

**A Student  
Guide to  
LSTM**

**LSTM**

LIVERPOOL SCHOOL  
OF TROPICAL MEDICINE



**2019/20**

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## A Student Guide to LSTM

On request, information in this Guide can be made available in an alternative format. Please contact the Student Experience Officer ([SAW@lstmed.ac.uk](mailto:SAW@lstmed.ac.uk)) if this is something you require.

### Emergency Information

In case of emergency, telephone 24 hour security on extension 3187/mobile: 07776046307. Further information can be found on Page 22.

## 1. Introduction to the Liverpool School of Tropical Medicine

Welcome from the Director, Professor David Lalloo

It's a great pleasure to welcome you to the Liverpool School of Tropical Medicine (LSTM) and I really hope that you enjoy your time studying here. We are very proud of the fact that in 1898, LSTM became the first institution in the world dedicated to research and teaching in tropical medicine. Today, we continue to focus on addressing the health problems that affect poor populations in lower and middle income countries, working in partnership with organisations in those countries. We undertake a whole spectrum of research, from laboratory science in Liverpool to implementation research on the ground in over 60 tropical countries, and we employ staff from all sorts of disciplinary backgrounds. However, despite that diversity of staff and activity, everyone working here is focused on finding practical solutions to problems and undertaking translational research that has a real impact.

Education is an important part of what LSTM does and I strongly believe that that maintaining close links between research and teaching leads to the best educational programmes. I hope that your time here as a student does stimulate and challenge you and that your course helps to give you the skills you need to succeed in your chosen path in tropical medicine. You will find a warm welcome from both LSTM and the City and for many, this will be the start of a lifelong association with LSTM. So welcome to the LSTM family and I wish you every success with your course and in your future career.

### 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 ship owner, 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.

# LIVERPOOL SCHOOL OF TROPICAL MEDICINE STUDENT CHARTER

## BUILDING PARTNERSHIPS IN LEARNING

### *Researching and Educating to Save Lives*

The Liverpool School of Tropical Medicine (LSTM) is a world-leading higher education institution dedicated to research and teaching in the field of tropical medicine. To maintain our status as a global frontrunner in the fight against infectious, debilitating and disabling diseases, we must work together. All members of LSTM's community—students, alumni and staff—share responsibility for the continued success of the institution and its students. The purpose of this Student Charter is to encourage staff and students to contribute to, and take pride in, the ongoing development of a supportive academic community.

### **Student Engagement**

*Students can expect staff to:*

- Engage students within an inclusive environment by providing equality of treatment for all regardless of gender, age, race, ethnicity, disability, sexual orientation, religion or belief.
- Facilitate maximum student engagement in activities that support and enhance academic excellence, employability and personal development.
- Involve students in decision-making processes relating to educational issues by providing all students with effective opportunities for feedback.
- Through student representatives, or individual students, engage with and respond to the issues raised by the student body.
- Support elected representatives through the provision of training opportunities.

*Staff can expect students to:*

- Actively engage with others on their programme to achieve learning outcomes by being respectful and considerate of LSTM's diverse community of students.
- Engage with opportunities that will support their employability, academic excellence and personal development.
- Engage with the range of opportunities provided for student representation, either through serving as a student representative or by raising any issues through various feedback mechanisms (e.g. focus groups and online surveys).
- When asked for feedback, reflect on issues impacting on student experience and provide constructive feedback during the consultative process.

### **Learning, Teaching and Assessment**

*Students can expect staff to:*

- Provide a supportive and stimulating research-led learning environment that empowers students to reach their full potential.
- Use inclusive teaching methods, engaging regularly in staff development activities to enhance teaching practice.
- Make appropriate use of LSTM's Virtual Learning Environment and other learning resources to encourage various learning styles.

- Use transparent methods of assessment and provide students with feedback on their assessed work, according to timescales published by the Education & Training Department, to support students in developing their academic capabilities.
- In collaboration with students, engage fully with module/programme review processes to maintain high academic standards and identify how the quality of programmes can be improved.

*Staff can expect students to:*

- Take responsibility for their own learning, developing their capacity as independent and collaborative learners.
- Engage fully with the opportunities for learning provided by LSTM: preparing for and punctually attending timetabled classes; fulfilling all the academic obligations of their programme; engaging in independent study as expected in their programme; and taking advantage of opportunities provided to engage academically outside the formal requirements of their programme.
- Reflect critically on the feedback provided on their assessed work, to develop the ability to learn from past experience and apply these lessons to future activities.
- In collaboration with staff, engage fully with module review processes to help LSTM maintain high academic standards and identify how the quality of programmes can be improved.

## **Student Support**

*Students can expect staff to:*

- Provide access to facilities and services that will enable students to succeed in their studies.
- Ensure that each student has a contact who can provide academic support and guidance.
- Provide clear and accurate information on academic programmes and appropriately signpost LSTM's student policies.
- Provide access to support with personal and welfare issues.

*Staff can expect students to:*

- Engage with academic and pastoral support systems, seeking help promptly with any problems through contact with the appropriate member(s) of staff.
- Schedule meetings with their Personal Tutor (taught programmes) or Supervisor (research programmes) at appropriate intervals during the academic year to monitor their progress in a constructive way.
- Read all information related to their programme and familiarise themselves with LSTM's student policies.

## **Privacy Statement**

The Liverpool School of Tropical Medicine recognises the importance of personal privacy. This Privacy Statement sets out the practices of personal data management in relation to data from students.

