



University Support Services

Hannah Thompson
International Officer

An Overview of Student Support Services

www.manchester.ac.uk/crucialguide

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Don't ever be afraid to ask!

Whatever your question, the chances are we've been asked about it before, so we can help.

Please don't keep your worries to yourself.

First place to ask = your academic School, but you can ask at any of the information points across campus (see campus map!)

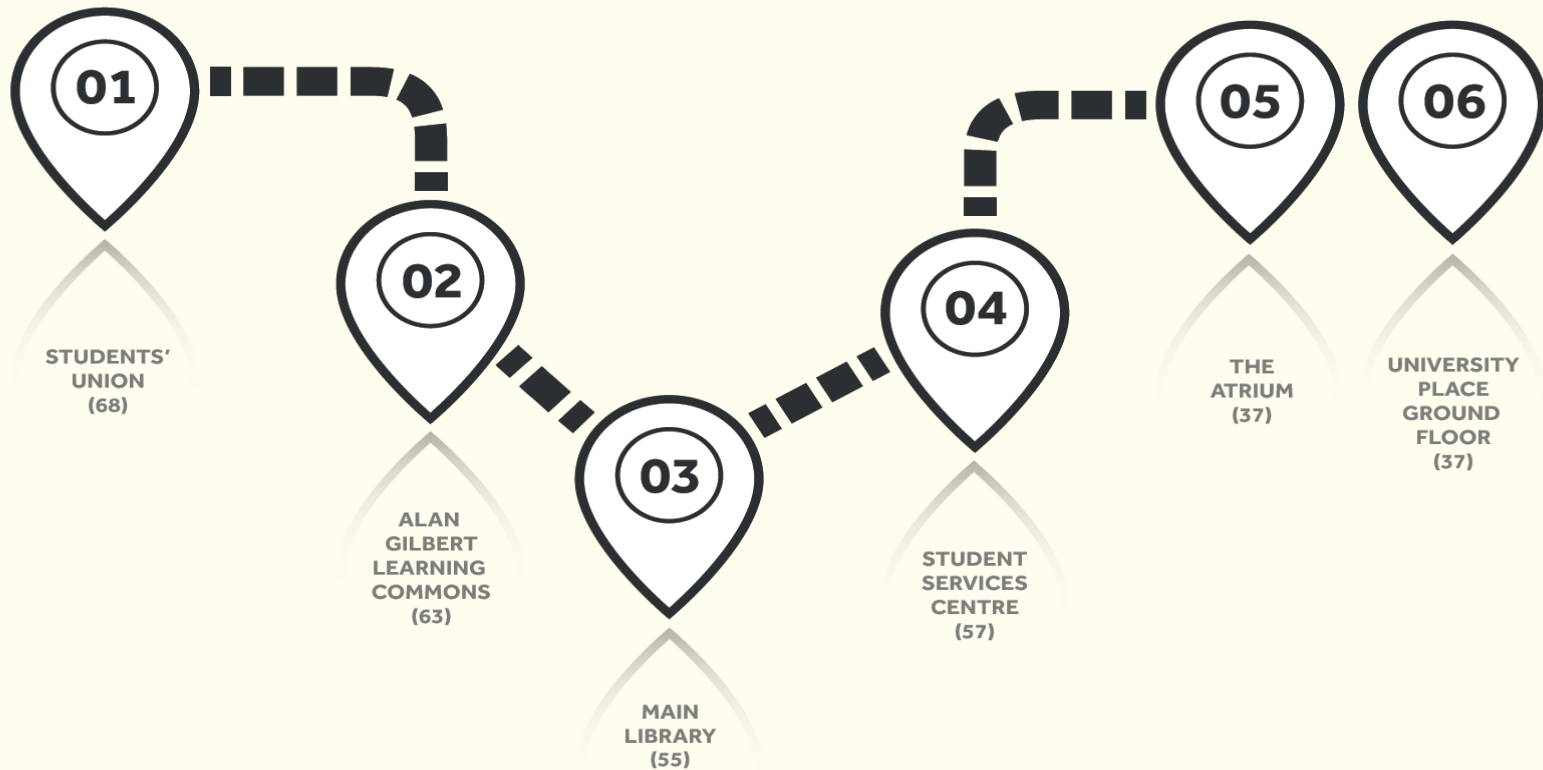
Support for students in academic Schools

- Individual academic Schools organise their academic and pastoral support differently to match the needs of their academic discipline.
- However, such support is likely to include student support officers, academic advisers and programme administrators – you can check your programme handbook or your School intranet for more information.

