

# StaffUpdate

Exclusively for staff at The University of Manchester



## RE-LAUNCH OF STAFF ASSOCIATION

**Staff can take advantage of a range of new facilities in the new premises for the University of Manchester Staff Association (UMSA) in the Dover Street Building.**

At a re-launch event last month, UMSA members and staff were invited to view the rooms and to see what was on offer.

The committee and lunch time activity teachers were on hand to discuss the new premises, membership, future UMSA events and details of the classes on offer to all staff. There were also demonstrations of belly dancing by teacher Sian Edwards-Davies and salsa dance by teacher, Franklyn Miller who even managed to get people up on their feet to try it out.

The day was also a chance for people to see the new UMSA Logo (see above) which was chosen after the Association ran a competition for University staff. Jonny Crook from E-Learning produced the winning design which is both up to date and relevant to what UMSA is all about. Food on Campus also put on a fantastic spread which was enjoyed by all who attended.

Events and Membership Secretary, Alison Turner, said: "The UMSA committee has worked hard over the past two years to secure new premises after the closure of the Refectory Building and we were lucky that these particular rooms, being quite central on campus became available to us early this year."



*From left to right: UMSA Committee Members Lucy Lynch, Lynn Howarth, Sheila Yeomans, Andrew Burrows, Lisa Booth, Alison Turner, Mike Keely, Irene Sung*



The University funded the refurbishment of the rooms and the UMSA funds paid for a new 43" FreeSat TV, new Pool Table, Darts Board and a new stereo system for the Activities room.

With the new rooms now up and running it is hoped that members will use the UMSA lounge and all staff will attend the varied lunchtime classes that are being held.

Staff can join UMSA, which costs £1 per month and also find out more about the benefits of joining by visiting their website at:

**[www.staffnet.manchester.ac.uk/stafflife/societiesandclubs/umsa/](http://www.staffnet.manchester.ac.uk/stafflife/societiesandclubs/umsa/)**



## NEW YORK, NEW YORK...



**On 1 November this year, Bruce Magill from North West e-Health, School of Community Based Medicine will complete the gruelling New York Marathon, attempting to smash at least 40 minutes from his previous time at the London Marathon, to achieve a new personal best of three hours and 15 minutes.**

Since completing last years' Marathon, Bruce aims to complete one marathon each year. That means that in the four months ahead of each race, he will be running at least 200 miles a month!

Bruce said: "I enjoyed participating in the London Marathon immensely: the crowds were amazing and the sense of achievement overwhelming. The support on the day really does carry you along, just when you feel you can't go on."

Last year Bruce raised more than £3,000 last year for charity After Adoption, he hopes to beat this figure this year. He is financing the trip to New York personally so that all money raised will directly benefit the charity.

If you would like to help Bruce meet his goal, visit [www.bmycharity.com](http://www.bmycharity.com)

## NATIONAL TEACHING FELLOWSHIP AWARDED

**Mr Ged Byrne from the Manchester Medical School has been awarded a National Teaching Fellowship from the Higher Education Academy.**

Ged studied medicine at The University of Manchester before training as an academic surgeon. He was appointed senior lecturer and consultant surgeon in Manchester in 2001 and Hospital Dean for Clinical Studies in 2004. During his training he developed a keen interest in postgraduate surgical teaching and was secretary and President of the Association of Surgeons in Training. He combines clinical practice as a surgeon and responsibility for delivery of the undergraduate curriculum to 450 Manchester medical students with innovation, development and evaluation of high quality learning and assessment tools.

As Hospital Dean for Clinical Studies, his many achievements include successfully increasing his local educational budget by 500% in five years and enhanced student learning by overseeing the conversion of two local district general hospitals into Associated Teaching Hospitals.

Ged is best known as the Director and co-founder of the Universities Medical Assessment Partnership (UMAP). UMAP is a collaboration of 15 medical schools which develops high quality assessment items for summative medical examinations.

Ged has recently established an academy of healthcare education in South Manchester. By creating a partnership of local community, local healthcare providers and the University, he believes that higher quality learning environments for adult learners will be created ultimately allowing a sustainable improvement in patient safety and care.

