

# XJTLU STUDENT HANDBOOK FOR DOCTOR OF EDUCATION



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Every effort has been made to ensure that information contained in this handbook is accurate at the time of going to press. However, the matters covered are subject to change from time to time.



XJTLU Graduate School  
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# ABOUT THIS HANDBOOK

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This Handbook has been produced in partnership by University of Liverpool (UoL) and Xi'an Jiaotong-Liverpool University (XJTLU) to provide you with key information about your postgraduate research programme. A significant part of our commitment to the quality of University of Liverpool postgraduate research degrees undertaken at XJTLU is to ensure that you understand what is expected of you as a research student and what advice, guidance and support you can in turn expect from the University of Liverpool and XJTLU to fulfil your potential.

Equally importantly, the information found within these pages will help you to enjoy the best possible experience as a member of the XJTLU research community.

The universities welcome any comments or suggestions on how this handbook could be improved. If you wish to provide feedback on any aspect of this publication, please direct it to Postgraduate Support Team of the XJTLU Graduate School at [pgsupport@xjtlu.edu.cn](mailto:pgsupport@xjtlu.edu.cn) and the UoL Research Degree Administration Team at [rda@liverpool.ac.uk](mailto:rda@liverpool.ac.uk). The UoL PGR Handbook is available at <https://www.liverpool.ac.uk/student-administration/research-students/pgr-handbook/>

# XJTLU



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# WELCOME MESSAGE

## Dear Students (Educators),

Under the combined influence of global economic, political, technological, and environmental factors, our world is full of Uncertainty, Ambiguity, Complexity, Changeability and Scarcity (UACCS). Education, as a crucial aspect of promoting the sustainable development of human society, is facing unprecedented challenges, and the entire education system urgently needs fundamental reform. Each of you plays a key role in promoting disruptive innovation in educational paradigm shifts! Welcome to Xi'an Jiaotong-Liverpool University (XJTLU), bringing your rich and valuable educational practices to join XJTLU on the path of educational innovation towards the future.

As explorers, leaders, and influencers of future education, XJTLU has, since its establishment, supported continuous research, exploration, and innovative practices. This has led to the continuous deepening and improvement of three educational models, constantly refining and upgrading higher education innovation solutions. At the same time, through cooperation, XJTLU has expanded its exploration to the innovative development of foundational education and new professional education in the era of digitalisation and AI. Moreover, it has extensively promoted the dissemination of optimal educational practices, driving the transformation of China's education system and influencing the development of education worldwide.

The Doctor of Education (EdD) programme at XJTLU provides lifelong learning opportunities for individuals with educational ideals, passion, and practice. It supports you in contributing to the future-oriented transformation of education through the deep integration of theory and practice, becoming leaders in future education exploration in China and internationally. The interdisciplinary nature of this programme and opportunities for cross-disciplinary research build a bridge for the integration of professional knowledge and academic research. As a research-based and practice-oriented programme, the EdD programme will help you

enhance your professional skills in addressing educational challenges, improve your leadership, management, and problem-solving abilities through research and practical reflection, and ultimately shape your leadership in facing future education.

By choosing to join XJTLU, you have already taken an important step towards educational innovation and transformation. In your future studies and practice, you will face various challenges and opportunities, but it is these experiences that will help you grow continuously and become pioneers in leading the future development of education. We believe that through your efforts and perseverance, you will not only promote the development of educational theories but also create outstanding results in practical educational work.

Let us join hands and embrace the tidal wave of educational transformation, holding firm in our beliefs and moving forward continuously. The blueprint for future education requires your wisdom and courage to draw, and the achievements of future education await your realization. We wish you continuous exploration, breakthroughs, self-fulfillment, and influence on others during your learning journey at XJTLU, contributing to a better future for education!

PROFESSOR YOUMIN XI  
EXECUTIVE PRESIDENT OF XJTLU  
PRO-VICE-CHANCELLOR OF THE UNIVERSITY OF LIVERPOOL



# 01 INTRODUCTION

Xi'an Jiaotong-Liverpool University (XJTLU) is a research-led international university, co-founded by Xi'an Jiaotong University, one of the top universities in China, and the University of Liverpool, a member of the Russell Group of leading universities in the United Kingdom. XJTLU is now the largest international collaborative university in China.

Your research training and experience will mainly be at the XJTLU in Suzhou. However, successful completion of your doctoral studies will lead to the conferral of a Professional Doctorate degree by the University of Liverpool. Consequently, you are an 'off-site' doctoral student of the University of Liverpool and your academic career will be governed by its policies relating to your enrolment as a postgraduate research student.

PGR (PhD & EdD) students also need to adhere to the policies at XJTLU that relate to academic research, teaching and other relevant activities at XJTLU in Suzhou. Both your principal supervisor and your academic unit are based at XJTLU. However, you will be registered at both universities.

This Handbook is designed to provide you with essential information that will help you to undertake your doctoral degree programme successfully. Equally, it provides information about how you can participate fully in the XJTLU research community and get the most out of your time as a doctoral student.

## LIST OF ABBREVIATIONS

APR	Annual Progress Report
IPAP	Independent Progress Assessment Panel
PGR	Postgraduate Research Student at the doctoral level
EdD	Doctor of Education
TA	Teaching Assistant
UoL	University of Liverpool
XGS	XJTLU Graduate School
XJTLU	Xi'an Jiaotong-Liverpool University

# 02 ARRIVING AT XJTLU

## 2.1 PRE-ARRIVAL

Your offer letter from XJTLU contains detailed information regarding fee payment, registration arrangement, and health check, etc. You are required to pay the tuition fees and other fees charged as stated in the offer letter before the commencement of your study.

You will normally not be able to start your study until fees have been paid. Students who have not paid the tuition fee two weeks after the due date will be suspended or deregistered from the University.

## 2.2 REGISTRATION

The registration process includes e-Bridge online registration, on-site registration, and health check. Details about the registration process and your XJTLU email account will be sent to you via email. After the completion of the whole registration process, you will get your student ID card and have access to the university facilities.

### Online Registration

You will be required to provide and verify your personal and academic information online via e-Bridge (<https://ebridge.xjtlu.edu.cn>). The information you need to confirm includes your personal and academic details, and you should also update your home address and emergency contact information to ensure you or your designated contact could be reached in any emergency. Please note that the emergency contact information will be kept confidential and only be used for communication during emergencies.

Until your online registration is completed, you will not be able to access any functions on e-Bridge, including class and exam timetables, module marks, transcript and certificate requests, etc.

It is important that you provide the University with a valid mobile phone number, your home address and your emergency contact details whilst you are completing your online registration on e-Bridge. Your Academy, Academic Adviser, and Development Adviser will be able to provide timely support for you based on the most up-to-date information, when there is necessary, especially in case of an emergency situation.

If you need to update the information after completion of Online Registration, please submit a Personal Information Change Application in "My profile" Section on e-Bridge.



## On-site Registration

The on-site registration is compulsory for all doctoral students, and requires you to present a National ID (Passport), the original or certified copies of your education qualification, and English language certification if applicable.

If you are an international student, you should also visit the One-Stop Reception (Student Complaints) (116E, Central Building) on the day of your arrival to obtain further important information. For more information, please visit:

<https://www.xjtlu.edu.cn/en/admissions/pre-arrival-information>

## Health Check and Insurance

You are required to complete the health check at a designated hospital after arrival. The health check arrangement will be notified prior to the on-site registration.

The One-Stop Student Service Centre ([onestop@xjtlu.edu.cn](mailto:onestop@xjtlu.edu.cn)) will provide you with information regarding how to purchase insurance during your doctoral studies period. Please consult the One-Stop Student Service Centre for detailed information.

## 2.3 YOUR INDUCTION

Induction is pivotal for a successful and satisfying experience during your time at XJTLU. The University views induction as a transition from one identity to another, which allows doctoral researchers to adjust to working in the research environment. It will also play a key role in supporting you during the first year of registration. The induction will help by fostering a supportive environment and giving you opportunities to meet a range of contacts, which can include other doctoral researchers, Programme Director, module leaders and administrative staff.

Your induction will take place at the commencement of your programme and will consist of an introduction to the research environment and a formal induction event coordinated by the XJTLU Graduate School and the Academy of Future Education. The event is held twice in one academic year, to account for students starting at different times in the academic year.

## 2.4 UNIVERSITY SYSTEM

### 2.4.1 E-BRIDGE

E-Bridge system is the web-based student information system of XJTLU, which is available for students and staff to access useful information and perform a variety of tasks.

#### WITH E-BRIDGE YOU CAN:

- Complete annual online registration
- Update personal information
- Request for transcripts and certifications
- Register for the graduation ceremony

#### THERE IS ALSO A LOT OF INFORMATION AVAILABLE TO YOU, INCLUDING BUT NOT LIMITED TO:

- Class and exam timetables
- Contact information of Academic Adviser and Development Adviser
- Fee due and payment
- University policies and regulation
- Programme and module specifications
- Module marks and degree classifications
- Assessment Information

### 2.4.2 LEARNING MALL

XJTLU's Learning Mall (<https://www.learningmall.cn/zh/>) is an online platform designed to support and enhance learning and teaching. The Learning Mall platform enables students and teachers to engage in learning and teaching activities which can take place inside or outside of the classroom via any Internet-connected device.

#### FOR STUDENT USERS, THE LEARNING MALL PLATFORM MAKES IT POSSIBLE TO:

- Conveniently view and download content and resources provided by your teacher e.g. lecture notes, background reading materials, video and audio files, etc.
- Easily record your attendance at lectures and workshops, etc.



- Submit homework and coursework assignments as well as receive marks and feedback from your teacher
- Quickly receive important news and announcements from your teacher
- Collaborate and work together with other students on group projects
- ...and much more!

Explore Learning Mall platform in advance to get ready for the upcoming learning activities.

Learn More @Learning Mall

Learning Mall Wechat Official Account

Learning Mall Homepage



### 2.4.3 XJTLU APP

XJTLU APP is a uniform and easy way on mobile devices that is intended to provide XJTLU staff and students with the means to benefit from accessing the data produced by a wide range of application systems across the campus.

It is designed to integrate the services rather than generate the data itself to save enormous time for end-users.

You can download it by scanning the QR code below.



XJTLU APP

The system (e-Bridge and Learning Mall) and XJTLU APP developments are still ongoing and you will be provided with new features on a continuing basis.





# 03 STUDY AT XJTLU

A Professional Doctorate programme is designed to be studied on a part-time basis, typically over a period of 5.5 years, with the following minimum and maximum periods of time allowed for completion of the pre-thesis and thesis stages.

STAGE	NORMAL PERIOD OF REGISTRATION	MINIMUM PERIOD OF REGISTRATION	MAXIMUM PERIOD OF REGISTRATION (INCLUDING SUSPENSION*, THESIS MODIFICATION OR RE-SUBMISSION)
Pre-thesis	3 Years	3 Years	4 Years
Thesis	2.5 Years	1.5 Years	5.5 Years
Overall	5.5 Years	4.5 Years	9.5 Years

\*'Suspension' at XJTLU refers to 'interruption of study' at UoL.

