of attendance unless there are concerns about their condition.

A comprehensive guide to healthcare is available from the Student Experience Officer at induction.

Accommodation

If you need advice on finding accommodation, or if you are experiencing any problems with your accommodation, please contact the Student Experience Officer.

Liverpool Student Homes (LSH) offers free, confidential, independent and impartial housing rights advice to students. Some of the issues LSH can help with include contract checking, tenancy deposits, disrepair, rent arrears, Illegal eviction and harassment, negotiating with landlords and complaints and legal action.

Transport and travel

Pre-paid travel tickets for the bus and/or train can save money if you are regularly travelling in and around Liverpool. For more information visit: <http://www.merseytravel.gov.uk/>.

Also take a look at the Arriva Student Saver, which may be the best value, depending upon your term dates. <http://www.arrivabus.co.uk/student-saver-tickets-in-the-north-west/>. This type of ticket is only valid for Arriva buses, but there are lots of them.

If you are regularly travelling outside Liverpool by train or coach, a 16-24 Rail Card or a 16-26 Coach Card could be worthwhile.

For information on the 16-25 Rail Card, visit <http://www.16-25railcard.co.uk/>. You don't have to be 25 or under to apply for this type of rail card as long as you are attending for at least 20 weeks in the academic year (for this reason Diploma students cannot usually apply for this type of card).

For more information on the 16-26 Coach Card visit:

www.nationalexpress.com/coach/Offers/StudentCoachDeals.cfm or visit the National Express ticket sales centre on Norton Street.

If you and your family are regularly travelling outside Liverpool, look into a Family & Friends rail pass. <http://www.familyandfriends-railcard.co.uk/>

Council Tax

Council tax is a tax imposed by the local authority ie Liverpool City Council. It is based on the estimated value of a property and it helps pay for local services such as refuse disposal, the Police and Fire Service. Everyone who lives within the Council's catchment area must pay Council Tax, unless eligibility for exemption or disregard can be proved. The amount of tax charged depends on the number of people living in the property, the personal circumstances of each residence and the value of the property.

There will be no Council Tax payable on the property if:

- The dwelling is a University hall of residence (including private student halls of residence); or
- It is a private rented property and all of the residents are full-time students*

*A full-time student is defined as someone who is enrolled at a UK institution on a course of study which extends over at least 24 weeks of an academic year. For this reason students on Professional Diploma courses are **not** usually exempt from paying Council Tax.

Academic Support for Disabled Students

LSTM provides support and advice to students with a wide range of impairments. Where we refer to 'disabled students,' this is intended to include, but is not limited to:

- Physical Disability - this includes varying types of impairment that impact on an individual's mobility.
- Sensory Disability – the term 'sensory' refers to disabilities related to hearing and vision.
- Mental Health - the term 'mental health issues' covers a range of conditions including depression, anxiety and eating disorders. The severity and length of a condition varies with every individual.
- Specific Learning Difficulty e.g. Dyslexia - This can include people who experience dyslexia, dyspraxia or non-verbal learning deficits.
- Medical Conditions and other disabilities - This covers health issues including epilepsy, diabetes, HIV, Multiple Sclerosis (MS) and asthma.

Definition of Disability

The Equality Act (2010) defines a disabled person as someone who has a mental or physical impairment, that has an effect on his or her ability to carry out normal day-to-day activities. The effect must be:

- Substantial (that is more than minor or trivial) and
- Long term (that is, has lasted or is likely to last for at least 12 months or for the rest of the life of the person affected) and
- Adverse.

LSTM recognises the social model of disability, whereby an individual is understood to be disadvantaged not by their disability, but by social barriers, such as the physical environment, methods of communication and prejudicial attitudes. LSTM is committed to developing a fully inclusive learning environment for all of our students.

How to seek support

The Student Experience Officer at LSTM is responsible for the co-ordination of support for disabled students and provides specialist guidance and support services for all prospective and current students.

We encourage you to disclose your disability as soon as possible. If you have not already disclosed your disability on your application form, you should contact the Student Experience Officer as soon as possible. You can email, phone or request a meeting at the Student Support Desk (open 8.30am-2.30pm Monday to Friday, closed for lunch 12.00-12.30pm).

You should complete a Learner Support Questionnaire and supply the appropriate medical evidence. Return the form to the Student Support Desk or a copy via email to studentsupport@lstmed.ac.uk.

If you have a medical condition or unseen disability and feel uncertain about contacting the Student Experience Officer, we urge you to do so as we may be able to help. A medical condition can include diabetes, epilepsy, cancer, HIV, arthritis, asthma and others.

We know that each person's disability can affect them in different ways so the support we offer is flexible and tailored to each individual. We encourage all students with disabilities to make contact with the Student Experience Officer to discuss how your individual needs can be met.

What Medical Evidence do I need to provide?

- A letter confirming your disability, the nature of your condition and how it affects you in an educational environment. For further guidance on the evidence you need to provide please read the guidelines on the Student Intranet

Advice on what your GP should include in a letter can be given by the Student Experience Officer.

What happens when I disclose a disability?

- Completion of the questionnaire will help the Student Experience Officer to learn about you, your circumstances and the effects your disability has on your learning environment. It's the first step towards creating your "Individual Learning Plan," which is your bespoke plan of academic and personal support. Some support can take time to implement so it's important that you complete and return this questionnaire along with your supporting medical evidence as soon as possible.
- When you have disclosed a disability, the Student Experience Officer will contact you to arrange a confidential meeting where support arrangements will be discussed in detail. She will also discuss possible funding options with you too.
- The support that is available to you depends on your individual requirements. A specialist Needs Assessor will identify the support that you require in order to remove barriers to learning, whether that's additional time in examinations or access to assistive technology. LSTM uses inclusive teaching methods to enhance your learning experience.

Examples of Academic Support can include:

- Examination arrangements
- (e.g. extra time, a reader, a scribe, use of a PC, rest breaks, separate room, use of ergonomic furniture).
- Library services
- (e.g. extra time on library loans, photocopying and printing allowance).
- Specialist equipment
- (e.g. loan of digital voice recorders, specialist accessibility software, ergonomic equipment and other aids).
- Study Skills Mentor
- (e.g. assistance with time management, advice on structuring academic work, note making techniques and/ or research skills with a suitably qualified study skills tutor).

In addition, you may be referred to other types of support. For example, you may be signposted to services through your GP, or the Student Experience Officer. Please email studentsupport@lstm.ac.uk for confidential advice.

How do I arrange extra time in exams?

Some students are entitled to support in examinations. This can include extra time, an amanuensis (to write down your answers to exam questions), a separate room, accessible/ ergonomic desk etc.

- In order to obtain this support, you will need to contact the Student Experience Officer to make an appointment to discuss your individual needs.
- You will be asked to bring along evidence of your disability/medical condition/support need.
- Please note that LSTM has strict deadlines for receiving evidence of the need for examination support. You must contact the Student Experience Officer as early as possible to make sure that you are in a position to submit appropriate evidence in time to guarantee that this support can be put into place for you.

For further information, please read the LSTM Code of Practice on Supporting Students with Disabilities: <http://www.lstm.ac.uk/study/quality-manual> and the Examination Arrangement Guidelines for Students with Additional Support Needs which can be found on the Student Intranet.

3. LSTM Facilities

Catering and Common Rooms

The cafe is open from 8.00am until 4.30pm, Monday to Friday, and has a good selection of hot and cold food and drinks. Vending machines for hot/cold drinks and snacks are available in the Nyankunde common room. Also there are a number of shops, cafes, sandwich shops etc in close proximity to LSTM.

If you want to consume food or drink not purchased in the cafe, you can use the Nyankunde common room or the Ferguson Room provided they are not being used for teaching. You are asked to keep these areas tidy and to dispose of litter in the bins provided.

Guest Lectures and Seminars

In addition to the lectures and seminars which make up the taught programmes, LSTM often plays host to visiting speakers, many of whom are eminent in their field. All students are welcome to attend guest lectures, and details of forthcoming events will be posted on notice boards and/or sent to students via their University of Liverpool email address.

Computer Facilities and Support

LSTM Technical Support

Tropical Medicine Computing Services (TMCS), based in the CTID building, provide essential resources to all members of LSTM to support learning and teaching, research, and administration.

The contact for technical support is – tmcs@liv.ac.uk, or telephone 0151 705 3250. The TMCS team are able to assist with printing problems, and can also provide advice on computer security and using the wireless network.

LSTM Computer Laboratory

Use of the Computer Laboratory implies acceptance of certain conditions:

1. Treat the laboratory and equipment with care and operate all equipment in the correct manner.
2. Keep the laboratory tidy by placing any unwanted paper in the bins provided and any printouts not collected placed in the trays above the printer.
3. Do not load any type of software onto the machines. If there is a need for additional software, the computer laboratory staff will be able to advise.
4. Do not bring food or drink into the laboratory at any time.
5. Respect the need of fellow students for the laboratory to be a quiet working environment.

Machines in the computer laboratory employ aggressive power saving settings. Please do not leave your computer unattended, as it may turn off, and any unsaved work will be lost. The details of the power saving schedule are shown at the logon screen.

Software Availability

Electronic Mail. – Every LSTM student is given an email account through Office365. This should be checked regularly, there is a quick link to your email account on the student intranet.