The range of central support services

- Alan Gilbert Learning Commons My Learning Essentials Programme
- Careers
- The Counselling Service
- The Disability Support Office
- The International Advice Team
- The International Society
- The Student Money Adviser
- The Student Support Adviser
- The Student Services Centre
- The Students' Union
- Students' Union Advice Centre
- University Language Centre
- University Residences Pastoral Care Teams
- The Atrium, University Place

Location of Central Support Services



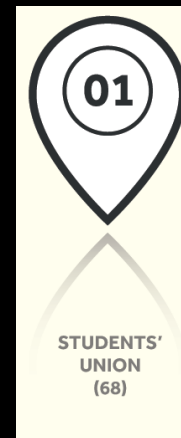
The International Society

- What is the International Society and what can they help you with?
- The International Society is an independent, not-for-profit organisation unique to Greater Manchester. They provide international students with a warm and friendly welcome when they arrive in the city and activities to make their time in the UK wonderful! This includes:
 - Classes
 - Trips
 - Fabulous food
 - Family and women's groups
 - Number 69 on the Campus Map!

The University Language Centre

- What can the University Language Centre help you with?
- They provide a wide range of courses and services to the whole of the University of Manchester.
- They offer courses in some 19 languages for personal, professional and academic purposes at various levels to students and staff of the University and to members of the wider public.
- They are an examination centre for IELTS, Cambridge, Pitman, Goethe-Institut, Paris Chamber of Commerce and Madrid Chamber of Commerce and can prepare you for these examinations.
- They offer in-sessional courses, tutorials and bespoke provision.
- Number 67 on the campus map!

The Students' Union



What is the Students' Union and what can they do for you?

- The Students' Union is an organisation dedicated to representing students, and meeting their social, educational and welfare needs. As a student you will automatically be a member of the Students' Union.
- Student life is not just about studying. The Students' Union building is the hub of student activities to start making friends, gaining skills and experience, exploring a new city and getting the right support. It is home to more than 250 diverse student-led societies including many international societies and provides a place to shop, eat, drink or enjoy live music.

The Students' Union Advice Team



- What can the Students' Union Advice Team offer you?
- Free, independent and confidential information and advice on personal and academic issues such as appeals, complaints and disciplinary hearings e.g. plagiarism.
- Other common enquiries relate to housing – from problems with a landlord to getting your deposit back and financial advice such as student finance, benefits and general hardship.

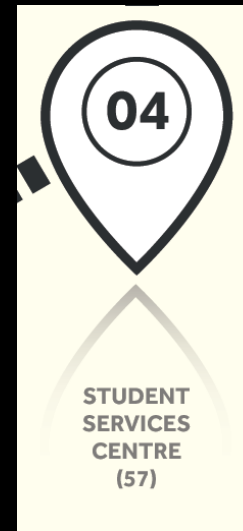
The Alan Gilbert Learning Commons



What can the ALGC Open Training Team help you with?

- Training workshops covering a variety of academic and transferable skills (called the My Learning Essentials Programme)
- Training on revision/study skills, note-taking and other topics
- Training on research skills
- Sign up for courses online:
www.library.manchester.ac.uk/academicsupport/mylearningessentials/

Student Services Centre (SSC)

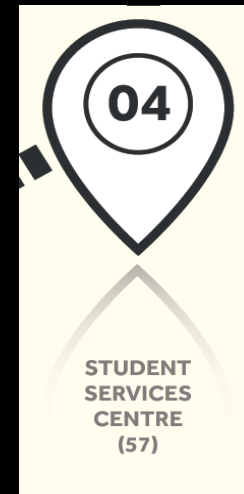


What can the Student Services Centre help you with?