\* Nominations for The National Teaching Fellowships Scheme for the 2009-10 round are now being invited. The University can nominate up to three individuals each year. If you feel that you have a claim for fellowship and would like to be considered then please submit a one-page summary of your claim to [teaching.excellence@manchester.ac.uk](mailto:teaching.excellence@manchester.ac.uk) by 6 November, 2009.

A decision will be made in November as to which three individuals will be nominated by the University. They will then be supported in writing their claim for fellowship.

Staff are advised that a National Teaching Fellowship submission can be a time-consuming and challenging process and it is essential to have the support of colleagues during this process.

For more information please contact [Patricia.Clift@manchester.ac.uk](mailto:Patricia.Clift@manchester.ac.uk) or see the National Teaching Fellowship Scheme section of the downloadable "Guidance for Teaching Awards 09-10" at: [www.campus.manchester.ac.uk/tlso/excellence/20092010scheme](http://www.campus.manchester.ac.uk/tlso/excellence/20092010scheme)



## BACK TO EARTH FOR RECORD BREAKING RESEARCHER

**A researcher from The School of Earth, Atmospheric and Environmental Science has her feet firmly on the ground after setting a new gas ballooning world record.**

Dr Ann Webb and experienced balloon pilot and engineer Dr Janet Folkes from The University of Nottingham were the only all female team taking part in the annual Coupe Aéronautique Gordon Bennett – a race established in 1905 where crews of two aim to fly their gas balloons as far as possible.

And during the competition Dr Webb and Dr Folkes broke the women's world duration world record of 60 hrs and 12 minutes, which was set in 1995.

Finishing sixth in the competition, they landed safely south of Madrid after having covered 1,100km and flying non-stop for around 70 hours.

One of 16 teams, Dr Folkes and Dr Webb took off from a sports ground in Geneva.

Their home for three days was an open wicker basket with less floor space than your average office lift. During their flight the pair wore bulky flight suits to protect them from freezing temperatures.

Dr Webb regularly pilots the University's small Cessna aircraft, which is equipped with sophisticated instrumentation to make a wide range of atmospheric measurements.

She said: "The scariest moment of the whole experience was probably the launch. It was the point of no return, and as it was my first launch as a pilot."

Despite thoroughly enjoying her airborne adventure, Ann says it was a huge relief when they crossed the Spanish coastline after 30 hours suspended over the Mediterranean.

But the best moment was yet to come – minutes after breaking the record, an F18 jet from the Spanish air force appeared and flew laps of honour around their balloon.

Once back on firm ground, Ann says there were still a few nervy moments.

"After landing we learned that the four legged creatures at the end of our very long landing field were Spanish bulls. Fortunately the farmer left his son with us to keep them away while his daughter was dispatched to bring us beer and chorizo."

"But the best thing on landing, after the beer, was having access to a bathroom!"



*Dr Janet Folkes and Dr Ann Webb (right).*



## AHMED IQBAL ULLAH RESOURCE CENTRE MOVE

**Ahmed Iqbal Ullah Race Relations Resource Centre and Education Trust moved into its new home at Sackville Street over the summer which offer improved facilities to users.**

Users will now have access to a much bigger study space; a teaching/meeting room, which can take whole classes and host meetings for local community groups and access to new resources in the expanded library space.

The Ahmed Iqbal Ullah Education Trust was created in 2001. It grew out of the work of the Ahmed Iqbal Ullah Race Relations Resource Centre, founded in Manchester in 1999.

The Trust aims to work with educators to foster an anti-racist educational culture.

Staff are also hosting an event this month to celebrate the move and their ten-year anniversary.



## LEARNING COMMONS

**Staff will have noticed that work has begun on the development of the University's iconic £30 million 'Learning Commons' building which aims to provide a world-class 21st century learning environment for students here at the University.**

Demolition work is now underway on the former Refectory and Moberly Tower buildings.

The Learning Commons, which is due to open its doors in the summer of 2012, will provide:

- More than 1,000 flexible learning spaces in Phase One
- Stimulating and comfortable surroundings
- High quality IT facilities
- A campus hub for student-centered activities
- A variety of learning support services

Commenting on the development of the Learning Commons, Professor Colin Stirling, Vice-President for Teaching and Learning said: "The Learning Commons will be a beacon for student learning and demonstrates the University's genuine commitment to students and the provision of high quality learning spaces fit for contemporary learning practices."

