

2020/21



Student Handbook

Everything you need to know in one place



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WELCOME TO UCEN MANCHESTER



WENDY PENNINGTON

DIRECTOR OF STUDENT EXPERIENCE AND ENGAGEMENT

Welcome to UCEN Manchester! I'm sure you will enjoy your time here and I look forward to working in partnership with you as part of our student body, embracing all that Manchester has to offer.

This handbook is designed to support you and provide relevant information to refer back to all year round. Store it in a handy place and ask a member of staff if there is anything you don't understand or require additional help with.

Don't forget, you also have the UCEN Manchester website (ucenmanchester.ac.uk) Student Hub (your Virtual Learning Environment), your Programme Handbook and your Personal Tutor also there to support you in finding solutions. Please make sure you find out who your Personal Tutor is at the start of the year and how best to make contact with them.

Good luck for the year ahead!



MARYANNE LETHAM

STUDENTS' UNION PRESIDENT

Hello everyone, I am Maryanne your new Students' Union President and I am excited to begin my first term. I am a BA (Hons) Network Security with Penetration Testing graduate from the Openshaw campus at UCEN Manchester. My journey began as a student 3 years ago where in my first year I was voted to take over as Student Representative for my class. In my final year, I applied and was selected to be the Core Representative for the Computing department which involved collating feedback from students within the Computing and Business department, working closely with the Student Voice Co-ordinator and staff members from the facility. I started working as a paid Student Advocate, supporting the staff by going to schools, colleges, universities, and UCAS fairs to promote Higher Education and UCEN Manchester.

It is a privilege to be able to be the new SU President and continue the work that was started by Sam, your previous SU President, in developing your Students' Union.

I would encourage everyone to get involved. Your time as a student will fly by, believe me. There are many ways for you to get involved: join social societies, or start up a new one, volunteer, help in our campaigns, and take part in events that will be taking place online and on campus.

This year, I am looking forward to developing societies, continuing the campaign on anti-single use plastic, working towards better mental health awareness for all, and meeting students, whether that be online or face to face.

I look forward to hearing from you. Feel free to drop by at one of our Drop-Ins, email The Students' Union, contact us over our SU social media, or just say hi in person if you would like a chat.

SU President: **Maryanne Letham**
Contact the Students' Union: SU@ucenmanchester.ac.uk



NELA BLINKHORN
STUDENTS' UNION VICE PRESIDENT

Hello! I'm Nela, an Animation and Motion Graphics HND student at Fielden Campus. This is my second year at UCEN Manchester. I was a Student Rep for my course last year, which helped me gain confidence in sharing my voice but also listening to and understanding the opinions of other students.

This year I'm getting even more involved in finding out what students want and need, and I will be supporting the SU President in making sure the Students' Union is what you want it to be. I aim to focus on student mental health and what the SU can do to help. I believe in good communication to solve any problems which arise and wish to encourage feedback and opinions from every one of you. This is about your student life, your well-being, and your experience. Let me know what we can do for you!

Contact the Students' Union: SU@ucenmanchester.ac.uk

Studying under Covid

Our number one priority is the health, safety and wellbeing of all our students and staff. To put your minds at ease we want to outline what measures we are taking to make sure we can deliver your course as safely as possible. This not only involves physical changes to the buildings but also to behaviour and how we all act while on campus.

Your timetable will look very different this year as it will be a blended learning model with a mix of classroom and home-based learning still delivered to the highest quality through industry-taught tutors.

Term Dates

Dates may vary by department.
 Always check with your tutor for your reading weeks.

SEMESTER 1

Semester Commences

Monday 14 September 2020

Reading week

Monday 26 October 2020 - Friday 30 October 2020

Term Ends

Thursday 17 December 2020

Christmas Holiday

Friday 18 December - Monday 4 January 2021

SEMESTER 2

Semester Commences

Monday 5 January 2021

Reading week

Monday 11 February - Friday 19 February 2021

Easter Holiday

Thursday 1 April - Monday 19 April 2021

Semester Ends

Friday 21 May 2021

Assessment Boards

Monday 24 May - Friday 25 June 2021

Reassessment Period

Monday 28 June - Friday 30 July 2021

BANK HOLIDAYS (CAMPUS CLOSED)

| | |
|---------------------------|----------------------------|
| Christmas Day | Easter Monday |
| Friday 25 December 2020 | Monday 5 April 2021 |
| Boxing Day | May Day |
| Saturday 26 December 2020 | Monday 3 May 2021 |
| New Year's Day | Spring Bank Holiday |
| Friday 1 January 2021 | Monday 31 May 2021 |
| Good Friday | Summer Bank Holiday |
| Friday 2 April 2021 | Monday 31 August 2021 |

Where Are You Studying?



SHENA
SIMON



NICHOLLS



OPENSHAW



FIELDEN

NORTHENDEN



GETTING HERE

If possible, consider walking, cycling or getting dropped off at campus. This is because we know social distancing on buses may make them busy.

We will help you in using public transport by staggering the start and finish times for your classes to try to avoid peak times and so students do not all arrive at the same time.

