

FAQs – Contents

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New User Checklist

What are the distance learning minimum technical specifications?

As an online programme you will be accessing a range of tools via the internet. Some basic requirements are required in order to be able to complete the modules. You will need to have access to a computer with the following minimum technical specification and accessories:

For Windows and Mac

- **Operating System:** Windows 10, Mac OS 10.11 (El Capitan) or higher
- **Processor:** Intel i3 or equivalent; 2GHz or higher
- **Hard Drive:** 80 GB or greater
- **Memory:** 2 GB of RAM or higher, 4GB preferred, depending on the OS
- **Internet Connection:** Broadband internet connection. Note: If you are using a mobile internet provider, you may experience timeouts, IP address issues, session problems, or course mail issues caused by latency. You may also incur additional costs if you go over your mobile data allowance.
- **Browser:** Firefox, Google Chrome. To verify that your browser has all required plugins, use Blackboard's Browser Checker.
- **Software:** Mozilla Firefox or Google Chrome, Microsoft Office 2016, 2019 or Office 365, up-to-date Adobe Acrobat Reader* (Adobe products are available via a free download).
- **Graphics and Sound:** Capable of viewing video/audio over the internet (try YouTube with your machine to see if you can play and hear a video).
- **Webcam/Microphone:** Camera enabled device or separate webcam. Microphone enabled device or separate microphone
- **Blackboard Mobile App Requirements:** Device OS iOS 11+ Android 5+

If you do not have the minimum specification outlined above or would like to ask a question about the technical requirements of joining our courses, please contact Computing Services Department on 0151 794 4567 or email servicedesk@liverpool.ac.uk and let them know what equipment you have, as there may be free* updates that can be applied to your computer to help make it compatible with our learning systems.

What links and software will I need to download?

The following links should ideally be referenced, and software installed before embarking on your distance learning module:

Adobe Flash: <http://get.adobe.com/flashplayer/>

Required to access some site-based multimedia resources.

Adobe PDF Viewer: <http://get.adobe.com/uk/reader/?promoid=BUIGO>

Required to access PDF resources.

Adobe Connect: The Adobe Connect app will be used for Journal Clubs and can be installed via the following links:

For **Windows** users: <http://www.adobe.com/go/Connectsetup>

For **MAC** users: <http://www.adobe.com/go/ConnectSetupMac>

Once the Adobe Connect app has installed, open the icon from your desktop.

Documentation: Microsoft Office; Word, PowerPoint, Excel, are required to access resources. You will also need to be able to view PDFs, JPG images and .mov/MP4 video files.

Email system: Mozilla Firefox, Google Chrome or Internet Explorer are required to access the web-based email system.

Links: If resources are hosted outside of the University of Liverpool we must remind you that we are not responsible for content hosted on external servers and ask that if content or links are no longer active or if the content has changed, that you inform us as soon as possible so that we can work on a fix.

*Free at time of collation, updates are available from Microsoft and or Adobe and are applicable to PC based systems. E&OE.

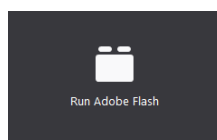
How do I install Adobe Flash in my browser?

Some of the online lectures currently require “Adobe Flash”. Adobe Flash will be unavailable after December 2020 and is currently unavailable in Google Chrome. Newer installs of Mozilla will need Flash installed as an additional plugin as this is no longer an automatic feature – please see guidance notes below.

Guidance notes for installing Adobe Flash in Mozilla

To check whether you have Adobe Flash or to download it click the following link and follow the on screen instructions from Adobe: <https://helpx.adobe.com/uk/flash-player.html>

1. Once Adobe Flash is installed open Firefox, click the menu button ☰ from the top right-hand corner
2. Select ‘Add-ons’ from the menu
3. Select Plugins from the left-hand menu
4. Click the ⋮ symbol on Shockwave Flash, and ensure that ‘ask to activate is selected’
5. When opening a file requiring flash the following will appear in your browser



Click on Run Adobe Flash

6. Click Allow when the warning below appears. Please remember to only do this on vital.liv.ac.uk sites

Who Should I Contact?