Jan Wilkinson, University Librarian said: "This is a perfect example of the Library reaching beyond its boundaries to work collaboratively with its partners across the University to create a learning environment suited to the needs of future generations of students."

Sustainability will be a major feature of the new building, which will include energy efficiency measures. Public realm improvements will also be made to the surrounding area.

More details about the scheme will be made available towards the end of this year.

While the demolition is in progress it will not be possible to park on Burlington Street. Anyone with car parking enquiries should contact

- [carparking@manchester.ac.uk](mailto:carparking@manchester.ac.uk)

Demolition work is due to continue until March 2010.



## A GREAT GIFT FOR THE STAR STRUCK

**It's never too early to start planning Christmas presents for those special people in your life – and our colleagues at Jodrell Bank have come up with an ingenious gift idea!**

Starting from as little as £7.50, you can treat your family and friends to membership of the 'New Friends of Jodrell Bank' scheme for a whole year.

Members will receive a membership pack, regular newsletters and information about special events taking place at Jodrell, which is, of course, home to the iconic Lovell Telescope.

Members can also take advantage of priority booking for events, personal invitations to talks and a place at an exclusive annual Friends scheme event at the Macclesfield site.

There's also the chance to attend meetings to discuss the future development of a spectacular new Centre for visitors at Jodrell, which is currently in the planning stages.

Single membership for one year costs £7.50, a couple (living at the same address) is £11 and a family costs £15.

For further information and an application form visit:

**[www.jb.man.ac.uk/visitorcentre/friends\\_scheme.html](http://www.jb.man.ac.uk/visitorcentre/friends_scheme.html)**

Alternatively, you can contact the Friends Scheme Coordinator Amanda Labella 63059 or [amanda.labella@manchester.ac.uk](mailto:amanda.labella@manchester.ac.uk)

## SPORT FOR ALL

**In 2009/10 SPORT have more sport, health and fitness and programmes and activities for staff than ever before.**

### Keeping fit

There is an extensive health, fitness and wellbeing programme along with great gym facilities across the University campus. With modern, air-conditioned fitness suites, dance classes, boot camp and holistic therapies along with campus walks and jogs there is something for everyone.

You can download the FITNESS Manchester programme at:

[http://media.stars.manchester.ac.uk/files/sport/34735\\_SportMarktgAmended.pdf](http://media.stars.manchester.ac.uk/files/sport/34735_SportMarktgAmended.pdf)

### Team Sport & Coaching Courses

Campus Sport runs badminton and squash beginners and "next step" coaching courses at the Sugden Sports Centre from October 2009 in eight-week courses.

A staff netball team plays regularly in the Campus Sport and 'back to netball' leagues. Training is open to everyone so you don't have to be a member of the team to just come down and get some exercise.

The 'back to netball' league has been developed specifically for those who are returning to netball after a break, players with low confidence and those new to the game.

For further information about the staff netball team please contact [Sheryl.thompson@manchester.ac.uk](mailto:Sheryl.thompson@manchester.ac.uk)

### Fancy Volunteering in your community?

If you would like to share your experience and knowledge both on and off the pitch then why not join the Sports Volunteer Scheme. It is open to staff and students and is a great way to give something back to the community, improve your skills and gain new ones.

**For further information about sport, health and fitness please visit:**

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

# JUST THE JOB

## EMMA ATKINSON

Deputy Building Superintendent,  
University Place

"I get a great pleasure in working here; I love the buzz of the building."

University Place stands proudly at the heart of the campus and, as such, is a constant hub of activity with thousands of staff, students and members of the public passing through its doors each day. Managing this is Emma Atkinson who, with her enthusiasm and professionalism, is undoubtedly the right person for the job.

Emma is in her element and appears unflappable. Her passion is obvious; when asked what she enjoys about the job her quick reply is "Everything! I get a great pleasure in working here; I love the buzz of the building."

Her life at the University started at The Arthur Lewis building as a Building Attendant where she sorted the mountains of post and helped to organise graduation ceremonies. For someone who has not worked at the University long she has risen through the ranks. After a year she was moved to University Place on secondment and was then promoted to her current role last May.