All of our campuses are easily accessible by public transport and you can get details of how to get to our campuses and the appropriate transport routes via our website ucenmanchester.ac.uk or download citymapper.com a free travel app

If you are travelling by public transport, remember to have a face covering with you. This is now a legal requirement - you may not be allowed on public transport if you do not have a mask

ARRIVING AT CAMPUS

- Please refer to our returning to campus guide for more information. (ucenmanchester.ac.uk/sites/default/files/uploads/5205-UCEN-Return-to-campus-student-guide-v5.pdf)
- It is not necessary to wear a face mask/covering on campus
- Hand sanitizer, and hand washing facilities, will be widely available throughout all of our campuses to ensure that you are able to wash your hands at all times - all of our staff will be regularly hand washing throughout the day
- It's important that you bring all of the stationery you will need with you every day - this will mean that there will be no need to share equipment
- We will provide you with your own specialist equipment to use in lessons or have steps in place to clean equipment regularly between use
- It is essential that you have your student ID badge with you at all times. You will not be able to enter campuses without an ID badge. This helps to ensure the safety and well-being of all our students and staff
- Staff will be on hand at all times to provide support if you are unsure of anything or have any questions

ON CAMPUS

- A new one-way system has been introduced which is clearly marked with floor arrows - this will help you move safely around campus
- We have re-designed all of our campuses to make social distancing easier for you and to keep you safe
- Signage will be visible throughout all of our campuses with all the important information you will need to be able to attend campus with confidence
- We have a wide range of support available for when you start in September - our Future U: Student Support Services provide a range of services including: careers advice, welfare support, wellbeing, counselling,
- UCEN Manchester refectories will be open but we will also be providing lots of different options so you can just grab and go
- If anyone feels unwell on campus, we will have a rapid response team to support them and to follow the government advice on track and trace

Why not download Citymapper which can provide you the quickest route?
Remember to follow government travel guidance for Covid 19'



Equality and Diversity

UCEN Manchester are proud of the diversity in both our institution and our city.

Our Future U student services, specialise in seeing each individual for their talents and will do all that they can to help you grow and develop whilst ensuring your student experience is exceptional. Our support can be accessed by all students including distance, part-time and evening students.

We are committed to providing a learning environment that's free from discrimination, bullying, harassment or victimisation, because we want all members of our community to be treated with dignity and respect.

We strive to foster a culture that offers fair chances to everyone and respects their differences. In our dynamic learning environments, the contribution and individuality of every member of staff and each student is valued. To view the Equality and Diversity Report, search for equality and diversity on the website or download a copy of the Access and Participation Plan.

CAREERS, EMPLOYABILITY AND ENTERPRISE

UCEN Manchester offers a range of opportunities for career's advice and guidance. Our specialist and qualified team offer events, tutorials and one to one drop in appointments designed to help you make informed choices about your future career.

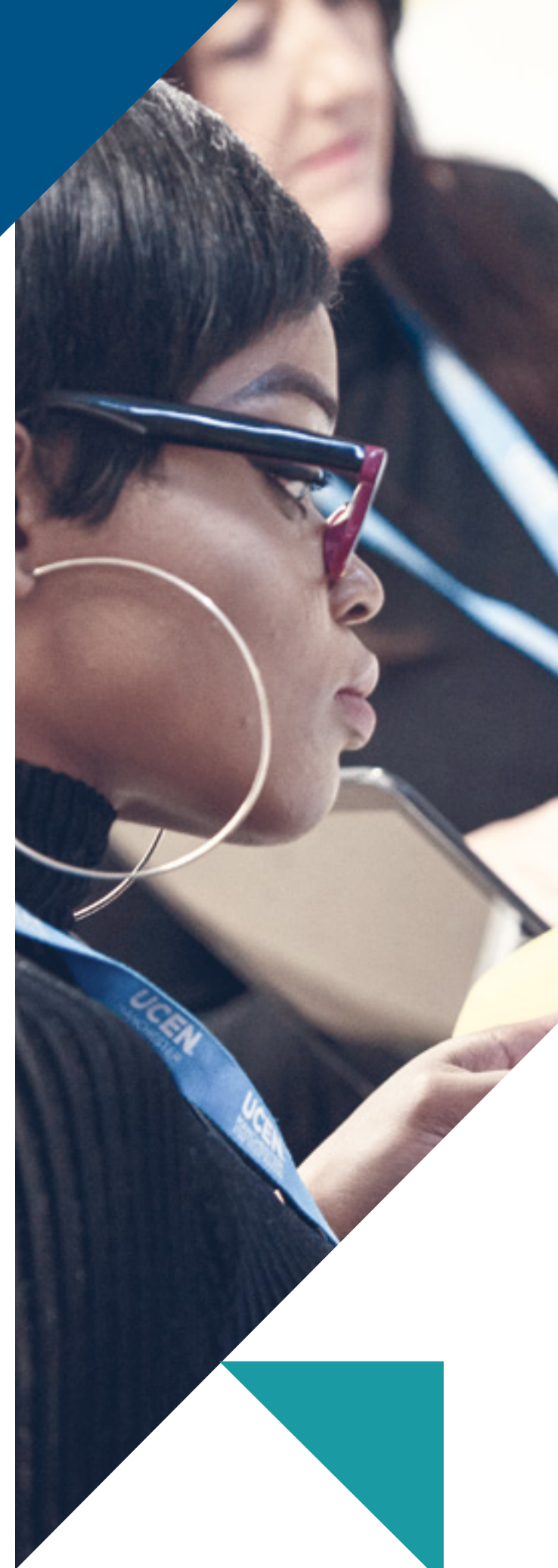
These include

- National Careers Week
- Progression and Employability tutorials
- Mock interviews and CV writing skills
- Enterprise and starting your own business workshops
- Exploring the labour market to enable you to identify new opportunities
- Group talks, workshops, one to ones, multimedia and webinars
- Employer engagement

This service can be used by all students including distance, part-time and evening students. We have dedicated trained advisors who will respond to emails within 24 hours. In some cases, we may recommend that you attend a face-to-face appointment.

