



UGM
Manchester

Information and Guidance Pack for Students at UGM Manchester

This pack is intended to give you a brief synopsis of the different teams at UGM Manchester and what they can support you with. It includes a description and the key contact details of each team.

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1. iCentre

iCentre is here to support the non-academic side of your journey and functions and acts as a one stop shop for any help or information that you may require.

What we can help with:

- **Oyster cards/ Railcard applications**
- **Access Cards**
- **Official Letters (that can be requested from the VLE)**
- **Guidance on where other queries can be directed**
- **Information and guides relating to all areas of student life**
- **Advice on Travel Bursary**
- **RTS (Right to Study) ID checks**

The iCentre can only advise you on how to record your attendance, along with advice on how to make an attendance enquiry but the iCentre can NOT amend/void attendance.

Contact us: iCentre@manchester.bolton.ac.uk

2. The Director of Studies

DoS has a responsibility to oversee your academic welfare. They are here to support you and ensure that you are as successful as you can be in your academic career.

What we can help with:

- **Extension request - A valid reason and evidence need to be provided**
- **Mitigating Circumstances advice for postponing practical or coursework assessments to the next assessment period**
- **Study Break – taking a break for an Academic year**
- **Withdrawal (from studies) requests**
- **Non-Engagement**
- **Assessment Offence**
- **Student Progression – Results/Resit/Retake**

Contact us: DoS@manchester.bolton.ac.uk

3. The Finance Department

The Finance Department offer support on finances relating to your university study.

What we can help with:

- **Student Finance applications**
- **Submitting CoCs (Change of Circumstance)**
- **Payment queries**
- **Bursary/hardship applications**

Contact us: Finance@manchester.bolton.ac.uk



4. Learning Resources

The Learning Resource Centre is a dedicated team here to support you with your learning platforms.

What we can help with:

- **VLE** – Student enrolment, resources etc.
- **Office 365** – Install office software package, support with student email/e:Vision password reset and unlock MFA secure account, self-paced courses for Word, PowerPoint, Excel
- **Zoom** – License for video recording
- **Kortext** – Access to digital textbooks
- **Physical books** – Manage the physical book catalogue for student book loans
- **UoBM Digital Library** – Help with access to UoBM digital resources

Contact us: Learningresources@manchester.bolton.ac.uk



5. The Employability Team

The Employability Team encourage and support you and equip you with the tools you need to manage your career while studying with us, because we want you to achieve your ultimate career goals.

What we can help with:

- **Giving advice and helping you find the right career, course, or training route to enable progression into rewarding graduate employment or postgraduate education**
- **Helping you understand the skills, values, beliefs, ambitions, and experience you already have that will meet the specification for ideal job roles and career opportunities**
- **Identifying gaps in your knowledge, training, and experience required for your dream role, and equipping you with confidence-building skills to develop professionally**

The Employability Team offer both in-person and online support for all students and graduates, with a range of employability services.

The services we offer students and graduates are as follows:

- **Career Coaching**
- **Employability Awards**
- **Job Search Support**
- **Industry Exposure**

Contact us: Employability@manchester.bolton.ac.uk

6. The Wellbeing, Disability and Inclusion Team

The Disability and Inclusion Team offers information, advice and practical guidance for students. Support is available for students who have mental health difficulties, on-going medical conditions and specific learning difficulties.

In accordance with our duties under the Equality Act (2010), we provide reasonable adjustments that meet the needs of disabled students; remove or minimize disadvantages otherwise resulting from the disability; and encourage students to participate in university life and succeed in their studies. We may be able to assist students with special arrangements for their lectures and examinations. Students may also find they're eligible for Disabled Students' Allowance (DSA), which can be used for equipment and support to help them to complete their course.

The Wellbeing Team offers three types of wellbeing support:

- 1. Wellbeing Advisory Service**
- 2. Counselling Service**
- 3. Disability and Inclusion Service**

6. The Wellbeing, Disability and Inclusion Team

Wellbeing Advisory Service

Our wellbeing student advisors are here to support you through any emotional and/or wellbeing difficulties that you may have during your time at UoBM. Wellbeing student advisors will listen to your needs and will work with you to devise a plan of support during your difficulties. This may include liaising with and referring you to relevant internal and external services.

Counselling is a therapeutic process providing you with a safe space to talk through any emotional difficulties or life challenges you may have.