Emma is extremely busy, she works from 6:45am to 2:45pm plus some late nights and weekends and is responsible for 19 staff, 41 rooms and two lecture theatres. However she is adamant that this is what she thrives on as she insists "I am very busy but I don't think I'd have it any other way."

So what happens on a day to day basis? Emma opens the building at 7am. She says 'hello' to her staff and gets to work: "I don't ask my staff to do anything I wouldn't do myself. I make sure I am very hands on." After a trip round the

building she often gets stuck in with the cleaning from stairwells to lecture theatres.

It is due in no small way to Emma's efforts that the building runs smoothly. Her extensive job responsibilities include preparing rooms, sorting post, organising rotas, reporting building faults, arranging graduation ceremonies and co-ordinating conferences.

People come from far and wide to hold their events in the flagship building ranging from workshops to distinguished conferences. The organisation of these undoubtedly takes a lot of work but is also a source of pleasure for Emma, especially graduation as so many students' hard work is finally rewarded. "Graduation week is electric" she says, "The atmosphere is so exciting".

Emma manages to carefully juggle her responsibilities without losing her balance. She looks after all of the outside world who enter her well-ordered realm from 14-15 years olds from Manchester Academy to Cherie Blair who hosted a conference on women's rights and sent her personal thanks to Emma and her team. All in a day's work...

## CONTACT US

If you have any news or story ideas, you can contact us via:  
[uninews@manchester.ac.uk](mailto:uninews@manchester.ac.uk)

## OPT OUT OPTION

If you wish to opt out of receiving a printed copy of Unilife/Staff Update each month you can do this by completing the online form at:  
[www.staffnet.manchester.ac.uk/optout](http://www.staffnet.manchester.ac.uk/optout)

If you wish to keep up with the news, you can still view the magazines online at:  
[www.staffnet.manchester.ac.uk/news/unilife](http://www.staffnet.manchester.ac.uk/news/unilife)  
[www.staffnet.manchester.ac.uk/news/staffupdate](http://www.staffnet.manchester.ac.uk/news/staffupdate)



# TrainingUpdate

Exclusively for staff at The University of Manchester

## STAFF TRAINING AND DEVELOPMENT UNIT – OPEN PROGRAMME

The following courses are available at STDU. Places can be booked online at [www.manchester.ac.uk/training](http://www.manchester.ac.uk/training) or by email to [courses-stdu@manchester.ac.uk](mailto:courses-stdu@manchester.ac.uk)  
All enquiries should include your staff number/date of birth to help us process your enquiry promptly.

### OCTOBER 2009

#### HS12: IOSH Managing Safely

5 October 2009 then 12 October,  
19 October and 26 October 2009  
(must be available for all four dates)  
9.30am-4.30pm

