

MANCHESTER  
1824

The University  
of Manchester



# 2010 POSTGRADUATE 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](http://www.studentnet.manchester.ac.uk)

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## Your contacts

School Office/Student Support:

Personal Tutor:

Academic Advisor:

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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](http://www.studentnet.manchester.ac.uk/crucial-guide)



# introduction

This guide – along with information from 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 find plenty of other useful advice about everything from bus routes to banking, including information about University regulations. Read this information carefully before you arrive and keep your copy of the Crucial Guide handy once you get here. If you're a September arrival, don't forget to check out your invitation to the PG and Mature Students' Intro Week Programme enclosed.

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

[www.studentnet.manchester.ac.uk/crucial-guide](http://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](http://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](http://www.manchester.ac.uk/itservices/passwords)

To find out more about getting started visit:

[www.manchester.ac.uk/itservices/gettingstarted](http://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](http://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](http://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/postgraduate/howtoapply/confirm](http://www.manchester.ac.uk/postgraduate/howtoapply/confirm)

## Step 2

Complete your IT Sign Up at:  
[www.manchester.ac.uk/itservices/itaccountmanager](http://www.manchester.ac.uk/itservices/itaccountmanager)

## Step 3

Register online from 1st September 2010 at  
[www.manchester.ac.uk](http://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](mailto:sponsorletters@manchester.ac.uk)**  
(for queries about sponsors and sending in copies of sponsor letters)

**[tuitionfeeprepayments@manchester.ac.uk](mailto:tuitionfeeprepayments@manchester.ac.uk)**  
(for prepayments of tuition fees and queries)

**[tuitionfeedirectdebit@manchester.ac.uk](mailto:tuitionfeedirectdebit@manchester.ac.uk)**  
(for Direct Debit Queries)

**[tuitionfees@manchester.ac.uk](mailto: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](http://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/postgraduate/howtoapply/confirm](http://www.manchester.ac.uk/postgraduate/howtoapply/confirm)
- You must have signed up for University IT facilities at [www.manchester.ac.uk/itservices/itaccountmanager](http://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).

## 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 log into the University's online registration system.

## Top Tip

To register you **MUST** have completed IT Sign Up [www.manchester.ac.uk/itservices/itaccountmanager](http://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 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](http://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](http://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.

## Where do I collect my student card from?

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<br>(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)<br>(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.

### 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 a postgraduate award 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.

### How and When will I receive my maintenance award?

If you are due to receive a maintenance stipend or other award whilst at The University of Manchester you should submit your bank account details online. To do this log into the student portal via [www.studentnet.manchester.ac.uk](http://www.studentnet.manchester.ac.uk), navigate to 'my services' followed by 'Student System'. Next select 'Campus Finances' followed by 'View Financial Aid', at which point you should see an option to click on a button and enter your details. If you have any queries regarding this please contact the Student Services Centre on 0161 275 5000 option 5.

In order to ensure the first instalment of any award is paid direct to your bank account you should submit your account details online as soon as you are given access to the University's student portal, and certainly no later than completion of the registration process. If you provide details after this time the likelihood is that your first instalment will be paid by cheque, which you will then have to collect from the Student Services Centre.

Also, please be aware that the University can only make payments direct to UK bank accounts. Students without a UK bank account will be paid in the form of a sterling cheque.



## COMPUTER CLUSTERS

| Venue                                                                  | Location                       | Cluster Room                           | Opening Hours                                                                             |
|------------------------------------------------------------------------|--------------------------------|----------------------------------------|-------------------------------------------------------------------------------------------|
| Owens Park                                                             | Fallowfield                    | First Floor<br>at the<br>Main Entrance | Sunday to Thursday<br>constantly except<br>8am – 9am<br>Friday and Saturday<br>9am – 10pm |
| Joule Library<br>(Campus map ref' 1)                                   | Sackville Street Main Building | Floor E                                | 9am – 5pm                                                                                 |
| Barnes Wallis Building<br>(Campus map ref' 9)                          | Sackville Street Site          | 2nd floor                              | 8.45am – 6.30pm                                                                           |
| George Kenyon Hall,<br>behind University Place<br>(Campus map ref' 93) | Oxford Road Site               | Residential Block                      | 9.15am – 5pm Monday-Friday<br>without a student card<br>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 postgraduate tuition fees for 2010–2011 and the instalment payments are:

| TUITION FEES                 |                |                         |
|------------------------------|----------------|-------------------------|
| Fee Type                     | Fee Amount (£) | Instalment Amounts      |
| Home/EU                      | 3,466          | 1,156<br>1,155<br>1,155 |
| International Arts based     | 11,300         | 3,767<br>3,767<br>3,766 |
| International Science based  | 14,200         | 4,734<br>4,733<br>4,733 |
| International Clinical based | 25,900         | 8,634<br>8,633<br>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](http://www.manchester.ac.uk/ssc/tuitionfees/assessment)

email [feeassessment@manchester.ac.uk](mailto: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 | 9.15am – 5pm          | 10.30am – 4.30pm                       |

### 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 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.
- 4 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.