All Transactional Services such as:

- Registration
- Fee payments
- Examinations
- Official documentation - certificates and transcripts
- Lost student ID cards
- Bank Letters & Confirmation of Attendance Letters

The Student Immigration Team (SIT)



- What can the SIT help you with?
- Support for international students
- Specialist immigration advice and guidance on applying for immigration permission
- Advice on ATAS
- Advice on working whilst you are studying
- Guidance on obtaining permission for family members to visit you
- HOST

University of Manchester Counselling Service

What can the Counselling Service give you?

- Confidential help with any personal issues affecting work, self-esteem, relationships, mental health and general well-being.
- A valuable opportunity to work on personal issues in a confidential setting with someone independent from your own life.
- A range of courses and workshops as well as individual counselling
- Access to online resources and recommended reading
- Number 31 on the campus map!

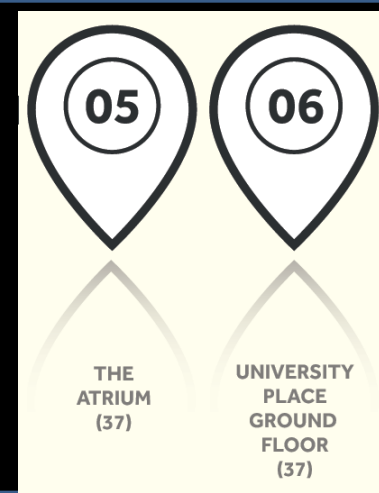
Disability Support Office (DSO)

- What can the DSO offer you?
- Confidential advice and support if you have dyslexia, a mental health or physical disability that is affecting your studies e.g. by adjustments to exams
- A named contact in the office to help you access support you need
- Support provided to over 4500 students at the UoM
- Number 37 on the campus map!
- More information at- <http://tinyurl.com/pweu48g>

University Residences Pastoral Care Teams

- What can the pastoral care teams help you with?
- Pastoral teams work in all University Halls and can support you with any issues that might arise in your flat/ block such as cleaning, maintenance, noise or personal issues.

The Atrium 1st Floor, Uni Place

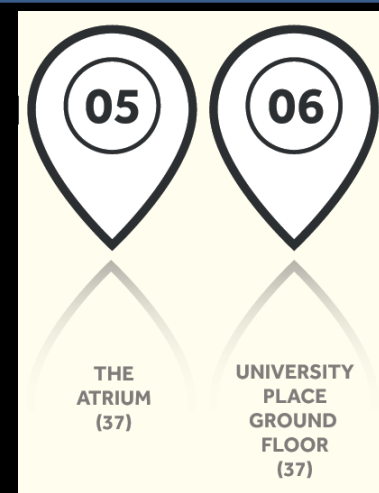


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The Atrium – First Floor, University Place – The place to explore Student Support, Wellbeing and Employability!

- Explore opportunities to volunteer, study abroad, work part-time and investigate careers options
- Personalised help in resolving personal problems, including how to manage your money: home to the Student Support Adviser & Student Money Adviser
- University Place Ground Floor - sign up or take part in workshops or events – making the most of your time at Manchester!

The University Careers Service

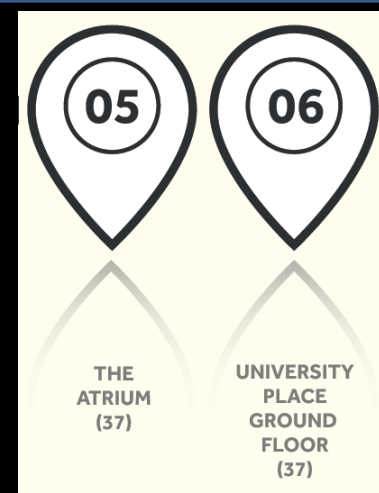


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What can the Careers Service help you with?

- Exploring your career options and ideas
- Looking for part-time, vacation work or volunteering
- Finding out about specific jobs and sectors
- Starting your own business
- Developing and improving skills employers look for
- Finding graduate jobs, internships or postgraduate study
- Applications and interviews
- Online and interactive services
- Resources
- Events

The Student Money Adviser



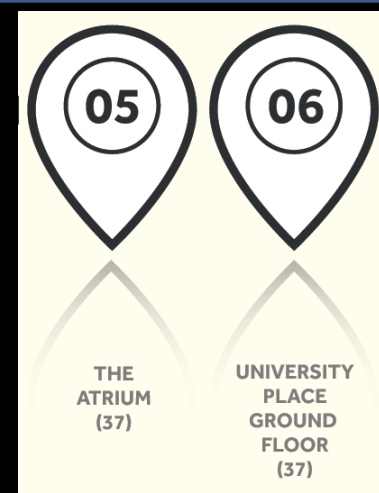
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What can the Student Money Adviser offer you?

