

What is your Query?	Who should you contact and where can you find further information?
Ongoing programme delivery	
Admissions queries	Faculty of Arts Professional and Social Science - +44 (0)151 231 5175; APSadmissions@ljmu.ac.uk School of Education - +44 (0)151 231 5175; Education@ljmu.ac.uk
	Faculty of Business & Law - +44 (0)151 231 8080; busadmissions@ljmu.ac.uk
	Faculty of Engineering & Technology - +44 (0)151 231 2777
	Faculty of Health - +44 (0)151 231 5829; health@ljmu.ac.uk
	Faculty of Science - +44 (0)151 231 2888; scienceadmissions@ljmu.ac.uk
Enrolment and Registration Issues & Student Record queries	Faculty of Arts Professional and Social Science Liverpool Screen School – LSS-Admin@ljmu.ac.uk Liverpool School of Art and Design – LSA-Office@ljmu.ac.uk School of Education – EDN-Admin@ljmu.ac.uk School of Humanities and Social Science – HSS-Admin@ljmu.ac.uk School of Justice Studies – SJS-ADMIN@ljmu.ac.uk
	Faculty of Business & Law - BUSCollaborativeActivity@ljmu.ac.uk Law - Lawcollabactivity@ljmu.ac.uk
	Faculty of Engineering & Technology - FETCollaborative@ljmu.ac.uk
	Faculty of Health - HEASupport@ljmu.ac.uk

	Faculty of Science - scs-admin@ljmu.ac.uk
The University's Academic Framework (Regulations), and Academic Policies and variances to the Academic Framework Assessment processes	Further information is available at: Academic Framework Regulations and Academic Policies Assistant Academic Registrar Helpdesk <ul style="list-style-type: none"> • General queries • Board of Examiners and related processes • Module mark corrections • Safety Net or No-Detriment Framework queries Partners can also contact their associated Assistant Academic Registrar directly.
Approval of new Collaborative Staff to teach on a programme. Collaborative staff accounts	Collaborative staff appointment templates and further guidance can be found under the 'Collaborative New Staff Appointment' tab of the Academic Partnerships Operational Guidance page of the Academic Registry website. For the consideration of new collaborative teaching staff, applications should be submitted to the following email address: curriculum_development_and_review@ljmu.ac.uk Once a collaborative staff appointment has been approved, an IT form should be submitted to collaborativeprovision@ljmu.ac.uk . As soon as the IT form has been processed collaborative colleagues will receive their barcode and account activation details.
LJMU IT Account Queries	Student Information – students can use the following webpage https://myaccount.ljmu.ac.uk/ This webpage includes information on the following: <ul style="list-style-type: none"> • Account activation • Forgotten username • Security questions & answers • Change password • Multi-factor authentication (MFA) settings • Help with IT

	<p>Staff Information</p> <p>Staff account queries - IT Helpdesk (select the 'Ask us an IT question' tile)</p> <p>Staff Canvas queries - Teaching & Learning Helpdesk (select the 'Technology Enhanced Learning Query' tile)</p>
Programme specific queries (not covered elsewhere in this list)	Please contact your designated Link Tutor in the first instance.
Libraries	
LJMU Library queries	<p>Information is available at the Library Services tab on the Advice and Guidance webpage</p> <p>For advice on the resources available for your subject, please contact one of the Academic Engagement Librarians</p> <p>If you have a question about your access, please get in touch with the Academic Engagement Manager.</p> <p>There are Academic Engagement Librarians allocated to support the different subject areas, please click here to see further details for each Faculty.</p>
Certificates and Transcripts	
Registry Services for students	<p>For assistance with certificate and transcripts or any other student related query:</p> <p>https://www.ljmu.ac.uk/academic-registry/student/registry-services This webpage includes information on extension requests, leave of absence, student withdrawal, special mitigation, and non-attempt at assessment (found here under the 'Forms for Collaborative/Partner college student use only' tab).</p> <p>0151 231 3516</p>
Programme approval and ongoing Quality Arrangements	
Continuous Monitoring and Enhancement (CME)	Guidance about CME is available on the Continuous Monitoring and Enhancement process page on the Academic Registry website. To start completing Collaborative CME for your programme, log into

	<p>WebHub here.</p> <p>You can also contact the AQS Helpdesk</p>
<p>New Programme proposals</p> <p>Programme being considered through Validation or Periodic Programme Review processes</p>	<p>Guidance about Collaborative Validation is available on the Collaborative Quality Management Processes page on the Academic Registry website (under both the '<i>Collaborative Programme Validation and Periodic Programme Review Guidance</i>' tab and '<i>Validation and Periodic Programme Review Supporting Information and Templates</i>').</p> <p>Please contact the Curriculum, Development & Review team at: curriculum_development_and_review@ljmu.ac.uk</p>
<p>External Examining</p>	<p>Guidance about External Examining is available here</p> <p>Please contact the External Examining team at: ExternalExamining@ljmu.ac.uk</p>
<p>Quality process or queries relating to:</p> <ul style="list-style-type: none"> • Programme and Module Amendment • Boards of Study • Programme Guides • Engagement with Professional, Statutory and Regulatory Bodies 	<p>Guidance is available on the Advice & Guidance webpage and the Quality and Standards webpage .</p> <p>Please contact the relevant process team, contact details are available here for the Quality and Standards Team</p>
<p>CourseLoop</p>	<p>Planning and Information can provide support by contacting:</p> <p>curr-man-reg-planning@ljmu.ac.uk</p>
<p>Contracts & Finances</p>	
<p>Collaborative financial queries and invoicing</p> <p>Student fee queries</p>	<p>Registry Services can be contacted at: studentfinance@ljmu.ac.uk</p> <p>Depending on the type of collaborative arrangement, students might pay the Partner Institution directly or they may pay the University.</p>

	In arrangements where students pay the Partner Institution, any queries about student fees should be referred to the Partner.
Contracts or a Memorandum of Understanding	Academic Registry collaborativeprovision@ljmu.ac.uk
New collaborative partnerships & new collaborative programmes	
For queries relating to new UK based partnerships or UK collaborative programme	Contact collaborativeprovision@ljmu.ac.uk for queries relating to UK collaborative partnerships
For queries relating to new international based partnerships or international collaborative programme	Contact the International Relations team j.l.wright@ljmu.ac.uk
Any other queries	
My query is not covered in the above list	Please contact Academic Registry at collaborativeprovision@ljmu.ac.uk and we will put you in touch with the right person.