

the
Crucial Guide
for undergraduates

All you need to know to settle into student life at Manchester



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Copies are available in Braille, larger print (please specify font type and size required), or on CD. If you require a copy of this Guide, or certain sections of it in an alternative format, please contact the Student Communications office 0161 275 2073.



Welcome to Manchester

Congratulations: you're coming to The University of Manchester! Well done on all your hard work – and a warm welcome to what we hope will be your much-loved home for the duration of your undergraduate studies with us – and perhaps beyond.

With our proud tradition of academic excellence, outstanding opportunities to boost your career prospects and personal development, and one of the world's most exciting cities on our doorstep, we're confident that you've made the right decision in choosing The University of Manchester – and we look forward to you becoming part of our thriving community.

What's so Crucial?

This Crucial Guide for new undergraduate students will help you to:

- 1. Prepare** for coming to University, with tips on what you need to do before you arrive, including our guide to the all-important registration process
- 2. Settle** into University life, discovering everything you need to do when you arrive, with plenty of useful advice
- 3. Discover** the top tips which are **Good to Know** and help you get a head start - aspects of University life you might want to look into once you are settled, in Year 1 and beyond

You'll find handy **Crucial Checklists**, to help you get organised and keep track of what needs to be done, plus **Crucial Features** on different aspects of student life.

And look out for "**If only I'd known...**" boxes, containing the sighed wishes of current Manchester students on things they would love to have known before coming to Uni – so that you will know and can benefit accordingly.

Distance learners

If you are starting your studies but won't be physically located in Manchester, take a look at our dedicated advice and guidance for distance learners on The Crucial Guide Live:
www.studentnet.manchester.ac.uk/crucial-guide

International students

Coming to Manchester from outside the EU? Please read this guide in conjunction with the **International Students' Arrival Guide**, which you'll also receive from us and which you'll find further reference to in this guide.

Check your inbox

The weekly My Manchester newsletter will keep you up to date with relevant University news, advice and information around important periods such as exams, and help provide you with the knowledge to have a really great student experience.



Diary dates

The academic year

Semester 1
17 September 2012 - 27 January 2013

Break
14 December 2012 - 14 January 2013

Semester 2
28 January 2013 - 8 June 2013

Break
22 March 2013 - 15 April 2013

Exams

Semester 1
14 - 25 January 2013

Semester 2
16 May 2013 - 5 June 2013

Re-examinations
19 - 30 August 2013

Welcome Week

Welcome and Orientation (for international students)
13 - 16 September 2012
Make sure to refer to your International Students Arrival Guide for more information

Start of Year Fair
18 - 19 September 2012
Marquee outside University Place (map ref 37), Oxford Road site

A sample of all the University's services in one place, including signing up for a local GP

Student Fair
18 - 19 September 2012
Academy 1 and Students' Union (campus map ref 68 and 78)

Find out about the Students' Union, sign up for societies and get some amazing deals and freebies

Sport, Health and Activity Fair
18 - 19 September 2012
Students' Union, Oxford Road (campus map ref 68)

Find out more about all the great sports teams, clubs, and sign up for activities

Checklist 1: Before you arrive

- Apply for University accommodation 4
- Check your vaccines 4
- Confirm your attendance 5
- Register and pay your fees 6
- Plan your journey to Manchester 10
- Learn more about student life 12

The more you get done before you arrive on campus, the more you can enjoy that all important first week of term.

Welcome Week is an important time to allow you to settle in, feel at home, and get a sense of what to expect during your time as a student - with plenty of fun along the way.

Complete the simple tasks on this pre arrival checklist, then you are safe to relax and really start enjoying your first days as a Manchester student.

Checklist 1:



Apply for University accommodation

By the time you get this guide, most of you who are planning to live in University accommodation will already have applied for your preferred hall of residence. Well done for being so prompt, and we look forward to welcoming you to your new home.

If you have yet to apply, don't delay any longer – we need to receive your application by Friday 31 August in order to guarantee you a place.

You can apply online today: www.manchester.ac.uk/accommodation/application-procedure

checklist:

- Apply for University accommodation by 31 August

Find out more...

For full details of our first-year accommodation guarantee for UK/EU students: <http://tiny.cc/accomm-guarantee>

For all accommodation-related information for international students, please refer to your Arrival Guide.

To discuss any special accommodation requirements: *Speak to/email one of our advisors using our contact details (see below).*

For information on privately rented accommodation options: www.manchesterstudenthomes.com

For student-run online groups relating to your hall of residence: Search on Facebook: www.facebook.com

Contact us

The Accommodation Office, University Place, Oxford Road
Campus map ref: 37
tel +44 (0)161 275 2888
email: accommodation@manchester.ac.uk
www.manchester.ac.uk/accommodation

Find out more...

Mumps Advice
<http://tiny.cc/health-mumps>

checklist:

- Check your vaccinations record

Check your vaccines

In the last few years, incidences of mumps and measles in teenagers and young adults have increased across the UK. To protect our student community, we therefore advise you to **get a Meningitis C vaccination and a second MMR (Measles, Mumps and Rubella) vaccination before coming to university**, if you have not already done so.

If you are unsure whether or not you are already covered, please check with your doctor or your local Child Health Records Department before coming to university. If you have any difficulty in getting the vaccines, contact the Patient Advice and Liaison Services – tel +44 (0)161 219 9451.

Please note that the vaccines are not recommended if you are pregnant.



Confirm your attendance

You need to let us know that you are definitely coming to Manchester. The first step is taking a moment to set up your new student IT account.

Set up your student IT account

If you haven't already done so, the first thing to do is complete **IT sign up**. This will allow you to confirm your attendance and will also give you access to our extensive IT facilities, including your own University email account.

1. You will receive an email – to your personal email address – from the University letting you know that an IT account has been created for you. *You cannot sign up until you receive this message.*

2. You can then get online at: www.manchester.ac.uk/itservices/itaccountmanager

To set up your account, you will need:

- Your date of birth
- Your University of Manchester ID number (listed in all communications that you have received from the University's Admissions team)

You will receive your own unique username and password, which you can then use to **confirm your attendance** at the University.

As with all log-in details, you should protect your personal data by not sharing these with anyone else. For University regulations around computer use, see <http://tiny.cc/ITrules>

Tell us you're coming

Once you've completed IT sign up, you'll need to confirm your attendance. You will receive an email explaining how to do this. This is an important step towards registering (see pages 6-9) and formally becoming a member of the University.

checklist:

- Set up your student IT account
- Confirm you're coming to Manchester

Registration

Becoming a member of the University



What is registration?

Registration* is a crucial part of becoming a student of the University. It's an online process that requires you to confirm personal details, check course information and pay – or make arrangements to pay – your tuition fees. *You are not a member of the University and can't access any of our services – including attending lectures – until you register.*

When to register

You will receive an email from the University, inviting you to register – please don't attempt to do so before you get this.

You can register, at your own pace and at a convenient time, between **Monday 3 September** and the deadline of **Sunday 30 September**. If you do not complete registration by this date, you will be liable for a late payment charge of £50.00. Failure to complete registration by the 31 October will result in the late payment charge increasing to £200.00.

We advise you to register early, before you come to Manchester.

**Please note that you won't be able to register with us until you have set up your student IT account and confirmed your attendance at the University (see page 5).*

top tip

While registering, do not use the back button on your browser – use the button provided on the screen instead, to avoid losing information.



How to register

Go to www.manchester.ac.uk and follow the link to register, you will then log in to <http://my.manchester.ac.uk> using your **central username** and **password** (generated during IT Sign Up – see p5) and select the **'My Services' tab**.

You should be able to complete online registration simply by following the instructions as they appear on-screen.

A green 'completed' tick will appear as you finish each section. At the end of each step, click on 'Continue with registration' to move onto the next step.

Although the process is relatively quick, you don't need to complete it all at once – log out at any time using the 'Sign out' link in the top right hand corner and all the sections you have already completed will save automatically.

Please note, however, that if you are required to set up a direct debit you will need to finish all the steps in this section for the details to be saved.

Distance learning and modular-based courses

If you are a distance learner, or are taking a modular-based course, and want to pay your tuition fees in instalments, you will be unable to complete step 10 of your registration online. Contact us if you need advice.

Ten steps

Online registration consists of ten steps.

Steps one to nine require you to confirm and update information about you, your contact details and your course.

You should also read the information explaining what the University will do with your personal information and your rights in connection with the Data Protection Act, as well as the University's declaration statements – by ticking the box in step 9, you agree to abide by the University's statutes, ordinances, regulations and by-laws. See p52 for more details.

Important: Updating your contact details

Please be aware that you are responsible for keeping all your contact details up-to-date throughout your time at University. You can do this at any time by logging into <http://my.manchester.ac.uk>. It's particularly important to make sure your term time address is correct, as the University tells certain local Councils if you are exempt from paying Council Tax.

Step ten is the payment of your tuition fees. The following section explains how you can do this.

If you're paying your own tuition fees...

Online card payment

You will need your **credit/debit card** – and your **UK bank account details** if you wish to pay your fees in instalments.

To pay in full, click 'Pay Now' or to pay in instalments, click 'Pay by Instalments'. If you choose to pay by instalments, you will pay one-third of your fees now, and set up a direct debit to pay two more instalments on specified dates. If you prefer to give us this information over the phone, ring the registration helpline (see 'Need Help' on p9).

Bank drafts and cheques

If you want to pay by bank draft, cheque, or traveller's cheques (sterling), you will need your **University of Manchester ID number**, your **bank draft or cheque** and **UK bank account details** (if paying by instalments).

You can pay by visiting the **Main Library** and **Whitworth Hall** venues once you arrive (see 'key venues' on p9).

Check your email

The University will use your @student.manchester.ac.uk email address to send you communications, so please make sure you check it regularly.

Registration

Bank transfer

For information on how to pay your tuition fees by bank transfer, see: <http://tinyurl.com/UoMpayment>

If you have already made a bank transfer and this is not displayed on step 10, contact the registration helpline (see opposite page).

International students

Be aware that opening a bank account after you arrive in the UK may take some time – bring enough funds with you to last for the first two weeks in Manchester. For more information on UK banking, see your Arrival Guide.

If Student Finance England, Student Finance Wales, Student Finance Northern Ireland, Student Awards Agency for Scotland, or the NHS are paying your fees...

At step 10, your account will be displayed, showing the tuition fee you are due to pay in the 'Student Contribution' box. It will reflect any sponsorship or School grant you have been awarded. If your sponsorship is not displayed, you can email a copy to sponsorletters@manchester.ac.uk, or fax to +44 (0)161 275 7860 before Tuesday 31 July 2012.

After this date you should bring a copy of your sponsorship letter to the **Main Library** between 3-12 September or **Whitworth Hall** from 13-25 September (see 'Key Venues' page 9).

top tip

UK students – make sure you have given your National Insurance number to your funding body. Without it, your grant / loan won't be released, and your tuition fees won't be paid.

If your employer/ government/sponsor is paying your fees...

If you are a sponsored student, you need to give us details of your sponsor as soon as possible and we will invoice them for your fees. If you haven't already, you should email your sponsorship letter to sponsorletters@manchester.ac.uk, or fax to +44 (0)161 275 7860 before Tuesday 31 July 2012.

To find out more about what information should be included on this document, please refer to: <http://tinyurl.com/UoMsponsorshipinfo>

At step 10, your account will be displayed, showing the tuition fee you are due to pay in the 'Student Contribution' box. It will reflect any sponsorship or school grant you have been awarded.

If your sponsorship is not displayed, you should bring a copy of your sponsorship letter to the Main Library or Whitworth Hall once you arrive (see Key Venues on opposite page).



Key venues

Main Library* (campus map ref 55)

Monday – Friday
3 - 28 September
Between 9am and 5pm, or
Saturday 15 September
11am – 3pm and
Sunday 16 September
12pm – 5pm

**Please note: Between 13 - 28 Sept the Main Library is a student card collection venue only, do not bring your sponsorship letter at this time.*

Whitworth Hall Building (campus map ref 50)

Monday - Friday
13 - 25 September
Between 9.15am – 5pm, and
Saturday and Sunday
15 and 16 September
11am – 5 pm

What happens next?

Once you've successfully registered online, all you need to do when you arrive at the University is pick up your student card – see p14.

Need help?

Registration helpline

If you have any problems while registering, call our registration helpline: **+44 (0)161 306 5544**. It is open 9am - 5pm, Monday to Friday throughout September, and 11am – 3pm on Saturday 15 September.