### **What information is collected**

Liverpool School of Tropical Medicine collects and holds personal data about students for a variety of purposes including: the administration and management of the educational programmes, including data such as application and registration details, financial details, academic marks, health information and disciplinary data. Other purposes include: provision of support services, including welfare and pastoral services, library and computing services; archives for audit research purposes; alumni relations.

Where statistical information is compiled in order to undertake research for programme enhancement or for other research purposes, it is under the condition that no information will identify you as an individual.

### **How we will use the information about you**

Aggregated Information may be disclosed to the Higher Education Statistics Agency (HESA), other government and educational organisations; potential employers and other relevant organisations where necessary for the fulfilment of obligations. At all times information about you will be kept securely, and the School will continue to hold data, including details of academic achievements, when students leave but for no longer than absolutely necessary. Some data is kept as a permanent record of your academic achievements and to enable us to maintain contact with you.

The LSTM Privacy Notice can be found here:

<https://www.lstmed.ac.uk/sites/default/files/centre/Data%20Protection%20Policy%20Students.pdf>

We comply with the following requirements relating to statistical reporting:

<https://www.hesa.ac.uk/about/regulation/data-protection>

### **Sharing of information**

There may be some circumstances where proposed use of information requires your permission and in such cases your consent to use this data will be sought.

For full detail of the School's general policy regarding use of data see the 'Code of Practice for the Management of Records and Information at LSTM' <http://www.lstmed.ac.uk/study/quality-manual>

## Useful Contacts

### Programme Directors of Studies

#### Programme

MSc Tropical Paediatrics  
MSc International Public Health  
MSc Tropical & Infectious Diseases  
MSc Tropical Disease Biology  
MSc Humanitarian Health Programme Management  
MSc Humanitarian Studies  
Diploma in Humanitarian Assistance  
Diploma in Tropical Medicine & Hygiene  
Diploma in Sexual & Reproductive Health  
Diploma in Tropical Nursing  
Certificate in International Health Consultancy  
Diploma in Travel Health  
Diploma in UK Medical Practice  
MSc in Global Health

#### Director of Studies

Dr Sylvianne Dufres  
Dr Nara Tagiyeva-Milne  
Dr Sylvianne Defres  
Dr James La Course  
Dr Tim O'Dempsey  
  
Dr Tim O'Dempsey  
Dr Tim O'Dempsey  
Prof Stephen Allen/Dr Angela Obasi  
Helen Allott  
Frankie Woods  
Vicki Doyle  
Philippa Tubb  
Dr Sylviane Defres  
Dr Martha Chinouya

### Board of Examiners

Chair of Board of Examiners	Prof David Laloo	<a href="mailto:director@lstmed.ac.uk">director@lstmed.ac.uk</a>	705 3261
Secretary to Board of Examiners	Ruth Pollard	<a href="mailto:ruth.pollard@lstmed.ac.uk">ruth.pollard@lstmed.ac.uk</a>	705 3266
Assessment Officer	Prof Phil Padfield	<a href="mailto:phil.padfield@lstmed.ac.uk">phil.padfield@lstmed.ac.uk</a>	702 9550

### External Examiners 2019/20

MSc International Public Health	Prof Daniel Chandramohan, LSHTM
MSc International Public Health (SRH)	Dr Jane McDougall, Addenbrooke's Hospital
MSc Tropical & Infectious Diseases	Prof Tom Evans, Glasgow University
MSc Tropical Paediatrics	Dr Neil Kennedy, Queen's University, Belfast
MSc Tropical Disease Biology	Dr Helen Price, Keele University
MSc Humanitarian Studies	Dr Geoff O'Brien, University of Northumberland
MSc Humanitarian Health Programme Management	Dr Geoff O'Brien, University of Northumberland
Diploma in Humanitarian Assistance	Dr Geoff O'Brien, University of Northumberland
Dip in Sexual & Reproductive Health	Dr Jane McDougall, Addenbrooke's Hospital
Diploma in Tropical Nursing	Mr Jeff Evans, University of South Wales
Certificate in International Health Consultancy	Dr Janet Gruber, Independent Consultant
Diploma in Tropical Medicine & Hygiene	Dr Anna Checkley, Hospital for Tropical Diseases, London
	Prof David Mabey, LSHTM
	Dr Geoff Gobert, Queen's University, Belfast

### Other Useful Contacts

Taught Programme Administrators	<a href="mailto:studentsupport@lstmed.ac.uk">studentsupport@lstmed.ac.uk</a>	3232
Research Programme Administrators	<a href="mailto:pgr@lstmed.ac.uk">pgr@lstmed.ac.uk</a>	3359
Dean of Education	Prof Phil Padfield	2515