Email, phone and online advice:

careers&welfare@ucenmanchester.ac.uk
or: 0161 203 2100.



Student Finance and Accommodation

WELFARE ADVICE

We understand that life issues can sometimes get in the way of your long term goals so our advisors are trained to deal with any barriers you may face while you study. We can offer advice and support on issues including:

- Residency for Higher Education
- Student finance and money worries
- Personal issues

Email, phone and online advice:
careers&welfare@ucenmanchester.ac.uk
or: 0161 203 2100.

FINANCE

Money is always a concern for students, so we are here to guide you and offer support. If you are struggling with day-to-day finance, make an appointment with one of our Careers, Employability and Welfare Advisors who will work with you to maximize your income. Together, you can look at ways to improve your situation. This may be seeking part time work, or looking at any Government support you may be entitled to. Staff will guide you through the application process for Student Finance loans and answer any questions you have.

Staff will guide you through the application process for Student Finance loans and answer any questions you have. UCEN Manchester has a range of extra funding available and includes consideration for financial help from:

1. Achievers Scholarship: £150 for progressing students to UCEN Manchester's Higher Education
2. Recognition Award: A Bursary worth up to £1000
3. Access Fund: Extra support when you need it.

Recognition Award is £500 that will be paid in the first year in two instalments of £250. In any subsequent years of your course, you will be paid an additional £250. If you then progress onto our Top Up degree after completing a Foundation Degree, you will receive another £250. For example, HNC year 1 £500 in two instalments, HND Year 2 £250, top-up degree £250. Or foundation degree £500, top-up degree £250.

Access Fund is a discretionary award for living costs or a dyslexia assessment based on hardship, determined by Careers, Employability & Welfare. The awarded funds will be paid into a bank or building society account. We have awards up to £250 available.

Additional Funds Available for Students:

- **Parents Learning Allowance** - if you are a parent and need extra support while studying
- **Adult Dependants Grant** - if you have a partner on a low income and need extra support
- **Childcare Costs** - help pay for the cost of childcare
- **Disability Support Allowance** - if you need support due to a disability or health condition

- **NUS Totum card** - 100s of discounts on travel, clothes, restaurants and much more for students
- **Housing Benefit** - if you are a lone parent with young children under 5
- **Council Tax Exemption** - if you are liable for Council Tax, you may be exempt from paying

Financial support is based on eligibility and personal circumstances. The Careers, Employability, Guidance and Welfare team offer a Financial Health Check to apply your eligibility. To book an appointment or attend a drop-in, speak to the team at your campus, or email careers&welfare@ucenmcr.ac.uk

Financial support is based on eligibility and personal circumstances. T&C's apply. UCEN Manchester offers a range of opportunities for advice and guidance.

The Careers, Employability and Welfare team offer events, tutorials and one to one drop in appointments designed to help you make informed choices about your future career.

These include:

- Wellbeing, Health and Welfare events
- Student Finance tutorials - how to apply for finance and handy tips for budgeting
- National Careers Week
- Progression and Employability tutorials
- UCAS support and personal statement writing
- Mock interviews and CV writing skills
- Enterprise and starting your own business work shops
- Exploring the Labour Market
- Group talks, workshops, one to ones, multimedia and webinars
- Employer engagement

We have also teamed up with Manchester Student Homes to ensure that you can review the best accommodation to suit your needs. Manchester Student Homes is a FREE, university-run housing service for students, offering:

- Landlord accreditation
- Property search
- Housing advice

ACCOMMODATION

We work with Manchester Student Homes to ensure that if you are moving to Manchester, or are looking at becoming more independent, we can support you to find the best accommodation to suit your needs. Manchester Student Homes is a FREE, university-run housing service for students, offering:

- Landlord accreditation - this means all the landlords are approved
- Property search - find your perfect student home online
- Housing advice - get free, independent housing advice.

You can find out more about Manchester Student Homes and their ucenmanchester.ac.uk/life/accommodation.

We also work closely with external agencies such as Centre Point, to offer specialist advice on housing and homelessness issues including homelessness prevention.

Academic Advice and Study Skills

PERSONAL TUTORS

Your Personal Tutor is assigned based on your course and will act as your first point of contact to discuss your personal progress and to signpost guidance to relevant areas of support e.g. careers, welfare, finance etc. You will usually have a minimum of two scheduled one-to-one meetings over the year, one in each semester.

Prepare

Before your one-to-one session, prepare the discussion so you don't miss anything:

- Make notes of what you have achieved and question how to take it to the next level
- Bring evidence of any work experience you have gathered
- Check your progress, since your last meeting - Create new targets going forward
Plan -Review yourself to see how you have handled each module:
- Ask yourself...if you are satisfied with your current progress
- Ask staff...who can provide support e.g. Careers and Welfare, Student Experience etc.
- Ask your tutor to discuss the feedback provided on your work

STUDY SKILLS

Stepping up to higher education can feel challenging at first, but we have designed a number of resources to help you develop the necessary skills to achieve, at this level. A great place to start is taking a refresher of our [summer school resources](#), which can be found here and covers the following topics:

- Goal Setting and Taking Action
- Self-Management
- Teamwork and Communication
- Critical Thinking
- Critical Reading Skills
- Critical Writing Skills
- Proofreading

We also provide an online, support package of interactive e-learning resources, covering a wide range of academic skills topics. To access these, please see the following links:

- [Study 4 Study Campus](#)
- [Palgrave Study Skills](#)
- [University of Manchester: My Learning Essentials](#)

If you require extra support, please speak to the libraries team, or your personal tutor.