Online FAQs

We have a list of registration FAQs on our 'Knowledge Base' that may answer your query – see: www.manchester.ac.uk/servicedesk

Email

Email us at selfservice@manchester.ac.uk, or use our online contact form: www.manchester.ac.uk/selfservice/contactus

Other useful email addresses:

For general tuition fee enquiries: tuitionfees@manchester.ac.uk

For queries about sponsors and sending in copies of sponsor letters, if your tuition fees are being paid by a sponsor: sponsorletters@manchester.ac.uk

For prepayments of tuition fees and queries: earlypayments@manchester.ac.uk

Find out more...

About registration: <http://tinyurl.com/UoMregistration>

About tuition fees, including methods of payment: <http://tinyurl.com/UoMtuitionfees>

For additional registration information relating to international students, please see your international Arrival Guide

checklist:

- Register with the University by 30 September
- Arrange payment of your tuition fees

Checklist 1:



Plan your journey to Manchester

We're lucky in Manchester to be conveniently located in a central, well-connected part of the UK, with plenty of transport options to get you here safely.

By air

Served by most major airlines, Manchester International Airport is conveniently situated about 10 miles south of the University. Frequent trains, bus and coach services run from the airport to the city centre and taxis are also available. Find out more on the airport's website: www.manchesterairport.co.uk

International arrivals

For details on our arrival services for students based outside the EU, including our airport pick-up service, please refer to your Arrival Guide.

top tip

Consider cycling

Manchester's campus is part of a busy network of cycle routes – consider cycling as a cheap, quick and environmentally friendly mode of travel during your time at University. See page 40

By train

The University is close to both Manchester Piccadilly and Oxford Road train stations. Call the 24-hour passenger information service +44 (0)8457 48 49 50, or check online: www.nationalrail.co.uk

Fare discounts

- A 16-25 Railcard entitles you to discounts on tickets (full-time mature students are also eligible for this railcard): www.16-25railcard.co.uk
- Advance Fares are often much cheaper, if you can plan ahead: www.nationalrail.co.uk/times_fares/advance.html
- Some cheap fares on national routes are available via Megabus: <http://megabus.com/uk>
- Virgin Trains' Best Fare Finder service can offer good deals on routes linking London with the North West: www.farefinder.virgintrains.co.uk

By coach

The National Express Coach service is often cheaper than train travel and has a discount scheme for students: tel +44 (0)8717 81 81 78 www.nationalexpress.com/coach

By road

Manchester is well served by the motorway network. Use the Google Maps 'Get Directions' service to plan the best route. www.google.co.uk/maps

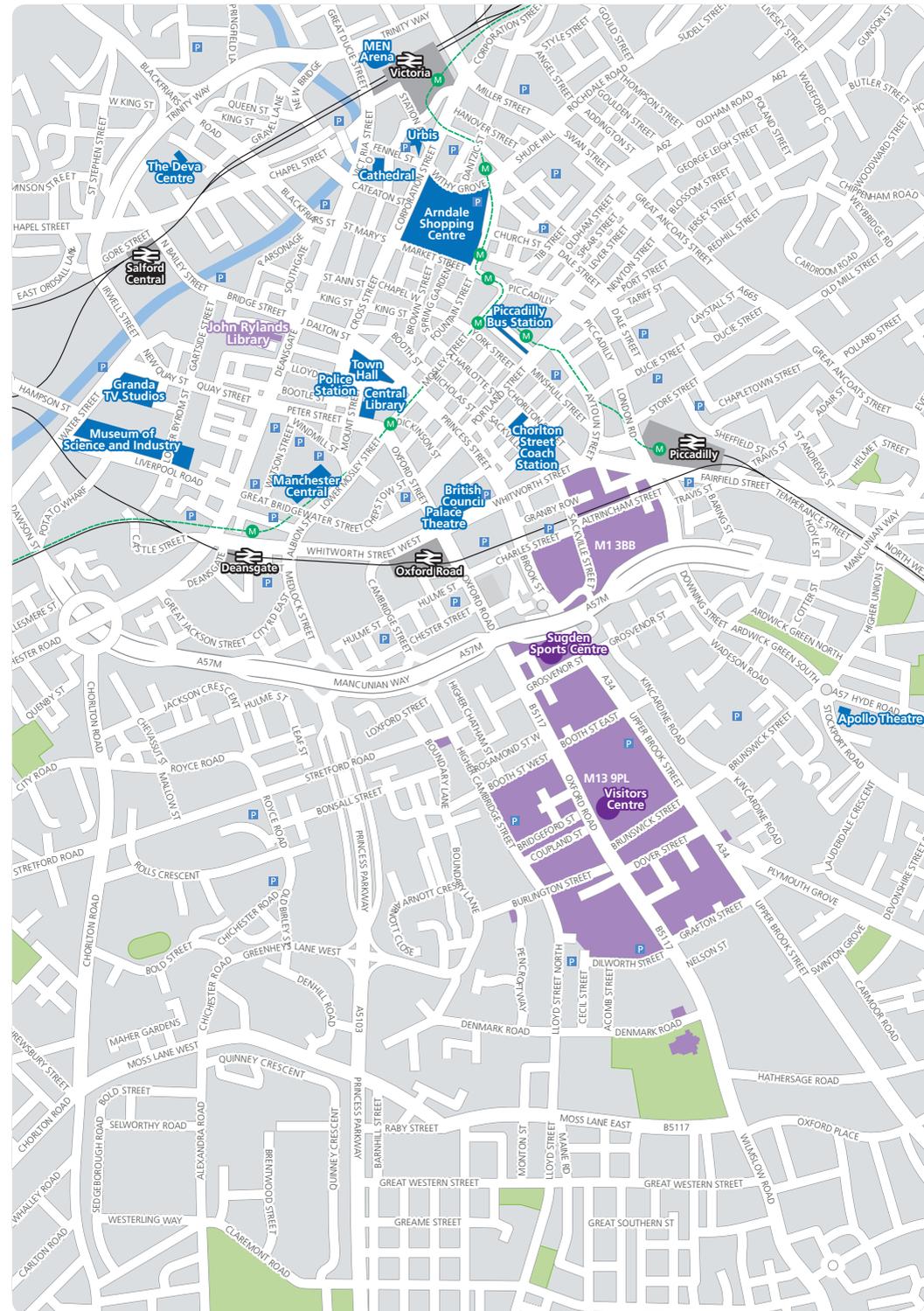
SatNav

Oxford Road campus postcode: M13 9PL

Sackville Street campus postcode: M1 3BB

checklist:

Plan your journey to Manchester



Checklist 1:

“Even though I have a full loan, I have always worked during the summer to earn some extra money”

Student life

Rachael Sherrington, MSc Neuroscience



In my first year I lived in a mixed, self catered flat in Oak House, which was a great way to meet people. My first week was nerve-racking but my flatmates were all very friendly and sociable. We all went out together nearly every night, and spent the days walking around Fallowfield, finding out where to do our food shopping and which restaurants we wanted to try. But later on in my studies I have moved into private halls closer to University – this means I am much closer to my labs and the library, which is great when dealing with the increased workload.

There are a huge number of buses running up and down Oxford Road from town to Fallowfield and further that this is the choice of transport for most people. You can buy weekly passes, but the the annual pass has worked out as the best value for me, so that is what I've done since first year.

Although I don't think I am very sporty, I have made good use of the fun exercise classes available. This year I have student membership for the Aquatics centre, which has an Olympic sized pool as well as a gym.

I was fortunate enough to be able to get a full loan to pay for my degree, but I have also always worked during the summer to earn a bit of extra money and my parents have been able to help me out with some of my accommodation costs.

My most important advice for new students is to make sure you keep on top of your work throughout the year, there just isn't time to catch up if you leave it until deadlines or the exam period. And if you like studying on campus, at exam times study spaces can get very busy – don't underestimate how just getting there nice and early can make a difference. I'd also recommend getting involved with course events and societies, as it's a great way to meet people.

“If only I'd known...”

A few things some of our current students wish they had known before they arrived at Manchester:

“... all of my flatmates had already met on Facebook through the 'Richmond Park' group – I didn't even know it existed!”

“... registering online before you get to Manchester is possible and loads quicker.”

“... to enjoy Welcome Week more, I wasn't aware how important it was.”

“... everyone else is trying to find friends too – have the confidence to speak.”



Checklist 2: Welcome Week



Plenty of friendly staff and students will be wearing 'ask me' badges to show they are happy to help you out whenever you need it.

- Pick up your student card p14
- Explore online p15
- Register with local health services p16
- Free bus around campus p17
- Enjoy Welcome Week! p18
- Explore your surroundings p20
(getting around, food and drink, campus, Learning Commons, the Library, the Students' Union)
- Learn more about student life p28

Welcome Week is a whirlwind of activity – with the Student Fair and an array of special events ran by your School or halls this is a great time to find out more about your course and University resources available, as well as get to know your way around the campus and the city.

If you find yourself becoming overwhelmed, stop, take a deep breath, and then refer back to this checklist to reassure yourself of how much you have got done.

Remember there will always be friendly people around to help and advise you if you need it – just ask. Look out in particular for the staff and students wearing purple 'ask me' badges or sweatshirts to show they are happy to help you out.

Checklist 2:



Pick up your student card

Why?

Once you've registered*, you can pick up your student card, which gives you access to the University libraries and some buildings.

Collecting your student card will also release any funds you may be expecting from the Student Loans Company. Your payment should arrive in your bank account three to four working days after you pick up your card, but funds will only be released after Monday 17 September 2012.

Where and when?

You can collect your student card from any of the locations shown.

Venue	Opening dates	Opening hours – weekdays	Opening hours – Weekend 15-16 September
Main Library (55 on campus map)	3 - 28 Sept <i>(Please note: Payments will only be accepted here until 12 September)</i>	9am – 5pm	Sat 15 Sept: 11am – 3pm Sun 16 Sept: 12pm – 5pm
Joule Library <i>Until 12 Sept</i> (1 on campus map)	3 - 12 Sept	11am – 4pm	Sat 15 Sept: 11am – 3pm Sun 16 Sept: 1pm – 6pm
Joule Library <i>From 13 Sept</i> (1 on campus map)	13-28 Sept	9am – 4pm	Sat 15 Sept: 11am – 3pm Sun 16 Sept: 1pm – 6pm
Owens Park (Fallowfield campus)	13 -18 Sept	9am – 5pm	Sat 15 Sept: 10am – 5pm Sun 16 Sept: 10am – 5pm
Whitworth Hall (50 on campus map)	13 - 25 Sept <i>(Please note: This venue is for both making payments and collecting student cards)</i>	9.15am – 5pm	Sat 15 Sept: 11am – 5pm Sun 16 Sept: 11am – 5pm

International student check in

Collect all the documents you need quickly and easily at the International student check in. That means you only have to queue up and show your passport and documentation once.

So make sure you check in **before** going to collect your Student ID card, and then you will have everything you need to start enjoying your time in Manchester.

International student check in venue and dates

Whitworth Corridor, Whitworth Hall (51 on campus map)
3 - 28 Sept
Weekdays 9am - 5pm
And Sat and Sun 15 - 16 Sept

checklist:

- Pick up your student card

*Not registered yet? See p6.



Explore online

Internet in halls

Students living in University halls of residence – and in some privately managed halls – can join our Hornet internet service. This enables you to access the internet via the network socket in your bedroom. Hornet users receive dedicated support from a team of staff living in halls – and setting up the service is usually quick and easy.

You will need:

- Your username and password, supplied during IT Sign-Up (see p5)
- A suitable computer and network cable – for more details, see: <http://hornet.manchester.ac.uk>

top tip

Protect yourself. Make sure your computer is secure and keep your personal details safe by following our five-step security plan: <http://hornet.manchester.ac.uk/security>

Online health and safety course

We want to make sure that all our students stay safe during their studies. We have designed a short on-line induction course for each student to complete during their first couple of weeks on campus – you should allow one hour to complete it.

If you have any queries or problems completing it, contact your School. The course will be available on Blackboard, your online learning environment, which can be accessed via <http://my.manchester.ac.uk>

Choosing course units

If you have a choice of units, your School will advise you on how to choose your options.

All course units have related materials available in Blackboard.

However, don't worry if you can't see much in Blackboard during Welcome Week – your enrolment on units may not yet be complete, and that is to be expected.

Contact your School for further help and advice about enrolments, and search the help and support on <http://my.manchester.ac.uk> for more information about Blackboard.

checklist:

- Get online in your hall
- Take the online H&S course
- Choose your course units

Checklist 2:



Register with local health services

We want you to stay fit and healthy while you're with us, so make sure you can access local health services by registering with them as soon as possible.

Doctor

We do not have a doctor's service at the University, so you must register with a local doctor to receive NHS treatment in Manchester.

Finding a doctor

Lists of local doctors are available from:

- Local post offices
- The Students' Union Advice Centre
- NHS Choices website – use your term-time address postcode to search: www.nhs.uk

International students

You, your spouse and your children (but not visiting relatives) may be entitled to free medical health care if you register with a local doctor.

