

LIVERPOOL HOPE UNIVERSITY

HOLY CROSS COLLEGE
ST MARY'S COLLEGE



STUDENT GUIDE TO REGULATIONS & POLICIES 2018/19



Welcome! As a student at Holy Cross College or St Mary's College, you will be studying for a degree of Liverpool Hope University, delivered by University staff. As Pro Vice Chancellor for Student Life and Learning at the University, I have responsibility for the whole student experience, from Induction and Registration to Graduation and beyond into your new careers and employment.

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

Each section within this guide provides a link to full documents on the webpages. By registering to read for a Liverpool Hope University degree in Holy Cross or St Mary's College, you undertake to abide by all the regulations, policies and procedures of the University and your College, in relation to both academic and non-academic provision, so it is important that you read this guide.

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

If you have any problems understanding any of these regulations, policies or procedures or if you require help or more information, you can call into your College and talk to a Support Tutor, or contact the University on 0151 291 3813 or gateway@hope.ac.uk.



Dr Penny Haughan
(Pro Vice Chancellor
Student Life and
Learning)

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

Understanding Your Undergraduate Degree

Guides to the regulations governing each undergraduate degree can be found at the "Understanding your Degree" page on the University's website.

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

Full details can be found at:

www.hope.ac.uk/gateway/supportandwellbeing/studentadministration/understandingyourdegree/

Structure of your Degree

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

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

Full details can be found under the Your Degree tab at:

www.hope.ac.uk/gateway/supportandwellbeing/studentadministration/understandingyourdegree/

Passing each Year and Completing your Degree

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

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

Full details can be found under the Your Degree tab at:

www.hope.ac.uk/gateway/supportandwellbeing/studentadministration/understandingyourdegree/

Conduct of Examinations

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

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

Coursework Submission

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

Resits and Retakes

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

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

Full details can be found under the Your Degree tab at:

www.hope.ac.uk/gateway/supportandwellbeing/studentadministration/understanding_yourdegree/

Cheating and Academic Misconduct

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

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

Full details can be found under the Your Degree tab at:

www.hope.ac.uk/gateway/supportandwellbeing/studentadministration/understanding_yourdegree/

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

Illness and Other Personal Circumstances

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

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

Full details can be found under the Your Degree tab at:

www.hope.ac.uk/gateway/supportandwellbeing/studentadministration/understandingyourdegree/

Academic Appeals

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

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

Full details can be found under the Academic Appeals tab at:

www.hope.ac.uk/gateway/supportandwellbeing/studentadministration/understandingyourdegree/

Code of Student Conduct

We take the maintenance of good behaviour very seriously. Students reading for Liverpool Hope University degrees are expected to regard themselves as ambassadors of Hope and have due regard for fellow students, staff, and others. Your College has a detailed Code of Conduct which outlines the standard of behaviour expected of you. You are expected to be familiar with this Code, and to follow it carefully.

For students at Holy Cross College, full details can be found at:

<https://www.holycross.ac.uk/documents/university-centre/student-information/liverpool-hope-handbook-201819.pdf?5a9d2f23>

For students at St Mary's College, full details can be found at:

<http://www.stmarysblackburn.ac.uk/university-centre/he-policies-and-procedures/liverpool-hope-university/>

Student Complaints Procedures

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

The University's Complaints Procedure can be used in relation to teaching, academic support, administration or any other service provided by the University. Full details can be found at:

[www.hope.ac.uk/gateway/supportandwellbeing/studentadministration/complaints and appeals/](http://www.hope.ac.uk/gateway/supportandwellbeing/studentadministration/complaintsandappeals/)

Your College's Complaints Procedure can be used in relation to academic support, administration or any other service provided by the College. Full details can be found at:

HOLY CROSS <https://www.holycross.ac.uk/university-centre/student-information/>

ST MARY'S www.stmarysblackburn.ac.uk/university-centre/he-policies-and-procedures/liverpool-hope-university/

Terms and Conditions

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

Full details can be found at

[https://www.hope.ac.uk/gateway/students/supportandwell-being/studentadministration/thehopecharter](https://www.hope.ac.uk/gateway/students/supportandwellbeing/studentadministration/thehopecharter)

IT Services

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

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

Similarly, use of your College's IT facilities is subject to the College's IT-related policies.