Brightspace Virtual Learning Environment

Brightspace is LSTM's online learning environment and is available via any web browser on any device with a connection to the internet. This is where the core of your learning will take place, serving as repositories for course materials, learning activities, and assessments. You will also have access to programme specific information and the LSTM student community site enabling you to connect with the wider student body. You can access Brightspace by using the direct URL <http://brightspace.lstmed.ac.uk> or by following the MyLSTM link from the website. **Learning resources provided to you are intended solely for your personal use in relation to your course of study. You must not distribute or share these resources with anyone else or use them for any other purpose.** For further information on Intellectual Property, please refer to the Intellectual Property Policy on the Student Intranet.

You can expect staff to upload some form of learning resource to Brightspace at least 48 hours before their teaching session. Please note that, provided students are given adequate information to prepare for the session, staff have discretion over what they provide in advance. Some staff will provide a handout giving the learning outcomes of the session, summarising the key points of content that will be covered and signposting sources of further information. Others may upload the Powerpoint slides from the presentation they plan to give. Staff may choose to exclude slides from the uploaded presentation that they think that students do not need (e.g. images) or that they do not wish students to have for another reason (e.g. issues of confidentiality).

Wireless Computing

LSTM has EduRoam wireless facilities available throughout the campus. Simply connect to the Eduroam-LSTM network, sign in using your LSTM username and password and then accept the certificate. Android phones and devices need some extra settings, see the instructions on the IT Support page of the student intranet.

Personal Computers/ Laptops

You are encouraged to use your own laptop during lectures, provided you do not disturb or distract other students. You also need to ensure that your laptop is running legally purchased software and is free of viruses. If you suspect you have a virus on your laptop, please go to IT Services Reception on the ground floor of the CTID building for assistance. LSTM is committed to encouraging a 'green' environment and aims to reduce the use of paper wherever possible. Lecture notes and other resources are usually available on Brightspace for viewing before, or during, lectures. There are limited facilities within the LSTM buildings for recharging laptops and you are therefore encouraged to ensure that your battery is fully charged at the start of the lecture. You may recharge your laptop from the Nuffield lecture theatre, Nickson or Nyankunde rooms during breaks, or the library providing the laptop is not left unattended. Please ensure your mains adapter is in a suitable and safe condition before plugging into LSTM power outlets. The use of multiple international socket adapters is forbidden.

LSTM staff cannot undertake repairs of personal computers or laptops but they can advise students of the nearest authorised repair centre. More information about using your own computer on campus can be found on the IT Support page of the Student Intranet.

Data Sticks/ Pen Drives

Students should make use of AES encrypted pen drives to ensure the security and integrity of valuable data. TMCS recommends the Integral Crypto Drive, which features industry leading security features, and an easy-to-use software interface. The Crypto drive is available in the following capacities: 1GB, 2GB, 4GB, 8GB, 16GB, 32GB. These pen drives are available to purchase at a discounted price over the counter at the Donald Mason Library. On arrival students will be asked to sign an Agreement for Ownership and Access to Digital Data, which outlines the responsibilities of students for keeping data stored on laptops and pen drives secure.

Virus Scanner

All of the machines in the Computer Laboratory, the PGR room and in the Donald Mason Library have the benefit of the Sophos virus scanner programme, which is updated regularly. This software is also available to students to download at no cost from the Student Software page of the Student Intranet.

Computer Use - Health and Safety

We endeavour to provide a comfortable and safe working environment for all students within the Computer Lab or Library. Everyone should take a break for ten minutes after every hour of uninterrupted computer work. Short frequent breaks are more beneficial than occasional, longer breaks.

Panopto

Panopto is a lecture capture and video management system available at LSTM and is primarily used for the capture of lectures in video format, to make these available again online and on-demand, and also to deliver short instructional videos. If your course makes use of this service we hope that you will find the recordings useful as a revision aid, and a method of catching up if you do have to unavoidably miss a session.

There are a few important things to note:

Lecture recordings are intended to supplement your face-to-face learning, not as a replacement for attendance. We cannot guarantee that recordings will be available for every lecture due to technical issues or incompatibility of the lecture content to lecture recording. Timetabling issues may lead to incomplete recordings, and access to recordings ends when the course ends. Lecture rooms are

equipped with automated recording equipment, and it is possible that student image and sound may be incidentally captured in some circumstances – for further guidance, consult signage in lecture rooms.

Printing

When logged on to an LSTM computer you can print to the Student-Print printer and then collect your print from any of the Ricoh photocopiers on campus. You can also email prints from your LSTM email account and collect them from printers. For information on how to do this, see the instructions on the IT support page of the student intranet.

How to Pay for Printing

Go to <http://topup.lstmed.ac.uk> and follow the instructions on using PayPal to add funds to your print account. Note that you do not need a PayPal account to be able to use this service, just a valid credit or debit card.

Social Media

LSTM has an official Facebook page: <https://www.facebook.com/lstmmsc15>. If you wish to become a fan of LSTM you will need to have a Facebook account to view our page. You can sign up at www.facebook.com. Once you have an account, sign in, search for LSTM, click on our logo and at the top of the page, click 'become a fan'. Latest news, press releases and other significant communications will be placed as updates and if you are a fan, that update will appear in your Facebook news feed. Posts can only be placed by LSTM, but you can leave comments in relation to posts. Please ensure that any comments you leave are appropriate and respect the privacy of others. The page will be actively moderated and inappropriate comments removed. Some students set up Facebook pages to communicate with other students on their programme. However, please note that use of the LSTM logo is restricted to official LSTM sites.

You can follow LSTM on twitter at www.twitter.com/lstmnews We provide regular updates with latest news, press releases and other communications, in the same way as we will do with Facebook. You can follow LSTM on Twitter by creating an account, clicking on 'Find people on Twitter' and search for LSTMnews. To follow us, simply click the follow button and you will automatically receive our updates. LSTM also has a YouTube channel to host videos relating research and teaching. Simply search for LSTMnews and click on the LSTM channel: www.youtube.com

LSTM's social media is compliant with the Data Protection Act and LSTM's data protection policies.

Donald Mason Library

The Donald Mason Library (DML) is a specialised facility designed to give help and support to all students and staff of LSTM. There has been a library at LSTM since its earliest years; Ronald Ross donated some books of his own to form the nucleus of the collection at the turn of the century and it takes its name from Donald Mason, a former Chairman of the Board of Trustees. Today the Library holds approximately 14,000 books and 50,000 bound volumes of periodicals; it receives 250 current periodicals, most of which are available online. Electronic resources provided in conjunction with The University of Liverpool Libraries include Medline, Global Health, Cochrane Library and Web of Science. Please call in and introduce yourself to the DML staff; they will be pleased to meet you and help you with any information problems throughout your course.

The Library Staff

Jackie Pearce	Library Manager
Cath Booth	Library Assistant
Austin Johnson	Library Assistant
Sarah Lewis-Newton	Digital Resources and Collections Manager
Lynn Roberts-Maloney	Digital Resources and Collections Assistant
Alison Derbyshire	Academic Liaison and Training Officer

Martin Chapman Cataloguer

The Library staff can be contacted by e-mail library@lstmed.ac.uk by telephone 0151 705 3221 or by post at the main school address.

How to Join the Library

To borrow books from the LSTM library you will need to produce your student ID card which will be given to you shortly after arrival.

Details of borrowing rights, opening hours and services available can be found on the Student Intranet.

Laptops are available to borrow within the library.

Stationery and Merchandise

A variety of stationery items and LSTM merchandise is available from the Library. There is a display in the glass wall cabinet opposite the Communications Office.

Library Charges

If you return your books after the due date, you will be liable to pay a fine of £0.20 per item, per day unless the item has been reserved then the fine is £0.40 per day. Admission to a degree or granting of an LSTM qualification may be withheld from persons who, on completion of their course, fail to return all books borrowed, or fail to pay outstanding charges.

Photocopying

There is a networked Multi Functional Device (MFD) in the library, allowing you to print, scan and photocopy.

Other Libraries

If you are unable to locate an item you require for your studies or you simply wish to use other UK Academic Libraries, you can register for the Sconul Access Scheme. This scheme is a reciprocal borrowing scheme giving you access to around 185+ academic and national libraries, including Liverpool University Libraries. More information on the scheme is available on the Student Intranet.

The library also provide a free Inter-Library Loan service which gives access to material not held by LSTM Library or locally. It covers all kinds of materials including books, theses, journals and conference papers. More information about this service can be found on the Student Intranet.

Teaching Rooms

Students may use teaching rooms for private study if they are not required for teaching. Students should check with the Student Support Desk before using a teaching room to ensure that it is not booked. Students are expected to comply with the following rules:

- Mobile phones to be switched off in class.
- No food or drink (other than water) is to be consumed in any of the LSTM teaching rooms.
- All students and staff should be aware of fire evacuation procedures and the location of the nearest exit from the building.
- All furniture and equipment should be returned to its original position at the end of the teaching session.
- Any left-over hand-outs should be taken out of the room and placed in recycling bins.
- Any rubbish should be put in the bins provided before leaving the room.
- Problems with AV equipment should be reported to IT services on ext. 3250, or to Registry staff.

Prayer Room

There is a small multi-faith prayer room located on the stairs leading down to the basement in the main building. The prayer room is open 24 hours a day and is accessible to people of all faiths or none. There are religious books and prayer mats in the room for students to use. Students who wish to wash before prayer should use the shower facilities provided. There is a male shower on the ground floor of the main building and a female shower on the first floor. **Please note that the sinks in the toilets are for washing hands only.** A list of places of worship in Liverpool can be obtained from the Student Experience Officer.

