

# StaffUpdate

Exclusively for staff at The University of Manchester

## YOUR STAFF SURVEY NEEDS YOU!

**The fourth Staff Survey is being launched later this year and your views are being sought about which aspects of working life at the University you want to have your say on.**

The Survey is to undergo a major revision with a shift of emphasis towards finding out about the day-to-day working experiences of staff.

To achieve this, the team responsible for the Survey is organising a series of focus groups in March to seek your views about what questions you think should go into the survey.

As well as providing the opportunity to say what you think about working at the University, the Survey will also continue to monitor how the University is doing against its Key Performance Indicators (KPIs) as detailed in the *Advancing Manchester 2015 Agenda*.

Karen Heaton, Director of Human Resources, said "It is important that staff have an opportunity to help shape the Survey so we know we're asking the right questions."

"We want to make the Survey shorter than in previous years but we want to make sure we are focussing on the areas of importance to staff."

The Survey will be available online and in paper format where required, further details will be circulated before it is launched.

The focus groups are open to all staff, if you are interested in taking part, please register via

[www.manchester.ac.uk/stafffocusgroups](http://www.manchester.ac.uk/stafffocusgroups)

If you have any queries about this or previous surveys please email [staffsurvey@manchester.ac.uk](mailto:staffsurvey@manchester.ac.uk)

[www.manchester.ac.uk/staffsurvey](http://www.manchester.ac.uk/staffsurvey)



## MAKE 2010 YOUR YEAR FOR FITNESS!

**To help you put your New Year's resolutions into practice, SPORT has designed a programme of classes, courses and activities to keep you fit in 2010:**

More than 80 classes are held across campus every week to find out more, visit the Sport website at the end of this article.

Campus Sport are hosting beginner and 'next step' courses in squash and badminton. All courses are six weeks in length this semester, ending w/c 15 March, and are held at the Sugden Sports Centre on Grosvenor Street.

To find out more:

- Visit the SPORT website or email [campus.sport@manchester.ac.uk](mailto:campus.sport@manchester.ac.uk)

South Manchester 5km parkrun needs volunteers! So if you are interested in gaining experience in event management, looking to give something back to your local community or a running enthusiast who would like to help other people get into the sport find out how you can get involved in this fun project by emailing:

- Gail Heathcote-Milner at [health.fitness@manchester.ac.uk](mailto:health.fitness@manchester.ac.uk)

For full information visit [www.manchester.ac.uk/sport](http://www.manchester.ac.uk/sport)

## GAIN AN INSIGHT

**Have you ever wondered what it would be like to work in the Alumni or Research Office, or in faculty or school administration?**

A new initiative currently being piloted within Professional Support Services (PSS) gives PSS staff the chance to spend time in another division or unit.

As well as a providing a development opportunity, the scheme aims to build on the strong sense of collegiality within the PSS, improve awareness of what other areas of the PSS do, help retain staff and encourage better flow of information between units through increased face-to-face contact.

The scheme has two elements:

**Insights** where staff spend time in another office which might include a meeting with the head of unit, attendance at a team meeting, informal meetings with staff with differing responsibilities within units or work shadowing for example, assisting with a specific task or project.

**Team Swaps** involve two colleagues in similar roles in different units attending respective meetings for a set period to bring a different perspective, identify common issues and share best practice.

The types of opportunities available include working on printed publications and the production of a

short video in the Communications, Media and PR division; spending a day with an HR Assistant in the Faculty of Medical and Human Sciences or the Head of the Teaching & Learning Support Office and volunteering in the community with staff and students on the Manchester Leadership Programme (MLP).

The initiative has been developed by a small Task Group comprising representatives of PSS staff working in schools, faculties and central units. The group's work was informed by a number of successful insights and team swaps in the PSS that have already taken place.

Welcoming the new scheme Registrar & Secretary, Albert McMenemy said: "Insights and team swaps are an excellent opportunity to get first hand experience of the roles of other staff and the work of other teams within the PSS. I would encourage all staff who are interested to visit the website to find out if there might be opportunities that would help their own development."

