

**Professional
Diploma and
Certificate
Student
Handbook**

LSTM
LIVERPOOL SCHOOL
OF TROPICAL MEDICINE



2020/21

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1. Support and Advice

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.

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. The main resources are described below:

The first four resources start with a self-assessment which may help you to decide the ones you would find most useful. Each can be completed in about an hour:

Reading and Note-Taking

This resource will help you to plan and manage your reading.

Critical Thinking Skills

Critical thinking and critical appraisal is a key part of most Master level programmes. If you are not familiar with this topic, it is essential that you carefully work through this resource before starting the Research Methods module.

Writing Skills

This resource will be particularly useful as preparation for your first written assignment.

Group Work and Presentations

This is a useful resource that helps you think about working alongside others, especially in an academic setting. It also has some good tips for face-to-face presentations.

Library Skills

The Library have developed a set of resources including a series of short videos and information guides (Library Basics). These cover topics such as how your library account works, how to access library resources off-campus, and how to use the Library's Discover search tool to locate specific reading material.

Plagiarism and Referencing

This tutorial will help you to familiarise yourself with good referencing practice, plagiarism, how to avoid plagiarism and the consequences of committing plagiarism. Here you will also find information on how to paraphrase, how to use quotes and how to reference correctly. This session is fully interactive and should take around 20-30 minutes to complete. It is advisable to complete the tutorial before preparing your first assignment.

An Introduction to Reflective Practice

Reflective practice is an important part of many programmes. Whether this topic is familiar to you or not, you are advised to work through this resource, which will take about three hours. It will introduce the topic, discuss its relevance to your course and provide examples of what we understand as good practice.

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 Advice and Wellbeing (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

Academic Support for Students with Disabilities

Academic support for students with disabilities is co-ordinated by the Student Experience Officer. For more information on the support available and how to access it, please refer to the Student Guide to LSTM.

2. Your Programme of Study

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

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

Code of Practice on Assessment

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

LSTM Learning, Teaching and Assessment Strategy

The approaches to teaching, learning and assessment at LSTM are designed to help all students to express their full potential through a combination of formal teaching and directed student-centred learning. Lectures highlight key points and provide participants with a core knowledge base. Students

are expected to enhance this core knowledge and become reflective independent learners through guided enquiry-based self-study and use of on-line learning packages. In addition to scheduled lectures, tutorials and practicals, programmes contain 'non-contact time' for private study. To succeed in their programme, it is important that students use this time effectively to carry out a range of activities, including assessment tasks, preparation for classes, background reading and researching, note-taking, revision, consultation with staff and informal discussions with other students.

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

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

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

Programme information can be found by following the links on LSTM's website:

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

Pass Mark and Classification

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

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

Completion of Assignments

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

Format

- All assignments must be typed
- Arial font, size 11pt
- Margins:
 - 3.8cm left-hand margin
 - 3.8cm top margin
 - 2.5cm right-hand margin

- 2.5 bottom margin
- 1.5 line spacing
- Pages should be numbered consecutively throughout, including appendices
- Numbers should be centred at the bottom of each page
- Word count should be included on front page

Word Count

A word count limit is set for all written assignments and is posted on Brightspace in the relevant module folder. Failure to include a word count will lead to an automatic penalty of 5%. Exceeding the word count by more than 10% will lead to a penalty being applied. The LSTM word count policy and guidelines for students can be found on the Student Intranet. Students should pay particular attention to the guidelines regarding the use of tables and text boxes, as this can catch students out.

Referencing

The standard referencing system used for submitted course work is Harvard. For more information and guidance please refer to LSTM's Harvard referencing guide which is available via the Library web pages at: <https://lstmed.sharepoint.com/Departments/Information-Services/Pages/Student-Sessions.aspx>

EndNote X7 reference management software is also available to download from the Student Intranet.

Extensions

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

Extension or Extenuating Circumstances?

If you are experiencing difficulties in meeting a deadline, you should always apply for an extension **in advance**, rather than applying for extenuating circumstances **afterwards**. The Extenuating Circumstances Committee will not normally uphold a claim for missing a deadline due to circumstances where a student could reasonably be expected to have requested an extension unless the student can satisfactorily justify why it was not possible for them to make this request. Similarly if an extension was granted, a claim for extenuating circumstances will not be upheld unless the student can make a strong case that the extension was not sufficient mitigation for the circumstances under consideration. You can find further information about the extenuating circumstances procedure in Section 2.

Deferral of Examinations

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

awarded. Under such circumstances, the student will still be offered a re-sit but it will count as a 'second sit'.