Who should I contact with a query about assessment?

For any questions regarding assessments please contact the Assessment Administrator on vpusupport@liv.ac.uk or phone 0151 7946165. These questions can be anything from uploading files, late submissions, journal clubs, discussion boards, etc.

You also have access to the University's [KnowHow](#) site which offers a range of interactive workshops and online resources designed to help you succeed in your academic studies and improve your general wellbeing.

Who should I contact with a technical issues or issues regarding the teaching and learning materials on the module?

If you have any technical queries e.g. broken links, lectures not playing etc, please contact vpusupport@liv.ac.uk or phone 0151 794958.

If you require any academic support with the teaching and learning materials please contact the Senior Administrator/Academic Support Team on 0151 7956299 or email vpumod@liv.ac.uk or alternatively get in touch with your Module Coordinator whose email you can access via the 'Introduction to Staff' link on the left hand module menu.

Who should I contact with a question about enrolling in my next module or workshop?

For any module enrolment questions or queries or workshop details please contact the VPU Office on 0151 794 6016 or email vpuoffice@liv.ac.uk

How can I find out more about the staff involved in my module?

There are short bios available on all the staff involved in your module in the "Introduction to staff" section within the left-hand side menu.

Who should I contact for guidance and support regarding a disability, medical condition or specific learning difficulty e.g. dyslexia?

Please visit the 'Student Handbook' tab on the left-hand module menu for guidance and support regarding a disability, medical condition or specific learning difficulty e.g. dyslexia.

Assessment Queries

When are my assignments due?

If you click on the 'Assessment Summary' tab from the left-hand menu, you will find a table containing all the assessments required and dates due. You can also find this information by reading through the delegate guidelines on the "Module Introduction" section of your module. There are also further instructions on due dates within the assessment instruction pages.

What happens if I submit an assessment late or I need to request extenuating circumstances?

Please visit the 'Extensions, Extenuating Circumstances & Deferrals' tab on the left-hand module menu for further information.

Where can I find my assessment grades and feedback?

Grades and feedback can be found in the "My Grades" section of the module in VITAL.

Why has the grading column for a submitted assessment disappeared in 'My Grades'?

Sometimes assessors will hide the grade column whilst they are marking all the submissions. If your grade column does disappear then please check back at a later date as it will reappear again once the marks have been released.

What is the pass mark for the module?

Please visit the 'Assessment Regulations' tab on the left-hand module menu for further information around the pass mark for the module.

Where can I find more information on how to reference my work properly?

Click [here](#) for a copy of the Harvard (Cite them Right) referencing guide. Further information around referencing as well as guides on using Harvard (Cite them Right) in referencing platforms can be found on the [library website](#).

Where can I find further information around academic integrity (plagiarism)?

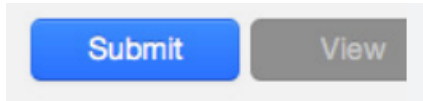
Please visit the 'Student Handbook' tab on the left-hand module menu for further information around academic integrity.

Submitting Your Work in Turnitin

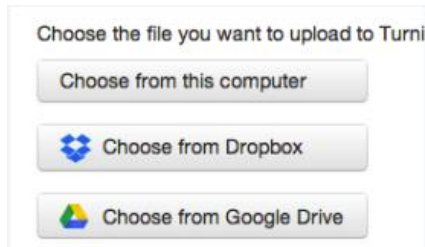
Detailed user guides for Turnitin can be found in the guide [attached here](#). We have also included some brief instructions below.

How do I upload my case report/work in Turnitin?

