

MANCHESTER
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The University of Manchester
Alliance Manchester Business School

The Academic Advising Scheme

A Guide for Academic Advisors



What is Academic Advising?

Academic Advising is: “High-quality pastoral and academic support through a proactive academic partnership with mutual expectations” (Academic Advising Toolkit)

The AMBS Academic Advising Toolkit enables students, academics and professional support staff to work together towards the personal, professional and academic development of students.



Your Academic Advisor Role

As an Academic Advisor, you are responsible for providing support and signposting students across the following areas:

Academic Support

- Retain an interest in your students' personal, academic and professional development throughout their studies at the University, providing information and guidance on academic matters;
- Work with students to build personal academic relationships and help them connect with other academics in their field of study;
- Monitor both academic performance and student engagement in a proactive manner and advise on constructive strategies to enable improvement through the use of a personal development plan.

Feedback

- Support your students to review feedback they have received on summative work and develop their ability to build on knowledge and progress successfully;
- Work with your students to identify patterns in feedback (e.g. poor referencing, structure) and discuss steps they can take to improve.

Careers & Employability

- Discuss students' career goals and encourage them to work toward those goals throughout their studies;
- Signpost students to the University Careers Service and related resources such as the Careers Link;
- Signpost relevant careers and skills development provision to enhance employability (e.g. volunteering, work experience, study abroad);
- Write references upon request.