	<a href="mailto:Phil.padfield@lstmed.ac.uk">Phil.padfield@lstmed.ac.uk</a>	
Director of Postgraduate Research	Prof Martin Donnelly <a href="mailto:Martin.Donnelly@lstmed.ac.uk">Martin.Donnelly@lstmed.ac.uk</a>	3296
Academic Registrar	Ruth Pollard <a href="mailto:ruth.pollard@lstmed.ac.uk">ruth.pollard@lstmed.ac.uk</a>	3266
Library Manager	Jackie Pearce <a href="mailto:library@lstmed.ac.uk">library@lstmed.ac.uk</a>	4339
Student Experience Officer	Leah Dempsey <a href="mailto:saw@lstmed.ac.uk">saw@lstmed.ac.uk</a>	7029591
Student Welfare and Experience Manager	Lesley Bennett <a href="mailto:saw@lstmed.ac.uk">saw@lstmed.ac.uk</a>	7029593
Teaching Laboratory Manager	Maria Midgley <a href="mailto:maria.midgley@lstmed.ac.uk">maria.midgley@lstmed.ac.uk</a>	3136
LSTM Facilities Supervisor	Jeremy Gould <a href="mailto:jeremy.gould@lstmed.ac.uk">jeremy.gould@lstmed.ac.uk</a>	2512
LSTM Laboratory Manager	Tadge Szeztak <a href="mailto:tadge.szeztak@lstmed.ac.uk">tadge.szeztak@lstmed.ac.uk</a>	3175
LSTM Computer Services	<a href="mailto:itservices@lstmed.ac.uk">itservices@lstmed.ac.uk</a>	3250
Technology Enhanced Learning Unit	<a href="mailto:TEL@lstmed.ac.uk">TEL@lstmed.ac.uk</a>	3709
Estates Office		3173

## Room Locations

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	Gilles Wing, First Floor
TEL unit	Gilles Wing, First Floor
Admissions	Gilles Wing, First Floor
Student Support Desk	Main Building Ground Floor
Finance Office	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	Gilles Wing Ground Floor
Joint Masters Lecture Room	Gilles Wing First Floor
Toosey Lecture Theatre	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
Masters Laboratory	Gilles Wing First Floor
Masters Common Room	Gilles Wing First Floor

### Opening Hours

Student Support Desk

Mon - Fri: 8.30am – 2.30pm (closed 12.30-1.30pm Tuesday, Wednesday, Friday)

### LSTM Library

The Library is open 24 hours a day, 7 days a week but is only staffed\* during the following times:

Mon – Thur (9:00am – 7:00pm)

Friday (9:00am – 5:00pm)

\*Access to the print collection is only during staffed hours.

## Holidays and Closure Dates

LSTM will be closed for the following Public Holidays during 2019/20:

Christmas:	16th December 2019 – 1 <sup>st</sup> January 2020 inclusive
Easter:	10 <sup>th</sup> April 2020 – 13 <sup>th</sup> April 2020 inclusive
May Day:	8 <sup>th</sup> May 2020
Spring Bank Holiday:	25 <sup>th</sup> May 2020
August Bank Holiday:	31 <sup>st</sup> August 2020

British Summer Time: Please note that clocks go back one hour on 27<sup>th</sup> October 2019 and forward by one hour on 29<sup>th</sup> March 2020 to British Summer Time.

## 2. Getting Started

### 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 on taught programmes must pay the balance of outstanding tuition fees (plus overseas project 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.
- Students on postgraduate research programmes (or their sponsor) will be issued with an invoice for fees soon after registration. Invoices should be paid in full within 14 days. Any student whose fees have not been paid within 14 days of invoicing will be financially suspended and annual progression stopped. Members of LSTM staff may arrange for payment through salary deduction by contacting the HR department. The financial year for PGR students runs from 1 October to 30 September. Students who commence studies after 1 October are charged fees for that year on a pro-rata basis.
- 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:

If you wish to speak to someone privately about payment of fees, please request an appointment with the Finance Office through the Student Support Desk.

The Code of Practice on Payment and Refund of Tuition Fees can be found at: <http://www.lstmed.ac.uk/study/quality-manual>

### 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.

### LSTM Identity / Door Access Card

All registered students are issued with a door access proximity card, which also gives access to printing, and an ID card which allows access to library facilities. The proximity 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 at the start of your course. 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 you are within LSTM buildings.

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 Registry at the end of your course. Failure to return your card may result in withholding of results. If your card is lost or stolen please report it immediately to Registry 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'). This is normally available by downloading an app on your mobile phone.

### **Pre-Registration (taught programmes only)**

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.

### **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 and take full advantage of the information provided during induction. 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 & 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.

**Off-site PGR students will receive a registration form and guidance notes for completion with their unconditional offer letter.**

### **Keeping LSTM informed**

Your contact details are maintained in the Personal Details section of the Student Information System (SIS). It is important that Registry keeps 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. Students on Tier 4 visas who are changing their study location on a temporary basis must inform the Registry or PGR office of their departure and return dates as we are required to report on changes of study location.

If you need to update your personal details in the SIS please contact [studentsupport@lstmed.ac.uk](mailto:studentsupport@lstmed.ac.uk)

### 3. LSTM Facilities (A-Z)

#### 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 free of charge– 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.

#### Catering and Common Rooms

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 you buy outside or bring with you, you can use the Student Social Space, beside the Student Support Desk at the front of the main building. The Social Space has a kitchen with microwaves, kettles and fridges for use by students. Students may also use the Nyankunde common room or the Ferguson Room provided they are not being used for teaching. There is also a small common room for the use of Masters students on the first floor of the Gilles wing. 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 LSTM email address.

#### LSTM Library

LSTM Library is a specialised library, open 24 hours per day and designed to provide appropriate resources and support to all LSTM students and staff. In an environment created to facilitate both collaborative and individual study, we provide both print resources (books/journals/historical collection) as well as access to a range of e-resources, including numerous e-journals, e-books and various databases, such as Medline, Global Health, Cinahl, Cochrane Library and Web of Science. We also issue headphones and laptops.

To supplement our resources, we provide a **free** Inter-Library loan and Document Supply Service to all students.

#### How to Join the Library

All students registered on LSTM's computer network are automatically added to the library system and given a borrowing allowance. (A student ID card is essential to borrow from the library).