1. After following the submission link in the case instructions page, click on the 'Submit' button to the right of the assignment name

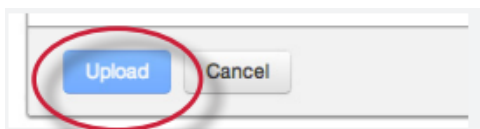


2. Enter a title for the submission
3. Once the requirements for single file upload have been reviewed, students have a choice to upload a file from:
 - the computer
 - Dropbox
 - or Google Drive

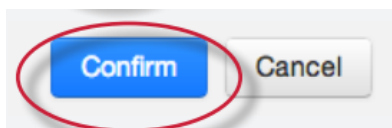


Click one of the submission buttons and then select the file you would like to upload

4. Click 'Upload' to upload the file



5. Review the preview panel. Click the 'Confirm' button to upload the file to the assignment



6. After the submission is complete a digital receipt is displayed on screen. A copy is also sent via e-mail to your UoL email address. Save the receipt and the submission ID, as this is proof of a completed submission.

Can I submit a draft copy of my work in Turnitin to check my originality report/score?

You may submit numerous draft submissions prior to the due date in order to check your originality report/score, before you submit the final version for assessment purposes. Click [here](#) for further information.

VIDEO: You can also access an online video tutorial [here](#).

Accessing Your Feedback

How do I access my feedback in Turnitin?

VIDEO: Click [here](#) for an online video tutorial on how to access your feedback in Turnitin. Alternatively follow the steps below.

1. Click 'My Grades' from the left-hand menu

Here you will find your grades for the case/essay submission along with the grade allocated for the peer review. To view your individual feedback for the case/essay submission in Turnitin, follow the steps below:

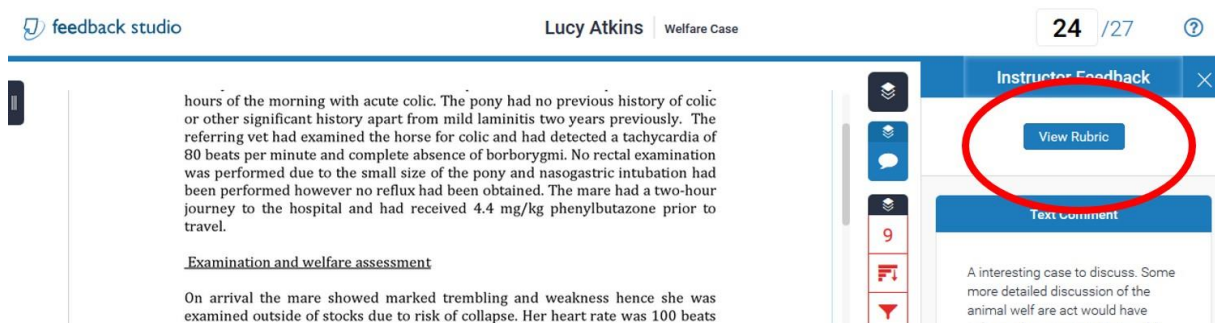
2. Click onto the title of your assignment e.g. 'Case Report 1'
3. Click on your paper
4. Once your paper has opened in Turnitin, you can select to view the originality report by clicking the icons in red from the toolbar. Here you can view your originality score along with the match overview down the right-hand side of the page - SEE BELOW. **It is your responsibility to highlight any potential issues arising from this score, particularly if you believe that there is a specific reason for the high score. In general scores above 25% will be critically examined.**

The screenshot shows the Turnitin Feedback Studio interface. On the left, a document titled 'Welfare Case' is open, showing text about the Five Freedoms of Animals. A red arrow points from the document text to the toolbar. The toolbar contains several icons, including a red one with the number '9'. On the right, a 'Match Overview' panel displays a 9% originality score and a list of four matches from internet sources with their respective percentages (3%, 2%, 2%, and 1%).

5. To view your feedback, click the blue speech bubble icon from the toolbar and you will see little speech bubbles appear throughout your report - if you click on these bubbles the comments will appear. Any general comments will appear in the column down the right-hand side of the page - SEE IMAGE BELOW

The screenshot shows the Turnitin Feedback Studio interface with the 'Instructor Feedback' panel open on the right. A red arrow points from the document text to the toolbar. The toolbar contains several icons, including a blue speech bubble icon. The 'Instructor Feedback' panel shows a 'View Rubric' button and a 'Text Comment' section. A red circle highlights the 'Text Comment' section, which contains a comment: 'A interesting case to discuss. Some more detailed discussion of the animal welf are act would have enhanced your report. Try to add more detail to your discussion of other cases.'

