



2010 UNDERGRADUATE crucialguide

An essential guide for students at Manchester

Have you Registered?
Turn to page 3 to find out how

Dates for your diary

First Semester

20 September 2010 – 17 December 2010

17 January 2011 – 30 January 2011

Second Semester

31 January 2011 – 08 April 2011

02 May 2011 – 10 June 2011

Exams

First Semester

17 January 2011 – 28 January 2011

Second Semester

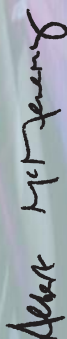
19 May 2011 – 18 June 2011

Re-examinations

22 August 2011 – 2 September 2011

MANCHESTER
1824

The bearer is a student of The University of Manchester. Please allow them free passage on the 147 bus between Sackville Street and Oxford Road from 13 September 2010 to 24 September 2010.



Albert McMenemy
Registrar and Secretary

vertical and horizontal
perforation

Key Contacts

- Student Services Centre
+44 (0)161 275 5000
- IT Help Desk
+44 (0)161 306 5544
- Main Library
+44 (0)161 275 3751
- Student Guidance Service
+44 (0)161 275 3033
- Student Union
+44 (0)161 275 2930
- University Security
+44 (0)161 306 9966

Studentnet for Portal, Blackboard,
Crucial Guide Live and much more:
www.studentnet.manchester.ac.uk

vertical and horizontal
perforation

Your contacts

School Office/Student Support:

Personal Tutor:

Academic Advisor:

contents

Introduction	1
Semester and examination dates	1
Getting Online	2
Registration	3
Induction	16
The Student Experience	18
Money Matters	20
Personal Safety and Security	24
Travel	26
Accommodation	28
Library	30
Studying Abroad	32
Careers	33
Students' Union and the Burlington Society	35
Student Support and Services	38
Sport	46
Food On Campus	48
Recycling	48
If things go wrong	49
Regulations and administration	50
Data Protection	55
Directory	59
Campus map	62

When you've looked through your Crucial Guide, have a look at its online sibling, Crucial Guide Live, www.studentnet.manchester.ac.uk/crucial-guide



introduction

This Guide – along with the course handbook and any other information supplied by your School or Faculty – should explain all you need to know about becoming a student here. The first thing you need to do is to register as a student and you'll find instructions on how to do this in the next section. You will also find plenty of other useful advice about everything from bus routes to banking including important information about University regulations and the procedures for registration. Read this information carefully before you arrive and keep your Crucial Guide handy once you get here.

Help is also available in your School or in central support services, where you can ask about anything covered in this Guide or any other worries. There will be plenty more useful information provided by your School or Faculty during your first few weeks and don't forget to visit Crucial Guide Live at:

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

Dates for your diary

Dates of Semesters for 2010-11

First Semester

20 September 2010 – 17 December 2010
17 January 2011 – 30 January 2011

Second Semester

31 January 2011 – 08 April 2011
02 May 2011 – 10 June 2011

Please note that these are the official University semester dates. The period of attendance for some courses may differ. For further information contact your School or Faculty office.

Dates of Examinations 2010-11

First Semester

17 January 2011 – 28 January 2011

Second Semester

19 May 2011 – 18 June 2011

Re-examinations

22 August 2011 – 2 September 2011



getting online

Getting online is crucial to making your first steps into University life as smooth and easy as possible.

Registering as a student, selecting your first courses, accessing your student email and Portal all become possible when you sign up for a student IT account.

To access any of the University's IT facilities you need a username and password. You will receive an email once your place is confirmed to tell you that IT Sign Up is available. Alternatively, visit:

www.manchester.ac.uk/itservices/itaccountmanager

Signing up for an account can also be done on campus in the University PC clusters. Locations include George Kenyon Building, John Rylands University Library, Barnes Wallis Building, Joule Library and Owens Park

During IT Sign Up you will be asked to set a private password. Once you have received a username and password YOU become responsible for it. NEVER disclose your password to anyone, not even staff. For more information about passwords visit:

www.manchester.ac.uk/itservices/passwords

To find out more about getting started visit:

www.manchester.ac.uk/itservices/gettingstarted

If you encounter any problems during IT Sign Up, contact the IT Service Desk on +44 (0)161 306 5544 or visit a helpdesk at John Rylands or Joule Library.

See the Student Support and Services section of this guide for more information on University IT facilities.

The Hornet internet service

Students living in University halls of residence - and in some privately managed halls - can join the Hornet Internet service. Once you have obtained your central username and password you can apply to activate the network socket in your study bedroom and access the Internet via Hornet. The service gives you access to your School and centrally provided facilities such as the Library and Blackboard resources. You will require a suitable computer and network cable - for the exact requirements visit:

www.manchester.ac.uk/halls/internet

Safety and security while on the network are paramount. Hornet has a five step security plan and information about safe computing on the website as well as a dedicated support service provided by a team of staff living in hall. To request help, visit the Hornet Portal:

www.manchester.ac.uk/halls/internet/portal

registration

To complete your registration at The University of Manchester you must follow these steps:

Step 1

Confirm your attendance online at:
www.manchester.ac.uk/undergraduate/confirmation
 (on receipt of your AS12 from UCAS)

Step 2

Complete your IT Sign Up at:
www.manchester.ac.uk/itservices/itaccountmanager

Step 3

Register online from 1st September 2010 at
www.manchester.ac.uk following the register link

Step 4

Pick up your student card when you arrive in Manchester (see issuing venues on page 6)

Notes:

Step 1 tells us that you are coming to the University and your student record gets activated.

Step 2 generates your username and password that you need to use when you register as a student.

Step 3 is your formal registration with The University of Manchester

Step 4 is the final step in your registration process and it is only after you have collected your card that any funds that you are expecting will be released to you.

Useful contacts

sponsorletters@manchester.ac.uk
 (for queries about sponsors and sending in copies of sponsor letters)

tuitionfeeprepayments@manchester.ac.uk
 (for prepayments of tuition fees and queries)

tuitionfeedirectdebit@manchester.ac.uk
 (for Direct Debit Queries)

tuitionfees@manchester.ac.uk (for general queries)

Registration helpline

+44 (0)161 306 5544
 from 1- 30 September (9am-5pm Mon – Friday)
 and also 10.30am-4.30pm on Saturday 18 and
 Sunday 19 September

For registration FAQs on Knowledge Base see:
www.manchester.ac.uk/servicedesk

What do I need to do before I register as a student?

Before you attempt to register:

- You must have confirmed your attendance at the University online at www.manchester.ac.uk/undergraduate/confirmation
- You must have signed up for University IT facilities at www.manchester.ac.uk/itservices/itaccountmanager. You will receive an email about this process and what to do, you will not be able to Sign Up until you receive the email since your account will not have been created. Once you have signed up for IT facilities, you will be able to use the username and password generated by this process to register.
- You must have received the email inviting you to register as a student since it is only at this point in time your account will be ready for you to access.

What do I need to complete online registration?

You may need:

- Your credit card or debit card (if you are paying your own tuition fees).
- UK bank account details (to set up a Direct Debit agreement with your bank, if you wish to pay your fees by instalments).
- UK /EU undergraduate students only: Your Student Support Number which can be found on your "University or College Payment Advice" issued by your grant awarding body (eg Student Finance England).

Top Tip

To register you **MUST** have completed IT Sign Up www.manchester.ac.uk/itservices/itaccountmanager You will receive an instruction by email to do this **AFTER** you have confirmed your attendance online.

For help, contact the **registration helpline** from 1- 30 September on +44 (0)161 306 5544.

What is IT Sign Up?

In order to access the University's computer network you must follow a Sign Up procedure.

You can do this once you have received an email from the University advising you that an account has been created for you. Please note that you should be able to do this before you arrive in Manchester.

If you are not able to do this until you arrive in Manchester, you will be able to do IT Sign Up from any of the University's computer clusters located across campus. These include the Barnes Wallis Building, Owens Park and George Kenyon Hall.

You will need to have:

- your date of birth and
- your University of Manchester user ID number which you will have received in any communication from The University of Manchester's Admissions team.

The IT Sign Up process will give you your central username and password which you will need to memorise or write down and use to access the University's IT network. The network has facilities such as the internet, student portal and Blackboard (a teaching aid). You will also need your central username and password to login the University's online registration system.

What is registration?

Completing your 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 for paying your tuition fees. You will also be asked to read and agree to the University's statutes, ordinances and bye-laws.

But I thought I had already done this?

The registration process differs from confirming your attendance online, completing IT Sign Up and selecting your course units. You must complete registration to formally become a member of the University.

How do I register?

It's simple and can all be done online. Once you have signed up to IT facilities and you have received an email from the University inviting you to complete online registration, you can access the registration system by going to www.manchester.ac.uk and following the register link.

On line registration will be available from 1 September 2010. You will be able to login using your central username and password generated during IT Sign Up. If you can complete all ten steps before you arrive in Manchester, then all you will need to do when you get here is to collect your student card.

What if I have a problem?

In the majority of cases, you should be able to complete IT Sign Up and online registration before you arrive in Manchester. However, if you have any difficulties, you can speak to someone on the University's registration helpline on +44 (0)161 306 5544 (from 1- 30 September) or by visiting Knowledge Base www.manchester.ac.uk/servicedesk

Top Tip

If you get stuck just telephone the registration helpline on +44 (0)161 306 5544 from 1- 30 September (Mon – Friday) and also on Saturday 18 and Sunday 19 September.

What happens next?

Once you have completed online registration, you can pick up your student card which is your University membership card. It allows you access into some University buildings and University libraries.

Top Tip

Collect your student card to trigger the release of any funds you are expecting from the Student Loans Company. You should normally expect to receive your funds into your bank account within 3-4 working days after you have collected your card.

Where do I collect my student card?

You can pick up your student card from any of the following venues:

	Opening Dates	Weekday Opening Times	Saturday 18 – Sunday 19 September Only
Renold Building (Campus map ref' 8)	16 – 24 September	9.15am – 5.00pm	10.30am – 4.30pm
Dalton Ellis Hall	16 – 20 September	9.15am – 5.00pm	10.30am – 4.30pm
Owens Park	16 – 21 September	9.15am – 5.00pm	10.30am – 4.30pm
Precinct Shopping Centre (Unit 1A) (Campus map ref' 30)	1 – 30 September	9.15am – 5.00pm	10.30am – 4.30pm

International students please note:

You will not be able to collect your student card until the University takes a copy of your passport and your ICFN (Identity Card for Foreign Nationals). This is in order that the University complies with the new immigration rules introduced by the UK Government (Tier 4, Points Based System). You will be able to get these documents scanned at our student card issue stations.

When will I get my student loan or grant?

Once you've collected your student card, loans and grants from the Student Loans Company (SLC) will be released and should arrive in your bank account about 3-4 working days later.

Is my tuition fee loan paid from the SLC to the University?

Yes, if you have applied for a Tuition Fee Loan it is paid directly to the University once you have completed registration.

Top Tip

UK students:

Make sure you have given your National Insurance Number (NINO) number to your grant awarding body such as: – Student Finance England, Student Finance Wales, Student Finance Northern Ireland or the Student Awards Agency Scotland. Without your NINO your grant or loan can't be released, and the University won't be able to claim your tuition fees, and you'll become personally liable for them.

I don't have a computer so I can't register online. What can I do?

If you can't register online before you get to Manchester, you will be able to use one of the University's many computer clusters to register.

If you're living in a University Hall of Residence, you can join the HORNET internet service (see page 2) and register from your study bedroom.

Can I leave my registration until after I've started my studies?

No.

You are not a member of the University and are not permitted to attend lectures or use the University facilities until you have completed registration.

Schools keep a register in the early weeks of term and they will know if you have registered or not.

You will not receive any financial entitlement such as student loan, grant or bursary until you have registered – and importantly, you will not be issued with your student card and all the benefits that brings.

What happens if I'm late in registering?

If you register after 30 September you will be charged a late registration fee of £50.



COMPUTER CLUSTERS

Venue	Location	Cluster Room	Opening Hours
Owens Park	Fallowfield	First Floor at the Main Entrance	Sunday to Thursday constantly except 8am – 9am Friday and Saturday 9am – 10pm
Joule Library (Campus map ref' 1)	Sackville Street Main Building	Floor E	9am – 5pm
Barnes Wallis Building (Campus map ref' 9)	Sackville Street Site	2nd floor	8.45am – 6.30pm
George Kenyon Hall, behind University Place (Campus map ref' 93)	Oxford Road Site	Residential Block	9.15am – 5pm Monday-Friday without a student card during Welcome Week *

*Once you've completed registration and obtained your student card, this cluster will be available 24/7.

How much are the tuition fees for 2010-2011 and how much are the payments if I chose to pay by instalments ?

The standard undergraduate tuition fees for 2010–2011 and the instalment payments are:

TUITION FEES		
Fee Type	Fee Amount (£)	Instalment Amounts
Home/EU	3,290	1,097 1,097 1,096
International Arts based	11,300	3,767 3,767 3,766
International Science based	14,200	4,734 4,733 4,733
International Clinical based	25,900	8,634 8,633 8,633

My tuition fee isn't shown on the table above- why?

There are some programmes of study which have higher fees. The amount which you are due to pay will be displayed when you register online and you can choose to pay by instalments.

I'm not sure if I should be paying the home fee or the international fee.

How can I find out?

If you have ever lived outside the EU, you may not be entitled to pay the home rate of tuition fees. Your tuition fee status should have been determined at the time that you made your application to The University of Manchester, but if you are still in doubt you can have an assessment made. Download the Tuition Fee Assessment Form from www.manchester.ac.uk/ssc/tuitionfees/assessment email feeassessment@manchester.ac.uk, or telephone us on +44 (0)161 275 5000 or (from 1 September) +44 (0)161 306 5544.

How do I pay my tuition fees?

If you are paying your own tuition fees, you can pay them in full online using your credit or debit card. Alternatively, if you wish to pay them in instalments, you can pay one third of your fees at the time you register using your credit or debit card and set up an agreement with your bank (a Direct Debit agreement) to pay a further 2 instalments on specified dates (see tuition fee instalment dates).

If you prefer to make your payment over the phone, telephone us on +44 (0)161 306 5544 (from 1 September - 30 September).

Can I pay by cheque or bankers' draft?

Yes, you can pay by cheque or banker's draft, although you will have to wait until you get to Manchester when you can attend the Whitworth Hall registration venue.

	Opening dates	Weekday opening times	Saturday 18 – Sunday 19 September only
Whitworth Hall Building (Campus map ref' 50)	17 – 29 September	9.15 am – 5pm	10.30 am – 4.30 pm

To pay your tuition fees in person you will need:-

- 1 Your University ID number – found on correspondence that you will have received from Admissions.
- 2 Banking details or means of payment. Please do not bring cash.
- 3 If you are a UK or EU student: you will need your University Payment Advice from your grant awarding body (e.g. Student Finance England). If you do not have this please bring your eligibility letter. We may need to collect your student support number otherwise your Student Loan may be delayed.
- 4 If you are an international student: you will need to bring your passport and Identity Card for Foreign Nationals (ICFN) if one has been issued to you by the UK Border Agency.
- 5 If you are sponsored student: you will need to bring a letter from your sponsors, on the organisation's headed notepaper, stating clearly

the amount to that will be paid for the academic year 2010-2011 on receipt of an invoice from The University of Manchester. International students with government funding should provide a letter from the appropriate London Embassy.

- 6 If you are a member of University Staff: you will need to bring your Remission of Fees Agreement Form (where applicable).

What methods can I use to pay my fees?

If you are unable to pay your tuition fees online you may pay by the following methods. You will be required to pay your fees in person.

- Cheque (payable to The University of Manchester).
- Banker's draft- please note that banker's drafts may be subject to bank charges which you will be expected to pay.
- Sterling Travellers' cheques.
- Bank transfer.
- Credit/debit card (except American Express)

How do I pay by instalments?

You can pay by a maximum of three instalments.

The first instalments has to be paid at the time of registration (by credit card, debit card, cheque etc) and the second and third instalments have to be paid by Direct Debit.

You'll need to set up a Direct Debit agreement on a UK bank account (not a savings account) at the start of each year of study.

Go online to register, and we'll take you through the process to set up your Direct Debit. Payments in instalments by any other method will not be accepted.

This option is not available for programmes that are charged on a modular basis, or for tuition fees of £225 or less per year.

I have a sponsor who is paying my fees – what should I do?

If another organisation has agreed to pay your tuition fees, you will be classed as a sponsored student and the University will invoice your sponsor for your tuition fees. It is important that we know this information as soon as possible. As soon as you have your sponsorship letter please fax it to +44 (0)161 275 7860 or email a scanned copy to sponsorletters@manchester.ac.uk. When we have received your sponsorship letter we will update your University record so that you will be able to register online. You will need to send us your sponsor letter by Friday 27 August to ensure that your account is set up correctly.

Please note: Your sponsor letter must:

- Be addressed to The University of Manchester.
- Must be produced on official company letter headed paper from the sponsoring organisation and must state clearly:
- Contact telephone numbers / fax / email.
- The full name of the student to be sponsored.
- The title of the student's programme of study.
- The student's year of study or years of study that the sponsorship will apply.
- A statement that the student's tuition fees (£ amount) or proportion of their fees (£ amount) will be paid upon receipt of an invoice from the University.
- A company registration number (where appropriate).

Tuition fee instalment dates

Students registering in:

September 2010	January 2011	April 2011	July 2011
January 19 2011 April 19 2011	April 19 2011 July 19 2011	July 19 2011 October 19 2011	October 19 2011 January 19 2012

Failure to pay your instalments on the due dates will incur a late payment charge and may result in this option being unavailable to you in subsequent years of study.

For more information about paying by Direct Debit go to:

www.studentnet.manchester.ac.uk/crucial-guide/financial-life/tuition-fees/payment/direct-debit

Frequently asked questions can also be found on Knowledge Base at www.manchester.ac.uk/servicedesk

registration

- Your sponsor letter must be signed by an authorised signature within the company if registered in the UK
- If you have government funding you should provide a letter from the appropriate London Embassy.
- **UK/EU Students** – Please note that due to EU wide changes to the VAT regulations from 1 January 2010 the University is required to obtain your sponsor's VAT registration number or declaration stating that they are not registered for VAT purposes.
- **The above VAT registration number or declaration must be included within your sponsorship letter. Failure to include the VAT registration number or a declaration within your letter of sponsorship will result in delays in your registration.**

My School is helping with my fees; do I need to do anything?

If your School has offered you a special award, discount or contribution towards your tuition fees they will enter this information directly onto your record and you should see it when you complete online registration.

