

What is your Query?	Who should you contact and where can you find further information?
<b>Ongoing programme delivery</b>	
<p>Admissions queries</p> <p>Enrolment and Registration issues</p> <p>Student Record queries</p>	<p>The administrative teams within the LJMU link Faculty and School can help.</p> <p>Faculty of Arts Professional and Social Science:</p> <ul style="list-style-type: none"> <li>• Liverpool Screen School – <a href="mailto:J.Coulson@ljmu.ac.uk">J.Coulson@ljmu.ac.uk</a></li> <li>• Liverpool School of Art and Design – <a href="mailto:J.Coulson@ljmu.ac.uk">J.Coulson@ljmu.ac.uk</a></li> <li>• School of Education – <a href="mailto:M.Keegan@ljmu.ac.uk">M.Keegan@ljmu.ac.uk</a></li> <li>• School of Humanities and Social Science – <a href="mailto:Y.Mossman@ljmu.ac.uk">Y.Mossman@ljmu.ac.uk</a></li> <li>• School of Justice Studies – <a href="mailto:F.H.Kennedy@ljmu.ac.uk">F.H.Kennedy@ljmu.ac.uk</a></li> <li>• For any queries about admissions or recruitment – Jenny Craddock – <a href="mailto:J.V.Craddock@ljmu.ac.uk">J.V.Craddock@ljmu.ac.uk</a> or Sarah Kelly – <a href="mailto:S.M.Kelly@ljmu.ac.uk">S.M.Kelly@ljmu.ac.uk</a></li> </ul> <p>Faculty of Business and Law</p> <ul style="list-style-type: none"> <li>• For all Schools – <a href="mailto:LBS-SchoolOfficeTeam@ljmu.ac.uk">LBS-SchoolOfficeTeam@ljmu.ac.uk</a></li> <li>• For any queries about admissions or recruitment – Sue Sutton – <a href="mailto:S.Sutton@ljmu.ac.uk">S.Sutton@ljmu.ac.uk</a></li> </ul> <p>Faculty of Engineering and Technology</p> <ul style="list-style-type: none"> <li>• For all Schools – <a href="mailto:FETCollaborative@ljmu.ac.uk">FETCollaborative@ljmu.ac.uk</a></li> <li>• For any queries about admissions or recruitment – Sean Cassidy – <a href="mailto:S.Cassidy@ljmu.ac.uk">S.Cassidy@ljmu.ac.uk</a></li> </ul> <p>Faculty of Health</p> <ul style="list-style-type: none"> <li>• For any queries about admissions or recruitment – Tricia McMillan – <a href="mailto:P.McMillan@ljmu.ac.uk">P.McMillan@ljmu.ac.uk</a></li> <li>• For any queries about registration or programme administration – Janet Matthews – <a href="mailto:J.K.Matthews@ljmu.ac.uk">J.K.Matthews@ljmu.ac.uk</a></li> </ul> <p>Faculty of Science</p> <ul style="list-style-type: none"> <li>• For all Schools – <a href="mailto:scs-admin@ljmu.ac.uk">scs-admin@ljmu.ac.uk</a></li> <li>• For any queries about admissions or recruitment – Tim Sellars – <a href="mailto:T.Sellars@ljmu.ac.uk">T.Sellars@ljmu.ac.uk</a></li> </ul>

<p>The University's Academic Framework (Regulations), and variances to the Academic Framework</p> <p>Assessment process and academic policies</p>	<p>Faculty Registrars at <a href="mailto:FacultyRegistrars@ljmu.ac.uk">FacultyRegistrars@ljmu.ac.uk</a>.</p> <p>Information, including the Academic Framework and a list of Academic Policies is available at the on the <a href="#">Collaborative webpage</a> on the Academic Registry website.</p>
<p>Approval of new Collaborative Staff to teach on a programme.</p> <p>Collaborative staff cards and staff accounts.</p>	<p>You can also contact the Collaborative Provision team at <a href="mailto:collaborativeprovision@ljmu.ac.uk">collaborativeprovision@ljmu.ac.uk</a>.</p> <p>Information is available at the 'Staff Approvals and Staff Cards' tab of the <a href="#">Collaborative Advice and Guidance page</a> on the Academic Registry website.</p>
<p>Student or Staff LJMU Account Queries (including staff and student cards).</p> <p>For example if you have forgotten your password.</p>	<p>Information is available at the 'Staff Approvals and Staff Cards' and 'Student Enrolment and Student Cards' tabs on the <a href="#">Advice and Guidance webpage</a>.</p> <p>You can re-set your password by following the weblink: <a href="https://myaccount.ljmu.ac.uk/">https://myaccount.ljmu.ac.uk/</a></p>
<p>Programme specific queries (not covered elsewhere in this list).</p>	<p>Please contact your designated Link Tutor in the first instance.</p>
<p><b>Libraries</b></p>	
	<p>Information is available at the <i>Library Services</i> tab on the <a href="#">Advice and Guidance webpage</a>.</p> <p>For advice on the resources available for your subject, please contact one of the <a href="#">Academic Liaison Librarians</a>.</p> <p>If you have a question about your access, please get in touch with the <a href="#">Academic Engagement Manager</a>.</p> <p>There are subject librarians allocated to support the different subject areas, please click <a href="#">here</a> to see further details for each Faculty.</p>