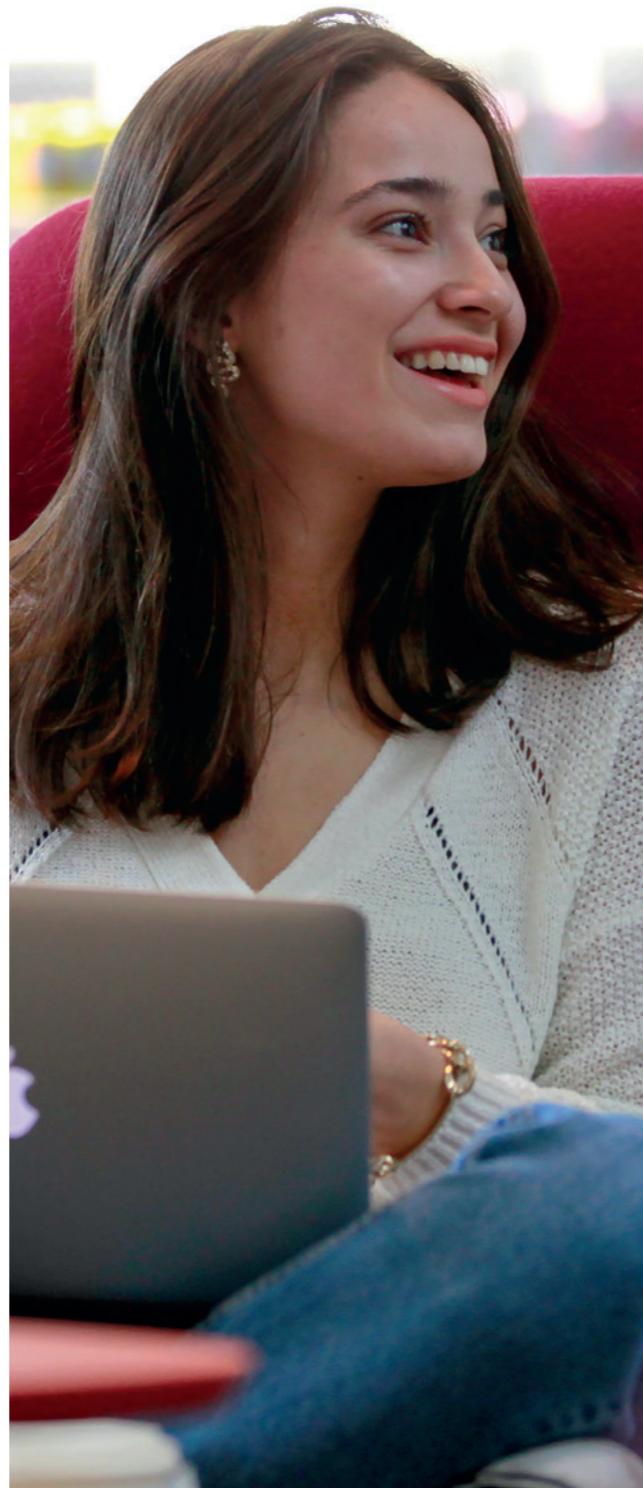
Extracurricular Activities

- Encourage students to access and engage with extracurricular opportunities in order to develop transferable skills, build social networks and be part of the AMBS and University community (e.g. Student Representatives, Peer Mentoring, Stellify (see following pages), Societies, Sports, etc.).

Specialist Support Services

- To listen and offer students help and advice about pastoral/non-academic matters and to signpost students to other student services for further assistance if necessary. A list of services can be found on the last pages of this guide.

Academic advisors should not give their personal phone numbers, personal email addresses or other personal contact details to their advisees. Advisees should contact their academic advisor by means of the advisor's university email address or phone number, office hours etc.



Your Responsibilities as an Academic Advisor

You will act as a key contact for your advisees within AMBS, establishing an effective relationship that promotes positive engagement with the School and the wider academic community.

Undergraduate Scheme

First Year

Academic advising is embedded in three different course units as follows:

BMAN10780 Academic and Career Development Course for Management, IM/IMABS and IBFE students;

BMAN10760 Auditing and Professional Accounting Practice I for Accounting students;

BMAN11030 Academic and Professional Practice for ITMB students.

Students meet their AA regularly during timetabled seminars and workshops throughout the year.

Second/Penultimate Year

During the second/penultimate and final year, you should make contact with your student advisees at least twice per semester and at least one of these contacts per semester should involve a one-to-one, face-to-face meeting.

You will receive reminders from the Senior Student Support Officer (Academic Advising) as to when you are expected to arrange these meetings, as well as template emails you may wish to use to contact your advisees.

The schedule for email communications and meetings is outlined below (please note, scheduled weeks may vary):

	Semester 1 Weeks 1 - 3	Weeks 9 – 10	Semester 2 From semester 1 results week	Weeks 11 – 12
Second year	Welcome Back one-to-one meeting	Email communication prior to the Christmas holidays	One-to-one meetings to discuss results	Email communication prior to the examination period
Final year	Welcome Back one-to-one meeting	Email communication prior to the Christmas holidays	One-to-one meetings to discuss results	Email communication prior to the examination period

Postgraduate Scheme

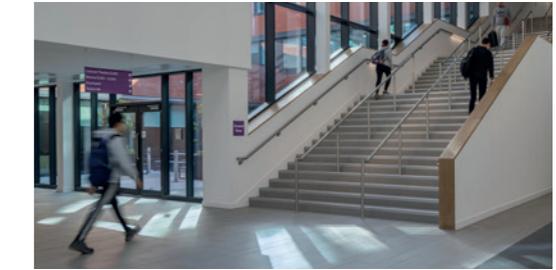
Our postgraduate academic advising scheme is light touch in approach and consists of a series of email communications sent at specific times during the academic year (e.g. exam periods, before holidays etc) and meetings if requested by students. The schedule for email communications is outlined below (please note, the schedule may vary). Reminders as to when you are expected to contact your advisees and email templates will be sent out by the Senior Student Support Officer (Academic Advising).

Semester 1		
October Induction	November Semester 1 mid-point	December Prior to the Christmas holidays

Semester 2		
Week 1	Week 11/12 Prior to the examination period	End of July Check dissertation progress

Students on Placement or Exchange

The Placement Team will advise you of any further responsibilities for students who undertake a placement year.



The Student Support and Guidance Team

The Student Support and Guidance Team offers advice, guidance and support on any issues that may affect a student's ability to study and the team can also signpost students to other support services within the University.