Check out your Arrival Guide for more information.
<http://tinyurl.com/UoMarrivalguide>

Optician

It's a good idea to get your eyes tested regularly. You can choose any local optician you like – shop around to find the best deals.

The University's Vision Centre offers a range of services, including eye examinations, glasses and contact lenses:

www.visioncentre.manchester.ac.uk

Dentist

We encourage you to register with a local NHS dentist, so you can access treatment for a small fixed charge. Find one online:

www.nhs.uk/servicedirectories

Free emergency treatment is available from the University Dental Hospital, or you can contact the 24-hour emergency dental hotline: 0845 601 859.

www.cmft.nhs.uk/dental.aspx

top tip

You might be able to save money on the cost of National Health Service (NHS) charges under the NHS Low Income Scheme. Complete the NHS form HC1 to apply, available from Jobcentre Plus offices, NHS hospitals, or by contacting the Department of Health on 0845 610 1112. Your doctor, dentist, or optician may have one, too.

checklist:

- Register with a local doctor
- Register with a local dentist
- Find a local optician



Free bus around campus



top tip

The 147 Oxford Road link bus is free to University of Manchester students travelling between the Students' Union building on Oxford Road and the Sackville Street site.

Bus stops are marked on the map below. At Sackville Street, the bus stops underneath the railway bridge, near the main gatehouse.

To use the free service, show your student card (see p14). Until you get this card, cut out and use the temporary bus pass on the inside back cover of this guide.

For full details, including service updates, please visit: www.route147.co.uk

Welcome Week

2012

students'
Union
UNIVERSITY OF MANCHESTER

International Orientation

13th → 16th

Fun, free events to welcome international students to Manchester. **SEPTEMBER**

18th → 19th Student Fair

SEPTEMBER

Academy 1 and the Students' Union building.
Sign up for societies and sports clubs and find out what the Students' Union has to offer.
Meet new students and get amazing deals and freebies.

Welcome Party

An amazing party for Welcome Week!
Go to www.manchesterstudentsunion.com
to see the line up and for info on how to buy tickets.

Head to www.manchesterstudentsunion.com for full info on all the Welcome Week events and to get your ticket for the Welcome Party.

students'
Union
UNIVERSITY OF MANCHESTER

Visit the Union for...

GRAB & GO

PICK | PAY | ENJOY

Visit our take away for the best in sandwiches, salads drinks and confectionary.

Meal Deals from
£2.40

YOUR ONE STOP UNION SHOP

Pick up your official University of Manchester hoodie, buy stationery and tickets for the hottest Manchester Academy gigs and collect your NUS card here.

STORE
YOUR ONE STOP UNION SHOP

For freshly baked breads, hearty homemade soups, fair-trade tea and coffee and a different choice of cake every day, visit Biko's café.



Checklist 2:

You'll soon get the hang of the University campus, which is based around two main sites on Sackville Street and Oxford Road. Start at the Visitors' Centre in University Place on Oxford Road (see p22) – pick up a campus map here, if you don't already have one, and start exploring.

Explore your surroundings: Getting around

Cycling

A popular cheap and healthy transport option for many students – the area around the University is very flat, there are cycle lanes around campus and plenty of cycle parking is available. Visit the Student Safety pages in this guide for advice on keeping your bike safe from thieves.

Bus/trains

Many local timetables are available in the Advice Centre of your Students' Union.

For detailed route, fare and timetable information as well as a great journey planner tool, visit the Greater Manchester Passenger Transport Executive (GMPTE):
tel: 0871 200 2233
www.gmppte.com

Different bus companies will offer competitive priced bus passes you can buy on a daily/weekly/term time basis - expect to pay around £10 for a weekly pass. Stagecoach attend the Students' Union Fair at the start of term to sell discounted annual bus passes.

Trams

Metrolink trams link Manchester city centre with Salford, Eccles, Altrincham and Bury – with further links currently under construction. Find out more:
www.metrolink.co.uk

Taxis

Sharing taxis with friends can be a cost-efficient way of getting from A-B, especially on a night out. Always use licensed black cabs or a reputable mini cab firm. Booking in advance means less queuing at taxi ranks in the city centre, and building a rapport with a firm you recognise and trust means you know who to call should you ever leave any of your property in a taxi by mistake. Please note – only ever use a mini cab you have booked, otherwise you are not insured.

Private vehicles

We advise against bringing a car to University – parking on campus is both extremely limited and expensive, and the routes most commonly travelled by students are well covered by public transport.

Need disabled parking?

If you are a blue badge holder, bring it to the University car parking office for a free permit for University-owned car parks and a designated parking space near to where you study. The Disability Support Office (DSO) can help you to arrange this. Access is not guaranteed if you don't have the blue badge, but help may still be available – contact the DSO:
www.manchester.ac.uk/dso

checklist:

- Get a campus map and stroll around
- Use your free 147 bus pass for Welcome Week – see see inside back cover cover

Explore your surroundings: Food and drink

Food and drink on campus

Whether you want a substantial meal, a snack to go, or somewhere to sit and relax with a coffee and cake, there's plenty of choice across campus.

top tip

Reduce your impact on the environment and buy a University HugMug – a reusable cup for hot drinks or soup, available at all University-run cafés. It reduces waste, and saves you 20p on every drink or soup purchased.

University venues

Our FoodOnCampus service operates a host of restaurants and cafes across campus, catering for all dietary requirements and is proud to boast Fairtrade status for its ethically sourced products.

For quick and tasty, hot international cuisine, go to **Eats Restaurant** in University Place: the largest eatery on campus with a specials menu that changes daily – and a chef in action on the wok, making noodles to order.

Hot-topped salads and freshly made pizza are the specialities in **Potter's**,

top tip

Top up your Student Card with money to spend on in any FoodOnCampus outlet around the University. Receive extra discounts and benefits, and make sure you are never caught short when you need a sandwich again. Visit www.foodoncampus.manchester.ac.uk for up to date deals and discounts.

in the Simon building (campus map 59).

The Café in the new Alan Gilbert Learning Commons (campus map 63) opens until late and offers freshly made salads and sandwiches.

A good breakfast is a great way to start the day - great value cooked breakfasts available on campus until 11am daily.

You'll also find more than 30 great value coffee shops and cafes in buildings across campus, ensuring you're never far from a hot drink or snack.

To find out more about FoodOnCampus outlets including locations, opening times and offers, visit:
www.manchester.ac.uk/foodoncampus

Other eateries on campus

Run independently of the University catering services, but handily based on or near campus, are:

Christie's Bistro – housed in the University's impressive Christie Building:
www.chancellorshotel.co.uk/christies

Couture at The Manchester Museum:
www.couturemanchester.com

The Gallery Café at the Whitworth Art Gallery:
www.themoderncaterer.co.uk

Herbi Vores – handy vegetarian café by the entrance to the Main Library.

Source at Owens Park Hall of Residence, Fallowfield

The Students' Union has various bars and cafes, serving hot food or meals on the go. See pages 26 and 27 for more details.

checklist:

- Top up your Student Card with money to spend on food as soon as you arrive



Checklist 2:



Explore your surroundings: Campus



University Place

A focal point at the heart of the University campus, this modern building is the location of many a lecture and tutorial, as well as being home to the main refectory EATS, a cafe, shop and the Visitors' Centre (campus map 37).



Student Services Centre

Located on the street leading to the Main Library, the Student Services Centre (SSC) (map ref 57) is a central point for information and advice. It provides a wide range of services, and is the place to go for help with any practical matters of university life.



The Manchester Museum

The University's museum has a historic focus on natural history, features many changing exhibitions and is a real asset for many humanities and science students. Open to the general public, it's free to visit.

www.manchester.ac.uk/museum



Main Library

You'll soon become familiar with the University's Main Library (campus map 55), which will probably play a crucial role in your studies (see p24). Not to be confused with the historic and famous John Rylands Library Deansgate, in the centre of Manchester, which houses Special Collections – also well worth a visit.



The University Precinct Centre

Containing cafés and sandwich shops, a bookshop, newsagents, convenience store, hairdressers, and several banks – this student-focused shopping centre is worth investigating (campus map 30).



The Martin Harris Centre for Music and Drama

Part of the School of Arts, Histories and Cultures, this centre hosts diverse arts events spanning music, drama, literature and dance, which all students may attend and enjoy.

www.manchester.ac.uk/martinharriscentre

Alan Gilbert Learning Commons



This iconic £25m building has only just opened – and so you will be among the first students to use it.

It offers a flexible and stimulating space in which you can learn and relax, containing 1,000 study spaces and 400 computers, with wi-fi throughout.

Learning spaces are flexible and include a mix of individual and open plan with 30 bookable rooms.

A dedicated team of Library staff are on hand to give you all the help and support you need. Best of all, it is open 24/7, so you can use it whenever it suits you best.

Developed through consultation with our Students' Union, to ensure it meets your needs, this innovative new building is amongst the first of its kind in the country.

To provide inspiration for everybody studying and working in the Learning Commons, its fabric and facilities will celebrate the University's rich heritage of achievement and innovation.

Students have created designs reflective of the Manchester experience, which will be printed onto the walls, doors and glass panelling of the learning spaces for everyone to see.



As students are at the very heart of the Learning Commons – this space will be a true reflection of you and your aspirations for the future.

And as you would expect, the building includes a new cafe to help keep you sustained.

Checklist 2:

Explore your surroundings: Discover the Library

The University of Manchester Library is recognised as one of the UK's largest and finest academic libraries. We offer a huge range of resources, both printed and electronic, with friendly and helpful staff across a variety of locations to get you started.

The Library has nine sites across campus, plus The John Rylands Library in the city centre. The new Learning Commons offers flexible and modern learning spaces and is open 24/7.

The Main Library on Oxford Road is the most heavily used, and has the largest collection of books. Depending on your subject area, you may use some of our smaller site libraries— this will be explained during your library induction.

top tip

Don't forget your student card

Your Student ID card doubles as your Library card, and you will need to enter all the libraries, borrow books and use the printers and photocopyers.

Getting to know the Library

Browse the website: Here you can find video tours, 'how to' guides, powerful search tools, access to online reading lists for your course, subject pages and full details of all the Library's wide range of services: www.manchester.ac.uk/library

Talk to staff: Library staff are on hand to offer help and advice on all Library services – ask them any questions you have.

Borrowing books

How to borrow

Use the 'Library Search' function on the Library website or student portal to locate items. If a book is already out on loan, you can reserve it, using the 'Reserve This Item' option. Use the self-service facilities in the Library to borrow and return your books.

Loan periods

Normal loans are for four weeks. Shorter loan periods range from seven days to three hours for books in very high demand. If someone else reserves a book you have on loan, the Library may recall it by sending you an email.

Renewals

Unless they are recalled, you can renew your loans at any time up to and including the day they are due

back, either online, by phone or by coming into the Library.

Fines

Avoid fines by returning or renewing books in good time. Fines for late returns range from 20p per day to 50p per hour. You can pay fines in a number of ways, including online.

<http://tiny.cc/libraryfines>

Making requests

If we don't have what you need, we may be able to borrow it from elsewhere for you. There is a small charge of £2 per item.

<http://tiny.cc/document-supply>

Find your PIN

Your library PIN will allow you to use a number of Library services securely. To find out or change your PIN, visit <http://my.manchester.ac.uk> and go to the Library section, or ask a member of staff.

Finding reading lists

You can view reading lists for your course, which contain links to books, journal articles and other resources your tutor expects you to study. To access the 'Link2Lists' service, visit the Library website: www.library.manchester.ac.uk/searchresources/link2lists



Searching for journal articles

Journal articles are where researchers write about their work, discuss recent research findings and critically review existing work. You can access articles from over 41,000 different publications. A special guide has been written to help you find what you need:

<http://tiny.cc/find-articles>

Printing/photocopying

You can print from any computer in any of the libraries. Prices vary according to size and quality. See IT Services, p42-43.

Your student card also acts as your printing and photocopying card. Load credit simply and easily online via the epayments system: <http://tinyurl.com/UoMepayment>

Some buildings with PC clusters also have coin operated machines to load your student card with credit for printing, or photocopying. If you would like help using these credit-loading machines for the first time, simply ask a member of library staff. Find out more about photocopying in the Library: <http://tiny.cc/photocopying>

"If only I'd known..."

"... to go to the Library as soon as possible and find the areas for all of my subjects."

"... to find out how to reserve books, what 'HD' is, etc."

"... to find out who my subject librarian was. I could've contacted them when I had some library questions."

"... the Library is open 24/7 during exams."

"... the Library has many zones for different purposes – eg silent zones, social zones."

"... to take advantage of the online library resources, especially when the actual Library is very busy."

"... to get books out early if there's a lot of people on your course, otherwise you may not get them before the deadline."