<b>Certificates and Transcripts</b>	
Certificates and Transcripts queries, including <a href="#">and</a> replacement certificates, confirmation of award check of LJMU award documentation. You can	Information is available at the ' <i>Certificates and Transcripts</i> ' tab on the <a href="#">Advice Guidance webpage</a> and on the <a href="#">Awards webpage</a> . letters and authenticity also contact 0151 231 3516 or email <a href="mailto:awards@ljmu.ac.uk">awards@ljmu.ac.uk</a> .
<b>Programme approval and ongoing Quality Arrangements</b>	
Continuous Monitoring and Enhancement (CME)	Guidance about CME is available on the <a href="#">Continuous Monitoring and Enhancement</a> process page on the Academic Registry website. To start completing Collaborative CME for your programme, log into Webhub <a href="#">here</a> .  You can also contact <a href="mailto:cmesupport@ljmu.ac.uk">cmesupport@ljmu.ac.uk</a> .
New Programme proposals Programme being considered through Validation or Periodic Programme Review processes	Guidance about Collaborative Validation is available on the <a href="#">Collaborative Quality Management Processes and Templates</a> on the Academic Registry website.  Please contact the Collaborative Provision team at: <a href="mailto:collaborativeprovision@ljmu.ac.uk">collaborativeprovision@ljmu.ac.uk</a>
Quality process or queries relating to: <ul style="list-style-type: none"> <li>• External Examining</li> <li>• Programme and Module Amendment</li> <li>• Boards of Study</li> <li>• Programme Guides</li> <li>• Engagement with Professional, Statutory and Regulatory Bodies</li> </ul>	Guidance is available on the <a href="#">Academic Quality and Standards</a> pages on the Academic Registry webpages. There are specific process pages for <a href="#">External Examining</a> , <a href="#">Programme and Module Amendments</a> , <a href="#">Boards of Study</a> and <a href="#">Professional, Statutory and Regulatory Bodies</a> .  Information is available at the ' <i>Programme Guides</i> ' tab on the <a href="#">Collaborative Advice and Guidance webpage</a> .  Please contact the Quality Officer or Quality Assistant affiliated to your host Faculty, contact details are available here for the <a href="#">Quality and Standards Team</a> .
Prodcat and Modcat	Planning and Information can provide support by contacting: <ul style="list-style-type: none"> <li>• <a href="mailto:Productcatalogue@ljmu.ac.uk">Productcatalogue@ljmu.ac.uk</a> – for queries about Programme Specifications</li> <li>• <a href="mailto:ModuleCatalogue@ljmu.ac.uk">ModuleCatalogue@ljmu.ac.uk</a> – for queries about Module Proformas.</li> </ul>
<b>Contracts and Finances</b>	
Collaborative financial queries and Invoicing	Registry Services can be contacted at: <a href="mailto:studentfinance@ljmu.ac.uk">studentfinance@ljmu.ac.uk</a>

Student fees queries	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.</p> <p>In arrangements where students pay the University directly, any queries about student fees should be referred to <a href="mailto:studentfinance@ljmu.ac.uk">studentfinance@ljmu.ac.uk</a></p>
Contracts or a Memorandum of Understanding	Academic Registry <a href="mailto:collaborativeprovision@ljmu.ac.uk">collaborativeprovision@ljmu.ac.uk</a>
<b>Any other queries</b>	
My query is not covered in the list above	Please contact Academic Registry at <a href="mailto:collaborativeprovision@ljmu.ac.uk">collaborativeprovision@ljmu.ac.uk</a> and we will put you in touch with the right person.