Academic Conduct

EXAMS AND ASSESSMENT

All written assessed work should be submitted via Turnitin through the Virtual Learning Environment (VLE) by the specified time on the submission date. This date and time will be available in your unit/ module handbooks on your VLE site. All practical work and seminar presentations will be presented in line with the published unit/module assessment briefs. Each unit will issue you with details of assignments and dates when they should be handed in.

The rules and procedures relating to all assessed work, including written and oral examinations, coursework, essays, projects, dissertations, practical work and placements are set out by your awarding body, available in your Programme Handbook.

The turnaround time between submitting an assignment and receiving feedback is 15 working days (excluding designated public and UCEN Manchester holidays). Please note that all marks are provisional until confirmed by the progression or award board. These regulations are intended to provide effective structures to ensure that all students are fairly and objectively assessed, whilst at the same time maintaining UCEN Manchester's academic standards

Ignorance of these rules and assessment requirements will not constitute a defence in any disciplinary procedures for infringement.

ACADEMIC MISCONDUCT

Academic misconduct is committed when a student does not follow published assessment protocols or tries to gain an unfair advantage by breaking, or not following, the academic regulations concerning any part of the assessment process. This procedure applies to all students on taught courses engaged in any assessment activity whether on or off site, including collaborative programmes. Refer to your Programme Handbook for examples of academic misconduct and always use the correct referencing system to avoid plagiarism.

REFERENCING

What is it for?

In your future career, when you write a report for your boss or a client, you will want to show that you have based your findings on the latest good quality information. As an engineer or a health care professional, your reputation or even someone's life may depend on the quality of the information you have used. By using citations in the text and references at the end you are:

- Showing how widely you've read around the subject
- Demonstrating your understanding of the context and research up to this point
- Highlighting points of view that differ to yours
- Backing up your own points of view
- Helping your reader to find your sources to find out more or see if they agree with your point.

Many people only see referencing as a way of getting more marks in their assignment, but there is much more to it than that!

How do I do it?

There seems to be so many rules, so you'd be forgiven for feeling overwhelmed at first. However, once you've got the hang of it, it becomes second nature. Tutors want all the references to be done in a set style for similar reasons.

First check exactly what your Tutor expects. Is there a set style you have to use? Different tutors and organisations expect things to be done in slightly different ways.

Go to the Library LibGuide library.tmc.ac.uk/study-skills/referencing to find links to the different style guides used at UCEN Manchester e.g. for Manchester Metropolitan University, Sheffield Hallam University and Pearson.

You can learn more using the reference module on Skills4StudyCampus (link also on the LibGuide), or by borrowing one of the books recommended there.

PLAGIARISM

"Plagiarism is presenting someone else's work or ideas as your own, with or without their consent, by incorporating it into your work without full acknowledgement. All published and unpublished material, whether in manuscript, printed or electronic form, is covered under this definition. Plagiarism may be intentional or reckless, or unintentional¹."

Why does this matter?

Plagiarism is unethical and can have serious consequences for your future career. When writing, and researching, students join an academic community of learning, going back many generations. As a member of the community you must give credit to others who have contributed to your critical thinking and writing. Do this by citing and referencing their work (see the section on Referencing).

Quick Tips

- Check that the layout you use is exactly the one your Tutor wants.
- Always save the details of what you read as you go – even things you think you won't need. It is much easier than tracking down a missing detail later.
- Use tools such as Cite This for Me or RefWorks as long as they lay out the references in the style you need. Web browsers and Office also have tools that can help. Ask a librarian for help in a 1:1 session or email library@ucenmanchester.ac.uk

Who will know if I copy and paste something from the internet?

Your work will be checked using sophisticated software. UCEN Manchester uses Turnitin to detect plagiarism.

What happens if I plagiarise somebody's work?

Each awarding body has rules about academic misconduct, which include plagiarism. Your awarding body's policies and procedures are on your course pages on Moodle or from links on the UCEN Manchester Website². For example, for Manchester Metropolitan University "Penalties range from capped marks being applied in individual elements of assessment to expulsion from your programme of study." If you have cheated in this way, then this might also be stated in any reference given by UCEN Manchester to a future employer.

Do I have to find a reference for everything I say?

No, not for everything. The main things you can say without risking plagiarism:

- Common knowledge: what you are saying most people know and would accept without having to look it up; e.g. London is the Capital of Great Britain or red roses represent love
- Your own opinion or conclusions: I think that food waste is a major problem in today's society or I have concluded that the arguments in favour of the death penalty are stronger than those against

Find out more on [Skills4StudyCampus](#) where there is a section on Understanding Plagiarism

Disability Support Services

Specialist support may also be available for students with:

- Specific Learning Difficulties (SpLD) such as dyslexia, dyspraxia and ADHD
- Autism spectrum conditions, including Aspergers
- Mental health difficulties such as anxiety, depression and bipolar affective disorder
- Hearing and visual impairments
- Long-term medical conditions such as epilepsy, Crohn's disease, cancer, HIV and diabetes
- Physical disabilities
- Mobility difficulties
- Temporary injuries such as broken bones or recovery from an operation



SEARCH FOR DISABILITY SUPPORT ON THE WEBSITE TO DISCOVER WHAT SUPPORT IS AVAILBLE FOR YOU...