Contact us

The University of Manchester Library
Oxford Road, Manchester M13 9PP
tel +44 (0)161 275 3751
www.manchester.ac.uk/library
Campus map ref: 55

top tip

Out of hours

Contact the Library day or night with the Out of Hours Service Desk. It's available 24 hours a day, 7 days a week:
Library tel: 0161 275 3751
IT Service Desk tel: 0161 306 5544

checklist:

- Check your reading lists
- Buy credit for photocopying /printing

Explore your surroundings: The Students' Union

The Students' Union

In the centre of University campus on the bustling Oxford Road is the main Students' Union building, the place where student life is amplified.

This accessible, student led, democratic space provides everything you need to get the most out of your time at University. At the Union, students make the decisions, run the societies, plan the events and there are plenty of employment opportunities including part time and intern opportunities.

From taking advantage of the volunteering, employment and community engagement projects, the Students' Union are focussed on ensuring that you leave University with more skills and experience than when you arrive.

Student Activities

Getting involved in an activity or joining a society is the best way to meet people with similar interests, try something new and impress future employers with your extra-curricular achievements.

Offering over 250 societies run by students – from Archaeology to Amnesty, Bangra to Buddhist, Politics to Panto – the Union has something for everyone. And if you can't find a society that interests

you, why not start your own? There is plenty of help and support to help you along the way.

There are a number of volunteering and fundraising opportunities. You can join Student Action or RAG (raising and giving). If you are interested in media opportunities, the Union offers the opportunity to get involved in newspaper, radio and TV. If you are interested in helping to organise the biggest student festival in Europe, you could get involved with the Pangaea planning team. For all this and more, make sure you attend the Student Fair in the Union during Welcome Week. Check out our website for a full list of activities.

Student Voice

The Union plays a crucial role in ensuring the student voice is heard, whether that's about making improvements to the library or a course or even affecting change at national government. The main role of the Students' Union is to help the University make decisions that are in the interests of students. The Union acts as the voice of students.

Every year, a group of students are elected as the Leadership of the Students' Union and have responsibility to guide the work of The Union and make bright ideas happen. They are voted in by

students and any one can stand to represent their fellow students.

Any student can submit ideas to improve student life which will be taken to a Student Union, University of Community assembly. A panel of students decide which ideas should be adopted to improve student life.

The Advice Service

The Advice Service is based on the ground floor of the Students' Union building on Oxford Road. Full-time advisors provide independent and confidential advice and information tailored to the needs of students. The service is comprehensive, covering all areas of welfare advice from funding to housing and specialising in academic appeals and disciplinary issues. You can book an appointment, or just drop-in.

Drop in: 9.30am - 4.30pm weekdays including vacations.
Tel: +44 (0)161 275 2930
Email: advice.su@manchester.ac.uk



Entertainment and leisure

The Students' Union is a registered charity; any profit made from our sales of food, drink, and clothing at all goes directly back into improving services for you.

Whether it's a quick sandwich from the Grab & Go, a sit down meal at The Bar, or a fair trade latte from Biko's Café, the Union has a range of food and drink to suit all tastes and budgets.

You can also visit one of the city's four favourite music venues – the Academy 1,2,3 and Club – for the hottest music from around the world.

Contact us

tel +44 (0)161 275 2930
University of Manchester
Students' Union

Oxford Road site,
Steve Biko Building
(68 on a campus map)
Manchester M13 9PR

Sackville Street site,
Barnes Wallis Building
(9 on a campus map)
Manchester M60 1QR

SU officers

Activities & Development Officer	Tommy Fish
Campaigns and Citizenship Officer	Khalil Secker
Community Officer	Kaz Dyson
Diversity Officer	Saad Wahid
Education Officer	Luke Newton
General Secretary	Nick Pringle
Wellbeing Officer	Cat Gray
Women's Officer	Tabz O'Brien-Butcher

Contact email: execteam.su@manchester.ac.uk

checklist:

- Visit the Welcome Week fair – find out more about the societies, activities, buy your student bus pass and get loads of free stuff.
- Buy your ticket for the Welcome Party – guaranteed to be the highlight of your first week.
- Contact your course representative or, better still, become one yourself and represent your course mates.
- Join a student society at the welcome week fair or online. If there isn't one you want to join you can start your own.
- Grab a copy of the student newspaper and tune in to FuseFM.
- Get your NUS extra card which entitles you to discounts all around the world. Its costs £12, of which £4 goes directly back to the Union to improve services.

Checklist 2:

"If things don't turn out how you originally wanted, it can still end up as an amazing experience"

Student life

Joana Calado,
Second year, Biomedical
Material Science



I'm from a small town in Portugal, so moving to a city as big as Manchester was a bit intimidating. I soon learned my way around by not being scared of getting lost – just asking directions and talking to people.

Although I didn't get the accommodation I originally wanted in my first year, it ended up being an amazing experience. I lived in a small, catered, all girls hall. Living in catered accommodation is great, because you get to know all the other students really well, in fact, we soon all felt like a big family. In the first week my halls organised a busy schedule, with scavenger hunts and nights out, which really helped everyone settle in and get to know one another.

The social side of The University of Manchester is great – there are a huge number of societies, and in my first year it felt like I tried them all. This year I have settled on Raising and Giving (RAG) which is the fundraising arm of the Students' Union. I am also involved in production at the student TV station, which is a lot of fun.

I thought I should try things I had never done before – so I have tried trampolining and kickboxing, and now I take part in the Sports Volunteer Scheme, which helped me get my level two swimming teacher qualification. I use this qualification in one of my part time jobs, teaching swimming at a local club.

I also work part time for the University, engaging with prospective and current students in a range of ways, like giving campus tours. This work is great, because it's based on campus and I can fit it around my studies. I found out about the job through the Careers Service, and they are also helping me find an internship at the moment, with things like writing a marketing focussed CV even though my background is firmly science based.

If I could give new students one tip, it would be to make the most of everything available but to make it suit you – make sure you find the right balance between studying and socialising!

"If only I'd known..."

"... cycling into uni is much faster than the bus in the morning."

"... how important internships and other involvement in extra-curricular activities are."

"... classes at the Armitage Centre are drop-in, so you don't have to pay for the whole semester."

"... you can experience down days."

"... it'll go really fast."

Crucial guide to student life

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Money matters	p38
Staying safe	p40
IT services	p42
Student support	p44
If things go wrong	p48

For many undergraduates, student life is their first step into an independent lifestyle. For others, it contains quirks and features unlike any other working, home, or cultural environment they may have known.

Learn all the facts, advice and sources of support available to guide you successfully through every aspect of your student life.

Not quite sure what to expect? Make yourself familiar with the Student Charter and find out what the University pledges to provide for you, as well as what is expected from each and every student.



Student Charter

One of the University's three core goals is "To provide a superb higher education and learning experience to outstanding students, irrespective of their backgrounds, and to produce graduates distinguished by their intellectual capabilities, employability, leadership qualities, and their ability and ambition to contribute to society". Our Student Charter, developed jointly by the University and the Students' Union, is an important part of how we establish and maintain clear mutual expectations for the experience of all students: undergraduate, postgraduate taught and postgraduate research. It sets out what we can expect from each other as partners in a learning community.

The Charter provides an overview of the Manchester experience and refers to regulations, policies and procedures; it is not a detailed personal agreement or contract and is not legally binding.

The Charter was approved by Senate in May 2012 and we will review its content and implementation annually. If you would like to make any comments or suggestions on the Charter then please email: studentcharter@manchester.ac.uk.

Letty Newton
Students' Union General Secretary 2011/12

Professor Dame Nancy Rothwell
UMSU President and Vice-Chancellor

"A university is a scholarly community. It exists to foster the disciplined pursuit of truth."

Professor Alan Gilbert (1944-2010)
University President and Vice-Chancellor



1 Our learning experience

Together we will:

- Mutually commit to hard work and a desire to achieve our best.

As a student I will:

- Attend, and prepare for, all my scheduled teaching sessions and other learning events, such as induction and meetings with academic advisors.
- Complete all my assignments and submit on time.
- Know that I am free to declare any issues that will affect my learning experience (such as illness or disability), so that I can be supported correctly.

As a University we will:

- Provide you with an excellent student experience based upon personalised learning.
- Organise teaching and timetables to enhance the learning experience, creating a sense of academic identity and providing prompt information via My Manchester.
- Treat you as a partner in the planning and operation of your teaching programme.
- Keep the curriculum up to date and use our research, where feasible and appropriate, to inform the curriculum.
- Support you in your studies through academic advice, providing prompt and useful feedback on assessments, and opportunities for discussion of this feedback.
- Ensure you have access to advice, counselling and other specialist support services (such as support if you are a disabled student) for the duration of your time at the University.

2 Personal and academic development

Together we will:

- Actively engage with all learning opportunities with the aim of constructively challenging and broadening one another.

As a student I will:

- Engage as an independent learner and take responsibility for achieving my potential as a Manchester student.
- Prepare for the world of work and monitor my development of knowledge, skills and personal attributes.

As a University we will:

- Ensure you have access to a range of opportunities to improve your skills and employability, and encourage you to engage with such opportunities.
- Ensure that you have a diverse range of extra-curricular activities on offer through both the University and the Students' Union, and encourage you to take part in those activities.
- Prepare you for citizenship and leadership in a diverse, global environment.
- Provide you with opportunities to reflect upon your personal development.
- Ensure that all of our spaces are fit for purpose and provide a safe study environment.
- Provide you with access to careers information, guidance and support until two years after you've graduated.





Student Charter

3 Communicating and interacting with each other

Together we will:

- Communicate with openness, respect and honesty, exemplified by transparency and constructive dialogue.

As a student I will:

- Keep up to date with, and respond in a timely manner to, University and UMSU communications.
- Engage in feedback mechanisms that seek to evaluate my learning experience.
- Express my views to student representatives and officers of the Students' Union so that they can represent me effectively.

As a University we will:

- Provide you with information to help you plan your studies, including transparent information on contact time and the likely cost of studying on your programme.
- Use appropriate technology to teach and communicate with you, where available and when it enhances your learning experience.
- Provide you with full, accurate and accessible information about the University, its facilities, programmes and regulations.
- Work in partnership across the University to set and deliver consistent levels of service for you.
- Demonstrate high professional standards when interacting with you.
- Listen to you and respond to any concerns regarding your learning in a timely manner.
- Respond in a fair, timely and transparent manner to academic complaints and appeals.

4 Respecting and valuing each other of Manchester

Together we will:

- Study and work in an environment where people embrace and value diversity and are committed to equality of opportunity.
- Respect each other and treat each other fairly at all times, free from discrimination and harassment.

As a student I will:

- Conduct my academic studies in an honest and professional manner, including not plagiarising.
- Comply with the regulations, policies, and procedures of the University and the Students' Union.
- Abide by the requirements of professional bodies, where my studies are accredited by such professional bodies.

As a University we will:

- Provide you with opportunities to fulfil your social responsibilities through peer support, wider engagement with the community, and extra-curricular activities such as volunteering.
- Ensure an accessible environment for you.

"Don't talk about what you are going to do, do it. That is the Manchester habit."

Sir Edward Abbott Parry (1863-1943)
Judge and dramatist

5 Being part of our community

Together we will:

- Be a positive and responsible part of our local community, respecting the views of our neighbours and the communities in which we live together.
- Live, study and work in an environmentally sustainable way.

As a student I will:

- Behave in a responsible manner and act as an ambassador for the University.

As a University we will:

- Ensure that a range of safe, well-maintained and fairly priced University accommodation is available to you and foster a sense of community at each venue.
- Offer advice to you about living in non-University accommodation.

"Working hard and having ambition are qualities that all the staff and the students at Manchester cultivate and share."

Holly Hunter (2009)
Music student

"When our relation to the community is fully realised, it will be seen that the health, the happiness, and the consequent powers of every individual, concern not only his own life, but also affect the whole community of which he is a member."

Marie Stopes (1880-1958)
Author, Palaeobotanist, Campaigner and Pioneer

The University of Manchester
Oxford Road
Manchester
M13 9PL
United Kingdom
www.manchester.ac.uk
Royal Charter Number RC000797

Studying at the University

A university degree puts you in control of your learning to a far greater extent than a school or college education does. You are encouraged not just to work hard to fulfil set tasks and meet deadlines, but also to become an active, independent learner, capable of organising your own time and workload.

You'll be trained to think both intelligently and independently; to read widely around a topic and research it thoroughly; to reflect on ideas you encounter and to analyse and describe them.

You may also experience the following:

Lectures

Lecturers deliver information to many students in a formal lecture theatre setting. Notes are usually provided – however, these will not cover everything.

Tips: Listen carefully. Make your own notes. Follow up on any online resources indicated in the lecture.

