

MANCHESTER
1824

The University of Manchester

This booklet is produced by the
Equality, Diversity and Inclusion Team.
Please direct any comments to
equalityanddiversity@manchester.ac.uk

INTERNATIONAL STAFF ORIENTATION GUIDE





WELCOME TO MANCHESTER

This booklet has been designed to help you to adjust to living in the UK, and Manchester in particular, by providing you with information on a wide range of topics. It is intended to give you an overview and signpost you to other sources of information.

Thank you for choosing The University of Manchester as your employer and we hope that you will settle in smoothly.

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THE BASICS

POLICE REGISTRATION

Certain nationalities are required to register with the police within seven days of arrival in the UK. Please check the stamp in your passport/visa to see if you need to register. If you are required to register, you must make an appointment to visit the International Registration Office, which is located at:

Greater Manchester Police
Bootle Street
Manchester
M2 5GU



+44 (0)161 856 3320
gmp.ivro@gmp.police.uk

www.gmp.police.uk

OPENING HOURS

Monday, Tuesday, Thursday, Friday:
8.30am – 3.45pm

Wednesday:
8am – noon

You must take with you:

- Your passport;
- Your visa or your visa 'vignette' (sticker in your passport), if you applied outside the UK;
- Two recent passport-size colour photographs;
- Your employment contract;
- The letter you got from the Home Office when your application was approved, if you applied inside the UK;
- Your biometric residence permit (if you have one);
- £34 registration fee, per person, in cash.

You will be asked to fill in an application form when you get to the office.

Please note that during September there will be a high number of international students using this service and you will have to book an appointment in advance. You must make the appointment within seven days of arrival, but due to the large numbers of students arriving, the Registration Office may not be able to see you for several weeks. This will not affect your immigration status and Greater Manchester Police confirm that as long as you have made an appointment within seven days of your arrival you will have fulfilled your legal obligations and your immigration status will be secure.



SAFETY AND SECURITY

Manchester is a safe place to live, but as in all cities you need to be aware of your own safety and security. You can get more information on safety and security on campus and how to reduce your risk of crime online at:

www.estates.manchester.ac.uk/services/security/ourservices/crimereduction

INDUCTION

Every new member of staff should receive an induction. This will provide you with information about:

- Your employment contract and its terms and conditions
- How to apply for a staff card
- Car parking, season ticket loans, and transport information
- How to get a computer and email account
- University policies, for example the Equality and Diversity Policy and the The Dignity at Work and Study Policy
- University procedures

Further information on all these things and more is available on the University's Staffnet pages online at:

www.staffnet.manchester.ac.uk

'ASK ME'

The 'Ask Me' campaign operates at the start of term and is designed to provide information for students, but as a new member of staff you might also find it helpful. People new to the University are encouraged to ask for help from the 3,000 staff and students around the University wearing purple 'Ask Me' badges and there is a dedicated 'Ask Me' desk located on the ground floor of University Place.

Building 37

INTERNATIONAL BUDDY NETWORK

We have an informal buddying network where we can match you with someone from your home country. These connections are really useful when first settling into a new city and role. More information can be found here:

www.staffnet.manchester.ac.uk/equality-and-diversity/staff-network/international-staff-network-group/international-buddying-network

ACCOMMODATION

One of the most important things you'll need to think about will be your accommodation. However, it can be difficult to arrange accommodation in the UK while you are abroad, so many new staff make arrangements to stay temporarily in hotel accommodation or bed and breakfast while viewing prospective properties.

LETTING AND BUYING

Depending on your circumstances and whether your relocation to Manchester is short or long term, you have two accommodation options: to let or to buy.

Letting a property means that you enter into a contract with a landlord or company to temporarily 'own' the property in exchange for rent. This option is particularly suitable if you are planning to be in Manchester temporarily, are saving to buy a property, or need somewhere to live temporarily while you look for a property to buy. When you let a property you are a tenant and are subject to restrictions and obligations that limit what you can do to the property; these will be stated in your tenancy agreement. The tenancy agreement is a legal document that protects both you and the landlord. It will outline stipulations ranging from

whether you can put nails in the walls without the landlord's permission to the period of notice you or the landlord is required to give to terminate the tenancy, and the fixed term (the period you are initially entitled to stay in the property). Estate agents and any letting agency can provide you with more information. When you start letting a property you are usually required to pay a deposit generally equal to one month or six weeks rent.

Buying a property means that you buy the deeds to a property and become the owner. Because of the expense, the majority of people in the UK opt not to buy a property outright and arrange a mortgage with a bank. There are a great many options when it comes to mortgages and buying property; if you are considering this option, you should seek the advice of independent financial advisors and estate agents.

HOW TO FIND PROPERTY

The Accommodation Office is responsible for the University-owned halls of residence; however, the University has very little accommodation available to visitors because it is primarily allocated to students. There are a number of more appropriate resources available in your search for accommodation.

Manchester has numerous letting agencies which can easily be found with an internet search. This link may also prove useful:

www.rightmove.co.uk/estate-agents/Manchester.html

There are also a number of properties available on the University intranet:

www.themarketplace.staffnet.manchester.ac.uk

ESTATE AGENTS

There are a large number of estate agents in the Manchester area that have properties to let or buy. Most have their own websites with contact and branch details; some also allow you to preview properties. Examples of these include:

www.rightmove.co.uk

www.findaproperty.com

These operate on a national level, though there are many local estate agents that specialise in Manchester properties.

It is a good idea to check with the department that you are visiting or joining as they may have knowledge of local accommodation.

We advise you to read any lease/contract very carefully and, if in doubt, to seek advice.

TIME FRAME

You should allow one to two weeks before you start work to find accommodation; this will allow you time to search for and view rented properties. Buying a property typically takes two to three months but varies depending on the property; you may wish to consider rented accommodation while you are looking for somewhere to buy.



ACCOMMODATION CONTINUED

FURNISHINGS AND FITTINGS

Rented accommodation normally states whether it is furnished, part-furnished or unfurnished. Unfurnished means that no furniture is supplied, although carpets, curtains and light fittings are normally supplied as standard.

Definitions of furnished and part-furnished in self-catered accommodation will vary according to the size and type of accommodation rented. No hard and fast rules can be laid down about what should be provided so you should always check carefully to ascertain what services and equipment are provided by the person you are renting from – known as the landlord/landlady before signing a contract or agreement.