The opportunities will be available until 31 July 2010 after which the pilot will be evaluated and a decision taken on rolling out the scheme out to a wider group of staff.

For further information go to:

[www.manchester.ac.uk/pssinsights](http://www.manchester.ac.uk/pssinsights)

## TOP KIDNEY EXPERT APPOINTED AS PAEDIATRICS PROFESSOR

**Internationally renowned children's kidney researcher Professor Adrian Woolf has been appointed to the Chair of Paediatric Science at the National Institute for Health Research's (NIHR) Manchester Biomedical Research Centre (BRC).**

Run by Central Manchester University Hospitals NHS Foundation Trust and The University of Manchester, the BRC aims to translate scientific discoveries into new treatments for patients.

Professor Woolf moves to Manchester from the University College London Institute of Child Health, where he set up and headed the academic Nephro-Urology Unit in 1998.

Professor Woolf will work between The University of Manchester and the new Royal Manchester Children's Hospital. His main role will be to head an academic programme of basic and applied research, and he will also work with the Nephrology, Urology and Genetics clinical teams looking after children born with renal tract problems.



## PRESIDENT AND VICE-CHANCELLOR TO RETIRE

**Professor Alan Gilbert is to retire as President and Vice-Chancellor of The University of Manchester at the end of the current academic year after more than six years in post.**

Professor Gilbert moved to Manchester from the University of Melbourne in February 2004 to serve as President and Vice-Chancellor-designate during the final stages of the merger between UMIST and the Victoria University of Manchester and became the first President and Vice-Chancellor of the newly-established University of Manchester at its inauguration in October 2004.

An international search for a replacement will begin immediately.

Professor Dame Nancy Rothwell, Deputy President and Deputy Vice-Chancellor, will serve as Acting President and Vice-Chancellor following Professor Gilbert's departure. Also see this month's UniLife (page 2).

## A GOLD STAR FOR STARS

**A Shaw Trust STAR Award has been presented to the University of Manchester's Directorate of Sport Trading and Residential Services (STARS) in recognition of their work with disadvantaged people seeking support in returning to work.**

Patrick Johnson, Head of Equality and Diversity at the University, thanked the team for their hard work in supporting the placements and for their commitment. He said: "Your work is exemplary and you are certainly leading the way across the institution."

Accommodation Office Manager Paul Burns said: "This award reflects our team efforts and I want to say a huge thanks to every member of the Accommodation Office for their dedication and understanding."

He added: "For many reasons entering the workplace for the first time or returning to work after periods of absence can be a difficult and daunting experience for somebody. These placements are invaluable for a person's development and encourage discipline and commitment. It's been a really beneficial venture, both for the individuals and The University of Manchester as a whole."

The placements took place in a variety of the University's services including the Accommodation Administration Team, the Domestic & Portering Team and the Sport Trading and Residential Services IT Team. The programme, in partnership with Jobcentre Plus, is a voluntary programme and consists of six week's work experience with an employer. The aim is to give the person a chance to gain valuable work experience, build confidence and build up good working relationships.

## OBE FOR SOCIOLOGIST

**Fiona Devine, Professor of Sociology was awarded an OBE in the 2010 New Years Honours list.**

Professor Devine, who became head of the internationally renowned School of Social Sciences in May last year - was given the honour for services to social sciences.

She joined the University in 1994, became a Professor in 2001 and Head of Sociology from 2007-09.

She is one of the country's leading experts on social stratification and mobility, work and employment and politics and participation in the US and UK.

She has authored four books, including *Class Practices: How Parents Help Their Children Get Good Jobs*, published by Cambridge University Press in 2004.

Her current work - with University of Manchester colleagues at the Institute for Social Change - is on working-class disadvantage in education and employment in the US and UK.

Between 2003 and 2007, she was a member of Council of the Economic and Social Research Council (ESRC) and Chair of its International Advisory Committee.

She remains on the ESRC committee promoting UK-India research collaboration and is currently the UK representative on the panel reviewing the standing committees for the Social Sciences of the European Science Foundation.

Professor Devine said: "I am absolutely thrilled to be awarded an OBE. I have been very fortunate to work alongside wonderful colleagues in sociology and the social sciences at Manchester. I owe my success to the people around me."