The maximum total period for a student's registration on a Professional Doctorate programme is 9.5 years, encompassing both the pre-thesis stage and thesis stage, as well as the maximum available periods of suspension during the pre-thesis and thesis stages and re-submission that may occur during the thesis stage.

Registration periods associated with the pre-thesis and thesis stages are managed separately and each allocation does not influence the others. You are not permitted to carry over 'unused' registration time from the pre-thesis stage to the thesis stage, nor build a time deficit in the pre-thesis stage which will be 'settled' in the thesis stage.

The Professional Doctorate programme is divided into the pre-thesis stage with 60 credits of XJTLU Level 4 modules and the thesis stage with 120 credits of research thesis and viva examination.

Progression to the thesis stage requires successful completion of the required credits of XJTLU Level 4 with an overall module average mark of at least 60% in the pre-thesis stage. In circumstances where a student passes the pre-thesis stage but is ineligible to proceed to the thesis stage, they will be considered for a Master's exit award as detailed in the programme specification.

The language of teaching and assessment at XJTLU is English for all professional doctorate programmes.

## 3.1 PRE-THESIS STAGE

### 3.1.1 PROGRAMMES AND MODULES

#### Programme and Module Modifications

The University is committed to the ongoing development and improvement of its programmes, taking account of developments in the discipline and pedagogic practice, and ensures that all modifications to programmes and/or modules, or the introduction of new modules should follow relevant university guidelines and processes which are benchmarked against the UK's Quality Assurance Agency's (QAA) expectations about programme monitoring and review.

All updated programme and module specifications are regularly published on e-Bridge:  
<https://ebridge.xjtlu.edu.cn/>

#### Modular Structure

All modules are compulsory. You will be automatically enrolled in all modules as per the programme specifications.

#### Extended Studies Scheme

Extended Studies Scheme (ESS) is a new form of education provision of XJTLU whereby students are provided with the opportunity to study credit-bearing modules that are not part of their enrolled programme of study, and do not count toward the degree requirements of their enrolled programme of study. Through ESS, students are able to pursue academic interests in wider disciplinary areas to learn new knowledge and skills which would assist them in developing academic potential as well as career opportunities.

For details on ESS, please refer to the Guideline for ESS on e-Bridge (Timetables Page – Class Timetables – Useful Information).

#### Attendance

You are expected to attend all timetabled activities for your programme of study, including off-campus activities. If your projected overall attendance balance drops below 70%, you will be required to provide explanations with good grounds and valid evidence, otherwise your case will be referred to the University Progress Committee to consider on whether to suspend your study.



## 3.1.2 ASSESSMENTS AND EXAMINATIONS

### Marking Scheme

The University adopts a British marking and degree classification scheme within the Chinese Higher Education System. 50% is the pass mark for all the pre-thesis modules in the EdD programme of study.

### Marking Descriptors

The University has general requirements for work at the postgraduate level. Marking descriptors have been established as guides to both staff and students about what is normally expected of work receiving a particular mark. The overarching standards set govern the interpretation of the performance criteria for specific courses.

### Assessment: Coursework and Examination

Assessment can be:

- Formative - you receive feedback on your work, but the marks do not count towards your final module mark, or
- Summative - the mark you are awarded contributes towards your final module mark.

Each module is assessed independently, typically through a combination of summative examinations and coursework. The precise assessment scheme will vary from module to module.

You will be given details of the assessment scheme and requirements for each module by the module leader, and you could also check relevant information from the Module Handbooks or the Module Specifications on e-Bridge.

### Coursework

Coursework refers to assessments for which instructions are given in advance and students have days, weeks, or months to prepare the submission during the course of the semester.

You should submit all coursework required for your modules by the deadline following the module examiner's instructions. If you submit coursework after the deadline, you will be penalized:

- 5% of the total marks available for the assessment will be deducted from the assessment mark for each working day after the submission deadline, up to a maximum of five working days;
- Coursework received more than five working days after the submission deadline will receive a mark of zero.

Note: You should be aware that module examiners might use your coursework for education purposes. Module examiners sometimes use past student work to illustrate both positive and negative examples of academic quality. In such instances, the module examiner is expected to take steps to keep your identity confidential and anonymous.

### Examination

Some modules will have examinations as a way to assess learning outcomes during or at the end of the semester in which a module is taught. You should attend all examinations required for your modules.

Where a final exam is concerned, it will be scheduled centrally during the final exam period published in the University's Academic Calendar. You should take care to ensure exam attendance during this period.

### Reassessment

Students will normally be allowed for re-assessment opportunity in the failed module(s) unless otherwise specified in the published module specification for a module. Reassessment for taught modules in pre-thesis stage normally takes place in August.

In normal cases, only one re-assessment opportunity is permitted for the first attempt failure(s). Marks achieved in the re-assessment shall be recorded as the actual mark. However, module marks achieved through re-assessment will be capped at 50% for determining progression thresholds, and such marks will be flagged on the transcript to signify that they were attained at a second or subsequent attempt.

### Mitigating Circumstances

Your participation in summative assessments for credit-bearing modules sometimes might be impeded by particular unforeseen or unexpected circumstances beyond your control. These circumstances are described as 'Mitigating Circumstance', and can include:

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

However, the following will NOT be regarded as mitigating circumstances:

- Failure to attend an examination due to misreading the examination timetable
- Events such as holidays and weddings
- Inadequate planning and time management
- Having more than one examination on the same day
- Clashes with tests, examinations, or other activities organized by internal or external bodies
- Pressures from paid employment
- Minor illness or illness not regarded as relevant to the case
- Any event that could reasonably have been expected or anticipated

There are two different situations where the University will consider students' mitigating circumstances.



The first is in relation to formally timetabled examinations scheduled and supervised by the University and take place during the published examination periods on the University Academic Calendar, including final (end-of-semester) examinations and re-sit examinations. If you believe that events that might be defined as mitigating circumstances have had, or will have, an adverse effect on your ability to participate in an examination, you should apply for authorized absence from the examination by completing the relevant form and submitting it formally with supporting evidence on e-Bridge at least two working days before the examination date to the Registry.

The second is in relation to submission of coursework. If you experience illness or other serious unforeseen circumstances before a coursework deadline and which prevent you from submitting the coursework by the set deadline, you may apply for an extension to that deadline.

You should submit the form of Request for Extension of Coursework Submission Deadline with supporting documentation before the coursework deadline and submit it to your Academy Assessment Coordinator or Departmental Examinations Officer who will determine whether or not your circumstances warrant an extension to the deadline. If you are in Stage 1, such applications should be submitted to the Examinations Officer for the academic unit that delivers the module.

## Conduct of Examinations

The University is committed to fostering an examination environment that supports academic integrity.

Students who are suspected of engaging in any of the following behaviors during an examination will be investigated by the University Student Board of Discipline:

- Disobeying the instructions of an invigilator, or disrupting the progress of an examination;
- Possessing or using unauthorized items without communication functions on their desktop, in their drawer or on their person; or accessing unauthorized online materials; or having examination-related content written on any part of their body or on other objects including, but not limited to, tissue papers, calculators, rulers, water bottles, pens, desks, and chairs during the examination;
- Using or attempting to use electronic devices with data storage or communication function during the examination, including, but not limited to, mobile phone, smart watches, smart earphones, and smart glasses;
- Removing any part of the examination materials from the examination room without permission;
- Any other form of seeking or providing assistance in communicating questions and answers during examinations, whether directly or indirectly;
- Attempting to organize cheating activities or engaging in the sale or purchase of exam questions and answers for profit;
- Impersonating other students or being impersonated to sit the exam.

The penalties may be varied depending upon the severity of the offence and may include one or a combination of the following:

- Written warning;
- Award a zero mark for the exam;
- Award a zero mark for the module mark with normal resit rules of the related modules being applicable;
- Award a zero mark for the module mark without a resit opportunity;
- Suspension for 1 year
- Termination of studies
- Disqualified for any prize or scholarship of the University for two consecutive academic years

All students should familiarize themselves with the Regulations for the Conduct of Examinations before their examinations and abide by it strictly in the conduct of each examination.

## Academic Integrity

The University aims to foster a learning environment which produces students who embrace academic integrity, understand that they must produce their own work, are able to acknowledge 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.

The University will support you to understand the standards of academic integrity, while you are responsible for learning and upholding professional standards of research, writing, assessment, and ethics in your area of study. Violation of academic integrity comes in many forms, including but not limited to the following:

- Minor errors: forget to insert quotation marks, minor mistakes in referencing or citation, gaps in the bibliography or reference list, etc.
- Collusion
- Copying
- Submission of commissioned or procured coursework
- Dishonest use of data
- Plagiarism



Any violation of academic integrity is a serious offence and is therefore subject to an appropriate penalty. According to the individual case and the seriousness of the offence, penalties applied will vary and may include one or a combination of the following:

- A mark penalty or a zero mark for the assessment
- A zero mark for the module
- Suspension of studies
- Termination of studies

In addition to the respective penalty imposed, you will also be given feedback on how to avoid further offence in future work.

### External Examiners and Quality Assurance

The University is responsible for the quality and standards of all academic awards made in its and UoL's name. The function of external examiners is to assist the University in discharging its responsibility by providing assurance in their expert judgement that the standards of all awards at XJTLU are comparable to those in similar subjects at the University of Liverpool and in other universities in China and the UK.

All assessments contributing 1 credit or more (e.g. 20% of a 5-credit module) towards the final module mark and at least 60% of the assessment component of the module are reviewed by an internal moderator, external examiner, and Liverpool moderator where applicable to ensure fairness and maintain standards.

After the final examinations, final module marks and a sample of students' work are reviewed by the XJTLU internal moderator, an external examiner, and/or a moderator at the University of Liverpool where applicable. The purpose of this scrutiny is to ensure that the marks have been awarded fairly and consistently, with regard to Chinese and UK standards. The marks are then submitted to the Board of Examiners in the relevant academic units for final approval, before they are published on e-Bridge.

## 3.1.3 PROGRESS

### Progress of Students

The University implements a Student Progress Committee mechanism to monitor student performance and to investigate any reasons for an individual student's inability to make satisfactory progress in their studies.

There are two layers of the system.

The Academy Progress Committee takes the responsibility to monitor the performance of students whose progress gives cause for concern, to give a written warning to individual students related to their progress, where appropriate, and summon the student to attend an interview to receive appropriate advice related to the importance of improving academic performance and possible remedial action.

If there is evidence of continued absence from classes or other scheduled module activities or habitual absence from assessments, the Academy Progress Committee will advise the student in writing that the Committee intends to recommend that the student be declared "unsatisfactory", that is, to recommend that the student's studies at XJTLU be terminated.

The University Progress Committee acts as a scrutinising and regularising committee in respect of progress procedures throughout the University, and approves, or otherwise, recommendations put forward by Academies or Registry that a student be declared unsatisfactory or be recorded as withdrawn, and not to be re-registered without permission.