However, rooms are expected to be clean and comfortable, well lit and adequately heated. A vacuum cleaner is usually provided and if the landlord asks that the garden be kept tidy, a supply of garden tools is normally provided. Carpets, curtains and light fittings should be supplied as standard equipment. Some landlords include extras such as a television, washing machine, telephone etc.

Cooking and dining facilities should be appropriate to the number of people the property houses, as should bathroom and toilet facilities.

You will want a bed, an adequate wardrobe and drawer space for storing clothes. These should be provided in furnished accommodation.

OCCUPANCY REQUIREMENTS

RENT

Rent is fixed by the owner of the accommodation and will vary depending on the location of the property, the type of accommodation, the standard of decoration and furniture provided etc. Rent is normally payable throughout the year, including vacations. It is common for rent to be paid monthly by direct debit or standing order rather than in cash. The exact arrangements will depend on what you agree with your landlord/landlady.

UTILITY BILLS

Rent usually excludes payment for gas, electricity and water, these will normally be covered by the tenant. There are a number of providers that offer these services and you should investigate your options. Please note that depending on a property's cooker and type of heating it may not have a gas supply. When you move, if you do not know who is currently supplying the property, you need to find out. Call ☎ +44 (0)870 608 1524 for gas and contact the electricity distribution company for your area. You can find out who that is here:

www.energynetworks.org/info/faqs/who-is-my-network-operator.html

You should immediately take the meter readings in the property as you will need to tell the provider these and it helps to ensure you only pay for what you use. Keep these readings as you will want to check they are correct against your first bill. Some properties have meters that work by token, key or card. This is a 'pay-as-you-go' option and is more expensive than having a credit meter. You should contact the supplier immediately to request a new key or payment card, or to enquire about changing to a credit meter. More information can be found on the Office for gas and electricity market (Ofgem) website:

www.ofgem.gov.uk

For more specific information please contact the utility supplier directly.

COUNCIL TAX

All properties are liable for council tax, which is a tax on individual domestic dwellings. Council tax bills depend on the home's valuation band. If you do not rent a property for a full 12-month period, you will only pay a proportion of the council tax. If you are the sole occupant of a property you will be eligible for a single occupancy discount. For more information please visit:

www.manchester.gov.uk/counciltax

TV LICENCES

Everyone who has a television set or who watches live TV through another device legally requires a television licence. This allows the person named on it and any member of the household to use one or more television set. To purchase a television licence you need to complete a form and pay a fee at any post office or make payment online at:

www.tvlicensing.co.uk

A TV licence will last for one year from the first day of the month of issue.

RUBBISH AND RECYCLING

All local councils in the UK, including Manchester City Council, offer rubbish and recycling collection services. The days and frequency of these collections, and what can be recycled, is specific to the property's location. This information is available on this website:

www.manchester.gov.uk/info/200084/bins_rubbish_and_recycling



HEALTHCARE



Free health treatment is available on the UK's National Health Service (NHS) to all staff working in the UK for longer than six months, as well as to all citizens from EU countries and those with reciprocal health agreements.

REGISTERING WITH A DOCTOR

If you are working here for six months or more, you must register with a local doctor (known as a general practitioner or GP) within a mile radius of where you live to be eligible for free healthcare. Lists of doctors are available from local post offices and Occupational Health at the University.

Register with a doctor as soon as possible.

You will receive a National Health Card after a few weeks.

Free medical treatment does not apply to visiting relatives, only to your immediate family ie your spouse and children.

When making an appointment, please be aware that it is usual to wait for 2-3 days before you can see a doctor. For non-urgent cases this wait can be around one week.



PRESCRIPTIONS

If appropriate, a doctor may issue you with a prescription for medicine which you can collect from a pharmacy. Prescriptions, issued by a doctor incur a small charge, currently £9.15. If you need to be on continued medication, you may find it cheaper to get a Prescription Pre-Payment Certificate. Your doctor will be able to advise you further.

MEDICAL INSURANCE

Any staff or spouse here for less than six months is advised to take out medical insurance, unless you are from an EU country or a country with a reciprocal health agreement. It is best to do this in your home country as medical insurance in the UK can be very expensive.

ACCIDENT AND EMERGENCY

Treatment is free for everyone via hospital accident and emergency departments, although there may be a small charge in the case of road traffic accidents if you are taken to hospital by ambulance. Communicable diseases, compulsory psychiatric treatment and family planning services are also free of charge. In an emergency you should dial 999 and ask for an ambulance.

This call is free of charge and can be made from any telephone. For non-urgent problems – ie cold, throat infection, hayfever, you can always consult a pharmacist at your local chemist.

DENTAL

Staff are encouraged to register with an NHS dentist. Always check if the dentist offers NHS treatment (there is a scale of small, fixed charges) as some dentists do not offer this. Free treatment is available from the Dental Hospital but only with emergency dental problems and you still need to be registered with a dentist.

If you do have a dental emergency, you should go to the Dental Hospital which is open Monday to Friday.

📍 Building 41

You should go early (from 7.30am) as you may have to queue. Alternatively, you can call the Emergency Dental Hotline ☎ +44 (0)845 601 8529.

OPTICIANS

Anyone who needs optical treatment can make an appointment with any optician of their choice. There is a minimum charge for eye tests. If you are on a low income, you may be able to receive help toward the cost of optical treatment. You should collect a HC11 form from a pharmacy. There is an optician based in the Carys Bannister Building.

📍 Building 70

PHARMACIES

There are many pharmacies/chemists in Manchester – some of them are open late and can provide expert help by trained professionals on a wide range of health issues. For further information see:

www.nhs.uk/using-the-nhs/nhs-services/pharmacies



SMOKING

Smoking is not permitted in any University buildings; it is illegal to smoke in any enclosed public space. Even when you are outside, you will need to check whether you are in a no smoking zone as sometimes these are outside of buildings to protect people working inside.