## DENTAL APPOINTMENT

**Professor Ian Mackie has been appointed Head of the School of Dentistry from January 2010.**

Professor Mackie is a Consultant in Paediatric Dentistry at the University. In 2004 he was awarded a National Teaching Fellowship by the Higher Education Academy. He was promoted to a Professorial Teaching Fellow in recognition of his abilities to combine teaching and research activities.

His reputation for outstanding clinical, teaching and research skills had been previously recognised with his appointment as the National President for the British Society of Paediatric Dentistry.

A Manchester dental graduate himself, Professor Mackie is also Director of Undergraduate Dental Education in the School of Dentistry and is the Faculty Academic Lead for Quality Assurance and Enhancement for Teaching and Learning.



## WILL WRITING SERVICE

**Staff are reminded that a Will writing service is available to them at a specially discounted rate, through Irwin Mitchell Solicitors, specialists in this legal area.**

Please visit [www.extranet.irwinmitchell.com/willsandtrusts/universityofmanchester/index.asp](http://www.extranet.irwinmitchell.com/willsandtrusts/universityofmanchester/index.asp) for further information. Rates are irrespective of whether the University is included in your Will.

## UNIVERSITY CHALLENGE UPDATE

**The Manchester team will be appearing again on 'University Challenge' on BBC2 at 8pm on Monday, 1 February, in a match against St John's College, Oxford.**

Having knocked out the Royal Veterinary College in the first round and King's College, London, in the second round, Manchester comfortably defeated St Andrews 195-50 in their first match at the quarter-final stage. However, teams need to win two out of a possible three matches at the quarter-final stage in order to reach the semi-finals.

To gain a place in the semi-finals for the sixth year in succession, Manchester must therefore either defeat St John's in tonight's match or (if they lose) overcome another team in a potential third quarter-final match.

The team consists of captain Jakob Whitfield (PhD in the History of Technology), Nick Daunt (MEng in Mechanical Engineering), Rachael Neiman (PhD in English and American Studies) and Tom Whyman (BA in Philosophy and Politics).

## 2010 DIVERSITY CALENDAR



**The University's Diversity Calendar for 2010 is now available. You can download your copy from the Equality & Diversity intranet pages. The calendar is a practical resource that includes details of all the main religious festivals and national and international days of celebration or memorial**

For more information follow the link below:

[www.campus.manchester.ac.uk/equalityanddiversity/calendar](http://www.campus.manchester.ac.uk/equalityanddiversity/calendar)

## NEW STAFF RECRUITMENT SERVICE

**Jobs on Campus is a new service designed to help University staff fill temporary vacancies. Launched this month, it is dedicated to promoting part-time jobs at the University to our current students.**

The initiative, managed by the MLP, Careers and Employability division for HR, will help to develop the employability of Manchester students, it also aims to help the University reduce its expenditure on recruitment agencies.

Jobs on Campus offers a free vacancy advertising service to University staff. It will be a highly visible central point for jobs and will encourage applications from a wide range of students and postgraduates. Approval for each vacancy in accordance with the normal University HR procedures will be necessary.

For more information, please visit the website at: [www.manchester.ac.uk/careers/jobsoncampus](http://www.manchester.ac.uk/careers/jobsoncampus)

## BATTERY RECYCLING A POSITIVE SUCCESS - WIN £50 WORTH OF M&S VOUCHERS

**Staff have the chance to win £50 worth of M&S vouchers by guessing how many batteries the University has recycled since the adoption of the campus-wide battery recycling scheme.**

The scheme's success means that the first large container of batteries was recently collected for reprocessing. The scheme was introduced on the main campus to coincide with National Recycling Week in June 2008. Since then, nearly 400 battery recycling containers have been distributed around the University, including Halls of Residence.

Once full, containers are collected on request by the Campus Cleansing Unit (contact x52246) and returned to their depot for sorting before being bulked up into a large container which has already been filled with used batteries.

The batteries will be reprocessed rather than being sent to landfill at no cost to the University.