Seminars

More informal discussion groups with your tutor and a smaller group of fellow students on a set topic. Short presentations are sometimes required. These usually relate to a particular course unit.

Tips: Always read and prepare beforehand. Don't be afraid to ask for clarification – if you don't understand something it's likely you're not alone.

Tutorials

These small group sessions are often used to bring together material from several course units, so that you can understand the links between the different parts of your subject.

Tips: Come prepared to share your ideas. Tutorials give you the chance to develop your communication and thinking skills.

Small group work

You may be set to work with a team of fellow students on an assigned or chosen task.

Tips: Communication is at the heart of good teamwork – talk to each other!

Workshop, laboratory, or studio sessions

Some courses involve practical work sessions in which you can put theory into practise – and then perhaps write up results, or present them.

Tips: If you don't make mistakes, you can't learn from them. Don't be afraid to experiment.

top tip

Our most successful students are proactive. They seek out and discover the many fantastic learning resources and opportunities Manchester has to offer – not only in libraries, laboratories and lecture theatres, but also via work experience, student societies, career development programmes, industrial placements, voluntary work, local community groups and more. And they ask questions. Seek, and you shall find...



Computers and online learning

There are lots of computer clusters on campus (see p42) where you can work on coursework, whether you need to type an essay, or use specialist software for your subject. Our virtual learning system, Blackboard, offers a wide range of useful resources for flexible study and interaction with students on your course, and may also be used for assessment.

Tips: If you have any problems using computers for your work, speak to your academic advisor, or to the IT Support person in your faculty. For more on IT Services, see p42-43.

Private study

Read widely on your subjects, make notes, research, write and revise outside of formal teaching. You'll also need to plan your overall learning schedule.

Tips: Take a look at www.skills4study.com, which offers useful advice on developing study skills. Ask your academic advisor for tips.

Assessment

Formal examinations, coursework assignments, projects, essays, presentations and more – understanding the format of different types of assessment is important, as well as the content. If you're unsure of what you're being asked to do, ask the lecturer who has set the assessment.

top tip

Exam periods and assessment deadlines will come round faster than you might think – don't get caught unprepared. As soon as you have details of dates and deadlines, draw up a study diary to help the most of the time you have. Go online for more advice on improving your study skills: <http://tinyurl.com/UoMstudyskills>

Problems?

Your academic advisor is your first point of contact for any problems you might have – however, plenty more sources of support are open to you. See *Student Support* p44-47.

"If only I'd known..."

"... preparing for seminars does half the work for exam revision."

"... not to listen to people who say you don't need to go to lectures!"

"... the importance of checking the University email account."

"... referencing is a useful thing to get your head around."

"... how motivated you need to be to learn alone – it's different from school."

"... not to leave printing until the last minute."

"... about the 'discussions' tab on Blackboard as a way of finding answers to FAQs for my course."

"... how much time goes into researching a good essay."

"... it's important to keep lecture notes up to date, or you can get really behind in January."

Sport and fitness

An active body aids an active brain – so all the sports and fitness activities, clubs, facilities and opportunities that the University has to offer can help you to excel in more ways than one. We advise you to take part in some form of physical exercise at least three times a week. Don't worry if you're not 'sporty', as our wellbeing programmes offer something for everyone – and there's a social aspect to our clubs, too.

SPORT Manchester

If your focus is on fun with a little competition thrown in, our new **Halls Sport** programme and **Campus Leagues** are ideal for beginners and those who want to play recreationally. The next step is one of our 42 **Athletic Union** clubs, in which you can compete more seriously, representing the University against other institutions. All abilities are welcome; it's enthusiasm that counts.

Fitness/wellbeing classes

We run a wide range of health, fitness and wellbeing classes every week, ranging from high-energy aerobics, kickboxing and circuit training, to more relaxing yoga, pilates and tai chi.

Beginner's courses in a variety of sports, including badminton, squash and swimming, will soon have you up to speed with the basic technique.

www.sport.manchester.ac.uk/sport

Support the very best student athletes

High performance athletes in all sports may be eligible for additional support. This could range from financial contributions towards competition expenses, to one-on-one strength and conditioning sessions with our in-house expert. To find out more, contact our Sport Development Manager: imogen.williams@manchester.ac.uk / tel +44 (0)161 275 5304.

University facilities

Armitage Site: The University's 'home of sport' in the heart of the student community in Fallowfield. Includes a sports hall, multi-activity rooms, squash courts, grass pitches, five-a-side pitches, cricket pitches and two floodlit, international standard, artificial turf pitches. The fitness gym has also just been extended and refurbished with brand new equipment.

Memberships available online: <http://www.sport.manchester.ac.uk/facilities-and-membership>

Sugden Centre: Based on campus, just off Oxford Road. Offers excellent value for money on gym memberships, fitness classes, sports halls, squash courts and five-a-side pitches.

Manchester Aquatics Centre: Based on campus this unique facility boasts two Olympic-sized (50m) swimming pools, as well as a fitness suite, fitness classes and sauna facilities.

Find out more about all our facilities: <http://www.sport.manchester.ac.uk/facilities-and-membership>



City facilities

The 2002 Commonwealth Games legacy lives on in the excellent sports facilities that Manchester has to offer. These include:

Manchester Velodrome
www.nationalcyclingcentre.com

Manchester Tennis and Football Centre at City of Manchester Stadium
<http://tinyurl.com/tennis-football>

National Squash Centre and Regional Athletics Centre
www.manchestersportandleisure.org

Chill Factor – indoor snow slope
www.chillfactor.com

Salford Watersports Centre
www.salford.gov.uk/watersportscentre

Volunteering opportunities in sports

Get involved with the local community while gaining valuable life skills in a fun, sporting environment with our **Sports Volunteer Scheme**. We offer placements with local sports clubs and host many events that need support from volunteers. You could be a coach, perhaps gaining coaching accreditations, or a referee, event organiser, cheerleader – even our lucky mascot, the Purple Bug!

Manchester sporting achievements

The University of Manchester is regularly seen as one of the top ten Universities for Sport.

In 2011-12, we ranked 8th in the British Universities and Colleges Sport League (BUCS).

Earlier this year, rowers Graeme Thomas and Zak Lee-Green both made an impression at the GB Rowing Trials for the London 2012 team selection. Both are supported by Sports Scholarship.

Manchester alumni Mike Rock who also qualified for the 100m Butterfly in the Olympics this summer.

Also Blaire Hannan, Paralympic transition squad for Sailing, carried the London 2012 Olympic Torch through her home town of Bristol.

Contact us

SPORT – Head Office
William Kay House, 333 Oxford Road, Manchester M13 9PG
tel +44 (0)161 275 6991

uiman.sport@manchester.ac.uk
www.manchester.ac.uk/sport
Campus map 69

top tip

Feeling inspired but unsure where to start?

Come along to the **Sport and Activity Fair** during Welcome Week to find out everything you need to know about joining one of our Athletic Union or Campus Sport teams.

Money matters

Budgeting

Don't let money worries spoil your time as a student. Work out a sensible budget before the year starts and, if you have a shortfall, think about a vacation or part-time job – you might pick up some valuable new skills along the way. The University Careers Service can help you find work that suits your schedule.

See the tables opposite for a basic breakdown of costs for a first-year UK undergraduate for the academic year 2012-13, and typical income. As well as money for tuition fees, a single student is advised to have the amounts suggested here for each academic year (40 weeks) to cover food, accommodation and basic transport. If you bring your family, you must have at least 50% more available.

International students

For lots more financial advice dedicated to the needs of students from outside the EU, see your Arrival Guide.

Financial support for UK/EU students

Find out more about the packages available to you:

- Students from England: www.direct.gov.uk/studentfinance tel 0845 300 5090
- Students from Wales: www.studentfinancewales.co.uk tel 0845 602 8845
- Students from Scotland: www.saas.gov.uk tel 0845 111 1711
- Students from Northern Ireland: www.studentfinanceneni.co.uk tel 0845 600 0662

Students from the EU may be eligible for higher education maintenance support if you satisfy certain residence criteria in the UK and Islands – follow the link for EU students on www.direct.gov.uk/studentfinance

Payment of loans and grants

Student maintenance loans and grants will be paid directly into your bank account once you have registered with the University and collected your student card. **Make sure your funding body has your bank details.**

Scholarships and bursaries

The University is launching a new range of scholarships/bursaries for 2012 entry.

UK students will automatically be assessed for a Manchester Bursary of up to £3,000 in the form of fee/accommodation discounts and cash bursaries. If you are living in University accommodation you will be asked to express a preference for a fee or accommodation discount when you register.

EU students may qualify for a fee discount of £2,000 but will need to request a financial assessment in order to be considered for the award.

Awards will be assigned to your record by mid-November. Please register your bank details on your financial award summary, so that scholarships/bursaries can be paid to you.

Find out more: <http://tinyurl.com/UoMfunding>

The University also has an **Access to Learning Fund**, designed to help UK students who need extra financial support because they have higher than expected costs, such as single parents, or because they encounter an unexpected financial emergency, such as experiencing a burglary.

Find out more: <http://tinyurl.com/supportfunds>



Individual courses may have other sources of funding, such as NHS bursaries for medical degree courses – your School will provide you with details.

Sources of financial advice

The University's Student Services Centre and the **Students' Union Advice Centre** are both useful sources of financial support and advice, including details on scholarships and bursaries. See the *Student Support* section of this guide, starting page 44.

Providing your bank details

Whilst studying at University you may become eligible to receive a financial award, for example a stipend, bursary, prize etc. Therefore, in order to speed up the payment process, we ask all our students to submit their UK bank account details online. Please follow these detailed instructions: <http://tinyurl.com/UoMprovideyourdetails>

top tip

Try the Brightside-UNIAID student calculators for help in planning your budget: www.studentcalculator.org.uk www.studentcalculator.org.uk/international

Typical expenditure for 2012-2013*

Tuition fees (Home/EU)	£9,000
Accommodation: Self-catering	£4,400
Meals (based on a budget of £35 per week)	£1,450
Books and stationery	£390
Clothes (including warm clothing and footwear)	£390
Local transport	£520
Other general living expenses (eg photocopying and printing, laundry, phone calls, consumables, entertainment, sports, cooking equipment, etc)	£1,450
Total	£17,600

Typical income for 2012-13*

Income	Household income £25,000 per year	Household income £35,000 per year	Household income £60,000 per year
Home UG loan for maintenance (max)	£3,875	£4,784	£3,575
Home UG maintenance grant	£3,250	£1,432	£0
Bursary/scholarship	£3,000	£1,000	£0
Home UG loan for fee	Up to £9,000	Up to £9,000	Up to £9,000
Total	£19,125 (max)	£16,216 (max)	£12,575 (max)

* NB These figures are only intended as a guide – all students have different needs, priorities and entitlements to the maintenance grant and student loans. Your family may top up your income, or you may chose to work part-time.

Staying safe

Personal safety

Manchester has incidents of crime just like any other big city, and if you are unfamiliar with an area that can be quite a scary thought.

However, The University has a dedicated team of security staff on campus, and by taking a few simple, sensible precautions on your part you can help to keep yourself safe and secure.

top tip

Crimes that may affect students on campus are dealt with in this section, but for lots more useful safety advice for your life in Manchester, see: www.manchester.gov.uk/StudentSafety

Safe Zones

Student Safe Zones provide a network of safe places where you can access guidance, support and practical help, should you feel you need it.

To help all students living in Manchester feel more comfortable – perhaps if you finish a shift at work late, or suddenly find yourself in an unfamiliar area – the Safe Zone initiative has been put in place to highlight the large amount of friendly reputable businesses you

are surrounded by, and how many local people are here to help you out.

If ever you feel threatened or vulnerable, then the Safe Zone stickers identify the businesses as a place with friendly staff trained in how best to help and support you. Search 'Manchester Student Safety' on facebook page for more information.

Cycle security

Cycling is a great way to get around Manchester on a budget – but make sure your bike isn't an easy target for thieves. Avoid poor quality cable locks or old D-locks that can be easily cut through with bolt cutters.

- **Subsidised lock scheme** – all students at the University of Manchester are eligible to buy a silver standard 'D' lock (RRP £35) for reduced cost at £15: <http://tinyurl.com/bikelockscheme>
- **Use/buy 'lockable' fixtures** to protect your bike wheels and seat instead of quick-release fittings.
- **Don't assume your rickety old bike is safe** – thieves go for all makes, models and conditions.

Bike marking

If your bike is lost or stolen, you're unlikely to see it again unless it is on a database to which the Police have access, as otherwise they won't be



able to identify you as the rightful owner if they recover it.