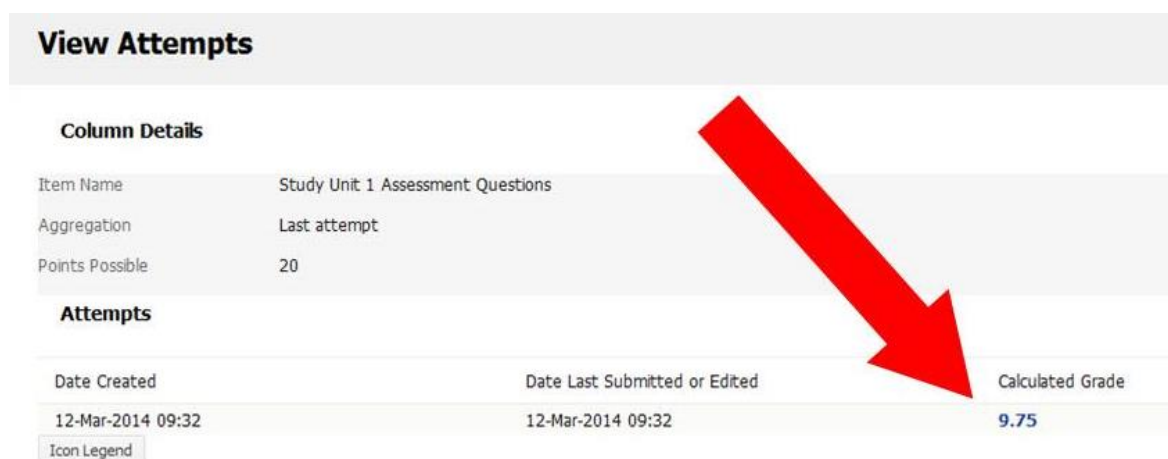
- To view your breakdown of marks in the grading rubrics, click 'View Rubric' - SEE IMAGE BELOW



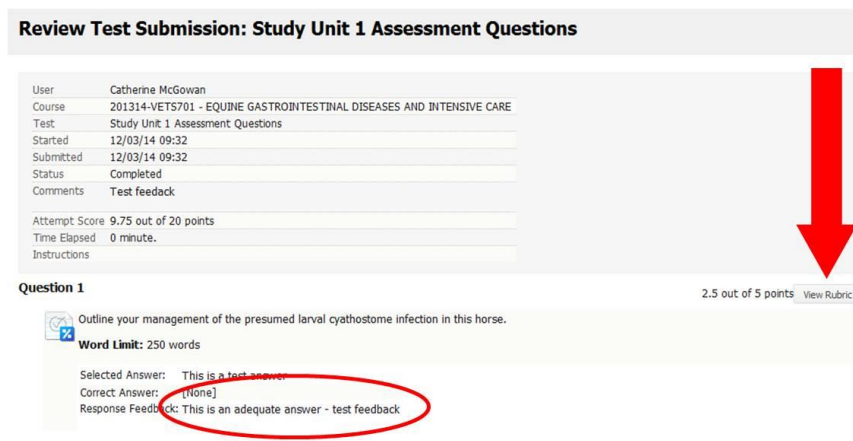
How do I access my feedback for Short Answer Questions/Assessed Discussions/Journal Clubs?

To view your feedback and scores for short answer questions, assessed discussions and journal clubs follow the steps below:

- Click 'My Grades' from the left-hand menu
- Click on the title of the assignment
- If applicable, on the next screen click the 'Calculated Grade'



- For SAQs, you will then be taken to your test submission where you can review your answers along with the feedback provided – just make sure you click to 'View Rubrics' as the assessors will often include feedback in here.



5. For discussions and journal clubs, you may also see your general comments in the speech bubble icon next to your grade, but please ensure you click on the title of the assignment and the link for the rubrics for a further breakdown of your grade.

