

Activity	Subactivity	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Frequency
	Queries from graduates via edocs@manchester.ac.uk and then triaged to relevant contact by the SSC													
	Queries from current students on the content of the formative HEAR should be directed to the relevant activity provider for 6.1 queries or the school for 4.3 queries. Only these sections will be shown in the formative HEAR													All year round
	Technical queries from current students should be directed to the Portal Team in ITS													All year round
Maintenance of information on edocs links	<p>TLSO should maintain the information on the edocs webpages (linked from the HEAR and the EDS) that are relevant to TLSO policies and procedures and the degree regulations. These links should be reviewed and updated with clearly labelled versions so that students, graduates and third parties know which graduating cohorts the information applies to.</p>													Annual process when appropriate given other business needs