The University offers a free bike marking service to all students, in which:

- A unique serial number is etched onto the frame in a highly visible location
- Your personal/cycle details are recorded and entered onto a University database to enable our security officers to check them
- The information is also entered onto the national property database www.immobilise.com, which the Police check when they recover missing property

Check online (web address on page to the right) for details of forthcoming 'crime reduction' events where your bike can be marked

Register all your property

The immobilise service is available to register all your valuable items for free, from laptops to mobile phones. If your items are registered on a database, it makes it much easier to report a theft or log an insurance claim, as well as helping the Police to return recovered stolen property. www.immobilise.com



Insecurity thefts

Leave your property lying around unsupervised even for a moment and a thief may walk off with it. This is most likely to happen when you feel comfortable in a familiar environment – unfortunately just because you often visit a particular café or study frequently in the library, it doesn't mean there are no thieves about.



By simply looking after your valuables, you will save yourself the hassle of cancelling credit cards, paying for replacement keys, losing essays, etc. Take the item with you, or make sure someone you know is looking after your property until you return. Do not ask someone you don't know to do this, as they may not be around when you get back.

Halls of residence

If you're staying in University accommodation, you will be given advice on safety and security when you arrive. In every residence a team of wardens and tutors work throughout the evenings, nights and weekends. There are some simple steps you can take to keep yourself and others safe:

- If you have swipe access to your building, don't hold the door open for people when you come in and out – they might not be residents.
- Lock your door when not in your room, even if you are elsewhere in the flat, and also whilst you are sleeping
- If you are at all concerned about someone or something, contact security

For advice and enquiries:

The Greater Manchester Police run fortnightly events on a Monday in University Place (building number 37 on the campus map)

They can also be contacted at all other times, including during vacations, via phone or email:

Non emergency
tel +44 (0)161 856 4466

Greenheyes Police Station
B4.npt@gmp.police.uk

Find out more...

Check online for forthcoming crime reduction events, update and advice: <http://tinyurl.com/crimereductionevents>

To report a crime or non-emergency incident:
tel 101

In an emergency:
999 (for Emergency Services)

+44 (0)161 306 9966
(for University Security)

top tip

You should insure your personal property against loss or theft. Shop around – Endsleigh Insurance has great student discounts and is recommended by the NUS, but you may get a better deal for you through your bank or another insurance agent. If you are living in halls, check to see if your insurance is included in your accommodation fees. You might also be able to cover your belongings more cheaply by extending your family's current household insurance.

IT services

Once you set up your student IT account (see p5), you will receive a unique username and password. These allow you to access our wide range of IT facilities and services across campus, and our online learning environment, Blackboard.

Your student IT account

All students have a secure file storage space on the University network – known as your 'P-drive' – where you can save files and backup your work. You can access this from any University PC you log into (look for the 'My Documents' folder), or from any computer with an internet connection via My Manchester.

You also have your own **University email account**. Check this regularly, as the University will use it to email important information to you. Most students use Outlook Live, allowing you to access your emails anywhere online, and also access an additional 25GB of free, online storage through Microsoft SkyDrive. This is a useful area for saving non-academic files, to avoid filling up your P-drive too quickly.

Find out more:
www.manchester.ac.uk/itservices/studentmail

Online student resources

My Manchester provides quick and easy access to various University services, including your email, your personal file storage space, your P-drive, University news and calendars, and Blackboard (see below). You need your username and password to log into the portal. <http://my.manchester.ac.uk>

Blackboard is the University's virtual learning environment, which you can access via My Manchester from anywhere with an internet connection. You can find course materials, submit coursework and communicate with your lecturers and fellow students online. Don't worry if you can't see much in Blackboard initially, as your enrolment on units may not yet be complete. Contact your School for further advice.

University computers

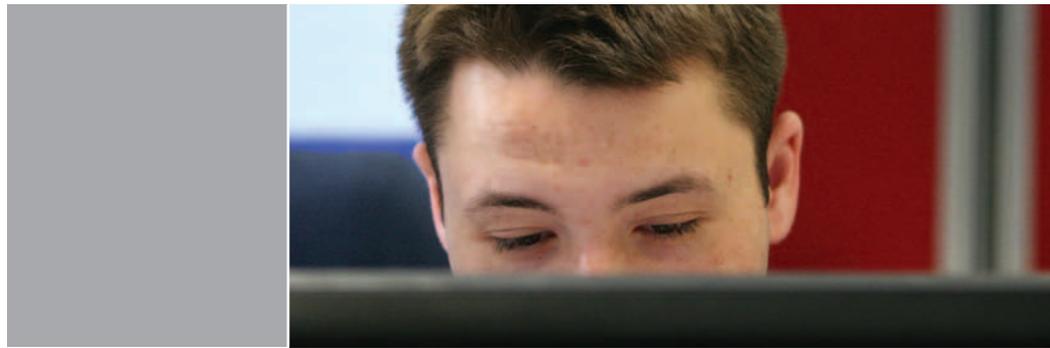
More than 3,000 PCs across campus, and in some halls of residence, are available for you to use. Many have extended opening hours, including at weekends. These link directly to the high-speed campus network, giving you access to My Manchester, standard University software, the internet and printing services.

To find your nearest PC cluster, look out for the PC cluster icon on the campus map, or visit: www.manchester.ac.uk/itservices/pc



IT access for all

If you have a disability, the University has specialist hardware and software to suit particular needs, as well as the option of a customised desktop. Find out more: www.manchester.ac.uk/itservices/accessibility



Personal computers

Connecting your own computer to the University network is free of charge. If you have a personal computer or laptop, you can use our network via a wired connection in halls of residence (see p15). When on campus, you can connect to the University's WiFi via your laptop, smartphone or tablet (eg iPad).

Keep your computer secure with a strong password, personal firewall and good anti-virus tool, and by installing security updates as soon as they are available. Find out more: www.manchester.ac.uk/itservices/secure-it

Be mindful of spam

Please don't give people outside the University access to student email addresses or send emails to large groups of fellow students. You can find out how to set up your spam filtering for your email account at www.itservices.manchester.ac.uk

Printing

Each PC cluster has printing facilities, which you can use on a 'pay per page' basis. A central printing account is automatically set up for you along with your IT account. You can buy further printing credits in units of 50p, £1 and £2 from print kiosks around campus, or use our online ePayments system.

For more information, including locations of payment kiosks and how to print wirelessly, see: www.manchester.ac.uk/itservices/printing

IT support

Contact our IT Service Desk for any IT-related problems you have at the University. Telephone support is available 24 hours a day, 365 days a year*.

tel: +44 (0)161 306 5544
www.manchester.ac.uk/itservices/contacts

Or drop by a help desk and see us face to face:
1st floor, Main Library (Blue 1), or E floor, Joule Library, Sackville Street building.

**Out of hours the Service Desk is operated by Northumbria University, and reported back to IT Services who will offer further assistance, if required.*

top tip

You can opt for your email address not to be included on the University's external address book by logging into www.manchester.ac.uk/itservices/itaccountmanager. However, it will still be visible internally unless you specifically request otherwise.

Student support

Our multitude of support services can help you with almost any problem or query you may have – the only difficulty you may experience at first is in knowing which service to approach for what issue.

Your academic advisor is generally a good place to start with enquiries – but this section will also help point you in the right direction for any specific queries you may have, and for general information that may be useful to you.

Academic related information

The Student Guidance Service offers impartial advice and information on any matter that concerns your academic career. This might include University matters, such as course interruptions, withdrawals, or changes; or personal matters outside the University that may be affecting your academic progress. The service is open Monday to Friday 10am to 4pm and is based on the first floor of University Place (campus map 37).

www.manchester.ac.uk/sgs

Counselling support

University life is busy and exciting – but can sometimes be worrying or stressful, especially if you have concerns in your life outside the University. If this happens to you, don't suffer alone.

University Counselling Service

Free, confidential help is available from trained counsellors with any personal problems affecting your work or wellbeing. We also run group sessions and workshops for those who feel uncomfortable with the idea of a one-to-one conversation, or simply want to arm themselves with some useful information on subjects such as reducing stress, coping with academic pressures, or building confidence and self-esteem.

Tel: 0161 275 2864

www.manchester.ac.uk/counselling

Nightline

Part of the Students' Union, this student-run listening and information service offers anonymous, non-judgemental and non-directive support every night of term, between 8pm to 8am. If you are feeling like you want to talk, you would like some information or don't know who to speak to, you can always call Nightline. They don't judge and they'll never tell you what to do. The phone number is on the back of your student card.

Alternatively, you can email nightmail@nightline.manchester.ac.uk, which is confidential and won't reveal your email address. This service is open all year round and you are guaranteed a response within 48 hours. You can also volunteer for Nightline, for details of this and more, please visit the Students' Union website:

<http://tinyurl.com/UoMnightline>

Support in university accommodation

All University-owned accommodation has a team of residential pastoral staff who can give you general help and support, as well as providing a local point of contact in case of an emergency at night and over the weekends. When you arrive, look out for events that your pastoral team will arrange to introduce themselves to you.

www.accommodation.manchester.ac.uk

Course support

Your academic advisor is your first port of call for any queries regarding your course.

We also have **course representatives**, students who are chosen by their peers to meet regularly with academic staff to make sure your education is of the highest quality. Their work feeds into and is supported by the Students' Union representatives from each faculty, too.



Anyone can be a course representative; make sure your voice is heard by participating! Search 'Course Reps' at www.manchesterstudentsunion.com

Peer support

As well as Nightline and course representatives, other student-run services are available if you would rather have support from your peers. These include:

Peer mentoring

Many disciplines across the University offer you the chance to get support and guidance from older students, to help make the transition into University life smoother and easier. These schemes are student-led, to ensure they meet your needs.

www.tlso.manchester.ac.uk/students-as-partners

The Students' Union Advice Centre

This centre provides professional help and advice across various issues, from emergency loans, to contraceptive advice, accommodation issues and various academic matters, including complaints and appeals. No appointment necessary. It is based in the Steve Biko Building, first floor, and is open Monday to Friday 9.30am-4.30pm all year round. Tel +44 (0)161 275 2947

Search 'Advice' at www.manchesterstudentsunion.com

Administrative support

The Student Services Centre is the place to visit if you have any administrative queries. Student life can involve a lot of form filling and documentation, especially in the early weeks, and we will try our best to simplify this for you. You can find us just off Burlington Street (map ref 57) on the way to the Main Library. There is also a satellite centre in the Joule library on Sackville Street (map ref 10).

We can sort out questions concerning registration, student cards, tuition fees assessment or payment, Council Tax exemption, and all sorts of documentation, such as academic transcripts or student loans, grants and awards. We can also help with queries about examinations, graduation ceremonies, degree certificates and numerous other general enquiries. You can contact us with your enquiry, or make requests and carry out certain tasks yourself via <http://my.manchester.ac.uk>. The walk-in service and student phone line are both available Monday to Friday.

Opening hours:

Mon, Wed, Thurs and Fri: 9am - 4pm
Tues: 10 - 4pm

Contact:

The Student Services Centre
Burlington Street (campus map 57)
tel +44 (0)161 275 5000
ssc@manchester.ac.uk
www.manchester.ac.uk/ssc

Careers support

Even though you are just starting University life, it's never too early to start planning for the future – especially in today's competitive jobs market. Your Careers Service offers expert advice and guidance, and can point you to exciting opportunities that will boost your job prospects. Visit the careers website for job vacancies, special training sessions and events throughout the year. See p50 for more details.

www.manchester.ac.uk/careers

IT support

See p42-43 for information on online services and resources, and on IT support.

International support

Our International Students' Advice Team, based in the Student Services Centre, provides advice and information to all our international students on diverse topics, including immigration issues, work permits, finance, funding and academic or personal problems.

See contact details for the Student Services Centre (above), or email iat@manchester.ac.uk.

For full information on support for international students, including details on English language courses, see your Arrival Guide.



Student support

Disability support

Staff in the Disability Support Office can help any student with additional needs arising from a medical condition, a physical or sensory disability, a specific learning difficulty such as dyslexia, or a mental health problem that affects their study. We can arrange assessments, assist with applications for funding support, and discuss appropriate study aids and special examination arrangements, if necessary. All enquiries are treated in confidence.

Contact:

The Disability Support Office (DSO)
2nd Floor, University Place (campus map ref 37)
tel +44 (0)161 275 7512
minicom +44 (0)161 275 2794
text 07899 663 512
dso@manchester.ac.uk
<http://tinyurl.com/UoM-DSO>

Health support

Occupational Health Services offers confidential care and support on health and safety issues that may be relevant to your course and your ability to study. Services available include: emergency care if you are taken ill on campus; travel health advice; contraceptive and sexual health services, including the availability of emergency contraception and free condoms; and health promotion, including

help and support to deal with issues relating to drug and alcohol abuse. It also provides medical certificates of fitness for employment and hobbies.