## Support

The library issue desk is staffed by a dedicated team to support staff and students with their enquiries. A suite of support materials (videos and documentation) are provided on Brightspace (Study Skills /Library skills) and various training sessions are run throughout the year.

## Photocopying

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

## Other Libraries

As a member of SCONUL, we can facilitate access to numerous (185+) UK Academic and National Libraries via the Sconul Access Scheme.

If you require any information about library services/facilities, or require help using the library please do not hesitate to speak to a member of staff or email:

Email: [library@lstmed.ac.uk](mailto:library@lstmed.ac.uk)

Twitter: @LSTMLibrary

Tel 0151 705 3221

## The Library Staff

Julia Martin	Head of Information Services
Jackie Pearce	Customer and Academic Support Manager
Sarah Lewis-Newton	Collections and Research Support Manager
Alison Derbyshire	Academic Liaison and Training Officer
Martin Chapman	Metadata and Repository Officer
Lynn Roberts-Maloney	Metadata and Repository Officer
Karen Blower	Library Licencing and Compliance Officer
Cath Booth	Customer and Academic Support Assistant
Austin Johnson	Customer and Academic Support Assistant
Stacy Murtagh	Collections and Research Support Assistant
Shaun Stulberg	Customer and Academic Support Assistant

## 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.

## Notices

Information relating to your programme will normally be posted on Brightspace and/or sent to your LSTM e-mail address. Please let the Student Experience Officer know if you would like to post a notice that may be of interest to fellow students.

## Parking

The Liverpool School of Tropical Medicine does not have any student parking facilities, so students are advised to travel by public transport where possible. Students with mobility issues should contact the Student Experience Officer if they need to access parking.

## 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.

## 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.

## Student Support Desk

The Student Support Desk is open Monday-Friday from 8.30am-2.30pm (closed 12.30-1.30pm, Tuesday, Wednesday, Friday). Students requiring assistance should use the Student Support Desk as their first port of call, so that the appropriate member of staff can be contacted.

## 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 the Student Support Desk.

## Well-Travelled Clinic

Liverpool School of Tropical medicine has a pre-travel clinic which provides immunisation/malaria prophylaxis and destination specific travel advice and is open Monday-Friday 08:45am - 12pm for the drop-in service where no appointment is necessary.

Appointments are available as follows subject to availability:

Monday	14:00 to 15:20
Tuesday	14:00 to 18:10
Wednesday	14:00 to 15:20
Thursday	13:40 to 18:10
Friday	14:00 to 15:20
Saturday	09:10 to 12:10

Please telephone 705 3223 option 4 to make an appointment or drop in during opening hours.

The current price lists are on the website:

Intranet / travel clinic

It is **HIGHLY** recommended that you try to make an appointment in plenty of time before your trip.

There is a charge for all vaccines unless the course provides for the cost of vaccines which are discounted. Please ensure you inform clinic reception staff which course you are on when booking in.

Well-Traveller Clinics requests that if you need to change or cancel your appointment, that you ring before 3pm the day before to let us know. This gives us the chance to refill the appointment.

When you attend please bring with you:

- A list of any previous vaccines received (can be verbal)
- A list of any medication you may be on
- An itinerary

## 4. Computer Facilities and Support

### LSTM Technical Support

The contact for technical support is via the service desk <https://lstm.topdesk.net/> or by email [servicedesk@lstmed.ac.uk](mailto:servicedesk@lstmed.ac.uk)

IT services can assist with printing problems and can also provide advice on computer security and using the wireless network.

### Computer facilities

At LSTM you will have access to a number of different computing facilities, with standard PCs available in the Library and Computer Lab. In addition to this you will also have the use of the state of the art "Active Learning Lab" which allows you to work collaboratively with your peers either using an LSTM PC or your own device.

Use of these facilities implies acceptance of certain conditions:

1. Treat the equipment with care and operate all equipment in the correct manner.
2. Keep the facilities 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 computing facilities at any time.
5. Respect the need of fellow students for the spaces to be a quiet working environment.
6. Take a break of ten minutes after every hour of uninterrupted computer work.

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.

#### Electronic Mail.

Every LSTM student is given an e-mail account through Office365. This should be checked regularly, there is a quick link to your email account on the student intranet. You can access your email using <http://webmail.lstmed.ac.uk>. Please note that all correspondence whilst studying with us will be sent your student email address and you must check this regularly.

#### BrightSpace Virtual Learning Environment

BrightSpace is the 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 user 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 or device 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 at 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.

### 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 e-mail prints from your LSTM e-mail 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. 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](http://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 'like'. Latest news, press releases and other significant communications will be placed as updates and if you have 'liked' LSTM, 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](http://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. LSTM also has a YouTube channel to host videos relating to research and teaching. Simply search for LSTMnews and click on the LSTM channel: [www.youtube.com](http://www.youtube.com)

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

## 5. International Students

### 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. If you are required to register you should do so within seven days of arriving in the UK 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.

### Visas and Immigration Advice

Students needing to extend their visa during their studies should, wherever possible, make an appointment with the Academic Registrar or Senior PGR Administrator 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.

### English Language Support

LSTM students should contact the Student Experience Officer if they are experiencing difficulties with English Language, by emailing [SAW@lstm.ac.uk](mailto:SAW@lstm.ac.uk).