OR Email the Disability Support Team - DSA@ucenmanchester.ac.uk

OR Give us a call 07925 149183

In some cases, you may be asked to attend a face-to-face or online appointment to discuss your needs further.

This service can be used by all students including distance, part time and evening students.

Libraries and IT

LIBRARIES

“As a Broadcast Production student at Fielden, I find the library invaluable.”

Brin Coleman

They're bigger

- 11 libraries over 9 UCEN Manchester and The Manchester College campuses
- Over 50,000 books and eBooks
- Over 1.65 million hits on our online resources last year

They're supportive

The library staff are knowledgeable and helpful. If there is something you need to know, they are the people to ask. Librarians help you to find the information you need and develop your information skills that you will need during your career, as well as during your course.

Everyone has a Subject Support Librarian who has a good understanding of your subject's resource needs. Use skills4studycampus online package to help you step up to the demands of each new academic year and beyond.

They're responsive

The libraries have a wide range of books needed for your studies, plus a wide array of papers, journals and books available online. All items on your reading list are in the library collection, if you think there is something else we should have, let us know.

They're online

“Discover is a wonderful tool: like Google, but better. You can search for anything you might need for your course right there!” UCEN Manchester Student.

The Library pays for you to be able to access a range of high quality online eBooks, journals and databases of resources. If you find something you need that we don't have, let us know and we will look into purchasing it for you. Most of this content is not free via Google or Google Scholar, so make sure you don't miss out!

Find out more on your LibGuide pages: library.tmc.ac.uk or email library@ucenmanchester.ac.uk and follow @UCENLibraries on Twitter.

IT SERVICES

UCEN Manchester students have access to a range of top software packages and free IT resources.

Your student account is automatically created at enrolment, providing you with the following:

- Student email e.g. 1234567@stu.ucenmanchester.ac.uk
- Default password is ucen, followed by your date of birth - e.g. ucenddmmyyyy
- Office 365 account - portal.office.com
- Access to OneDrive including Word, Excel PowerPoint, OneNote and Email



- Get 5 Free copies of Microsoft Office
- 1TB of FREE OneDrive storage
- Student Hub - studenthub.ucenmanchester.ac.uk

WI-FI

- Connecting to free Wi-Fi on campus couldn't be simpler:
- Go to your phone Wi-Fi settings
- Select TMC (this is a secure network and is identified by the padlock)
- Enter your student login - 1234567@stu.ucenmanchester.ac.uk
- Enter your student password
- If you encounter any issues, simply 'forget the network' and try again

USE THE STUDENT HUB APP ON YOUR PHONE/ COMPUTER TO:

- Access your email
- View your calendar
- View your printer credit balance
- Access Moodle (Virtual Learning Environment)
- ProPortal - Individual Learning Plan

REPORTING FAULTS

To keep you in the loop about any faults you report, you are able to log and track IT tickets through the IT Service Desk ticketing portal. You can access this in various ways:

- Student Hub - studenthub.ucenmanchester.ac.uk
- IT Portal - <https://ltegroup.topdesk.net>
- Direct email - isservicedesk@ltegroup.co.uk
- Phone - 0161 674 3333

PASSWORD REGISTRATION

It is advised that you should register on the Password Reset portal. This will help you self-manage your account. On registration you will be asked to enter some memorable information, this will allow you then to reset or change your password. myaccount.ltegroup.co.uk/

Health and Wellbeing

COUNSELLING

Many of us will experience some level of mental health struggle at some point in our lives, so it is important to talk about how you are feeling and get the support that you need. Making small changes can improve your mental health and we are here to support you.

The Counselling Service at UCEN Manchester offer a free and confidential counselling service to students, throughout the academic year.

The Counselling Service can provide up to six face-to-face counselling sessions on campus, for students who are struggling with mild to moderate psychological issues.

The Counselling Service is a dynamic and supportive team made up of trainee counsellors (Doctoral/Masters Level) offering one-to-one confidential counselling sessions. We are here to promote positive emotional wellbeing and to support you during difficult times during your time at college.

If you would like to access counselling please speak to the Careers, Employability and Welfare team or Student Experience workers.

KEEPING YOU SAFE

UCEN Manchester is committed to providing a safe space with equal, inclusive and mutual respect for everyone. Students and staff are entitled to effective safeguarding care through our dedicated Student Experience Team, who provide guidance and support to those who need it. If you require emotional support, visit one of our Safeguarding Officers on site, who will aim to provide assurance and guidance in the best possible way, as well as signposting to appropriate help.

If you, or someone you know, is suffering physical, emotional, psychological, financial or sexual abuse, harassment, bullying, racism, homophobia, transphobia, religious hate or any other form of mistreatment you MUST report it. We are here to help and ensure every person at UCEN Manchester is happy, secure and successful. We hold a zero tolerance policy towards hate incidents and hate crimes at UCEN Manchester and campaign to raise awareness each year.

Contact: reportandsupport@tmc.ac.uk

PAM ASSIST, OFFERING SUPPORT 24/7

We understand that you may reach a point of crisis when you are not on campus. For this reason, we have partnered with PAM Assist which provides you with 24 hour access to a wide range of support and wellbeing services such as counselling, debt advice and immediate crisis intervention.