Full details can be found at:

HOLY CROSS: www.holycross.ac.uk/information/facilities/it-facilities

ST MARY'S: www.stmarysblackburn.ac.uk/university-centre/he-policies-and-procedures/liverpool-hope-university/

Library Rules & Regulations

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

Full details of the rules and regulations can be found at:

UNIVERSITY

www.hope.ac.uk/lifeathope/libraryandlearningspaces/rulesandregulations/

HOLY CROSS

www.holycross.ac.uk/information/facilities/library/

ST MARY'S

www.stmarysblackburn.ac.uk/university-centre/he-policies-and-procedures/liverpool-hope-university/

Other Services

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

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

Your Programme of Study

Information about your particular programme of study is made available via a Subject Information Leaflet and can be found at

HOLY CROSS

www.holycross.ac.uk/university-centre/courses/

ST MARY'S

www.stmarysblackburn.ac.uk/products/byhierarchy/29/77.html

If you are studying a combined programme then it may be that two Subject Information Leaflets are applicable to you.

Regulations for the Payment of Fees, and Other Related Financial Information

Registering for a University degree is a significant financial commitment as you are agreeing to pay tuition fees. The guidance below sets out the amount of fees you will have to pay, how you can pay your fees, what happens if you don't pay and set out the conditions for when you may be entitled to a refund should you withdraw. You also have a statutory right to cancel your contract within 14 days of accepting your place.

Course Fees for Students Starting in 2018/19

Annual course fees for full-time students will be £6165.00. The same fee applies to all degrees, and to students based at either Holy Cross College or St Mary's College.

PLEASE NOTE THAT FOR EACH SUBSEQUENT YEAR OF STUDY THE FEES WILL RISE IN LINE WITH INFLATION.

Methods of paying your tuition fees

All students must provide evidence of how they intend to pay their fees each academic year. Evidence must be provided at enrolment or within two weeks of the course start date. Failure to provide this evidence will result in access to IT and Library services being withdrawn until the matter is resolved.

Loan via Student Finance England

This is the most common method used to pay tuition fees; you must apply on line at www.gov.uk/studentfinance. Please bring a copy of your letter from Student Finance England when you come to enrol at your College. Once your application is complete and you have provided all necessary documentation your fees will be paid directly to Holy Cross College.

Sponsorship

You should contact your sponsor and ask them to confirm in writing to Holy Cross College, making a note if you are studying at St Mary's Blackburn, that they are sponsoring you and the total amount of fees they are paying for the academic year. Please bring the confirmation letter with you when you enrol. Any remaining fees must be paid by the student or alternatively you can apply for a loan for the outstanding amount via Student Finance England. An invoice for immediate payment, for the full sponsorship amount will be issued on 1 October to your sponsor in each year of study, including details of how to pay. Please note that we need a new letter for every academic year of study and until we have received this letter you will remain responsible for your own fees.

Paying your own fees

You must set up a Payment Plan Authorisation; you are requested to complete this on enrolment. You can pay by cheque or banker's drafts made payable to Holy Cross College or electronic transfer via BACs which is the college's preferred method. Details and instructions for paying by electronic transfer will be stated on your invoice. If you are paying in full an invoice will be issued for the full amount on 1 October for immediate payment. Where students or their employers are paying their own fees, administration of this will take place through Holy Cross College, who will be the main contact for collection of fees.

What can I do if I am having difficulty paying my fees?

If you are experiencing difficulties in paying your fees you should seek help at the earliest possible opportunity. Initially you should make an appointment with a Support Tutor at Holy Cross College or St Mary's College. They will be able to provide general advice as well as information about any additional funding that may be available. It is important that you keep your tutor and the institution at which you are undertaking your studies fully aware of developments, to allow them to make informed decisions.

What happens if my payments are late or are unable to keep to a payment plan?

You need to contact the Finance Office at Holy Cross College either in person or by telephoning 0161 762 4500 to speak to one of the finance team who will try and agree a payment plan with you that is beneficial to both yourself and the College. If you are unable to agree a payment plan, the Policy on Student Debt is activated and your IT facilities will be withdrawn which will affect all your Hope online learning resources. A further breach of a payment or continued failure to make an agreement will result in the withdrawal of all rights and de-registration from your University course. One week's notice will be given before de-registration is implemented. The College will then put any outstanding debts in the hands of an outside agency that will actively pursue the debts through the courts and any additional costs incurred will be added to your account. In order to maintain the high quality of teaching, University and College facilities and to be fair to paying students we will always act to recover debts.

When do I have to pay my tuition fees?

All students should enrol at their home college, either Holy Cross or St Mary's, and must sign acceptance of the terms and conditions of the tuition fee policy. If you are paying your tuition fees direct you can make the payment in full or you can set up an instalment payment plan (maximum four instalments), depending on the level of fees and your contribution if in conjunction with an employer's sponsorship. No additional interest will be charged on instalment plans. An invoice for the first instalment will be issued on 1 October for immediate payment. Invoices for all remaining instalments will be raised 30 days in advance of the payment due date. If your share of the tuition fee is between £225.00 but less than £2999, and you are a full-time student and in attendance for the full academic year, you can pay your

tuition fee in 2 instalments. The instalment plan enables you to pay 50% on 1 October and the remaining 50% on 1 February.