## 6. Health Services

### Registering with a Doctor

#### 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 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.

If you are an overseas student studying on a course that is 6 months or longer in duration, you may have paid a healthcare surcharge (called the 'immigration health surcharge' or IHS) as part of your immigration application. The Immigration Health Surcharge was introduced by the Home Office on 6th April 2015. People (non-EEA) coming to the UK for more than six months have to pay money towards the National Health Service (healthcare in the UK). The health surcharge is £300 a year for students (and each dependant). The payment will go directly into the National Health Service (NHS) and once you have paid it you (and any dependants on your application) will be entitled to healthcare in the UK.

You should bring your biometric residence permit with you when you access healthcare in the UK. You and your dependants (spouse, civil partner & children) will be entitled to full treatment under the NHS (UK's state health service) and you will be able to register as a patient with a Doctor (General Practitioner (GP)) in Liverpool. You should do this as soon as you arrive in the UK.

To register\*, you will need to visit the doctor's surgery or clinic during consulting hours, taking a letter from your institution as proof that you are a student, along with your passport and any loose immigration documents. You should ask to be added to the list of National Health Service (NHS) patients. This means you will not have to pay a fee to visit the doctor. Most doctors' surgeries have female as well as male doctors, and if you prefer you can ask to be put on a woman doctor's list. If you only want to be seen by a woman doctor, you may need to say so whenever you make an appointment.

To avoid paying the full (private) cost of treatment make sure the doctor knows you want treatment from the NHS.

\*Please note that registration processes can differ slightly depending on the practice. If you have any issues when trying to register with a GP, please contact the Student Experience Officer (SAW@lstm.ac.uk)

If you are entitled to full NHS treatment the following will be free of charge:

- Consulting a GP and most other GP services (e.g. visiting a clinic)
- Treatment in a hospital (both emergency and non-emergency treatment)

You may need to pay for:

- \*Medicines prescribed by your GP
- Some GPs' services (e.g. vaccinations for travel, getting a sickness certificate)
- Dental treatment
- Optical treatment

\*Prescriptions and dental treatment are free to all children, pregnant women, and women who have had a baby within the last year, but this does not apply to overseas students on courses lasting less than six months.

### **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: 7 days a week, 8am-8pm

### **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 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/Pages/HomePage.aspx> 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 8.15am 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.

## 7. Health & 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:

- All students must attend a General Safety Induction and if appropriate attend a General Laboratory Safety Induction and have a Local Laboratory Induction with their supervisor.
- Make sure you are familiar with the fire procedures in the buildings / areas you use.
- If you work in laboratories follow the local safety regulations and ensure you follow the safety procedures and codes of practice outlined to you in your inductions.
- All students must be supplied with the necessary COPs, SOPs and risk assessments for their intended work and receive appropriate training and instructions to ensure safe working.
- 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 the names of the qualified first-aiders. Notices to this effect are posted around the buildings. Main reception also holds a list of qualified first aiders and can be contacted by dialling 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. 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.
- Report all accidents, incidents and near-misses via the LSTM intranet procedure to your supervisor and LSTM Safety Office.
- If you spot anything unsafe or have safety concerns raise these with your supervisor and report to LSTM Safety Office using the near-miss form.
- For further information on any of the above issues or general health and safety advice, please contact Jeremy Gould on 7052512 or David Simpkin on 7052530.

### Fire Precaution, Prevention and Procedures

In the event of the alarm sounding, students will leave the area by the nearest fire exit, close any doors and windows behind them and report to 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 Gilles 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).

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. Bunsen burners should not be used. Alternatives are available, please contact the lab safety office for advice.

- 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.

## Fire Drills

LSTM is required to conduct regular fire drills. Normally, a drill will take place at the start of term September /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, Incidents and Near-Miss Reporting

All accidents and potentially dangerous incidents (near misses) must be reported to the LSTM Safety Office using the on-line Accident Report or Near-Miss Form. 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. LSTM policy defines incidents as any injury, illness or event that may affect the health of an individual. Incidents of abuse, threats and violence should be recorded as accidents. Certain types of accident and dangerous occurrences must be reported by LSTM to the Health and Safety Executive (HSE) offices under RIDDOR regulations.

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 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 professional 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 increased risks to the unborn child and expectant mother, particularly working in laboratories, so an additional review of hazards you may face during your work is required. If you think this may apply to you, immediately ask to speak in confidence to your supervisor, a member of LSTM Safety Team 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

The 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. The 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 the 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 the 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 Guide 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 Dean 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 16<sup>th</sup> birthday)

### Field/Off-site work

LSTM has a duty of care to all staff and students whether working at its Liverpool site or at other locations (including overseas). If your work requires travel to other locations an assessment of the travel risks and activities at that location must be completed prior to travel to ensure adequate risk assessment and provision of any necessary measures to ensure your safety. The Registry, your supervisor and LSTM Safety Team can provide advice regarding LSTM procedures for off-site working.

## 8. Crime Prevention and Personal Safety

LSTM is 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

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
- Keep handbags 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. LSTM 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

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: <https://study-uk.britishcouncil.org/planning/advice-support>

### 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](http://comparethemarket.com), [gocompare.com](http://gocompare.com) etc or contact: Endsleigh Insurance: [www.endsleigh.co.uk](http://www.endsleigh.co.uk)

## 8. Daily Life

### Accommodation

LSTM does not own any accommodation but the Student Experience Officer can assist with finding suitable accommodation in the local area or with advice if a student is experiencing problems. Students should make an appointment to discuss accommodation issues through the Student Support Desk or email the Student Experience Officer (SAW@lstmed.ac.uk).

[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.