It also provides:

- Psychological support and therapy using online and email therapy; online and self-help literature; telephone and video conference counselling; and up to six face to face counselling sessions a year lasting 60 minutes each
- Access to PAM Assist Online, a health, wellbeing and information resource containing an extensive range of fact sheets and links to expert agencies.
- Telephone access to legal advice services including tenancy matters, state benefits and entitlement information

The service is completely confidential and should you feel you could benefit from accessing any of these services, please telephone: **08081 963533** or log in directly: <https://login.pamassist.co.uk>

Log in details:

User ID: student

Password: student1



Your Safety

STAYING SAFE

Whether you're brand new to Manchester or lived here all your life, it is important to stay safe in the city. Taking every precaution to separate yourself from danger and assessing all risks before entering a situation must always be taken seriously.

Top ten tips for staying safe:

1. Avoid dimly lit areas and walking alone
2. Keep expensive items such as mobile phones and laptops well hidden in public spaces
3. Keep your wallet and phone close to you (not in your back pocket) and avoid carrying large amounts of money
4. Check all windows and doors are locked before leaving home
5. Do not let unexpected visitors into your home without formal identification
6. Walk away from trouble; it's not worth it. Be polite. If you accidentally spill someone's drink or bang in to them, then apologise
7. Make sure you and your friends have each other's phone numbers so that you can keep in contact and all get home safely
8. Plan how you are going to get home before a night out
9. Stay in control. Drinking excessively is dangerous for your health and safety... as well as your bank balance!
10. Never share personal or bank details and be careful what content you share on social media

Visit www.manchester.gov.uk for more information and official guidance about staying safe in and around Greater Manchester.

SAFEGUARDING

UCEN Manchester is committed to providing a safe space with equal, inclusive and mutual respect for everyone. Students and staff are entitled to effective safeguarding care through our dedicated Student Experience Team, who provide guidance and support to those who need it.

If you require emotional support, visit one of our Safeguarding Officers on site, who will aim to provide assurance and guidance in the best possible way, as well as signposting to appropriate help.

WHAT TO DO IN AN EMERGENCY

If you discover a fire

- Locate the nearest Break Glass point to raise the alarm
- Exit the building calmly

If the fire alarm sounds

- Close all windows
- Proceed to the assembly point via the nearest fire exit

Disabled students

A Personal Emergency Evacuation Plan (PEEP) will be provided where necessary, to students who have disclosed a disability.

FIRST AID

If you require first aid assistance, always alert a member of staff. There are a number of qualified first aiders on each site who will be able to assist you in the first instance. If you need to go home, a staff member will help make arrangements where necessary.

If you feel that an ambulance or the Police are required on campus, then you should contact a member of staff immediately. During College hours, please do not call 999 directly on campus, but speak to a member of staff first so the internal team can direct appropriate departments.



Student Voice

STUDENT REPS

Having a voice in your experience is essential to the growth and development of UCEN Manchester, as well as the managing of your expectations throughout your study.

The role of a student rep is to both proactively seek and represent the views, questions and experiences of their academic peers. Student reps work in collaboration with UCEN Manchester to improve the academic experience. Each one is responsible for representing students in their specified course group.

Student reps cover a wide variety of issues on behalf of their peers, including: learning and teaching methods, resources, research, assessment methods, support provided by personal tutors or supervisors, facilities and academic events.

Student reps meet their Student Voice Co-Ordinator a minimum of once per term to receive support, as well as meeting department leaders and tutors at Programme Committees with our awarding partners to voice their thoughts and opinions.

As well as achieving the satisfaction that their work and opinions are making a difference, student reps also receive free training, a handbook, a certificate of achievement (useful for your CV) and a free hoodie.

Want to be a student rep? Nominate yourself to your tutor and peers, contact your Student Voice Co-ordinator and pick up a Student Rep Handbook from your Students' Union area or reception for more information.

Sheri Lawal
slawal@ucenmanchester.ac.uk



STUDENT VOICE FLOWCHART

1 SPEAK TO YOUR PERSONAL TUTOR

Your personal tutor will work with you to resolve concerns and pass on any positive recognition. Comments can be raised by an individual, or by student reps. It is your personal tutor's and/or student reps responsibility to communicate feedback within 10 working days

Note: I.T. problems can be raised directly by students to the I.T. Service Desk Email:
isservicedesk@ltegroup.co.uk

2 PERSONAL TUTOR INVOLVES HEAD OF DEPARTMENT

If your personal tutor is unable to resolve the issue, they will raise it with the Head of Department. Together, a resolution should be sought by evaluating student opinion proactively. It is your Head of Department's responsibility to communicate feedback within 10 working days.

Note: All Heads of Department are aware of the correct places to signpost students to regarding I.T. Services, Facilities Management, Safeguarding, Careers, Advice, Welfare support etc.

3 INVOLVE YOUR STUDENT VOICE COORDINATOR

If the department are not providing any form of feedback on a resolution in progress, then UCEN Manchester students should contact their student rep. Student reps may contact Sheri Lawal or the Students' Union for additional support. It is Sheri and/or the Student Union's responsibility to communicate feedback within 10 working days. Contact either:

slawal@ucenmanchester.ac.uk and SU@ucenmanchester.ac.uk

Note: Head of Department will be re-contacted, to confirm what processes have been put in place since stage 1.

4 CONTACT THE DIRECTOR OF STUDENT EXPERIENCE AND ENGAGEMENT

As a final resort, the Director of Student Engagement and Student Experience, Wendy Pennington, will support on all matters not dealt with effectively. The student voice is an effective tool for collaborative empowerment. It is the Director's responsibility to feedback within 10 working days at the final stage.

wpennington@ucenmanchester.ac.uk

Note: This should be the final stage for the most effective productivity.