Specialist advice and support on;

- Budgeting
- Funding including Student Finance
- Housing
- Benefits/State Support
- Debts - signposting to specialist debt advice
- Scholarships and Bursaries
- Hardship Funds
- Tax/Benefits/State Support
- General money concerns

The Student Money Adviser



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Look out for various finance-themed events throughout the academic year including workshops, visits from external companies and National Student Money Week!

There are various ways you can interact with the Student Money Adviser:

Web: www.manchester.ac.uk/studentmoneyadviser

Email: studentmoneyadviser@manchester.ac.uk

Tel: 0161 275 2035



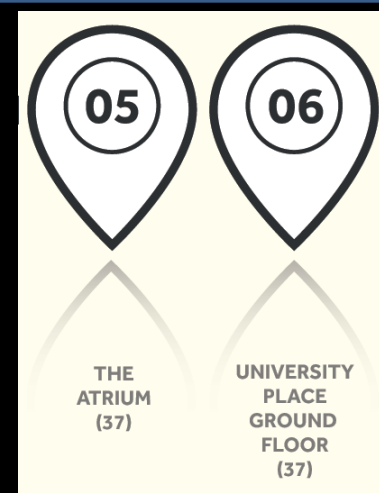
/StudentMoneyAdviserUoM



@UoMMoneyAdviser

...or come along to The Atrium for a chat and to find out more!

The Student Support Adviser

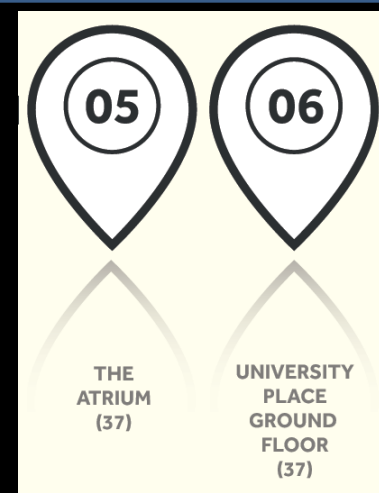


What can the Student Support Adviser offer you?

The Student Support Adviser is here to provide advice & guidance on a range of pastoral matters and University Policies & Procedures, which may include things like;

- Health & wellbeing
- Accommodation
- Academic Appeals
- Complaints
- Mitigating Circumstances
- Interruptions & withdrawals
- Course changes
- Student Support available both centrally and within the Schools

The Student Support Adviser



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Other things to look out for throughout the year include:

- Campaigns & initiatives including alcohol awareness, personal safety and Health & Wellbeing
- Exam Period Drop-in Sessions
- Health & Wellbeing MOTs
- Workshops on being prepared for your studies and revision

There are various ways you can interact with the Student Support Adviser:

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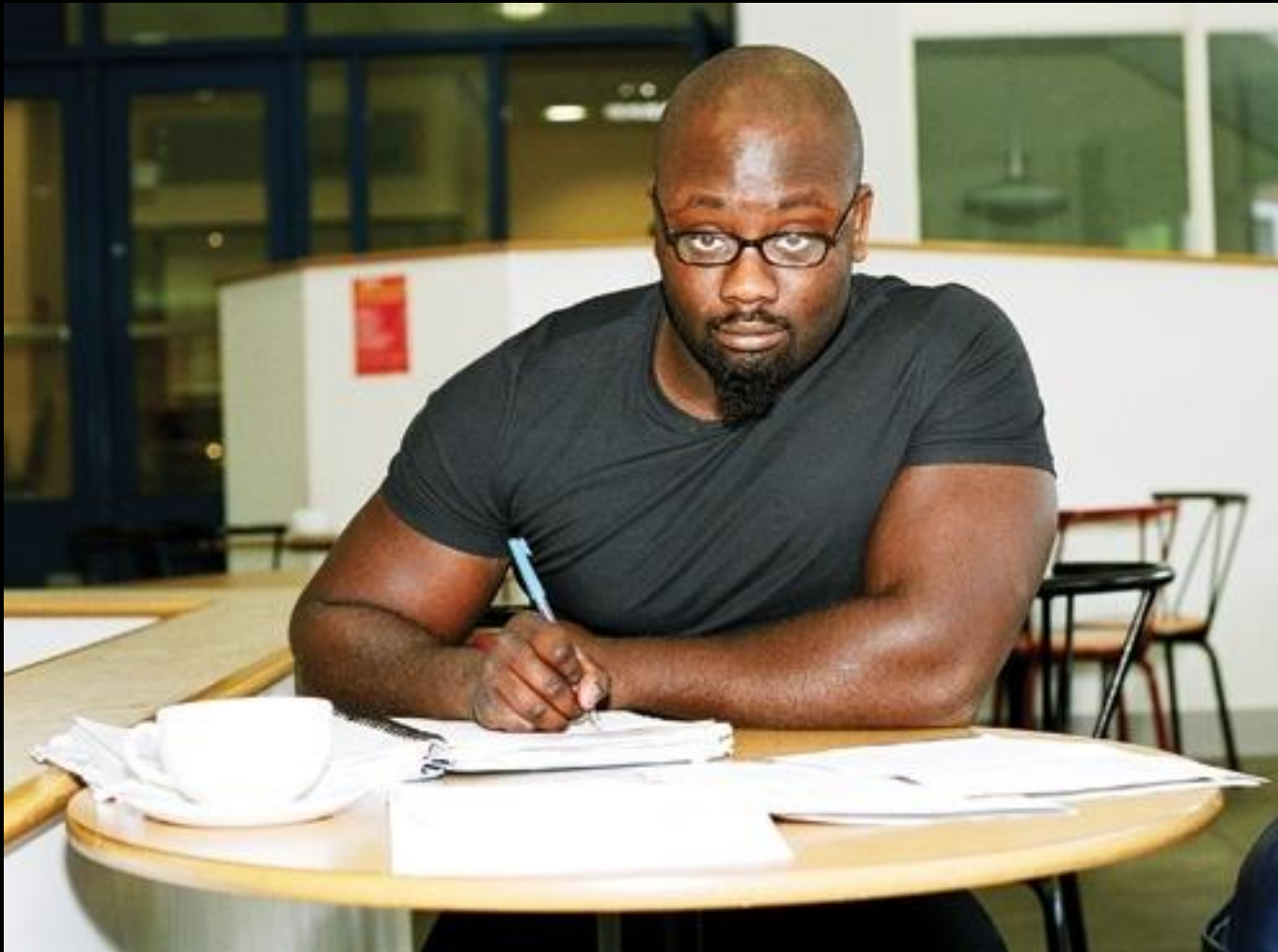
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@UoMSSA

...or come along to The Atrium to find out more!

Scenario 1 : Andy



Andy is a new undergraduate student from the US.

He was confident that he would be able to do well at University when he started in September. Although he worked hard, he was disappointed with the grade he received in his first written assignment in November. The feedback on Andy's assignment mentioned that his writing lacks clarity, and that he needs to reference a wider range of reading. Andy would like to improve his performance; who should he speak to?

School-based **Academic Advisers** can offer subject-specific advice;

Some Schools have **Student Support Officers** as part of the administrative team, they can offer study skills advice and perhaps put Andy in touch with **PASS** and **peer support** groups

Training courses organised by the **Alan Gilbert Learning Commons** will address the skills issues by focussing on support to specific **academic competences**

The **Disability Support Office** can offer advice on unseen disabilities including dyslexia and dyspraxia;

The **University Language Centre** runs in-session academic writing programmes.

Andy can also check the **Crucial Guide** for online support and advice on study skills

Scenario 2 : Louisa



Louisa is from Italy. She has found it difficult to adapt to living away from home: she hasn't made friends with other people in her Hall of Residence and often feels isolated. She's very nervous about the January exam period and is worried that she won't perform to her capabilities.

Louisa is also worried about her finances; she thought she might be able to get a part time job but she hasn't found anything yet and the cost of living is more than she expected.