The service is open Monday to Friday, 9.00am to 4.00pm. You can self-refer, or be referred by your School or another support service: <http://tinyurl.com/UoMhealth>

Please note that this service is not a doctor's surgery. You should register with local healthcare services when you arrive at the University (see p16).

Childcare support

If you have family responsibilities, there are nursery facilities situated conveniently close to campus. Places for children aged between six months and five years are available year-round, on weekdays, from 8.30am to 5.30pm. Due to high demand for some age groups (particularly under-two year-olds), there may be a substantial waiting list.

• Dryden Street Nursery

(campus map 62)
tel +44 (0)161 272 7121
admin.drydenstreetnursery@btconnect.com

• Echoes Nursery

(campus map 6)
tel +44 (0)161 306 4979
echoesnursery@hotmail.co.uk

'Manchester Student Parents and Carers Network' is a dedicated Facebook group for University of Manchester students. The network is also a Students' Union Society, so look out for their stall at the Students' Fair.

The International Society at William Kay House on Oxford Road runs a weekly Women and Families group: <http://tinyurl.com/UoMfamilies>

You can get more information about local childcare providers, schools, funding for childcare and a range of related topics online: <http://tinyurl.com/UoMstudentparents>

Information on child-related matters is also available from the Students' Union Advice Centre and the Student Guidance Service (see above).

Legal support (in term-time only)

If you have any legal or associated problems, you can get free, confidential advice from our Legal Advice Centre, run by the School of Law. Following an appointment, clients will be advised in writing on their legal position and what steps to take next. Cases are not taken beyond written advice, although the centre may be able to make referrals to other agencies. The centre runs regular clinics in the areas of employment law, landlord and tenant law, small claims and police complaints.

Contact:

Legal Advice Centre
tel +44 (0)161 306 1264 / 275 7976
free.legal@manchester.ac.uk
<http://tinyurl.com/UoMlegaladvice>

Religious support

Our student population is drawn from all cultures and religious beliefs. A number of chaplains of diverse faiths are available if you want to talk through difficulties, to explore issues of faith, or are looking for information about local faith communities:

- St Peter's House for the Anglican, Baptist, Methodist and United Reformed Church denominations: www.stpeters.org.uk
- Avila House for the Roman Catholic chaplaincy: www.rc-chaplaincy-um.org.uk
- Hillel House for the Jewish chaplaincy: [tel +44 \(0\)161 226 1139](tel:+44(0)1612261139)
- The University of Manchester Islamic Society maintains campus prayer facilities for Muslim students in the MacDougall Centre and the Sackville Street Building: www.manchesterisoc.com

The Students' Union also has societies for many major religions: www.manchesterstudentsunion.com

Support for care leavers

If you are leaving or have recently left care, you may benefit from a New Student Advisory Meeting. In this meeting we will make sure that you have accessed all the financial support you are entitled to, that your accommodation needs are catered for, and will answer any questions you may have. To arrange a meeting in complete confidence, contact the Student Guidance Service (details at the start of this section).

top tip

We want to keep you up to date with all the most important and relevant information from the University, and help you get the most of our variety of support services. Every week of term the My Manchester newsletter will come straight to your inbox – we know you are busy, but please take the time to glance over it – there might be some information that makes all the difference to your student experience!



If things go wrong

The University is proud of and committed to ensuring the high standard and quality of our programmes of study, services and facilities for you, our students. We recognise, however, that on occasion things may not go as well as we would hope. If this happens, we need to know what may have gone wrong in order to resolve the issue and take any appropriate action to improve our services and facilities accordingly.

top tip

The University's Mediation Service is open to students who want to address a situation or problem they are experiencing. This may be with another student on your course or in halls, or it might concern a member of staff. For more information contact 0161 306 5874 or email mediation@manchester.ac.uk.

Complaints

If you have a complaint with any aspect of your academic life, we advise you to follow our procedure for student complaints, as follows:

Step 1: Seek to resolve your complaint informally – raise it promptly and directly with the staff concerned (whether they be academic or administrative staff in your School, or staff working in the service or facility about which you are complaining). We hope – and find – that most complaints can be resolved at this stage.

Step 2: If your complaint is not dealt with to your satisfaction via informal procedures, you can make a formal complaint. Complete a copy of our complaints form, which is available online, together with full details of the complaints procedure: <http://tinyurl.com/UoMcomplaints>

Submit the form to the relevant faculty officer or service manager, as appropriate (see <http://tinyurl.com/UoMUsefulcontacts> for relevant contact details).

Harassment

The University aims to promote a learning and working environment that values diversity and promotes inclusion for all our students and staff. We take any form of harassment, discrimination, or bullying very seriously.

Our 'Dignity at Work and Study' initiative provides support to anyone who finds themselves either subjected to or accused of this behaviour. A team of trained harassment advisors is available to provide confidential support and information, and mediation can also be arranged, if desired.

Contact:

The Equality and Diversity Office
tel +44 (0)161 306 5857
equalityanddiversity@manchester.ac.uk
www.manchester.ac.uk/aboutus/equalityanddiversity

Academic appeals

We are committed to safeguarding your interests in relation to the process by which decisions relating to your academic status or progress are reached. We therefore have a procedure that you may use to appeal against a decision of a board of examiners, a progress committee, a graduate committee or equivalent committee whose decision relates to your academic status or progress.

Please note that it is not possible for you to contest the academic or professional judgement of the examiners and their decisions. In other words, **you may not appeal simply because you are dissatisfied with the outcome of your assessment**. There are four very specific grounds on which an appeal might be lodged, as follows:

- Extenuating circumstances exist of which, for good reason, the board of examiners were not aware, and which may have affected the decision
- Administrative error or procedural irregularity in the assessment process
- Bias on the part of one or more examiners
- Unsatisfactory supervision in respect of a research dissertation, thesis, or equivalent work

If you wish to lodge an appeal, you are strongly advised in the first instance to raise the matter with the appropriate member of staff in your School – eg your tutor, supervisor, or course director. Only if the matter remains unresolved should you seek to undertake the formal appeal procedure, in which case you should submit a formal written statement setting out the grounds of your appeal to the appropriate faculty officer within 20 working days of notification of the result or decision against which you are appealing.

Full details of the appeals procedure are available online: <http://tinyurl.com/UoMappeals>

If you wish to use one of the procedures outlined here, but would welcome some advice or guidance, you could contact the appropriate officer in your faculty. You can find their details in the Crucial Guide Live: <http://tinyurl.com/UoMUsefulcontacts>

top tip

The University and your Students' Union strongly recommend you take full advantage of the Union's expertise and resources when dealing with these kinds of formal procedures – even if all you want is someone knowledgeable and impartial to attend an appeal board or meeting with you.

The Students' Union is more than a place to socialise, it is a political body run by Officers elected to represent you and your needs to the University.

Good to know

Start your University career as you mean to go on, and make the most of your important first year of study.

Find a part-time job

A part-time job can be a welcome boost to your finances, as well as to the work experience section on your CV. It's also a good way to develop team-working, communication and other skills. Around 50% of students work part-time, in jobs ranging from retail and customer service to web design and translation. If you plan to work part-time, you need to manage your hours so the job does not conflict with the demands of your degree.

Our Careers Service advertises part-time jobs for students on its website, as well as offering useful advice on part-time jobs in general, and other vacancy sources:

<http://tinyurl.com/UoMparttime>

Pick a career development opportunity

We don't need to tell you how competitive the graduate jobs market is these days – but we can tell you that your Careers Service runs plenty of events and services that can put you on the right career path and get you noticed by graduate employers.

- Activate your **CareersLink** account to search for careers events and vacancies, including part-time jobs and work experience, and to set up your email alerts: www.manchester.ac.uk/careerslink
- Get thinking about your career and decide what to do next in three minutes with **Careers KickStart**: www.manchester.ac.uk/careerkickstart
- See a careers consultant for advice on your options and next steps www.careers.manchester.ac.uk/students/services/

At the end of the year, register to take part in an accredited course unit in Year 2, which will count toward of your degree and boost your employability:

- **Manchester Leadership Programme:** Combines academic learning with community volunteering to help you develop leadership and other practical skills, as well as greater social awareness: www.manchester.ac.uk/mlp
- **Career Management Skills:** Work with employers to develop various useful skills applicable in both the working environment and in job-hunting: www.manchester.ac.uk/careers/cms

Find out more about these and other services, including careers talks, workshops, fairs and employer presentations, at: www.manchester.ac.uk/careers



Investigate accommodation for Year 2

Ideally, you should start looking for accommodation for your second year as early as January. Make your first port of call **Manchester Student Homes**, a University-run service that co-ordinates private sector housing for students:

Manchester Student Homes
Unit 1-3 Ladybarn House
Accommodation map ref 110
tel +44 (0)161 275 7680
manchesterstudenthomes@manchester.ac.uk
www.manchesterstudenthomes.com

International students

Students from outside the EU may be eligible to live in University accommodation throughout their degree, in which case you must apply for second-year accommodation by February. See Arrival Guide p32 for more on accommodation.

Consider study abroad

Thinking about study abroad may seem premature when you've only just got here, but if you want to apply for an exchange scheme in your second year (which is when most exchanges take place), you need to get onto it **almost as soon as you arrive in Manchester**.

European exchanges (via the Erasmus scheme) are available with universities across the continent. The **Worldwide Exchange** programme offers exchanges with countries including the USA, Canada, Australia, New Zealand, Hong Kong, Singapore, South Korea and Latin America.

Do I need a foreign language?

Not necessarily. You may need to speak the language for some European exchanges, and for Latin America and Seoul, but many exchanges involve teaching in English, even in universities based in non-English-speaking countries, such as the Netherlands.

Find out more...

Contact the Study Abroad Unit (tel +44 (0)61 275 3053 or email goabroad@manchester.ac.uk), or browse information in the Study Abroad Library (ground floor of the Rutherford Building, campus map ref 45, open 9.00am-5.00pm Mon-Fri).

www.studyabroad.manchester.ac.uk

For more details on all these regulations, please see www.studentnet.manchester.ac.uk/crucial-guide/regulations

The small print

Keeping up-to-date with admin

Many of the administrative processes which affect your student life are carried out online – eg registration (see p6), the publication of examination timetables and arrangements for graduation. This is why you have a responsibility to access the My Manchester portal and your email on a regular basis for important notices and updates.

In exceptional circumstances, alternative arrangements can be made – contact the Student Services Centre for advice (see p45).

Student regulations

As a registered student of The University of Manchester, you agree to comply with the rules and regulations under which the University and its students must operate. The principles underpinning these are set out in the University's Statutes, Ordinances and Regulations.

The main rules and regulations that you should be aware of are listed below, full details of which can be found online:

www.studentnet.manchester.ac.uk/crucial-guide/regulations

Your degree regulations

Your academic progress and the award of your degree is governed by general degree regulations, supplemented by specific regulations relating to your degree, which are set out in your course handbook.

Registration and payment of fees

(General Ordinance XVI)
What it means to register as a student and under what circumstances your registration may end.

To find out how to register online, see p6.

Work and attendance of students

(General Regulation XX)

Compulsory work and attendance requirements, and the risks of not meeting them.

Library

(General Regulation XVI)
Library services and facilities available to you and the terms of use, including the risk of disciplinary action if these terms are not observed.

Conduct and discipline of students

(General Regulation XVII)
Expectations of proper student conduct.

Computer use/misuse

(General Regulations XIV and XV)
Expectations of using University computer facilities, monitoring and risks of misuse.



Dignity at work and study

How the University expects you to behave in respect of harassment, bullying and discrimination, and what you can do if you believe you have been a victim of harassment, bullying or discrimination at University.
See also 'Harassment' under *If Things Go Wrong* p48-49.

Examinations and assessments

(General Regulations XII)
Details of the University examination and assessment regulations are given in the appropriate degree regulations and supplemented by your course handbook.

Results of assessment

Assessment results may be withheld if you are in debt to the University.
See also 'Academic appeals' under *If Things Go Wrong* p44-45.

Complaints

(General Regulation XVIII)
The student complaints procedure:
See *If Things Go Wrong* p44-45.

Students' Union (Ordinance XVII)
Membership of the Students' Union and what that entails, including details on opting out.

Health and safety

Your responsibilities under the Health and Safety at Work etc. Act 1974, as well as the University's responsibilities and policies.
See p5 for how to complete the online H&S induction.

Data protection

(Ordinance XIV)
How the University will use your personal data in accordance with the Data Protection Act 1998, including disclosure to third parties, and your rights to check and correct information held.

Got a query regarding use of your personal data?

Contact the Records Management Office:
Room G011, John Owens Building (campus map 48)
tel +44 (0)161 275 8111

Freedom of information

The University's obligations under the Freedom of Information Act (FoIA), and its Publication Scheme (PS), which is a list of all the information routinely made available to the public.