ADDITIONAL UNIVERSITY HELP

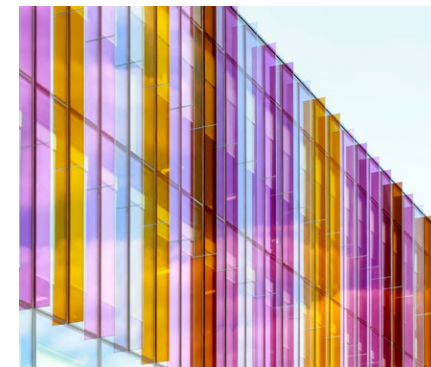
The University also operates a free occupational health service. Please note this is not a GP practice and staff are advised to register with a doctor.

Health Service for Staff
(Occupational Health)
4th Floor
Crawford House
Booth Street East
Manchester
M13 9QS

📍 Building 31

☎ +44 (0)161 306 5806

🕒 Weekdays 9am – 4pm



HC11 FORMS

If you are on a low income, you may be eligible to receive help towards the cost of prescriptions, dental treatment and opticians. An HC11 leaflet and form is available at all these service providers, pharmacies and online:

www.nhs.uk

It outlines who is eligible.

If for any reason you are taken ill and have not registered with a GP, you can go to the Primary Care Emergency Centre (Walk-in centre) at Manchester Royal Infirmary.



🕒 Monday to Friday
8.30am – 10pm

Weekends and bank holidays
10am – 10pm

TRAVEL



BUSES

Several bus companies operate services within Manchester and the surrounding areas. There are enquiry offices at most terminals where you can ask for timetables and the cost of journeys.

The main local bus company is Stagecoach Manchester ☎ +44 (0)161 273 3377.

www.stagecoachbus.com/manchester

There are other local companies, including First Bus and Magic Bus. All companies charge different fares and offer a variety of passes.

Passes and saver tickets can save you money; details of these are available at:

www.tfgm.com

THE 147 BUS

The Oxford Road Link 147 bus offers free accessible bus travel for University of Manchester staff between the Sackville Street and Oxford Road areas of the campus. You just need to show your staff card to qualify for free travel.

🕒 The buses run every ten minutes throughout the day, Monday to Friday, between 7.15am and 6.15pm.

More information:

www.sustainability.manchester.ac.uk/travel/staff/buses



TAXIS

Although travel by taxi in Manchester is not as costly as it is in London, it is still an expensive method of travel. Before you decide to make a journey by taxi (or cab), you should ask the driver for the likely cost of your journey and ensure that you have enough money with you. You can hail (stop) a 'black cab' in the street, but a 'private hire cab' must be booked in advance. This is a legal requirement for insurance purposes. The fare in a private hire cab is often cheaper. Most taxis will only take cash payment and unless you have checked in advance you should assume they do not accept credit or debit cards.

Most local bus journeys begin or end in Manchester city centre, either at Manchester Piccadilly Bus Station or Cross Street. Regular services run to and from these stations to The University of Manchester. Services in the evening or very early morning are less frequent and if you wish to travel at these times please check the appropriate timetable. Manchester has an excellent network of local bus, rail and tram services, all operating at reasonable costs, making it a convenient city to get around without a car or motorbike. For more information visit the public transport site for Greater Manchester:

www.tfgm.com



TRAINS AND RAILCARDS

National and local train services are available in the city centre from Piccadilly, Victoria and Oxford Road railway stations. Remember to check at which station your journey will begin or end. A 24-hour passenger information service is available by telephoning ☎ +44 (0)8457 484 950 or at:

www.nationalrail.co.uk

It offers advice on travel and timetables. Most stations have an enquiry office which also sells tickets, or you can book a ticket online at:

www.thetrainline.com

Always ask about 'Apex' fares which are substantially cheaper but must be booked at least one or two weeks in advance. Dates and times of trains must be specified when booking – any change in your travel plans will result in you having to pay the standard fare. On short journeys within Greater Manchester, you can buy tickets from the ticket inspector on the train. You should check which routes you can do this on at the enquiries desk at your station. The 'Family Railcard' offers discounts on rail travel to families. Applications should be made to any principal British Rail station or a travel agent that sells train tickets. More information is available online at:

www.railcard.co.uk

METROLINK TRAM SYSTEM

The network consists of six lines which start from Manchester city centre and terminate at Altrincham, Bury, Didsbury, Droylsden, Eccles, and Rochdale. A tram also runs between Piccadilly Bus Station and Piccadilly Railway Station, and the service is very frequent. You should buy tickets from a machine on the Metrolink platform. Travelling without a ticket carries a heavy fine and sometimes prosecution. Full details online:

www.metrolink.co.uk



TRAVEL COSTS FOR CHILDREN

Up to two children under five-years-old, who are travelling with a fare-paying adult, can travel free on buses and Metrolink trams in Greater Manchester and on all trains in the UK. If your children are aged between 5 and 15 years they pay a concessionary fare on all buses, trains and Metrolink trams in Greater Manchester. If a child looks 16 or over it may be appropriate to carry proof of age when purchasing tickets to ensure they get the discount they are entitled to. The Greater Manchester bus

companies require that children aged 11 to 16 carry an IGO pass in order to get their concessionary fare. Further details on these and other passes are available from bus and rail stations and online:

www.tfgm.com

Travel on a school bus within Greater Manchester is subsidised but not free; an overview of school bus fares is available on the Transport for Greater Manchester website:

www.tfgm.com

You should ask the school for more details.

DRIVING IN THE UK

The UK has strict laws about driving. You should check that you meet all the legal requirements before driving any vehicle. You should also familiarise yourself with the correct procedures that are likely to be different from your home country. Please note that it is illegal not to wear a seatbelt in a vehicle where one is available. You must have a licence that allows you to drive in the UK. Whether you have this or not will depend on where your licence was issued. This will also determine how long you are permitted to drive in the UK for. You will either be able to drive in the UK using your current licence or will have to apply to convert your current licence to a UK licence. If you bring a car from outside the UK into the UK for more than six months, you will need to register and tax the vehicle. This can be costly and you may wish to consider

alternatives such as buying a second-hand car or using public transport. Running a car in the UK can also be expensive; petrol, insurance, licensing and tax are all expensive, as are the costs of any repairs. If you do decide to own a car in the UK, you will need to make sure the vehicle has an up-to-date MOT, and is taxed and insured. It is illegal to drive your vehicle without these.