- 5 If you are being funded by a Professional and Career Development Loan (PCDL), you will need to bring your paperwork with you.
- 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](mailto: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.

#### 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<br>April 19 2011 | April 19 2011<br>July 19 2011 | July 19 2011<br>October 19 2011 | October 19 2011<br>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](http://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](http://www.manchester.ac.uk/servicedesk)

- Your sponsor letter must be signed by an authorised signature with in 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.

## **I'm applying for a Professional and Career Development Loan (PCDL) - what should I do?**

If you have applied for a Professional & Career Development Loan (PCDL) please bring your paperwork to be completed by the Registration Team.

During main Registration in September please come to the Whitworth Hall and at all other times please bring your paperwork to the Student Services Centre on Burlington Street.

If you have applied for a PCDL to pay all, or part of your tuition fees, please do not make a payment towards your tuition fees or set up an instalment plan online.

If you have applied for a PCDL for living costs only, you must complete your registration in full and also bring your paperwork to be completed.

Payment for tuition fees and living costs will only be released once the University of Manchester has confirmed you have fully registered.

## **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 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](http://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](mailto:self.funding@manchester.ac.uk)

## **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.

## 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)

## 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](mailto: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.

## 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.

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).

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](http://www.manchester.ac.uk) and follow the link to register to 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](mailto: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](http://www.manchester.ac.uk/selfservice/contactus) or email [selfservice@manchester.ac.uk](mailto: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](mailto: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 login to Portal from [www.studentnet.manchester.ac.uk](http://www.studentnet.manchester.ac.uk). Acces the Student System from the My Services tab, selecting 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](http://www.manchester.ac.uk/selfservice/contactus) or email [selfservice@manchester.ac.uk](mailto: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](mailto: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 8 before continuing.

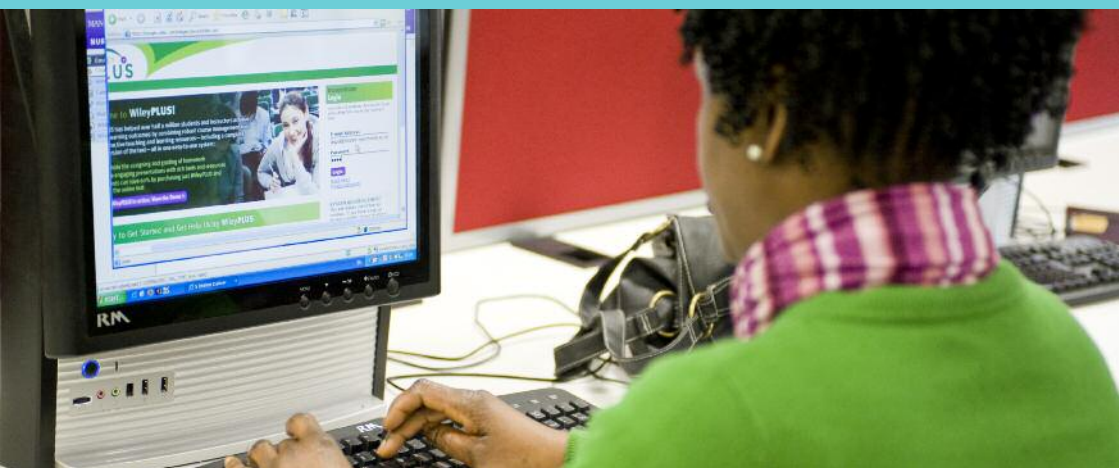
➡ Click on the Continue Button.

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 maintenance awards to be paid into your bank account, make sure you have submitted, your bank account details online via the Portal at [www.studentnet.manchester.ac.uk](http://www.studentnet.manchester.ac.uk)**



Having completed your undergraduate studies you will be quite accustomed to university life. Nevertheless if you are new to Manchester or this University there may be times when you feel uncertain or unsure. Whether you are not sure what is expected of you as a postgraduate student or you don't know where particular services or facilities are located, please remember that there are always people available to help and advise you. They may be academic or administrative staff in your School, 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 details.

The University has a wide range of support services, resources and facilities, and it is worth familiarising yourself with them, both individually and 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.

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

Orientation helpdesks will be available in particular halls and central sites staffed by our dedicated International helpers from Tuesday, 14 September until Sunday, 19 September.

For full details see

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

If you are a research student, look out for Faculty wide events and workshops aimed at introducing you to the skills you will need for your research programme, bringing you together with other research students from a wide range of disciplines at the same time.

