

# University of Manchester Self-Service Training for Educational Representatives

## What is the self-service training?

The training is an overview of the key information you need to know so that you can support students who are interested in the University of Manchester as well to complete the necessary steps for 'authority to act', 'tagging', and becoming eligible for commission. It includes three courses for you to choose and complete at your own convenience.

1. **Manchester Unlocked** is your guide to admissions, including how to be eligible for commission. This course is recommended for administrative staff and/or anyone who submits applications on behalf of a student and/or completes the 'Authority to Act' and 'Tagging' requirements
2. **Manchester Insider** provides insights into the whole University and non-academic areas that your students may ask about, including Accommodation, Visas, and Careers. This course aims to build the knowledge of any colleague involved in promoting Manchester as a place to live and study.
3. **Manchester Deep Dive** is an in depth look at academic provision across our three faculties – Biology, Medicine & Health; Humanities; and Science & Engineering, including the degree options and learning environment. It is suitable for anyone involved in advising students and aims to better inform you as an advocate for our courses.

**Please note: The University is currently moving to a new learning platform which may cause unexpected issues. If you have any problems, then please contact us at [overseasnetwork@manchester.ac.uk](mailto:overseasnetwork@manchester.ac.uk).**

## How to access the self-service training

The training is hosted on the University's [Lifelong Learning Portal](#). This is the same portal used by many of our students to complete their online studies.

**Step 1:** If you do not already have an account, you will need to sign up and create an account using the "Sign Up" button on link: [Lifelong Learning Portal](#). Once you have entered a valid email address you will be sent a security code to enter. **If you already have an account, then go to Step 3.**

**Important:** As part of our commitment to maintaining a high-quality network of advisers, we are only providing this training for our directly contracted agents. We will not accept enrolments from generic addresses outside official emails such as qq.com or gmail.com.

**Note:** Please attempt with a different browser if the above link does not work.

**Step 2:** After entering the security code you will be asked to add additional personal details. You **must** add your Office Location **and** City, State/Province, and Country. It is important that the City field includes your Office Location **and** City. If necessary, you can amend these details in the future.

Address Information

City	State / Province	Country
Office Location AND City	State/Province	Country
Mobile Phone Number		
9665xxxxxxxx		

**Step 3:** Once logged in, you should search for and enrol on the course(s) that are relevant to you using the above names and descriptions (Manchester Unlocked, Manchester Insider, Manchester Deep Dive). Make sure you are choosing the options for 2026 entry.

Course Catalog

Refine your search

Availability



**Step 4:** Our team will approve your enrolment on the course(s) within 3 working days. Once your enrolment has been approved, the course will appear in [‘My Dashboard’](#) within the Lifelong Learning Portal, and this is where you can start the course.

## How to complete the course(s)

**Step 1:** You must complete the course by reviewing all content and undertaking the Course Quiz. Access the course from [‘My Dashboard’](#).

**Step 2:** The course will appear in a new window. Each course has two parts – the Course Content and a Quiz. You **must** complete the first part before attempting the quiz.

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Manchester Unlocked 2025 Entry

Content | Calendar | Announcements | Discussions | Gradebook | Messages | Groups

<p>Course Staff</p> <ul style="list-style-type: none"> <li>Matthew Lloyd (INSTRUCTOR)</li> <li>Ryan Metcalfe (INSTRUCTOR)</li> </ul> <p>Details &amp; Actions</p> <p>Progress Tracking</p>	<p>Course Content</p> <ol style="list-style-type: none"> <li>Manchester Unlocked (Due date: 31/08/2025, 23:59)</li> <li>Manchester Unlocked Quiz (No due date)</li> </ol>
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**Step 3:** Part 2 of each course is a 10-question quiz. To pass and complete the course you **must** achieve a pass mark of 80%. Once you have passed the quiz you will be able to download an official certificate of completion from your [Dashboard](#).

If you have any issues accessing the above links then please attempt it with a different internet browser.

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## Is the training for students?

No! This platform is exclusively for our official contracted partners and should not be shared with students or anyone else outside of your organisation. Colleagues should use this platform to develop their own knowledge of the University, including how to demonstrate the website and other sources of information to prospective students. Any content which is suitable for students is shared on the website and through our social media channels.

## Manchester Champion

Anyone from an official educational representative (agent) who completes all three courses will be recognised as a 'Manchester Champion', which may be promoted to external audiences as evidence of your knowledge and expertise.

If you have completed all three courses, then please email [overseasnetwork@manchester.ac.uk](mailto:overseasnetwork@manchester.ac.uk) to request formal recognition and a certificate.

## Can I give you feedback?

Yes! We really hope to continue to develop this training on the basis of feedback from our partners. Anyone who completes a course will be contacted in the future for feedback. We welcome all comments which help to improve our training and support for you.

If you have any issues or concerns, then please contact your dedicated International Office contact.

For any questions about authority to act and the commission process, please continue to contact [overseasnetwork@manchester.ac.uk](mailto:overseasnetwork@manchester.ac.uk).