### Council Tax

Council Tax is a tax imposed by the local authority i.e. 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 resident 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; and
- Requires on average at least 21 hours a week, during term time, of study, tuition and/or work experience; or
- Work placement officially recognised by the University for the whole academic year; or
- Work placement for part of the academic year immediately followed by further full-time tuition.

If you are a full-time student living in private accommodation you will almost certainly need a Council Tax Exemption letter to prove your eligibility for exemption. This can be obtained via the Student Support Desk. Once you have moved into your property you will need to contact Liverpool City Council who will send you some forms to complete:

<https://liverpool.gov.uk/council-tax/>

Completed forms should be returned to them along with your Council Tax Exemption letter.

Please be advised that the Council Tax regulations are very complex and this information serves only as a general guide. If you require further information, please contact the Student Experience Officer.

### 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 extenuating 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 Academic Registrar.

## Opening a Bank Account

Most of the main banks can be found on the University of Liverpool campus, within walking distance of LSTM. Please refer to the campus map or ask the Student Experience Officer for more details. When choosing who to bank with, you may want to seek advice from the [British Banking Association](#) or the [Money Advice Service](https://www.moneyadviceservice.org.uk/en) (<https://www.moneyadviceservice.org.uk/en>). Their websites offer comparison tables showing the different accounts on offer from a range of providers, as well as practical financial advice.

When you have decided which bank you would like to open an account with, you can submit a banking letter request form to the Student Support Desk. Letters are normally available to collect 24 hours after submission. In order to open an account you will also need your passport and your original offer letter. Some banks also ask for a Council Tax Exemption Certificate. Banks are generally open from 9.30am to 4.30pm Monday to Friday. Some banks are open on a Saturday morning.

Personal cheques from bank accounts held overseas can take as much as 8 weeks to clear, and it may be necessary where money is needed urgently to instruct your bank to make a telegraphic transfer. Cheques from a sponsor or university or cheques drawn on a bank (bankers draft or money order) will take a week or less to clear.

All students on MSc programmes are expected to have a UK bank account to enable Academic Registry staff to process their overseas project fees.

For a general guide to travel money and money exchange please visit:

<http://www.moneysupermarket.com/travel-money/travel-money-and-foreign-exchange-guide/>

## 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. <https://www.arrivabus.co.uk/bus-tickets/student/>. 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 16-25 Rail Card or a 16-26 Coach Card could be worthwhile.

For information on the 16-25 Rail Card, visit <https://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 more information on the 16-26 Coach Card visit:

<https://www.nationalexpress.com/en/offers/coachcards> or visit the National Express ticket sales centre in the Liverpool One Bus Station, Canning Place.

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

## Television Licence

If you wish to use a television or a TV-enabled computer in your accommodation, it is a legal requirement to obtain a television licence and failure to do so can lead to a fine of up to £1,000. The

current cost of the colour TV licence is £154.50. Further information on buying a TV licence can be found at [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk)

## Benefits

UK students may be entitled to particular benefits if they fall into certain categories e.g. lone parents. Please consult the Student Experience Officer for advice, or visit:

<http://www.direct.gov.uk/en/MoneyTaxAndBenefits/BenefitsTaxCreditsAndOtherSupport/BeginnersGuideToBenefits/index.htm>

Generally speaking, non-UK students are not eligible to claim benefits because of the conditions of their visa. In some cases EEA students may be able to claim some benefits. For more information on this topic please visit: <http://www.ukcisa.org.uk/Information--Advice/Fees-and-Money/Welfare-Benefits>

## Childcare and Schooling

If you are a UK student and you have children aged three or four, they are entitled to a minimum 15 hours of free learning per week for 38 weeks of the year. This can take place in nurseries, playgroups, preschools or at their child minders. For more information visit:

<https://www.gov.uk/find-free-early-education>

By law, all children of compulsory school age (5 to 16) must receive suitable full-time education. So if you are bringing child dependants with you to the UK, you must ensure you enrol them in school.

Schooling can be provided free of charge through the state system and there are also private fee-paying schools. Free state schooling applies only to children who are in the UK on a dependant's visa.

Children on a child visitor visa can only undertake a short course of study provided by an organisation which is:

- The holder of a Sponsor Licence for Tier 4 of the Points Based System
- Accredited by a UKVI approved accreditation body, or
- An independent fee paying school registered with the Department for Children, Schools and Families.

For help and advice about schooling please contact the Student Experience Officer. Information can also be found via the following sources:

Liverpool City Council:

Tel: 0151 233 3000

Web: <http://liverpool.gov.uk/schools-and-learning>

Directgov

Web: <https://www.gov.uk/browse/education>

## 9. Student Support and Advice

### Student Advice and Wellbeing (SAW)

LSTM is committed to providing both academic and personal support to students so that you to have every opportunity to reach your full potential. The Student Welfare and Experience Manager and the Student Experience Officer make up the Student Advice and Wellbeing (SAW) team. The SAW team focus primarily on student welfare and experience and are responsible for:

- Providing comprehensive, professional and timely support for all LSTM students regardless of where you are based
- Providing accurate information with regards to disability and mental health support and to ensure that adjustments are made for students with disabilities
- Providing student drop in sessions at publicised times
- Signposting to accommodation providers
- Providing support, helping you to reduce any stressors and to guide you through support processes
- Providing online psychoeducational resources and eBooks
- Providing a range of wellbeing initiatives aimed to improve your mental and physical health
- Providing individual counselling support and therapeutic groupwork sessions
- Ensuring that your voice is heard, that your thoughts and opinions are recognised and that you feel a valued member of our community
- Providing training and psychoeducational sessions for staff including; mental health awareness and suicide prevention to ensure that staff are equipped to support you and are aware of boundaries and when to refer cases on.