## Contact details

### Engineering and Physical Sciences

Graduate Development  
eps-grads@manchester.ac.uk  
tel +44 (0)161 306 4188  
[www.manchester.ac.uk/eps/grads](http://www.manchester.ac.uk/eps/grads)  
[twitter.com/epsgrads](https://twitter.com/epsgrads)

### Humanities

Skills Training Team  
humanities-training@manchester.ac.uk  
tel +44 (0)161 306 1113  
[www.humanities.manchester.ac.uk/humnet/acaderv/pgresearch/skillstraining/PGRtraining/index.html](http://www.humanities.manchester.ac.uk/humnet/acaderv/pgresearch/skillstraining/PGRtraining/index.html)

### Life Sciences

Davina Whitnall  
egtp@manchester.ac.uk  
tel +44 (0)161 275 1110  
[www.ls.manchester.ac.uk/postgraduate/skillsdevelopment](http://www.ls.manchester.ac.uk/postgraduate/skillsdevelopment)

### Medical and Human Sciences

Sarah Williams  
mhstraining@manchester.ac.uk  
tel +44 (0)161 275 1454  
[www.mhs.manchester.ac.uk/trainingteam](http://www.mhs.manchester.ac.uk/trainingteam)



# the student

## 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 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



# experience

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

- any one of the student card issue stations across the campus during September (see page 6)
- your School (details will be provided by your School)
- 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](http://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](http://www.ukcisa.org.uk)

### Potential sources of funding

The University offers significant funding for postgraduate taught courses (MA, MSc, MRes) and postgraduate research degrees (MPhil, PhD, EngD and professional doctorates) every year in a range of disciplines for UK, EU and international students. To find out more and to search the database, login to [www.manchester.ac.uk/postgraduate/funding](http://www.manchester.ac.uk/postgraduate/funding). Contact your Faculty or School for specific information about postgraduate funding opportunities related to your subject area.

### The Access to Learning Fund (UK students only)

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
- encountered 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](http://www.studentnet.manchester.ac.uk/crucial-guide/financial-life/funding/financial-support-funds)

### Professional and Career Development Loans

If you are on a vocational course and are unable to secure alternative funding you may be eligible for a Professional and Career Development Loan.

For more information call the Learning & Skills Council on +44 (0)800 585 505.

## Advice on your budget

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

[www.studentcalculator.org.uk](http://www.studentcalculator.org.uk)

[www.studentcalculator.org.uk/international](http://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 32.

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 35 for more details.

There follows a basic breakdown of costs based 52 weeks of study in 2010-11. All students have different needs and priorities, and these figures are intended only as a guide. In addition to money for tuition fees, a single student is advised to have the amounts suggested here for each academic year (52 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.

## 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.

### EXPENDITURE - TYPICAL EXPENDITURE FOR 2010-2011 (52 WEEKS)

|                                                | £            |
|------------------------------------------------|--------------|
| Accommodation – Self-Catering                  | 4,675        |
| Meals                                          | 1,885        |
| Travel (to and from university)                | 640          |
| Books (dependent on programme of study)        | 460          |
| Clothes and Shoes                              | 460          |
| General – social, telephone, photocopying etc. | 1,750        |
| <b>Total</b> (Self Catered Hall)               | <b>9,870</b> |

# 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](http://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](http://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  
(Greenheyes Police Station)  
email B4.npt@gmp.police.uk

Alternatively, contact the  
**Students' Union Advice and Information Centre**  
on +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](http://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](http://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](http://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](http://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](http://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](http://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

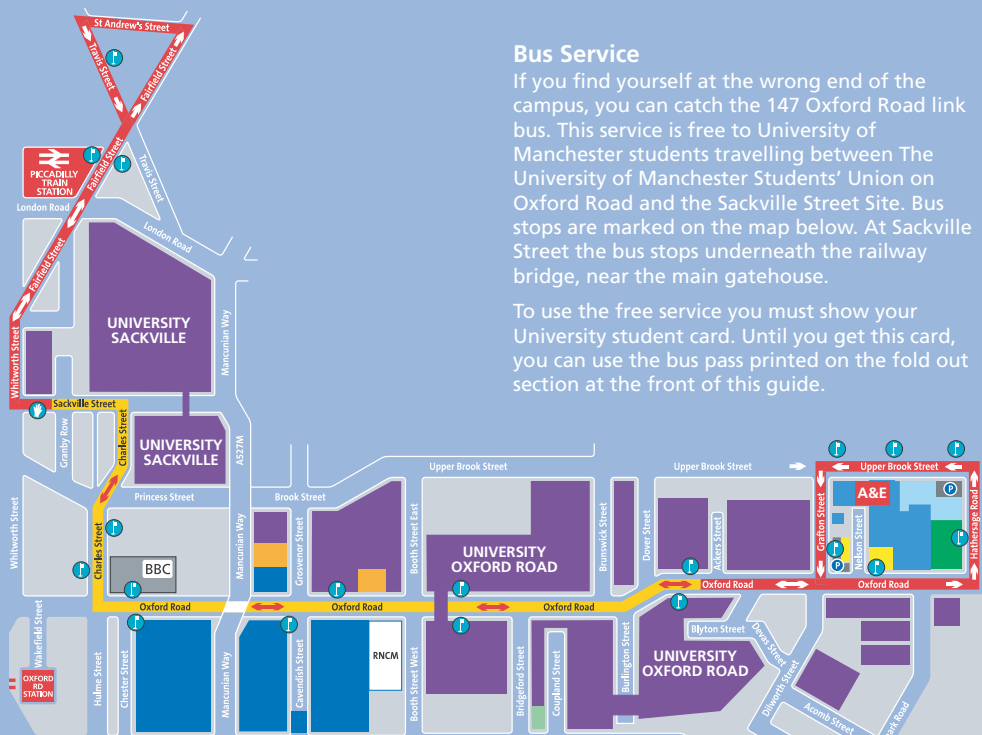
The National Express Coach service is often cheaper than train travel and has a discount scheme for students.