Please make sure you visit the Driver and Vehicle Licensing Authority's (DVLA) website:

www.gov.uk/government/organisations/driver-and-vehicle-licensing-agency

and the British Government's website for detailed information on driving and owning a car in the UK:

www.direct.gov.uk

ROAD SAFETY

The driver of a car and all the passengers must wear seat belts. There are strict laws against drinking alcohol and driving. It is also illegal for drivers to use mobile phones or any other electronic devices while in the driver's seat with the engine running. Traffic in the UK travels on the left-hand side of the road. Remember this if you are driving and also when you are crossing the road. You should always check the traffic flow from the right. Further information about road safety, relevant for pedestrians and the drivers of all vehicles, can be found in the booklet 'The Highway Code', which you can buy in bookshops and is available on the government's website:

www.gov.uk/browse/driving/highway-code-road-safety

There is a version available for children known as the Green Cross Code.



UNIVERSITY TRAVEL SCHEMES

The University operates a number of schemes to help its staff save on travel costs and be more environmentally friendly:

www.staffnet.manchester.ac.uk/human-resources/benefits/

SEASON TICKET LOAN

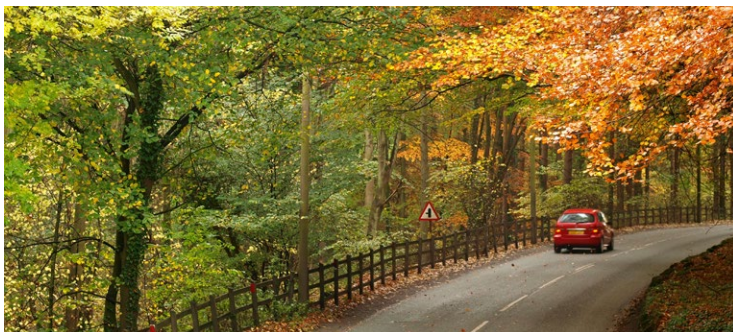
The University offers an interest-free loan for staff wishing to buy annual public transport tickets. More information is available on StaffNet:

www.staffnet.manchester.ac.uk/human-resources/benefits/travel-to-work/travel-loans/season-tickets

CYCLEScheme

The University is signed up to Cyclescheme. With this scheme you may be able to get a bike tax-free:

www.cyclescheme.co.uk



LIVING COSTS

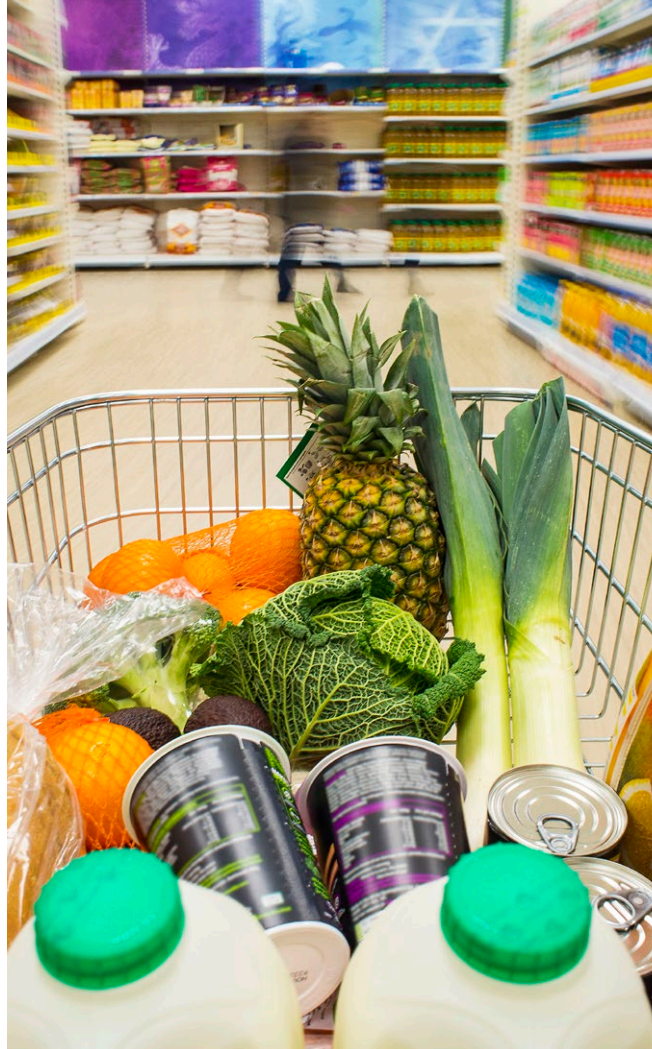
It is difficult to estimate how much you will need to cover basic living expenses as these will differ based on your individual circumstances. Goods such as alcohol, tobacco and petrol/diesel are subject to high tax rates and are likely to be more expensive than your home country.

WHAT TO CALCULATE FOR

Private rented accommodation costs are likely to be your main expense and will vary considerably based on the area you live in and the type, size and standard of your accommodation.

Other key factors in living costs are:

- Food
- Utility bills (electricity, gas, water, council tax, TV licence)
- Travel fares
- Motoring costs
- Clothing and footwear
- Leisure activities (going to the cinema, eating out etc)
- Childcare
- Toiletries
- Broadband connection



SUPPLEMENTING YOUR INCOME

Please don't expect to be able to earn additional money. You are not allowed to undertake paid or unpaid work additional to that for which you have been given permission by the Home Office. (This prohibition does not extend to EEA nationals).

The entitlement of your spouse to undertake employment will be dependent upon your conditions of entry. Your eligibility to undertake employment should be clear from the immigration stamp in your passport. If in doubt, contact your HR department who will be able to advise you.



TAXES AND PENSIONS

NATIONAL INSURANCE NUMBER

In order to work in the UK you need a National Insurance number. If you do not already have one, you must apply here:

www.gov.uk/apply-national-insurance-number

National Insurance number application line telephone:

+44 (0)800 141 2075

Monday to Friday, 8am – 6pm

Your National Insurance number is unique to you and will never change; it is your reference number in the social security system. We will give you a 'P46 employee without a P45' form to fill in when you arrive so we can automatically deduct taxes from your earnings; you need a National Insurance number to complete this form. At the end of the financial year you will receive a P60 end of year certificate showing your total pay, tax and National Insurance contributions for the year.