In the event that your record has not been updated, please contact your School for advice.

Alternatively, if you have a letter from your School advising you of the award and the account that it is being paid from, please take this letter to the Whitworth Hall registration venue and your record will be setup correctly and your registration completed.

I'm a UK student. How do I apply for a tuition fee loan for my fees?

Home students may apply for loans to cover their fees and living costs. UK home students will be eligible to receive a grant for all or part of their living costs.

If you haven't already applied it's essential that you do so as soon as possible.

The four main grant awarding bodies who provide loans and grants are Student Finance England, Student Finance Wales, Student Finance Northern Ireland and the Student Awards Agency Scotland.

You can apply online at:

England: www.direct.gov.uk/studentfinance

Wales: www.studentfinancewales.co.uk

Northern Ireland: www.studentfinancenir.co.uk

Scotland: www.saas.gov.uk

Your application will be assessed and you will be notified in writing:

- whether or not you are eligible to receive help;
- the maximum student loan you may borrow.
- the level of maintenance grant you are entitled to (if any);
- the value of the Tuition Fee Loan you have applied for.

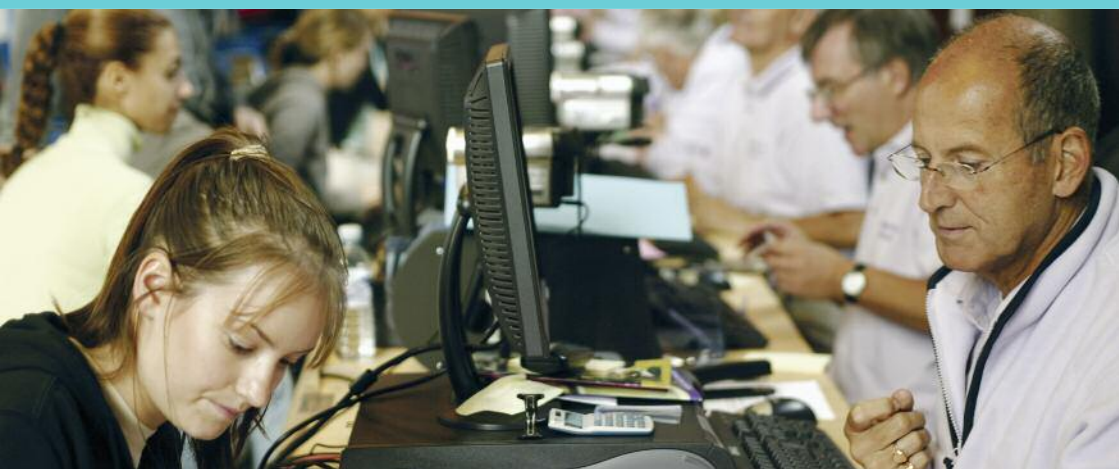
The details that will be sent to you will include your University or College Payment Advice sheet which will state your Student Support Number which you will need when you register.

I am an EU national – can I get any help with my tuition fees?

Students who are EU nationals may also be eligible for a Tuition Fee Loan (they are not eligible for a maintenance loan). If you have used the UCAS system to apply for your place at University you should have already received an application form for assistance with fees. If you have not applied through UCAS, or have not received the application form, you can download it from www.direct.gov.uk/studentfinance-EU.

I've applied for a tuition fee loan but I haven't heard anything yet. Can I still register?

Yes. When you register online, if you have not heard anything from your grant awarding body, you will be given the option of entering your bank details which the University will only use to debit your tuition fees due in April 2011 if your funding from your grant awarding body has not been received by then.



I pay fees for each module I take, how do I register?

As long as you have chosen which course units (modules) that you are intending to study then your tuition fees will be displayed when you login to register.

If no fees are displayed, your enrolment on course units (modules) is not complete. If you know the units on which you should be enrolling, go to www.manchester.ac.uk and follow the link to select your course units. Login to Portal and select the Student System link in the My Services tab. If you do not know your course units contact your School.

The course units you select will need to be paid for in full at the time of registration. If you have a financial difficulty in doing this, you will need to contact credit control on self.funding@manchester.ac.uk

Top Tip

Useful contacts

sponsorletters@manchester.ac.uk
(for queries about sponsors and sending in copies of sponsor letters)

tuitionfeeprepayments@manchester.ac.uk
(for prepayments of tuition fees and queries)

tuitionfeedirectdebit@manchester.ac.uk
(for Direct Debit Queries)

tuitionfees@manchester.ac.uk (for general queries)

I am studying my degree by distance learning and I am based overseas.

Do I need to get a student card?

If you are not coming to The University of Manchester to study part of your course you may not need a student card. Your school will advise you if you need one and ask you to send in a photograph if appropriate (digital photographs preferred).

I am a Computer Science student and I believe that I have a school email account. I am confused, what should I do?

You should Sign Up for IT facilities in the same way that all students do (see *getting online*). This will generate a username and password for you to use with all campus IT services except email. You will need to remember the username and password generated by the IT Sign Up process and use this to register online.

However, as a member of the School of Computer Science you will have access to the School's email service. Your username and password for this service will be given to you at the introductory laboratories during welcome week.

I am a Manchester Business School student and I believe that I will have an MBS school email account. I am confused, what should I do?

You should Sign Up for IT facilities in the same way that all students do (see *getting online*). This will generate a username and password for you to use with all campus IT services except email. You will need to remember the username and password generated by the IT Sign Up process and use this to register online.

However, as a member of the Manchester Business School, you will have access to the School's email and collaboration service. Your username and password for this service should be generated within 48 hours of you self registering. In the mean time all central university emails will continue to go to your preferred personal email account.

Can I pay my tuition fees before I register?

Yes, there is an advance payment facility which you can use if you wish to make full or partial payment towards your tuition fees before registration opens on 1 September.

The advance payment facility is available to any non-MBA applicant who has firmly accepted an unconditional offer for an academic course at the University, excluding pre-sessional English language courses for which there are separate arrangements.

MBA applicants who wish to make a pre-payment should contact their Admissions contact (please refer to correspondence from the Business School to find out your contact).

To make an advance payment:

email the following details to:
tuitionfeeprepayments@manchester.ac.uk

- University ID number (this is on your application correspondence)
- Full name
- Date of birth in the format DD/MM/YYYY (eg 1 May 2009 = 01/05/2009)
- Programme Title
- Tuition fees due
- Amount to be pre-paid in Sterling £.

We will reply to your email with further instructions.

In the event that you require a refund, payments will only be refunded to the original payee. In order that a prepayment is shown on your account when you log-on to register, the payment must have been received by The University of Manchester by 13 August if payment is by bank transfer and by 27 August for all other payment methods.

Can I pay my tuition fees by bank transfer?

Yes, you can. However, please note that any transfer of funds to the University's bank account from outside the United Kingdom may be subject to bank charges which you will have to pay.

Contact the Student Services Centre (+44 (0)161 275 5000, option 4, or email tuitionfeeprepayments@manchester.ac.uk) for further details.

Alternatively, telephone the registration helpline on +44 (0)161 306 5544 from 1-30 September

Please note that you cannot arrange to pay in instalments by bank transfer.

How will I receive my University of Manchester undergraduate scholarship or bursary payment?

Scholarships and bursaries are paid directly into your bank account. If you are expecting one, make sure that you've entered your bank account details into the student system so that we can pay you. Login to Portal from www.studentnet.manchester.ac.uk. Access the Student System from the My Services tab, select Campus Finances, then View Financial Aid and select the option to enter bank details.

Please note that if your bursary payment is dependent on household income, we will only be able to pay you as long as you have agreed that your grant awarding body can share information on your household income with The University of Manchester.

What happens if I leave the University, will my tuition fees be refunded?

If you decide to leave The University of Manchester, we will refund the fees for the proportion of the course you have not attended. The amount of the refund will be calculated on the basis of the date when you formally leave.

UK students: If you have applied for a Tuition Fee Loan but leave before 1 December 2010, the loan will not be activated and **you will be personally liable** for any tuition fee which is due to us for the period you are here.

Refunds will be made to the original payee only.

I've got a question you haven't answered – help!

If you're still stuck, the Knowledge Base contains a wealth of information – or call the registration helpline on +44 (0)161 306 5544 from 1-30 September 2010, 9am-5pm Monday to Friday.

I've read all the information above and I'm ready to register ...

Before you start, please make sure you have the correct information to hand. You may need:

Your credit card or debit card (if you are paying your own tuition fees).

UK bank account details (to set up a Direct Debit agreement with your bank, if you wish to pay your fees by instalments).

UK /EU undergraduate students only: Your Student Support Number which can be found on your "University or College Payment Advice" issued by your grant awarding body (eg Student Finance England)

If your fees are being paid by a sponsor make sure you have provided us with this information in advance.

Go to www.manchester.ac.uk and follow the link to register. Login to the Portal and select the Student System link in the My Services tab.

Step by step guide to registration

The online registration process is a simple process that you should be able to complete without assistance.

However, if you do encounter problems you can contact the registration helpline between 1 and 30 September 2010 on +44 (0)161 306 5544, email selfservice@manchester.ac.uk

- Whilst you are in the Student System, avoid using the back button on your browser – use the button provided on the screen instead.
- If at any time you wish to log out – use the 'Sign Out' link in the top right hand of the screen. Don't worry if you have to take a break part way through the registration process – the completed steps will be saved so that you can continue later (except when you are setting up a Direct Debit when you have to finish all the steps for the details to be saved).

Follow the instructions on the screen.

You will see a green 'completed' tick appear as you finish each screen. If you want to go back to a previous step, simply click on the step required – avoid using the back button on your browser.

At the end of each step click on 'Continue with registration' to continue to the next step.

Step 1 Name and Personal Data

Make sure you check carefully the information on this screen, especially that your name is spelled correctly as this is what will appear on all University documentation, including your degree certificate. If the spelling of your name is incorrect you can call the registration helpline on +44 (0)161 306 5544 or complete the 'Contact us' form online at:

www.manchester.ac.uk/selfservice/contactus or email selfservice@manchester.ac.uk

- Do you have a disability of any type? If so, you are strongly encouraged to inform us. Please use the button on the screen to enter your details OR contact the Disability Support Office, 2nd Floor, University Place to discuss support and facilities available. email disability@manchester.ac.uk, tel +44 (0)161 275 7512 or +44 (0)161 275 8518.
- If we have not displayed information on your ethnicity you will be asked to input details
- You must also complete any other questions displayed on this page – some of these are specific to your programme e.g. NHS funded students

Step 2 Address Data

On the address data screen you can see and edit the addresses already listed for you in the system, and you can add new ones.

You can also specify different addresses for different purposes.

You have a choice of a number of different address types. You must complete your home address and please try to complete your mail and term-time addresses if known. 'Mail' address gives you the opportunity to specify the address at which you would like us to write to you. It can be the same as your home address, the same as your term-time address, or completely different – it's up to you.

You will be prompted to enter a correct postcode and can find a link on the page to the Royal Mail's 'Postcode Finder'.

Step 3 Phone Numbers

Add as many phone numbers as you think will be useful to us if we are trying to contact you.

Step 4 email addresses

You will automatically be given an '@manchester.ac.uk' type email address and this is the address which we will use when communicating with you by email.

Step 5 Emergency Contact Details

It is very important that you include details of somebody for us to contact in case of emergency. We will not contact them unless there really is an emergency.

Important: It is your responsibility to maintain your contact (address, phone, email) and emergency details throughout your time at The University of Manchester. Keep your details up-to-date by logging into Portal from www.studentnet.manchester.ac.uk. Access the Student System from the MyServices tab, select Self Service and then Campus Personal Information.

Step 6 Other Information

Please answer these questions relating to previous qualifications/education.

Step 7 Programme Details

On this screen you should check that the information we are holding about your programme of study (your degree) is correct. If it is wrong, you can call the registration helpline on +44 (0)161 306 5544 or complete the 'Contact us' form which can be found online at www.manchester.ac.uk/selfservice/contactus or email selfservice@manchester.ac.uk

Step 8 Data Protection Statement

You should read carefully the Data Protection Statement so that you are fully aware of what the University will do with your personal information and your rights in connection with the Data Protection Act. You should also refer to the more detailed Data Protection Statement printed on page 55 of this Guide. If you have any concerns about data protection, you can email the University Records Management Office at foi@manchester.ac.uk

Make sure you remember to tick the box at the end to confirm that you have read and understood the Data Protection Statement.

Step 9 Declaration

It is very important that you read and understand the declaration statements, including the academic malpractice statement. Once you have ticked the box you are confirming that you agree to abide by The University of Manchester's statutes, ordinances, regulations and bye-laws, including those relating to academic malpractice.

Step 10 Paying your Tuition Fees

Please read 'Tuition fees' on page 9 before continuing.

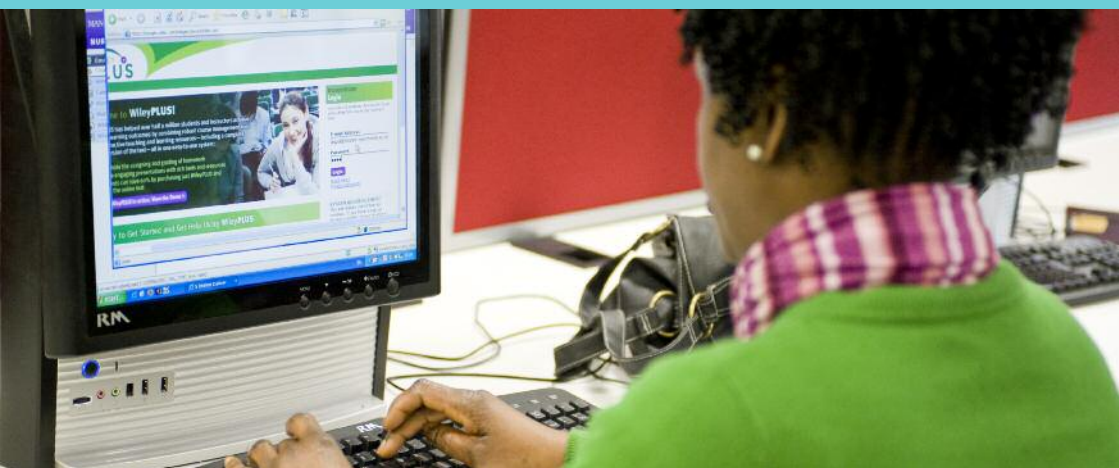
➡ Click on the Continue Button.

The first page is a view of your account. The tuition fee you are due to pay will be displayed in the Student Contribution box. It should reflect any sponsorship or School grant you have been awarded. If the amount is incorrect, contact the registration helpline (+44 (0)161 306 5544).

The University of Manchester reserves the right to charge the correct fee per programme in the event of an incorrect fee being displayed.

Top Tip

Remember you can speak to somebody for advice on the registration helpline on +44 (0)161 306 5544 from 01-30 September, 9am-5pm Monday to Friday.



You can choose to pay the full amount due now, or you can pay by instalments by setting up a Direct Debit agreement (you'll still have to pay the first instalment, i.e. one third your fee, now).

PAYMENT IN FULL

➔ To pay in full, click **Pay Now**.

A new page will open and show your contribution.

You will be unable to change the amount to be paid, so if you click 'Continue to Payment' you must be prepared to pay the full contribution to your tuition fee as displayed here.

➔ Click **Continue to Payment**.

Read the instructions on the next screen and click **Continue**.

You will automatically be taken to the Barclaycard website to make your payment.

➔ Enter your card details and click **Continue**.

Complete your address and email details.

➔ Click **Continue**.

➔ Click **Complete Payment**.

A summary screen will show details of your transaction. You may wish to print this screen. You will also be sent a confirmation email.

➔ Click **Confirm Payment**.

If your payment has been successful you will be taken through a couple of confirmation screens, following which your registration will be complete. All you need to do now is collect your student card from any of the

venues listed on page 6.

If your payment is not successful try again using a different card, or by changing your payment method.

PAYMENT BY INSTALMENTS

If you wish to pay by instalments you must pay your first instalment of one third of your tuition fees now by credit or debit card and set up a Direct Debit for the remaining two instalments. You will need to set up a new Direct Debit in each year of your studies.

To set up your Direct Debit, click on **Pay by Instalments**. At each step in the process read all the information displayed.

The first screen is a summary screen. Once you have read the information, select the instalment plan from the drop down menu, and click **Continue**.

On the next screen you will see a breakdown of your instalments. Note that the first instalment is due immediately.

➔ Click **Continue**.

Once you have read the terms and conditions click in the box to confirm you accept them, and then continue to payment of the first instalment.

Payment will progress as above once you click **Continue**. If you cannot provide your bank details at this point you can return later to finalise your payment.

➔ Click on **Continue to proceed**.

Enter your sort code, bank account number, first name, last name and email address.

If you would like your Direct Debit correspondence to be sent to your home address, check the 'Use Student's Current Home Address' box. If the address shown is not correct, or you wish to use a different address you can enter the details. (This address will be used only for correspondence about your Direct Debit and you will still need to maintain your contact details in your student record).

Finally, please enter a telephone number so that we can contact you if any problems arise.

Once all the details are completed, click Continue and you will be taken to a summary of your Direct Debit. If your account details are incorrect you can go back to the bank details entry page, otherwise click Continue.

The final stage gives you details of the Direct Debit Guarantee. Once you have read this information, click on Continue to complete your registration. All you need to do now is collect your student card from any of the venues listed earlier.

Top Tip

Things to remember

- If you are expecting funds to be paid into your bank account, have you given your bank account details to your funding body?
- Have you given your National Insurance Number to your funding body (if required)? This is essential if you have applied for a tuition fee loan from a grant awarding body such as Student Finance England
- Are you expecting a means-tested award? If you have not given consent to your grant awarding body to share your household income data with The University of Manchester, we will be unable to consider you for any means-tested scholarships or bursaries.



Coming to university for the first time is an exciting prospect but inevitably there will be times when you may feel uncertain or daunted as you get used to your life as a student and learn to find your way about the campus and the city. Throughout your time here please remember that there are always people available to help and advise you, whether they be academic or administrative staff in your School, wardens or tutors in your hall of residence or staff working in any of the central University support services or in the Students' Union Advice Centre.

During your first days and weeks here you will find an emphasis on helping you to settle in. Look out for events organised by your School where you will be able to meet with staff and other students both formally and informally, attend sessions to learn more about the School (and how it is organised), your programme of study and what will be expected of you. Your School will provide you with a timetable of activities and events.

There will also be plenty of opportunities for you to meet and get to know others living in the same residence as you. Once your place in a hall is confirmed, information will be sent directly to you.