The Students' UNION

The Manchester College | UCEN Manchester

This is an exciting time for our Students' Union (SU) as we continue to build it together. The SU Constitution is based on the passions, ideas and views of our students and is here to provide everyone with great opportunities to meet new people, get involved in events and make the most of your time whilst studying.

The students who run the SU are elected each year and it's their job to represent the voice of their peers, run events and enrichment activities and to provide opportunities for you to develop skills and talents in your student community.

The Students' Union empowers students to create their own societies and produce their own campaigns. We support your student voice and represent your academic interests.

HOW TO GET INVOLVED

- Join one of the many SU societies
- Become a Students' Union Officer or the future Students' Union President
- Become a writer for the student blog or submit stories for your quarterly newsletter
- Volunteer at events such as Freshers' Week

WHAT SU OFFICER ROLES ARE THERE?

- President
- Vice President
- Finance Officer
- Secretary
- Welfare Officer
- Sports and Activities Officer
- Communications' and Campaigns Officer
- Equality and Diversity Officer
- Campus Officers



JOIN THE SU SOCIETIES

- Debating Society
- LGBTQ+ Society
- Fitness Society
- Creative Networking Society
- Men's Football Team in the BUCS League
- Film Club
- Photography Club
- Vegan Society



CONTACT FOR MORE INFORMATION

Email The Students' Union to register your interest and find out more information including the most up to date gym opening hours: SU@ucenmanchester.ac.uk.

If you have social media, follow us right now to secure your interest:

 @tmcUCENstudentsunion  @tmcSU  tmcSU

GET INVOLVED

BECOME A BLOGGER FOR HE BEE

- Submit your stories, recipes and general student life chat to the student blog
- Read the student blog on Moodle (via the Student Engagement tab)

BECOME A STUDENT REP

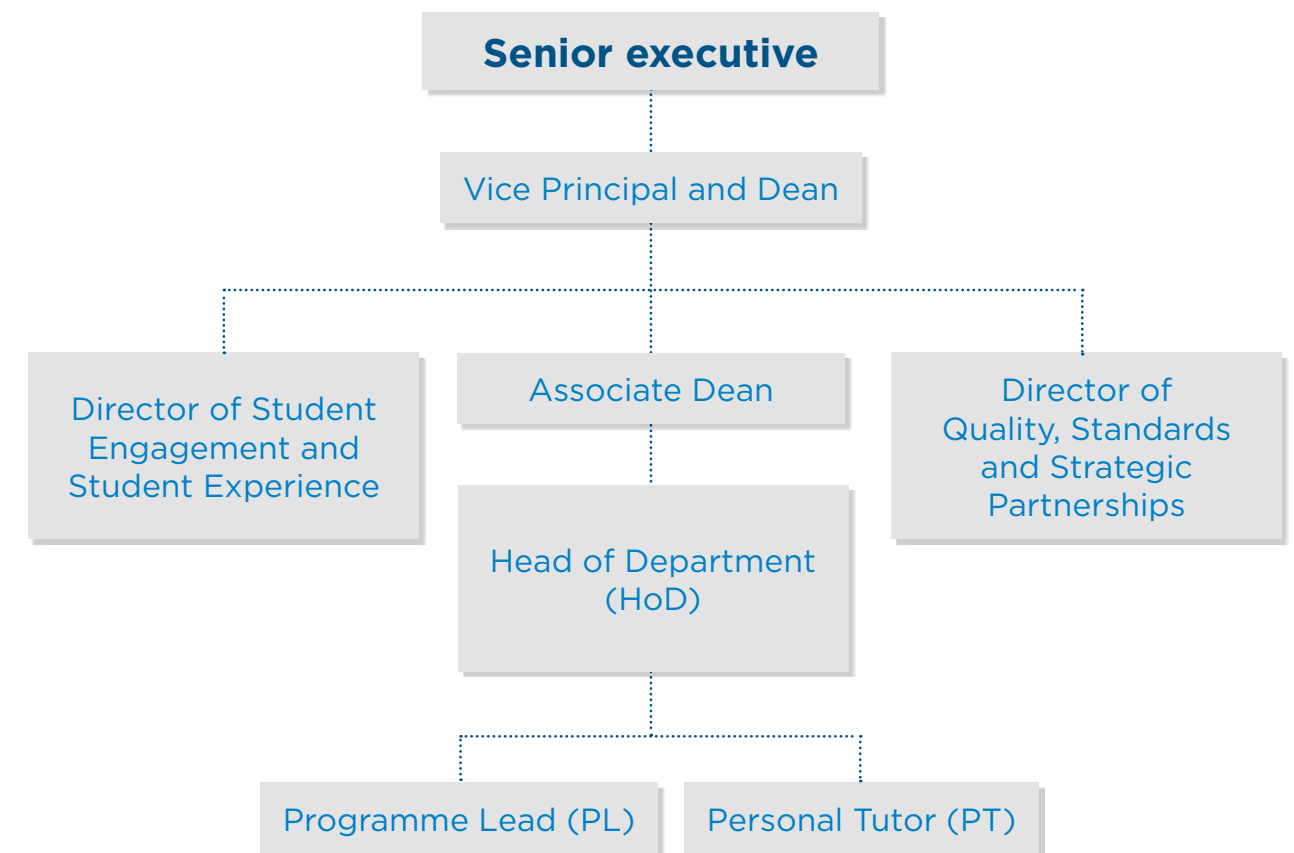
- Be passionate about your course and classmates, by attending meetings on their behalf
- Free handbook and training
- Free hoodie and certificate for your CV

SUBMIT A NEWS STORY TO THE STUDENT NEWSLETTER

- Submit your news stories, headlines and achievements to the newsletter for publication by emailing slawal@ucenmanchester.ac.uk
- Read the newsletter on Moodle (via the Student Engagement tab) and print format

Managing your Studies

Staff Structure



ATTENDANCE AND SICKNESS

It is a UCEN Manchester requirement that students attend all classes. Students who choose to absent themselves risk an adverse comment on references. Increasingly, employers ask for comments on punctuality and attendance. If you are too sick to attend class, you must always inform your tutor before the session starts. The attendance policy can be found on the website (you will also need to refer to your Programme Handbook).