Lockers

Lockers can be found in the basement of the main building. Lockers vary in size and are offered on a first come, first served basis. Students will need to purchase their own lock. Lockers should be clearly labelled with your name, programme title and duration as we regularly remove locks that have been left on by previous students. LSTM cannot accept any liability for any items placed in or on the lockers. Please remember to remove your lock on completing your course.

Lost Property

The Main Reception keeps records of lost, stolen and found property. You are advised to inform Reception if you lose or find any article, including money. Lost property handed in to the Student Support Desk is held in the office for six weeks, after which time it is donated to charity or disposed of.

Mail

Students should use their term-time address to receive any letters or parcels. Outgoing mail must be sent via the local Post Office at the side of Monument Place (Near T J Hughes store – ask any member of staff if you unsure where this is).

Notices

Information relating to your programme will be sent to your LSTM e-mail address and also posted on Brightspace. There are three student notice boards located in the corridor leading to the Nuffield lecture theatre, which are for general student information, career development opportunities and social / recreational events. You are welcome to post notices that may be of interest to fellow students but you are asked to abide by the conditions of use of the notice boards.

Cars and Parking

The Liverpool School of Tropical Medicine does not have any student parking facilities. Students can park in the University of Liverpool visitor car parks at a cost of approximately £6 per day. There is no charge in the visitor car parks for disabled students.

Photography

Photography for LSTM's promotional purposes periodically takes place within LSTM's buildings, grounds, and at events attended by students. All photography is conducted in accordance with the Data Protection Act 1998. If you object to being photographed or have any concerns about the use of photography, please inform your Programme Administrator.

Employment

Students seeking part-time work while studying should remember that studying on LSTM's programmes is a full-time commitment and any paid work should be seen as secondary to academic priorities. No student should take on paid employment for any more than 15 hours per week in term-time. If you do decide to take on a part-time job, you should note that this will not be accepted as a good reason for gaining an extension to a deadline for submission of coursework or to excuse poor performance in a claim for mitigating circumstances.

Students on Tier 4 visas should check the wording of their visa before undertaking paid employment, to ensure that working does not mean that they are in breach of their visa conditions. If students are in doubt, they should check these conditions with the Student Experience Officer or Academic Registrar.

Financial Hardship

If you find yourself in unexpected hardship speak to your Personal Tutor or the Student Experience Officer, who will be able to advise you further.

English Language Support

LSTM students should contact the Student Experience Officer if they are experiencing difficulties with English Language.

Student Counselling Service

LSTM students can access private counselling services through the Student Support Office. If you feel you may be experiencing mental health issues, you should talk to someone you trust as soon as possible. You can contact the Student Experience Officer through appointment, email, or telephone. You may be offered an appointment with the Well-Travelled Clinic, where an Occupational Health assessor can make appropriate referrals to private counselling services. If students wish to seek advice independent of the Well-Travelled Clinic, this is also an option. Please contact studentsupport@lstmed.ac.uk for confidential advice. There is also further information on the Student Intranet, under the 'Health & Wellbeing' Section.

You may require access to counselling services for a variety of issues, including home and family relationships, depression, anxiety, panic attacks, bereavement and loss, sex, sexuality, relationship difficulties and loneliness. For free and impartial advice, you can also contact any of the following services:

YPAS Young People's Advice and Counselling Service for those aged up to 25: 0151 707 1025
 MIND Infoline: 0300 123 3393 (<http://www.mind.org.uk/>)
 Rethink Mental Illness: 0300 5000 927 (Mon-Fri, 10am-2pm) ([ww.rethink.org](http://www.rethink.org))
 NHS Choices: <http://www.nhs.uk/conditions/stress-anxiety-depression/pages/mental-health-helplines.aspx>
 Students Against Depression: <http://studentsagainstdepression.org/tackle-depression/>

4. University of Liverpool Facilities

Sport Liverpool

LSTM students may use the University Sports & Fitness Centre, which has recently undergone a £4.5 million refurbishment. Many exercise and fitness classes are offered and 45 Sports Clubs are run by student officers with professional support ranging from Rugby Union to Sky Diving. Further information is contained within the Sport Liverpool Handbook available at www.liv.ac.uk/sports.

Student Membership Fees

Membership category	Annual price	9 month	Monthly	Joining information
Premium	£268.00 (Peak)	Not available	Not available	Read more
Standard	£175.00 (Peak)	Not available	Not available	Read more

Students can also ask for a list of nearby sports facilities and classes from the Student Experience Officer.

5. Looking After Yourself and Your Property

Health and Safety information

The Liverpool School of Tropical Medicine in its Health and Safety Policy recognises that safety is an essential part of all its activities. LSTM's aim is to safeguard the health, safety and welfare at work of all its staff, students and visitors so far as is reasonably practicable. With this in mind, staff are encouraged to set a high standard for safety by personal example so that students leaving LSTM take with them an attitude of mind which accepts good safety practice as normal. For their part, students of LSTM should conduct themselves in a safe manner, in accordance with LSTM's Health and Safety Policy and Codes of Practice.

The following advice represents good safe practice and should be followed by all students:

- Make sure you are familiar with the fire procedures in the buildings / areas you use.
- If you work in laboratories familiarise yourself with the local safety regulations and ensure you follow the safety procedures outlined to you in your induction.
- Always switch off electrical appliances at the main socket after use, not simply on the appliance.
- Never tamper with or misuse any equipment provided for use in emergency situations e.g. fire extinguishers, smoke detectors, fire alarms call points etc. This is not only a breach of LSTM policy it is a criminal offence and will be dealt with as such. (Fire extinguishers are only to be used by trained personnel).
- All LSTM electrical wiring and equipment is tested and checked at regular intervals. Any repairs or modifications must only be made by LSTM Maintenance Staff. It is an offence to carry out any modifications or repairs yourself and may constitute a serious electrocution or fire risk.
- Electrical circuits should not be overloaded; if in doubt ask for advice.
- Report any faulty or malfunctioning equipment immediately and ensure that no one else can use it until a repair has been carried out.
- It is in your interest to find out where the first-aid boxes are situated and who are the first-aiders in the areas you frequent. Notices to this effect are posted around the buildings. Main reception also holds a list of qualified first aiders and can be contacted by dialing 0 or 3187.
- Make sure you know the positions of the nearest telephones for use in emergencies. For additional help in emergencies, LSTM have a Security Officer on duty 24 hours a day every day and can be reached by telephoning Ext 3187 / Mob 0777604307. The national number to ring in an emergency ONLY where there is an immediate danger to life; and/or a crime is in progress; and/or the offender is nearby is 999 (9-999 from inside LSTM). You will be asked if you want the Police, Fire Brigade or Ambulance service and be asked for the address of where you are. **You must** inform Security if you have requested assistance from the emergency services.
- For further information on any of the above issues or general health and safety advice, please contact Rick Young in the Health and Safety Office on 3262 (or 0151 7053262).

Fire Precaution, Prevention and Procedures

In the event of the alarm sounding, all doors will be shut; fire wardens will ensure everyone leaves their area and report to the fire officer at the assembly point(s). Details of fire assembly points are displayed on the fire action notices displayed next to each fire exit. The Assembly point for the main School Buildings is in Brownlow Street, at the raised car park which is between the 1966 Wing and the Foresight Centre. It is important that all persons obey instructions issued by those persons identified as "emergency staff", such as the Health and Safety Advisor, Security Officers and Fire Wardens.

On Discovering Fire

- Operate the nearest alarm
- Alert others in local area.

- Dial 9-999 and give exact location of fire.
- Attack the fire if suitably trained and it is safe to do so.
- Leave the building quickly and calmly taking the safest and shortest route – Do not use the lifts. DO NOT STOP TO COLLECT PERSONAL BELONGINGS
- Where possible close all doors
- Assemble at the appropriate assembly point and inform the Fire Warden, Fire or Police Officer if you are aware of any person unaccounted for.

On Hearing Fire Alarm

- Never assume the alarm is simply a practice exercise. Make safe whatever you have been doing and leave the building quickly and calmly taking the shortest route – Do not use the lifts. DO NOT STOP TO COLLECT PERSONAL BELONGINGS
- Where possible close all doors
- Assemble at the appropriate assembly point and inform the Health and Safety Advisor, Fire or Police Officer if you are aware of any person unaccounted for
- Do not re-enter the building until told to do so by either the Fire Officer or LSTM Health and Safety Advisor.

Evacuation of Persons Who Are Mobility Impaired (Injured or Disabled)

- Assist to protected stairwell (enclosed by fire doors).
- Where possible, one person to remain with person who is mobility impaired.
- Report to the assembly point and report location of mobility impaired to the Fire Warden, Fire or Police Officer.
- In situations of imminent danger, assistance may be given to mobility impaired to enable immediate evacuation. (Evac Chairs are positioned throughout LSTM for use by trained staff ONLY).

Non-Alarm Verbal Evacuation

In certain situations evacuations will be carried out without sounding the fire alarm but by instruction from designated emergency staff.

Fire Prevention

You must always work in such a way that a fire cannot possibly be caused by your activities, taking particular care with equipment that can get hot, e.g. hot-plates, ovens and electrophoresis equipment. Note that Bunsen burners should only be used when there is no alternative, should not be left unattended and should be turned off when not in use.

