

Student Guide: Mental Health and Wellbeing at UCEN Manchester

September 2025



Your Wellbeing Matters

At UCEN Manchester, we're committed to supporting every student's mental health and wellbeing, from your first day with us through to graduation and beyond.

This guide outlines how we're building a compassionate and inclusive community that puts mental health and wellbeing at the heart of the student experience.

Our Commitment to You

A Whole Institution Approach: Your wellbeing is everyone's responsibility – from lecturers and support staff to accommodation partners.

Values That Guide Us: We're driven by integrity, teamwork, improvement, positivity, and sustainability.

Support for Everyone: We celebrate our diverse student body and are here to support every individual, whatever your background or experience



Our Four Strategic Aims

1. Learn: Wellbeing Through Your Studies

We're embedding wellbeing into teaching, learning, and every stage of your academic journey.

How you benefit:

- Smooth transitions with support from your application to your graduation.
- Wellbeing-conscious teaching and assessment which puts your support needs first.
- Extra support when starting, returning after a break, or preparing for placements.

Look out for:

- Confident Futures – our pre-entry support programme.
- 'Pre-arrival' questionnaires to flag emotional and academic support needs early.
- Academic staff trained to support wellbeing in the classroom.



2. Support: Help When You Need It

You'll have access to timely, confidential and professional support tailored to your needs.

We provide:

- The Future U support team for wellbeing support
- Crisis support and proactive outreach if you're struggling
- A student assistance programme (PAM Assist) for 24/7 support.
- Clear referral routes to NHS and third-sector services.

What we're doing:

- Promoting wellbeing contacts at enrolment
- Strengthening NHS and charity partnerships
- Supporting students taking time off or returning after a break in study.

3. Work: Wellbeing for Our Staff

Happy, healthy staff means better support for you.

This means:

- Staff are encouraged and supported to develop skills to promote and advocate for student mental health.
- Managers look after their teams, creating a healthier learning environment.
- A compassionate culture where feedback and wellbeing go hand in hand.

What to expect:

- Improved staff wellbeing with dedicated Wellbeing Days in the calendar – consider using these days to focus on your own Wellbeing.
- Wellbeing embedded in everyday teaching and support practices.



4. Live: A Supportive Campus Culture

We're working to make our campuses inclusive and welcoming place to be.

Our focus:

- Promoting healthy habits and community connections.
- Offering quiet spaces, wellbeing walks, and inclusive social opportunities.
- Working with Manchester Student Homes to support students in accommodation.

You'll see:

- Initiatives to prevent loneliness and isolation
- Action against discrimination and harassment
- A physical environment designed to reduce stress and promote wellbeing



How You Can Get Involved

Your Voice Matters:

- Join wellbeing focus groups and feedback sessions.
- Become a Wellbeing Advocate and lead positive change.
- Help shape policies and services through co-creation opportunities.

Help Others, Help Yourself:

- Participate in peer support initiatives.
- Share your experiences to improve services.
- Get involved in awareness campaigns on campus.

Inclusivity and Intersectional Support

We recognise that wellbeing looks different for everyone.

That's why we:

- Offer targeted support for Global Majority students; LGBTQ+ students, neurodiverse students, and others facing specific barriers.
- Work to understand and respond to your unique needs and lived experiences.

Research and Innovation

We're continuously learning and improving. By evaluating our services, engaging in research, and sharing good practice, we aim to set a high standard for student wellbeing in higher education.

Measuring Our Progress

We track our success by:

- Listening to student feedback and acting on it.
- Monitoring access to and satisfaction with support services.
- Collaborating with national wellbeing networks like the Student Minds University Mental Health Charter.

Need Support Now?

Here are quick ways to get help:

Drop in: Future U Support Team based at The Hive at CCM and on the ground floor of The Cube.

Email: wellbeing@ucenmanchester.ac.uk

Book an appointment directly:

[Future U Student Support City Centre Campus](#)

[Openshaw Campus - Future U Student Support](#)

PAM Assist – 24/7 wellbeing support

As a student of UCEN Manchester, you're entitled to 24-hour support, 365 days per year from our partner PAM Assist. You can telephone them for free on 08081 963533.

Their digital platform features online CBT, mindfulness for mental health, a virtual gym, and sleep and nutrition advice for physical health. To log in follow the instructions below:

1. **Pam-assist.co.uk**
2. **Click 'Activate ORG code' in menu**
3. **Organisation Code = Student1 (with uppercase 'S')**
4. **Confirmation LTE Group Students**
5. **Click on 'Yes I Confirm'**
6. **Finally, setup your own log-in details**

If you experience any difficulties accessing your Pam Assist account, please contact the Wellbeing Team: wellbeing@ucenmanchester.ac.uk

Emergency or Crisis

Call NHS111 if urgent but no immediate risk to life; call 999 if there is immediate risk to life

Together, We Thrive

We believe that with the right support, everyone can succeed. This strategy is here to ensure that you're not just surviving at UCEN Manchester – **you're thriving.**