The Student Support and Guidance team can support students with queries and issues regarding:

- Mitigating circumstances
- Absence from class
- Interruptions
- Coursework extensions
- Progression rules
- Bullying/Harassment
- Wellbeing – e.g. homesickness, settling in, concerns about a friend

The SSG Team is based in Alliance Manchester Business School, room 2.091. The office is open to students either to drop in or by appointment, Monday to Friday between 10am - 4pm.

As an academic advisor, you can signpost your advisees to the Student Support and Guidance Team.

The Disability and Advisory Support Service (DASS)

The DASS supports students with additional support needs arising from a long-term health condition, mental health difficulty, specific learning difficulty, for example dyslexia, or a disability. If you believe one of your advisees could benefit from this service, please signpost them to the Student Support and Guidance Team who will be able to support them with a referral.

The Counselling Service

The Counselling Service provides specialist support to students with specific emotional or mental health issues. As an academic advisor, you can signpost your advisees to the counselling service (see last pages of this guide for contact details). If you refer a student to the Counselling Service, ensure that the student also speaks to the Student Support and Guidance Team.

The Student Support and Engagement Officer

Please signpost Undergraduate students who would benefit from further information on general academic support to the Student Support and Guidance Team studentsupport.ambs@manchester.ac.uk (based in AMBS, room 2.091). The team can discuss matters such as study skills, academic English, IT skills and career services.

Support for Academic Advisors

The online Academic Advising toolkit contains information to support you in your role as an academic advisor, e.g. links to policies or information about student support services. The toolkit and the online training course can be accessed through this link: <https://www.staffnet.manchester.ac.uk/tlso/toolkits/academicadvising/>.

The Senior Student Support Officer (Academic Advising), Nula Mathers, will also be able to support you in your role as an academic advisor: nula.mathers@manchester.ac.uk (based in AMBS, room 2.091).

Stellify Explained

Undergraduate students can complete a series of activities (see schematic opposite) throughout their degree which can lead to them receiving the Stellify Award at graduation. The award is designed to demonstrate their leadership skills and make our students socially responsible.

Students do not need to sign up for the award. All of the Stellify activities are recorded on the Higher Education Achievement Record (HEAR), alongside their academic accomplishments. If they have completed each of the three main activity areas (2, 3 and 4), they will be presented with the Stellify Award at graduation.

Stellify is not available for postgraduate students; however, they can still get involved with these activities (e.g. student representative, volunteering etc) which will be recorded on their HEAR.



LEARN WITHOUT BOUNDARIES

ELLIOT AGUIRRE

BSc (Hons) International Management



UNDERSTAND THE ISSUES THAT MATTER

DYLAN LALL

BSc (Hons) Management (International Business and Economics)



MAKE A DIFFERENCE

ALEXANDRA GATHUKIA

BSc (Hons) International Business, Finance and Economics



STEP UP AND LEAD

MEGAN CHITTOCK

BSc (Hons) International Management with American Business Studies



CREATE YOUR FUTURE

MARTA SUÁREZ MATEOS

BSc (Hons) IT Management for Business with Industrial Experience

STELLIFY

Bringing everything into one place to help students complement their studies, boost their employability and broaden their horizons.

1
LEARN WITHOUT BOUNDARIES

Sign up for an academic course unit through University College for Interdisciplinary Learning

Learn a language or take part in the Manchester Enterprise Challenge

2
UNDERSTAND THE ISSUES THAT MATTER

Ethical Grand Challenges

Tackle problems relating to equality and diversity, the environment and sustainability, ethics and social justice

3
MAKE A DIFFERENCE

Volunteer!

Make use of the huge range of volunteering opportunities for students. The Volunteer Hub is a great way for students to find volunteering opportunities that could develop their skills and confidence

4
STEP UP AND LEAD

Peer Mentoring, Course Reps, Residents' Association

Student representation, peer mentoring, entrepreneurship, public speaking are, for example, great ways to develop leadership skills

5
CREATE YOUR FUTURE

Three Essential Actions to get the most out of the Careers Service

Students can explore career options, gain experience, make informed decisions and set realistic goals

STELLIFY AWARD

TO BE AWARDED THE STELLIFY AWARD STUDENTS MUST...