Call +44 (0)8717 81 81 78 or visit [www.nationalexpress.com/coach](http://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/interinal-comms/orl-leaflet-final.pdf](http://www.campus.manchester.ac.uk/medialibrary/interinal-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.gmpete.com/buses/metroshuttle.cfm](http://www.gmpete.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.gmpete.com](http://www.gmpete.com). Find out about the GMPTE 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](http://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 for the duration of their studies to:

- all international postgraduate students coming to the University alone, who are paying the international rate of fees, have applied for accommodation by 31 August and have firmly accepted a place 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.

Even 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](mailto:accommodation@manchester.ac.uk)

[www.manchester.ac.uk/accommodation](http://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](http://www.manchesterstudenthomes.com).

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

## 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.

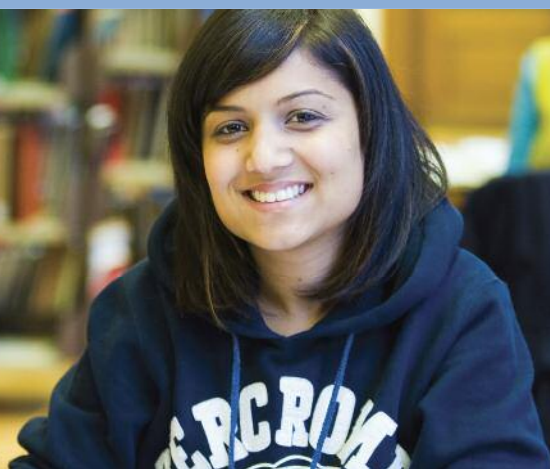
## Contact details

### 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](mailto:manchesterstudenthomes@manchester.ac.uk)  
[www.manchesterstudenthomes.com](http://www.manchesterstudenthomes.com)

Accommodation map reference 110

# 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](http://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

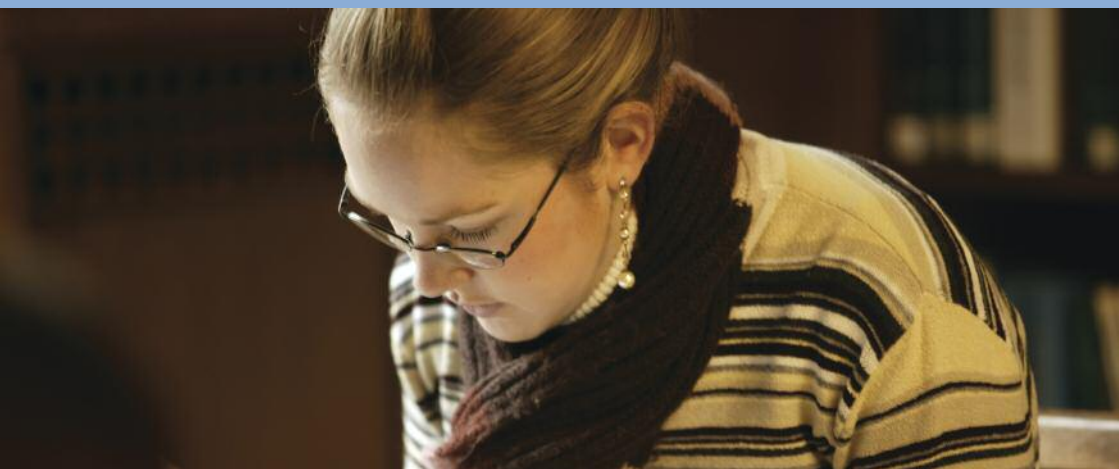
- When you arrive at the University you will be issued with your student card. This will also be your library card throughout your time at the University and you will need it with you every time you visit the Library in order to get into the building, borrow books, use the photocopyers etc. Reception 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

### 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](http://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
- 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!



### Information for researchers

The John Rylands University Library is committed to providing excellent support to researchers at The University of Manchester.

As part of the University's strategy on research skills training the Library offers a high quality skills programme specifically aimed at researchers and their needs.