### Progression to Thesis Stage

Progression to the thesis stage is dependent on the successful completion of the required 60 credits with an overall module average of at least 60% in the pre-thesis stage of the programme.

No student may proceed to the thesis stage of the programme carrying any failed modules or failing to achieve a minimum overall module average of 60%. They will be considered by the appropriate Board of Examiners for an appropriate Master's exit award.

### Exit Awards

EdD programme may have three exit points. Upon successfully completing 60 credits, but failing to progress to the thesis stage, a student shall be awarded a Master of Education (Med); upon successfully completing 40 credits, a student shall be awarded a named/unnamed Postgraduate Diploma in Educational Research Methods (PG Dip in Educational Research Methods); upon successfully completing 20 credits, a student shall be awarded a named/unnamed Postgraduate Certificate in Educational Research Methods (PG Cert in Educational Research Methods) as detailed in the programme specification.

### Assessment Appeals

You have the right to appeal against the progression decision, the Master's exit award or non-award.

YOU CAN APPEAL ON THE FOLLOWING GROUNDS:

- That there has been a material administrative error or other material irregularity;
- That assessments were not conducted in accordance with the current regulations governing the course of study;
- That there was a procedural error in a ruling on the breach of the XJTLU Academic Integrity Policy;
- That performance in the assessment was adversely affected by illness or other significant factors which for good reason the student was unable to present to the Mitigating Circumstances Committee.



#### YOU MAY NOT APPEAL ON GROUNDS:

- Which have already been considered by the Board of Examiners or the Degree Evaluation Board;
- Which dispute the academic judgement of the relevant Board of Examiners or Module Examiner;
- Which could have been considered prior to the meeting of the relevant Board of Examiners, but the student has no good reason for having failed to present them.

Any questions about module marks or component marks should be addressed to the Module Leader for feedback in the first instance and it is not subject to Assessment Appeal.

## 3.2 THESIS STAGE

Pursuing the EdD programme at XJTLU normally involves 2.5 years of conducting and writing up your research in the thesis stage, supported by subject-specific and generic skills training and development. Your thesis should be submitted no earlier than 1.5 years after the start of thesis stage.

### 3.2.1 THE SUPERVISORY TEAM

The first few weeks of your thesis stage are an extremely important time for establishing how the supervisory relationship will work with your supervisory team, and in particular with your principal supervisor. You will need to agree with your supervisors on how you wish to undertake your supervisory meetings (the format, scope, location, and frequency), how your progress will be reviewed, and what form of feedback will be the most productive to help you to submit a successful doctoral thesis at the end of the programme. The supervisory relationship should be based on honesty and mutual understanding, and your early discussions with your principal supervisor will form the basis for this.

You will have at least two supervisors for your research project: your principal supervisor at XJTLU and your co-supervisor at the University of Liverpool. Optionally, your supervisory team may also include other people with complementary expertise to guide you in your doctoral studies.

Should you encounter any difficulties at any stage of your studies at the University, you can raise them directly with your principal supervisor during your regular meetings, or more formally as part of the Record of Supervisory Meetings and Annual Progress Report

(APR) processes. It is important for any problems to be addressed as early as possible. It is much more difficult to respond to complaints about supervision after the examination of the thesis.

The UoL policy on PGR Supervision can be found at

<https://www.liverpool.ac.uk/aqsd/academic-codes-of-practice/pgr-code-of-practice/> and the XJTLU Code of Practice on PGR Supervision and its appendix Eligibility for Research Degree Supervision are available on Postgraduate Research page on e-Bridge:

[https://ebridge.xjtlu.edu.cn/urd/sits.urd/run/siw\\_lgn](https://ebridge.xjtlu.edu.cn/urd/sits.urd/run/siw_lgn)

### Relationship with Your Supervisors

Your supervisors have the responsibility to establish a professional and supportive relationship with you, in order to facilitate your development as a researcher, within a vibrant and stimulating research environment.

You are required to take responsibility for the planning of your project with your supervisors and to engage with your programme in accordance with agreements made with your supervisors prior to and during your formal registration period. Your research project, including production of the thesis, must be undertaken and completed whilst you are registered for the Professional Doctorate degree with UoL.

You should work independently on your research and writing your thesis, taking advice when necessary. You should take ownership and responsibility for meeting agreed objectives and deadlines and ultimately should take responsibility for the submission of your thesis for examination. You should be aware that your supervisors play no part in the examination process.

Your supervisors should make it clear to you that your research project is your own responsibility and that it is the Examiners, who are entirely independent of the supervisors, who will ultimately determine the final outcome of the award. Your supervisors are expected to read your thesis and provide feedback prior to submission but must not engage in any activity which could compromise the independence of the viva voce (hereafter referred to as viva) examination.

You should maintain a professional and courteous relationship with your supervisors and should be prepared to receive critical feedback on your work. You are entitled to expect, however, that any feedback will be provided by your supervisors in a constructive and supportive way.

### Problems with supervision

Communication is crucial to maintaining a good working relationship with your supervisor(s). It is very important to try and maintain regular communication, and not let the relationship deteriorate to the point where you don't talk. If you are having problems with your supervisor(s), first of all, think about what the issue actually is. Focus on specific professional difficulties rather than the personality or character of your supervisor(s). You may wish to discuss your issues with a trusted friend or family member.





If you feel that you wish to raise concerns about your supervision, in the first instance you should raise the issue with your supervisor(s) themselves or, if that is not appropriate, with the Academy Director of PCR. If the matter is not resolved, you should refer to the Postgraduate Support Team of Graduate School and seek advice as to the most appropriate person to whom you should address your concerns in the first instance, who would normally be the Dean of Academy or Academic Director of Graduate School. If it is an issue about the conduct of supervisor(s), themselves, which might make it more difficult to raise, then, depending on the circumstances, you might refer to the Student Complaints Procedure.

You should raise any concerns you have about supervision at your Independent Progress Assessment Panel during the formal Annual Progress Monitoring and ensure that your concerns are recorded.

Supervisors should aim to address any concerns raised by students as quickly as possible, referring matters to other members of staff as appropriate.

## Supervisory Meetings

The **Record of Supervisory Meetings** enables you to keep a record of the formal meetings with your supervisor. By maintaining a summary of your progress and targets for the next period, you can use the tool to record your own progress for future reference and use it to help plan your research. You can also record key decisions made within your supervisory meetings and demonstrate that you and your supervisor are satisfied with your progress.

As a part-time student, you are expected to have a minimum of six formal meetings per year with your supervisor. This is a **compulsory** requirement for all part-time doctoral students.

The actual amount of detail stored within the record is a choice for you and your supervisory team. The exact details of this record are not visible to anyone outside of this team. To ensure that your Annual Progress Report contains all relevant information, please ensure that your supervisory meetings are recorded immediately after each meeting: the University undertakes regular checks to ensure that APRs are being completed throughout the year.

## Establishing mutual expectations

A key part of establishing a good working relationship with your supervisory team is to agree on mutual expectations at the start of your research programme. You may wish to discuss the following at an initial meeting:

- The respective roles of your Principal and Co-supervisor
- How often do you wish to meet and for how long

- A plan and timescales for your research project, and a process to agree on deadlines
- How do your supervisor(s) wish to review your work? Would they prefer regular updates or finished drafts? You might find it helpful to talk to other students who are supervised by your Principal Supervisor to find out more about their style, as every supervisor is different
- Your development and training needs (this will be discussed through the Development Needs Analysis)
- Your involvement with the Academy, e.g., research activity, seminars and conferences;
- What to do if your Principal Supervisor is away, e.g., at a conference or on research leave
- Any ethical or intellectual property issues if you are researching humans or animals, or working as part of a research team
- Authorship and affiliation agreement for your research publications.

Remember that you are responsible for your research project. If you are having difficulties with your work, don't wait for your supervisor to contact you, be proactive and get in touch. If your supervisors don't hear from you, they are likely to assume you're doing fine.

## Before supervisory meetings

Supervisory meetings are a key part of a postgraduate researcher's life, and the University's policy is that they should occur at least once every two months (for part-time students). They are an opportunity to discuss your research and its progress and gain expert insight from your supervisor(s). You can make the most of these meetings by being prepared and focusing on what you want to get out of the meeting.

- Agree on dates and times in advance. It is your responsibility to organise meetings with your supervisor(s) on a regular basis and record the discussion afterward
- Prepare some work for discussion at the meeting. This will look different depending on your specific discipline, but generally, supervisors will expect to see work towards a paper or presentation for a conference; results of an experiment; data analysis or a draft section/chapter of your thesis
- Summarise your progress and achievements since your last meetings, any problems you are having or areas where you need advice, and your plans for what's next
- Note down in advance the areas you wish to discuss with your supervisor(s). Try and be specific rather than asking for general feedback on your progress, try using questions such as "Do you think the methodology I'm using in this chapter is appropriate?" We recommend that you agree on an agenda in advance of the meeting.



### During supervisory meetings

- Take notes of the discussion, particularly of anything you need to do or follow up after the meeting
- Don't expect your supervisor(s) to do all the talking – be prepared to lead the discussion, and ensure that your prepared topics are covered. Ask questions as you go along to make the most of your private time with your supervisor(s)
- Be prepared to explain and defend your ideas or findings. This will help you to clarify your opinions and arguments, as well as provide good training for your viva examination.

### After supervisory meetings

- Ensure that there is a formal record of the meeting, including outcomes and targets reached. It is very important that this is recorded, as it feeds into your Annual Progress Report
- Take some time to reflect on the meeting, any feedback you received, and any new ideas you've had as a result, and think about what you are going to do next
- Consider your supervisor's advice carefully, including any constructive criticism. You're not expected to do everything your supervisor suggests, but you should give appropriate consideration to their recommendations.

## 3.2.2 ANNUAL PROGRESS REPORTING

Each year all EdD students are required to complete an **Annual Progress Report (APR)**. The purpose of the APR is to ensure that you are making progress as expected but also to ensure that you feel your supervisory arrangements and facilities are satisfactory and give you an opportunity to highlight any difficulties you may be experiencing. It is important that you raise any matters of concern in the APR to give the University an opportunity to resolve them.

Together with the Independent Progress Assessment Panel (see below), the APR is part of your annual progress monitoring and represents an opportunity for your supervisory team to comment on your progress, and is also used to identify and record unsatisfactory performance where required.

The **Independent Progress Assessment Panel (IPAP)** is a meeting between you and two members of academic staff who are nominated to act as independent assessors. The purpose of the IPAP is to independently assess your progress. Prior to the IPAP, you will be asked to produce a written report (in a format defined by your Academy). You will usually have to provide your School with some evidence of progress: this can take many forms, for example, a presentation, a chapter of the thesis or a 'mini viva'. Your supervisor is not directly involved in the IPAP but may be invited to attend part of the meeting to submit relevant and appropriate information to the Panel. An IPAP may be held independently of the APR process throughout the year when concerns about progress are raised.