Complete all three Ethical Grand Challenges

Sustainability - Yr 1
Social Justice - Yr 2
Workplace Ethics - Yr 3

Complete 40 hours of volunteering

Visit The Volunteer Hub

Complete two leadership activities

For example, students could take on a peer support role or become a student rep

SIXWAYS to wellbeing

Wellbeing is a measure of how well we function day to day and how we feel about ourselves and our lives as a whole. Measuring wellbeing has recently become a priority for many governments across the world as research into wellbeing and happiness made it increasingly clear that there is much more to wellbeing than material and financial wealth. The University has created the 6 Ways to Wellbeing programme and these are **Connect, Learn & Discover, Be Active, Take Notice, Give** and **Be Healthy**.

The Student Support and Guidance team organise various wellbeing events across the year to encourage students to think about how they manage their own wellbeing, and the steps they can take to recognise and reduce stress. They offer an opportunity to take time out to reflect, relax and find balance in our daily lives. As an academic advisor, you should encourage students to consider their wellbeing and signpost them to the Student Support and Guidance Team if you have concerns regarding their wellbeing.

www.studentsupport.manchester.ac.uk/taking-care/wellbeing/six-ways-to-wellbeing

connect

be active

give

take notice

be healthy

learn and discover

How to Respond to Students with Mental Health Issues



AMBS MSc and UG Students

In the event of an MSc or UG student presenting with a mental health issue, please refer the student to the Student Support and Guidance Team.

If urgent action is required:

- Please refer the student to the Student Support and Guidance Team. If you cannot get hold of the team or you want to offer more specific advice/signposting immediately, please consider one or more of the following actions:
- Contact the University Counselling Service on **0161 2752 864**; Monday to Friday, 9am-4pm.
 - If you have concerns for the student's immediate safety call an ambulance on **999**. If the student is on University premises, call Security on **0161 306 9966**, give your location and tell them that an ambulance is on its way.
 - The nearest local hospital Accident and Emergency unit (A&E) is the Manchester Royal Infirmary (MRI). A&E provides emergency help for injuries from accidents or for urgent medical or mental health needs **0161 276 1234**.
 - Mind, the mental health charity **0300 123 3393**; Monday to Friday, 9am-7pm. www.mind.org.uk/information-support/helplines/
 - Papyrus (prevention of young suicide) **0800 068 4141**, text **07860 039967**; Monday to Friday, 9am-10pm. Weekends, 2pm-10pm. www.papyrus-uk.org

- CGL Manchester – Zion Centre (drug and alcohol treatment and recovery centre) **0161 226 5526**; Monday to Friday, 9am-5pm <https://www.changegrowlive.org/content/manchester-integrated-drug-and-alcohol-service-zion-centre>

Other University resources to consider:

- DASS
- Occupational Health
- The Students' Union Advice Service
- My Learning Essentials (MLE) online, self-help resources

Out of hours resources include:

- The Greater Manchester Nightline: Telephone number on the back of student ID cards: **0161 275 3983/3984** (8pm-8am every night during term time). Email service (24/7, even out of term time): nightmail@manchester.nightline.ac.uk
- The Samaritans: Telephone service (24/7): **116 123** Email service (24/7): jo@samaritans.org
- Text Shout to **85258** for support in a crisis (24/7)
- Togetherall (24/7 online peer-to-peer support): www.studentsupport.manchester.ac.uk/taking-care/togetherall/

If you need assistance in determining which support may be most appropriate you may find the following Counselling Service advice sheet helpful: <http://documents.manchester.ac.uk/display.aspx?DocID=41219>

More information:

- Training: If you are interested in training around mental health and supporting students, more information can be found on the Counselling Service website, 'Training for staff' www.counsellingservice.manchester.ac.uk/trainingforstaff/

Thank you for supporting our students.

By talking to, listening to and caring for our students we make a difference. If you yourself are upset by an incident involving a student you should talk to a friend or colleague or contact the Counselling Service or the Samaritans.