The screenshot displays a table of assignments in a learning management system. The table has columns for 'ITEM', 'LAST ACTIVITY', and 'GRADE'. The assignments listed are 'Weighted Total', 'Journal Club Present', 'Week 1 Quiz', 'Week 1 Discussion: Discussion', and 'Welfare Case Report'. A modal window is open over the 'Week 1 Discussion: Discussion' row, showing the title and a detailed comment. A red circle highlights the 'Week 1 Discussion: Discussion' row in the table. A red arrow points to the speech bubble icon next to the grade '2.32000' for the 'Week 1 Discussion: Discussion' row.

ITEM	LAST ACTIVITY	GRADE
Weighted Total		-
Journal Club Present		9.00000 /10
Week 1 Quiz		
Week 1 Discussion: Discussion	GRADED	2.32000 /4
Welfare Case Report	29-Jun-2018 20:04 GRADED	16.00000 /27

Week 1 Discussion: Learning Styles and Time Management

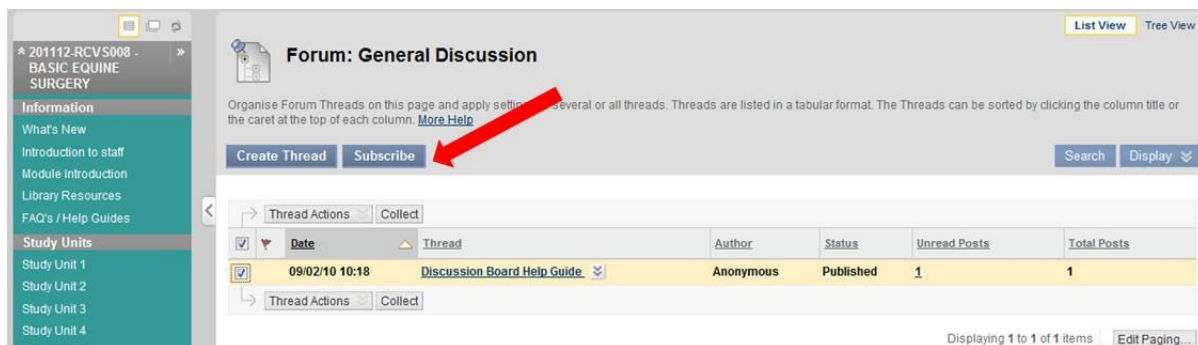
Well done, this was a good first attempt. Do you think that your results from the learning style evaluations will help you in your approach to this module? You have clearly done some good research and presented some good points on time management overall but how will you use these solutions to help organise your own time in practice? Although you have raised some great points, you needed to relate this more clearly to your own experiences in practice both in your submissions and discussion points. A good start though and good luck with the rest of your module.

Journal Club/Discussion Boards

How do I know when someone has commented on a discussion board thread?

You can subscribe to a specific discussion board forum by following the instructions below. You will then be sent an email notification to your UoL email, so you will need to check these messages frequently.

1. Click on "Discussion Board" from the left-hand menu
2. This page may open in a new tab. On this page you will see all the "forums" listed.
3. Click on the forum you would like to subscribe to as if you are going into the threads.
4. Under the title of the forum you will see four blue buttons: "create thread", "subscribe", "search" and "display"
5. Click on the "subscribe" blue button (as per image below)



This will then send you email notifications when someone adds a new post. Please note the button now shows "unsubscribe" after you have done this. When you have finished with this forum you can then unsubscribe by clicking on this button.

How do I arrange a practice session for Journal Club?

You can organise a practice session for journal club by emailing Liz O'Sullivan (eosulliv@liv.ac.uk),

A video guide on how to use the journal club system can be found in the 'Journal Club' tab from the left-hand menu (just scroll to the bottom of the page)

Do I have to attend all the journal club sessions?

No. You are only compelled to attend the journal club at which you present. But, whilst attendance at other journal clubs is not compulsory, you are welcome to attend and join in the discussion on as many other sessions as you wish. We consider this part of the module to be a valuable learning experience and so attendance at other sessions is recommended.