**Please note: non-completion of the student section of the APR by the start of the next academic session will result in you being withdrawn from your studies.**

## 3.2.3 SUBMISSION AND VIVA EXAMINATION

### Intention to Submit Your Thesis

The thesis submission process begins at least two months before you expect to submit your thesis, at which point you need to submit "XJTLU Intention to Submit a Research Degree Thesis (ITS)" request on the Postgraduate Research page on e-Bridge. This form is for your supervisor to nominate the examiners for you. It is important to allow sufficient time for examiners to be approved and appointed prior to your thesis examination.

### Submission of Your Initial Thesis for Examination

When you are ready to submit your thesis, you should upload the electronic copy of your thesis on e-Bridge.

You should submit your initial thesis in advance before the submission deadline. Please be aware that the thesis you submit will be the one you are examined on, and you cannot make changes to that post submission.

Guidance on the format of your thesis is provided in Annexe 1 of Appendix 7 of the PGR Code of Practice:

<https://www.liverpool.ac.uk/media/livacuk/tqsd/code-of-practice-on-assessment/appendix-7-PGR-CoP.pdf>

### Viva Examination

The viva examination is an important part of the assessment process and represents a major milestone in your research programme. It is therefore vital that you are fully prepared for the examination itself and are familiar with the processes associated with it.

The objective of the viva examination is to allow students the opportunity to explore, clarify and defend their research in the presence of academic leaders in their chosen discipline area. According to the Duties and Responsibilities of both examiners, the Internal Examiner will arrange the date and location of the oral examination (Viva), in consultation with the External Examiner(s) and the student and Principal Supervisor, ensuring that all parties are formally notified of the date, which must be no more than three months after submission of the thesis. Your viva examination will normally be attended by an External Examiner, an Internal Examiner and an Independent Chair. The purpose of having an Independent Chair is to ensure that the University of Liverpool processes are adhered to and the outcomes are determined in accordance with the academic regulations. If you are a member of the University staff or have during the preceding five years been primarily a member of the University staff, a second External Examiner will be appointed to attend your viva. Your supervisor will not be present at the viva examination. There is no way of telling in advance how long the examination will last but typically it would be several hours in duration.

Once the viva examination is concluded, the examiners will make a recommendation. The examiners will provide you with informal feedback on the day of the viva.

The recommendation and the reasons behind it are presented to the University in the form of a Joint Examiners' Report. The decision will be confirmed to you in writing by formal letter to your University email address.

For more information, please see the University's Policy on Research Degree Examinations and Examiners (PGR Code of Practice Appendix 8) at

<https://www.liverpool.ac.uk/media/livacuk/tqsd/code-of-practice-on-assessment/appendix-8-PGR-CoP.pdf>



## Remote viva

The expectation is that a viva voce examination will take place at XJTLU with all appointed examiners present in the room with the candidate. However, in exceptional circumstances where there may be difficulties for all participants to be at the same location, a request for holding the viva examination remotely may be considered.

The term 'remote viva examination' refers to circumstances where either the candidate, and/or the Internal Examiner and/or the External Examiner (and/or any Independent Chair) is engaged in the viva examination remotely, at separate locations.

The conduct of a remote viva examination and the academic examination of the thesis should replicate, as far as possible, a viva examination held in person at the University or any other location where all parties are physically in the same room, (e.g. Liverpool or XJTLU), and should adhere wholly to other relevant policies under the PGR Code of Practice Appendix 9:

<https://www.liverpool.ac.uk/media/livacuk/tqsd/code-of-practice-on-assessment/appendix-9-PGR-CoP.pdf>

It is at the discretion of the Internal Examiner (if they are based in the UK) or Independent Chair to decide whether or not the arrangements for a remote viva examination are appropriate.

## Extenuating Circumstances in relation to the viva examination

The University recognises that there may be circumstances beyond your control which could impact your performance in the viva examination.

The extenuating circumstances might arise after the submission of the thesis but prior to the scheduled viva. If this is the case, you can apply for these circumstances to be considered in mitigation. If considered eligible, this will result either in having your viva postponed, or for the viva to go ahead but the Examiners would give due consideration to your extenuating circumstances. You should provide evidence of your extenuating circumstances at least 48 hours before the viva is due to be conducted. You will need to fill in a Claim Form for Extenuating Circumstances and submit it to your supervisor, who will ensure the documentation reaches the Postgraduate Support Team of the Graduate School at XJTLU.

The extenuating circumstances could also arise during the viva examination, including something that occurs whilst you are attending the viva, of which you were aware at the time, and which might affect your performance. If this is the case, you should raise issues of concern that occur during the viva to Examiners at the time. Examiners will exercise judgment and take executive action in accordance with Appendix 8 of the PGR Code of Practice:

<https://www.liverpool.ac.uk/media/livacuk/tqsd/code-of-practice-on-assessment/appendix-8-PGR-CoP.pdf>

The decisions made by the examiners could lead to either the viva continuing or the viva being adjourned and rescheduled.

Where extenuating circumstances are claimed following the first viva but during the modification or re-submission phase of studies, this will be handled as a request for extension in accordance with section 8 of Appendix 7 of the PGR Code of Practice: Policy on Submission of a Research Degree Thesis

for Examination:

<https://www.liverpool.ac.uk/media/livacuk/tqsd/code-of-practice-on-assessment/appendix-7-PGR-CoP.pdf>

More information about the extenuating circumstances in relation to the viva examination can be found in Appendix 6 of the Postgraduate Research Code of Practice:

<https://www.liverpool.ac.uk/media/livacuk/tqsd/code-of-practice-on-assessment/appendix-6-PGR-CoP.pdf>

## Viva Outcomes

The outcome of the thesis stage of the programme is determined by the Examiners in the viva examination. Following the viva examination, the Examiners may recommend:

- i. that the degree of Professional Doctorate be conferred;
- ii. that the degree of Professional Doctorate be conferred subject to the candidate making minor modifications to the thesis within three months of the formal notification of the outcome of their viva voce by the University, which do not alter the substance of the thesis in any significant or fundamental manner, to the satisfaction of one or more of the Examiners, as may be agreed between them;
- iii. that the degree of Professional Doctorate be conferred subject to the candidate making major modifications to the thesis within six months of the formal notification of the outcome of their viva voce by the University. Whilst the Examiners agree that the submission is generally of the standard required for the award sought, some re-structuring of the thesis and/ or clarification of arguments is required in order to merit the award. The required amendments must not materially alter the conclusions of the thesis nor stipulate that the candidate undertake additional research beyond the scope of the original thesis. Modifications must be carried out to the satisfaction of all of the Examiners and a second viva voce examination will not be held;
- iv. that the thesis does not currently meet the standard required for the award sought, however, it has the potential to do so following a period of significant revision and re-working, which might include re-conceptualisation of arguments, amendment to the conclusions and/ or additional research beyond the scope of the original thesis. The candidate is permitted to make a subsequent application for the degree of Professional Doctorate on one occasion only, provided that the application is made no later than one calendar year from the date of the formal notification of the outcome of their viva voce by the University. A thesis may only be re-presented for the award of Professional Doctorate as a result of a recommendation made in accordance with this provision, and shall be revised having due regard for the Examiners' observations. A second viva voce examination must be held;
- v. that the degree of Master of Philosophy (MPhil) be conferred upon the candidate, subject to minor modifications being made to the thesis, if required, within three months of the formal notification of the outcome of their viva voce by the University, to the satisfaction of one or more of the Examiners, as may be agreed between them;
- vi. that the degree of MPhil be conferred subject to the candidate making major modifications to the thesis within six months of the formal notification of the outcome of their viva voce by the University. Whilst the Examiners agree that the submission is generally of the standard required for an MPhil award, some re-structuring of the thesis and/or clarification of arguments



is required in conclusions of the thesis nor stipulate that the candidate undertake additional research beyond the scope of the original thesis. Modifications must be carried out to the satisfaction of all of the Examiners and a second viva voce examination will not be held;

- vii. that the thesis has not met the required doctoral standard and that the Research Master's exit award is recommended based upon the student's work at the pre-thesis stage as determined by the Board of Examiners in accordance with the XJTLU's Framework for Postgraduate Programmes.

that the candidate be deemed not to have attained the standard required for the Professional Doctorate or MPhil degree and that no further opportunity for examination be allowed. This decision would be made only where the Examiners have determined that the student has engaged in academic misconduct to such an extent as to render the student ineligible for the degree of Professional Doctorate or MPhil degree. Suspected cases of academic misconduct should be handled in accordance with:

Appendix 4 of the PGR Code of Practice: PGR Academic Integrity Policy. The student's eligibility for a Master's exit award as set out in the XJTLU's Framework for Postgraduate Programmes, will be determined based on their work at the pre-thesis stage.

Following the re-examination of a thesis for the award of Professional Doctorate, the Examiners are permitted to recommend only outcomes (i) (ii) (v) or (vi) as listed above. Candidates will not be allowed a further period of re-submission.

Following the viva examination, students may appeal against the decision of the Examiners in accordance with Appendix 10 of the UoL PGR Code of Practice: Research Degree Appeals Procedures.

Programme certification refers only to the highest exit award achieved by the candidate. Candidates will not receive separate certification for interim awards associated with the programme in addition to their exit award.

## 3.2.4 DEPOSITING YOUR FINAL THESIS

Once you pass the viva examination and you are officially notified of your result by the University, you will be required to deposit your final thesis to **both XJTLU and UoL library** within four weeks. You should note that you will not be awarded the degree nor be able to graduate until you have deposited your thesis to library and confirmation of this has been received. When you deposit your thesis you can indicate whether or not you wish to restrict access to your thesis. Detailed instructions for depositing your final thesis will be sent to you in email officially.

It is required that all doctoral students should provide a Chinese thesis title, an abstract and key words when uploading the final thesis to XJTLU Library. It is the students' responsibility to provide the thesis title, abstract and key words in Chinese. International students could consult with XJTLU Graduate School regarding translation services.

## 3.3 CHANGES TO REGISTRATION STATUS

### 3.3.1 SUSPENSION

There may be situations where your research work gets interrupted and you feel the need to take a break from your studies and research. In some circumstances, an academic suspension of study may be the most appropriate solution. An academic suspension allows you to take time away from your research before you submit your thesis. During a period of academic suspension, you do not pay tuition fees or research support fees.

In the pre-thesis stage, you are permitted to suspend your studies for up to 12 months. In the thesis stage, you are permitted to suspend your studies for up to 18 months in total. In the thesis stage, suspension is granted for up to 12 months on the first occasion, with further requests to extend to 18 months requiring a review of the academic viability.

#### Pre-thesis stage

If you encounter persistent health issues or other personal difficulties which prevent you from continuing your studies, you may apply for suspension of your study. Before you apply, please discuss with your family and consult your Academic Adviser, your Development Adviser and the Registry Office about your study plan. Normally, the application for suspension of studies shall be made before the start of each academic year, and no application made after week 4 of each semester will be accepted. You may have your studies suspended only once during your registration period.