If you are facing any personal challenges the SAW team is there to help you. You can contact the team by email, phone or Skype – [SAW@lstmed.ac.uk](mailto:SAW@lstmed.ac.uk)

### **Student Welfare and Experience Manager**

The Student Welfare and Experience Manager is located on the first floor of the 66 wing. They are here to; provide advice and guidance on welfare issues, signpost you to useful web-based support material, provide mental health support and to suggest strategies for managing stress, anxiety, low mood and sleep problems. The Student Welfare and Experience Manager is a qualified counsellor and offers brief therapeutic intervention and delivers online psychoeducational tutorials at various stages throughout the year. They oversee the running of the drop in and you can make enquiries about booking an appointment by emailing [SAW@lstmed.ac.uk](mailto:SAW@lstmed.ac.uk)

### **Student Experience Officer**

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

### **Academic Support for Students with Disabilities**

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 their 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 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.

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: SAWStu@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 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 Providing Medical Evidence for Disability Support under the Disability Support section on the Student Intranet.

The Student Experience Officer can give guidance on what a GP's letter needs to include.

### 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. They will also discuss possible funding options with you.
- 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 is 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  
(eg extra time, a reader, a scribe, use of a PC, rest breaks, separate room, use of ergonomic furniture).
- Library services  
(eg extra time on library loans, photocopying and printing allowance).
- Specialist equipment  
(eg loan of digital voice recorders, specialist accessibility software, ergonomic equipment and other aids).
- Study Skills Mentor  
(eg 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 [saw@lstmed.ac.uk](mailto:saw@lstmed.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 Student Support and Welfare: <http://www.lstmed.ac.uk/study/quality-manual>

### **Support in Writing and Completing Assignments**

Students should contact the relevant Director of Studies or Module Convenor or their Supervisor, to seek help if they have any difficulty in writing and completing the required assessments for their programme. If a Director of Studies/Module Convenor/Supervisor determines that a student needs special support in developing essay writing or other relevant skills to complete an assignment or their dissertation, they will discuss the student's needs with the Student Experience Officer, who will arrange appropriate support.

### **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. These skills are introduced as part of the induction process are then applied and reinforced during the programme. For MSc students in particular, when studying 'Research Methods' modules (TROP934/936 according to the chosen MSc), students gain the information and develop the skills needed to plan, undertake, analyse and present their research project, including IT skills, information retrieval and critical appraisal, quantitative and qualitative research methods, research ethics and ethical approval processes.

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.

## Study Skills Suite – Brightspace

A number of resources are provided through Brightspace to assist you with your studies as part of a Study Skills Suite. These include:

- Reading and Note-Taking
- Critical Thinking Skills
- Writing Skills
- Group Work and Presentations
- Library Skills
- Plagiarism and Referencing
- An Introduction to Reflective Practice

## Reading Lists

Prior to arrival, students may receive information about pre-course reading. Some resources support the first semester MSc Research Methods module and are designed to assess students' existing knowledge of statistics. Other texts are recommended for specific programmes. You should use the pre-course reading lists as a source of reference during the year.

Reading lists for individual programmes/modules can also be found in Brightspace. Some of the reading is essential to the understanding of the programme/module and will be expected to be completed. Other resources are designed to extend students' knowledge in their particular areas of interest. If you cannot find a recommended book in the library, tell your Director of Studies/Module Convenor/Supervisor, 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: <https://lstmed.sharepoint.com/sites/Students/SitePages/Home.aspx>  
The form can be found under 'Book Suggestion Service' on the left-hand side of the screen.

## 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.

## Personal Tutoring

All students on MSc programmes in LSTM are allocated a Personal Tutor. The Personal Tutor is the first port of call if students have any general problems or difficulties with the programme as a whole, or personal problems that they would like to discuss. The tutor will also discuss progress and can advise on your personal and career development. Students should meet with their Personal Tutor early in the programme and arrange regular, brief meetings. Students are responsible for arranging meetings with their tutors. For students on other programmes, the Director of Studies or Supervisor (PGR students) is the first point of contact for any problems or difficulties.

## Director of Studies

The Director of Studies will offer advice on academic matters related to the programme, progress on the programme and guidance on optional module choices if applicable. 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.

## Module Convenor (MSc programmes)

Module convenors can give students further information about their module and guidance about choosing the right optional modules for their interests and needs. They will advise on the types of assessments the module employs. They will not proof-read drafts of assignments.

## Dissertation Supervisor (MSc students)

MSc students are allocated a dissertation supervisor after they have chosen their dissertation project. The amount of support given by a project supervisor is subject to strict guidelines. Students are given further information about supervision arrangements in Semester 2.

## Supervisors (PGR students)

On-site and off-site PGR students have at least two supervisors throughout the duration of their programme. In addition, off-site students have a local supervisor. Further details about supervision can be found in the PGR Student Handbook.