Staff can request further battery containers by contacting Charlotte McHugh, the University's Waste and Recycling Assistant on x50343 or at [charlotte.mchugh@manchester.ac.uk](mailto:charlotte.mchugh@manchester.ac.uk)



The member of staff who is closest to guessing the number of batteries collected so far in the large container shown in the picture - based on the equivalent number of AA batteries at an average weight of 24g - will win £50 worth of M&S vouchers. Answers should be emailed to Charlotte McHugh (one entry per person), the closing date is 28 February 2010.

## TECHNICAL MERIT

**A popular training seminar for technicians run by the Faculty of Life Sciences has now been opened up to the University's three other Faculties.**

The Faculty's Technical Resource Managers (TRMs) have run three technical seminar series specifically designed and tailored for those pursuing a career as a biological teaching or research technician, each one more popular and successful than the last.

TRM Gary Porteous said: "The Faculty is committed to providing continuous training and development to their already highly skilled technical staff by supplementing the excellent courses available through the Staff Training and Development Unit, the national HeATED programmes and the Faculty's own specialised workshops.

"Each year, as this programme has developed, attendance and interest in the programme have grown and we have regularly filled the entire lecture theatre."

He added: "What makes this seminar series unique and relevant for technical staff is not only the range and nature of the speakers but also the breadth of the subject matter. The series content is often driven either by direct requests made to the technical managers or from information collated from the annual Performance & Development Reviews."

The Faculty is grateful to STDU for their continued support, organiser Victoria Kelly and academic staff who give up their lunch times to provide interesting talks.



# JUST THE JOB

## CHRISTINE KELLY

Joint Assistant Catering Coordinator,  
University Place shop.

The University is a community and like a lot of communities, its local shop provides a vital service.

**Christine Kelly will be a familiar face to many of you. As Joint Assistant Catering Coordinator she's one of the team that ensures the smooth running of the University's shop in University Place; she is responsible for ordering stock, re-stocking shelves, organising staff and serving customers.**

The shop is one of a number of catering outlets run by FoodOnCampus. From around 8am Christine and the team can be found receiving and replenishing the shelves with the days deliveries of sandwiches, snacks, newspapers and milk, all essential items for many staff and students.

"I like to think of this as the local shop for the University," she says. Having worked in the shop for over 25 years it's no surprise that she has built up a good rapport with customers. Christine is on first name terms with many members of staff and knows some so well that she often knows what they will buy and how much it will cost before they've even put the items down on the counter – that's impressive considering over a thousand customers can pass through on a busy day!

The shop re-located to its smaller but more central location in University Place in 2008, the success of the move and the notable increase in sales is testimony to how well the team adapted to the change and moved forward. Of the move Christine said "There'll never be another refectory and down-sizing seemed strange at the time but moving into University Place was definitely the right thing to do."

The current team have worked together for 12 years, they pride themselves on providing the best service to customers which in turn helps them to meet the goals set for them by the



"I like to think of this as the local shop for the University."

department; for Christine it's a win-win situation: "You know you've done a good job when people come back everyday and when you meet the targets set by management, you know your team is successful."

And praise is not thin on the ground either, they receive lots of positive feedback from customers about the team generally and service they provide via the suggestion box located at the shop. "Feedback from customers is always welcome," says Christine. "It helps us to improve the quality of our service and we do try to implement customer suggestions whenever possible."

A local girl, Christine has worked for the University since 1984, her job in the shop is only her second since leaving school; as a schoolgirl she was one of the original members of staff at ASDA in Longsight. She loves Manchester as a place to live and work and feels proud when she tells people where she works. "After 25 years, working at the University is a way of life – it can't be anything else," she says.