If you have any questions about the services and support provided by Registry, you may contact the Student Academic Services Team in Registry, where you may also seek advice and guidance if you have questions about the University policies and procedures or academic regulations in general.

Email: [academicservices@xjtlu.edu.cn](mailto:academicservices@xjtlu.edu.cn)

Office: 8th Floor, Central Building

Tel: +86 (0)512-88161230



## Thesis stage

It is important to have a discussion with your principal supervisor and your supervisory team. If you academically suspend your studies, you are not entitled to receive supervision or access university resources or facilities but you will still have access to your University email account.

Suspensions should be applied for in whole months up to a maximum of one year. Please note that backdated suspensions are not permitted – you must make an application in advance of the suspension start date.

If you have any questions about the procedures during your thesis stage, you may contact the Postgraduate Support Team of the Graduate School via [pgsupport@xjtlu.edu.cn](mailto:pgsupport@xjtlu.edu.cn). International students are strongly recommended to seek advice from XJTLU Global pertaining to student visa/residence permit before applying for an academic suspension of study.

If you are externally sponsored you must liaise with your sponsor to seek their approval before requesting an academic suspension of studies as this is not done as part of the University's consideration and approval of your request.

*Note: 'Suspension' at XJTLU refers to 'interruption of study' at UoL.*

## 3.3.2 VOLUNTARY WITHDRAWAL

Occasionally circumstances are such that you may wish to withdraw from your programme. Before you take this decision you are **strongly advised** to discuss withdrawing with your Programme Director, supervisor(s), the PGR Director of your Academy, or the University. There are also a number of support services within the University who can provide advice and support. More information about these can be found in Section 4 of this Handbook.

If you fail to notify the University of your withdrawal, you will continue to accrue fees. International students are advised to seek advice from XJTLU Global before applying for a voluntary withdrawal of study.

If you are externally sponsored you must liaise with your sponsor to seek their approval before requesting a voluntary withdrawal of studies as this is not done as part of the University's consideration and approval of your request.

## 3.3.3 TERMINATION OF STUDIES

If your School/Institute/Department deems your progress to be unsatisfactory your studies may be terminated, leading to you being withdrawn from your degree programme. This policy is documented in the PGR Code of Practice – Policy and Procedures on the Academic Progress of Postgraduate Research Students:

<https://www.liverpool.ac.uk/media/livacuk/tqsd/code-of-practice-on-assessment/appendix-3-PGR-CoP.pdf>

## 3.3.4 DEEMED WITHDRAWN

In some cases the University can deem you to have withdrawn from your studies. The deemed withdrawn procedure can be instigated in the following circumstances:

- You do not return to your research following a period of suspension
- You do not complete your APR by the deadline
- You do not engage with your programme or do not make contact with the University for more than one month
- You do not submit your thesis and/or revisions on time.

Please note that withdrawal, voluntary or otherwise, will not waive any debt that you may have to the University.

## 3.4 AUTHORSHIP AND AFFILIATION

Determining the authorship of research projects and accurately affiliating them with the appropriate institution is essential for upholding ethics and integrity in the field of research. The University places a strong emphasis on ensuring that all research projects undertaken under the auspices of the University observe a commitment to good research conduct with regard to authorship and affiliation practices.

Authorship confers credit and has important academic, social, and financial implications. Authorship also implies responsibility and accountability for published work. Listing the authors tells readers who did the work and should ensure that the right people get the credit – and take responsibility – for the research.

The correct and consistent use of a Xi'an Jiaotong-Liverpool University (XJTLU, the University) institutional affiliation in research publications is the only way to relate an XJTLU researcher to the University. Therefore, it is of utmost importance to correctly mention the affiliation name in your research publications.

The Guidance on Authorship and Affiliation for XJTLU Postgraduate Research Students can be found on e-Bridge [https://ebridge.xjtlu.edu.cn/urd/sits.urd/run/siw\\_lgn](https://ebridge.xjtlu.edu.cn/urd/sits.urd/run/siw_lgn)

## 3.5 RESEARCH ETHICS AND RESEARCH INTEGRITY

### Research Ethics

XJTLU is fully committed to the advancement of high quality academic research and to carrying out its research within a comprehensive ethical framework. Research which involves human (including human participants, survey respondents, human genetic resources and personal data) or animals will



always require formal ethical consideration. It is the University's expectation that staff, students, visitors, collaborators and agents who undertake research under the auspices of XJTLU should be aware of ethical considerations, and ensure that they act in an ethical manner to the highest possible ethical standards.

You shall be familiar with the XJTLU Policy on Ethical conduct in Research and related external policies/regulations, and your supervisor shall endorse your application prior to the submission of ethics applications. A project which requires ethical review must not commence research until the XJTLU ethical approval letter and all other required approval/specific license/qualification from relevant authorities had been obtained. Serious cases of failing to apply for ethical approval or deviating from the approved project will be subjected to the University's established misconduct procedures.

Applications for ethical clearance in XJTLU are required to be submitted by your supervisor on Research Ethics Application System under the Research Support page on e-Bridge:

[https://ebridge.xjtlu.edu.cn/urd/sits.urd/run/siw\\_lgn](https://ebridge.xjtlu.edu.cn/urd/sits.urd/run/siw_lgn)

XJTLU is committed to undertaking a rigorous and independent ethical review process that is proportionate to the potential risk. Please note that a relatively straightforward ethics review should ideally take approximately ten working days or fifteen working days based on different ethical assessment risks.

XJTLU Policy on Ethical Conduct in Research can be found at

<https://academicpolicy.xjtlu.edu.cn//article.php?id=35>

You will be allowed to access the Research Support page on e-Bridge after your principal supervisor creates an application form for ethical clearance and assigns it to you. Research ethics related external policies/regulations can also be found on the Research Support page on e-Bridge:

[https://ebridge.xjtlu.edu.cn/urd/sits.urd/run/siw\\_lgn](https://ebridge.xjtlu.edu.cn/urd/sits.urd/run/siw_lgn)

## Research Integrity

XJTLU attaches great importance to the promotion of research integrity and the handling of research integrity misconduct and disciplinary procedures. Students should follow the national regulations and University's policy when conducting all kinds of research activities carried out under the auspices of XJTLU, including scholarly writing, implementation of research, intellectual property, academic exchanges, as well as the application, review and assessment of research platforms, research projects, research rewards, etc.

Students who violate the regulations and policies for conducting research activities, the investigation and disciplinary procedures of misconduct in research are implemented under the XJTLU Policy on Research Integrity.

Students who wish to publish papers that do not involve XJTLU academic staff as co-authors must sign the 'Letter of Commitment for Students Conducting Research' and obtain the approval of the corresponding School, Academy or College before submitting the paper to a journal for publication.

The guidance and policy on XJTLU Research Integrity can be found on the Postgraduate Research page on e-Bridge [https://ebridge.xjtlu.edu.cn/urd/sits.urd/run/siw\\_lgn](https://ebridge.xjtlu.edu.cn/urd/sits.urd/run/siw_lgn)



## 3.6 INTELLECTUAL PROPERTY AND CONFIDENTIALITY

Research often gives rise to the creation of impactful Intellectual Property (IP) in the form of, but not limited to: patents; copyright; know-how; registered trademarks; registered designs; and unregistered designs. Doctoral students are encouraged to publish their research work in journals or via other media with the agreement of their supervisor and subject to the XJTLU Intellectual Property Policy of the University and any appropriate prior IP protection. Where a student is sponsored by a third party, the terms of that sponsorship may override ownership by the University and may require the student to assign IP to the sponsor.

During the course of your studies or research you may have access to confidential information belonging to the University or a third party. You must not use such confidential information other than in connection with your studies or research (and then only upon such terms and conditions as may have been agreed) and must not without the prior consent of the University or the third party to whom it belongs disclose such confidential information.

Doctoral students are also subject to the University of Liverpool Intellectual Property Policy as they are also registered students of the University of Liverpool. However, the XJTLU policy has precedence over the University of Liverpool policy.

The XJTLU Policy on Intellectual Property Rights can be found on the Postgraduate Research Page on [https://ebridge.xjtlu.edu.cn/urd/sits.urd/run/siw\\_lgn](https://ebridge.xjtlu.edu.cn/urd/sits.urd/run/siw_lgn). The UoL Intellectual Property Policy can be found at <https://www.liverpool.ac.uk/policy-centre/research/intellectualpropertypolicy/>

## 3.7 STUDENT FEEDBACK AND COMPLAINTS

### 3.7.1 STUDENT FEEDBACK

The University is committed to receiving and responding to student feedback in order to improve the quality of the student experience within the institution.

Feedback may be gathered in a variety of ways.

If your concern is about a specific module and the syllabus or the teaching, raise these issues in a constructive manner with your Module Leader. He or she is in the best place to respond to you about the feasibility of making a change. Another way to give feedback is the Module Questionnaire. Your module leader will provide you with the details on how to complete these questionnaires at the end of each semester. This questionnaire is an important way for the module leader and the academic units to consider the module and any improvements that could be made in the future. It is important that all students complete these questionnaires - a high response rate increases the validity of the feedback.

If you have other suggestions about your programme or about any aspect of your academic unit's academic environment, contact the Student Representatives on your Staff- Student Liaison



Committee in your department or centre.

Where the issue is more general in nature, and of interest to students in several departments, you should bring it to the attention of your Student Representatives on the Learning and Teaching Committee, Academic Board, or Student Experience Committee. These committees have student representatives as well as staff representatives from every department and centre, and from many support offices on campus. They meet regularly throughout the year, and are important committees to the University. The election of student representatives will normally be conducted at the beginning of each academic year. More information about student representatives, please email [CommitteeServices@xjtlu.edu.cn](mailto:CommitteeServices@xjtlu.edu.cn).

Finally, if your concern is about the quality of service provided by the support offices on campus, you should feel free to raise this to the attention of the leader of the service office.

### 3.7.2 COMPLAINTS

Complaints are best dealt with informally, by addressing them directly to the individual concerned or the person who has responsibility for the area concerned. For a complaint which is of a general rather than specific nature, it may be more appropriate to ask the relevant student representative to raise it at the Staff-Student Liaison Committee or other appropriate Committee or group. If you are dissatisfied with the responses, you should submit a written complaint to the Head of Academic Units or to the line manager or Vice President for Academic Affairs who will investigate the complaint.

You may seek advice from the Development Adviser (DA) for any uncertainty regarding whom to approach at this stage. If you are still dissatisfied with the outcome and wish to take the matter further, then you may use the official complaints procedure. You should refer the matter formally in writing to the relevant Vice President for further investigation and consideration.

## 04 STUDY SUPPORT AND RESOURCES

### 4.1 XJTLU ADVISING SYSTEM

#### 4.1.1 PROGRAMME DIRECTOR (PD) AND ACADEMIC ADVISER (AA)

The University implements a straightforward, institution-wide system for the provision of academic and career guidance and the monitoring of student performance.