Can I attend a different group's journal club?

Yes. Although it's preferable to attend your own group's journal clubs where possible, it's no problem to attend another group's session as an attendee if this fits in better with your schedule.

Accessing the Library and Webmail

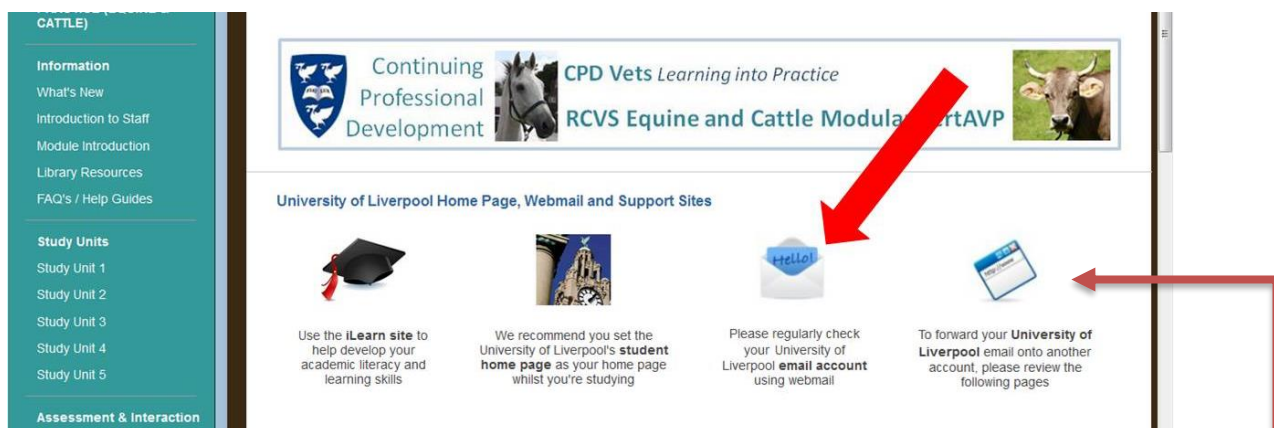
How do I gain access to journal articles when I don't have a library nearby?

As part of your learning you now have access to the University of Liverpool's e-library and various other issues including Vet Record, In Practice etc. To access all these journals please follow these instructions:

1. Click 'Library Resources' from the left-hand menu
2. This will open all the resources available to you. Scroll down the page to find the quick link picture icons for the most popular journals as well as quick links to PubMed, Science Direct, IVIS and Wiley at the bottom of the page.
3. When you click on an image icon, you will be asked to enter your UoL username and password
4. Click the "LOGIN" button and this will open a new page for that specific journal.
5. You will now have access to most back issues and current ones.

How do I access my UoL emails?

You can easily access your UoL emails by clicking on the webmail icon on the 'Module Introduction' page of your module (see image below)



It is essential that you keep track of all emails sent to your UoL account as this is where all announcements and important messages regarding you and your module are sent. You can either login and check your emails regularly using the icon above or set up your UoL emails to be automatically forwarded to another email account of your choice. You will find instruction on how to set up email forwarding on the 'Module Introduction' page of your module.

We also recommend you set the UoL as your homepage – click [here](#) for a step by step guide.

General Queries

Will I get a certificate once I have completed my module?

Yes. You will receive a certificate via email from the University of Liverpool usually within 2-3 month of successfully completing each individual module. You will need to apply to the RCVS If you wish to claim your CertAVP certificate once you have completed the relevant modules.

Can I book future modules provisionally?

No, unfortunately, due to the extremely high demand for places, we can no longer accept provisional bookings.

Do I need to let you know if any of my details change (e.g. address etc)?

Yes. To keep your records up-to-date, it is necessary to let us know if you change address or wish to change names.

Can I defer my module?

Please visit the 'Student Handbook' tab on the left-hand module menu for further information around deferring your module.

How do I get a copy of my academic transcript?