- Never allow combustible materials to build up in an area of the laboratory e.g. paper towels, cotton wool, cardboard boxes and especially polystyrene boxes - keep these in a cupboard or dispose of them.
- Keep your work area and all fire escapes free from obstructions. Store hazardous materials safely.
- Doors marked "FIRE DOORS" must be kept closed at all times to prevent spread of fire. Do not wedge fire doors open
- Know the location and method of use of the first line fire-fighting equipment in your area - extinguishers, blankets.
- Know where your nearest fire exits and fire alarm points are located.
- The use of personal appliances for cooking i.e. toasters, deep fat fryers etc is prohibited. Microwaves provided by LSTM must not be left unattended when in use.
- Smoking on LSTM premises (indoors and outdoors) is prohibited (including the forecourt of the main building)

The LSTM Fire Safety Officer is Jeremy Gould, telephone 0151 705 2512. Each floor has a fire warden and a deputy.

Fire Alarm Testing

The fire alarms within all buildings are tested on a Friday morning unless notified otherwise. The test involves activating the fire alarm for a few seconds to ensure that the system is operating and to familiarise occupants with the alarm.

Means of Escape/Fire Doors

It is essential that means of escape are kept clear so that in an emergency people can exit a building quickly and safely.

All fire doors on campus are fitted with a self-closing device. The provision of fire doors is required by Building Regulations and fire risk assessment. They are there to protect the building and its occupants by providing resistance to the passage of fire and smoke and it is therefore imperative that they be kept closed at all times.

Fire Drills

LSTM is required to conduct regular fire drills. Normally, a drill will take place at the start of term September / during October to ensure new staff / students are familiar with LSTM's fire evacuation procedures. All staff, students and others (contractors, visitors, members of the public, etc.) are required to co-operate fully by following the emergency procedures.

Accidents

All accidents and potentially dangerous incidents must be reported to the LSTM Safety Co-ordinator Rick Young, ext. 3262, and an Accident Report Form must be completed. This includes any accident occurring in LSTM-owned areas and elsewhere when involved in activities which are part of your course / study (e.g. field trips).

Reporting even minor accidents, incidents and near misses may prevent more serious accidents in the future by highlighting problems or deficiencies. Certain types of accident and dangerous occurrences must be coordinated and reported by LSTM to the Health and Safety Executive (HSE) offices. The HSE advise that incidents of abuse, threats and violence should be recorded as accidents.

In the event of an accident, you should inform others immediately to maximise help. Minor injuries (e.g. cuts, etc.) can be treated by first aiders – list available in the Registry / Main Reception. Remember to make the area of an accident scene safe....do not become a casualty yourself.

First Aid boxes are located strategically around LSTM including all laboratories; note their location and the identity of qualified first aiders in your area.

In emergencies, never hesitate to dial 9-999 from inside LSTM. It will always be answered, day or night. The person answering will call a doctor, ambulance or other assistance. **You must** inform Security if you have requested assistance from the emergency services Ext 3187 / Mob 07776046307.

Advice for pregnant students and new mothers

It is important to obtain sound advice as soon as you know you are pregnant. Delay can cause problems later on. If you believe you are pregnant you should have your pregnancy confirmed, or otherwise, by a doctor as soon as possible. You can obtain confidential advice from your own GP. If you prefer to seek alternative advice, there are a number of agencies that you can visit, including the Marie Stopes Foundation.

There may be risks to the unborn child and expectant mother working in laboratories. If you think this may apply to you, immediately ask to speak in confidence to a member of the laboratory staff or to the Student Experience Officer. We have a comprehensive procedure to support new and expectant mothers as students at LSTM. Please contact the Student Experience Officer for further information.

Lone and out of hours working

LSTM has clearly defined legal obligations relating to the use of high-risk facilities and the undertaking of hazardous activities by those who are working alone, or who are working outside normal hours. LSTM has a responsibility both for the safety of the person or persons involved in the work and for any other persons who may be in the building at the time.

The hours of **expected building occupancy in LSTM are 0730 to 1900, Monday to Friday**. All work outside these hours including weekends, LSTM concessionary days and public holidays is subject to the policy for lone and out of hours working.

Work outside “expected building occupancy hours” is potentially more dangerous to the persons concerned as many of the support services and systems are not available. This covers staff and students, and in some cases visitors or contractors involved in Research, Teaching, Administration and all other work activities undertaken in LSTM.

Staff, students, contractors, authorised visitors etc; must sign IN and OUT in the “Out of Hours” book which is located on the Original School reception desk (or main entrance in satellite buildings), if working outside the hours of expected building occupancy.

The “Out of Hours” book will be monitored by the duty Security Officer but individuals working in satellite buildings (e.g. Wolfson Building) must also inform the Duty Security Officer on Ext 3187 / Mob 07776046307.

If you intend to carry out any hazardous operation, i.e. anything covered by this booklet and the associated Codes of Practice and which could pose an immediate danger to yourself or the building in the event of an accident, you should be accompanied by another person, who should stay within communicating distance i.e. within the same or an adjacent laboratory. Hazardous operations as indicated by an appropriate risk assessment, should not be performed out of hours by lone workers. Non-hazardous operations (e.g. computing, writing) may be carried out alone although it is still desirable that someone else in the building should be aware of your location.

Children in LSTM

Students wishing to bring children/young person(s) onto LSTM premises must ensure that they have appropriate written permission from the Director of Education or nominee. The written permission must be available for inspection by the Reception/Security staff when booking in at Reception/out of hours log as appropriate.

Children/young person(s) must be fully supervised at all times to ensure that they remain safe and do not endanger others. Children/young person(s) are not permitted to enter hazardous areas including:

- Laboratories and associated facilities;
- Insectaries;
- Herpetarium;
- Plant rooms;
- Roofs;
- CTID service road.

Definitions: Young Person – Anyone under the age of 18

Child – Anyone below the minimum school leaving age, (just before or just after their 16th birthday)

Crime Prevention and Personal Safety

LSTM and the University are in a busy urban area and, like any major city, Liverpool suffers from its share of crime. There is no reason why this should affect your enjoyment of life here, but you should be aware of it and take care to ensure that you do not become one of the victims of crime.

LSTM aims to raise awareness of crime prevention amongst all students and staff. Any suspicious persons or incidents should be reported to the Security Team via reception as soon as possible.

Staying Safe

You should be aware of your own safety. This is relevant to men as well as women; while women may sometimes be physically more vulnerable, most violent crime is directed against men.

All students should take care to avoid walking or cycling after dark in poorly lit areas, especially if alone, even if it means taking a longer route. Here are some points to consider:

- If walking at night, carry a torch
- Walk on the lit walkways on campus
- Don't walk alone, get a friend to go with you, especially at night
- Make sure someone knows where you are and when you expect to be back
- Unless you have pre-booked a taxi do not get into a mini cab for whatever reason. Only licensed Hackney cabs should be used unless your journey has been booked through a reputable mini cab firm
- Women should be extra cautious – keep your handbag tucked closely under your arm and don't overload yourself with bundles
- If you are being followed, change direction and head for a public place
- Have your keys ready when you approach your car, room or apartment, and enter immediately
- Always check inside your car before you drive off - someone could be hiding there
- Don't accept lifts from strangers
- Keep a £1 coin in your pocket – this will be useful if your purse or wallet is stolen
- Take particular care when withdrawing money from bank cash points. Be aware that you are vulnerable when handling your cash and card. Do not use cash points at night – think ahead and draw out any cash during the day

At Home

You should take just as much care at home. Wherever you live, in Student Halls or in private accommodation, it is important that you are aware of security, and that you secure your home. Having your accommodation burgled can be distressing, and is certainly inconvenient, so make it more difficult for a thief to get in. Here are some useful tips:

- Lock doors when you are at home to keep out unwanted guests
- Close and lock your doors and windows when you leave your room even to go to the bathroom or kitchen
- Ensure that you lock doors and windows whenever you go out, even if it is only for a few minutes. When you are sharing a house or flat with others, it is easy to assume that someone else has closed the windows and locked the door when you go out. Don't assume!
- Ensure windows and doors are secured before going to sleep
- Do not leave valuable portable items within easy reach of the windows
- Never leave notes on your door stating you are away or what time you will be back
- If you see a stranger near your room, ask if you can help him or her. If your suspicions are aroused, ring Security or the Police.

When you are looking for private rented accommodation it is worth taking into account the level of security at the property: are there window locks, for example, and good locks on the front and back doors?

Everyone in a Student Hall should be aware of the need for attention to security. Don't let anyone into a block unless you know they are residents, or bona fide guests of a resident. Investigate politely, and if you are suspicious report them to the Security Staff.

The outside doors of all buildings should be kept locked. Do not leave them propped open - we have learnt from bitter experience that this is a clear invitation to intending thieves.

Personal Property

If you leave bags or coats unattended you make it very easy for thieves. You do need to take care with your possessions, especially wallets, purses and cheque books. If possible leave things at home, or otherwise take advantage of somewhere secure to leave them. The University cannot take responsibility for any losses of your property – please take care of your possessions.