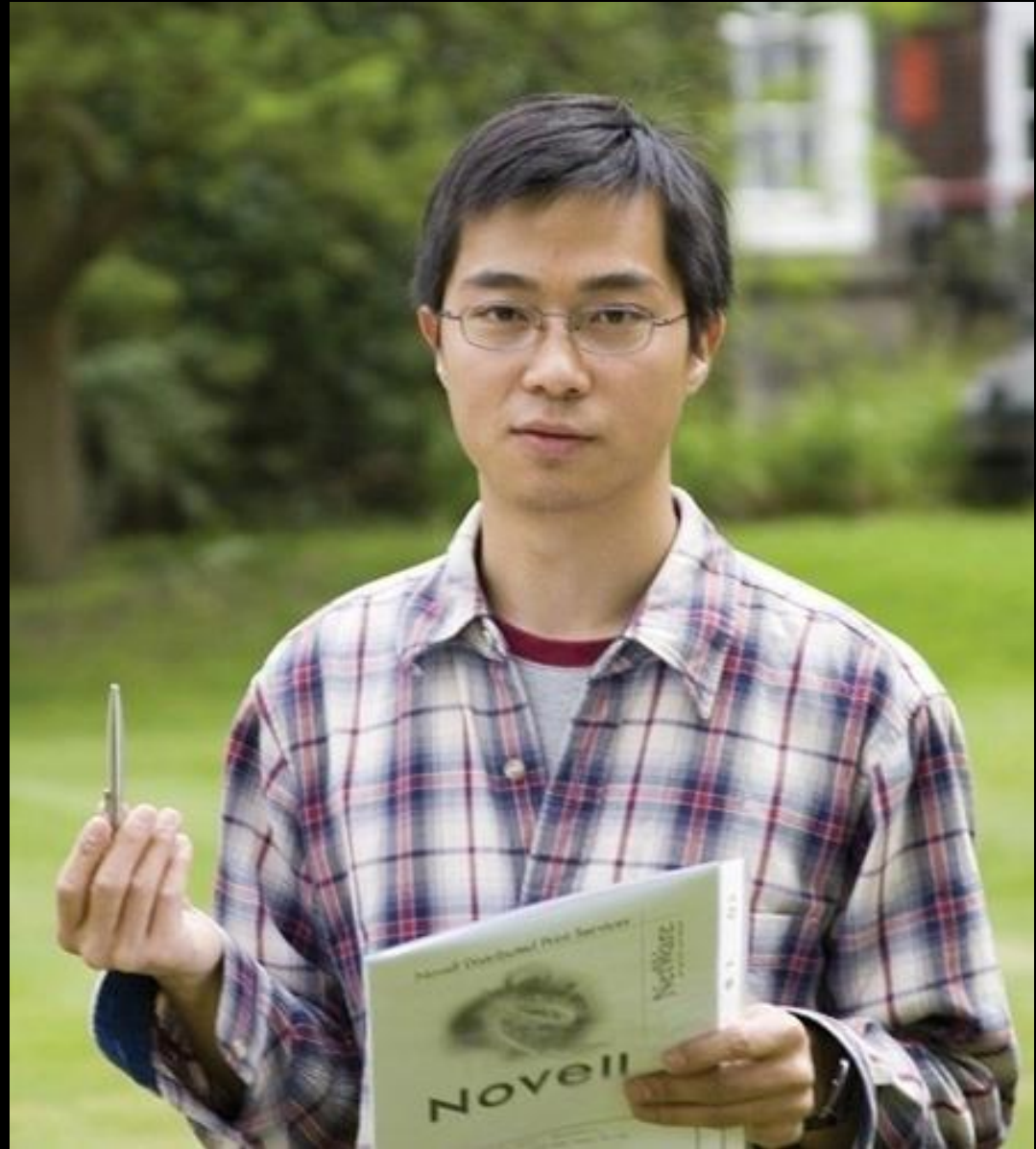
If Louisa is living in University Halls she could speak with her **flat tutor** to see if there are any specific issues they might be able to solve together.

She could go along to the **International Society** to see if that environment might prove a good one for making new friends or look on the **UMSU website** to see if there are any **societies** or **volunteering opportunities** that might appeal to her.