The Programme Director is responsible for the development, organisation and leadership of the programme and for the academic experience of the students on that programme. Programme Directors ensure that appropriate and effective processes and procedures are in place, and students on the particular programme are provided with sufficient academic support.

You will also be assigned an Academic Adviser who will provide guidance and support for your academic and career development. The Academic Adviser will advise you on academic related matters such as selecting elective modules and planning for your postgraduate studies and career. If you encounter any academic challenges, you may reach out to your Academic Advisor for guidance and support. The contact information of your Academic Adviser can be found on e-Bridge.

#### 4.1.2 ACADEMY DIRECTOR OF POSTGRADUATE RESEARCH

Your academy at XJTLU appoints a director of PCR, who is normally a member of the academic staff. The director consults on new policies and activities that may affect postgraduate research students, and conveys feedback on issues raised by postgraduates that need to be addressed at the university level. Additionally, your Academy PCR Director ensures that your academy fulfils its responsibilities related to the skills training programme for students. Last but not least, he or she is able to mediate disputes between students and supervisors. You will be provided with the name and contact details of your Academy PCR Director during your Induction sessions.

#### 4.1.3 STUDENT DEVELOPMENT ADVISER (DA)

Student Development Adviser plays three main roles as ADVISER, FACILITATOR, and COORDINATOR. DA provides support and guidance to students who seek advice, or encounter difficulties or potential risks. At the Student Development Advice Centre (SDAC), we also strive to facilitate activities and coordinate resources, both internal and external, to help with students' personal growth.

If you face any challenges or issues related to your life or personal development, you can approach your Development Adviser. Taking into account your specific circumstances and the available campus resources, DA will offer necessary suggestions and assistance with respect and trust. It is important to note that DAs aim to create a supportive environment for student development and will not excessively interfere with your life.

You can find your DA's information on e-Bridge or contact the SDAC via [sda@xjtlu.edu.cn](mailto:sda@xjtlu.edu.cn).



## 4.2 XJTLU POSTGRADUATE SOCIETY

To promote a sense of community and facilitate the exchange of ideas among PGR students, the XJTLU PGR Society has been established under the guidance of the Graduate School. The Society shares news and arranges various social and academic events on a regular basis. These activities provide PGR students with opportunities to connect with the community and enrich their university experience. The Society is made up of an executive committee and regular members, all of whom are doctoral students.

If you would like to become a member, please scan the QR code provided below for registration. Membership is open to all current PGR students. We invite you to join the Society.



## 4.3 STUDENT ACADEMIC SERVICES AND SUPPORT

### 4.3.1 MODULE ENROLMENT AND TIMETABLE

The e-Bridge system maintains the information of your module enrolment, including compulsory modules required by your programme and the optional modules of your choice. Your personal timetable will be developed based on your finalised module list and published to you on e-Bridge before the start of each semester. You will also be enrolled onto your modules on XJTLU's Learning Mall Core, the online platform designed to support and enhance learning and teaching. You can access Learning Mall Core anytime, anywhere in order to stay up-to-date with your modules, communicate with teachers, view important learning resources, submit coursework assignments, and so on.

### 4.3.2 ACADEMIC RECORDS, TRANSCRIPTS AND CERTIFICATES

Your personal information and academic records during your study at XJTLU are recorded on the e-Bridge (<https://ebridge.xjtlu.edu.cn>), XJTLU's web-based student information system. You can access e-Bridge to check your module taking list, module marks, progression results, and others.

If you would like to obtain a stamped official Record of Study, you need to login to e-Bridge and complete the online request form on the Academic Records Page. A confirmation email will be sent to you once your request is submitted successfully. It usually takes five working days to process your request, and you will be notified via email once your documents are ready.

### 4.3.3 TEACHING ASSISTANTSHIPS

Teaching assistants (TAs) contribute to the learning and teaching environment at XJTLU by providing support to module leaders. Additionally, teaching assistantships provide an opportunity for you to gain teaching experience, which is an important aspect of your academic development.

For a new teaching assistant, you are required to attend the Teaching Assistant Training session during the first semester of your doctoral studies at XJTLU, and you should complete this mandatory training prior to teaching your first lesson. The TA training workshops are designed and delivered by the Educational Development Unit and aim to:

- enhance the quality of teaching that is provided by TAs;
- complement the supervision and coaching provided by Module Leaders to TAs;
- support the development of teaching and facilitation skills of graduate students at XJTLU.

The Teaching Assistant Policy can be accessed on [e-Bridge](#).

#### Teaching Assistant Management System (TAMS)

In the Teaching Assistant Management System (TAMS), you can access information about the latest TA vacancies across the University, apply for TA positions that you are interested in, view your TA work records, and track the hours. You may explore the Teaching Assistant Management System (TAMS) by clicking the link <https://ta.xjtlu.edu.cn/login>

### 4.3.4 POSTGRADUATE RESEARCH SYMPOSIUM

Postgraduate Research Symposium, organised by the XJTLU Graduate School, is an annual event that brings all our postgraduate students together to share their work, celebrate the research week, and learn about the breadth of scholarly endeavours taking place beyond the students' own areas of study. It provides opportunities for our Master's student and doctoral students to present their research to a degree-educated general public in other research areas, and to receive feedback on their presentations from senior academics and fellow research students.

The Symposium usually takes place every December. You are encouraged to participate in this activity, which will provide you with a social and networking opportunity where learning, feedback and information are freely exchanged between subject areas and departments, in a friendly and supportive environment.

Contact XJTLU Graduate School

Email: [pgsupport@xjtlu.edu.cn](mailto:pgsupport@xjtlu.edu.cn)

Office: Room 1117, 11th Floor, Central Building

Tel: +86 (0)512-81889001



### 4.3.5 POSTGRADUATE STUDENT CONFERENCE FUND

XJTLU provides all registered EdD students with conference funding of up to RMB 16,500 over the course of their thesis stage studies at XJTLU. The purpose of this fund is to support your academic experience, encourage the dissemination of research, and enhance XJTLU's research profile nationally and internationally.

Applications for the fund should be made through e-Bridge at least 30 days before the conference date and you must normally have submitted a paper or poster to the conference. Additionally, the conference should be at an appropriate level, and your affiliation with XJTLU should be recorded in the conference proceedings.

More details can be found in the Postgraduate Research Students' Conference Fund policy on the Postgraduate Research page on e-Bridge.

### 4.3.6 GRADUATION AND ALUMNI COMMUNITY

The University of Liverpool holds graduation ceremonies in July and December each year. You will be invited to the next graduation ceremony upon submission of your final thesis. You will be eligible to graduate if you have a confirmed award (including confirmation that any requested modifications have been made to your thesis) and you have submitted the final version of your thesis and relevant documentation to the UoL Library.

In addition, you and your guests will also be invited to attend a graduation ceremony at XJTLU in Suzhou upon the submission of your final thesis. Ceremony invitation will be sent to you by the XJTLU Graduation Team.

Further details about rules and processes for graduation ceremonies are available at <https://www.liverpool.ac.uk/graduation/> and [www.xjtlu.edu.cn/graduation](http://www.xjtlu.edu.cn/graduation)

The Postgraduate Support Team at XJTLU Graduate School will also be in touch with you regarding the "leaving procedure" to ensure that all offices have been properly informed and that university property has been returned. Please note that the University reserves the right to withhold your degree certificate and other official documentation until the leaving procedure is completed.

As an alumnus of XJTLU and the UoL, we hope you are proud of what you have achieved and will wish to stay in contact with us. The Alumni Office will keep you informed of new developments at XJTLU and UoL, as well as networking opportunities.

## 4.4 STUDENT PASTORAL SERVICES AND SUPPORT

### 4.4.1 ONE-STOP STUDENT SERVICE

Your first source for help and support in your pastoral life at XJTLU should be the One-Stop Service Centre. The service centre provides consultancy and support to all students and facilitates communication between students and the University. Services include:

Applications: Insurance, student booklet and replacement of student ID card.

Consultancy: If you are confused or in difficulties, please contact us. We can give you initial assistance and refer you to appropriate specialist teams if necessary.

Email: [onestop@xjtlu.edu.cn](mailto:onestop@xjtlu.edu.cn) (SIP)

Tel: +86 (0)512-88161854 (SIP)

Email: [studentonestop.tc@xjtlu.edu.cn](mailto:studentonestop.tc@xjtlu.edu.cn) (Taicang)

Tel: +86 (0)512-88970501 (Taicang)

### 4.4.2 COUNSELLING SERVICE

The Student Counselling Centre (SCC) employs a team of qualified mental health counsellors to work collaboratively across the university to provide care, support and education to individuals who are experiencing some level of distress in their lives. SCC can help you deal with personal issues, relationship difficulties, and other psychological problems through individual counselling, group counselling, family counselling, psychological workshops, lectures, student activities, etc.

Website: <https://counselling.xjtlu.edu.cn/>

Email: [counsellingservice@xjtlu.edu.cn](mailto:counsellingservice@xjtlu.edu.cn) (SIP)

Tel: +86 (0)512-88161815 (SIP)

Email: [counselling.TC@xjtlu.edu.cn](mailto:counselling.TC@xjtlu.edu.cn) (Taicang)

Tel: +86 (0)512-8916 7611 (Taicang)

### 4.4.3 STUDENT CLUB SUPPORT

Student clubs and activities are an integral part of students' university experience. The Student Club Support team aims to provide service, support and guidance for the development of student clubs and activities so as to create a learning community for students' comprehensive development.

Email: [scs@xjtlu.edu.cn](mailto:scs@xjtlu.edu.cn)

Tel: +86 (0)512-88166521



## 4.5 CAREERS SUPPORT

Just as you need to work towards good grades in your studies, it's essential to put effort into planning your career in order to land the opportunities that are right for you. As the job search process can be stressful or overwhelming at times, be sure to find time for yourself, and get support when you need it. Career Centre is here to help you through every step.

### Online Career Evaluation Test (in Chinese only)

Learn about your interests, skills, values, and personality traits.

Easy access and understand yourself no matter where you are at <https://xjtlu.careersky.cn/jixun/Account/signIn> with initial account your student ID and password xjtlui23456.

### One-to-one Career Consultation

Career counselors are available to meet individually with students through every step in their career exploration, and internship and job searches. Through partnering with career counselors, you benefit from personalised guidance on setting and maintaining career goals, gaining self and industry awareness, building career networks, and making informed and fulfilling career choices. Make an appointment at <http://careers.xjtlu.edu.cn/>.