#### HS54: Introduction to Risk Assessment

6 October 2009  
1pm-4pm

#### HS98: Laser Awareness

6 October 2009  
11am-12pm

#### HS42: Laser Safety Training

6 October 2009  
1.30pm-4.30pm

#### HS78: IOSH Working Safely

8 October 2009  
9am-5pm

#### IC1: University Induction Course

12 October 2009  
9.15am-2pm

#### HS2: Manual Handling

12 October 2009  
9.30am-12.30pm

#### HS18: Manual Handling Risk Assessment

12 October 2009  
1pm-4pm

#### BF55: Introduction to Project Management

13 October 2009  
9.30am-4.30pm

#### HS2: Manual Handling

13 October 2009  
1pm-4pm

#### HS18: Manual Handling Risk Assessment

13 October 2009  
1pm-4pm

#### HS26: Safe Use of GMOs

13 October 2009  
10am-1pm

#### HS7: Compressed Gases Workshop

15 October 2009  
9am-12pm

#### HS7A: Cryogenic Gases Workshop

15 October 2009  
1pm-3pm

#### HS7B: Practical Gases Workshop

15 October 2009  
3.15pm-4.30pm

#### BF44: Managing in a Customer Care Environment

15 October 2009  
9.30am-12.30pm

#### AP6: PDR - A Briefing for Reviewees (all)

15 October 2009  
10am-12pm

#### HS11: COSHH to Work with Biological Material

19 October 2009  
10am-1pm

#### BF11: Minutes, Meetings & Agendas

19 October 2009  
10am-4pm

#### BF38: Report Writing

20 October 2009  
10am-4pm

#### HS2: Manual Handling

21 October 2009  
9.30am-12.30pm

#### HS2: Manual Handling

21 October 2009  
1pm-4pm

#### BF37: Business Writing

22 October 2009  
10am-4pm

#### BF56: Proofreading

22 October 2009  
9.30am-4pm

#### BF50: Higher Education Institution Seminars

23 October 2009  
12.30pm-1.45pm

#### BF11: Minutes, Meetings & Agendas

23 October 2009  
10am-4pm

#### AP8: PDR Reviewer (Academic Related+Support)

27 October 2009  
9.30am-1pm

#### MS9: Training in Equality & Diversity Issues (TEDI)

27 October 2009  
9.30am-1pm

#### BF43: Chairing and Leading Meetings

28 October 2009  
2pm-5pm

#### BF43: Chairing and Leading Meetings

28 October 2009  
10am-1pm

#### AP6: PDR - A Briefing for Reviewees (all)

28 October 2009  
10am-12pm

#### HS71: Health & Safety for Managers

29 October 2009  
10am-4pm

#### BF60: Improve Your Writing Skills

30 October 2009  
12pm-2pm

### NOVEMBER 2009

#### BF57: Finance Your Future

2 November 2009  
10am-12pm

#### HS85: GM Training for Principal Investigators

2 November 2009  
10am-1pm

#### BF11: Minutes, Meetings & Agendas

3 November 2009  
10am-4pm

#### BF61: Having Difficult Conversations

4 November 2009  
9.30am-12.30pm

#### HS50: COSHH Assessment for Lab Based Staff

5 November 2009  
9.30am-12.30pm

#### P2W: Assertiveness for Women

9 November 2009  
10am-4pm

#### Follow up session

24 November 2009  
9.30am-12.30pm

#### HS98: Laser Awareness

9 November 2009  
11am-12pm

#### HS42: Laser Safety Training

9 November 2009  
1.30pm-4.30pm

#### OE2: Positive Retirement Course

9 November 2009  
9.15am-5pm

#### HS35: Accident Investigation

10 November 2009  
9.30am-12.30pm

#### MS42: Performance Coaching for Line Management

10 November and 17 November 2009 (must be available both days)  
9.30am-5pm

#### HS26: Safe Use of GMOs

10 November 2009  
10am-1pm

#### AP8: PDR Reviewer (Academic Related+Support)

11 November 2009  
9.30am-1pm

#### MS43: Maximising your Influence

12 November 2009  
9.30am-4.30pm

#### P46: Writing for the Web

12 November 2009  
12pm-1pm

#### MS5: Effective Recruitment & Selection

12 & 13 November 2009  
9.30am-4.30pm

#### BF57: Finance Your Future

13 November 2009  
10am-12pm

#### P29: Building Confidence (3 dates in total)

16 November 2009  
10am-4pm, then

30 November 2009, and  
14 December 2009

1.30pm-4.30pm (must be available for ALL 3 sessions)