The University has a wide range of support services, resources and facilities, and it is worth familiarising yourself with them both individually or as part of any induction programme organised by your School. The Start of Year Fair is a great way to learn more about these areas by meeting staff from Student Support, IT Services (including broadband and TV), Residences and many more. You can find out how they can help and ask any questions you might have. Stands from



external exhibitors will also give you the chance to pick up offers, enter competitions and find out about services especially for students.

The Students' Union organises many events during Welcome Week to help you socialise with other students from across the University. These include the Students' Fair and the Sport Health and Activity Fair where you will be able to join societies and athletics clubs and pick up information about campus sport and the Biko Ball.

For new international students a programme of orientation events and talks will take place from Thursday, 16 September to Sunday, 19 September.

There will be orientation helpdesks in particular halls and central sites staffed by our dedicated Purple People (Student Ambassadors with purple t-shirts) from Tuesday, 14 September until Sunday, 19 September.

See www.manchester.ac.uk/international/orientation for full details.

Dates for your diary

Students' Fair

Tuesday, 21 September,
Academy, Oxford Road Site

Wednesday, 22 September,
Academy, Oxford Road Site

Thursday, 23 September,
Academy, Oxford Road Site

Sport, Health and Activity Fair

Tuesday, 21 September
Students' Union,
Oxford Road Site

Wednesday, 22 September
Students' Union,
Oxford Road Site

Start of Year Fair

Monday 20 September
Marquee outside University Place,
Oxford Road

Tuesday 21 September
Marquee outside University Place,
Oxford Road

Wednesday 22 September
Marquee outside University Place,
Oxford Road



the student experience

The University believes that education must be a partnership between the learner and the teacher, conducted within an environment that provides properly for pastoral and tutorial needs.

You may expect

- a good education which entails high standards of teaching and supervision, resources and support services.
- educational facilities that support your learning development, such as library and computer facilities and study skills programmes.
- opportunities to let us know your opinion on how well we have succeeded in these objectives

You will be expected to

- pursue your academic work with a positive commitment
- meet the standards of good academic practice by submitting work which is your own and which fully acknowledges the ideas and contributions of others through careful referencing (your School will advise you on the appropriate referencing style to use).
- ensure that you understand what is meant by 'academic malpractice' and to seek advice if you are in any doubt. (For further information contact your School)

- take full advantage of resources and facilities offered by the academic environment, including contact with staff and other students
- take the initiative in raising problems or difficulties (academic or personal) with an appropriate member of staff, however elementary or trivial these problems may seem; prompt discussion and resolution of problems can prevent difficulties at a later stage
- submit work when required to do so; meet deadlines; and endeavour to take an active, not passive, role in seminar discussions
- attend as required by your School and report promptly to tutors, your lecturers, or other appropriate members of staff, and provide explanations for any interruptions in attendance on their course (eg for medical or personal reasons). You must inform staff in your School of any prolonged absence. (For more information see your programme handbook or contact your School or Faculty office)

You will have

- access to comprehensive advice on renting private and University accommodation
- access to a Counselling Service (tel +44 (0)161 275 2864). The Students' Union also provides a confidential Nightline Service for students - you will find the telephone number on the back of your student card. Alternatively you may contact the Students' Union Advice Centre on +44 (0)161 275 2947



- access to a range of sporting, recreational and leisure facilities. The Students' Union on +44 (0)161 275 2930 provides scientific, artistic, cultural, political, religious, recreational and social activities for students
- access to guidance and information on careers and employment
- access to a member of staff in your School who will be available at specified times to provide advice on general and academic issues.
- the opportunity to comment on programmes of study and the quality of teaching.
- access to student representatives at School and faculty level with whom you can raise issues of concern, and you will be eligible to serve as a representative yourself.

In addition

- you may seek advice on academic matters such as changing course or educational institution, and appealing against decisions which affect you. (For advice contact your School or Faculty office, the Students' Union Advice Centre on +44 (0)161 275 2947 or the Student Guidance Service on +44 (0)161 275 3033)
- The University aims to promote a learning and working environment that values diversity and promotes inclusion for all students and staff. Contact the Equality and Diversity Office on +44 (0)161 306 5857 if you have any concerns about discrimination or want to find out more about the University's Equality and Diversity Policy.



money matters

Local banks

All students will need a UK bank account, and the following banks have branches on or near campus. If you already have a standard UK bank account there may be advantages in changing it to a student account; check with your bank.

Bank	Contacts
Barclays	tel +44 (0)8457 555 555 www.barclays.com
Halifax	tel +44 (0)845 720 3040 www.halifax.co.uk
Lloyds TSB	tel +44 (0)845 300 0000 www.lloydstsb.com
HSBC	tel +44 (0)8457 404404 www.hsbcc.co.uk
NatWest	tel +44 (0)845 302 1567 www.natwest.com
Royal Bank of Scotland	tel +44 (0)161 273 3123 +44 (0)161 274 3111 +44 (0)161 237 9098 www.rbs.co.uk
State Bank of India	tel +44 (0)161 817 2531 Carlton House 18 Albert Square Manchester M2 5PE
Bank of China	tel + 44 (0)161 236 8302 67 – 69 Mosley Street Manchester M2 3JB

International students – Opening a bank account in the UK

Opening a UK bank account can sometimes be a difficult experience for international students. You should ensure that you have enough funds available to cover you for your first two weeks in Manchester in case there is a delay with opening an account.

If you experience financial difficulties at the start of your course, the University may be able to provide limited short term financial assistance. For further details please contact the Student Funding Team in the Student Services Centre on +44 (0)161 275 5000.

While banks in the UK all have slightly different account opening procedures they all have to verify who you are and where you live. Additionally, some banks need proof of both your home and term-time addresses.

Documents required by banks

Proof of who you are (your identity)

Proof of your identity is relatively straightforward; all banks accept a passport for this purpose (EU nationals can also use their EU member national identity card).

Proof of address(es)

Home (international) address

Your University offer letter will normally be sufficient proof of your home (international) address provided that it is your address and not a P.O. Box or Sponsor's address that has been used.

Term-time (Manchester) address

Your accommodation contract with The University of Manchester Accommodation Office will normally be sufficient proof of your term-time (Manchester) address. If you are not living in University halls, tenancy agreements with reputable landlords are normally accepted.

What if you do not have your offer letter or accommodation contract?

Don't worry if you lose either your offer letter or your accommodation contract.

You can obtain confirmation of your details sufficient to enable you to open a bank account from

- your School (details will be provided by your School)
- any one of the student card issue stations across the campus during September (see page 6)
- It can also be helpful to bring your last statement of any existing account.

Keep your bank statements safe. You may be asked to show them to the UK Borders Agency.

Applying for a UK bank account before you arrive in the UK

Barclays offer two bank accounts specifically for international students which can be opened whilst overseas. Further information is available at www.barclays.com/studentandfamily

Other advice for international students

International students are not normally eligible to claim state welfare benefits in the UK. However, the following benefits are available:

- Free schooling for children under 16 years old;
- Free medical care if your course is longer than 6 months;
- Income support on an urgent short term case basis – consult the Students' Union Advice Centre by calling + 44 (0) 161 275 2947.

Further information is available on www.ukcisa.org.uk

Financial support for UK students

Students from England can find details about the package available to them at www.direct.gov.uk/studentfinance, tel +44 (0)845 300 5090.

Students from Scotland can get information from the Student Awards Agency for Scotland at www.saas.gov.uk, tel +44 (0)845 111 1711.

Students from Northern Ireland can find details about the package of support available to them at www.studentfinancenir.co.uk, tel +44 (0)845 600 0662.

Students from Wales can find details about the package of support available to them at www.studentfinancewales.co.uk, tel +44 (0)845 602 8845.

European nationals who satisfy certain residence criteria in the UK and Islands may be eligible for higher education maintenance support in England and Wales. Please check the government website at www.direct.gov.uk/studentfinance and follow the links for EU students.

Payment of Loans and Grants

Student Maintenance Loans and grants will be paid directly in to your bank account once you have completed your registration at The University of Manchester so if you have applied for a loan or grant please make sure your funding body has your bank details.

Scholarships and Bursaries

The University of Manchester has a number of scholarships and bursaries available for UK undergraduate students. Please visit www.manchester.ac.uk/undergraduate/funding for more information.

Eligibility for scholarships and bursaries is assessed automatically by the University's Scholarship and Bursaries Officer, with awards assigned to your record by mid November. All scholarships and bursaries are paid in three instalments as follows:

Early December – 30%
Late January – 20%
Mid March – 50%

Login to Student Portal (visit www.studentnet.manchester.ac.uk) to view details

of any financial awards you may be eligible for and to register your bank details in order to receive payments direct to your bank account.

Contact the Student Funding Team in the Student Services Centre on +44 (0) 161 275 5000 if you have any queries regarding Scholarships and Bursaries.

The Access to Learning Fund

Each year, the Higher Education Funding Council for England (HEFCE) allocates The University of Manchester a sum of money to be used for the Access to Learning Fund (ALF).

ALF is designed to enable the University to help UK students who need extra financial support because they have:

- higher than expected costs (such as single parents) or
- they encounter an unexpected financial emergency (for example a burglary).

The fund is discretionary but it is designed to ensure all applications are looked at consistently across all Higher Education Institutions in England. In order to achieve this standard approach the University must adhere to government guidelines when assessing applications from students.

If you think you might need help from the Access to Learning Fund to meet course related costs, or general living costs, please visit

www.studentnet.manchester.ac.uk/crucial-guide/financial-life/funding/financial-support-funds

NHS bursaries

If you are studying nursing, midwifery or a medical subject you may be eligible to apply for a means-tested NHS bursary.

For further information, contact:

England

NHS Student Grants Unit
+44 (0) 845 358 6655
www.nhsbsa.nhs.uk/students
email eligibility@nhspa.gov.uk

Northern Ireland

Department of Health
tel +44 (0)28 9052 0699

Wales

NHS Student Awards Unit
tel +44 (0)29 2019 6167

Scotland

Student Awards Agency for Scotland
tel +44 (0)845 111 1711

Advice on your budget

Try the Brightside-UNIAID Student Calculators for help in planning your budget:

www.studentcalculator.org.uk

www.studentcalculator.org.uk/international

Try not to let money worries spoil your time as a student. Work out a sensible budget before the start of the year and if you have a shortfall think about a vacation or part time job - you might even pick up some valuable new skills. The Careers Service can help you with this - see page 33.

You might be able to save money on the cost of National Health Service charges under the NHS Low Income Scheme – complete the NHS form HC1 to apply. You can pick up an HC1 claim form from a Jobcentre Plus Office or NHS hospital or by contacting the government Department of Health on 0845 610 1112. Your doctor, dentist or optician may have one too.

The Student Services Centre is also a useful source of support and advice on helping you to manage your finances whilst studying. Just call in to make an appointment. The Students' Union Advice Centre can also help, see page 36 for more details.

There follows a basic breakdown of costs for a first year, home undergraduate for the academic year 2010-11.

All students have different needs and priorities, and these figures are intended only as a guide. Some students will not be eligible for the Maintenance Grant and/or the maximum amount of the Student Loan. In addition to money for tuition fees, a single student is advised to have the amounts suggested here for each academic year (40 weeks) to cover the cost of food, accommodation and basic transport. If you bring your family you must have at least 50 per cent more available. If you are an international student, remember that you are granted a student visa on condition that you can prove to the UK Borders Agency that you can pay your tuition fees and living expenses (for you and your family) without having to rely on working in the UK. Please ensure you have enough money to complete your course before travelling to Manchester.

EXPENDITURE - TYPICAL EXPENDITURE FOR 2010-2011

	£
Undergraduate Tuition Fees	3,290
Accommodation – Self-Catering	3,700
Meals (if living in a self-catered hall for 40 weeks)	1,450
Travel (to and from university)	490
Books (dependent on programme of study)	360
Clothes and Shoes	360
General – social, telephone, photocopying etc.	1,340
Total (Self Catered Hall)	10,990

INCOME – TYPICAL INCOME FOR 2010-2011

Income	Household income £25,000 per year	Household income £34,450 per year	Household income £60,000 per year
Home UG Loan for Maintenance (max)	3,497	4,397	3,564
Home UG Maintenance Grant	2,906	1,106	0
Bursary / Scholarship	1,250 to 3,000*	Up to 1,250*	Up to 1,250*
Home UG Loan for Fee	3,290	3,290	3,290
Working	?	?	?
Parental Help	?	?	?
Other	?	?	?
TOTAL	?	?	?

Insurance

You should insure your personal property against loss or theft as soon as possible. Endsleigh Insurance Services have an office in the Students' Union but do also check out prices offered by banks and other insurance agents. Remember that if you are living in

Halls of Residence, insurance may be included in your hall fees. You can also see if your family's current household insurance will insure your belongings away from home, as this can work out much cheaper than taking out a separate policy.

Personal safety and security

Personal safety and security

The good news for students is that the University campus and halls of residence are relatively safe areas, designated scenes of 'little crime' compared to other public places. All big cities have some problems with crime however and Manchester is no better or worse than say London, Liverpool, Glasgow or Birmingham. It makes sense to adopt some reasonable precautions, especially if you are not used to living in a big city, and you will find lots of excellent advice on www.mcrstudentsafer.co.uk

Police Officers whose beat includes the University are available for advice and support. In term time there is a drop in surgery in the Dover Street Building (Thursday 4pm – 6pm), or they can be reached, including in the vacations, by telephone or email (see contact details below)



General advice

-If you are returning from a night out, pre-book a taxi. Alternatively, use public transport or flag down a Black Cab, as these are the only taxis who are insured to take passengers who flag them down. If you share with friends this should be easily affordable. Try not to walk home alone, but if you do find yourself in this situation then make sure you use the main, well-lit, streets.

- While waiting for public transport or taxis, try to stay with friends. Look after each other.
- Be extra vigilant at cash points and don't withdraw more cash than you need. If you feel uncomfortable with a situation, abort the transaction and go to another cash point. Where possible withdraw your money during the day and try to use cash machines located on site at the University.
- If you bring expensive items with you to the University, make sure they are properly insured and identified.
- Register your mobile phone, laptop, MP3 players, stereo and any other mobile electrical equipment on the Immobilise Property Register free of charge by logging on to www.immobilise.com. In the event your equipment is lost or stolen, report it to the police and use your Immobilise account to place it on the Stolen Equipment National Database (SEND). This will help the police to quickly and safely return your goods if recovered after loss or theft.



- Record your SIM and IMEI number of your mobile phone and then keep it somewhere safe (not in the same place as the phone). The IMEI can be found by dialling *#06# in to the handset. If the phone is lost or stolen, the IMEI can be used to block the phone on every mobile phone network, rendering it useless to anyone else. It will also assist the police in identifying the person who has stolen your phone. Keep your mobile phone on silent or vibrate in your bag or pocket at all times when you are out and about.
- If you are carrying a laptop around, put it in the laptop carrying case and then place it inside a regular bag (such as a sports bag) so it cannot be easily identified.
- Mark valuable items of property with an ultra violet pen. You should write your postcode followed by your house number. If you expect your address to change each year it might be better to use your home address. The base of electrical goods is an ideal place to write the postcode. It's also a good idea to write down the make, model and serial number of the item and, if possible, take a photo of it.

Contact details

Enquiries (Enquirers will receive a response within 24 hours)

tel +44 (0)161 275 7042
(UoM Dover Street Building)
tel +44 (0)161 856 4466
(Greenhayes Police Station)
email B4.npt@gmp.police.uk

Alternatively, contact the
Students' Union Advice and Information Centre
tel +44 (0)161 275 2947

To report a crime

tel +44 (0)161 872 5050

In an emergency

999 (for the Emergency Services)
tel +44(0)161 306 9966 (University Security)
www.mcrstudentsafer.co.uk

travel



The University of Manchester is committed to sustainable development and encourages every member of its community to walk, cycle or use public transport whenever possible. You can find out more about the University's efforts to promote and facilitate environmentally friendly travel from the Green Travel Plan at www.staffnet.manchester.ac.uk/stafflife/travel

Getting here

Airport

Manchester International Airport is served by most major airlines and is conveniently situated just 30 minutes from the University. There are frequent train, bus and coach services from the airport to the city centre. Taxis are also available. For more information please visit Manchester Airport's website at www.manchesterairport.co.uk

Trains

The University is close to both Piccadilly and Oxford Road train stations. Call the 24 hour passenger information service on +44 (0)8457 48 49 50 or check on the internet at www.nationalrail.co.uk. Remember to ask about Advance Fares which can be cheaper if you are able to plan ahead.

Cheap fares are also available on some national train and bus routes from <http://megabus.com/uk>

Virgin Trains offer a 'Best Fare Finder' service through their website which can help you find great deals on routes linking London with the North West. Find more details at www.farefinder.virgintrains.co.uk

You may also find it useful to buy a 16-25 Railcard which entitles you to discounts – full-time mature students are also eligible for this railcard

Coaches

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 or visit www.nationalexpress.com/coach

Getting around

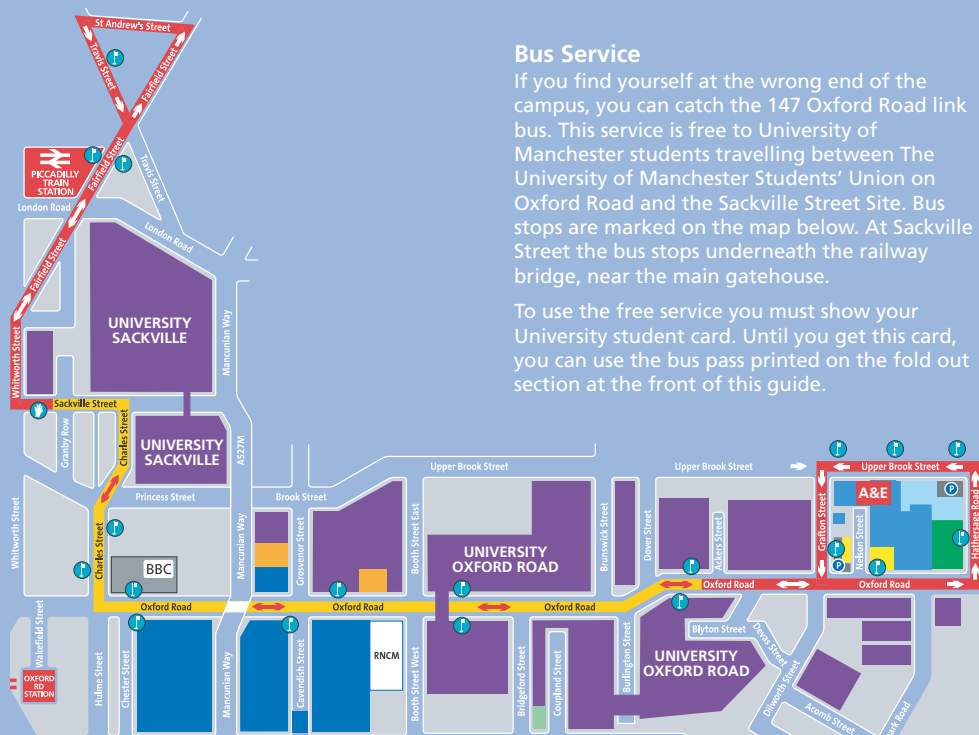
You will soon get the hang of The University of Manchester campus which is located on two main sites at Sackville Street and Oxford Road. The central information point is the Visitors Centre in University Place on Oxford Road. Manchester is very easy to navigate – the city is pedestrian friendly with cheap and frequent public transport. Many students cycle; the area around the University is very flat, there are some cycle lanes around the campus and there is plenty of cycle parking available.