### Jobs and Internships

Career Centre offers unique opportunities to help you explore your career interests and develop professional skills. Access the CCS (Career Centre System) database to search job and internship listing at <http://careers.xjtlu.edu.cn/>

### Special Events and Workshops

Career Centre hosts both large-scale events such as job fairs, industry showcases, and networking events, as well as smaller workshops on career development topics like CV writing, job and internship searching. You can find all the information at <http://careers.xjtlu.edu.cn/>

Contact the Career Centre

Email: [careers@xjtlu.edu.cn](mailto:careers@xjtlu.edu.cn)

Office: Room G57E, G floor, Central Building

Tel: +86 (0)512-81888308

## 4.6 INTERNATIONAL STUDENT SUPPORT

The engagement team in XJTLU Global carries the mission to enrich the experience of non-local students at XJTLU by providing them with services and support, including but not limited to:

- General inquiries
- Insurance reimbursement
- Introduction programme
- Student finance advice, payment and refund
- Visa/residence permit application and renewal
- Student organisations and activities

Email: [global@xjtlu.edu.cn](mailto:global@xjtlu.edu.cn) (SIP), [global.tc@xjtlu.edu.cn](mailto:global.tc@xjtlu.edu.cn) (Taicang)

Office: 116E, 1st Floor, Central Building

Tel: +86 (0)512-81888316 (SIP); +86 (0)512-89167657 (Taicang)

(All enquiries will be dealt with in a sensitive and confidential manner.)

# XJTLU



## 4.7 LANGUAGE AND ACADEMIC SKILL SUPPORT

### 4.7.1 ENGLISH LANGUAGE SUPPORT

The School of Languages (SoL) offers a range of support for EdD students, with this support being split into two distinct strands. The first strand occurs during the teaching phase of the EdD programme (typically Y1-3). This support - known as PCT - includes workshops on critical skills required to complete Master's-level work, including reading comprehension, structuring research proposals, creating citations and references, and utilising spoken language in a classroom setting. In addition, a range of bespoke and student-centred tutorials and consultations are provided for doctoral students to discuss specific issues relating to their studies. The second strand occurs during the thesis stage of the EdD programme (typically Y4 onwards). This support - known as PCR - includes the following.

For students in the thesis stage, the SoL PCR Support team offers courses (i.e. 'Critical Thinking for Postgraduate Researchers' and 'Thesis Writing'), workshop series (e.g. 'Preparing for Academic Conferences'), and workshops (e.g. 'How to Apply for Research Ethics Approval'), designed to enhance the communication and academic skills needed to be successful as doctoral students and members of the academic community. Meanwhile, SoL PCR Support lecturers offer one-to-one consultations and mock vivas by appointment for individualised English language and academic skills support. Consultations are aimed at supporting students' individual needs and development, and can include assistance with reviewing thesis chapters, journal article submissions, preparing for conference presentations, etc.

### 4.7.2 MODERN LANGUAGES SUPPORT

The Modern Languages Centre offers Chinese, Spanish and Japanese language modules.

According to the government instruction from the Chinese Ministry of Education, Ministry of Foreign Affairs and Ministry of Public Safety - Policy 42 and Policy 50 regarding the recruiting and cultivating of international students, it would be compulsory for international doctoral students to achieve a level equivalent to HSK3 (Chinese Proficiency Test Level 3) when graduating.

Tailored for beginners and elementary learners, CLT401 and 402 are designed to help international students develop their Chinese communication skills and adapt to life in China. Chinese language modules above HSK3 level and Spanish and Japanese language modules are available via the University Extended Study Scheme (ESS).

## 4.8 LIBRARY RESOURCES

XJTLU Library plays the role of Research Support and Learning Centre in XJTLU by following the latest development trends of other top university libraries around the world. It provides various high-quality resources and services for all students and staff.

### Library Collection

Currently, XJTLU Library holds over 720,000 print books, 320 different titles of domestic magazines and periodicals, more than 127 titles of imported magazines and periodicals and 31 kinds of newspapers. You can log into the Library's Online Catalogue (<https://opac.xjtlu.edu.cn>) with your XJTLU account to check your current holdings, reserve or renew a book, or suggest a purchase.

You can also use Discover, a one-stop searching platform on the library website (<https://lib.xjtlu.edu.cn>), to search the Library's entire collection including e-journals, e-books, cataloguing records, reports, theses, dissertations and a wide range of digital content available through the Library. When using the Library's resources, you should always comply with copyright and fair use terms (<https://libguides.lib.xjtlu.edu.cn/copyright>) in order to avoid any violations.

As a doctoral student, you are authorized to access University of Liverpool Library e-resources. Please refer to <https://libguides.liverpool.ac.uk/library/> for more details. If you have any questions regarding access, please refer to <https://libanswers.lib.xjtlu.edu.cn/faq/207537>

### Library Workshops & Reference Service

The Library organizes information literacy workshops throughout the academic years to help you make better use of library resources and services. Workshops covering EndNote, Discover, databases, etc. are provided regularly. Further details on the library instruction schedule can be found via the Library Workshops quick link within the Learning & Research Service section on the library website (<https://lib.xjtlu.edu.cn>).

Subject librarians ([https://lib.xjtlu.edu.cn/About/Find\\_a\\_Liaison\\_Librarian](https://lib.xjtlu.edu.cn/About/Find_a_Liaison_Librarian)) offer various discipline-specific information and research support services via different channels and platforms. Subject Guides, recommending resources for your disciplines, are available online at <https://libguides.lib.xjtlu.edu.cn/>. If you have any questions relating to library resources and services, you may search our FAQ pool, start an online chat, submit a ticket, or book a Library Appointment (<https://libanswers.lib.xjtlu.edu.cn/>).

### Past Exam Papers

The University wishes to ensure that all students have equal access to past examination papers. Past final and resit examination papers from the previous three years, where possible, will be provided to you as a study aid only. Please be aware that assessments will vary from year to year, and assessments set in a specific year may not be relevant to current modules. The University bears the copyright of all the examination papers. You are not permitted to modify, distribute, publish, transmit or create derivative works of any material found within the database for any public or commercial purposes. Those past exam papers are available at <https://etd.xjtlu.edu.cn/>.



### Research Support

A series of services are provided to facilitate the research process of XJTU researchers, including:

**Research Metrics and Impact:** The Library provides data and advice to help researchers use appropriate metrics at different levels (author, journal, and institution) to evaluate and showcase their research impact. Databases including Web of Science (SCIE, SSCI, AHCI, CPCI), Scopus, EI Compendex, and Derwent Innovation Index are provided.

**Researcher Academy @ XJTU Library:** The theme project, provided in the form of research seminar and workshop every semester, aims to guide researchers, especially early-career researchers through different phases of the research cycle, from research preparation to publishing and disseminating research, introducing various related research and scholarly communication topics.

For more information, you may refer to the Scholarly Communication & Research Support Guide ([https://libguides.lib.xjtlu.edu.cn/sch\\_commun](https://libguides.lib.xjtlu.edu.cn/sch_commun)).

## 4.9 CAMPUS SERVICES

The Campus Management Office aims to provide high-quality and efficient logistic service, supporting staff and students’ teaching, learning, research and other activities on campus.

- **Campus Merchant:** Provide various catering services, including canteens, western-style food, café, convenience store, etc., and support relative facilities like smart take-away cabinets and vending machines.
- **Cleaning Service:** Campus indoor and outdoor environment cleaning service.
- **Security Service:** Building security and campus patrol, traffic management, vehicle management, etc.
- **Shuttle Bus Reservation (Taicang-SIP/SIP-Taicang):** Shuttle bus service is provided to support teachers and students’ traveling between SIP and Taicang campuses.

### Contact CMO Campus Service Centre

CMO Campus Service Centre is a service window to all staff and students, offering various campus services, including public space management, facility management, event support, lost and found, etc. The detailed information is as follows:

CAMPUS	CENTRE	LOCATION	CONTACT	SERVICE SCOPE
SIP	Campus Service Centre (SIP North 1)	Central Building CB-115	+86 (0)512- 88161060 (24h) +86 (0)512-88161066	Foundation Building & Central Building
	Campus Service Centre (SIP North 2)	Mathematics Building MA101	+86 (0)512-88161061 +86 (0)512-88161064	Science Building & Mathematics Building & Engineering Building & Public Building
	Campus Service Centre (SIP South)	Humanity & Social Science Building HSC20	+86 (0)512-81888362 +86 (0)512-81888368	South Campus
Taicang	Campus Service Centre (Taicang )	D Building D1008	+86 (0)512-88970793 (24h) +86 (0)512-88970792	Taicang Campus

Email: cmo@xjtlu.edu.cn (SIP) / cmo.tc@xjtlu.edu.cn (Taicang)

Tel: +86 (0)512-88161071(SIP) / +86 (0)512-88970509 (Taicang)

Office: CB-1029, central building (SIP) / H1011 Service counter 9 (Taicang)

## 4.10 INFORMATION TECHNOLOGY (IT) SERVICES

The Management Information Technology and System Office (MITS) provides IT support and services for learning, teaching, research and staff offices. Areas of expertise include IT Network/Intelligence Facility, Application Development, Data Management, Data Center/Maintenance, Helpdesk services, Education and research support. Students should abide by all MITS related rules and regulations. For more information about our support and services, please visit <https://esupport.xjtlu.edu.cn/>.

### IT Service Centre

The IT Service Centre is the central hub that connects all IT services on campus. Students can submit all IT requests here: <https://esupport.xjtlu.edu.cn/ticket/create/step1>

Email: IT@xjtlu.edu.cn (SIP) / IT.TC@xjtlu.edu.cn (Taicang)

Tel: +86 (0)512-88161250 (SIP) / +86 (0)512-88970505 (Taicang)

Office: CB-956A, 9th floor, Central Building, SIP / Service Centre 1st floor, H Building, Taicang

Office hours: 9 a.m. -12 p.m. , 1 p.m. -5 p.m. on weekdays



## Software Installation

Location: 4th floor, Library, Central Building, SIP / Service Centre 1st floor, H Building, Taicang

Office hours: 9 a.m. – 5 p.m., 6 p.m. – 9 p.m. on weekdays, 9 a.m. – 5 p.m. on weekends (SIP) / 9 a.m.-12 p.m., 1 p.m. -5 p.m. on weekdays (Taicang)

\*Only available on teaching weeks.

IT Service Centre WeChat:

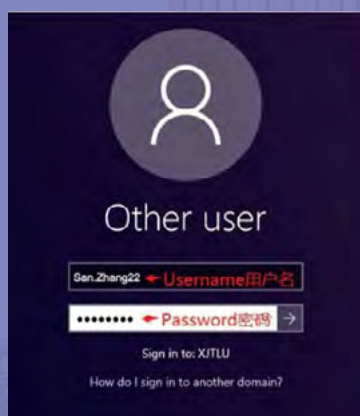


## XJTLU Account

Each student has a unique account. After activation, the account can be used to log into like the campus computer, Wi-Fi, Email, Box Cloud Storage (XJTLU Box), library system and any other campus IT system. The login account is your username (e.g. San.Zhang22). For links and to learn more about these systems, please click here: <https://guide.xjtlu.edu.cn/>

### Logging into a Campus Computer

Press the Space bar to make the login window appear. Input your username and password and press Enter to login.



## To Update the XJTLU Account Password

Log in <https://sso.xjtlu.edu.cn> > Click “Password” tab > Input your old password, new password and confirm the new password > Click “OK”.

\*Passwords expire every 360 days.

## Forgot Password

Open <https://sso.xjtlu.edu.cn>, and click on the link “Forgot Password” on the login window. Follow the procedures to reset the password.