If your share of the tuition fee is £3,000 or more, and you are in attendance for the full academic year, then you can pay your tuition fee in 4 instalments. The instalment plan enables you to pay 25% on 1 October and the remaining 3 instalments each of 25% on 1 December, 1 February and 1 April.

Full time Undergraduate students can take out a full or partial loan, subject to eligibility, to cover the fees. You will need to apply on-line to Student Finance England and this should be completed as early as possible.

Channel Island and Isle of Man students need to apply through their local Government departments and separate arrangements are applicable to them.

Policy on Student Debt

1. No student shall normally be permitted to renew registration until all fees and charges relating to the previous session have been paid.
2. A breach of a payment or continued failure to make an agreement will result in the withdrawal of all rights and de-registration from the College and your University course. One week's notice will be given before de-registration is affected. The College will then put any outstanding debts in the hands of an outside agency that will actively pursue the debts through the courts and any additional costs incurred will be added to your account. In order to maintain the high quality of teaching, College and University facilities and to be fair to paying students we will always act to recover debts.
3. No student shall normally be allowed to graduate or receive an award until all fees and charges owing to the University have been paid.

Tuition Fee Refund Policy

Introduction

Students accepted on University degrees do so on their merits and academic achievements. However, it is important to note that there is competition for places to study locally on Liverpool Hope University Degrees and that the place they take could easily have been offered to another unsuccessful candidate. Should a student withdraw from their programme of study, this then places a financial burden on the Network of Hope, since their place is unlikely to be filled once they have left. In these circumstances, the Network of Hope through Holy Cross College has no option but to seek reimbursement to cover any financial losses it may incur by the withdrawal of that student. In practice this means:

1. that the student is liable to pay some of the costs for their early withdrawal, or
2. that the Network of Hope may withhold some or all of the fees paid by that student, or

3. that the Network of Hope may withhold some or all of the deposit paid by that student.

It should also be noted that any monies refunded will be returned to the account from which it was received.

What fees will I be charged if I withdraw from the Degree?

A student's fees will not be reduced, and the student will remain liable for the full amount, until an 'end date' has been agreed in consultation with Liverpool Hope University. Before this can be done, the student must complete a Withdrawal Form, submit it to the Head of the University Centre (or his/her nominee) at the College in which they are studying together with any supporting evidence necessary to support claims made in the form, and attend an interview with the Head of the University Centre (or his/her nominee).

If the agreed 'end date' indicates that the student had withdrawn within the first two weeks of the start of term (the date stated on the current academic calendar), the student will not be charged and will be credited the full year's fees.

If the agreed 'end date' indicates that the student had withdrawn after the first two weeks, they will be charged 25% of the total fee if they had withdrawn in term 1, 50% of the total fee if they had withdrawn in term 2, and 100% of the total fee if they had withdrawn during the final term.

If a student had taken out a fee loan through the Student Loans Company we will contact the SLC to advise them of the new fee and they will amend the student's loan accordingly.

What fees will I be charged if I interrupt my studies?

A student's fees will not be reduced, and the student will remain liable for the full amount, until formal interruption dates have been agreed in consultation with Liverpool Hope University. Before this can be done, the student must complete an Interruption Form, submit it to the Head of the University Centre (or his/her nominee) at the College in which they are studying together with any supporting evidence necessary to support claims made in the form, and attend an interview with the Head of the University Centre (or his/her nominee).

If the agreed dates indicate that the student had interrupted within the first two weeks of the start of term (the date stated on the current academic calendar), the student will not be charged and will be credited the full year's fees.

If the agreed dates indicate that the student had interrupted after the first two weeks, they will be charged 25% of the total fee if they had interrupted in term 1, 50% of the total fee if they had interrupted in term 2, and 100% of the total fee if they had interrupted during the final term.

If a student had taken out a fee loan through the Student Loans Company we will contact the SLC to advise them of the new fee and they will amend the student's loan accordingly.

Exceptions to the Refund Policy

Exceptions will only be made if the formal Interruption or withdrawal procedures outlined above demonstrate one of the following extraordinary circumstances.

Under such circumstances, a full refund may be made.

1. Where, for any reason, the University discontinues the programme of study for which the student is registered.
2. Where the student withdraws or interrupts because of their own serious illness, or the serious illness (or death) of a close family member (Mother, Father or sibling). Such cases must be supported by medical evidence from a GP or medical consultant.

The decision as to whether to allow the Student a full Refund will be made by the Principal of the Home College (or his/her nominee) at his/her absolute discretion and only in extraordinary circumstances in accordance with this policy.



YOUR FUTURE
STARTS WITH HOPE