INCOME TAX

Income Tax is paid on earnings, pensions and benefits. It is only paid on income over your tax-free allowance; almost every UK resident can receive a certain amount of income per year that they do not pay tax on. This amount changes yearly. Any income you receive above this amount is taxable and the rate of tax you pay varies depending on your income. Up-to-date information on income tax rates is available online:

www.direct.gov.uk

As an employee of The University of Manchester, your income tax will be automatically deducted from your pay using the Pay As You Earn system (PAYE) that all UK employers use. This is calculated by the tax code you are given. Your tax code is visible on your pay slip. If you think you are paying too much or too little tax, you need to contact Her Majesty's Revenue and Customs (HMRC) immediately as you may have been given the wrong tax code. They will be able to advise you and change your tax code if necessary.



TAX RETURNS

As a foreign national working in the UK, you may have to fill in a self-assessment tax return. This is a form that looks at all your income and decides whether you are paying the right amount of income tax. A tax return is filled in after the financial year has ended (the financial year begins on 5 April), so for example a tax return for the tax year 2018/19 is filled in after April 6 2019. There are strict deadlines for tax returns and if you miss them, you can be fined. The HMRC website has details of all the important dates and has guidance on how to fill in the form:

www.HMRC.gov.uk

NATIONAL INSURANCE CONTRIBUTIONS

You will pay National Insurance contributions if you earn above a certain amount and are under the state pension age. This is a compulsory tax and it is automatically deducted from your wages.

www.HMRC.gov.uk

GOODS AND SERVICES TAXES

When you purchase goods or services, one or more taxes are included in the price you pay.

Valued added tax (VAT) is paid everywhere in the European Union (EU) and is normally included in the price you see. The standard rate of VAT, like any tax, can change; it is currently 20%. There are certain items that you pay a reduced rate of VAT on; these include children's car seats and gas

and electricity for your home. The reduced rate of VAT is 5%. You do not pay any VAT on basic food items, books, newspapers and magazines, children's clothes, and items provided in special circumstances, for example, equipment for disabled people.

Fuel duty is paid on petrol, diesel and LPG gas. This is included in the price you see.

Excise duty is paid on alcohol and tobacco. This is included in the price you see.




PENSIONS

The University of Manchester has a number of pension schemes available to its employees. You will be automatically enrolled on the appropriate scheme relevant to your position. Should you have any questions, you can contact the University's dedicated Pensions Office:

Room G.029
John Owens Building

 Building 48

 +44 (0)161 275 2043

A proportion of your wages will automatically be paid into the scheme by the University. There are two pension schemes currently available for new members of staff:

University Superannuation Scheme (USS). This is available to academic staff and academic related employees.

University of Manchester Superannuation Scheme (UMSS). This is available to support staff.

BANKS AND BANKING

University salaries can only be paid into a UK bank account or building society account. There are many major banks and building societies operating in the UK that have branches in Manchester city centre.

Most banks and building societies offer a comprehensive range of financial services (including overseas transfers) but interest rates, charges and time penalties may vary.

Information about the services which individual banks and building societies offer are explained in leaflets from their branch office and in most branches there will be advisors to assist you.

MANAGING YOUR ACCOUNT

There are many different types of account available in the UK. It is also possible to have more than one account and they need not be at the same bank or building society. Please note that some banks and building societies will charge to transfer money into accounts not managed by them. The advisors in the banks and building societies will be able to advise you on the types of account which best suit your requirements.

CASH CARDS

This plastic card allows you to withdraw money from your account via a cash machine, usually without charging. A message will appear before you complete the transaction if it is going to charge you. You will be issued with a four-digit Personal Identification Number (PIN). You should not share this number with anyone and should never have it written down and kept with your card.

DEBIT CARDS

A debit card looks very similar to a cash card, but it also has a metallic chip. This card allows you to withdraw money directly from your account via a cash machine. You can also use it at most shops in place of cash or cheques, though some shops require you to spend at least £5 in order to use it. When you use it to pay at certain shops (most commonly supermarkets) you may be able to use it to withdraw cash from your account without being charged, this is called 'cashback'. Debit cards can be used to pay for things online but you should always check the webpage payment is secure.

As with a cash card, you will be issued with a four-digit Personal Identification Number (PIN) which you should not share with anyone and should never have it written down and kept with your card. Most shops have 'chip and PIN' machines where you have to insert the card and then enter your PIN to pay.

Many cards now have a contactless feature which allows you to pay for goods (currently up to £45) without the use of a PIN. You can just tap the card on the device where contactless payment is accepted.



CHEQUES

Cheques are another means of paying for goods and services instead of paying in cash. If you decide to get a cheque book, you will need to ask the bank to show you how to fill cheques out as the process may be different from your home country. Along with a cheque book, you receive a cheque guarantee card that you may have to present in shops; this allows them to ensure they will receive payment even if the cheque 'bounces' (is refused). Most shops in the UK have phased out, or are in the process of phasing out, the use of cheques, but they can still be used to pay for some services. In the UK cheques are not returned to the customer once they have been processed but they will appear on your statement. With most accounts, cheques take five to seven days to be processed so you need to make sure the money is available in your account on the correct date or the cheque will 'bounce' (be refused) and you will incur a charge from most banks and building societies.

STANDING ORDERS AND DIRECT DEBIT

These facilities allow you to set up an automatic payment and are commonly used to pay for rent and bills. In most instances, you can choose the frequency and the date that the money will be withdrawn from your account (many people opt for them to be paid on or around their pay day).

CURRENT ACCOUNTS

Current accounts differ from bank to bank. They can offer a range of conveniences, such as cash cards, debit cards and cheque books so you should ask the bank or building society what is available to you. They generally offer some interest on your account but this is traditionally not as high as savings accounts. You may only be able to open a basic account at first (you may only have a cash card instead of a debit card) but then be able to upgrade at a later date. The bank or building society will tell you what is available to you.

SAVINGS ACCOUNTS

A savings account is designed to help you save money. Many people in the UK have a savings account as well as a current or basic account to help them save by making the money harder to access. Some savings accounts will only issue you with a cash card or state that you have to withdraw money in a branch office to discourage you from spending your savings. The rates and types of savings accounts vary widely and you should get more information about your options before committing.