#### HS11: COSHH to Work With Biological Material

17 November 2009  
10am-1pm

#### BF45: Achieving Flow in Writing

19 November 2009  
2pm-3.30pm

#### P12B: Essential Guide to Application Forms

19 November 2009  
12.45-2pm

#### AP5: PDR Reviewer Briefing (Academic)

19 November 2009  
9.30am-1pm

#### MS9: Training in Equality & Diversity Issues (TEDI)

19 November 2009  
9.30am-1pm

#### HS38: Asbestos Awareness

23 November 2009  
1pm-4pm

#### TL32: Organising Introductions to Academic Articles

24 November 2009  
2pm-3.30pm

#### P11: Essential Guide to Successful Interviews

24 November 2009  
12.15pm – 1.30pm

#### BF50: Higher Education Institution Seminars

25 November 2009  
12.30pm-1.45pm

#### HS26: Safe Use of GMOs

25 November 2009  
10am-1pm

#### BF6: Customer Service for Front Line Staff

26 November 2009  
10am-4pm

#### HS15: Principles of Risk Assessment

27 November 2009  
9.30am-12.30pm

#### IC1: University Induction Course

27 November 2009  
9.15am-2pm

#### TL22: Introduction to Teaching, Learning & Assessment

30 November 2009  
9.30am-4.30pm

### DECEMBER 2009

#### HS19: H & S Management Systems

1 December 2009  
9.30am-4pm

#### BF47: Productive Partnerships – Managers and PAs

1 December 2009  
9.30am-4pm

#### HS49: COSHH Assessment for Non Lab Based Staff

2 December 2009  
9.30am-12.30pm

#### BF25: Project Management

3 & 4 December 2009  
9.30am-4.30pm

#### IC1: University Induction Course

7 December 2009  
9.15am-2pm

#### HS11: COSHH to Work With Biological Material

8 December 2009  
10am-1pm

#### P13: How to Win At The CV & Application Game

8 December 2009  
9.30am-12.30pm

#### HS78: IOSH Working Safely

8 December 2009  
9am-5pm

#### AP6: PDR - A Briefing for Reviewees (all)

8 December 2009  
10am-12pm

#### BF46: Writing in a Clearer Style

8 December 2009  
2pm-3.30pm

#### HS41: Fire Awareness Training

10 December 2009  
10am-12.30pm

#### HS47: Evacuation Marshal Training

10 December 2009  
1pm-4pm

#### MS52: Team Briefing Training

10 December 2009  
12.30pm-1.30pm

#### MS43: Maximising your Influence

15 December 2009  
9.30am-4.30pm

#### MS9: Training in Equality & Diversity Issues (TEDI)

15 December 2009  
9.30am-1pm

#### TL43: Writing Discussion Sections

15 December 2009  
2pm-3.30pm

#### HS98: Laser Awareness

17 December 2009  
11am-12pm

#### HS42: Laser Safety Training

17 December 2009  
1.30pm-4.30pm

# IT SERVICES TRAINING

## CORPORATE AND DESKTOP APPLICATIONS

OCTOBER - DECEMBER 2009

### BLACKBOARD (eLEARNING)

Variety of sessions running throughout to include:

- Introduction to Blackboard
- Various Faculty-specific follow-on sessions

For full courses timetable (updated monthly) and booking information, please see:  
[www.itservices.manchester.ac.uk/trainingcourses/corporateapplications/bb](http://www.itservices.manchester.ac.uk/trainingcourses/corporateapplications/bb)

### CAMPUS SOLUTIONS (STUDENT ADMINISTRATION)

Variety of sessions running throughout September & December only (see below) to include:

- Introduction to Campus Solutions
- Assessment & Progression related courses
- Student Records related courses
- Both UG and PG Admissions courses

For full courses timetable (updated monthly) and booking information, please see:  
[www.itservices.manchester.ac.uk/trainingcourses/corporateapplications/campus](http://www.itservices.manchester.ac.uk/trainingcourses/corporateapplications/campus)

### DESKTOP (OFFICE APPLICATIONS)

Variety of sessions running throughout to include:

- Getting Started with Computers
- Courses in the various Microsoft Office Applications (Word, Excel, PowerPoint and Access)
- New sessions for Office 2007 (as well as the existing sessions for Office 2003)

For full courses timetable (updated monthly) and booking information, please see:  
[www.itservices.manchester.ac.uk/trainingcourses/coursesforstaff](http://www.itservices.manchester.ac.uk/trainingcourses/coursesforstaff)

### DISCOVERER (REPORTING)

- Discoverer is being upgraded from version 9 to 10g during October & November – please refer to the Latest Course News item (to the right) for further information.