In an effort to meet the diverse needs of all researchers the programme delivers access to resource documentation in an electronic format, face-to-face training and the option of one-to-one advice via discipline specialists.

You may like to check out our researchers' website. Many useful links such as an extensive training calendar, help with locating resources, help with digital media and much more is available at [www.manchester.ac.uk/library/usingthelibrary/researchers](http://www.manchester.ac.uk/library/usingthelibrary/researchers)

A weblog (or blog) has been created to provide access to a range of resources (videos, slides, handouts, etc) posted by course tutors, relevant to the Information Skills training provided by the library.

### 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](http://www.studentnet.manchester.ac.uk/crucial-guide/academic-life/libraries)

Campus map reference 55



# 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 the end of your studies 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 your career directions. 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.

Throughout the year there are bespoke talks for postgraduates that take place in Schools and Faculties. 'PhD Pathways' is an annual event in June giving PhDs and researchers a chance to speak with other PhDs who have gone into a range of careers. <http://manchesterpgcareers.wordpress.com/pathways>

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](http://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](http://www.manchester.ac.uk/mlp)



## Postgraduate Blog

Updated weekly, this popular blog is written for University of Manchester postgraduates with careers news, comment, vacancies and deadline alerts. Not to miss!

<http://manchestergpcareers.wordpress.com>

## 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](http://www.manchester.ac.uk/careers/manchestergold)

## Careers fairs

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 Science, Engineering and Technology Fair; and the Ethnic Diversity Fair.

[www.manchester.ac.uk/careers/fairs](http://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](mailto:careers@manchester.ac.uk)  
[www.manchester.ac.uk/careers](http://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            | Barnes Wallis Building |
| Oxford Road                    | Sackville Street       |
| Manchester M13 9PR             | Manchester M60 1QD     |
| tel +44 (0)161 275 2930        |                        |
| fax +44 (0)161 275 2936        |                        |
| Campus map references 68 and 9 |                        |

## 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](http://www.umsu.manchester.ac.uk/representation)

## 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.

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 2947  
email [welfare@umsu.manchester.ac.uk](mailto:welfare@umsu.manchester.ac.uk)  
[www.umsu.manchester.ac.uk/advice](http://www.umsu.manchester.ac.uk/advice)

## Contact details

tel +44 (0)161 275 2988  
email [academic@umsu.manchester.ac.uk](mailto:academic@umsu.manchester.ac.uk)  
[www.umsu.manchester.ac.uk/course reps](http://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](mailto:activities@umsu.manchester.ac.uk) for further information.

### 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](http://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](mailto:burlington.society@manchester.ac.uk)

[www.burlington.manchester.ac.uk](http://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](http://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](mailto:accommodation@manchester.ac.uk)  
[www.manchester.ac.uk/accommodation](http://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, Confidence and Self Esteem or Managing Your Relationship with your Academic Supervisor. 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](mailto:counsel.service@manchester.ac.uk)  
[www.manchester.ac.uk/counselling](http://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](http://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-session 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-session 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 Road 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](http://www.studentnet.manchester.ac.uk/crucial-guide/academic-life/support/english-language)  
Campus map reference 23

**In-session 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](http://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](http://www.studentnet.manchester.ac.uk/crucial-guide/academic-life/support/english-language)  
Campus map reference 67

## eProg (Research Students Only)

eProg is an online system which helps you to manage your research programme. You can instantly view the status of all your key milestones/deadlines, submit progression forms and track your progress. You also have access to a University-wide database of skills training courses available to you throughout your study at Manchester.

Log on to eProg using your central username and password via [www.eprog.manchester.ac.uk](http://www.eprog.manchester.ac.uk) or via a direct link to eprog from the portal. Once logged in you will see 'My eProg' - your personalised area of the eProg system with all your progression milestones and a catalogue of skills training activities for you to explore. You will hear more about eProg on arrival at Manchester, or you can contact your school graduate office if you need any further information.

## 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](mailto:equalityanddiversity@manchester.ac.uk)  
[www.manchester.ac.uk/aboutus/equalityanddiversity](http://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](http://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/](http://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](http://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](http://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](http://www.hpa.org.uk)).

### Contact details

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

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

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### 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](mailto: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](http://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](http://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](http://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](mailto: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](http://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](http://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](http://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](http://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](http://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](http://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](http://www.manchester.ac.uk/itservices/antivirus)

To learn more about securing your PC visit:

[www.manchester.ac.uk/itservices/secure-it](http://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

+44 (0)161 275 7976

fax +44 (0)161 275 0345

email [free.legal@manchester.ac.uk](mailto:free.legal@manchester.ac.uk)

[www.law.manchester.ac.uk/aboutus/  
services/legaladvicecentre](http://www.law.manchester.ac.uk/aboutus/services/legaladvicecentre)

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# student support services

## 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, 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](mailto:nightmail@nightline.manchester.ac.uk)  
[www.umsu.manchester.ac.uk/nightline](http://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](mailto:sphreception@manchester.ac.uk)  
[www.stpeters.org.uk](http://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](mailto:info@rc-chaplaincy-um.org.uk)  
[www.rc-chaplaincy-um.org.uk](http://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](http://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](mailto:info@manchester.isoc.com)  
[www.manchesterisoc.com](http://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.