Copyright (Ordinance XIV)
Rules of copyrighted material and the risks of infringement.

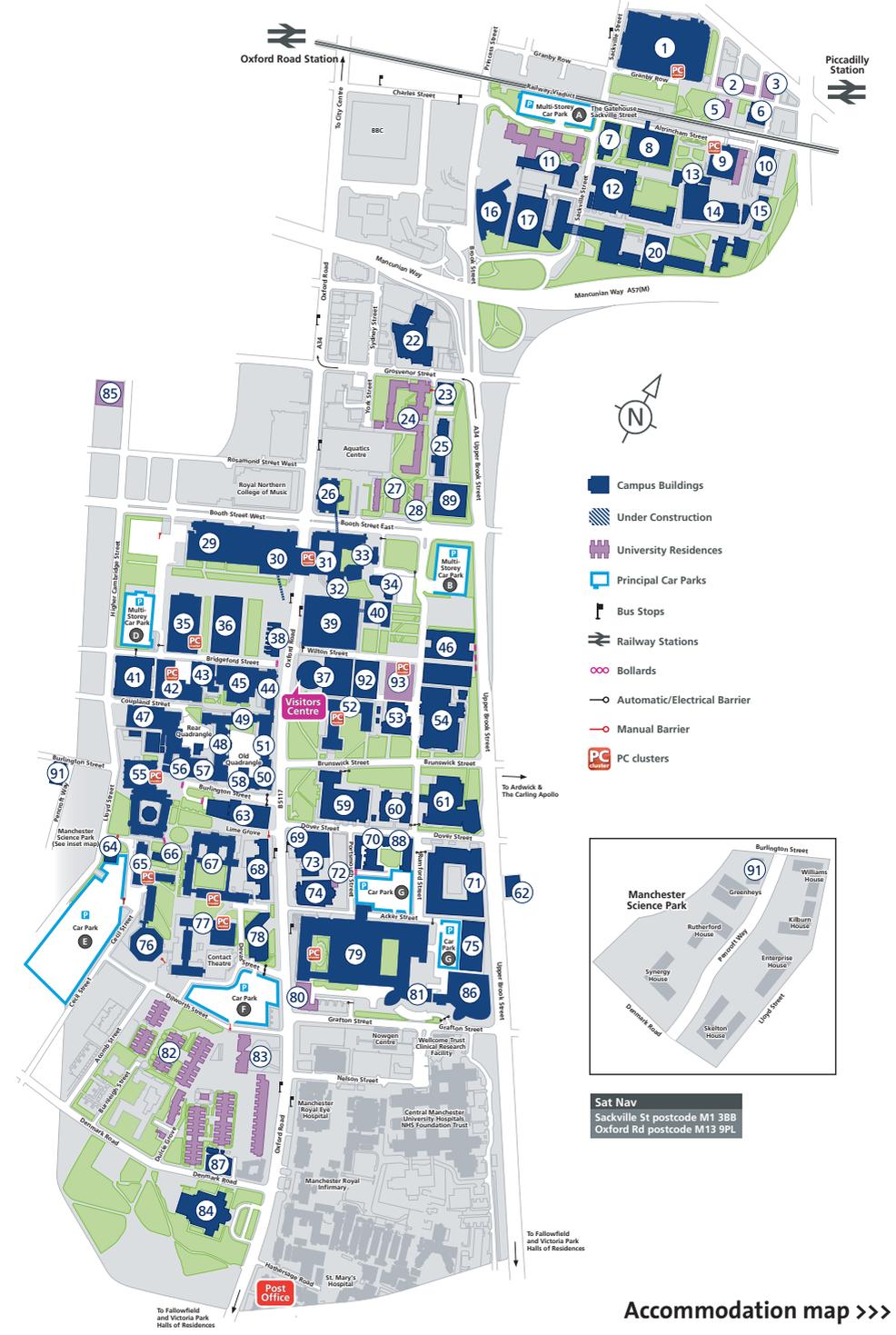
Intellectual Property (IP)

(Ordinance XIV)
Your intellectual property rights over work you create as a student – and the exceptions to this.



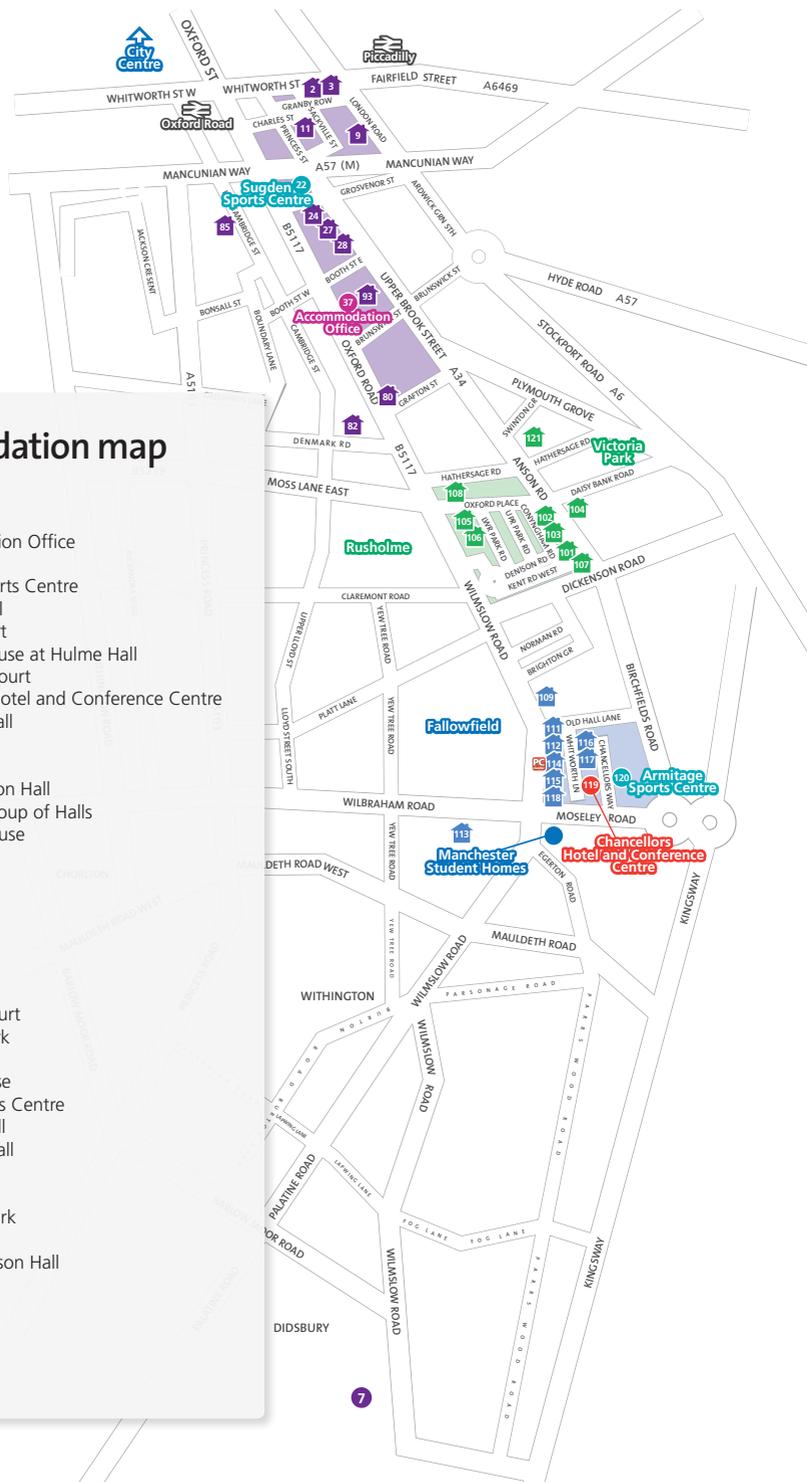
Campus map

- 1 Sackville Street Building
- 2 Lambert Hall
- 3 Fairfield Hall
- 6 Echoes Day Nursery
- 7 Paper Science Building
- 8 Renold Building
- 9 Barnes Wallis Building / Students' Union / Wright Robinson Hall
- 10 Moffat Building
- 11 The Manchester Conference Centre and Weston Hall
- 12 Pariser Building
- 13 Staff House Sackville Street
- 14 The Mill
- 15 Morton Laboratory
- 16 Manchester Interdisciplinary Biocentre - John Garside Building
- 17 George Begg Building
- 18 Faraday Tower
- 19 Faraday Building
- 20 Ferranti Building
- 22 Sugden Sports Centre
- 23 Oddfellows Hall
- 24 Grosvenor Halls of Residences
- 25 Materials Science Centre
- 26 Manchester Business School East
- 27 Bowden Court
- 28 Ronson Hall
- 29 Manchester Business School West
- 30 Precinct Shopping Centre Harold Hankins Building Devonshire House
- 31 Crawford House
- 32 St Peter's House/Chaplaincy
- 33 Crawford House Lecture Theatres
- 34 Prospect House
- 35 Humanities Bridgford Street
- 36 Arthur Lewis Building
- 37 University Place
- 38 Waterloo Place
- 39 Kilburn Building
- 40 Information Technology Building
- 41 Dental School and Hospital
- 42 Martin Harris Centre for Music and Drama
- 43 Coupland Building 1
- 44 The Manchester Museum
- 45 Rutherford Building
- 46 Alan Turing Building
- 47 Coupland Building 3
- 48 John Owens Building
- 49 Beyer Building
- 50 Whitworth Hall
- 51 Whitworth Building
- 52 Williamson Building
- 53 Roscoe Building
- 54 Schuster Building
- 55 John Rylands University Library
- 56 Schunck Building Burlington Rooms
- 57 Student Services Centre
- 58 Christie Building
- 59 Simon Building
- 60 Zochonis Building
- 61 Chemistry Building
- 62 Dryden Street Nursery
- 63 Learning Commons
- 64 Environmental Services Unit
- 65 Mansfield Cooper Building
- 66 Stephen Joseph Studio
- 67 Samuel Alexander Building
- 68 Students' Union Oxford Road (also at number 9)
- 69 William Kay House
- 70 Dover Street Building
- 71 Michael Smith Building
- 73 Avila House RC Chaplaincy
- 74 Holy Name Church
- 75 AV Hill Building
- 76 AQA
- 77 Ellen Wilkinson Building
- 78 The Academy
- 79 Stopford Building
- 80 Horniman House
- 81 The Manchester Incubator Building
- 82 Whitworth Park Halls of Residence
- 83 Grove House
- 84 The Whitworth Art Gallery
- 85 Opal Hall
- 86 Core Technology Facility
- 87 Denmark Building
- 88 Carys Bannister Building
- 89 Chemical Engineering and Analytical Sciences - James Chadwick Building
- 91 McDougall Centre
- 92 Jean McFarlane Building
- 93 George Kenyon Building and Hall of Residence



Sat Nav
 Sackville St postcode M1 3BB
 Oxford Rd postcode M13 9PL

Accommodation map >>>



Accommodation map

Building key

- 37 Accommodation Office
- 109 Allen Hall
- 120 Armitage Sports Centre
- 111 Ashburne Hall
- 27 Bowden Court
- 106 Burkhardt House at Hulme Hall
- 101 Canterbury Court
- 119 Chancellors Hotel and Conference Centre
- 102 Dalton Ellis Hall
- 3 Fairfield Hall
- 117 Firs Villa
- 93 George Kenyon Hall
- 24 Grosvenor Group of Halls
- 80 Horniman House
- 105 Hulme Hall
- 2 Lambert Hall
- 113 Linton House
- 115 Oak House
- 85 Opal Hall
- 104 Opal Gardens
- 114 Owens Park
- 103 Pankhurst Court
- 116 Richmond Park
- 28 Ronson Hall
- 112 Sheavyn House
- 22 Sugden Sports Centre
- 107 St Anselm Hall
- 108 St Gabriel's Hall
- 121 Victoria Hall
- 11 Weston Hall
- 82 Whitworth Park
- 118 Woolton Hall
- 9 Wright Robinson Hall



Want everyone to know you are a Manchester student? Check out our range of official University gifts, clothing and merchandise.

The official University hoodie is undoubtedly our most popular item, and is available in a selection of colours and sizes.

You can buy online before you arrive at www.manchester.ac.uk/giftshop, or visit the GiftShop in University Place (campus map 37).

Find out more on the Crucial Guide Live: www.studentnet.manchester.ac.uk/crucial-guide



**The bearer of this card is a student of
The University of Manchester.**

Please allow them free passage on the 147 bus between Sackville Street and Oxford Road from 12 September 2012 to 23 September 2012.

Registrar and Secretary





@WelcomeUoM

News, events and info for new students. Tweeting throughout Aug-Oct 2012.

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