For full courses timetable (updated monthly) and booking information, please see:  
[www.itservices.manchester.ac.uk/trainingcourses/corporateapplications/discoverer](http://www.itservices.manchester.ac.uk/trainingcourses/corporateapplications/discoverer)

### LIVELINK (DOCUMENT MANAGEMENT)

Single session running throughout:

- Livelink Basics

For full courses timetable (updated monthly) and booking information, please see:  
[www.itservices.manchester.ac.uk/trainingcourses/corporateapplications/livellink](http://www.itservices.manchester.ac.uk/trainingcourses/corporateapplications/livellink)

### ORACLE (FINANCIALS)

Variety of sessions running throughout to include:

- Raising Requisitions (via Procure to Pay online training module)
- Approving Requisitions (via Procure to Pay online training module)
- Projects
- Sales Invoices & Credit Memos

For full courses timetable (updated monthly) and booking information, please see:  
[www.itservices.manchester.ac.uk/trainingcourses/corporateapplications/finance](http://www.itservices.manchester.ac.uk/trainingcourses/corporateapplications/finance)

### REMEDY (SUPPORT DESK / INCIDENT LOGGING)

Single session running throughout:

- Submitting Incidents

For full courses timetable (updated monthly) and booking information, please see:  
[www.itservices.manchester.ac.uk/trainingcourses/corporateapplications/remedy](http://www.itservices.manchester.ac.uk/trainingcourses/corporateapplications/remedy)

### RESOURCELINK (HR / TRAINING ADMINISTRATION)

These session schedules vary, depending on demand:

- New Starter (5 days)
- HR Refresher
- Training Administration

For full courses timetable (updated monthly) and booking information, please see:  
[www.itservices.manchester.ac.uk/trainingcourses/corporateapplications/resourceclink](http://www.itservices.manchester.ac.uk/trainingcourses/corporateapplications/resourceclink)



## LATEST COURSE NEWS

### Campus Solutions Training – Planned Downtime in November

In order to keep our training database up to date with the live system as much as possible (in both data and functionality) the Campus Solutions training database will be offline during the month of November, to enable it to be 'refreshed' from the live system and to allow the training team to re-configure the data sets used within their sessions. Therefore, there will be no Campus Solutions training available during the month of November. (Training sessions will however operate normally during October and December).

### UCAS Admissions Module – New Functionality

Additionally, there have already been some significant changes made to the UCAS Admissions module within Campus Solutions and as this new functionality will not be available in the training database until after it has been updated during November, there will be no training available on the UCAS Admissions & Offer Making topic until December. Should you require urgent training on this topic during this time, please contact Lorna Marsland ([lorna.marsland@manchester.ac.uk](mailto:lorna.marsland@manchester.ac.uk)) in the central Admissions office directly. (Training on PG Admissions and other Admissions-related topics remain unaffected).

### Discoverer Upgrade to version 10g – Training Suspended

Due to the imminent upgrade of the Discoverer application from version 9 to 10g it has been necessary for the IT Services Training Team to suspend all Discoverer training during October and November, in order to allow the smooth implementation of the upgrade and the necessary re-writing of the supporting documentation.

If you already have access to Discoverer version 9 or you have just been granted access you will still be able to use it up until you are notified of the upgrade day. If you have an urgent need to report on specific information and a colleague in your office is unable to help you in the interim, please contact the IT Services Training Team ([its.training@manchester.ac.uk](mailto:its.training@manchester.ac.uk)) stating which business area your reporting requirements regard and they will pass on your query to the Discoverer team.

### Blackboard Training – Collaborative Approach Successful

The Blackboard training sessions ran across the summer have been a huge success and the collaborative approach of running the sessions between both IT Services and the Faculty eLearning Teams appears to be flourishing. Many trainees have commented on the usefulness of not only having additional 'helpers' available during these sessions, but also having Faculty eLearning staff present to assist with specific queries. Training session are continuing into the new term and the full training schedule (along with details of how to book or be added to the waiting list) can be viewed on our website:

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

## CONTACTS / USEFUL LINKS

### BAS ACCESS REQUEST

This is an online facility whereby you are able to request access to any of the Corporate Applications. When you submit an Access Request a BAS Access Request ID will be generated for you – this is usually a string of zeros with 4 digits at the end. You will need to have been granted access to systems such as Discoverer, LiveLink and Oracle Financials prior to taking training.

<http://helpdesk.man.ac.uk/cgi-bin/BASUserAccess/controlpanel.cgi>

### Course Enquiries / Bookings

Email [training.corpapps@manchester.ac.uk](mailto:training.corpapps@manchester.ac.uk)

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