If you own a car or bicycle, you need to take care to secure it in the same way as you would any other possession, on the campus and elsewhere. Following these points can help to secure your vehicle:

Cars

- When you leave your car, ensure it is locked, and all windows are closed
- Always remove the ignition key
- Don't make it easier for a thief by leaving driving documents in the car; these could help to sell it
- Don't leave valuables on view in your car
- You may wish to consider buying a lock to fit on the steering wheel, or having an alarm fitted, which might deter a thief
- If possible, leave the car in an open area, where regularly overlooked; at night, try and choose a well lit area

Bicycles

There is a secure shed for bicycles on the LSTM forecourt. All student proximity cards are enabled for access and students may use the shed on a first come, first served basis. Students should ensure that bicycles are locked and the door is closed after use. Bicycle racks are also available at the front of the School – bikes have occasionally been stolen from here in the past, so using this facility is at the owner's risk and LSTM cannot take any responsibility for loss or damage to cycles in this area. Students should make sure that their bicycle is fully insured by their own personal insurance policy.

The British Council have also produced a useful booklet for international students, called "Creating Confidence – Making Sure your Time in the UK is Safe and Enjoyable", which can be downloaded from: www.educationuk.org/global/articles/safety

Insurance

LSTM maintains insurance policies which cover students who act on behalf of LSTM in either a paid or unpaid capacity against legal liability.

Loss of or damage to personal property of students is not covered by LSTM insurance, other than where they are legally liable, and students are therefore advised to arrange 'all risks' insurance cover to protect their property. This form of cover may already be provided under the family household contents policy.

You will be required to take out LSTM insurance if you travel abroad as part of your studies. You will be given information about this when you start arranging your overseas work.

If you wish to insure your property against theft, loss or damage, please research an insurance comparison site such as comparethemarket.com, gocompare.com, etc or contact: Endsleigh Insurance: www.endsleigh.co.uk

HIV, Alcohol, Drugs and Smoking

Guidance and advice is available to all students on avoiding the health risks associated with sexual activity, alcohol, drugs and smoking in a series of leaflets at the Student Health Service and the Counselling service. Students are advised to read these leaflets and both the above services will give further help as necessary.

Your attention is drawn to the fact that the possession and supply of certain drugs is a criminal offence and LSTM strictly upholds its legal obligation to prevent such activities taking place on its premises. It is important to remember that all drug use (including alcohol and tobacco) involves some risk to health and the University provides information, advice and support to those experiencing problems, whether through their own use or that of someone close to them.

To avoid HIV infection it is wise to assume that any sexual partner may be infected and to take the precaution of using a condom. Injecting drug users who share equipment (such as needles, syringes, spoons, water, filters) are at high risk of HIV infection. The risk is minimised by never sharing injection equipment and always using a condom during sex. The Student Health Service will advise and support any student who is concerned to change their habits in respect of any of the above activities.

Meningitis

Meningitis can be caused by a variety of organisms, only some of which are potentially fatal. For example, viral meningitis can cause flu-like symptoms which are sometimes quite severe but which are not life threatening.

There is no connection between this illness and the more serious ones caused by the meningococcal bacteria. The meningococcal bacteria can cause two types of illness: meningitis and septicaemia (blood poisoning). Of these, septicaemia is the more dangerous and the more likely to be fatal. The bacteria live in the nose and throat and are only passed on by prolonged, close contact. It has been estimated that between 10% and 20% of the population are carrying the bacteria at any given time and the great majority of people carry it without ever developing the disease. The important thing to know is that the disease can develop rapidly, sometimes within a matter of hours.

Am I at Risk?

Meningitis is a relatively rare disease but because it is a deadly disease you should be alert to the dangers. Next to children, teenagers and young adults are the group most at risk from meningitis. The vast majority of cases are isolated ones and the bacteria can only be passed on by prolonged, close contact.

What are the symptoms?

Early symptoms may be similar to those you get with flu or a hangover:

- Feeling feverish
- Vomiting
- Severe headache
- Stiff neck, back and joint pains.

Developed symptoms will include:

- Rash of tiny red bruises that don't fade under pressure
- Severe dislike of light
- Disorientation or coma

If you are feeling ill, make sure that your friends and/or Hall Tutor/Warden/Manager know this – having someone check on you could save your life. If you are concerned about any symptoms, contact a doctor.

REMEMBER – EARLY TREATMENT SAVES LIVES

How can I get further information?

By contacting any of the following:

Brownlow Hill Medical Practice: 0151 285 4578

NHS Choices: 111

Meningitis Trust: +44(0)808 80 10 388 (24 hour free helpline)

5. Student Support and Advice

Reading Lists

Prior to arrival, students on all Diploma programmes receive some information about pre-course reading. Other texts are recommended for specific programmes. You should use the pre-course reading lists as a source of reference during the year.

If you cannot find a recommended book in the library, tell the Director of Studies, so that they can investigate this with the library staff.

If you would like to suggest a purchase for the library, there is a form you can complete on the Student Intranet at: http://pcwww.liv.ac.uk/lstmstudents/library_computing/book_request.htm

Support in Writing and Completing Assignments

Students should contact the relevant Director of Studies to seek help if they have any difficulty in writing and completing the required assessments for that programme. If they determine that a student needs special support in developing essay writing or other relevant skills to complete an assessment, it is the duty of the Director of Studies to arrange appropriate support for the student in discussion with the Student Experience Officer.

Learning and Study Skills Support

LSTM students have the opportunity to build and develop their skills for learning, such as study skills, time management and information literacy, as well as employability skills, such as group-working and critical thinking.

Another useful resource is the LearnHigher website (<http://www.learnhigher.ac.uk>), particularly its pages designed especially for higher education students. The University of Liverpool has been a partner in building this resource bank.

The following link takes you to a useful resource from Palgrave Macmillan.

<http://www.palgrave.com/skills4study/sitemap.asp>

Whilst there is a great deal of valuable information in this resource, familiarising yourself with the following sections would be particularly useful:

- Study skills, particularly the sections 'Writing' (particularly 'Referencing and Plagiarism') and 'Thinking' <http://www.palgrave.com/skills4study/studyskills/thinking/index.asp>
- Personal development planning
- The student experience – particularly the sections 'International students' (if applicable) and 'Postgraduate students'

Audio Recording of Lectures

It is LSTM's policy to permit students to audio record lectures. Any recording made is solely for personal use and for the purpose of private study.

Director of Studies

The Director of Studies will offer advice on academic matters related to the programme, progress on the programme. They can advise on matters of academic integrity such as avoiding plagiarism, and will often act as a 'signposting' service to sources of advice relating to non-academic matters. They will not proof read drafts of assignments.

Student Support Desk

The LSTM student support desk is open Monday to Friday, 8.30am to 2.30pm (closed for lunch 12.00pm-12.30pm). Students should use this as a first port of call for any enquiries.

Visas and Immigration Advice

Students needing to extend their visa during their studies should, wherever possible, make an appointment with the Student Experience Officer at least 3 months before their visa is due to expire. Making a visa extension application is a long process and you will need to collect certain supporting documentation. Not all of the documentation will be immediately available and in some cases you need to specifically request it so you need to plan ahead.

Student Experience Officer

The Student Experience Officer is located on the first floor of the 66 wing. An appointment can be made to see her through the Student Support Desk or by email. She can give practical help and advice with non-academic related matters, including disability support, accessing healthcare, visa advice, counselling services, accommodation, childcare and schooling. She is also responsible for student representation and co-ordinates a range of student feedback mechanisms, including focus groups and Module Evaluation Questionnaires (MEQs).

Student Representation

LSTM recognises the importance of appropriate student representation at all levels in the institution. Student representation is governed by a Code of Practice on Student Engagement and Enhancing the Student Experience which can be viewed on the LSTM website.

There is a formal committee structure within LSTM, where Diploma students are represented and encouraged to air their views.

Students from each Diploma will elect two representatives who between them are responsible for attending the meetings of the relevant Board of Studies and for thus feeding back the views of the student body.

Boards of Studies

Each Diploma programme has a Board of Studies (BOS) which oversees its planning, operation, management and development. Membership of the BOS consists of the Director of Studies for the Programme, the Director of Education, academic staff teaching on the programme, relevant administrative staff and the elected student representatives. It is expected that students play an active role in the work of the BOS, with the exception of reserved and confidential business. The terms of reference of the BOS includes:

- Ensuring that all relevant parties are provided with accurate information about the programme of study, in particular the assessment of the programme
- Receiving and acting on external examiner reports
- Ensuring effective monitoring and evaluation procedures are in place, particularly for student feedback, and acting on these.
- Making recommendations regarding any proposed changes to the programme or modules
- Advising on any resource issues regarding the programme.
- Discussing any matters concerning individual applicants or students (this is classed as reserved business and the student representatives do not take part in discussion of such matters).

Student feedback is considered for action at the BOS for all programmes. Individual modules are formally evaluated by the students and this evaluation is fed back at Board of Studies meetings. The Student Experience Officer will produce a summary of issues discussed which are relevant to students after each cycle of meetings. These are published on the Student Intranet.

The Role of the Student Representative

Student Representatives are expected to:

- Attend student representative training
- Consult their peers on agenda items and ask for any additional items to be put forward in advance of the meeting
- Attend and fully participate in meetings
- Respect the confidentiality of meetings
- Participate in programme discussion groups and report to Boards of Studies
- Feedback outcomes of meetings to the student body
- Liaise with other student representatives on issues affecting their course
- Refer individual issues to tutors or the Director of Education
- Ensure that the student perspective is considered in all decisions

- Provide a link between staff and students

Feedback from Students

Student feedback is obtained at frequent intervals and is considered for action by the programme's Board of Studies. Individual modules are formally evaluated by the students via on-line questionnaires and fed back at the Board of Studies meetings. There are also opportunities for informal feedback via tutors, the Programme Secretary and the Director of Studies by email or verbally. Regular focus group discussions are held. All of these mechanisms are encouraged. On completion of the programme, students evaluate the overall quality and organisation of the programme at School level via an on-line questionnaire. They are also invited to participate in the national Postgraduate Taught Experience Survey (PTES).