CREDIT CARDS

Most banks can offer credit cards eg Visa and Mastercard. These are separate from your main account and do not need to be with the same bank or building society. You can use a credit card to pay in the place of cash in shops and online. You can withdraw cash or get 'cashback' but most cards will charge you for this facility. You will receive a monthly bill for items registered against your card. This can be paid off monthly or you can pay a minimum amount each month. These cards charge interest against any outstanding amounts not cleared each month and if there are items registered against the card you have to pay a minimum amount each month.



HOW TO OPEN AN ACCOUNT

Once you have decided which bank or building society best meets your requirements, you will need to open an account. You can do this by visiting the relevant branch office during its opening hours. You will need to take with you:

- a sum of money to deposit
- your passport
- a copy of your employment contract or other proof of income
- your tenancy agreement if applicable (you should take your residence permit along with you also).

This documentation is required because the bank or building society will usually want to confirm your identity and address. Once at the bank you will need to fill in an application form to pay a deposit into the account. Any cards and cheque books will be sent to you through the post. The bank or building society will provide you with more information about these aspects of your account and its management.

You can use a website such as Money Saving Expert to compare different types of bank account from different banks:

www.moneysavingexpert.com

STATEMENTS

These are sent to your home or email address, usually once a month, and will show all transactions since your last statement. They will also show the current balance of your account. If you have any queries about the details shown on your statement you should raise these with your bank or building society as soon as possible.

INTEREST

Interest may be paid to you if your account is in credit (although not all accounts offer interest). This money is taxable and the bank will deduct the appropriate tax before placing the balance of interest in your account. Interest is paid by you if the account is overdrawn (if you have removed more money from your account than you have deposited). Some accounts have an agreed overdraft limit. If you go over

an agreed overdraft limit the bank or building society will normally charge you a fee at a high rate to discourage the practice. In these circumstances the bank may refuse to pay your cheques or direct debits causing them to 'bounce' (be refused), for which you will incur an additional fee. These charges can be costly and banks and building societies will have leaflets and information explaining the charges they make. Both types of interest vary according to circumstances.



CHILDREN

If you are considering bringing a child, or children, to Manchester please read the following notes carefully.

PREGNANCY AND INFANTS

The NHS has a comprehensive range of services available to help you through pregnancy, childbirth and with infant children. As soon as you find out you are expecting a baby you need to get in touch with your GP who will be able to inform you of the antenatal services available in your area. These services include appointing you a midwife to help you through pregnancy, the birth and infant health checks, and antenatal classes to help you prepare for the birth and how to look after and feed

your baby. In some areas these classes are available for women whose first language is not English. There are also a number of tests available including blood tests and ultrasound scans. Your GP and midwife will be able to advise you on all the services available to you.

Around ten days after the birth you will see a health visitor. These are specialist nurses whose role is to help families, especially those with babies and young children. Your health visitor will be able to answer all your baby-related questions and inform you of NHS

support groups available. As with all NHS services, these services are free to you, your partner and your children.

The NHS website outlines the services available:

www.nhs.uk

Another resource you may find helpful, both during pregnancy and afterwards, is the National Childcare Trust (NCP); a charity dedicated to providing impartial information to parents. They also offer a range of courses and support networks, not all of which are free.



CHILDREN AGED FOUR YEARS OR YOUNGER

Childcare for children under four years of age is not usually available free of charge in the UK. The range and cost of childcare varies considerably, but it is generally expensive. You should expect to pay at least £35 per day, per child, for childcare.

DAY NURSERIES

Nurseries accept pre-school children from as young as three months but the exact age varies from nursery to nursery. There are two nurseries on the University campus.

The Dryden Street Nursery

☎ +44 (0)161 272 7121

Echoes Day Nursery

☎ +44 (0)161 441 0279

There is a wide range of nurseries available in Greater Manchester and you should find one that meets your needs and requirements. With Dryden Street Nursery, Echoes Day Nursery and other nurseries you should not assume you will be able to obtain a place immediately; your child/children will probably have to be placed on a waiting list.

NURSERY SCHOOLS

Most primary schools in Manchester have a nursery class which children attend on a part-time basis (morning or afternoon) from the age of three. They are free but there is usually a waiting list for places.

PLAYGROUPS

There are also playgroups which children over two and a half years old can attend on a part-time basis.

CHILD MINDERS

There are a number of registered child minders in the Greater Manchester area (child minders are people who look after children in their own homes in return for payment). More information is available on the Manchester City Council website:

www.gov.uk/find-registered-childminder

OFSTED

Ofsted (Office for Standards in Education, Child Services and Skills) is an independent regulator for the British government. It inspects and regulates services that care for children and young people, and those providing education and skills for learners of all ages. They produce a report on all facilities that they inspect and these are available on their website:

www.ofsted.gov.uk



CHILDREN OVER THE AGE OF FOUR

Children in the UK begin school in the September after their fourth birthday. The earliest they can leave is at the age of 16. If your employment will keep you in the UK for a period of 12 months or more, then your children are required by law to attend school. The Local Education Authority will provide a place, free of charge, for them in a school near your place of residence. Lists of schools can be obtained from Manchester Council's Education Department. There are also private schools in Manchester for which you pay fees. For all information relating to schools, please visit:

www.manchester.gov.uk/education

Many schools in Manchester employ specialist staff to help children whose first language is not English. You will need to check with the headteacher of the school you are considering for your child to find out what language assistance is available. School hours are normally from 9am to 3.30pm, however some schools may start earlier and/or end later. In addition, many schools run after-school activities and/or clubs in which your child may be eligible to participate. Please check these details with the school. If you require further assistance in finding a school for your child, you should contact

the International Advice Team, call ☎ +44 (0)161 275 5000. Please note, some schools are known as 'private', 'public' or 'independent', ie they are not part of the state system, therefore you will have to pay fees for your child.

PRIMARY SCHOOLS

If your children are of school age (5–16 years) you should be able to find a school to take them. Primary schools cater for pupils from 5 years to 11 years; they can be split into infant schools for 5–7 year olds and junior schools for 7–11 year olds. Usually children go from primary school to high schools or secondary schools.

HIGH SCHOOLS

High schools (also known as middle schools) cater for 10–14 year olds or 11–14 year olds.

SECONDARY SCHOOLS

At 11 years old pupils attend secondary schools until they are at least 16 years old. In their final year at secondary school children take their General Certificate of Secondary Education (GCSE) exams. After the age of 16 there are many options for students: they can remain in education for a further two years and take AS-level and A-level exams, transfer to another type of college and undertake a different sort of qualification, for example a BTEC or NVQ, or they can get a job.