## 10. Student Representation

LSTM recognises the importance of appropriate student representation at all levels in the institution. Student representation is governed by the Code of Practice on Student Engagement and Enhancing the Student Experience. Links to these documents can be found on the Quality Manual section of the LSTM website: <http://www.lstmed.ac.uk/study/quality-manual>

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

- Masters Staff-Student Liaison Committee
- Boards of Studies (for each taught programme)
- PGR Board of studies (research programmes)
- Programmes Board (MSc & Research students only)
- Quality Management Committee (MSc students only)

Students from each programme elect two representatives who between them are responsible for attending the relevant Board of Studies (and other committees if applicable) for the programme and for thus feeding back the views of the student body. One student is elected from the MSc and PGR programme representatives to act as overall representative to sit on Programmes Board. It is a requirement of the committee structure that at least one MSc student participates in the activities of the Quality Management Committee (QMC). Volunteers for this role will be sought at the start of the programme. As this is a participatory role, student representatives are not expected to put themselves forward to sit on QMC.

### Masters Staff Student Liaison Committee

The Masters Staff Student Liaison Committee (SSLC) meets 3 times per year and deals with issues of common concern across LSTM. The committee is made up of student representatives from the Masters programmes as well as academic and support staff from across the spectrum of activities in the School.

It is expected that the SSLC will consider, but is by no means restricted to, the following issues:

- Feedback on previous year Postgraduate Taught Experience Survey (PTES)/Masters Exit survey
- Pre-enrolment experience
- The enrolment experience
- Student Support Services e.g. Welfare and Accommodation
- General academic support e.g. personal tutoring system, personal development planning
- Resources, e.g. availability of teaching and learning materials, library opening hours, VITAL, IT provision
- Any issues on which the School might periodically seek specific feedback from the student body

The SSLC does not deal with individual matters relating to staff or students.

## Boards of Studies

Each 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 Academic Registry 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. Programmes and individual modules are formally evaluated by the students and this evaluation is fed back at Board of Studies meetings. The Student Experience Officer produces a summary of issues discussed which are relevant to students after each cycle of meetings. These are published on the Student Intranet.

The minutes of the SSLC are received at the Programmes Board, which reports to the LSTM Learning and Teaching Committee. The Programmes Board is concerned with the academic content of programmes. Membership of the Programmes Board consists of Directors of Studies, the Director of Education, relevant Academic Registry staff and the elected student representative. These committees meet every two months and are responsible for taking up any matters arising from the SSLC.

## PGR Board of Studies

The PGR Board of Studies is responsible for monitoring, evaluating and enhancing the student experience for students undertaking postgraduate research degrees at LSTM. Membership of the PGR Board of Studies consists of the Director of PGR, the Academic Registrar, the Quality Assurance Manager, a representative member of staff making a significant contribution to research from each department within the school, appointed on an annual basis, the Research Degrees Senior Administrator and the University of Liverpool academic lead for the LSTM/UoL relationship. Terms of Reference of the BoS include:

- Oversee the operation and management of PhD, MPhil and MD programmes.
- Provide accurate information about the above-named programmes of study to staff, applicants, students, external examiners and other relevant groups.
- Collect, review and respond as appropriate to evaluations on the programmes, including feedback from students, staff, external examiners, graduates, sponsors, employers and professional bodies as appropriate.
- Advise on resource issues that have a direct impact on the research programmes.
- Review on an annual basis the opportunities for students to develop research, personal, and professional skills.
- Discuss matters concerning individual applicants or students and decide on any action to be taken (student members excluded from discussion).
- Provide the University of Liverpool with academic members of staff to judge the annual Poster Day and Poster Day Online.
- Liaise with other BoS where necessary, in particular the University of Liverpool Faculty Postgraduate Research Group.
- Carry out such other functions as may from time to time be requested by the Programmes Board or Learning & Teaching Committee.

## 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, supervisors, the Programme Administrator 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. Students are invited to participate in the national Postgraduate Taught Experience Survey (PTES) or the Postgraduate Research Experience Survey (PRES).

## 11. Complaints

The Student Charter, published at the front of this Guide, sets out the general entitlements and responsibilities of students. If you believe you have a legitimate complaint, you should refer in the first instance to the Student Charter to clarify what is reasonable for you to expect from LSTM in the relevant area and whether you have discharged your corresponding liabilities, if applicable. If you do not know who is responsible for a particular area or how to contact them, you should enquire at the Student Support Desk.

If, having consulted the Student Charter, you wish to proceed with a complaint, you may invoke the Student Complaints Procedure. The Student Complaints Procedure sets out how students may seek to have their complaints addressed. It should be recognised that the vast majority of complaints can be handled fairly, amicably, and to the satisfaction of all concerned on an informal basis. Only when informal means have been exhausted should a formal complaint be pursued.

A link to the student complaints procedure can be found on the student intranet.

Students who wish to complain about a matter concerning assessment should consult the Quality Manual section of the LSTM website for links to the relevant Codes of Practice and Procedures. <http://www.lstmed.ac.uk/study/quality-manual>. Information on Academic Appeals can be found on the student intranet.

The Office of the Independent Adjudicator for Higher Education (OIA) runs an independent scheme to review student complaints. LSTM is a member of this scheme. If you are unhappy with the outcome, once LSTM's internal procedures are completed, you may be able to ask the OIA to review your case. LSTM will send you a letter called a "Completion of Procedures Letter" when you have reached the end of our processes and there are no further steps you can take internally. If your complaint or appeal is not upheld, LSTM will issue you with a Completion of Procedures Letter automatically. If your complaint or appeal is upheld or partly upheld you can ask for a Completion of Procedures Letter if you want one. You can find more information about Completion of Procedures Letters and when you should expect to receive one here: <https://www.oiahe.org.uk/providers/completion-of-procedures-letters>

You can find more information about making a complaint to the OIA, what it can and can't look at and what it can do to put things right here: <https://www.oiahe.org.uk/students>