If you are going out in the evening go with other people and make sure you know how you will get home – think about sharing a taxi from the city centre (always opt for a black cab or a reputable minicab firm) or check out the Student Union's low cost mini bus services. Don't walk home in unfamiliar areas, and try to book a cab in advance as queues in the city centre can be very long (see also Personal Safety and Security).

Bus Service

If you find yourself at the wrong end of the campus, you can catch the 147 Oxford Road link bus. This service is free to University of Manchester students travelling between The University of Manchester Students' Union 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 you must show your University student card. Until you get this card, you can use the bus pass printed on the fold out section at the front of this guide.



Buses

Most local bus journeys begin or end in Manchester City Centre and there is a regular 147 bus from Piccadilly train station to the University campuses. This service runs every ten minutes from 7.15am to 6.45pm Monday to Friday. Travel between the University campuses is free to students (see below). Outside this zone a single journey costs a flat rate of 50p. See

www.campus.manchester.ac.uk/medialibrary/interal-comms/orl-leaflet-final.pdf for further details.

As a new student, you may use the 147 service between the Oxford Road site and the Sackville Street site during Welcome Week free of charge by showing the driver the pass printed at the front of this Crucial Guide.

After that you will need to show your student card.

Free buses called Metroshuttles operate on three different routes around the city centre, connecting many central train stations, shopping areas and cultural landmarks. Further information, route maps and timetables are available from www.gmpte.com/buses/metroshuttle.cfm

Many local bus and rail timetables are available in the Student Advice Centre in the Students' Union, and you can also get detailed route, fare and timetable information from the Greater Manchester Passenger Transport Executive on +44 (0)871 200 2233, or online at www.gmpte.com. Find out about the GMPT System One Card and other discounted bus passes for students.

Trams

Trams serve some parts of the city. The network is called Metrolink and services go from the city centre to Salford, Eccles, Altrincham and Bury. Further information is available on www.metrolink.co.uk

Private Vehicles

Parking on campus is extremely limited - and expensive - and we strongly advise you not to bring a car to the University. The city may seem enormous when you first arrive but the routes most commonly travelled by students are well covered by public transport.



accommodation

Finding the right place to live is a priority, especially if you are leaving home for the first time. There is a wide range of options in Manchester and the University accommodation website has comprehensive information about everything that is available.

The University guarantees a place in University accommodation in their first year of study to:

- All new full time UK and EU undergraduate students coming to the University alone who are studying for their first degree, have applied for accommodation by 31 August and have met all offer conditions by 31 August.

The University guarantees a place in University accommodation for the duration of their studies to:

- International undergraduate students who are coming to the University alone, paying the international rate of fees, have applied for accommodation by 31 August and have met all offer conditions by 31 August. To secure accommodation for your subsequent years of study you must apply for the full academic session by the deadline in February each year.
- Visiting and exchange students coming to the University alone and studying for a full academic session who have applied by 31 July.

In certain circumstances 52-week accommodation lets are available. Please contact the Accommodation Office if you would like further information.

If you do not meet the guarantee conditions above you are still welcome to apply for University accommodation and you will be advised of availability.

Although the University cannot guarantee accommodation for students coming with their partners or families, staff in the Accommodation Office will be happy to try to assist you.

There are residential pastoral staff in all University-managed accommodation. They are available to give you help and support, and they provide emergency duty cover at night and over the weekends. They also play a key role in ensuring your Hall has a strong and active community. When you arrive, look out for events the pastoral team have arranged to introduce themselves to you.

Contact details

The Accommodation Office

University Place, Oxford Road
Manchester M13 9PL

tel +44 (0)161 275 2888

fax +44 (0)161 275 3213

email accommodation@manchester.ac.uk

www.manchester.ac.uk/accommodation

Campus map reference 37



Manchester Student Homes

If you are unable to secure University accommodation, or would prefer to consider privately rented accommodation, you have access to Manchester Student Homes - a University run service which co-ordinates private sector housing for students.

There are a wide variety of private homes on offer in Manchester, including private halls, flats and larger houses. Through Manchester Student Homes, the University runs a Leased Housing Scheme which provides a high standard of accommodation at a reasonable cost. The privately owned houses are leased from their owners and then let directly to students. This means that the University becomes the students' landlord and there are no agency fees to pay. Further information including rents for the 2010-2011 session can be found at www.manchesterstudenthomes.com.

The Students' Union Advice Centre also offers a portal service to Manchester Student Homes.

Contact details

Manchester Student Homes

Unit 1-3, Ladybarn House
Moseley Road, Fallowfield
Manchester M14 6ND.
tel +44 (0)161 275 7680
fax +44 (0)161 275 7684
email manchesterstudenthomes@manchester.ac.uk
www.manchesterstudenthomes.com

Accommodation map reference 110

Students with a disability

(see also Disability Support Office)

If you have any special requirements regarding your accommodation please contact the Accommodation Office as early as possible with details of your particular needs. A number of halls offer a high standard of specialised accommodation for students with mobility and other difficulties and some halls can accommodate carers.



library

To support your studies you will have access to one of the finest and largest university libraries in the UK, with over four million printed items, over 20,000 electronic journals, more than 250,000 electronic books and several hundred databases. The Library also has extensive Special Collections including early printed books, manuscripts and archives which are world-renowned and cover all subjects and languages.

Users of our Main Library can now benefit from increased public space, improved disabled facilities, a single welcome desk, quick access PCs and new learning and social spaces following a £1.8m project to re-design and re-furbish the ground floor.

It will take some time for you to get to know the Library so do take advantage of the opportunities you will be offered for help, tours and skills sessions. If you are registered with the Disability Support Office there are a number of different ways we can provide extra support for you, from extended loans to a library support worker. Contact the Disability Support Office for more details.

You may like to check out the Library's website and catalogue before you arrive to see what might be available in your subject area.

Below are some suggested areas for you to help your preparation:

- Reading lists - Many of the course reading lists are available on our website and linked directly into our catalogue
- Subject pages – these pages contain information and links to resources for a wide variety of subjects

gathered together by our team of subject professionals

- Details of how to use the Library, including other services we provide such as our Document Supply Service, Thesis Binding and e-learning support

All of this information can be found at www.manchester.ac.uk/library

If you want to start using the Library before you register please contact our Membership Team on +44 (0)161 275 3716 who will be happy to supply you with a temporary ticket.

Many of our resources are available in electronic format and can be used outside the Library's buildings whether you are in your School, hall of residence, at home or on placement, so find out about these and take any opportunities to learn how to access and use them. They are available for use even when the Library buildings are closed.

In the first two weeks

- When you arrive at the University you will be issued with your student card. This will also be your library card throughout your time at the University and you will need it with you every time you visit the Library in order to get into the building, borrow books, use the photocopiers etc. Reception staff will be lenient with you if you forget it in the first couple of weeks while you get used to the system but be aware that after that for security reasons they will begin to refuse you entry without proper ID. You also need your student card to exit the Library.



- Look out for library tours, inductions, orientations and library skills sessions being advertised in your School. At least one session is arranged for every course. Make sure you attend as it will really help you when it comes to writing that first assignment or essay
- When you use the IT Sign Up system for computing facilities (see also *getting online*) you will be allocated a username and password which you will use for IT facilities and also to access the Library's extensive electronic resources, including e-books, e-journals and databases
- Ask library staff for as much help as you need – that's what we are here for and we don't expect you to get to know the place or all its resources overnight
- Make use of our self issue, return, telephone and web renewal services. You can also pay for fines via the e-payment system
- Library staff will always treat you with respect and courtesy – all we ask is that you do the same for us. We know there are times when you will be stressed, but we will not tolerate aggressive or abusive behaviour under any circumstances
- Please respect other students who are studying quietly in the library, by making use of designated discussion areas if you need to do group work and by only using your mobile phone in the designated areas
- Let us know if you have any problems or have any suggestions on how we can improve services
- Enjoy making use of your library and its excellent resources!

On-Going Advice

- Remember your student card whenever you visit any of our libraries
- Check your University email regularly as this is how we will communicate with you to notify you of over-dues, reservations and recalls. You can see a summary of your library account on Portal at www.portal.manchester.ac.uk. You can also register your own personal email address. Please ask a member of library staff for further details
- Be careful to bring things back on time. Fines on late items can accumulate faster than you think and we want to keep books circulating so that everyone gets a fair chance of using them

Contact details

John Rylands University Library

Oxford Road
Manchester
M13 9PP

tel +44 (0)161 275 3751

fax +44 (0)161 273 7488

www.studentnet.manchester.ac.uk/crucial-guide/academic-life/libraries

Campus map reference 55



study abroad

Thinking about studying abroad might seem premature when you've only just arrived, but if you have ever thought you'd like to spend part of your degree studying at a foreign university, now's the time to give it some serious consideration. Did you know that most undergraduate degree courses allow you to participate in Exchange Programmes? Most students go abroad for one semester, but some courses have a built-in study abroad element which will allow you to go away for a full year.

There are two types of Exchange scheme available. The Erasmus programme lets you go to European universities – where exactly will depend on your subject area and your language ability. Don't worry if you don't speak another European language as there are some partners, especially in the Netherlands and Scandinavia, which teach in English. Alternatively you could take part in the Worldwide Exchange programme with universities in countries including the USA, Canada, Australia, New Zealand, Hong Kong, Singapore, South Korea and Latin America (you'll need to speak Spanish or Portuguese to go to Latin America, and Korean to go to Seoul).

Interested? Then don't delay. Most exchanges happen in the second year of a three-year course (second or third year for four-year courses) so if you want to apply you need to get on to it almost as soon as you arrive in Manchester. For further information, including details of costs and grants, contact the Study Abroad Unit. There is an adviser available between 12 noon and 4pm Monday to Friday, or you can browse information in the Study Abroad Library, ground floor of the Rutherford Building which is open 8.30am – 5.00pm, Monday to Friday.

Contact details

Study Abroad Unit

International Development

2.053, The Rutherford Building
The University of Manchester
Oxford Road
Manchester
M13 9PL

tel +44 (0)161 275 3053

email goabroad@manchester.ac.uk

www.manchester.ac.uk/undergraduate/courses/studyabroad/

Campus map reference 45



careers

It's never too early to start planning your career in today's competitive jobs market, and the university Careers Service can help you get a head start.

Consistently voted the best in the UK among graduate recruiters, Manchester's Careers Service will offer you a wide range of opportunities and information about jobs, work experience, internships, placements and volunteering roles.

Don't leave it until your final year to get started, or you may miss out on a range of events and opportunities that could help you decide upon and progress towards your future career. An easy first step is registering today on our website to receive vacancies by email. Also, plan to come in early and talk to an experienced careers consultant, who will draw on their specialist knowledge to help you to identify career directions or postgraduate courses. You could try a 15 minute drop-in 'quick query' session for help with your CV, job applications and interviews. Or book a half-hour consultant appointment for a more in-depth career discussion in one of the private interview rooms.

The Careers Service also provides 2-3 hour group sessions examining different careers and job functions, plus employer presentations, which are excellent opportunities to meet prospective employers and find out what they could offer you. 'Career Essentials' talks offer advice and information on employment issues, such as presentation skills and psychometric testing.

If you are an international student, we can help you to make the most of your time in the UK to boost your employability for when your return home. Visit our site for more details:

www.manchester.ac.uk/careers/international.

Courses to boost your employability

The Careers Service runs accredited course units which can form part of your degree programme and help you develop skills and knowledge that can boost both your personal development and your employment prospects.

Career Management Skills modules give you the opportunity to work with employers to develop a range of useful skills, such as teamworking, problem-solving and communication. And the Manchester Leadership Programme combines academic learning with community volunteering, aiming to help you develop leadership and negotiation skills, as well as providing an insight into a range of social justice issues, such as ethics in business, globalisation, corporate social responsibility and sustainable development. www.manchester.ac.uk/mlp

Work Experience and Part-Time Work

We provide a specialist work experience service for all students, covering everything from part-time and holiday work to placements and internships in local, national and international destinations.

www.manchester.ac.uk/careers/workexperience



Mentoring

A variety of mentoring schemes link you with a professional in a job relevant to your area of interest. Open to all students and with additional specialist strands for disabled students, black and Asian students, international students, women and lesbian, gay, bisexual and transgender students.

www.manchester.ac.uk/careers/manchestergold

Careers fairs

And don't forget to come to our careers fairs throughout the year, including the Summer Graduate Recruitment Fair, which is the largest jobs fair in the UK; the Postgraduate Study Fair, promoting further study opportunities at over 70 institutions, and the Ethnic Diversity Fair, among others.

www.manchester.ac.uk/careers/fairs

The Careers Service is located on the ground floor of Crawford House on Booth Street East, in the Precinct Centre.

It contains a bank of videos and a massive range of printed resources includes leaflets and brochures; newspapers and various other publications for you to carry out research into jobs and further education courses.

A comprehensive website lists all services, contacts and upcoming events.

Contact details

The Careers Service

Crawford House
Precinct Centre
Oxford Road
Manchester
M13 9QS
tel +44 (0)161 275 2829
email careers@manchester.ac.uk
www.manchester.ac.uk/careers

Campus map reference 31



students' union and the burlington society

Welcome message from the Students' Union Executive

We'd like to welcome you on behalf of the 37,000 students who have chosen to make Manchester their home, and who we represent.

The first thing you'll probably notice about the University is its size. By coming here you are joining an enormous academic and social community based in a large and extremely diverse city. Whether this makes you nervous, excited or a bit of both, if you take full advantage of what's on offer, your opportunities culturally, academically and socially will be practically limitless.

The University is a hive of thousands of academics and tens of thousands of students working on furthering humanity's knowledge. Manchester is at the forefront of research in many disciplines and by joining this community you can expect to be stimulated by challenging opportunities to learn and discover, while being guided by experts in each field.

Your Union is at the hub of all this activity. Run by students, for students, there are numerous societies and groups to let you meet like-minded people, to express your culture, politics, leisure or pleasure. Equally, it's the place where you can cross social and academic boundaries, meeting people from across the University, the UK and the world. Most of all though, it's here to represent you; to the University, to the Government, to the outside world! It's democratically run by students and can support your journey wherever you want to go.

Manchester itself is full of opportunities. From the cultural delights of Salford Quays to the towers of the

city centre, you can find many different activities and influences to enjoy. Manchester's population is just as much an asset. Diverse cultures, flavours, music and feelings come together to form a complex web of experiences for all who live here. By taking part you will find yourself exposed to difference in an enlightening way.

Whether you're planning to be here for one year or seven, whether you are 17 or 70, this University, this Union and this city are your opportunity for personal development beyond anything that can be described on paper. Open your mind, learn and enjoy.

The Students' Union Executive, June 2010

Students' Union

The University of Manchester Students' Union is an organisation run by and for all students at the University (see Union Membership, page 54). It provides advice, information, representation and peer support, facilitates activities by students and provides entertainment and leisure facilities across two sites – the Steve Biko Building on Oxford Road and the Barnes Wallis Building on Sackville Street.

Contact details

Steve Biko Building Oxford Road Manchester M13 9PR	Barnes Wallis Building Sackville Street Manchester M60 1QD
--	--

tel +44 (0)161 275 2930

fax +44 (0)161 275 2936

Campus map references 68 and 9

students' union and the burlington society

Advice, information and representation

The Students' Union Advice Centre provides help and advice across a broad range of different issues from emergency loans to contraceptive advice and various academic matters, including complaints and appeals.

The Centre is located on the first floor of the Steve Biko Building and is staffed by both professional advisers and elected student officers. It is open Monday to Friday, 9.00am to 4.30pm, term-time and vacation. No appointment is needed - just call in. The Advice Centre also advises on a wide range of accommodation issues. Additionally, if you need personal representation within the University, elected officers are available to assist you.

Contact details

tel +44 (0)161 275 2947
email welfare@umsu.manchester.ac.uk
www.umsu.manchester.ac.uk/advice

The Students' Union also supports course representatives, students chosen by their peers to meet regularly with academic staff to give suggestions and comments on improvements to their degree programmes. Being a course representative is an excellent opportunity to work with staff to change your educational experience, while developing useful skills.

Contact details

tel +44 (0)161 275 2988
email academic@umsu.manchester.ac.uk
www.umsu.manchester.ac.uk/course reps

Peer support

A peer support centre can be found on the ground floor of the Barnes Wallis Building. This includes LGBT, Unisex, Students with Disabilities and Nightline. These groups help students support each other in different ways. For example, Nightline is a student-run listening and information telephone service that operates every night during term-time from 8pm to 8am. If you fancy a chat or have a problem that you would like to talk over with someone, you can call Nightline in confidence – the number is on the back of your student card.

Activities

There are more than a hundred different societies ranging from political to cultural to social. If you're looking for people with similar interests, or looking for some new interests yourself then these are for you. Or, if none of the existing societies are quite what you're looking for, then you can start a new one.

Additionally, there are voluntary groups including Student Direct (the Union's weekly paper), FuseFM (the Union's radio station), Student Action (community volunteering) and RAG (charitable fundraising). You'll find all the societies and other groups (including Peer Support) at the Students' Fair in the first week of the first semester, or email activities@umsu.manchester.ac.uk for further information.