### 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](mailto:caas@manchester.ac.uk)  
[www.manchester.ac.uk/academicadvisoryservice](http://www.manchester.ac.uk/academicadvisoryservice)  
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## 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/](http://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](mailto:advice@umsu.manchester.ac.uk) and the Student Guidance Service on +44 (0)161 275 3033 or [caas@manchester.ac.uk](mailto:caas@manchester.ac.uk)

## University nurseries contact details

Dryden Street Nursery  
tel +44 (0)161 272 7121  
email [admin.drydenstreetnursery@btconnect.com](mailto:admin.drydenstreetnursery@btconnect.com)

Campus map reference 62

Echoes Nursery  
tel +44 (0)161 306 4979  
email [echoes@networknurseries.co.uk](mailto: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](http://www.portal.manchester.ac.uk) using your central 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 | The Student Services Satellite Centre |
| Burlington Street           | Staff House                           |
| Manchester                  | Sackville Street Site                 |
| M13 9RL                     | Manchester M16 1QD                    |

tel +44 (0)161 275 5000

fax +44 (0)161 275 7860

email [ssc@manchester.ac.uk](mailto:ssc@manchester.ac.uk)

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

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

## 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.O.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](mailto:uniman.sport@manchester.ac.uk)

[www.manchester.ac.uk/sport](http://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](http://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](http://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](http://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](http://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](http://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  
+44 (0)161 306 1105  
[neil.ferguson@manchester.ac.uk](mailto:neil.ferguson@manchester.ac.uk)

### **Faculty of Engineering and Physical Sciences**

Janet Watson  
+44 (0)161 306 4054  
[janet.watson@manchester.ac.uk](mailto:janet.watson@manchester.ac.uk)

### **Faculty of Life Sciences**

Anna Lawless  
+44 (0)161 275 5444  
[anna.lawless@manchester.ac.uk](mailto:anna.lawless@manchester.ac.uk)

### **Faculty of Medical and Human Sciences**

Sally Bray  
+44 (0)161 275 1467  
[sally.a.bray@manchester.ac.uk](mailto: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](http://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](http://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](http://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](http://www.manchester.ac.uk/aboutus/documents/foi) or by emailing the FOI Team on [foi@manchester.ac.uk](mailto: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](http://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](http://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](http://www.ukba.homeoffice.gov.uk/studyingintheuk/adult-students)

[www.ukcisa.org.uk/student/immigration.php](http://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](mailto:iat@manchester.ac.uk)

[www.studentnet.manchester.ac.uk/crucial-guide/academic-life/immigration/](http://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](http://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](mailto: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.

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](http://www.hesa.ac.uk/dataprot) or email [data.protection@hesa.ac.uk](mailto: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](mailto:foi@manchester.ac.uk)

[www.manchester.ac.uk/recordsmanagement](http://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 (e.g. 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](http://www.manchester.ac.uk/accommodation)

## Burlington Society

see Postgraduate and Mature Students' Society

## Careers Service

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

## Computing and IT Services

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

## Counselling Service

tel +44 (0)161 275 2864  
email  
counsel.service@manchester.ac.uk  
[www.manchester.ac.uk/counselling](http://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/](http://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](http://www.dlf.org.uk)

## English Language Support

tel +44 (0)161 275 3426  
email  
inseasonal@manchester.ac.uk  
[www.ulc.manchester.ac.uk](http://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](http://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](http://www.family-action.org.uk/section.aspx?id=1037)

## Repayment of UK Student Loans UK Enquiries

tel +44 (0)870 240 6298

## International Enquiries

tel +44 (0)141 243 3660  
[www.slc.co.uk](http://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](http://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](http://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](http://www.britishcouncil.org)

## International Students (cont')

**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](mailto:free.legal@manchester.ac.uk)  
[www.law.manchester.ac.uk/aboutus/services/legaladvicecentre](http://www.law.manchester.ac.uk/aboutus/services/legaladvicecentre)

## Library

tel +44 (0)161 275 3751  
[www.library.manchester.ac.uk](http://www.library.manchester.ac.uk)

## Manchester Student Homes

see also Accommodation  
tel +44 (0)161 275 7680  
email [manchesterstudenthomes@manchester.ac.uk](mailto:manchesterstudenthomes@manchester.ac.uk)  
[www.manchesterstudenthomes.com](http://www.manchesterstudenthomes.com)