6. Your Programme of Study

LSTM Diploma programmes are governed by rules and regulations regarding assessment set out in its Quality Manual: <http://www.lstmed.ac.uk/study/quality-manual>

You should remember that you are responsible for your own learning and make sure you understand what is expected of you, particularly in terms of attendance and academic integrity. Lecturers will provide you with a framework, in lectures, seminars etc and make sure you are aware of the key issues, debates and challenges relevant to your programme. However, we expect you to expand and enhance this through private study. Studying at postgraduate level, you should take a critical and questioning approach to the information provided and use an evidence-based approach to reach your own conclusions. Lecturers will be happy to engage in discussion with you and to hear your views and opinions.

Code of Practice on Assessment

LSTM has formulated a Code of Practice on Assessment and Feedback which brings together in a single document the main institutional policies and rules on assessment. The Code is an authoritative statement of the philosophy and principles underlying all assessment activities and of LSTM's expectations in relation to how assessment strategies for all taught programmes of study are designed, implemented and reviewed. The Code is intended to inform staff and students, as well as individuals from outside LSTM such as external examiners and external reviewers. The Code is an important document and applies institution-wide. It also reflects the external reference points that LSTM has to be in accordance with such as the Quality Assurance Agency for Higher Education's UK Quality Code for Higher Education, the Framework for Higher Education Qualifications in England, Wales and Northern Ireland, and individual subject benchmark statements. The Code can be viewed on the LSTM website within the Quality Manual: <http://www.lstmed.ac.uk/study/quality-manual>

LSTM Learning, Teaching and Assessment Strategy

The approaches to teaching, learning and assessment at LSTM are designed to help all students to express their full potential through a combination of formal teaching and directed student-centred learning. Lectures highlight key points and provide participants with a core knowledge base. Students are expected to enhance this core knowledge and become reflective independent learners through guided enquiry-based self-study and use of on-line learning packages. In addition to scheduled lectures, tutorials and practicals, programmes contain 'non-contact time' for private study. To succeed in their programme, it is important that students use this time effectively to carry out a range of activities, including assessment tasks, preparation for classes, background reading and researching, note-taking, revision, consultation with staff and informal discussions with other students.

To develop cognitive and intellectual skills, programmes involve discussion of key issues, analysis and interpretation of resource material and practice in applying concepts and solving problems. Group work develops students' abilities to work co-operatively, promotes creativity, provides opportunities to reflect critically and enables participants to take more responsibility for their own learning, as well as learn from each other. Practical skills are developed through opportunities to practise activities in the laboratory and in the field.

Students can also take advantage of lectures given by the many distinguished researchers and policy-makers who regularly visit LSTM. The L&T methods adopted reflect the diversity of the LSTM student population and an ethical and culturally sensitive approach is emphasised throughout. All students have a Director of Studies or Personal Tutor (MSc students only) who gives individual advice on academic work and on any problems that may affect their studies.

Assessments are designed to encourage the student to develop and improve on a range of skills, including synthesising and evaluating information, academic writing, numerical and IT skills, team-working, presentation skills, and time management. Both formative and summative assessment approaches are used. The type(s) of coursework assessment used in a programme depend on the learning outcomes and may include an essay or critical review, a scenario or case study, a dissertation or research proposal, or an oral presentation or poster. Examinations are also used and may take a variety of formats (eg essays; short answer questions; multiple choice questions; oral examination).

Programme information, including programme specifications can be found by following the links on LSTM's website:

<http://www.lstmed.ac.uk/study>

Pass Mark and Classification

In the case of non-credit-bearing programmes which are assessed, where there is more than one component of assessment within the course, the overall pass mark is 50% and students must normally gain a minimum mark of 40% in each component. Exceptions must be stated in the programme specification.

In order to be awarded a pass with Distinction, students must pass each assessment element with a mark of 50% or above and an overall average of 70% or above. A Merit grade is awarded for an overall average mark of 60% or above for the Diploma in Tropical Medicine & Hygiene only.

Completion of Assignments

Details of assessments will be outlined at the beginning of the programme, including submission dates. Students will be expected to observe these dates. If you have a good reason for not being able to submit your assessment on time, you should request an extension (See Page 33). Students should not 'opt out' or fail to make a reasonable attempt at assessments. Where the Board of Examiners decides that a student has failed to give a good reason for absencing him/herself from an assessment, or has not made a reasonable attempt, the Board of Examiners shall reserve the right to deny the student the opportunity to re-sit the failed component during that year of study.

Format

- All assignments must be typed
- Arial font, size 11pt
- Margins:
 - 3.8cm left-hand margin
 - 3.8cm top margin
 - 2.5cm right-hand margin
 - 2.5 bottom margin
- 1.5 line spacing
- Pages should be numbered consecutively throughout, including appendices
- Numbers should be centred at the bottom of each page
- Word count should be included on front page

Word Count

A word count limit is set for all written assignments and is posted on Brightspace in the relevant module folder. Failure to include a word count will lead to an automatic penalty of 5%. Exceeding the word count by more than 10% will lead to a penalty being applied. The LSTM word count policy and guidelines for students can be found on the Student Intranet.

Referencing

The standard referencing system used for submitted course work is Harvard. For more information and guidance please refer to LSTM's Harvard referencing guide which is available via the Library web pages at:

<https://lstmed.sharepoint.com/SiteAssets/SitePages/Departments/Support/Information%20Services/Student%20Sessions/LSTM%20Harvard%20Referencing%20Guide%20A4.pdf>

Students who use an alternative referencing system will be penalised. EndNote X7 reference management software is also available to download from the Student Intranet. .

Extensions

If you believe that you have a good reason for not being able to submit your coursework by the deadline date, you should complete an Extension Request Form (downloadable from the Student Intranet) and email it to assessment@lstmed.ac.uk at least seven days before the assessment deadline date. This will be forwarded to the relevant Director of Studies for approval. Please note that extensions are granted only in **exceptional circumstances**, (such as medical problems, family illness, bereavement etc.). Extensions for longer than 2 weeks must be approved by the Director of Education. Last minute computer related problems will not be accepted as grounds for granting an extension. If the circumstances are particularly sensitive, you may exceptionally submit the form directly to the Student Support Desk in a sealed envelope for the personal attention of the Director of Education.

Extension or Mitigating Circumstances?

If you are experiencing difficulties in meeting a deadline, you should always apply for an extension **in advance**, rather than applying for mitigating circumstances **afterwards**. The Mitigating Circumstances Committee will not normally uphold a claim for missing a deadline due to circumstances where a student could reasonably be expected to have requested an extension unless the student can satisfactorily justify why it was not possible for them to make this request. Similarly if an extension was granted, a claim for mitigating circumstances will not be upheld unless the student can make a strong case that the extension was not sufficient mitigation for the circumstances under consideration. You can find further information about the mitigating circumstances procedure in Section 7.

Deferral of Examinations

LSTM normally takes a 'fit to sit' approach to examinations. If a student feels they are unlikely to perform to the best of their ability due to illness or other mitigating circumstances, they should complete an 'Application to Defer an Examination' form (available on the Student Intranet). Applications should be emailed to assessment@lstmed.ac.uk and will be passed to the Director of Education (or Academic Registrar in her absence) for signature. The student will be informed as soon as possible if the application has been granted. Requests for deferrals will be considered only up to 24 hours before the examination is due to take place, except in exceptional and unforeseen circumstances. If a deferral is agreed, the student will be offered a re-sit (to count as a 'first sit') during the relevant re-examination period. All requests to defer must be supported by valid evidence of mitigating circumstances. If it is not possible to provide evidence at the time of requesting the deferral, the student must ensure that it is provided as soon as possible after the examination. If evidence is not received subsequently or is deemed to be unsatisfactory, the examination will be treated as a first sit and a mark of zero will be awarded. Under such circumstances, the student will still be offered a re-sit but it will count as a 'second sit'.

Deferral of assessment is not a right and permission will only be given in exceptional circumstances

The Mitigating Circumstances Committee will not normally uphold a claim for missing or underperforming in an examination due to circumstances where a student could reasonably be expected to have requested a deferral unless the student can satisfactorily justify why it was not possible for them to make this request.

Examination Rules and Behaviour

General regulations regarding the Conduct of Examinations

- Candidates will be asked by the invigilator to provide proof of identity if required. Candidates who wear a veil/headscarf for cultural or religious reasons will be asked to remove it momentarily so that their identity can be confirmed. This will be done in a private room by a female member of staff.
- No candidate should be permitted to enter the examination room after half an hour has elapsed since the commencement of the examination. No additional time will be allowed to candidates who arrive late at the examination room.
- Candidates must leave all unauthorised books, manuscripts and other articles (e.g. mobile phones) at the back of the examination room.
- Candidates are forbidden to communicate with each other or to pass anything to each other during an examination.
- Any candidate needing to leave the examination room for personal reasons must be accompanied by the academic invigilator or the Registry assistant.
- The use of scrap paper is not permitted and all rough work must be done in the answer books provided.
- Candidates must not leave the examination room until all their written work has been handed in.
- Candidates must not remove any answer books or other items of examination stationery from the examination room.
- The use of bilingual dictionaries during examinations is allowed subject to the condition that they do not contain any additional material that may help the student in the examination of the subject concerned. The invigilator has the authority to inspect any dictionary. Electronic and English language dictionaries are not permitted.