SABBATICAL OFFICERS

Academic Affairs Officer	Kate Little	academic@umsu.manchester.ac.uk
Campaigns Officer	Amanda Walters	campaigns@umsu.manchester.ac.uk
Communications Officer	Jeremy Buck	communications@umsu.manchester.ac.uk
General Secretary	Sarah Wakefield	gensec@umsu.manchester.ac.uk
Student Activities Officer	Miles Battye	activities@umsu.manchester.ac.uk
Student Direct Officer	Robyn McKeown	editor@student-direct.co.uk
Welfare Officer	Hannah Paterson	welfare@umsu.manchester.ac.uk
Women's Officer	Emma Kerry	womens@umsu.manchester.ac.uk

Further details about representation or about how the Students' Union works are available at www.umsu.manchester.ac.uk/representation

Entertainment and leisure

Inside both Union buildings you'll find a number of bars and catering outlets serving a full range of drinks and hot and cold food. Whether a pint in the beer garden or a coffee in the Lunar Café or Harry's Bar, there's always a place to chill. Additionally, the Union is home to Manchester Academy: not one but four live music venues with the hottest music from all over the world. Club nights are held regularly in Club Academy located in the basement of the Steve Biko Building. In addition, the Union runs Club Underground in the basement of the Barnes Wallis Building. If drama is more your thing, there are regular plays and performances in both buildings.

Finally, the Union offers a range of services: the two shops have a wide variety of products including stationery, confectionery and newspapers, and there is hairdresser, an optician, branches of the Royal Bank of Scotland and Endsleigh Insurance.

Contact details

tel +44 (0)161 275 2930

www.umsu.manchester.ac.uk/services

Democracy

Fundamentally, the Union is a democratic organisation run by students for students. Elections are held annually for the Union Council and Executive and policy is set regularly by General Meetings. Only by participating can you make it represent you and be fit for all the students.

Burlington Society

(for postgraduate and mature students)

The Burlington Society provides a social focus for both postgraduate and mature students, including part-time students. Although the primary membership is drawn from students at the University, the Society offers associate membership to University staff and to members of neighbouring academic institutions.

Facilities include:

- the Burlington Bar (also open to non-members), with pool table and table football
- members-only common room with free tea and coffee facilities and free wifi access (via university network)

- the Schunck Room, which is available for functions and hosts a table tennis table and grand piano
- a vegetarian café in the basement.

Thursday is Burlington Society Night in the Burlington Bar, with a varied programme of events. These include the famous Welcome Parties at the beginning of each term for new and returning members, and different social events every Thursday night during term-time, 8pm in the Burlington Rooms. Check the society web page for further details.

The bar and other facilities are also used regularly by academic groups and other student societies. For the musically minded, the society participates in termly choir and chamber music performances.

In addition to its physical presence within the University, the Society provides a social space within the academic community through its regular activities away from the Burlington Rooms. The Society email lists reflect the varied interests of its members and include theatre, film, music, football, badminton, squash, darts and a pool league.

The Society works alongside the Students' Union on matters that affect its members. The needs of part-time students and those with families and other commitments are fully recognised by the Society and it aims to facilitate the participation of all its members in the social life of the University. It encourages new students to get involved with the organisation of the Society and always welcomes new ideas.

Contact details

The Burlington Society

The Burlington Rooms, Schunck Building

tel +44 (0)161 275 2392

email burlington.society@manchester.ac.uk

www.burlington.manchester.ac.uk

Campus map reference 56



student support and services

Life sometimes throws up challenges for us all and the University has a range of support services and facilities where you can seek practical advice or talk through problems. Our staff have a wealth of experience which is at your disposal. We know that the sooner you take action to address an issue, the more likely it is that it can be resolved quickly. However, we can't help you unless you take the initiative to approach us. Read on to familiarise yourself with the range of support available, and keep this information in a safe place, just in case you need it. You can find out more by visiting the Crucial Guide Live at

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

Accommodation

There are residential pastoral staff in all University-managed accommodation. They are available to give you help and support, and they provide emergency duty cover at night and over the weekends. They also play a key role in ensuring your Hall has a strong and active community. When you arrive, look out for events the pastoral team have arranged to introduce themselves to you.

Contact details

The Accommodation Office
University Place
Oxford Road
Manchester M13 9PL
tel +44 (0)161 275 2888
fax +44 (0)161 275 3213
email accommodation@manchester.ac.uk
www.manchester.ac.uk/accommodation
Campus map reference 37

Counselling

Life at University is both busy and exciting. Sometimes however it can make you feel worried and under too much pressure, especially if you have concerns or worries in your life outside University. If this happens to you, don't suffer alone. The University provides a completely confidential Counselling Service which can help you handle these pressures and difficulties. Hundreds of students before you have found that talking through their worries with a counsellor has helped them to resolve problems and has made a positive difference to their experience at University.

If you don't like the idea of a one-to-one session you might find the group sessions or workshops more to your taste – on subjects including Reducing Stress; Coping Better with Academic Pressures or Confidence and Self Esteem. Contact the Counselling Service for more information.

Contact details

The Counselling Service
5th Floor, Crawford House
Precinct Centre
Oxford Road
Manchester M13 9QS
tel +44 (0)161 275 2864
email counsel.service@manchester.ac.uk
www.manchester.ac.uk/counselling
Campus map reference 31

Disability support

Our staff 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 which 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. (See also IT Services below)

Contact details

The Disability Support Office (DSO)
2nd Floor, University Place
Oxford Road Manchester M13 9PL
tel +44 (0)161 275 7512
minicom +44 (0)161 275 2794
text 07899 663 512
fax +44 (0)161 275 7018
email dso@manchester.ac.uk
www.studentnet.manchester.ac.uk/crucial-guide/academic-life/support/disability-support
Campus map reference 37

English language support

The University Language Centre offers a variety of English language courses throughout the year as well as intensive classes which can be taken before you begin your studies.

Before you begin your studies

- Gateway Programme (September - June): General/Academic English, IELTS preparation
- Summer Pre-sessional courses (April - September 3-20 weeks): Academic English for students starting academic studies in September

We are a Regional IELTS Testing Centre so you can prepare for and take IELTS at the University Language Centre. There are also part-time classes to ensure that international students have all the language support they need during their studies, and a number of courses in other languages.

To support your studies

- In-sessional English Language support classes: Academic Writing / Academic Listening and Speaking / Pronunciation / Grammar
- Individual consultations in academic writing: you may submit up to 1,500 words of your writing for analysis and advice by an experienced tutor
- Credit-bearing courses in English for Academic Purposes (LEAP EFL) and reciprocal language learning (Tandem) for undergraduates

Language Experience for All Programme (LEAP)

These are language courses which are available to students of any discipline in the University and to members of the public. Some of the courses are of a general nature and some are designed for special purposes (that is, for scientists, medical students and business students). Some of these courses are requirements on particular degree programmes (you should check with your School) and others can be taken as free choice options. While most students study for credits (generally 10 or 20 per course), other students choose to pay for these courses as an 'extra'.

If you would like to gain an externally assessed qualification in Business French you can register for and sit the CCIP (The Chambre de Commerce et d'Industrie de Paris) examinations (CFP, DFA1 and DFA2) at the University Language Centre.

Contact details

English Language Courses:

Oddfellows Hall
Oxford Rd
Manchester M13 9PL
tel +44 (0)161 306 3397
email englang@manchester.ac.uk
www.studentnet.manchester.ac.uk/crucial-guide/academic-life/support/english-language

Campus map reference 23

In-sessional Support Classes:

Samuel Alexander Building (LG8.2)
Oxford Road
Manchester M13 9PL
tel +44 (0)161 275 3426
email insessional@manchester.ac.uk
www.studentnet.manchester.ac.uk/crucial-guide/academic-life/support/english-language

Campus map reference 67

Language Programmes:

Samuel Alexander Building (SG14)
Oxford Road
Manchester M13 9PL
tel +44 (0)161 275 3141
email leap@manchester.ac.uk
www.studentnet.manchester.ac.uk/crucial-guide/academic-life/support/english-language

Campus map reference 67

student support services

Equality and Diversity Office

The University of Manchester aims to promote a learning and working environment that values diversity and promotes inclusion for all students and staff.

Our equality and diversity policies and schemes help set out our aspirations and how we plan to achieve them. You can view our plans on the University website. The team is always keen to involve and consult with students on key issues that are important to them.

The Equality and Diversity Office is open to all students for information, advice and guidance on any issue relating to equality and diversity.

Contact details

tel +44 (0)161 306 5857

email equalityanddiversity@manchester.ac.uk

www.manchester.ac.uk/aboutus/equalityanddiversity

Campus map reference 1

Harassment Advice and Mediation

The University takes any form of harassment, discrimination or bullying towards its students or staff very seriously. The Dignity at Work and Study initiative provides support to any students or staff who find themselves either subjected to or accused of this behaviour. A team of trained harassment advisors are available to provide confidential support and information. A mediation service can also be arranged if desired.

Contact details

Equality and Diversity Team (see above)

www.manchester.ac.uk/equalityanddiversity/dignityatworkstudy

Health

The Student Occupational Health Service at the University provides confidential care and support, especially in relation to health and safety issues which may be relevant to your course and your ability to study. The service is not however a doctors' practice so you must register with a local doctor (also known as a 'general practitioner' or GP) in Manchester (see below). 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; health promotion including help and support to deal with issues relating to drug and alcohol abuse. We also provide Medical Certificates of Fitness for employment and hobbies. The Service is open Monday to Friday between 9am and 5pm. You can self-refer, or be referred by your School or another support service.

Before you arrive

You are strongly advised to have a free Meningitis C vaccination and a second MMR (Measles, Mumps and Rubella) vaccination if you have not already done so. This is because in the last few years there has been an increase in incidences of mumps and measles in teenagers and young adults across the UK. Before coming to University you should contact your doctor to make sure you have had 2 doses of MMR vaccine. Please note that the vaccine is not recommended in pregnancy. If you have any difficulty obtaining the necessary vaccinations please contact the Student Occupational Health Service. For further information: www.studentnet.manchester.ac.uk/crucial-guide/personal-life/health/mumps%20advice/

When you arrive

You must register with a local doctor to receive NHS (National Health Service) treatment whilst you are resident in Manchester. The University does not have its own doctors' service. If your home is in the UK you will still be eligible for NHS treatment when you visit; tell your doctor at home that you are registered with a Manchester doctor whilst you are at University. You will then have to complete a temporary registration form.

Registering with a doctor will enable international students, their spouse and children (but not visiting relatives) to receive free medical care, provided they are in the UK for six months or longer. Lists of doctors are available from local Post Offices, the Student Occupational Health Service and the Students' Union Advice Centre. Alternatively, you can find a doctor online by visiting the NHS Choices website at www.nhs.uk and using your term-time postcode to search for a GP.

You are also encouraged to register with a NHS dentist so that you can obtain treatment for a small fixed charge. Free emergency treatment is available from the Dental Hospital, or you can contact the Emergency Dental Hotline 24-hour service on 0845 601 859. If you need the services of an optician you can see any optician of your choice and there is one based in the Students' Union building on Oxford Road. You might

be able to save money on the cost of National Health Service charges under the NHS Low Income Scheme – complete the NHS form HC1 to apply. You can pick up an HC1 claim form from a Jobcentre Plus Office or NHS hospital or by contacting the government Department of Health on 0845 610 1112. Your doctor, dentist or optician may have one too.

If you are ill during your studies, please refer to your course handbook for advice about notifying your School.

Swine Flu

Reliable and up-to-date information and advice about Swine Flu is available from the Health Protection Agency.

Visit www.hpa.org.uk

International students

If you come from a country which has been affected by SARS (Severe Acute Respiratory Syndrome) you may be screened before flying to the UK and may also have to complete a health questionnaire on arrival.

If you come from a country where TB is prevalent you may be required to have TB screening before your visa is issued. For up to date information on health procedures please check with your local British Embassy or High Commission.

Avian Flu (Bird Flu) is a disease caused by viruses that normally infect only birds and less commonly pigs. Very rarely, humans can become infected through very close contact with infected birds and as a result human cases have been reported in South East Asia and Turkey. At the present time there is no need for concern. Information and advice is available from the Health Protection Agency (www.hpa.org.uk).

Contact details

184 Oxford Road, Waterloo Place
Manchester M13 9PL
tel +44 (0)161 275 2858

Campus map reference 38

The Mill, Sackville Street
Manchester M60 1QD
tel +44 (0)161 306 4007

Campus map reference 14

International students' advice team

The International Students' Advice Team, based in the Student Services Centre, provides support to international students studying at the University. Advice and information are offered in a variety of areas, including immigration issues, work permits, finance and funding and academic or personal problems.

Contact details

See Student Services Centre
email iat@manchester.ac.uk

IT Services

Help and Support - IT Service Desks

The IT Service Desk is designed to help you with any problem you are having with IT at The University of Manchester. You can access the Service Desk online, via the telephone or face to face.

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

Face-to-face: 1st floor, John Rylands Library (blue area 1)
E floor, Joule Library, Sackville Street Building

Studentnet and Portal

Studentnet and Portal provide access to all the information and online services you are likely to need on a day-to-day basis. Studentnet is the home of Crucial Guide Live as well as your starting point for a wealth of information about support services, rules and regulations, news and information. It is also your entry point for Portal. Login to Portal for access to all your online services such as email, the Blackboard eLearning system, your library account, your student record and much more.

www.manchester.ac.uk/studentnet

Access for all (see also Disability Support Office)

Many of our PC clusters are accessible for wheelchair users and have a range of specialist screen-reading and assistive software. For more details about specific hardware and software options visit:

www.manchester.ac.uk/itservices/accessibility

You may have a particular need that can be resolved by customising your desktop. If this is the case your account settings can be changed so that a customised desktop automatically appears whenever you login to any computer on campus. To have this service enabled, please contact the Disability Support Office at dso@manchester.ac.uk

University PC Clusters

The University has a number of PC clusters on campus and in some halls of residence. These include George Kenyon Building, John Rylands University Library, Barnes Wallis Building, Joule Library and Owens Park. Many of the clusters have extended opening times, including weekends so you can login whenever you need to.

PCs link directly to the high-speed campus network, offering access to many IT services including application software, the central printing system, and your personal networked file storage area (My Documents). All cluster PCs run Windows XP providing you with the same set of core features wherever you choose to login.

For further information please visit:

www.manchester.ac.uk/itservices/pclusters

We provide software for a range of computing activities from word processing to mathematical packages. For a detailed list of the software available in all clusters visit:

www.manchester.ac.uk/itservices/clustersoftware

There are also a number of PC clusters sited in Faculty and School buildings across campus. Some Schools may also install specialised software relevant to their particular discipline.

Your Personal Computer

Many students now bring their own computer with them to the University. If you are considering buying your own PC or laptop, visit the 'BuyIT' website for offers and advice.

See:

<http://buyit.itservices.manchester.ac.uk/personalpurchases/>

Using your own computer at the University is simple. Whether you are using a wired connection in halls of residence (see Hornet) or connecting wirelessly on the University's campus, there is an ever-increasing number of locations where you can connect free of charge.

For more details about the service visit:

www.manchester.ac.uk/itservices/roaming

Printing

Every PC cluster has printing facilities, which are charged on a 'per page printed' basis. Payment is made using a central printing system. You will need to buy printing credits, which are sold in units of 50p, £1 and £2 from print kiosks around campus. If you prefer, you can buy print credit using the epayments system, accessible via Portal. Make sure you don't purchase any more print credit than you need as there are no facilities to reimburse you with any unused credit after completion of your studies.

Please note: The central printing system does not cover paid printing at Hope Hospital, MRI or the Business School.

For more details about printing visit

www.manchester.ac.uk/itservices/printing

Your Personal Network Storage Area – My Documents

All students have their own secure file storage space on the University network. This is known as My Documents and is available on any PC cluster computer you log into. My Documents is the recommended place to store your data files, and backups of files you have saved elsewhere. You can also access your My Documents via the Portal at: www.studentnet.manchester.ac.uk from any PC with an Internet connection (you will need your central username and password).

Your Personal email Account

All University of Manchester students have a University email account. Most students* will use Outlook Live which can be accessed on or off campus using a web browser.

More details are available at:

www.itservices.manchester.ac.uk/outlooklive

* School of Computer Science and Manchester Business School students have their own School-based email services. Details will be provided locally.

Your Personal PC – Safe And Secure

Although the University has many effective procedures to help protect the IT environment, we need you to think about security issues. You can help keep your PC/laptop safe and secure by following these simple steps:

- 1) Protect your PC/laptop with a strong password and don't reveal this password to anyone.



- 2) Always install the vendor's security updates as soon as they become available.
- 3) Use a personal firewall to prevent others on the internet gaining unauthorised access.
- 4) Use a good anti-virus tool and keep it up to date. Free anti-virus software is available for you to use on your personal computer.

For more information visit:

www.manchester.ac.uk/itservices/antivirus

To learn more about securing your PC visit:

www.manchester.ac.uk/itservices/secure-it

Legal advice (teaching semesters only)

The Legal Advice Centre run by the School of Law offers a service to those with legal or associated difficulties and, in doing so, provides practical experience for the School's law students who are supervised by legal practitioners. Advice is free and strictly confidential.

The Centre's work is supported by local solicitors and barristers, the Manchester Law Society and the Bar's Northern Circuit.

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 we may be able to make referrals to other agencies.

There are regular clinics in the areas of employment law; landlord and tenant law; small claims and police complaints.

Contact details

Legal Advice Centre, Unit 18,
The University Shopping Precinct,
Oxford Road
Manchester M13 9PH
tel +44 (0)161 306 1264 or
tel +44 (0)161 275 7976
fax +44 (0)161 275 0345
email free.legal@manchester.ac.uk
[www.law.manchester.ac.uk/aboutus/
services/legaladvicecentre](http://www.law.manchester.ac.uk/aboutus/services/legaladvicecentre)

Campus map reference 30

Nightline

Nightline is a confidential listening and information service run for students by students. We offer anonymous, non-judgmental and non-directive support for all callers, regardless of the situation. We're open for calls between 8pm and 8am every night of term, even during exam periods!

As well as the listening service, Nightline also provides general information such as bus timetables or details of clubs in the city. We can find contact numbers for a wide range of places connected with student life, such as who you need to contact about your student loan, University department numbers and even smoking helplines. Just give Nightline a ring and ask,

student support services

it's as easy as that! If we can't find what you're looking for straight away, we'll call you back later once we have found it.

Contact details

You will find the phone number on the back of your student card.

email nightmail@nightline.manchester.ac.uk
www.umsu.manchester.ac.uk/nightline

Religious support

St Peter's Chaplaincy provides chaplains for the Anglican, Baptist, Methodist and United Reformed churches, and can advise members of other faiths of your nearest place of worship. The Roman Catholic Chaplaincy is at Avila House. Hillel House provides facilities for Jewish worship. The University of Manchester Islamic Society maintains the prayer facilities for Muslim students on campus, in the MacDougall Centre and in the Sackville Street Building. The Students' Union has societies for many major religions.