## Nightline

tel the number is on the back of your student card  
email [nightmail@nightline.manchester.ac.uk](mailto:nightmail@nightline.manchester.ac.uk)  
[www.umsu.manchester.ac.uk/nightline](http://www.umsu.manchester.ac.uk/nightline)

## National Health Service Direct

tel +44 (0)845 4647  
[www.nhsdirect.nhs.uk](http://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](mailto:police@manchester.ac.uk)  
[www.mcrstudentsafer.co.uk](http://www.mcrstudentsafer.co.uk)

## Postgraduate and Mature Students' Society (Burlington Society)

tel +44 (0)161 275 2392  
email [burlington.society@manchester.ac.uk](mailto:burlington.society@manchester.ac.uk)  
[www.burlington.manchester.ac.uk](http://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](mailto:foi@manchester.ac.uk)  
[www.campus.manchester.ac.uk/recordsmanagement](http://www.campus.manchester.ac.uk/recordsmanagement)

## Religious Support

**St. Peter's Chaplaincy**  
tel +44 (0)161 275 2894  
[www.stpeters.org.uk](http://www.stpeters.org.uk)

## Avila House

tel +44 (0)161 273 1456  
email [info@rc-chaplaincy-um.org.uk](mailto:info@rc-chaplaincy-um.org.uk)  
[www.rc-chaplaincy-um.org.uk](http://www.rc-chaplaincy-um.org.uk)

## Jewish Chaplaincy

Hillel House, Greenheys Lane  
tel +44 (0)161 721 4066  
[www.hillelmanchester.co.uk/index.htm](http://www.hillelmanchester.co.uk/index.htm)

## Islamic Society

email [info@manchester.isoc.com](mailto:info@manchester.isoc.com)  
[www.manchesterisoc.com](http://www.manchesterisoc.com)

## Registration helpline

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

## Safety and Security

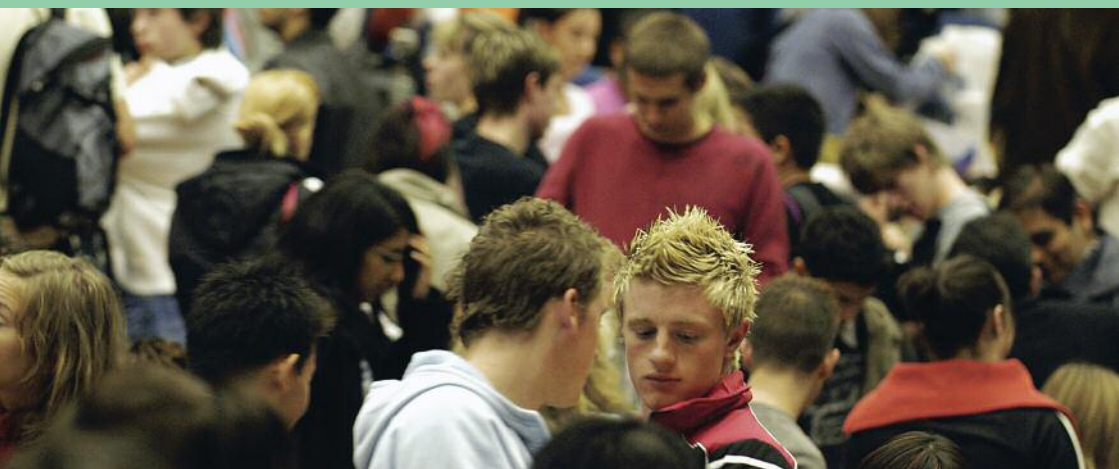
see also Police  
University Security:  
tel +44 (0)161 306 9966  
[www.mcrstudentsafer.co.uk](http://www.mcrstudentsafer.co.uk)

## Sport

tel +44 (0)161 275 6991  
email [uniman.sport@manchester.ac.uk](mailto:uniman.sport@manchester.ac.uk)  
[www.sport.manchester.ac.uk](http://www.sport.manchester.ac.uk)

## Student Guidance Service

tel +44 (0)161 275 3033  
email [caas@manchester.ac.uk](mailto:caas@manchester.ac.uk)  
[www.manchester.ac.uk/academicadvisoryservice](http://www.manchester.ac.uk/academicadvisoryservice)



### 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/](http://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](mailto:fisinfo@manchester.ac.uk)  
[www.manchester.gov.uk/a\\_to\\_z/service/2327/family\\_information\\_service](http://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](mailto:info@daycaretrust.org.uk)  
[www.daycaretrust.org.uk](http://www.daycaretrust.org.uk)

**Gingerbread** (support for lone parent families)  
tel +44 (0)808 802 0925 (helpline)  
[www.gingerbread.org.uk](http://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](mailto:charlotte.elmitt@salford.gov.uk)

**Carers Direct**  
tel +44 (0)808 802 0202  
[www.nhs.uk/carersdirect](http://www.nhs.uk/carersdirect)

**Carers UK**  
tel +44 (0)808 808 7777  
email [advice@carersuk.org](mailto:advice@carersuk.org)  
[www.carersuk.org](http://www.carersuk.org)