CAMPUS FACILITIES AND SPORT

IT

If you require any help with registering for your University computer account, or are having any other IT problem please contact IT Services:

Kilburn Building IT Support Centre

📍 Building 39

Follow the IT Support Centre signs on the ground floor

🕒 Monday to Friday, 9am to 5pm

Alternatively you can telephone them ☎ +44 (0)161 306 5544 (or extension 65544), or send a help request online on their webpage:

www.itservices.manchester.ac.uk

CATERING

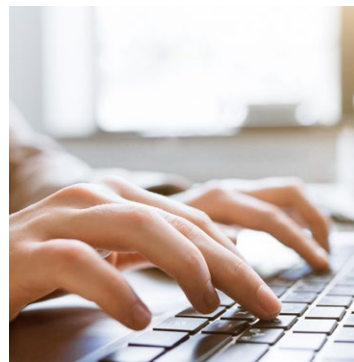
There are a wide variety of catering outlets located on campus. For details visit:

www.foodoncampus.manchester.ac.uk

FOOD IN ADVANCE

You can receive 10% off all purchases in FoodOnCampus outlets:

www.foodoncampus.manchester.ac.uk/foodinadvance



LIBRARY

One of only five National Research Libraries in the country, our Library holds more than four million printed books and manuscripts and 750,000 electronic items. It provides a comprehensive range of services and support, including: Faculty team librarians linked with Faculties and Schools to provide training, help and advice:

- A dedicated online library catalogue
- Electronic resources via the web
- Long opening hours
- A postal loan service if you cannot visit the library in person
- Areas for group work, a training suite and computer clusters
- Additional resources for disabled and visually-impaired users

The library service main library holds the principle collections for teaching and research in humanities, education, law, medicine, science and the social sciences.

📍 Building 55

The service also operates a number of smaller specialist libraries located around campus.

www.library.manchester.ac.uk



LEGAL ADVICE CENTRE

If you need any legal advice during your stay here, then contact the Legal Advice Centre for an appointment. This is a free and confidential service run by the School of Law and its students during term time. Please note – there may be a long waiting time for services as it is a term-time only operation.

www.law.manchester.ac.uk

☎ +44 (0)161 306 1264

THE DISABILITY ADVISORY SUPPORT SERVICE (DASS)

The University of Manchester welcomes staff with additional support needs as a result of a medical condition, disability, mental health issue or specific learning difficulty (for example, dyslexia). If you would like information about the type of support that is available, the Disability Support Office (DSO) is happy to advise you before or after your arrival at the University. All enquiries are treated confidentially. We strongly advise you to let the University know if you do have a disability so that we can identify what support can be provided.

www.dso.manchester.ac.uk

Disability Service

☎ +44 (0)161 275 7512

✉ dass@manchester.ac.uk

Assessment Centre

☎ +44 (0)161 275 0990

✉ assessments@manchester.ac.uk

Mobile number
(Text only for d/Deaf students)

☎ +44 (0)7899 658 790

INTERNATIONAL SOCIETY

The International Society is based within the University campus and is a thriving centre for international students and staff in the Manchester area. Members of the society total more than 3,000 and come from more than 150 countries. The Society is a great place to make friends and contacts during your time in Manchester. Each semester there is a varied programme of social and cultural activities. In addition there is a comprehensive programme of day and overnight visits during the whole year to many places of interest. These provide a good opportunity for you to see many parts of Britain during your stay. There is also a full timetable of informal language classes running each term. There are English classes from beginners to advanced as well as other languages from around the world. A range of other classes and activities are also held throughout the year. A Women's and Children's Group meets each week giving the opportunity for staff, students or the partners of staff or students and their children to socialise together, go on trips to local places of interest and listen to guest speakers such as health visitors.

www.internationalsociety.org.uk

+44 (0)161 275 4959

SPORT

The University of Manchester has a wide range of sport facilities and operates a number of support groups. Further information on all these facilities is available through UoM Sport.

www.manchester.ac.uk/sport

+44 (0)161 275 4962

We also have more than 100 health, fitness and wellbeing classes taking place on campus every week in everything ranging from yoga and Bollywood dance to meditation.

The University of Manchester runs two wellbeing rooms on campus. They offer somewhere for relaxation and rejuvenation as part of the University's holistic approach to health and wellbeing. The Wellbeing Rooms are located:

Simon Building on Ground floor and First floor

Building 59

Sackville Building in Room H11

Building 1

Further out there is Wythenshawe Sports Ground with 27 full-sized football pitches, a rugby pitch and a modern pavilion. In Fallowfield is the Armitage Sports Centre. Here you'll find a modern gym, fitness studios, football pitches, squash courts and Astroturf pitches. Manchester Aquatics Centre (situated on Oxford Road), located right at the heart of the campus is a superb venue consisting of two 50-metre swimming pools and a fitness complex. Many national swimming events are staged here.

Sugden Sports Centre is a purpose-built sports facility with a large fitness suite, workout studio, two sports halls, six squash courts and two outdoor football pitches. All of the above provide discounted rates for University staff.

Building 22



PLACES OF WORSHIP

St Peter's Chaplaincy is an inclusive place of worship, but they can also advise of other sites on campus where different religious groups can meet for prayer and other events.

www.staffnet.manchester.ac.uk/human-resources/benefits/staff-support/faiths

More comprehensive information is available from St Peter's House Ecumenical Chaplaincy.

www.stpeters.org.uk

Building 32

You can also collect a 'Student Guide to Churches' – a directory that has contact details and addresses of all the churches around Manchester.

STAFF NETWORK GROUPS

The University has a number of staff network groups that promote equality and diversity. Any member of staff can join these groups even if you do not fall under any of the equality groups currently represented. More information is available online:

www.staffnet.manchester.ac.uk/equality-and-diversity/staff-network

COUNSELLING SERVICE

The University of Manchester Counselling Service offers confidential help with any personal issues affecting work, self-esteem, relationships, mental health and general wellbeing and is freely available to all staff and students at the University.

More details can be found here:

www.counsellingservice.manchester.ac.uk



LIVING IN MANCHESTER

By moving to the UK you are moving into a new culture and it takes time to adjust. It is impossible to say what situations and problems you will encounter but here are a few things you should bear in mind.