## CONTACT US

If you have any news or story ideas, you can contact us via:  
[uninews@manchester.ac.uk](mailto:uninews@manchester.ac.uk) or 275 2112

## OPT OUT OPTION

If you wish to opt out of receiving a printed copy of Unilife/Staff Update each month you can do this by completing the online form at:  
[www.staffnet.manchester.ac.uk/optout](http://www.staffnet.manchester.ac.uk/optout)

If you wish to keep up with the news, you can still view the magazines online at:  
[www.staffnet.manchester.ac.uk/news/unilife](http://www.staffnet.manchester.ac.uk/news/unilife)  
[www.staffnet.manchester.ac.uk/news/staffupdate](http://www.staffnet.manchester.ac.uk/news/staffupdate)

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# TrainingUpdate

Exclusively for staff at The University of Manchester

## STAFF TRAINING AND DEVELOPMENT UNIT – OPEN PROGRAMME

The following courses are available at STDU. Places can be booked online at [www.manchester.ac.uk/training](http://www.manchester.ac.uk/training) or by email to [courses-stdu@manchester.ac.uk](mailto:courses-stdu@manchester.ac.uk). All enquiries should include your staff number/date of birth to help us process your enquiry promptly

### FEBRUARY 2010

#### HS14: Portable Appliance Testing

2 February 2010  
9am-4.30pm

#### MS9: Training in Equality & Diversity Issues

2 February 2010  
9:30am-1pm

#### MS60: Child Protection Policy & Guidance

3 February 2010  
2pm-4pm

#### HS7: Compressed Gases Workshop

3 February 2010  
9am-12pm

#### HS7A: Cryogenic Gases Workshop

3 February 2010  
1pm-3pm

#### HS7B: Practical Sessions Workshop

3 February 2010  
3.15pm-4.30pm

#### HS14: Portable Appliance Testing

3 February 2010  
9am-4.30pm

#### AP8: PDR Reviewer (Academic Related & Support)

4 February 2010  
9:30am-1pm

#### HS14: Portable Appliance Testing

4 February 2010  
9am-4.30pm

#### BF48: University of Manchester Secretaries Workshop

4 February 2010  
9:30am-4pm

#### MS61: Dignity at Work & Study Policy Briefing

5 February 2010  
12.30pm-1.30pm

#### BF61: Having Difficult Conversations

5 February 2010  
9:30am-12.30pm

#### HS75: Safe UV Practice: A users guide

8 February 2010  
10am-11am

#### P2W: Assertiveness for Women

9 February 2010  
9:30am-12.30pm

#### MS61: Dignity at Work & Study Policy Briefing

9 February 2010  
12.30pm-1.30pm

#### HS3: Office Safety

9 February 2010  
1pm-4pm

#### HS15: Principles of Risk Assessment

9 February 2010  
9:30am-12.30pm

#### HS50: COSHH Assessment for Lab Based Staff

10 February 2010  
9:30am-12.30pm

#### MS61: Dignity at Work & Study Policy Briefing

10 February 2010  
2.30pm-3.30pm

#### P51: Change Communication

11 February 2010  
12.30pm-2pm

#### HS15: Principles of Risk Assessment

11 February 2010  
9:30am-12.30pm

#### P4: Time Management

11 February 2010  
10am-4.30pm

#### MS3: Effective Shortlisting and Interviewing

12 February 2010  
9:30am-1.30pm

#### BF46: Writing in a Clearer Style

12 February 2010  
2pm-3.30pm

#### MS55: Managing in The Round

Cohort 10 starts 12 February, then 26 March, 7 May, 24 June and 26 July  
1pm-3.30pm  
Apply by application form available on STDU website.