POLICIES AND PROCEDURES

This section has been designed to act as quick reference to some of the policies and procedures you are required to follow. These points should be read in conjunction with the information provided in your Programme Handbook.

WHAT TO DO IF YOU:

Want to change from one programme to another at UCEN Manchester

If you are certain that you want to change programmes, you must discuss this with your Programme Leader. If you are unsure who this might be, you can always contact your Personal Tutor.

Have a programme-related problem:

You should speak to your Personal Tutor first and then follow the staff structure. Refer to the Student Voice Flowchart in this handbook if you are unsure.

Have a personal problem that is hindering your study

If you need to discuss personal problems, you can choose who to approach. You may feel comfortable talking to one of your class tutors, who will try to help you.

Alternatively you can see the Careers and Welfare Team on your site. If they feel your tutors need to be aware of the potential impact on your studies, they will contact them but won't divulge any private details of your conversations.

If you think you should be tested for Dyslexia, or have any other disability affecting your study, you should inform the Programme Leader. In addition, you should make an appointment to see Careers and Welfare who will help organise the appropriate academic support for your needs or contact the Disability team on 07730 619177 / 07885 556419 or by emailing them at:

DSA@ucenmanchester.ac.uk

Need to take a break in your studies (suspending studies)

If you have a reasonable requirement to take a year out from study, talk to your Programme Leader in the first instance. You will be advised to complete the request form (available on the website) and return the form to your Programme Leader. The official forms will be completed for you and you must then inform Student Finance England (SFE).

Need to leave the Programme:

If you are considering withdrawing from your programme or transferring to another, you should discuss the matter first with a tutor. You should then speak to the Programme Leader. If transferring to another programme, you will need a supporting reference from us so we will need to know you have applied to another institution in the first instance.

Change your personal details e.g. address, name etc.

All students are required to update their student records whenever a change has been made. This includes informing UCEN Manchester of up to date contact details. It is important that we have these details for all correspondence such as results letter, transcripts and official certificates. Please check that all your details held by UCEN Manchester are correct. If they are not, then you will need to complete a change of details form, which is available from your campus reception.

Want to share a compliment or make a complaint:

We encourage you to discuss your thoughts with the programme team or Head of Department in the first instance, in order to provide an effective resolution. You can make a formal complaint under the Complaints Policy which can be found on the website ucenmcr.tmc.ac.uk/about/policies/general

After receiving the outcome of your complaint, you have a right to appeal within 10 working days. For Pearson Higher National students, UCEN Manchester will then issue you with a Completion of Procedures notification which would allow you to apply to the Office of the Independent Adjudicator for Higher Education (OIA) for a review.

For Manchester Metropolitan University and Sheffield Hallam University students, if after the appeal outcome, you remain unsatisfied, you have the right to request a review of your complaint by the validating University. However, not all matters fall under their jurisdiction. If the University deems it does not fall under their jurisdiction, they will ask UCEN Manchester to issue you with a Completion of Procedures notification which would allow you to apply to the Office of the Independent Adjudicator for Higher Education (OIA) for a review.

Compliments to staff for hard work and above and beyond service is rewarded with the 'Pat on the Back Scheme'. Students can nominate any staff member at any time for recognition, from tutor to facilities, library to catering, management to reception; every staff member is included. If you have a compliment to make, email Sheri Lawal with the name of your nominee and reason why. Your chosen nomination will receive a thank you card and coffee voucher in gratitude for their work.

slawal@ucenmanchester.ac.uk

Want to make an academic appeal:

If you wish to make an academic appeal, you can find your appropriate validators information on the website.

GRADUATE TOGETHER

REGISTRATION

In order to take part in your ceremony, you will need to register your attendance. You will be contacted over the summer with details regarding Graduation. You must:

- Confirm your attendance via the form that will be sent to you
- Have successfully completed your course
- Paid your fees in full and have no outstanding debts due to UCEN Manchester

GUESTS AND SEATS

Each graduate is allocated two seats for supporting friends and/or family, in addition to your own, at the time of registration. A small amount of extra seating may be available for additional guests, however these are not guaranteed and travel or accommodation plans are made at the party's own risk. It is important to indicate if you require additional seating at the time of registration.

PHOTOGRAPHY AND ROBE HIRE

We invite official graduation photographers to our ceremony so you can purchase your official photos. It is compulsory to wear the appropriate academic dress (gown, hood and mortarboard) in alignment with UCEN Manchester policy.

ACCESS ARRANGEMENTS

If you require access support due to a disability for you and/or a guest, it is vital that this is disclosed at registration and noted via the appropriate section of the registration form.



FIND YOUR
FUTURE WITH
UCEN MANCHESTER



UCEN Manchester is committed to equality of opportunity, non-discriminatory practices and supporting individual students.

This information is also available in a range of formats, such as large print, on request.

   join us at **ucenmcr**