Some of these difficulties or life challenges may include:

- **Low mood and anxiety /low self-esteem**
- **Bereavement**
- **Family / Relationship Difficulties**

Contact us: Studentwellbeing@manchester.bolton.ac.uk

Contact us: Disabilityandinclusion@manchester.bolton.ac.uk

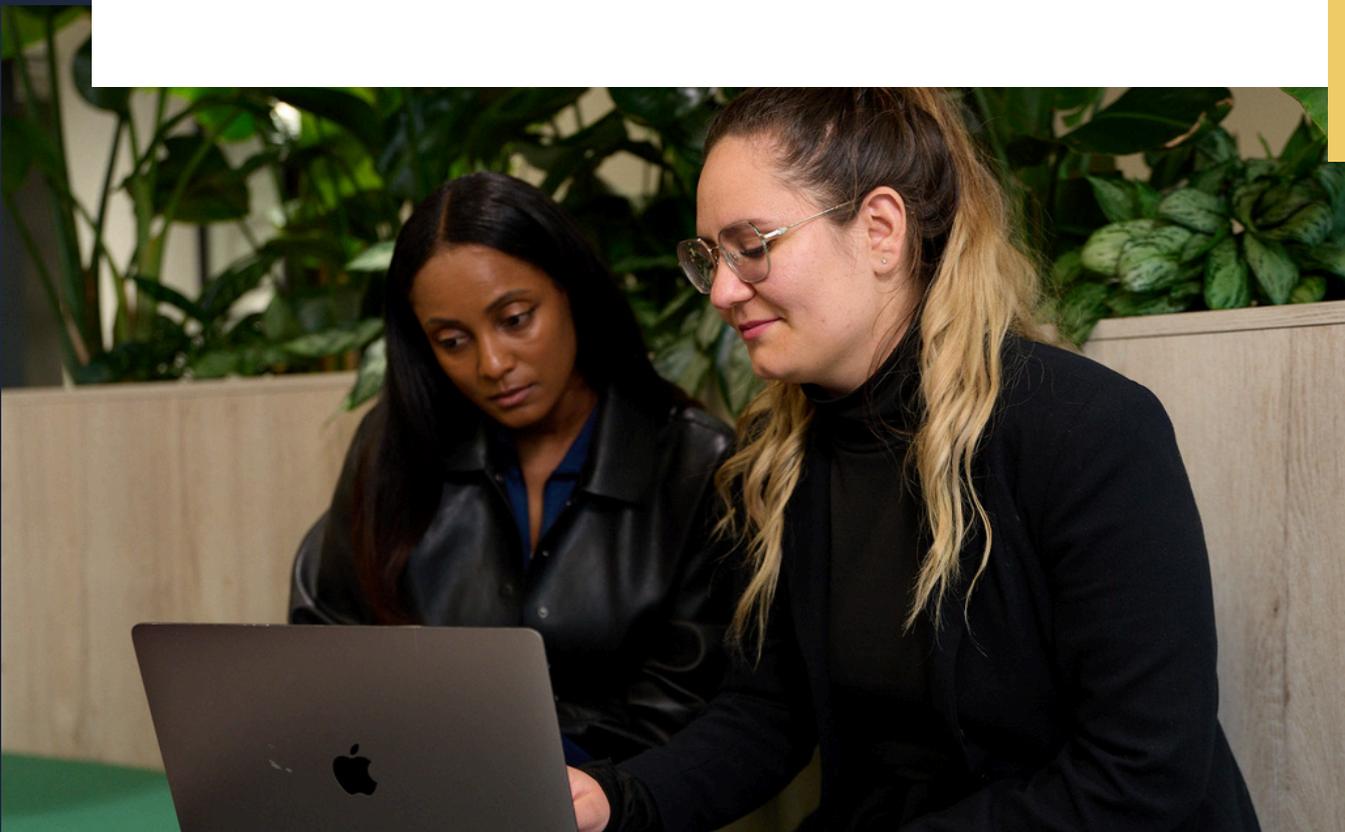
7. The Admissions Team

The Admissions Team are always ready to assist you at every stage of the application process.

What we can help with:

- **Application Queries**
- **Course Registration Queries**
- **Assessment Queries (Interview and English Tests)**
- **Readmissions (Previous students wanting to re-join)**
- **Entry Requirement Queries**

Contact us: Admissions@manchester.bolton.ac.uk



8. Attendance

All students must record their class attendance between the allocated timeslots via VLE:

AM Sessions: between 09:55 – 10:30

PM Sessions: between 13:55 – 14:30

If you believe you are having a technological issue with your attendance, you can enquire about your attendance record.

Simply login to the VLE, select 'My Forms' and then select 'Attendance Enquiry'. Attendance enquiry details must include the date, session (AM, PM) and any additional information you would like the attendance team to investigate. Once you have submitted your attendance enquiry, you will receive a response within five to ten working days.

If you join your class after 10:30/14:30, your attendance will not be recorded, and you will be marked as absent.