#### P29: Building Confidence

15 February 2010  
10am-4pm

#### HS12: IOSH Managing Safely

16 February 2010  
9:30am-4.30pm

#### AP6: PDR - A Briefing for Reviewees (all)

16 February 2010  
10am-12pm

#### BF46: Writing in a Clearer Style

16 February 2010  
2pm-3.30pm

#### P19: Career Review (Careers Health-check)

17 February 2010  
9:30am-12.30pm

#### MS61: Dignity at Work & Study Policy Briefing

17 February 2010  
10am-11am

#### BF50: Higher Education Institution Seminars

17 February 2010  
12.30pm-1.45pm

#### IC1: University Induction Course

18 February 2010  
9.15am-2pm

#### AP8: PDR Reviewer (Academic Related & Support)

19 February 2010  
9:30am-1pm

#### BF48: University of Manchester Secretaries Workshop

19 February 2010  
9:30am-4pm

#### P2W: Assertiveness for Women

22 February 2010  
10am-4pm

#### HS98: Laser Awareness

22 February 2010  
11am-12pm

#### HS42: Laser Safety Training

22 February 2010  
1.30pm-4.30pm

#### MS61: Dignity at Work & Study Policy Briefing

23 February 2010  
12.30pm-1.30pm

#### BF55: Introduction to Project Management

23 February 2010  
9:30am-4.30pm

#### BF47: Productive Partnerships for Managers and PAs

23 February 2010  
9:30am-4pm

#### BF46: Writing in a Clearer Style

23 February 2010  
2pm-3.30pm

#### MS61: Dignity at Work & Study Policy Briefing

24 February 2010  
12.30pm-1.30pm

#### MS3: Effective Shortlisting and Interviewing

24 February 2010  
9:30am-1.30pm

#### MS53: Developing Excellence in Internal Communications

25 February and 25 March 2010 (two day course, must be available both days)

10am-4pm

#### MS9: Training in Equality & Diversity Issues (TEDI)

25 February 2010  
9:30am-1pm

#### MARCH 2010

#### P29: Building Confidence

2 March 2010  
1.30pm-4.30pm

#### MS60: Child Protection Policy & Guidance

2 March 2010  
10am-12pm

#### MS52: Team Briefing Training

2 March 2010  
12.30pm-2pm

#### HS78: IOSH Working Safely

3 March 2010  
9am-5pm

#### BF44: Managing in a Customer Care Environment

4 March 2010  
9:30am-12.30pm

#### TL32: Organising Introductions to Academic Articles

4 March 2010  
2pm-3.30pm

#### P2W: Assertiveness for Women

8 March 2010  
9:30am-12.30pm

#### BF50: Higher Education Institution Seminars

10 March 2010  
12.30pm-1.45pm

#### BF11: Minutes, Meetings & Agendas

10 March 2010  
9:30am-4pm

#### HS38: Asbestos Awareness

11 March 2010  
1pm-4pm

#### BF25: Project Management

11 March 2010  
9:30am- 4.30pm

#### HS47: Evacuation Marshal Training

12 March 2010  
1pm-4pm

#### HS41: Fire Awareness Training

12 March 2010  
10am-12.30pm

#### BF25: Project Management

12 March 2010  
9:30am-4.30pm

#### IC1: University Induction Course

15 March 2010  
9.15am-2pm

#### P29: Building Confidence

16 March 2010  
1.30pm-4.30pm

#### HS67: Risk Assessment Workshop - For lab based staff

16 March 2010  
9:30am-12.30pm

#### TL43: Writing Discussion Sections

16 March 2010  
2pm-3.30pm

#### HS35: Accident Investigation

17 March 2010  
1pm-4pm

#### AP8: PDR Reviewer (Academic Related & Support)

17 March 2010  
9:30am-1pm

#### HS15: Principles of Risk Assessment

17 March 2010  
9:30am-12.30pm

#### MS5: Effective Recruitment & Selection

18 March 2010  
9:30am-4.30pm

#### P26: Speed Reading

22 March 2010  
9:30am-4pm

#### P28: Springboard Development Programme for Women

4-day programme with sessions on 23 March, 30 April, 28 May and 25 June 2010

MUST be available for all four dates

9:30am-4.30pm

#### MS9: Training in Equality & Diversity Issues

24 March 2010  
9:30am-1pm

#### MS3: Effective Shortlisting and Interviewing

25 March 2010  
9:30am-1.30pm

#### HS42: Laser Safety Training

26 March 2010  
1.30pm-4.30pm

#### HS98: Laser Awareness

29 March 2010  
11am-12pm

#### BF41: Speedwriting

30 March 2010  
9:30am-4pm

### APRIL 2010

#### MS60: Child Protection Policy & Guidance

13 April 2010  
10am-12pm

#### AP6: PDR - A Briefing for Reviewees (all)

14 April 2010  