## Email

Each student will also be assigned an XJTLU email address. The student email address is Firstname.Lastname22@student.xjtlu.edu.cn. The mailbox capacity is 5GB. The attachment size limit is 30MB. Emails can be managed via Outlook web access at <https://mail.xjtlu.edu.cn>. (When logging into the webmail use only the username, e.g. “Firstname.Lastname22”, not the full email address.). **Email is the official means of communication channel between students and the university, so please ensure you check your email box regularly in order not to miss any important message.**

As an off-site doctoral student registered for a degree at the University of Liverpool, you will also be assigned a UoL email address. You can check your UoL email account via the Digital University which can be accessed anywhere with an internet connection by entering <https://student.liv.ac.uk/> to your browser. It is highly recommended that you set up an automatic email forwarding rule in your UoL email account, to forward all incoming emails to your XJTLU email address. This will avoid missing any important emails for you.

## XJTLU ID card

Every doctoral student is given an XJTLU ID card. This card shows your name, photograph and XJTLU ID number, and is used as identification on campus. You can use it to access self-service printing system access, borrow books from the library and open office/lab doors. These smartcards can be used to store credit and used to pay for bus/subway journeys in Suzhou.

## Wi-Fi (Wireless Network)

To connect to the University's free Wi-Fi network for the first time, connect the campus wireless SSID (XJTLU) in device, and open any webpage by browser. An authentication page will automatically pop up, where you can login by username and password. (Wireless Device Limit: 5)

For more details, please visit: <https://esupport.xjtlu.edu.cn/faq/150>

## Printing

MITS provides public self-service printing. You may submit your print jobs from any campus PCs, webpage (intranet only) or email. Once a print job has been submitted, you can get printing by swiping ID card on any campus public self-service printers. For more details, please visit:

<https://guide.xjtlu.edu.cn/ss-print/student/>



## XJTLU BOX

Cloud Storage 'XJTLU BOX' (<https://box.xjtlu.edu.cn>) provides XJTLU students with a convenient way to access and store files on and off campus. Students have a 100GB storage capacity on XJTLU BOX. For more details, please visit: <https://guide.xjtlu.edu.cn/box/student/>

## COMPUTER LABS

- The computers in the labs are preinstalled with Microsoft Windows or macOS and various software, and students could log in with XJTLU accounts.
- All computers connect to the network with free internet access.
- Computer labs are open from 8:00 to 22:00 every day during teaching weeks. Only limited labs will be available during the holidays.
- MITS Office cleans up personal belongings from 8:00 to 8:30 every day during teaching weeks.
- Students may freely access labs unless there are classes, maintenance, or scheduled events.

# 4.11 HEALTH AND SAFETY

The University aims to provide a safe environment in which to work and study, but it can only do so with your help.

## PUBLIC SECURITY TIPS

- Act in accordance with Laws and Government Regulations and Obey campus health and safety instructions. For more details, please refer to the Guidance on Student Code of Conduct and Discipline.
- Report accidents, incidents, near misses, dangerous conditions, and damage to property to the health and safety representative in your academy or your development adviser.
- Take reasonable care for the health and safety of yourself and those around you. Be responsible for your own personal safety by learning about and controlling hazards associated with your work and life and by complying with safety and health requirements.
- If the situation is severe or personal safety is threatened, please call 110 for help immediately.

## Be careful of frauds

Please think twice at any time when you want to transfer money.

- Do not give your mobile phone, cash or bank cards to strangers. When you receive a message from WeChat, QQ and other social software, you must confirm the identity of the recipient through real-time video, face-to-face or other methods.
- Be careful of any stranger approaching you pretending to be teachers, student unions, student associations, or seniors via chatting, selling or training for fraud.
- Please choose the qualified platform for shopping online. If you receive a call involving a refund or compensation, please keep careful and confirm the information on the related platform. Do not reveal your private information and not open attached text links. Make a refund or compensation operation in the official APP.
- Be aware of high-profit temptation, refuse illegal fund-raising, and stay away from all kinds of illegal money lending and campus loans.
- Once you have been cheated, you should keep the evidence and report it to the police by calling 110 immediately.

Please pay close attention to the National Anti-Fraud Centre and Suzhou Anti-Fraud Centre.



## Beware of theft

- Establish a correct view of money and consumption. Don't carry large amounts of cash with you upon your arrival. Please be careful when you set up your bank card PIN number.
- Take good care of your personal belongings. All students must look after and carry your own valuables and don't leave items in public areas to avoid unnecessary losses.
- Please park bikes, e-bikes, and other vehicles in designated areas and lock them when you leave.

## PUBLIC HEALTH TIPS

If an infectious disease is diagnosed, such as chicken pox or tuberculosis, please report it to your Development Adviser or Health and Safety Affairs Office. Do not conceal the disease. Refer to XJTLU Regulation on the Prevention and Handling of Infectious Diseases.

The University provides pre-hospital care services and free first-aid kits to our students. The pre-hospital care service includes basic wound-healing, sterilizing and dressing for general trauma. The on-site first aid and preliminary treatment of accidental injuries is available in:




CAMPUS	LOCATION	TIME
SIP	FB-G59	Working days on Monday and Thursday, 9 a.m. – 12 p.m.
Taicang	G-1019	Working days on Monday and Thursday, 9 a.m. – 12 p.m.

At other times during normal working hours, please contact SIP campus (Ms.Jin, +86 0512- 81884630) and TC campus (Ms.Liu, +86 0512-88970524) for help. For emergencies, please call 120.

First-aid kits are available in labs, all Campus Service Centres, Academic Units, Secretary Offices, and the Health and Safety Affairs Office. The University also provides first-aid equipment such as cervical collars, head holders, stretchers and wheelchairs for public use on campus.

PUBLIC SECURITY TIPS

CAMPUS	MEDICAL RESOURCE	NAME	ADDRESS	CONTACT
SIP	Hospital around campus	Suzhou Dushu Lake Hospital	9 Chongwen Road, SIP, Suzhou	+86 (0)512-67505200 
	Vaccination clinic around campus	Moon Harbour Community Health Station	4F, 198 Qiyue Street, SIP, Suzhou,	+86 (0)512-62730741
	AIDS free consultation testing clinic	Suzhou SIP CDC	7F, Block A, 200 Suhong West Road, SIP, Suzhou, (Public Health Centre)	+86 (0)512-67614233
Taicang	Hospital around campus	Taicang First People's Hospital	58 Changsheng South Road, Taicang	+86 (0)512-53101356

If you have any problems or questions about health and safety, please contact the Health and Safety Affairs Office.

Health and Safety Affairs Office

Email: [HSAO@xjtlu.edu.cn](mailto:HSAO@xjtlu.edu.cn) (SIP) / [HSAO.TC@xjtlu.edu.cn](mailto:HSAO.TC@xjtlu.edu.cn) (Taicang)

Tel: +86 (0)512-88161005 (SIP) / +86 (0)512-88970523 (Taicang)

Office: Room CB-1103 (SIP) / Room C-1009 (Taicang)

05 UNIVERSITY POLICIES AND REGULATIONS

Please log-on to e-Bridge to download the e-versions.  
<https://ebridge.xjtlu.edu.cn>

1.Student Charter	10.Mitigating Circumstances Policy
2.XJTLU Regulations on Student Administration	11.Policy on Suspension of Studies
3.Policy on Student Conduct and Discipline	12.XJTLU International Student Visa Policy
4.Policy on Student Attendance and Engagement	13.Policy for Students with Disabilities
5.Student Fees Policy	14.General Guidelines on Student Representation on University Committees
6.XJTLU Operational Guideline for Doctor of Education (EdD) Programme	15.Students Complaints Procedure
7.Teaching Assistant Policy	16.University of Liverpool Postgraduate Research Code of Practice
8.Academic Integrity Policy	
9.Guidance for Showing Examination Scripts to Students as Part of Feedback	



# 06 CONTACT US

## ADMINISTRATIVE UNITS

UNITS	PHONE*	EMAIL
Career Centre	81888308	Careers@xjtlu.edu.cn
Counselling Service	88161815	Counsellingservice@xjtlu.edu.cn
Health and Safety Affairs	88161005 (SIP) 88970523 (Taicang)	HSAO@xjtlu.edu.cn (SIP) HSAO.TC@xjtlu.edu.cn (Taicang)
IT Service Centre	88161250	IT@xjtlu.edu.cn
Library	88161290 (SIP) 88970716 (Taicang)	Library-service@xjtlu.edu.cn
One-Stop Student Service Centre	88161854 (SIP) 88970501 (Taicang)	Onestop@xjtlu.edu.cn Studentonestop.tc@xjtlu.edu.cn (Taicang)
Pre-hospital Care Room	81884630 (SIP) 88970524 (Taicang)	HSAO@xjtlu.edu.cn (SIP) HSAO.TC@xjtlu.edu.cn (Taicang)
Registry Office	88161230 (SIP) 88970508 (Taicang)	Academicsservices@xjtlu.edu.cn (SIP) Registry.TC@xjtlu.edu.cn (Taicang)
Student Club Support Centre	88183297	SCS@xjtlu.edu.cn
XJTLU Global	81884746 (SIP) 81880406 (Taicang)	Global@xjtlu.edu.cn (SIP) Global.tc@xjtlu.edu.cn (Taicang)
XJTLU Graduate School	81889001	PGsupport@xjtlu.edu.cn
XJTLU Police Room	81888377 (SIP)	Campus.Police@xjtlu.edu.cn (SIP)

\* Country Code: +86; City Code: 0512

## ACADEMIC UNITS

UNITS	EMAIL
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International Business School Suzhou	IBSS@xjtlu.edu.cn
School of Advanced Technology	SAT@xjtlu.edu.cn
School of AI and Advanced Computing (Taicang)	AIAC@xjtlu.edu.cn
School of CHIPS (Taicang)	CHIPS@xjtlu.edu.cn
School of Cultural Technology (Taicang)	SCT.Research@xjtlu.edu.cn
School of Film and TV Arts	SOFTA@xjtlu.edu.cn
School of Humanities and Social Sciences	HSS@xjtlu.edu.cn
School of Intelligent Finance and Business (Taicang)	IFB@xjtlu.edu.cn
School of Intelligent Manufacturing Ecosystem (Taicang)	IME@xjtlu.edu.cn
School of Internet of Things (Taicang)	IOT@xjtlu.edu.cn
School of Languages	LC2@xjtlu.edu.cn
School of Mathematical Sciences and Physics	MS@xjtlu.edu.cn
School of Robotics (Taicang)	IRE@xjtlu.edu.cn
School of Science	Science@xjtlu.edu.cn
XJTLU-JITRI Academy of Industrial Technology	JITRI@xjtlu.edu.cn
XJTLU Wisdom Lake Academy of Pharmacy	Pharmacy@xjtlu.edu.cn



# 07 CAMPUS MAP

## SIP CAMPUS MAP



## TAICANG CAMPUS MAP