DIVERSITY

As a major UK city, Manchester is ethnically and religiously diverse. You might well find the culture in Manchester quite different from your home country because of the unique mix of people that make up the city. Diversity is something to be valued and everyone in the UK has the right to be treated fairly and is protected from discrimination by law. This includes age, gender, sexual orientation and disability discrimination among others. There are a number of staff support groups at the University that represent and support these other groups. Please visit the Equality and Diversity website for more details:

www.staffnet.manchester.ac.uk/equality-and-diversity

WEATHER

Although many people think of Britain as a cold country the British weather is mostly moderate but can vary considerably depending on the season. The seasons impact upon the daily lives of people in the UK and affect what people wear, what activities they do and even what they eat. You may also find that at certain times of the year, daylight hours are significantly shorter than you are used to.

THINGS TO DO IN MANCHESTER

As a large UK city Manchester has a lot of amenities and facilities including theatres, sports facilities, restaurants, museums and art galleries, public libraries, shopping, nightlife and parks. The Manchester City Council website has information about local council run events and facilities:

www.manchester.gov.uk

Visit Manchester is also an excellent place to find information:

www.visitmanchester.com

Keep an eye out for posters around the city because events and exhibitions will be advertised this way. It can also help you find out about the wide range of activities and facilities in Manchester. Manchester is well placed to allow you to easily visit other areas of Britain. It has good rail links to other UK cities, including London, Edinburgh and Birmingham, as well as many easily accessible motorways. Manchester is close to a number of Areas of Outstanding Natural Beauty, including the famous Lake District National Park and the Peak District National Park. These links may also be useful:

<https://events.manchester.ac.uk/highlights>

www.meetup.com

www.eventbrite.co.uk



ENGLISH AND ENGLISH CLASSES

Like many places in Britain, Manchester has a unique accent and phraseology. This can make it difficult to understand what people are saying. Even confident English speakers can struggle to understand the different accents and dialects in Britain. If English is not your first language you may wish to get some English lessons; taking classes in Manchester could help you adjust to its accent as well as develop your English. The International Society runs English courses for members but there are also a number of different types of courses available in Manchester: there are adult education courses in English for Speakers of Other Languages (ESOL); there are language schools offering group classes and one-to-one sessions; there are also private tutors. Make sure you take the time to find the right class for you. You may also find this website useful:

<http://us2uk.co.uk>




IMPORTANT INFORMATION AND CONTACT NUMBERS

UNIVERSITY SERVICES


University of Manchester StaffNet (Intranet)

 www.staffnet.manchester.ac.uk

Campus Security


 +44 (0)161 306 9966

Safety and Security Advice

 www.estates.manchester.ac.uk/services/security


International Society

 www.internationalsociety.org.uk

 +44 (0)161 275 4959


Disability Support Office

 www.manchester.ac.uk/disability

 +44 (0)161 275 7512


Legal Advice Centre

 www.law.manchester.ac.uk

 +44 (0)161 306 1264


Sport

 www.manchester.ac.uk/sport

 +44 (0)161 275 6991

IT Support

 www.itservices.manchester.ac.uk


 +44 (0)161 306 5544

Catering


 www.foodoncampus.manchester.ac.uk


Human Resources

 www.staffnet.manchester.ac.uk/human-resources


 +44 (0)161 275 4499


Counselling Service

 www.counsellingservice.manchester.ac.uk

 +44 (0)161 275 2864

Equality and Diversity Office

 www.staffnet.manchester.ac.uk/equality-and-diversity

 +44 (0)161 306 5857

ACCOMMODATION/ UTILITIES

Accommodation is often advertised on the University Staff Intranet (StaffNet) in The Marketplace.

 www.staffnet.manchester.ac.uk

Rightmove

 www.rightmove.co.uk


Zoopla

 www.zoopla.co.uk

Prime Location

 www.primelocation.com

National Grid Gas

 +44 (0)870 608 1524

National Grid Electricity

 <http://tinyurl.com/nkbu3ju>

TV Licensing

 www.tvlicensing.co.uk

HEALTH

If you have a non-emergency health problem you should arrange to see a GP or go to the Primary Care Emergency Centre (Walk-in Centre) at Manchester Royal Infirmary. Open Monday to Friday 8.30am-10pm and weekends and bank holidays, 10am-10pm.


NHS

 www.nhs.uk


Manchester NHS Services

 <https://mft.nhs.uk/>


Emergency Dental Hotline

 +44 (0)845 601 8529

University Occupational Health Service


 +44 (0)161 275 2858

University Counselling Service

 +44 (0)161 275 2864

POLICE/ EMERGENCY

Greater Manchester Police

 +44 (0)161 872 5050


Call this number to report a non-emergency incident or to make an enquiry.

Police/Fire/Ambulance Services

 999

This number is for emergencies only.

University Campus Security

 +44 (0)161 306 9966

Please note:

We are not responsible for content on external websites.

GENERAL


Manchester City Council

 www.manchester.gov.uk

The British Government Information Site

 www.gov.uk

Unions



 www.staffnet.manchester.ac.uk/human-resources/benefits/staff-support/trade-unions

TRAVEL



Transport for Greater Manchester

 www.tfgm.com

Stagecoach Bus

 www.stagecoachbus.com/manchester
 +44 (0)161 273 3377

National Rail

 www.nationalrail.co.uk
 +44 (0)845 748 4950



Trainline

 www.thetrainline.com

Railcard

 www.railcard.co.uk


Metrolink

 www.metrolink.co.uk
 +44 (0)161 205 2000

Free buses

 <https://tfgm.com/public-transport/bus/free-bus>

Travel App


 <https://getmethere.com/get-me-there-app>

Driver and Vehicle Licensing Agency (DVLA)

 www.dft.gov.uk/dvla

TAX AND PENSIONS


Jobcentre Plus National Insurance Number Allocation Service

 +44 (0)800 141 2075

HMRC

 www.hmrc.gov.uk

University Pensions Office


 +44 (0)161 275 2043

CHILDREN


Ofsted

 www.ofsted.gov.uk


The Dryden Street Nursery

 +44 (0)161 272 7121

Echoes Day Nursery

 +44 (0)161 441 0279

International Advice Team

 +44 (0)161 275 5000

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