10am-12pm

#### MS9: Training in Equality & Diversity Issues (TEDI)

15 April 2010  
9:30am-1pm

#### OE2: Pre-Retirement Course

16 April 2010  
9.15am-5pm

#### HS2: Manual Handling

20 April 2010  
9:30am-12.30pm

#### HS18: Manual Handling Risk Assessment

20 April 2010  
9:30am-12.30pm

#### HS7: Compressed Gases Workshop

21 April 2010  
9am-12pm

#### HS7A: Cryogenic Gases Workshop

21 April 2010  
1pm-3pm

#### HS7B: Practical Sessions Workshop

21 April 2010  
3.15pm-4.30pm

#### TL45: PASS Demystified

21 April 2010  
1pm-5pm

#### P2W: Assertiveness for Women

22 April 2010  
10am-4pm

#### BF55: Introduction to Project Management

22 April 2010  
9:30am-4.30pm

#### MS59: Criminal Records Bureau Training

27 April 2010  
10am-12pm

#### MS53: Developing Excellence in Internal Communications

27 April 2010  
10am-4pm

#### MS42: Performance Coaching for Line Management

27 April and 10 May 2010 (two day course, must be available both days)

9:30am-5pm

#### BF46: Writing in a Clearer Style

27 April 2010  
2pm-3.30pm

#### IC1: University Induction Course

29 April 2010  
9.15pm-2pm

# IT SERVICES TRAINING CORPORATE AND DESKTOP APPLICATIONS

JANUARY – APRIL 2010

## BLACKBOARD (eLEARNING)

Variety of sessions running throughout to include:

- Introduction to Blackboard
- Various Faculty-specific follow-on sessions

For full courses timetable (updated monthly) and booking information, please see:  
[www.itservices.manchester.ac.uk/trainingcourses/corporateapplications/bb](http://www.itservices.manchester.ac.uk/trainingcourses/corporateapplications/bb)

## CAMPUS SOLUTIONS (STUDENT ADMINISTRATION)

Variety of sessions running throughout to include:

- Introduction to Campus Solutions
- Assessment & Progression related courses
- Student Records related courses
- Both UG and PG Admissions courses

For full courses timetable (updated monthly) and booking information, please see:  
[www.itservices.manchester.ac.uk/trainingcourses/corporateapplications/campus](http://www.itservices.manchester.ac.uk/trainingcourses/corporateapplications/campus)

## DESKTOP (OFFICE APPLICATIONS)

Variety of sessions running throughout to include:

- Getting Started with Computers
- Courses in the various Microsoft Office Applications (Word, Excel, PowerPoint and Access)
- New sessions for Office 2007 (as well as the existing sessions for Office 2003)

For full courses timetable (updated monthly) and booking information, please see:  
[www.itservices.manchester.ac.uk/trainingcourses/coursesforstaff](http://www.itservices.manchester.ac.uk/trainingcourses/coursesforstaff)

## DISCOVERER (REPORTING)

- Discoverer is being upgraded from version 9 to 10g – please refer to the Latest Course News item below for further information.

For full courses timetable (updated monthly) and booking information, please see:  
[www.itservices.manchester.ac.uk/trainingcourses/corporateapplications/discoverer](http://www.itservices.manchester.ac.uk/trainingcourses/corporateapplications/discoverer)

## LIVELINK (DOCUMENT MANAGEMENT)

Single session running throughout:

- Livelink Basics

For full courses timetable (updated monthly) and booking information, please see:  
[www.itservices.manchester.ac.uk/trainingcourses/corporateapplications/livellink](http://www.itservices.manchester.ac.uk/trainingcourses/corporateapplications/livellink)

## ORACLE (FINANCIALS)

Variety of sessions running throughout to include:

- Raising Requisitions (via Procure to Pay online training module)
- Approving Requisitions (via Procure to Pay online training module)
- Projects
- Sales Invoices & Credit Memos

For full courses timetable (updated monthly) and booking information, please see:  
[www.itservices.manchester.ac.uk/trainingcourses/corporateapplications/finance](http://www.itservices.manchester.ac.uk/trainingcourses/corporateapplications/finance)

## REMEDY (SUPPORT DESK / INCIDENT LOGGING)

Single session running throughout:

- Submitting Incidents

For full courses timetable (updated monthly) and booking information, please see:  
[www.itservices.manchester.ac.uk/trainingcourses/corporateapplications/remedy](http://www.itservices.manchester.ac.uk/trainingcourses/corporateapplications/remedy)

## RESOURCELINK (HR / TRAINING ADMINISTRATION)

These session schedules vary, depending on demand:

- New Starter (5 days)
- HR Refresher
- Training Administration

For full courses timetable (updated monthly) and booking information, please see:  
[www.itservices.manchester.ac.uk/trainingcourses/corporateapplications/resource link](http://www.itservices.manchester.ac.uk/trainingcourses/corporateapplications/resource link)



## LATEST COURSE NEWS

### IT Services Training

#### - Kilburn Training Room Refurbishments

We are currently undertaking some work in our Kilburn Training Rooms. We have recently received new training PC's which will help with previous performance issues and are also undertaking some work in Training Room 2 (formerly the Undergraduate Training Room) to enable us to use the space more effectively. As I'm sure many of you will have seen the changes recently made to the layout in Training Rooms 1 and 3 are much more conducive to a training experience and we hope to replicate this. Although we do not have timeframes for the required works we are hopeful that it will be completed as soon as possible to avoid any disruption to our training schedules.

#### Discoverer Upgrade to version 10g – Training Suspended

Due to the imminent upgrade of the Discoverer application from version 9 to 10g it has been necessary for the IT Services Training Team to suspend all Discoverer training until further notice. This decision has been taken in order to allow the smooth implementation of the upgrade and the necessary re-writing of the supporting training and documentation.

If you already have access to Discoverer version 9 or you have just been granted access you will still be able to use it up until you are notified of the upgrade day. If you have an urgent need to report on specific information and a colleague in your office is unable to help you in the interim, please contact the IT Services Training Team ([its.training@manchester.ac.uk](mailto:its.training@manchester.ac.uk)) stating which business area your reporting requirements regard and they will pass on your query to the Discoverer team.

### Office 2007

#### – New courses and training materials Reminder

Just to remind you that new Microsoft Office 2007 training courses are available for staff. As with previous Office courses we have mapped the syllabus to a nationally agreed level of proficiency to ensure a high standard of content is maintained. We will still be running Office 2003 courses and alternating them with their 2007 counterparts to ensure users of all systems are catered for; the full training schedule, along with details of how to book or be added to the waiting list can be viewed on our website (here you will also find links to bridging guides for current 2003 users moving to 2007 and other useful resources):

[www.its.manchester.ac.uk/trainingcourses/msoff](http://www.its.manchester.ac.uk/trainingcourses/msoff)

In addition all staff are granted access to 'Checkpoint' online training modules, here you can select individual topics or entire lessons on the various Microsoft 2007 and 2003 applications. Simply log in using your University username and password. Checkpoint can be accessed from our training website:

[www.its.manchester.ac.uk/trainingcourses/cpol](http://www.its.manchester.ac.uk/trainingcourses/cpol)

Additional information relating to Microsoft Office 2007 and its deployment at the University of Manchester can be found here:

[www.its.manchester.ac.uk/office2007](http://www.its.manchester.ac.uk/office2007)

## CONTACTS / USEFUL LINKS

### BAS ACCESS REQUEST

This is an online facility whereby you are able to request access to any of the Corporate Applications. When you submit an Access Request a BAS Access Request ID will be generated for you – this is usually a string of zeros with 4 digits at the end. You will need to have been granted access to systems such as Discoverer, LiveLink and Oracle Financials prior to taking training.

<http://helpdesk.man.ac.uk/cgi-bin/BASUserAccess/controlpanel.cgi>

### Course Enquiries / Bookings

**Email** [its.training@manchester.ac.uk](mailto:its.training@manchester.ac.uk)

**Web** [www.itservices.manchester.ac.uk/trainingcourses/coursesforstaff](http://www.itservices.manchester.ac.uk/trainingcourses/coursesforstaff)  
Follow us for the latest training info at: [http://twitter.com/ITS\\_Train\\_UoM](http://twitter.com/ITS_Train_UoM)