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

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

Examination Rules and Behaviour

General regulations regarding the Conduct of Examinations

- If you have a permanent or temporary disability or illness which will impact on your ability to sit the examination under standard conditions, you should notify the Student Experience Officer as far in advance as possible so that appropriate arrangements can be made.
- Candidates who have had such adjustments made to the examination arrangements will not normally have a claim for extenuating circumstances upheld for the same condition.
- Candidates will be asked by the invigilator to provide proof of identity if required.
- No candidate should be permitted to enter the examination room after half an hour has elapsed since the commencement of the examination. No additional time will be allowed to candidates who arrive late at the examination room.
- Candidates must leave all unauthorised books, manuscripts and other articles (e.g. mobile phones, smart watches) at the back of the examination room (switched off) and must enter the room in silence. Writing materials must be carried to the desk in a clear plastic bag or by hand.
- Candidates are issued with an anonymous examination number at the beginning of their programme. They are expected to remind themselves of their number before entering the examination room. Candidates who do not remember their number will be asked to put their name on the examination scripts.
- Candidates are forbidden to communicate with each other or to pass anything to each other during an examination.
- Any candidate needing to leave the examination room for personal reasons must be accompanied by the academic invigilator or the Registry assistant.
- The use of scrap paper is not permitted and all rough work must be done in the answer books provided.
- Candidates must not leave the examination room until all their written work has been handed in.
- Candidates must not remove any answer books or other items of examination stationery from the examination room.
- The use of bilingual dictionaries during examinations is allowed subject to the condition that they do not contain any additional material that may help the student in the examination of the subject concerned. The invigilator has the authority to inspect any dictionary. Electronic and English language dictionaries are not permitted.

Submitting Assignments

You will need to submit all assignments electronically through Brightspace, which will automatically serve as a receipt. Please bear in mind that the submission through Brightspace will be counted as the official submission time, and if you leave submission until the last minute, delays caused by the computer being slow in uploading may result in penalties being applied for late submission. Brightspace allows you to upload late, but assignments uploaded after the deadline are flagged as 'late' and

standard penalties are applied. Computer malfunction or failure will not be accepted as an excuse for late submission. In the unlikely event that you have problems uploading; immediately email a copy of the assignment to the TEL Unit (TEL@lstmed.ac.uk).

For all assessments, you should take care to upload the correct file. If you realise you have uploaded the incorrect file, you should email the TEL Unit (TEL@lstmed.ac.uk) immediately, attaching the correct version, and copying the Quality Unit (quality@lstmed.ac.uk) into the email. Provided the correct document is received before the deadline, the TEL Unit will delete the file so you can upload the correct version. We cannot accept substitute files once the deadline has passed, but if you think you may have a case for extenuating circumstances, do not open or make further changes to the document you intended to upload, but email it immediately to the TEL Unit (copying in Quality@lstmed.ac.uk).

For detailed instructions on handing in your dissertation, please refer to the Dissertation Guidelines on Brightspace TROP942.

Submitting your coursework to the plagiarism detection tool in Brightspace.

The plagiarism detection tool in Brightspace ('Turnitin') allows markers to manage the submission of student coursework and check for plagiarism electronically. A full briefing on avoiding plagiarism will be given during induction week.

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

Anonymous Marking

Anonymous submission is automatically set up on assessments submitted through Brightspace. Please do not submit your assignment with any personal identifiers (Such as your name or student number) on the covering/ title page. **The covering/ title page should only include the following information:**

The Course Title:

Assignment Title:

Anonymous exam number:

Word count.

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

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

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

File requirements

Files submitted through Turnitin must comply with the guidance below.

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

File Names

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

24578 Introduction to Tropical Medicine and Health.docx

Late Submission of Assessed Work

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

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

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

NB: In the case of a programme where a 'Pass' or 'Fail' only is awarded, late submission of an assignment will result in a 'Fail' rather than a deduction of marks. Normal re-sit regulations will apply in this case.

Marking and Moderation

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

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

General Assessment Criteria

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

%	COMMENTS
90-100	Distinction Absolutely outstanding answer. Factually flawless; strong degree of originality and critical insight; clearly organised; comprehensive coverage; extensive evidence of supplementary reading; style and presentation excellent.
80-89	Distinction Outstanding answer. Factually flawless; clearly organised; logical; good evidence of supplementary reading; originality and critical insight present; style and presentation excellent.
70-79	Distinction Very good answer. Factually flawless; some originality of thought and critical insight; evidence of outside reading; good coverage; style, presentation and organisation very good.
60-69	Merit