Signposting your Advisees

Personal Matters

Mental health and general wellbeing	The Student Support and Guidance Team AMBS (room 2.091), Booth Street West, M15 6BP studentsupport.ambs@manchester.ac.uk 0161 306 8989
	The Counselling Service 5th Floor Crawford House, Booth Street East, M13 8QS 0161 275 2864 counselling.service@manchester.ac.uk
	Student's GP
Disability, physical or mental chronic health condition	Disability Advisory and Support Service (DASS) 2nd Floor, University Place, Oxford Road, M13 9PL 0161 275 7512 dass@manchester.ac.uk
Sexual violence and harassment	Sexual Violence and Harassment Response Manager Please contact the Student Support and Guidance team for referral.
	The Student Support and Guidance Team AMBS (room 2.091), Booth Street West, M15 6BP studentsupport.ambs@manchester.ac.uk
Accommodation and housing	ResLife (University Halls) The Accommodation Office, Grove House, 316 Oxford Road, M13 9WJ 0161 275 2888 accommodation@manchester.ac.uk
	Private accommodation Students' Union 0161 275 2930 info.su@manchester.ac.uk https://manchesterstudentsunion.com/housing-advice
Immigration queries	Student Immigration Team The Student Services Centre, Burlington Street, M13 9PL 0161 275 5000 visa@manchester.ac.uk
Financial support	Manchester Bursary Holders http://www.studentsupport.manchester.ac.uk/taking-care/manchester-bursary/
	Students' Union Advice Centre Students' Union Building 0161 275 2930 info.su@manchester.ac.uk https://manchesterstudentsunion.com/finance-advice
Religion and faith	St Peter's Chaplaincy St Peter's House, Oxford Road, M13 9GH 0161 275 2894

Academic/Professional Matters

Programme Administration (e.g. attendance letters, unofficial transcripts, course unit changes and selection, etc)	Undergraduate Team AMBS (room 2.091), Booth Street West, M15 6BP undergrad.ambs@manchester.ac.uk
	Postgraduate Team AMBS (room 2.091), Booth Street West, M15 6BP postgrad.ambs@manchester.ac.uk
General academic support / Advice on university policies (e.g. mitigation, extensions, interruptions, withdrawal, absence from class)	The Student Support and Guidance Team AMBS (room 2.091), Booth Street West, M15 6BP 0161 306 8989 studentsupport.ambs@manchester.ac.uk
Careers advice, work experience, placements, networking events	Careers Service The Atrium, 1st floor, University Place, Oxford Road, Manchester, M13 9PL 0161 275 2829 careers.info@manchester.ac.uk
	IPE Students UG Placement & Employability Officer employability.ambs@manchester.ac.uk
Academic study skills (e.g. critical thinking, referencing, essay writing)	The University of Manchester Library – My Learning Essentials Workshops: https://www.library.manchester.ac.uk/using-the-library/students/training-and-skills-support/my-learning-essentials/workshops/ Online resources: https://www.library.manchester.ac.uk/using-the-library/students/training-and-skills-support/my-learning-essentials/online-resources/
Academic language skills (pre-sessional, in-sessional, academic support)	University Language Centre WG15 Samuel Alexander Building, Oxford Rd, M13 9PL 0161 275 3426 languagecentre.manchester.ac.uk/study-english/our-courses/academic-success-programme/
Assignments and exams advice	Course Unit Coordinator, Seminar Taker, Programme Director
Blackboard/IT	IT Helpdesk Kilburn Building IT Support Centre, Oxford Rd, M13 9PL 0161 306 5544 itservices.manchester.ac.uk/help/
Coursework submission issues	The Assessment Team AMBS (room 2.091), Booth Street West, M15 6BP assessment.ambs@manchester.ac.uk

If you are unsure as to which one of these services may be best suited for your advisees, please refer them to the **Student Support and Guidance Team**.

Student Support and Guidance Team
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Room 2.091
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Manchester
M15 6PB
+44 (0)161 306 8989



www.ambs.ac.uk