Official academic transcripts can be prepared for you at any time but they must be ordered through central University. There is a charge of twenty pounds sterling (£20.00) for the first copy and five pounds (£5.00) for every additional copy requested at the same time.

See the following [link](#) for further information.

It is also possible to print an unofficial copy of your transcript at any point during your registration. This facility is available at any time from [Liverpool Life](#). Although please note that it is unlikely that an employer, educational institution or immigration agency will accept a transcript in this format as supporting documentation.

NOTE: From July 2016 The University of Liverpool will introduce an electronic version of the Higher Education Achievement Report (HEAR) for all postgraduate taught students. The HEAR is designed to encourage a more sophisticated approach to recording student achievement and will be available for all graduates of our postgraduate programmes. HEAR is a formal, electronic, University-verified document that will contain detailed information about your learning and achievements and, along with your degree certificate, will support your applications for employment and further study.

Further information about the HEAR can be found at: <https://www.liverpool.ac.uk/student-administration-and-support-division/hear/> and on the national [HEAR website](#).

RCVS/CertAVP Related Queries

Do I have to enrol with the RCVS first?

Yes. As a candidate you are not able to earn credits to count towards a CertAVP unless you are enrolled with the RCVS. You will need to inform them if you change modules or where you take your modules. If you need to update your records with them, please click [here](#) to visit their website or send an email to modcerts@rcvs.org.uk

Do I have to tell the RCVS which specific modules I want to study and where I want to do them?

Yes. You must inform the RCVS which modules you wish to study, where you want to take them and also ensure you keep them up to date with any changes (e.g. if you change module). If you need to update your records with them, please click [here](#) to visit their website or send an email to modcerts@rcvs.org.uk

Do I need to inform the RCVS that I have been successfully assessed on a module?

No. Once you have been successfully assessed, we will inform the RCVS of your results and send out your certificate via email.

When I have successfully completed all my modules, who will issue my CertAVP?

If you are not planning on sitting a synoptic exam, you will need to inform the RCVS once you have successfully completed all the modules required for your CertAVP and they will issue your certificate.

Can I accumulate credits towards more than one designated CertAVP?

Yes. You must inform the RCVS that you wish to do this and candidates must take at least three further B or C modules (30 credits), in addition to the 60 credits already achieved, before they will be eligible for a second synoptic examination

Designated Certificates and the Synoptic Exam

Do I have to do a Synoptic Exam?

No. You do not have to complete a synoptic exam to gain your CertAVP but if you wish to work towards a designated certificate then you must complete A-FAVP.1, 1 x B module and 4 x specific C modules (depending on your chosen designation), plus a final synoptic examination relevant to the designation.

See the [RCVS website](#) for further information on the C modules required for each designation

Where will the synoptic exam take place?

The synoptic exam will take place at the Leahurst Campus on the Wirral. Click [here](#) for further information on the venue.

What is the format of the exam?

The synoptic assessment will be in the format of both:

1. **A face to face oral examination** where each candidate will be examined by a suitable panel of examiners (30 min)
Questions will be asked with or without visual aids (e.g. PowerPoint, images, videos, radiographs) and examiners will ask questions about different aspects of the subject area with the aim to ensure the candidate is able to draw together all aspects of the CertAVP from disease principles; to clinical reasoning and evidence based practice in case approach and management; through to ethical, welfare, biosecurity and professional conduct aspects.
2. **A practical examination** (30 min)
A practical examination involving images, videos, animals, cadaver specimens or models will be undertaken. Candidates will be expected to, as in the oral viva examination, demonstrate a logical approach, integration and application of knowledge gained from across the designation area. Candidates may be asked to demonstrate practical skills as appropriate for a synoptic exam depending on their area of designation.

Who will be examining me?

The examiners will include an external examiner appointed by the University, and a minimum of 2 additional suitably qualified academic clinicians.

When are the exams scheduled to take place?

Synoptic examinations take place once per year, in spring. Bookings must be received at least three months in advance of the Examination date. Places are limited and early booking is recommended.

If you would like to book a place on the Synoptic Exam or have any further questions or queries then please do not hesitate to contact us.