Contact details

St Peter's Chaplaincy,
Precinct Centre, Oxford Road
Manchester M13 9PH
tel +44 (0)161 275 2894
email sphreception@manchester.ac.uk
www.stpeters.org.uk

Avila House
337 Oxford Road
Manchester M13 9PG
tel +44 (0)161 273 1456
email info@rc-chaplaincy-um.org.uk
www.rc-chaplaincy-um.org.uk

Hillel House
Greenheys Lane
Manchester M15 6LR
tel +44 (0)161 721 4066
www.hillelmanchester.co.uk/index.htm

The University of Manchester Islamic Society
Steve Biko Building
Students' Union, Oxford Rd
Manchester M13 9PR
email info@manchester.isoc.com
www.manchesterisoc.com

Student Guidance Service

You can use this service to discuss any matter that concerns your academic career. This might include University matters such as interruptions, withdrawals or course changes, or a personal matter outside the University that is affecting your academic progress. Our advisors are impartial and will help you to make some informed decisions and find solutions. Any discussion held at the Student Guidance Service remains strictly confidential. You can contact us throughout the year, Monday to Friday, 10am to 4pm.

Care experienced students

If you are leaving or have recently left care you may benefit from a New Student Advisory Meeting. The purpose of such a meeting is to ensure that you have accessed all the financial support you are entitled to, that your accommodation needs are catered for, and to answer any questions you may have. If you would like to arrange such a meeting, in complete confidence, please contact the Student Guidance Service.



The Frank Buttle Trust

Contact details

The Student Guidance Service
1st Floor, University Place
Oxford Road
Manchester
M13 9PL
tel +44 (0)161 275 3033
email caas@manchester.ac.uk
www.manchester.ac.uk/academicadvisoryservice
Campus map reference 37

Student Parents and Carers

The University provides two nurseries for children aged six months to five years. Opening times are Monday to Friday, 8.30am to 5.30pm. There may be a substantial waiting list, so early booking is advisable. A limited number of subsidised places are available

for International students on an income-assessed basis. Contact the Nurseries for more information (see details below).

'Manchester Student Parents and Carers Network' is a dedicated Facebook group especially 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. See:

<http://orgs.man.ac.uk/intsoc/families.html>

You can get more information about local childcare providers, schools, funding for childcare and a range of related topics online at

www.studentnet.manchester.ac.uk/crucial-guide/university-life/student-parents

Information on child-related matters is also available from the Students' Union Advice Centre on +44 (0)161 275 2946 or advice@umsu.manchester.ac.uk and the Student Guidance Service on +44 (0)161 275 3033 or caas@manchester.ac.uk

University nurseries contact details

Dryden Street Nursery

tel +44 (0)161 272 7121

email admin.drydenstreetnursery@btconnect.com

Campus map reference 62

Echoes Nursery

tel +44 (0)161 306 4979

email echoes@networknurseries.co.uk

Campus map reference 6

Student Services Centre

This is the place to come 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. Our main site is in Burlington Street on the way to the library and we have a smaller satellite centre at Sackville Street on the ground floor of the Staff House building. 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. Enquiries can be made over a student enquiry phone line, by email, letter or fax, or alternatively you can make requests and carry out certain tasks yourself using the Student Portal – login at www.portal.manchester.ac.uk using your university username and password and click on 'My Services'. The walk-in service and student phone line are both available five days a week from 10am - 4pm, although the satellite centre is only open Monday to Thursday.

Contact details

The Student Services Centre

Burlington Street
Manchester
M13 9RL

tel +44 (0)161 275 5000

fax +44 (0)161 275 7860

email ssc@manchester.ac.uk

www.manchester.ac.uk/ssc

Campus map reference 57 (Burlington Street) and 13 (Staff House)

The Student Services Satellite Centre

Staff House
Sackville Street Site
Manchester M16 1QD

Students' Union Advice Centre

See Students' Union

Your Personal details

Contact the Records Management Team if you have any questions or concerns about the way in which your personal details are used and safeguarded by the University

Contact details

Records Management Office

Room G.0.11, John Owens Building,
The University of Manchester
Oxford Road, Manchester M13 9PL
tel +44 (0)161 275 8111



manchester sport and fitness

SPORT and fitness is an integral part of your student experience and with a vibrant social scene you'll meet new people and stay fit and healthy at the same time. We recommend that you take part in some form of physical activity at least three times a week. You can choose from an extensive selection of sports as well as a comprehensive range of health, fitness and wellbeing classes. You also have access to some fantastic sport and fitness facilities at very competitive prices.

Sport

The Campus Sport leagues are extremely popular and give you the opportunity to play sport in a fun, yet competitive, environment. If you are a beginner or returning to sport, Campus Sport could build the confidence you need to take the next step and represent the University.

If you prefer a more competitive arena, regardless of your ability, then join 2500 other students who represent the University every week, in our 46 Athletic Union clubs. The University is ranked top ten in the British Universities and Colleges Sport (BUCS) Leagues and championship points table.

We can offer high performance athletes, in any sport, the chance to apply for a sport scholarship to help you balance your sporting performance with academic success. You could be eligible for a multitude of support ranging from financial contributions towards competition expenses to individual strength and conditioning sessions with our in-house expert.

You can gain valuable work experience or coaching accreditations by getting involved in the local community through the Sports Volunteer Scheme. We have partner clubs, offering placements and host a number of events which require support from hundreds of volunteers.

We are always on the look out for coaches, referees, organisers and cheerleaders. You could even volunteer to be our new official mascot, the Purple Bug!

Fitness

We appreciate that competitive sport may not be for you, so we run a series of health, fitness and well being classes every week, ranging from high energy Aerobics, Kick boxing or Circuit training to more relaxing Yoga, Pilates or Thai Chi. Alternatively, you can become a member of one of our top of the range health and fitness suites, so you can work out in your own time and at your own pace!

Facilities

The Armitage Site is located in the heart of the student community in Fallowfield and is the 'home of SPORT' at the University. You can hire the sports hall or make use of the fully equipped fitness gym, multi-activity rooms and squash courts. The site also has grass pitches, five a-side pitches, cricket pitches and two brand new floodlit, international standard, artificial turf pitches. You can find further grass pitches at the 27 acre Wythenshawe Sports Ground, just outside Manchester.



The Sugden Centre is centrally located, just off Oxford Road, and will offer you excellent value for money on gym memberships, fitness classes, sports halls, squash courts and a number of outdoor 5-a-side pitches.

The University is a partner in the Manchester Aquatics centre and can offer you access to two Olympic sized (50m) swimming pools. You can also make use of one of Manchester's many Commonwealth Games facilities including the Manchester Velodrome, Manchester Tennis Centre, National Squash Centre, Regional Athletics Centre and City of Manchester stadium. The Chill Factor and Salford Quays Water Sports Centre are also close-by.

Contact details

SPORT - Head Office
William Kay House
333 Oxford Road
Manchester M13 9PG
tel +44 (0)161 275 6991
email uniman.sport@manchester.ac.uk

www.manchester.ac.uk/sport

Campus map reference 69

More Information

If you want to learn more about sport and fitness at The University of Manchester then visit our Sport, Health and Activity Fair during Welcome Week where you can talk directly to the Sport Development team who will answer any questions you may have.

Alternatively visit our website www.manchester.ac.uk/sport or just pop into our head office, which is located opposite the Students' Union on Oxford Road.



food on campus

Whether you're looking for a healthy meal, a snack to grab, or somewhere to sit and relax with a coffee and cake, you'll find a food outlet on campus to meet your needs – and your pocket.

All diets are catered for, whether for religious, ethical or health reasons, and we take pride in the fact that we have Fairtrade status, making every effort to find products bearing the Fairtrade mark.

On the Sackville Street site there are four main eateries: The Rock Café in the Renold Building, Browsers in the Sackville Street Building, Interface Café in MIB and the Mumford Room and the Senior Common Room in Staff House.

The main food venue on the Oxford Road site is University Place, where you will find Eats, a contemporary restaurant with a huge choice to satisfy both price and palate as well as a shop for 'grab and go' items and your daily newspaper, and a café serving hot and cold snacks and great Fairtrade coffee.

The Oxford Road site also offers a large number of cafés scattered around the various buildings serving a range of hot and cold drinks and snacks. Buildings with cafes are Arthur Lewis, Alan Turing, Bridgeford Street, Chemistry, Computing, Ellen Wilkinson, Harold Hankins, John Rylands Library, Manchester Business School East, The Martin Harris Centre, Mansfield Cooper, Samuel Alexander, Schuster, Simon, and Stopford.

FAD – FoodInAdvance - is a great way to budget and get the University to do your cooking for you. Go to our website to learn more, to keep an eye on what great deals and promotions you can enjoy and to find

out more about FoodOnCampus outlets, such as menus and opening times.

www.manchester.ac.uk/foodoncampus

Recycling!

When you have finished your meal, you can recycle your plastic bottle, can or student newspaper.

The University is committed to managing its waste in a more sustainable way and is increasingly installing recycling facilities for students to use. There are now recycling facilities in all FoodonCampus outlets and University libraries as well as many academic buildings, lecture theatres and most Halls of Residence.

There are also many recycling bins in external parts of the main campus.

Further details are available at

www.sustainability.manchester.ac.uk/campus/recycling





the small print

If things go wrong

Complaints

The University is committed to ensuring the standard and quality of its programmes of study, services, and facilities. We recognise, however, that on occasion things may not go as well as we might like. If this happens it is important for us to know what may have gone wrong, seek remedy and then, where appropriate, take action to improve our services and facilities. We have a procedure to deal with complaints from students. If you find that you need to make a complaint you should, in the first instance, seek to resolve it 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 that the majority of complaints can be resolved at this stage. If, however, this is not the case and you remain dissatisfied you can make a formal complaint. To do so you should complete a copy of the complaints form which is available, together with full details of the complaints procedure, at www.studentnet.manchester.ac.uk/policies and submit it to the relevant faculty officer or service manager as appropriate.

Academic appeals

While it is not possible for you to contest the academic judgement of the examiners and their decisions in relation to your academic status or progress in the University we are committed to

safeguarding the interests of all students in relation to the process by which such decisions are reached.

Therefore, we have a procedure that may be used by students to appeal against a decision of a board of examiners, or a progress committee or a graduate committee, or equivalent committee in so far as the decision relates to the individual student's academic status or progress. It may not be used simply because you are dissatisfied with the outcome of your assessment. There are four very specific grounds on which an appeal might be lodged. They are:

- (a) extenuating circumstances exist of which, for good reason, the board of examiners were not aware, and which may have affected the decision
- (b) administrative error or procedural irregularity in the assessment process
- (c) bias on the part of one or more examiners
- (d) unsatisfactory supervision in respect of a research dissertation, thesis or equivalent work

It is most important to note that an appeal which questions the academic or professional judgement of those charged with the responsibility of assessing a student's academic performance or professional competence will not be permitted.

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 e.g. tutor, supervisor or programme director. Only if the matter remains unresolved should you seek to invoke 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 at:
www.studentnet.manchester.ac.uk/policies

If you wish to use one of the procedures outlined here but would welcome some advice or guidance please do not hesitate to contact any of the following:

- The appropriate officer in your faculty:

Faculty of Humanities

Neil Ferguson
tel +44 (0)161 306 1105
neil.ferguson@manchester.ac.uk

Faculty of Engineering and Physical Sciences

Janet Watson
tel +44 (0)161 306 4054
janet.watson@manchester.ac.uk

Faculty of Life Sciences

Carol Rowlinson
tel +44 (0)161 275 3788
carol.l.rowlinson@manchester.ac.uk

Faculty of Medical and Human Sciences

Sally Bray
tel +44 (0)161 275 1467
sally.a.bray@manchester.ac.uk

- The Student Guidance Service
- The Office of Student Support and Services
- The Students' Union Advice Centre

Regulations and administration

Many of the administrative processes which affect you in the course of your life at the University are carried out online – for example registration, the publication of examination timetables, arrangements for graduation. It is your responsibility to access the student system, Portal and email facilities on a regular basis for notices and updates. In exceptional circumstances alternative arrangements can be made and you should contact the Student Services Centre in the first instance.

Regulations relating to students

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, which are listed in the University Calendar available at

www.manchester.ac.uk/aboutus/governance

Specific regulations regarding your programme of study are set down in programme handbooks. The main elements of the rules and regulations of which you should be aware are summarised below.

You must inform staff in your School of any prolonged absence.

For further details please contact your School or Faculty office. You can also get full details of the University's policies and procedures from:

www.studentnet.manchester.ac.uk/policies

Work and Attendance of Students (General Regulation XX)

Each programme of study has specific compulsory requirements for the work and attendance of students which are set down in the relevant Programme Handbook. The work and attendance of students is monitored throughout the academic year and if it is found that any student is not meeting the relevant requirements, he or she will be given an opportunity for improvement. If there is no improvement the student may be refused permission to take the examinations relating to their selected



academic programme. Students who have been refused permission to take examinations for reasons of unsatisfactory work or attendance, or who have been excluded from the University for failure to meet the academic or professional requirements of the programme, may appeal against such decisions. (General Regulation XIX)

Complaints (General Regulation XVIII)

As part of its commitment to ensuring the standard and quality of its courses, services and facilities, the University has a Complaints Procedure to deal with complaints from students. Every reasonable effort will be made to deal promptly and efficiently with all complaints, to investigate them thoroughly and objectively and to seek to resolve them satisfactorily. Students will be expected to follow and complete the University's complaints procedure where it is appropriate before attempting to resolve grievances by other means.

(See also If things go wrong, page 49).

Computer use / misuse (General Regulations XIV and XV)

The University's computing facilities are made available for academic and related work only. The misuse, abuse or interference with any computing equipment, programme, data, documentation or other accessible materials is specifically prohibited. The University's regulations amplify these general

provisions and define the responsibilities of users of University facilities. A breach of these regulations may also be an offence under civil or criminal law. Full details are available online at www.itservices.manchester.ac.uk/secure-it/policies.

The University will take disciplinary action against a student in respect of breaches of the regulations and may refer the matter to the Police. The University reserves the right to monitor the use of email or the internet if there are reasonable grounds to suspect misuse of these facilities.

Conduct and discipline of students (General Regulation XVII)

Students are expected to abide by the University regulations relating to conduct, both academic and non-academic. Misconduct or breaches of regulations may lead to disciplinary action being taken. The essence of misconduct is improper interference, in the broadest sense, with the proper functioning of activities of the University or those who work or study in the University, or action which otherwise damages the University.

Copyright (Ordinance XIV)

Unless you have clear evidence to the contrary, you should regard all material from printed sources (books, periodicals, magazines and newspapers), websites and the internet, CDs and DVDs, and radio, television and internet broadcasts, as protected by

copyright. No copyright protected materials should be copied in any medium or used in any way other than that provided for either:

- a) under the terms of the relevant law on copyright or
- b) in accordance with guidance issued by the University or
- c) under the terms of the copyright licences held by the University or
- d) by special permission granted by or on behalf of the owner of the copyright material

Infringement is a serious matter and will be liable to disciplinary action. It may also result in you being prosecuted.

Data Protection (Ordinance XIV)

The University of Manchester processes personal information about you, which will be used in administering all matters relating to your course and, as appropriate and relevant, relating to the provision of University of Manchester facilities. The data is processed in accordance with the requirements of the Data Protection Act 1998 and within the limits agreed with the University's Data Protection Officer. It gives you the right to check the information held and to correct it if necessary. Further information is available from the Records Management Office on +44 (0)161 275 8111 (See also Data protection, page 55)

Dignity at Work and Study

The University expects its members to treat one another with respect. There are established procedures (see If things go wrong, page 49 and Equality and Diversity, page 40) to use if you are dissatisfied with any aspect of the University's facilities and services, and you are encouraged to use these procedures to bring such matters to the University's attention.

Inappropriate or defamatory comments about either the University or its members in any media (print, broadcast, electronic) contravene the University's regulations and offenders may be liable to disciplinary action.

Examinations and assessments (General Regulation XII)

Details of the University examination and assessment regulations are given in the relevant programme handbook. These details may also be obtained from the Faculty concerned. Assessment results represent the considered academic judgement of the examiners. There is no provision for appeal against the academic judgement of the examiners although requests for review of the decisions of examiners may be made by students on certain grounds including circumstances affecting performance previously not known to the examiners; procedural irregularities; prejudice or bias (General Regulation XIX). (See also If things go wrong, page 49).

The University views very seriously any kind of attempted malpractice in assessment and examinations and will take disciplinary action against students for such misconduct. The range of penalties that may be imposed for unfair practice in examinations or academic malpractice in coursework or dissertations include assigning a mark of zero to the paper or coursework concerned, suspension from the University for a specified period or expulsion from the University.

Freedom of Information

As a 'public authority' The University of Manchester is subject to the Freedom of Information Act (FoIA) which provides rights of access to recorded information created and held by the University.

The University has produced a Publication Scheme (PS), which is a list of all the information routinely made available to the public. The public has the right to request information from the University via the Freedom of Information Team. Information about the Act and the PS can be found on the FOI website www.manchester.ac.uk/aboutus/documents/foi or by emailing the FOI Team on foi@manchester.ac.uk.

Harassment

The University seeks to create a study environment which is free of harassment and which protects the dignity of students irrespective of their gender, sexual orientation, racial or ethnic background, religion or disabled status. It regards sexual, racial or personal harassment very seriously and requires all students to observe its policy in this area. In cases where a complaint of harassment is substantiated, the individual responsible may be subject to disciplinary action (General Regulation XVII). For further

information about the University's Policy on Harassment or if you have been a victim of some form of harassment and wish to access the University Harassment Advisors or Mediation Service, contact the Equality and Diversity Office on +44 (0)161 306 5857 or the Students' Union Advice Centre on +44 (0)161 275 2946.

Health and Safety

The University has a duty under the Health and Safety at Work etc. Act 1974 to take reasonable care of students' health and safety. Students also have a responsibility under this Act not to interfere with or misuse anything, any objects, structures or systems of work, provided by the University in the interests of health and safety.

All students should:

- familiarise themselves with fire evacuation procedures, locations of exits and appropriate health and safety signage in buildings where they work or live
- report any accident which takes place as a result of their University activities and which results in personal injury or ill health, however, minor, and every dangerous occurrence, including fire
- report "near miss" incidents which have the potential to cause injury or health
- notify the Director of Health and Safety Services when suffering from a disease or medical condition which may be caused by, or made worse by, study activities (this information will be treated as confidential)
- not proceed with any activity if they feel it poses a threat to their health and safety, or to that of others;
- report any unsafe or unhealthy working conditions, or suspected faults in buildings, building fabric, or in any equipment to the Head of School or Service or equivalent (as appropriate), without delay
- assist any visitors who may not be familiar with University procedures, to the best of their abilities. For further advice and guidance, contact Health & Safety Services.