Submitting Assignments

You will need to submit all assignments electronically through Brightspace, which will automatically serve as a receipt. Please bear in mind that the submission through Brightspace will be counted as the official submission time, and if you leave submission until the last minute, delays caused by the computer being slow in uploading may result in penalties being applied for late submission. Brightspace allows you to upload late, but assignments uploaded after the deadline are flagged as 'late' and standard penalties are applied. Computer malfunction or failure will not be accepted as an excuse for late submission. In the unlikely event that you have problems uploading; immediately email a copy of the assignment to the Programme Administrator.

For all assessments, you should take care to upload the correct file. If you realise you have uploaded the incorrect file, you should contact your Programme Administrator immediately. Provided it is before the deadline, s/he will delete the file so you can upload the correct version. We cannot accept substitute files once the deadline has passed.

Submitting your coursework to the plagiarism detection tool in Brightspace

The plagiarism detection tool in Brightspace ('Turn-it-in') allows markers to manage the submission of student coursework and check for plagiarism electronically. A full briefing on avoiding plagiarism will be given at the start of the programme.

NB. You will find full instructions for the use of Turnitin in the Assessment area of each Brightspace module/course.

Anonymous Marking

Anonymous submission is automatically set up on assessments submitted through Brightspace. Please

do not submit your assignment with any personal identifiers (Such as your name or student number) on the covering/ title page. **The covering/ title page should only include the following information:**

The Module (Trop) Number:

Assignment Title:

Anonymous exam number:

If you do not know your exam number, please contact your Programme Administrator

In the case of examinations, students should write their exam number on their examination scripts to ensure anonymous marking. To keep these numbers secure, they are not issued to invigilators, and candidates who do not know their numbers in the examination will be asked to put their name on their examination scripts.

Assignments are marked anonymously wherever possible. Nevertheless, it may be possible for a marker to be able to identify a student, for example if the student has been assigned an advisor to help them prepare the assignment, or if the assessment is oral.

File requirements

Files submitted through Turnitin must comply with the guidance below.

- File must be less than 20 MB
- The maximum paper length is 400 pages.
- File Types allowed: MS Word, WordPerfect, PostScript, PDF, HTML, RTF and plain text.

File Names

All files to be submitted through Turnitin must start with your anonymous exam number followed by a title, see the example below:

24578 Introduction to Tropical Medicine and Health.docx

Late Submission of Assessed Work

LSTM has standard penalties for the late submission of assessed work. These are:

5% of the total marks available for the assessment shall be deducted from the assessment mark for each working day after the submission date, up to a maximum of five working days (e.g. for work marked out of 100, five marks per day will be deducted; for work marked out of 20, one mark per day will be deducted); however, the mark will not be reduced below the pass mark for the assessment. Work assessed below the pass mark will not be penalised for late submission of up to five days.

Work received more than five working days after the submission deadline will receive a mark of zero. In such circumstances, where a student is required to re-sit/re-take the assessment, the reassessment task must be different from the original assessment. Re-submission of the original piece of work is not permissible, except in the case of project work or dissertations. (A working day is defined as a day when LSTM is open and staff would normally be available for work and thus also be available for contact by students). **However**, Good Friday and Bank Holiday Mondays will be treated as working days for these purposes if they coincide with a submission deadline and standard penalties will apply for late submissions.

Marking and Moderation

For every assessment task which contributes to an award of the Liverpool School of Tropical Medicine or to determining whether a student may proceed to a subsequent stage of study, there must be one or more internal examiner(s) appointed from those approved by or on behalf of the relevant Board of Studies, one of whom shall be designated as the internal examiner responsible for the assessment as a whole. The internal examiner(s) shall be responsible for marking the assessment in relation to the stated criteria for the assessment, any agreed marking scheme and the qualitative marking descriptors and marks scale.

Moderation is the examination of a selection of pieces of work from an assessment task by an individual to verify or otherwise the level and consistency of the marks allocated by the marker(s), particularly at the borderlines. Moderation of the marking of the internal examiner(s) must be undertaken in particular circumstances and according to certain rules. These are stipulated in the Procedure for Marking and Moderation of Taught Postgraduate Assessments.

General Assessment Criteria

The following general criteria will be used for marking assignments and examinations. Specific marking criteria for individual assignments will be provided in Brightspace.

%	COMMENTS
90-100	Distinction Absolutely outstanding answer. Factually flawless; strong degree of originality and critical insight; clearly organised; comprehensive coverage; extensive evidence of supplementary reading; style and presentation excellent.
80-89	Distinction Outstanding answer. Factually flawless; clearly organised; logical; good evidence of supplementary reading; originality and critical insight present; style and presentation excellent.
70-79	Distinction Very good answer. Factually flawless; some originality of thought and critical insight; evidence of outside reading; good coverage; style, presentation and organisation very good.
60-69	Merit Comprehensive answer. Clear; logical; thorough; factually sound with no serious errors; evidence of outside reading and/or originality and critical insight; style, presentation and organisation good.
50-59	Pass Adequate answer. Accurate but limited to lecture material; perhaps some errors or key facts missing; no originality; little evidence of outside reading; style, presentation and organisation moderate.
40-49	Fail Incomplete answer. Information fairly sparse; some inaccuracies; answer broadly relevant to question but poor coverage of lecture material; no sign of outside reading; style, presentation and organisation poor.
30-39	Fail Deficient answer. Poorly directed at question; many omissions or errors but some relevant facts correct; understanding poor; style, presentation and organisation poor.
15-29	Fail Very deficient answer. Answer largely irrelevant to the question; a few facts correct but many omissions and errors; style, presentation, grammar and organisation very poor.
0-14	Fail Totally inadequate answer. Little relevance to question or little factual material; wrong approach; style, presentation, grammar and organisation extremely poor.

External Examiners

External examiners are appointed for all programmes of study. These examiners, senior academics or persons with professional expertise, are independent of LSTM.

They help us to ensure that the standards of our awards are comparable with similar subjects and awards in other UK Universities. They ensure that the assessment processes within the School are

appropriate, rigorous, fair and fairly operated and are in line with institutional regulations and guidelines. Where relevant they ensure that accreditation requirements of any professional or statutory body are met.

External examiners have the right to see all assessed work from the programmes they examine, but where there are large numbers of students, they would normally see samples of work.

Details of LSTM External Examiners for 2015-16 can be found on Page 6. On no account should you attempt to make contact directly with the external examiners. If you have any queries about their involvement in your programme or assessment you should seek advice from your Director of Studies.

Timing of Assessments and Disclosure of Results

The assessment must normally be completed by the end of the agreed time in which the teaching of it is completed. Marks for coursework should be disclosed to students as soon as practicable and the marks achieved in examinations should be disclosed as soon as they are available. However, the disclosure of such marks is made on the understanding that they:

- a) will remain provisional until a final determination is made at the main meeting of the Board of Examiners;
- b) are released at this stage for general guidance only;
- c) may be subject to further amendment at the main meeting of the Board of Examiners.

LSTM aims to return marks and feedback to students within 3 weeks of the submission deadline. However, there are occasions when it can take longer (e.g. if there are multiple assignments to be marked by the same marker(s) or if extra time is needed to agree marks through the moderation / double marking processes). Students will be notified as soon as possible if this is the case and will be given a new date by which they can expect to receive marks and feedback

Provision of Feedback to Students

The LSTM procedure on the provision of feedback to students can be found on the LSTM website: <http://www.lstmed.ac.uk/study/quality-manual>

Feedback to students will be provided on all assignments. Feedback may take various forms, depending on the nature of the assessment, including individual written comments, generic class feedback (written or oral), or the opportunity to discuss your assessment with the marker. If you feel that you would like additional feedback to that offered, you should talk to your Director of Studies.

Official Announcement of Results

The final results will be available to students following the Board of Examiners' meeting. For Professional Diplomas, this meeting takes place approximately 1-2 months after the final assessment of each course. Official transcripts and certificates are issued to students after the meeting of the Board of Examiners. Students usually receive their certificates two to three months after completion of the course. All certificates are issued by LSTM, and queries should be addressed to the Professional Courses Unit (PCU). To contact PCU, either email cpd@lstmed.ac.uk or telephone +44 (0)151 705 3172.

Re-assessment

For all programmes, students are normally offered one reassessment opportunity for each failed component. Reassessment for Professional Diplomas and short courses will either take place within three months of the date of the original assessment, or, for programmes with multiple entry dates in a single year, at the time that assessment of the next cohort of students is taking place. Marks achieved in re-assessment shall be recorded on the transcript as the actual mark achieved, but will be flagged to indicate that they were achieved at a second or subsequent attempt and will be capped at 50% for the purposes of calculating the overall award.

7. Dealing with Problems and Difficulties

Poor Attendance

Students who attend regularly are generally successful in their studies. You are permitted to proceed with your approved programme of study if you maintain acceptable progress as evidenced by your regular attendance, satisfactory results in relevant formative and summative assessments and the proper completion of any other work given to you.

Sickness Absence Policy

You are able to certify your absence through illness from lectures or other classes during a programme through the submission of a self-certified Certificate of Illness. Such a certificate will be valid for absence of up to five consecutive days. The Certificate of Illness does not need to be signed by a medical practitioner.