	Comprehensive answer. Clear; logical; thorough; factually sound with no serious errors; evidence of outside reading and/or originality and critical insight; style, presentation and organisation good.
50-59	Pass Adequate answer. Accurate but limited to lecture material; perhaps some errors or key facts missing; no originality; little evidence of outside reading; style, presentation and organisation moderate.
40-49	Fail Incomplete answer. Information fairly sparse; some inaccuracies; answer broadly relevant to question but poor coverage of lecture material; no sign of outside reading; style, presentation and organisation poor.
30-39	Fail Deficient answer. Poorly directed at question; many omissions or errors but some relevant facts correct; understanding poor; style, presentation and organisation poor.
15-29	Fail Very deficient answer. Answer largely irrelevant to the question; a few facts correct but many omissions and errors; style, presentation, grammar and organisation very poor.
0-14	Fail Totally inadequate answer. Little relevance to question or little factual material; wrong approach; style, presentation, grammar and organisation extremely poor.

External Examiners

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

They help to ensure that the standards of our awards are comparable with similar subjects and awards in other UK Universities. They ensure that the assessment processes within the School are appropriate, rigorous, fair and fairly operated and are in line with institutional regulations and guidelines. Where relevant they ensure that accreditation requirements of any professional or statutory body are met.

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

Details of LSTM External Examiners for 2019-20 can be found in the Student Guide to LSTM. On no account should you attempt to make contact directly with the external examiners. If you have any queries about their involvement in your programme or assessment you should seek advice from your Director of Studies.

Timing of Assessments and Disclosure of Results

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

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

LSTM aims to return marks and feedback to students within 4 weeks of the submission deadline. However, there are occasions when it can take longer (e.g. if there are multiple assignments to be marked by the same marker(s) or if extra time is needed to agree marks through the moderation / double marking processes). Students will be notified as soon as possible if this is the case and will be given a new date by which they can expect to receive marks and feedback

Provision of Feedback to Students

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

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

Official Announcement of Results

The final results will be available to students following the Board of Examiners' meeting. For Professional Diplomas, this meeting takes place approximately 1-2 months after the final assessment of each course. Official transcripts and certificates are issued to students after the meeting of the Audit Committee, where marks are ratified. Meetings of Audit Committee take place in October, February and June and students receive their certificates as soon as possible after the meeting that follows the end of the course. All certificates are issued by LSTM, and queries should be addressed to studentsupport@lstmed.ac.uk or telephone +44 (0)151 705 3232.

Re-assessment

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

3. Dealing with Problems and Difficulties

Poor Attendance

Students who attend regularly are generally successful in their studies. You are permitted to proceed with your approved programme of study if you maintain acceptable progress as evidenced by your regular attendance, satisfactory results in relevant formative and summative assessments and the proper completion of any other work given to you. Students are required to attend for at least 80% of course contact hours, such as lectures, seminars, laboratory practical sessions, group work and tutorials.

Sickness Absence Policy

Attendance is monitored through daily registers. If you are unable to attend either lectures or assessments through illness or other reasons, you should inform studentsupport@lstmed.ac.uk or contact the Student Support Desk on 0151 705 3232.

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

Extenuating Circumstances

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

Extenuating circumstances may, for example, include:

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

Independent documentary evidence, such as medical certificates, must be provided in all cases to verify extenuating circumstances. It is the responsibility of the student to report all circumstances they wish to be taken into consideration by submitting a claim to Assessment@lstmed.ac.uk.

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

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

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

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

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

A claim for extenuating circumstances will not normally be upheld if an extension to an assignment or deferral of an examination was granted or could have been requested.

For claims that are accepted, the Extenuating Circumstances Committee will make a recommendation to the Board of Examiners on the impact of the extenuating circumstances and action to be taken. Where circumstances are accepted as a reason for poorer than expected performance, the most common outcome is for students to be allowed (where practicable) to retake the assessment as if they were a first attempt. A Board of Examiners is not permitted to alter any mark. A student's mark can only be changed if they re-sit or re-submit the assessment.

Further information regarding extenuating circumstances, can be found within the Code of Practice on Assessment and Feedback: <http://www.lstmed.ac.uk/study/quality-manual>

Academic Integrity

Academic integrity is concerned with the ethical code that applies to the standards by which the academic community operates. It represents the values of honesty, fairness and respect for others. While this encompasses the expectation that students will not cheat in assessments nor deliberately try to mislead examiners and assessors, it is just as important to emphasise the positive role that academic integrity plays in each student's intellectual and professional development and in their successful transition to graduate employment and future careers. Students who embrace academic integrity

understand that they must produce their own work, acknowledging explicitly any material that has been included from other sources or legitimate collaboration, and to present their own findings, conclusions or data based on appropriate and ethical practice.