Contact details

Health & Safety Services

Waterloo Place
180 Oxford Rd
Manchester M13 9GP
tel +44 (0)161 306 4004

www.manchester.ac.uk/healthandsafety

Intellectual Property (IP) (Ordinance XIV)

During students' time at the University, they will create various IP in their capacity as students, such as copyright in their essays. Rights in this IP will usually remain with the student. There are some exceptions though.

Students may become involved in projects which are funded by external sponsors or where they work on a project with University employees. In such cases the student is required to transfer any IP which the student creates during such a project to the University. This allows the University to protect and commercialise the IP from the project as a whole.

If a student creates IP outside of their course of study with more than just incidental use of University resources, then such IP must be transferred to the University. This protects the University's charitable status.

The University acknowledges the position of students who have created IP and seeks to ensure that they get proper recognition and reward as set out in its IP Policy.

Confidentiality is extremely important for certain IP and know-how. Students are required to keep the University's confidential information secret and confidential (including that of University employees and other University students).

The University also has rights to use and copy works created by students, e.g. theses, for the administrative, promotional, educational and teaching purposes of the University and its subsidiary companies.

On accepting a place at the University you are formally accepting the University's rights of ownership and rights to use and copy as well as its policy on commercialisation and reward set out in Ordinance XIV and its IP Policy. A copy of the current IP policy can be viewed at:

www.staffnet.manchester.ac.uk/policies/display/index.htm?id=87877.

Library (General Regulation XVI)

The Library services and facilities available to students are set out in a series of User Guides published by and available in, the Library. Admission to the Library, use of its materials and resources, charging of fines and conduct within the Library are governed by the University's regulations. Failure to observe the provisions of these regulations or misconduct within the Library may result in disciplinary action being taken.

Results of assessment (General Regulation XII)

Assessment results will not be published nor submitted to Senate for confirmation in the case of any student who has not paid in full all fees, loans or other sums due to the University until all debts are paid in full. Students who are debtors to the University will not be permitted to take part in the ceremony for conferment of degrees (Graduation).

Registration and payment of fees (General Ordinance XVI)

registration is the process by which students are formally admitted to the University each academic year and undertake to pay their tuition fees or provide evidence of sponsorship/funding.

At the end of the process, students receive a University membership/library (student) card which lasts for the expected duration of the programme of study (subject to annual validation and payment of tuition fees). Until registration is completed a student is not entitled to attend classes or use the facilities of the University. Students wishing to pay their fees by instalments can do so by setting up a Direct Debit agreement with The University of Manchester. For details, see Payment by Instalments.

Unless otherwise agreed, a student shall cease to be a registered student if arrangements for payment of fees are not fulfilled. A student will not be permitted to re-register in following years until all fees and other sums due to the University and incurred in a previous academic year, have been paid in full.

It is important that you know the level of fees that you will be required to pay. You are advised to contact the University's Student Services Centre if you have any queries about fees.

The University reserves the right to terminate the registration of a student who is subsequently found to have omitted or falsified relevant facts or information in connection with his/her application for admission.

Students' Union Membership

On completion of registration with the University, all students will automatically be a member of the Students' Union and are encouraged to participate fully in the activities of the Union. Under the provisions of the Education Act 1994, students have the right during the first ten days following registration to opt-out of Union membership. A decision to opt-out, once made, holds good for the remainder of the academic year. Non-members will be able to use the services of the Union, but they shall not be entitled to participate in Union affairs (i.e. attend General Meetings, stand for office or vote in Union elections), to be a Committee member or Officer of a Society, or to hold a student representative position in the University which is filled via the Union. Students who wish to exercise the right to opt-out from Union membership should inform the Union General Secretary in writing. Further details are set out in the Code of Practice on the Students' Union.

The University is also required to bring to the attention of students the provisions of the law on charities and freedom of speech as they relate to Students' Unions. Further details on these matters may be obtained from the Head of Student Support and Services on +44 (0)161 275 2071.

Information for non EEA/Swiss international students

The UK Government introduced the last phase of Tier 4 of the new points based immigration system for non-EEA/Swiss students on 22 February 2010. As an international student you now have a number of specific duties and responsibilities imposed by UKBA. This means that you have to:

- comply with the conditions of your immigration permission;
- attend your timetabled teaching periods and laboratory classes as well as any supervision sessions or meetings which have been arranged;
- explain any absences or unsatisfactory work to your designated Academic Adviser;
- provide the University with specific information:
 - o details from your passport;
 - o details from your ICFN (identity card for foreign nationals) if one has been issued to you by UKBA;
 - o details of any changes to your immigration permission (visa);
 - o your current address, telephone number and other contact details;



- keep your contact details up-to-date in the University's Student System;
- report to UKBA any change in your circumstances eg if you change address or if you are found guilty of any criminal offence in the UK or overseas (including traffic offences);
- comply with any requests from UKBA eg meeting immigration officers when they are on an inspection visit to the university.

For more information about Tier 4 and the new Immigration Rules go to:

www.ukba.homeoffice.gov.uk/studyingintheuk/adult-students

www.ukcisa.org.uk/student/immigration.php

For advice on immigration issues contact the International Advice Team or visit our webpages.

tel +44 (0) 161 275 500 (option 1)

email iat@manchester.ac.uk

www.studentnet.manchester.ac.uk/crucial-guide/academic-life/immigration/

Data Protection

The information already provided as part of your application to study at the University will be processed to form part of your student record. The information held (including amendments) and the digital photographs from the student card system are stored on a database and will be made available to Schools in the University. All data held is processed in accordance with the requirements of the Data Protection Act 1998 and within the limits agreed with the University's Data Protection Officer. Full details of The University of Manchester's notification to the Information Commissioner can be viewed on the public register of data controllers, www.informationcommissioner.gov.uk.

The Act requires that any information held is accurate and has been processed fairly and lawfully. It gives you the right to check the information held and to correct it if necessary. It is therefore essential that you use Student Self Service to maintain the following information: addresses, email addresses, phone numbers and emergency contacts. You should contact your School to update any other information.

Use of your data by The University of Manchester

The data stored will be used in administering all matters related to your programme and, as appropriate and relevant, relating to the provision of The University of Manchester facilities, including library, sports, accommodation and the facilities in The University of Manchester's Students' Union.

If you provide a mobile telephone number you may be sent text messages about administrative matters.

Data relating to racial/ ethnic origin/ disability will be disclosed only to those persons having a legitimate need to see it.

Students with additional support needs as the result of a disability, specific learning difficulty or medical condition are strongly encouraged to declare this information and to contact the Disability Support Office, 2nd Floor, University Place, tel +44 (0)161 275 7512, minicom +44 (0)161 275 2794, email dso@manchester.ac.uk

The University will wish to maintain contact with you after you have graduated for the purpose of sending details of activities that we think may be of interest to you. Therefore, some of your details will be passed to the Alumni Office to be included on their database. You will be contacted by them and have the opportunity to opt-out of any future contact.

The University's central database will be used on occasion to select information on groups of students. You may, therefore, be notified of opportunities such as research projects, additional Careers Service material and further courses. However, your personal details will not be disclosed outside the University to any third parties except where mentioned below.

The University may use external data sources (eg the Higher Education Statistics Agency, Examination Boards) to verify personal information you provide.

Disclosure to Third Parties

To assist with confirming that you are eligible for council tax exemption, information limited to name, date of birth and student registration number is provided to Manchester City Council for all full time students who are not living in halls of residences and have a Manchester City Council postcode.

The University of Manchester is required in some circumstances to disclose data, where there is a legal obligation to do so, for example:

- in response to urgent need to prevent injury or damage to health
- in response to a statutory request by a Government department, including UKBA
- to assist in the prevention or detection of crime

Some information will be sent to Government Education Departments, educational training establishments and examining bodies, Funding Councils eg Higher Education Funding Council for England (HEFCE), UCAS, Training and Development Agency for Schools (TDA), Student Loans Company and Local Authorities where appropriate and relevant.

If your tuition fees are sponsored by a third party organisation, reports related to your academic progress will be provided to your financial sponsor. However, more detailed information, for example any issues regarding your health, will not be disclosed without your consent.

Personal contact details (name, address, email address, telephone number and mobile telephone number) will be provided for the National Student Survey (NSS) to HEFCE's appointed agent who may contact final year undergraduate students directly to take part in a survey to provide feedback about the quality of their programme of study. That organisation will use your details only for that purpose, and will then delete them. If you agree to participate, the survey questionnaire itself will be accompanied by further information about the handling and use of the data. HEFCE may share this information with the Department of Health (for NHS-funded students). If you have any concerns about the use of data for this purpose, please contact the Records Management Office.

If you are one of the small number of students who, for a variety of reasons, leaves Higher Education early, we will provide some information about you (name, date of birth, address, email address, mobile telephone number, telephone number and UCAS number) to the back on course project.

With the exception of your UCAS number, this information will be used by back on course advisers to contact you to offer impartial information, advice and guidance with the aim of encouraging you to consider returning to HE (not necessarily at the same University, or on the same course), or to consider other education/training or employment options. Your UCAS number will not be available to back on course advisers.



If you are interested in further information about back on course, visit www.backoncourse.ac.uk.

The University of Manchester will also use your data, in anonymised form, to carry out its own internal statistical analyses. These analyses will be reproduced in a variety of University of Manchester reports and publications, some of which will be made available to external organisations.

To exercise your right to opt out of having your data provided to external organisations (except where we are under legal obligation to do so), contact the Records Management Office.

Your HESA Record

Some information on your student record and other information held by The University of Manchester about you will be sent to the Higher Education Statistics Agency (HESA). This forms your HESA record, which also contains details of your ethnic group and any disabilities you have. HESA may pass your record, or parts of it, to any of the following organisations, or agents acting on their behalf, that need it to carry out their public functions connected with education in the UK.

- Department for Business, Innovation and Skills (DBIS)
- Welsh Assembly Government (WAG)
- Scottish Executive (SE)
- Scottish Government (SG)
- Department for Employment and Learning, Northern Ireland (DEL(NI))

- Higher Education Funding Council for England (HEFCE)
- Higher Education Funding Council for Wales (HEFCW)
- Scottish Further and Higher Education Funding Council (SFC)
- Training and Development Agency for Schools (TDA)
- Research Councils (RCs)
- Department for Children, Schools and Families (DCSF)
- Learning and Skills Council (LSC)

The HESA record may also be used by the Office for National Statistics and the National Audit Office to fulfil their statutory functions of measuring population levels and monitoring public expenditure.

HESA and the organisations listed above will use the information mainly to produce statistics. This may result in anonymised information being published and released to third parties, including government bodies, academic researchers, students and commercial organisations. The organisations will take precautions to reduce the risk of you being identified from the information once it is published and released.

The University of Manchester and the Higher Education Funding Council for England may compare your data to educational records from previous years to help determine the levels of your current qualifications. This may in turn affect the fees you are required to pay.



Your HESA record will not otherwise be used in a way that could affect you personally

If you are on an Initial Teacher Training (ITT) course, HESA will also pass some or all of your HESA record to the General Teaching Council for England (GTC). GTC is a data controller under the terms of the Data Protection Act 1998. GTC will process your personal data in order to fulfil its remit and its statutory obligations, including the administration of provisional registration. Except where there is a legal obligation, GTC will not share your data with any third party, except those fulfilling a service on their behalf and under their express instructions.

Your contact details held by The University of Manchester do not form part of your HESA record, so HESA and the organisations listed above cannot use this record to contact you.

About six months after you graduate, we will contact you to ask you to fill in the HESA 'Destination of Leavers from HE' survey. We will not give your contact details to HESA. You might be included in a sample of leavers who are surveyed again a few years after they graduate. If so, we will pass your contact details to the organisation that has been contracted to carry out that survey. That organisation will use your details only for that purpose, and will then delete them. (If you do not want to take part in these second surveys, please let us know).

Under the Data Protection Act 1998, you have rights of access to the data HESA holds about you. You will have to pay a small fee for this. For further information about the HESA record please see www.hesa.ac.uk/dataprot or email data.protection@hesa.ac.uk

Further information on Data Protection and your data held by The University of Manchester is available from the Records Management Office, tel +44 (0)161 275 5782/8400.

Contact details

Records Management Office

Room G.0.11

John Owens Building

The University of Manchester

Oxford Road

Manchester

M13 9PL

tel +44 (0)161 275 5782

email foi@manchester.ac.uk

www.manchester.ac.uk/recordsmanagement

directory

Telephone numbers beginning 0161 275 can be dialled from an internal telephone by using 5xxxx. Telephone numbers beginning 0161 306 can be dialled from an internal telephone by using 6xxxx (eg the Accommodation Office listed immediately below can be contacted on an internal phone by dialling 52888).

Accommodation Office

See also Manchester Student Homes
tel +44 (0)161 275 2888
email
accommodation@manchester.ac.uk
www.manchester.ac.uk/accommodation

Back On Course

Tel +44 (0)845 366 0476
www.backoncourse.ac.uk

Burlington Society

see Postgraduate and Mature Students' Society

Careers Service

tel +44 (0)161 275 2828
www.studentnet.manchester.ac.uk/careers
email careers@manchester.ac.uk

Care Leavers' Support

Contact Student Guidance Service (see below)

Who Cares Trust

tel +44 (0)20 7251 3117
email
mailbox@thewhocarestrust.org.uk
www.thewhocarestrust.org.uk

Frank Buttle Trust

tel +44 (0)20 7828 7311
email info@buttletrust.org
www.buttletrust.org

Computing and IT Services

www.manchester.ac.uk/itservices

Counselling Service

tel +44 (0)161 275 2864
email
counsel.service@manchester.ac.uk
www.manchester.ac.uk/counselling

Disability Support Office

tel +44 (0)161 275 7512/8518
email dso@manchester.ac.uk
www.studentnet.manchester.ac.uk/crucial-guide/academic-life/support/disability-support/
minicom +44 (0)161 275 2794
text +44 (0)7899 663512
fax +44 (0)161 275 7018

Disabled Living Foundation

tel +44 (0)845 130 9177
email info@dlf.org.uk
www.dlf.org.uk

English Language Support

tel +44 (0)161 275 3426
email
inseasonal@manchester.ac.uk
www.ulc.manchester.ac.uk

Equality and Diversity

tel +44 (0)161 306 5857
fax +44 (0)161 306 5877
email
equalityanddiversity@manchester.ac.uk
www.campus.manchester.ac.uk/equalityanddiversity

Finance and Money

(see also Student Services Centre)

Educational Grants Advisory Service (EGAS)

tel +44 (0)20 7254 6251
www.family-action.org.uk/section.aspx?id=1037

Student Loans

Applications for Student Finance

Students living in England
at time of application:
tel +44 (0)845 300 50 90

Students living in Wales
at time of application:
tel +44 (0)845 602 8845

Students living in N Ireland
at time of their application:
tel +44 (0)845 600 0662

Students living in the EU
at time of their application:
tel +44 (0)141 243 3660

Students living in Scotland
should contact the Student
Awards Agency for Scotland on
+44 (0)845 111 1711
Student Finance Payments
tel +44 (0)845 026 2019

Repayment of Loans

UK Enquiries
tel +44 (0)870 240 6298

International Enquiries
tel +44 (0)141 243 3660
www.slc.co.uk

International Students

Advice Team
tel +44 (0)161 275 5000
email iat@manchester.ac.uk
www.studentnet.manchester.ac.uk/crucial-guide/academic-life/immigration

International Society
tel +44 (0)161 275 4959
email int.soc@manchester.ac.uk
www.internationalsociety.org.uk

British Council (Manchester)
tel +44 (0)161 957 7755
fax +44 (0)161 957 7762
email
general.enquiries@britishcouncil.org
www.britishcouncil.org

UKCISA (UK Council for International Student Affairs)
tel +44(0)20 7107 9922
textphone users:
+44 (0)151 494 1260 (outside the UK) or 1 800 1020 7107 9922 (inside the UK)
<http://ukcisa.org.uk>

Legal Advice Centre
tel +44 (0)161 306 1264/275 7976
email free.legal@manchester.ac.uk
www.law.manchester.ac.uk/abolutus/services/legaladvicecentre

Library
tel +44 (0)161 275 3751
www.library.manchester.ac.uk

Manchester Student Homes
see also Accommodation
tel +44 (0)161 275 7680
email
manchesterstudenthomes@manchester.ac.uk
www.manchesterstudenthomes.com

Nightline
tel the number is on the back of your student card
email
nightmail@nightline.manchester.ac.uk
www.umsu.manchester.ac.uk/nightline

National Health Service Direct
tel +44 (0)845 4647
www.nhsdirect.nhs.uk

Police

Enquiries
tel +44 (0)161 275 7042 (UoM Dover Street Building)
tel +44 (0)161 856 4466 (Greenheys Police Station)

To report a crime
Tel +44 (0)161 872 5050

In an emergency
999 (for the Emergency Services)
tel +44(0)161 306 9966 (University Security)
email police@manchester.ac.uk
www.mcrstudentsafer.co.uk

Postgraduate and Mature Students' Society (Burlington Society)
tel +44 (0)161 275 2392
email
burlington.society@manchester.ac.uk
www.burlington.manchester.ac.uk

Records Management Office
(for Data Protection and Freedom of Information)
tel +44 (0)161 275 8111
email foi@manchester.ac.uk
www.campus.manchester.ac.uk/recordsmanagement