### Student Services Centre

tel +44 (0)161 275 5000  
email [ssc@manchester.ac.uk](mailto:ssc@manchester.ac.uk)  
[www.studentnet.manchester.ac.uk/crucial-guide/ssc-contact-details](http://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](http://www.manchester.ac.uk/student-supportandservices)

### Student Occupational Health

[www.manchester.ac.uk/healthandsafety/studentOH.htm](http://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](http://www.umsu.manchester.ac.uk)

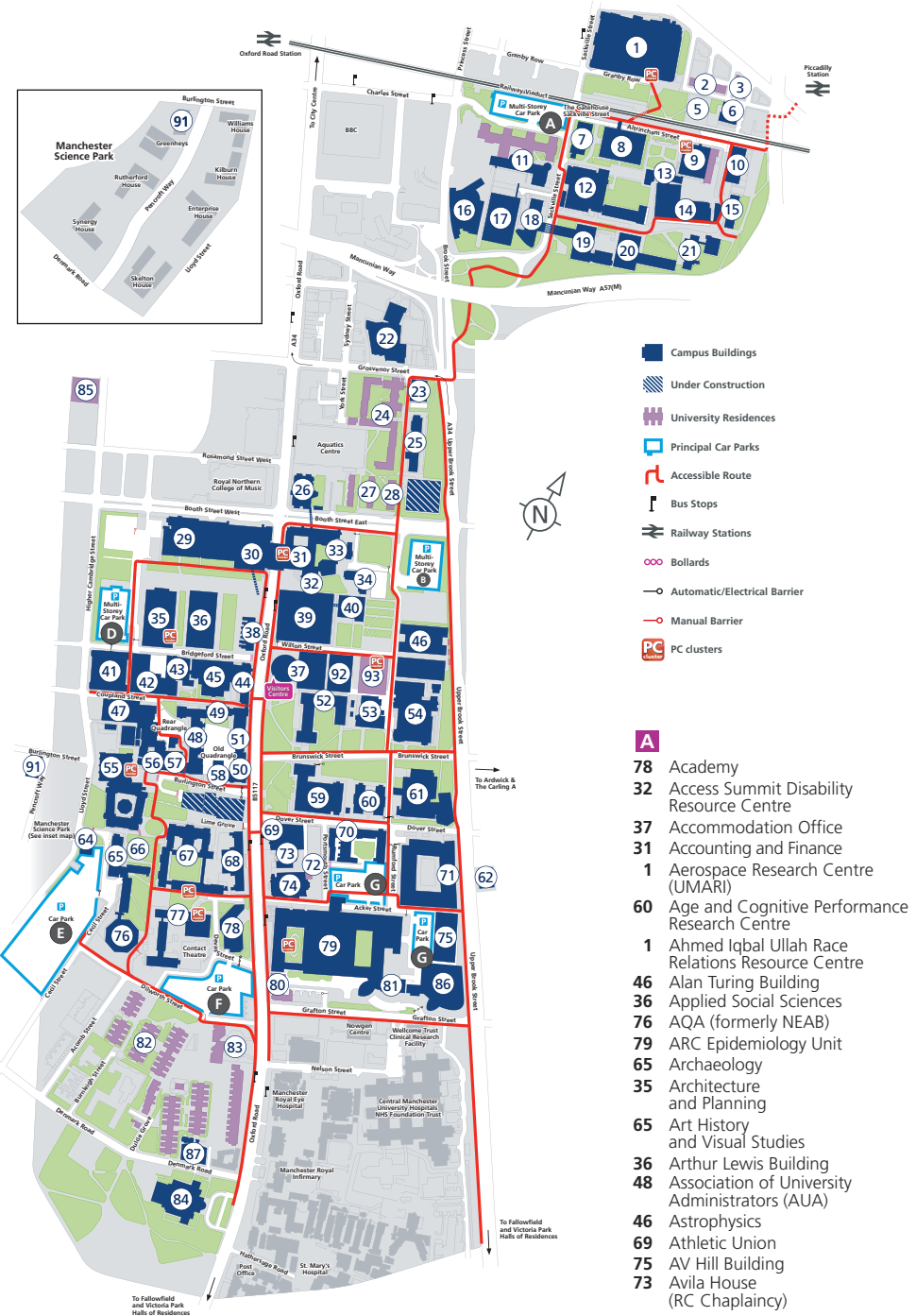
### Students' Union Advice Centre

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

### Television Licensing

[www.tvlicensing.co.uk](http://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](http://www.studentnet.manchester.ac.uk/crucial-guide/personal-life/health/mumps%20advice)

[www.studentnet.manchester.ac.uk/crucial-guide/personal-life/health/measles](http://www.studentnet.manchester.ac.uk/crucial-guide/personal-life/health/measles)

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