The Certificate of Illness will **not** be valid for:

- Absence through illness for more than five consecutive days;
- Absence from examinations;
- Absence from class tests or other forms of assessment which count for 10% or more of the module mark.

Certificate of Illness forms are available from the Student Intranet and should be submitted through the Student Support Desk. The Certificate cannot be accepted if it is submitted more than two weeks following the date of illness. A maximum of two Certificates is permitted in any programme.

Absence through illness for periods longer than five consecutive days must be supported by a medical certificate provided and signed by a medical practitioner and should be submitted to the Student Support Desk. A medical certificate provided and signed by a medical practitioner will also be required if you are absent for more than two periods of illness in one programme.

Absence for reasons other than illness can only be allowed after a request has been approved by the Director of Studies.

You should always inform the Student Support Desk if you are unable to attend for any reason.

Mitigating Circumstances

Students sometimes perform more poorly in assessments (whether examinations or other types of assessments) than their previous performance or achievements would have predicted. Sometimes this poor performance can be attributed, or partially attributed, to particular circumstances beyond the control of the student. These circumstances are described as 'mitigating circumstances' if they are accepted in mitigation of the poorer than expected performance.

When a Board of Examiners accepts that there have been mitigating circumstances, it will usually not regard the student's poorer than expected performance at its face value in making decisions about the student's progress in studies or final degree classification. Where circumstances are accepted in mitigation of poorer than expected performance students may be allowed (where practicable) to retake the assessment as if it were a first attempt.

Mitigating circumstances may, for example, include:

- Illness affecting the student
- Bereavement
- Serious illness affecting a close family member
- Unforeseeable or unpreventable events

Independent documentary evidence, such as medical certificates, must be provided in all cases to verify mitigating circumstances. If mitigating circumstances affect your studies then it is **your** responsibility to

report all circumstances which you wish to be taken into consideration to your Programme Administrator.

You should report such mitigating circumstances as soon as possible (normally within five working days) after the events under consideration occur, and no later than one week before the meeting of the Board of Examiners at which the assessment concerned will be considered.

If you are unable to attend an examination or assessment which counts towards the final mark of a programme owing to illness or other unavoidable circumstances, you must inform the Professional Courses Unit, preferably in writing or by email, **before the examination or assessment deadline**, in order for the absence to be regarded as authorised.

Provided that acceptable evidence of 'good cause' for such absence (e.g. a medical note) is presented for consideration by the Mitigating Circumstances Committee in accordance with the Procedure for Consideration of Mitigating Circumstances, you would be granted a right to re-sit as a first attempt (unless the examination missed was not a 'first attempt' examination). Only in exceptional circumstances, where a Board of Examiners, on the advice of the Mitigating Circumstances Committee, judges that it was not feasible for a student to have provided prior notification, will a student who is absent from an examination or fails to submit an assessment without informing LSTM in advance, be granted a 'first attempt' re-sit.

Boards of Examiners may determine that a student who is absent from an examination or fails to submit an assessment without good cause (even when they have informed LSTM in advance) should not be granted a re-sit attempt until the subsequent academic year.

Students are encouraged to speak to their Director of Studies before submitting a claim for mitigating circumstances and, in all cases, students who wish to submit a claim must do so using the official form, which is available on the Student Intranet. Students should email completed mitigating circumstances forms to assessment@lstmed.ac.uk

Academic Integrity

Academic integrity is concerned with the ethical code that applies to the standards by which the academic community operates. It represents the values of honesty, fairness and respect for others. While this encompasses the expectation that students will not cheat in assessments nor deliberately try to mislead examiners and assessors, it is just as important to emphasise the positive role that academic integrity plays in each student's intellectual and professional development and in their successful transition to graduate employment and future careers. Students who embrace academic integrity understand that they must produce their own work, acknowledging explicitly any material that has been included from other sources or legitimate collaboration, and to present their own findings, conclusions or data based on appropriate and ethical practice.

There are conventions of academic practice, such as established referencing and citation protocols, which both display and ensure academic integrity. The acquisition of relevant study skills such as effective note-taking, the ability to critically evaluate other writers' theories and concepts, and presentation skills, will help students to understand these conventions. Failure to adhere to these conventions can result in poor academic practice or, if there is a clear intention to deceive examiners and assessors, to unfair and/or dishonest academic practice.

Plagiarism occurs when a student misrepresents, as his/her own work, work in the public domain, written or otherwise, of any other person (including another student) or of any institution. Examples of forms of plagiarism include:

- the verbatim (word for word) copying of another's work without appropriate and correctly presented acknowledgement and citation of the source;
- the close paraphrasing of another's work by simply changing a few words or altering the order of presentation, without appropriate and correctly presented acknowledgement and citation of the source;
- failure to reference appropriately or to adequately identify the source of material used;
- unacknowledged quotation of phrases from another's work;

- the deliberate and detailed presentation of another's concept as one's own.

Collusion occurs when, unless with official approval (e.g. in the case of group projects), two or more students consciously collaborate in the preparation and production of work which is ultimately submitted by each in an identical, or substantially similar, form and/or is represented by each to be the product of his or her individual efforts. Collusion also occurs where there is unauthorised co-operation between a student and another person in the preparation and production of work which is presented as the student's own.

Copying occurs when a student consciously presents as their own work material copied directly from a fellow student or other person without their knowledge. It includes the passing off of another's intellectual property, not in the public domain, as one's own. It differs from collusion in that the originator of the copied work is not aware of or party to the copying. Copying of work from published sources would be dealt with as plagiarism.

Submission of commissioned or procured coursework is a dishonest practice which occurs when a student presents as their own work coursework assessment tasks (or parts thereof) which have been intentionally procured (by financial or other inducement means) for this purpose. The definition includes the practice of requesting another party to prepare all or part of a course assignment (with or without payment) on the student's behalf.

Embellishment or Fabrication of Data occurs when a proportion of the total data is altered, enhanced or exaggerated in order to emphasise data which has been obtained by legitimate means.

Falsification of Data occurs when a student creates and presents an extensive amount or significant piece of data in order to conceal a paucity of legitimate data; or wholly fabricates a set of data in the absence of legitimate data.

Assignments submitted through Brightspace are automatically checked for similarity to other sources by a plagiarism detection tool 'Turnitin'. Turnitin will detect copying from assignments submitted by other current or previous students and from assignments that you have submitted previously. If you copy from an assignment given to you by a lecturer as an example, or which you obtain from a previous student, or if there is a higher than expected level of similarity between assignments submitted by two or more students, these are treated as breaches of academic integrity. Students found to have committed academic misconduct are liable to be severely penalised. They may be given a mark of zero for the assessment concerned, in the most serious cases, may even be required to suspend or terminate their studies.

We are aware that there are free on-line tools you can access in order to have work checked for matches to other sources. Please use these with caution. It is not an offence to use these tools but LSTM does not encourage their use. We aim to teach students the art of academic writing, which not be achieved if students simply aim to beat the software.

LSTM reserves the right to viva students who are suspected of breaching academic integrity, to ensure that they have produced their own work.

For more information please refer to the LSTM Code of Practice on Academic Integrity which is available on the LSTM website within the Quality Manual: <http://www.lstmed.ac.uk/study/quality-manual>

Changes to your Registration

Suspension and Withdrawal

Circumstances, often relating to ill-health, occasionally lead a student to consider withdrawing from their studies or suspending their studies for a period of time. Where students do suspend, this is frequently with a view to returning to the next instance of the course. In the cases of withdrawal or suspension, there are financial consequences arising from such decisions and it is therefore essential that LSTM receives formal notice of such action. In the first instance students should discuss their circumstances with their Director of Studies, or seek advice from the Academic Registrar. All

requests for a suspension of studies must be approved by the Director of Studies, and will not normally be granted retrospectively.

Following a suspension of studies, students should contact LSTM one month before their intended return to confirm that they will be returning to study. This will enable the Professional Courses Unit to update the student's academic registration.

If you do suspend your studies, it is important that you contact LSTM one month prior to your expected return date to confirm that you will be returning to study. This will enable Registry to ensure that your academic registration is updated. You will be reminded to do this by email.

Information about refunds of fees can be found in the LSTM Code of Practice on Payment and Refund of Tuition Fees which can be found on the LSTM website within the Quality Manual: <http://www.lstmed.ac.uk/study/quality-manual>

Academic Appeals

LSTM can consider an appeal from a student against the decision of a Board of Examiners, provided that the appeal is submitted on appropriate grounds. Before considering whether or not there are grounds for appeal, it is essential that a student consults with the Director of Studies to clarify any possible misunderstanding about the basis of the decision of the Board of Examiners. Appeals can be made against the non-award of a degree, diploma or certificate, against the classification or other mark of differentiation of an award, or against the decision to make a different award from that which the student was attempting to qualify at that point of the programme. Students should refer to the Procedure for Dealing with Academic Appeals for further information: <http://www.lstmed.ac.uk/study/quality-manual>

Complaints

LSTM operates a Student Complaints Procedure to be used when students have a complaint against LSTM. This procedure provides for complaints to be dealt with, as far as possible, on an informal basis. It also sets out the formal route for the consideration of complaints, should informal procedures fail to resolve a complaint satisfactorily. The Procedure for Dealing with Student Complaints can be viewed on the website: <http://www.lstmed.ac.uk/study/quality-manual>

Where the complaint is about an academic decision regarding assessment, the Procedure for Dealing with Academic Appeals should be followed.