Religious Support

St. Peter's Chaplaincy
tel +44 (0)161 275 2894
www.stpeters.org.uk

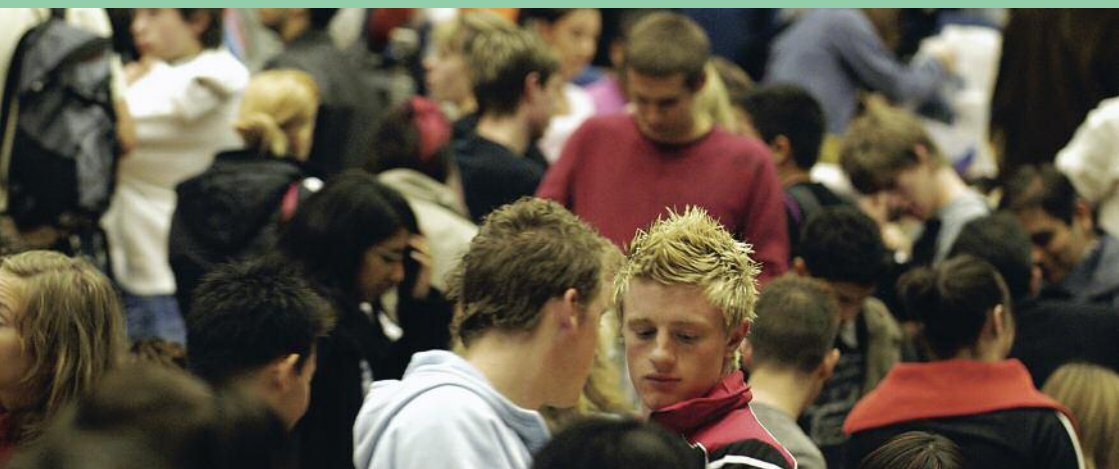
Avila House
tel +44 (0)161 273 1456
email info@rc-chaplaincy-um.org.uk
www.rc-chaplaincy-um.org.uk

Jewish Chaplaincy
Hillel House, Greenheys Lane
tel +44 (0)161 721 4066
www.hillelmanchester.co.uk/index.htm

Islamic Society
email info@manchester.isoc.com
www.manchesterisoc.com

Registration helpline
(1 - 30 September only)
(see also Student Services Centre)
+44 (0)161 306 5544

Safety and Security
see also Police
University Security:
tel +44 (0)161 306 9966
www.mcrstudentsafer.co.uk



Sport

tel +44 (0)161 275 6991
email
uniman.sport@manchester.ac.uk
www.sport.manchester.ac.uk

Student Guidance Service

tel +44 (0)161 275 3033
email caas@manchester.ac.uk
www.manchester.ac.uk/academicaidvisoryservice

Student Parents and Carers

Contact Student Guidance Service (see above) or Student Union Advice Centre (see below)

www.studentnet.manchester.ac.uk/crucial-guide/university-life/student-parents/

Dryden Street Nursery
tel +44 (0)161 272 7121

Echoes Nursery
tel +44 (0)161 306 4979

Manchester Family Information Service
tel +44 (0)800 0837921
email fisinfo@manchester.ac.uk
www.manchester.gov.uk/a_to_z/service/2327/family_information_service

Daycare Trust

tel +44 (0)845 872 6251
email info@daycaretrust.org.uk
www.daycaretrust.org.uk

Gingerbread (support for lone parent families)
tel +44 (0)808 802 0925 (helpline)
www.gingerbread.org.uk

Child Care Finder

tel +44 (0)800 2346 346
http://childcarefinder.direct.gov.uk/childcarefinder

Salford Carers Centre

(for Salford Residents)
The Angel, 1 St Philips Place
Salford, M3 6FA
tel +44 (0)161 833 0217.
email
charlotte.elmitt@salford.gov.uk

Carers Direct

tel +44 (0)808 802 0202
www.nhs.uk/carersdirect

Carers UK

tel +44 (0)808 808 7777
email advice@carersuk.org
www.carersuk.org

Student Services Centre

tel +44 (0)161 275 5000
email ssc@manchester.ac.uk
www.studentnet.manchester.ac.uk/crucial-guide/ssc-contact-details

Student Support and Services

tel +44 (0)161 275 2071
www.manchester.ac.uk/student-supportandservices

Student Occupational Health

www.manchester.ac.uk/healthandsafety/studentOH.htm
tel +44 (0)161 275 2858
(Oxford Road Site)
tel +44 (0) 161 306 5806
(Sackville Street Site)

Students' Union

tel +44 (0)161 275 2930
www.umsu.manchester.ac.uk

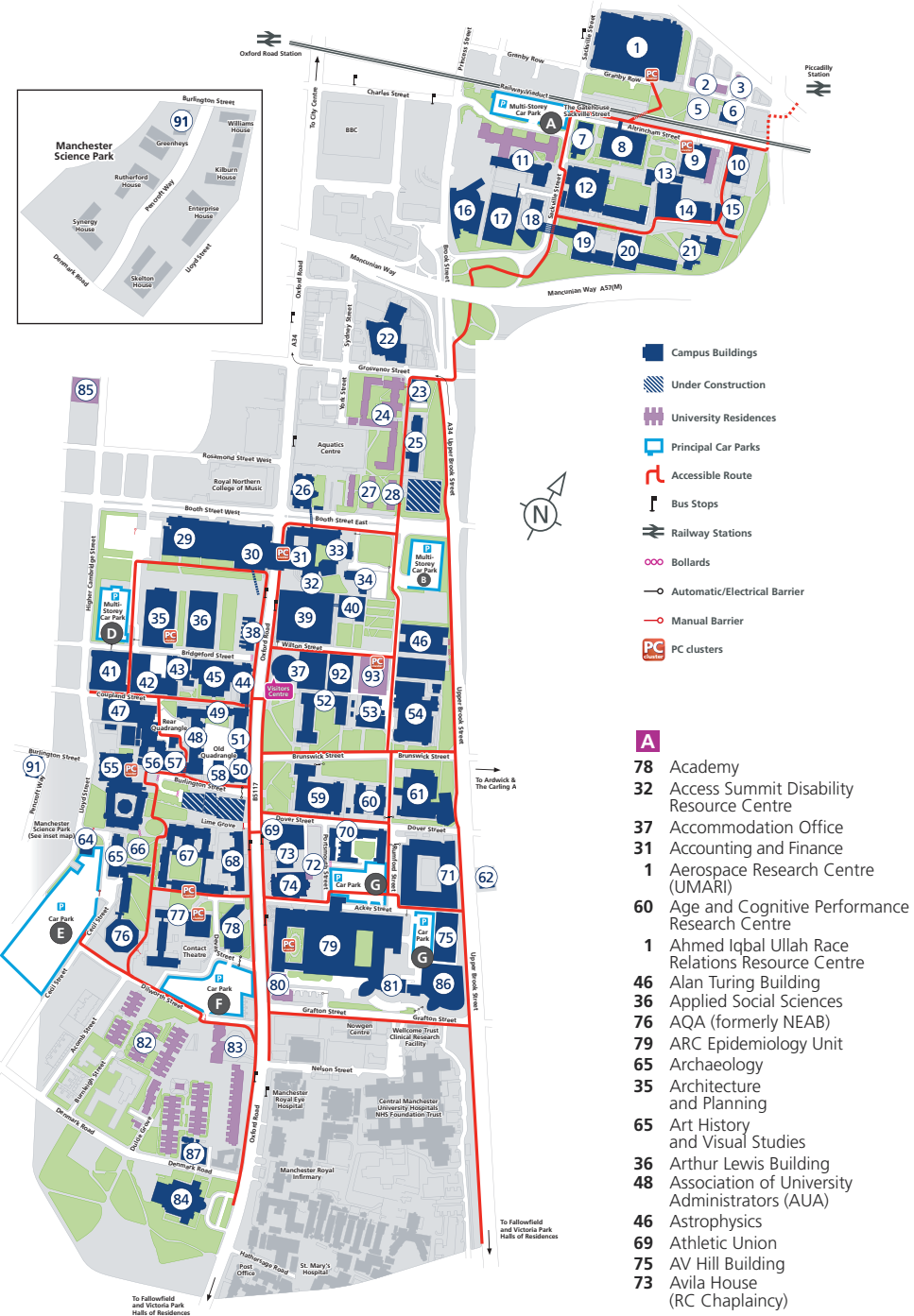
Students' Union Advice Centre

tel +44 (0)161 275 2947
www.umsu.manchester.ac.uk/advice

Television Licensing

www.tvlicensing.co.uk
Note: While all reasonable efforts have been made to ensure the contents of this Guide are accurate the University reserves the right to vary the provision of facilities and services described here from time to time.

campus map



- B**
- 9 Barnes Wallis Building
 - 49 Beyer Building
 - 1 Bindery (Joule Library)
 - 14 Biomolecular Sciences
 - 54 Blackett Lecture Theatre
 - 27 Bowden Court
 - 54 Braddick Library
 - 54 Bragg Lecture Theatre
 - 35 Brookes World Poverty Institute
 - 56 Burlington Rooms
 - 56 Burlington Society
- C**
- D Car Park Permit Office (Booth St West)
 - 31 Careers and Employability Division (via Booth St East)
 - 8 Careers Metro
 - 35 Cathie Marsh Centre for Census and Survey Research (CCSR)
 - 37 Central Academic Advisory Service
 - 34 Central Services Unit
 - 77 Centre for Continuing Education
 - 77 Centre for Educational Leadership
 - 77 Centre for English Language Studies in Education (CELSE)
 - 77 Centre for Occupational and Environmental Health
 - 79 Centre for Integrated Genomic Medical Research (CIGMR)
 - 59 Centre for the History of Science, Technology and Medicine (CHSTM)
 - 65 Centre for New Writing
 - 1 Centre for Manufacture
 - 1 Centre for Process and Integration
 - 5 Chandos Hall
 - 14 Chemical Engineering and Analytical Sciences
 - 61 Chemistry Building
 - 67 Chinese Studies
 - 58 Christie Building/Bistro
 - 12 Civil and Construction Engineering
 - 67 Classics and Ancient History
 - 67 Combined Studies
 - 49 Communications, Media and Public Relations
 - 39 Computer Science
 - 13 Conference Office
 - 67 Confucius Institute
 - 75 CONTACT (Manchester Science Park)
 - 35 Cordingley Lecture Theatre
 - 86 Core Technology Facility
 - 42 Cosmo Rodewald Concert Hall
 - 1 Council Chamber (Sackville Street)
 - 51 Council Chamber (Whitworth Building)
 - 68 Council Chamber (Students' Union)
 - 31 Counselling Service
 - 43 Coupland Building 1
 - 47 Coupland Building 3
 - 31 Crawford House
 - 33 Crawford House Lecture Theatres
 - 30 CRIC (ESRC Centre for Research and Innovation and Competition)
 - 48 Curriculum Innovation
- D**
- 12 Dalton Institute
 - 87 Denmark Road Building
 - 41 Dental School and Hospital
 - 47 Dental School Annexe
 - 58 Development and Alumni Relations
 - 30 Devonshire House
 - 79 Diagnostic Radiology
 - 37 Disability Support Office
 - 70 Dover Street Building
 - 42 Drama
 - 62 Dryden Street Day Nursery
- E**
- 52 Earth Sciences
 - 67 East Asian Studies
 - 6 Echoes Day Nursery
 - 1 Electrical and Electronic Engineering
 - 20 E&EE High Voltage
 - 36 Economics
 - 29 Eddie Davies Library
 - 77 Education
 - 77 Ellen Wilkinson Building
 - 1 Engineering and Physical Sciences Faculty Office
 - 1 Engineering Doctorate Centre
 - 67 English and American Studies
 - 23 English Language Courses
 - 36 Environment and Development
 - 64 Environmental Services Unit
 - 1 EPS Foundation Studies
 - 1 Equality and Diversity Office
 - 49 Estates Directorate
 - 67 European Studies
- F**
- 3 Fairfield Hall
 - 19 Faraday Building
 - 18 Faraday Tower
 - 20 Ferranti Building
 - 48 Finance Office
 - 67 French Studies
- G**
- 36 Geography
 - 52 Geology
 - 17 George Begg Building
 - 93 George Kenyon Building and Hall of Residence (formerly 37a)
 - 67 German Studies
 - 67 Goethe Institute
 - 36 Government
 - 35 Graduate Development Scheme
 - 36 Granada Centre for Visual Anthropology
 - 35 Graphics Support Workshop
 - 65 GM Archaeological Unit
 - 52 GM Geological Unit
 - 83 Grove House
 - 24 Grosvenor Halls of Residences
- H**
- 30 Harold Hankins Building
 - 38 Health and Safety Services
 - 34 Higher Education Careers Service Unit
 - 67 History
 - 74 Holy Name RC Church
 - 80 Horniman House
 - 77 Human Communication and Deafness
 - 48 Human Resources
 - 35 Humanities Bridgeford Street
 - 30 Humanities Faculty Office
- I**
- 48 Income Office
 - 40 Information Technology Building
 - 36 Institute for Development Policy and Management (IDPM)
 - 35 Institute for Political and Economic Governance (IPEG)
 - 52 Institute of Health Sciences
 - 53 International Centre for Labour Studies
 - 45 International Development
 - 69 International Society
 - 67 Italian Studies
- J**
- 38 Japan Centre
 - 67 Japanese Studies
 - 92 Jean McFarlane Building (formerly 37b)
 - 16 John Garside Building
 - 48 John Owens Building
 - 55 John Rylands University Library
 - 42 John Thaw Studio
 - 12 Joule Centre
 - 1 Joule Library (Granby Row entrance)
- K**
- 44 Kanaris Lecture Theatre
 - 35 Kantorowich Library
 - 51 Keepers Room
 - 48 Ken Kitchen Committee Room
 - 39 Kilburn Building

campus map

50 Knowles Committee Room

L

- 2 Lambert Hall
- 23 Language Centre (Oddfellows Hall)
- 67 Language Centre (Samuel Alexander Building)
- 52 Law
- 67 Learning Rooms
- 30 Legal Advice Centre
- 42 Lenagan Library
- 71 Life Sciences
- 79 Life Sciences
- 79 Life Sciences Faculty Office
- 67 Linguistics

M

- 77 Management and Leisure
- 26 Manchester Business School East
- 29 Manchester Business School West
- 30 Manchester Centre for Healthcare Management
- 39 Manchester Computing
- 11 Manchester Conference Centre
- 41 Manchester Dental Education Centre (MANDEC)
- 81 The Manchester Incubator Building/UMIC
- 30 Manchester Institute of Innovation Research
- 31 Manchester Institute for the Deaf
- 16 Manchester Interdisciplinary Biocentre - John Garside Building
- 44 Manchester Museum
- 1 Manchester Science and Enterprise Centre
- 110 Manchester Student Homes
- 47 Manchester University Press
- 39 Manchester Visualisation Centre
- 65 Mansfield Cooper Building
- 42 Martin Harris Centre for Music and Drama, and Electro Acoustic Studio
- 25 Materials Science Centre
- 46 Mathematics
- 21 Maths and Social Science Building
- 91 McDougall Centre
- 17 Mechanical, Aerospace and Civil Engineering (MACE)
- 35 Media Centre
- 59 Medical and Human Sciences Faculty Office
- 79 Medicine
- 79 Medical School
- 71 Michael Smith Building
- 67 Middle Eastern Studies
- 67 Modern Languages
- 10 Moffat Building
- 15 Morton Laboratory
- 54 Moseley Lecture Theatre
- 42 Music
- 1 Muslim Prayer Hall North
- 91 Muslim Prayer Hall South

N

- 36 Manchester eResearch Centre (MeRC)
- 52 National Primary Care Research and Development Centre (NPCRDC)
- 42 Novars Research Centre
- 92 Nursing, Midwifery and Social Work

O

- 38 Occupational Health
- 14 Occupational Health (Sackville Street)
- 23 Oddfellows Hall
- 85 Opal Hall
- 10 Optometry and Neuroscience
- 48 Owens Committee Room

P

- 7 Paper Science
- 12 Pariser Building
- 93 PC Cluster
- 43 Pear Lecture Theatre
- 79 Pharmacy and Pharmaceutical Sciences
- 36 Philosophy
- 46 Photon Science Research Institute
- 54 Physics and Astronomy
- 36 Planning and Landscape
- 70 Police Office
- 36 Politics
- 56 Postgraduate Society
- 31 Precinct Library, Crawford House
- 30 Precinct Shopping Centre
- 48 President and Vice Chancellor's Office
- 30 PREST
- 40 Prospects House
- 59 Psychiatry
- 43 Psychology

R

- 38 Regional and Economic Affairs
- 48 Registrar and Secretary
- 67 Religions and Theology
- 8 Renold Building
- 58 Research Office
- 28 Ronson Hall
- 53 Roscoe Building
- 67 Russian Studies
- 45 Rutherford Building
- 54 Rutherford Lecture Theatre

S

- 32 St Peter's Chaplaincy
- 1 Sackville Street Building
- 67 Samuel Alexander Building

- 56 Schunck Building
- 54 Schuster Building
- 59 Simon Building
- 36 Social Anthropology
- 37 Social Work
- 36 Sociology
- 67 Spanish and Portuguese Studies
- 77 Speech Pathology
- 13 Sport, Trading and Residential Services (STARS)
- 69 Sports Directorate
- 13 Staff House Sackville Street
- 35 Staff Training and Development Unit
- 66 Stephen Joseph Studio
- 79 Stopford Building
- 37 Student Experience
- 38 Student Health Centre
- 48 Student Records
- 45 Student Recruitment, Admissions and International Development
- 13 Student Services Centre Satellite
- 57 Student Services Centre
- 37 Student Experience
- 9 Students' Union Sackville St
- 68 Students' Union Oxford Rd
- 22 Sugden Sports Centre

T

- 48 Teaching, Learning and Assessment Office
- 1 Textiles
- 14 The Mill

U

- 1 UMARI
- 81 UMIC
- 86 UMP
- 52 University College Union
- 37 University Place

V

- 72 Vaughan House
- 37 Visitors Centre
- 10 Vision Centre

W

- 38 Waterloo Place
- 70 Wellbeing Room
- 11 Weston Hall
- 84 Whitworth Art Gallery
- 51 Whitworth Building
- 50 Whitworth Corridor
- 50 Whitworth Hall
- 82 Whitworth Park Halls of Residence
- 69 William Kay House
- 52 Williamson Building
- 31 Workers' Educational Association North West Region
- 9 Wright Robinson Hall
- 60 Zochonis Building



If you require a copy of this Guide or certain sections of it in an alternative format, please contact the Student Experience office on +44 (0)161 275 2088.

Copies are available in braille, larger print (please specify font type and size required) or on CD.

Protect yourself against mumps and measles

Cases of mumps and measles are increasing among teenagers and young people. All students coming to University should make sure they have had 2 doses of MMR vaccine (unless you were born before 1983 as you are likely to be immune and do not need the MMR vaccine). If you have not had 2 doses of the MMR you should see your doctor as soon as possible. You should not be charged for this vaccine in the UK.

Further information

www.studentnet.manchester.ac.uk/crucial-guide/personal-life/health/mumps%20advice

www.studentnet.manchester.ac.uk/crucial-guide/personal-life/health/measles

The University of Manchester
Oxford Road
Manchester
M13 9PL

tel +44 (0)161 306 6000
www.manchester.ac.uk

Royal Charter Number RC000797
J2847 06.10

