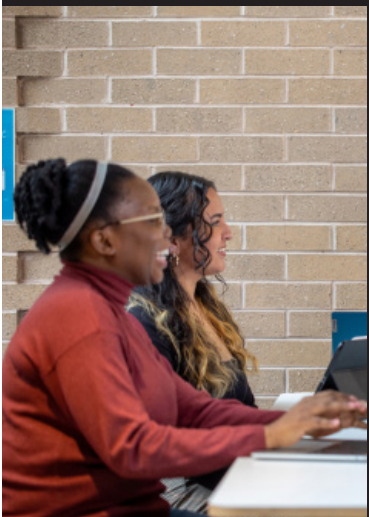




STUDENT SUPPORT HUB

For all MSA Students

The Manchester Metropolitan University Student Hub is here to help all MSA students with a range of queries, from course essentials to wellbeing and financial support, and everything in between.

Where are we?

You can find the the Manchester Met Student Hub in the Business School building in the All Saints Campus. We are open Monday to Friday, from 8:45am to 4:30pm.

 0161 247 1000

 <https://studenthub.mmu.ac.uk/>

For UG Students

Undergraduate students can also visit the School of Environment, Education and Development (SEED) Student Support Hub for general queries and signposting to services. Just come to the Hub to speak to our friendly team, or contact us via phone or email.

The SEED Student Support Hub is on the Ground floor of the Humanities Bridgeford Street building. We are open Monday to Friday, from 9am to 5pm.

 0161 275 2817

 seed.hub@manchester.ac.uk

Campus Security

If you or somebody around you has an emergency, you should call 999. You can then call your university Campus Security, who can assist in opening barriers for emergency vehicles. You can contact Campus Security 24/7, 365 days per year.

UoM campus security: 0161 306 9966

Manchester Met security: 0161 247 1334

Safezone App

SafeZone is our mobile app designed to give you extra peace of mind whether you're on UoM or Manchester Met campus. One app for both campuses, SafeZone app is free to download and easy to use. Visit Google Play or the App Store and search 'SafeZone' to download.

Report and Support

You can use either institution's portal to report concerns about unacceptable behaviour or safeguarding issues.

UoM: www.reportandsupport.manchester.ac.uk

Manchester Met: www.reportandsupport.mmu.ac.uk

External Crisis Support

The services below are available to help if you're going through a difficult time and need urgent support.

PAPYRUS Hopeline UK (available 24/7)

Freephone: 0300 102 2470

Text HOPE to 88247

Samaritans (24 hours a day, 365 days a year)

Helpline Freephone: 116 123

NHS Mental Health Helpline

Phone: 111 and select mental health option 2

Text SHOUT to 85258 for text-basis crisis support.

SANEline (4:30pm - 10:30pm, 365 days a year)

Phone: 0300 304 7000

SAFETY INFORMATION

MANCHESTER SCHOOL OF ARCHITECTURE

STUDENT SUPPORT GUIDE



Visit mssa.msa.uk for more information.

MANCHESTER
1824

FOR
UG/PG
STUDENTS



Academic Guidance

As a Manchester School of Architecture (MSA) student, you are required to register in full at both UoM and Manchester Met. Please contact the relevant Student Hub if you are having enrolment issues:

UG queries: seed.hub@manchester.ac.uk

PG queries: <https://studenthub.mmu.ac.uk/>

Mitigating Circumstances

If personal circumstances affect your exams, assessments or attendance, you can apply for Mitigating Circumstances. This includes extension requests on assessment deadlines. For more information on the support available and how to apply, please contact the Manchester Met Student Hub.

Web: <https://studenthub.mmu.ac.uk/>

Complaints and Appeals

If you have any queries relating to student appeals and complaints, please refer to the information below. Further guidance can be provided by your Student Support Hub.

Web: <https://www.mmu.ac.uk/student-life/course/assessments>

Careers Service

The Manchester Met Jobs Hub offers careers information and advice. We're open 10am-4pm, Tuesday to Thursday, in the Geoffrey Manton building.

Web: <https://www.mmu.ac.uk/careers>

Email: careers@mmu.ac.uk



Wellbeing Support

For Undergraduate (UG) Students

The Mental Health Support Team at The University of Manchester offers a range of interventions to support UG student mental health. We are open Monday to Friday, 9-5pm.

Phone: 0161 275 2864

Email: counselling.service@manchester.ac.uk

Weblink: <https://www.counsellingservice.manchester.ac.uk/get-help/>

UG Pastoral and Welfare Support

Email: seed.wellbeing@manchester.ac.uk

For Postgraduate (PG) Students

The Manchester Metropolitan University Counselling, Mental Health and Wellbeing Service offers one to one mental health, wellbeing and counselling appointments for PG students, as well as a range of useful psychoeducational courses and workshops and Silvercloud, an online CBT programme.

We're open Monday to Friday, 8.45am - 4.30pm, and our service is open in evenings for pre-booked appointments.

Phone: 0161 247 3493

Email: counselling@mmu.ac.uk

PG Pastoral and Welfare Support

Email: studentsupport@mmu.ac.uk

Web: <https://www.mmu.ac.uk/student-life/wellbeing>

Further wellbeing support, guidance and resources are available through your Student Support Hub. Simply come down to your Hub to speak to an advisor face to face, or contact us via the phone and email contact details at the back of this leaflet.

Other Services

Disability Support

All MSA students who have disclosed a disability, physical or mental health condition or specific learning difficulty can seek support from the Inclusion and Disability Service at Manchester Met. We're open Monday to Friday, 9am - 4.30pm.

Phone: 0161 247 3491

Email: disability.service@mmu.ac.uk

Web: www.mmu.ac.uk/disabilityservice

Hardship and Financial Support

If you're experiencing financial hardship you can contact Manchester Met's Student Financial Support team to apply for financial support, cost of living support and for general money advice.

Email: sfsadmin@mmu.ac.uk

Web: <https://www.mmu.ac.uk/student-life/finance/support/support-funds>

Library Induction and Services

Library services are available for all MSA students at both universities. You can also access a special collection of Architecture, Planning, Landscape and Geography books located in the SEED Student Hub.

UoM: <https://www.library.manchester.ac.uk/services/>

Manchester Met: <https://www.mmu.ac.uk/library>

Visa Support

It is your responsibility to comply with the conditions of your Visa. Manchester Met is the sponsor institution for all MSA students, and you can speak to the Visa team for Visa advice and guidance. More useful information can also be found on our webpages.

Web: <https://www.mmu.ac.uk/study/international/before-you-apply/visas-and-immigration>

Email: immigration@mmu.ac.uk