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

Poor academic practice is a failure by the student to fully appreciate the rules of academic writing. Examples include:

- Minor errors, such as missing quotation marks, mistakes in referencing or citation, gaps in the bibliography or reference list or poor paraphrasing
- Material that is appropriately referenced but has been copied extensively from other sources, either verbatim (word for word) or with minor re-wording.
- Self-plagiarism, when a student submits a piece of work (or part thereof) for assessment on more than one occasion. Self-plagiarism is a problem because students cannot be given credit twice for the same piece of work.

Poor academic practice is not a disciplinary offence but can result in the mark being penalised through judicious use of the marking rubric. Feedback to students will reflect the fact that marks have been deducted for poor academic practice and will include advice on how students can avoid such mistakes in future work.

Breaches of Academic Integrity include plagiarism, collusion, copying, falsification of data and commissioning.

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

- Material that has been copied from other sources, either verbatim (word for word), or with minor re-wording without appropriate referencing
- The deliberate presentation of another's ideas as one's own

Collusion is when, unless with official approval, (eg in the case of group projects), two or more students collaborate in the preparation and production of work and then present it for assessment in an identical or substantially similar form as the product of their individual efforts.

Copying is when a student presents work for assessment that has been copied from a student or other person without their knowledge.

Falsification of data is when a student presents data based on work purported to have been carried out by the student that has been invented or altered.

Commissioning is when a student presents for assessment work that has been procured (by financial or other inducement means) for this purpose. This includes requesting another party to prepare all or part of an assignment (with or without payment) on the student's behalf.

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

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

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

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

Changes to your Registration

Suspension and Withdrawal

Circumstances, often relating to ill-health, occasionally lead a student to consider withdrawing from their studies or suspending their studies for a period of time. Where students do suspend, this is frequently with a view to returning to the next instance of the course. In the cases of withdrawal or suspension, there are financial consequences arising from such decisions and it is therefore essential that LSTM receives formal notice of such action. In the first instance students should discuss their circumstances with their Director of Studies, or seek advice from the Academic Registrar. All requests for a suspension of studies must be approved by the Director of Studies, and will not normally be granted retrospectively.

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

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

Misconduct

As a student you are expected to conduct yourself, both on and off the campus, in a manner which demonstrates respect for LSTM, its staff, fellow students and property, and for other members of the local community in general. LSTM has a formal procedure for dealing with cases of misconduct. Academic misconduct is dealt with under the Procedure for the Conduct of Examinations or the Code of Practice on Academic Integrity.

Activities that LSTM regards as constituting misconduct include:

- Any breach of LSTM regulations or Codes of Practice;
- Violent, indecent, disorderly, threatening, intimidating or offensive behaviour, noise or language (whether expressed orally, in writing or electronically, including blogs, social networking websites and other electronic means), and/or excessive consumption of alcohol while on LSTM premises;
- Possession, sale or use of illegal drugs on LSTM premises;
- Harassment of any student, member of staff or visitor to LSTM;
- Any act of fraud, deception or dishonesty in relation to LSTM or its staff or in relation to being a student of LSTM;
- Theft or misuse of LSTM property, or the property of its students, staff or visitors;
- Misuse or unauthorised use of LSTM premises or items of property, including the misuse of computers and the communications network or any breach of LSTM's policy on the use of its information systems;
- Damage or defacement to LSTM property, or the property of students, staff or visitors to LSTM caused intentionally or recklessly;
- Action which may cause injury or jeopardise safety on LSTM premises, including occupation of LSTM premises after being required to leave by an authorised member of staff;
- Failure to provide identity such as name or student ID card to a member of staff in circumstances where a request to do so is reasonable;

- Any conduct that brings LSTM into disrepute;
- Failure to comply with any punishment imposed as a result of LSTM disciplinary procedures or contempt of those procedures.

Dealing with Misconduct

Minor misconduct (such as disruptive behaviour in lectures) may be dealt with by any member of LSTM staff by verbal warning without instigating disciplinary procedures. More serious or repeated instances of misconduct will be investigated by the Dean of Education, who may issue a written warning or convene a meeting of the Disciplinary Panel. The Disciplinary Panel will consider action to be taken, which may, in serious cases, result in suspension or exclusion.

Criminal Offences

LSTM has a duty of care to its staff and therefore needs to be informed of any alleged criminal activity by its staff or students. If at any time during a student's registration on a programme of study at LSTM he/she is charged with a criminal offence (other than parking or speeding offences), the student is required to report this to the Academic Registrar.

Academic Appeals

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

Complaints

Complaints about matters unrelated to academic assessment are dealt with under the LSTM Complaints Procedure (please refer to the Student Guide to LSTM).