The University's **Counselling Service** organise workshops on exam stress and anxiety which might be useful and which could also widen her circle of friends

In terms of her finances, Louisa could visit The Atrium. The **Student Money Adviser** is located in The Atrium for help with budgeting and money management, **Careers** (also in The Atrium) will advise on any opportunities for voluntary or part time work and/or the **UMSU Welfare Advice Service**

Scenario 3 : Henry



Henry is an international student from China. He has recently learned that a member of his family is very unwell.

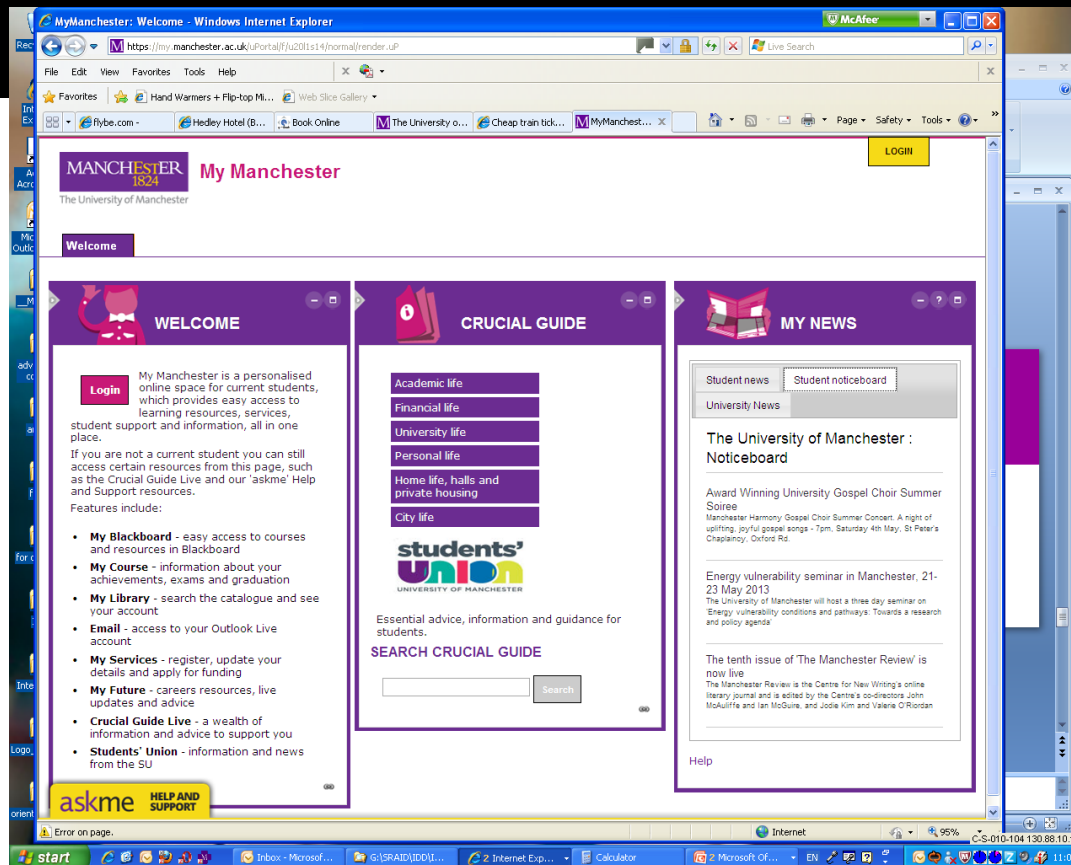
Henry is very upset at this news and is finding it very difficult to focus on his work; he would like to return home but is unsure how this might affect his student visa and whether the University would allow him to do so. Who might be able to help Henry with these problems?

Henry needs to talk to someone in his academic School about the **Mitigating Circumstances** process and his possible **absence** if he goes home – this might be his **Academic Adviser**, his **Student Support Officer**, a **tutor** or a **member of the administration**

He may want to speak with someone from the **Counselling Service** about his feelings and lack of focus and see if he can get some support with this

He can make an appointment to see one of the members of the **International Advice Team** to get specialist advice about his visa and possible absence from the University.

More information is available in the Crucial Guide & the Atrium blog



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2015



English Language Support

John Morley
Director, University
Language Programmes