



UGM
Manchester

Start building a **greater** future



May Undergraduate
Student Handbook
2025/26

[Manchester.ugm.ac.uk](https://manchester.ugm.ac.uk)

Welcome to Manchester



Contents

Introduction.....	4
2025/26 Academic year.....	5
How to find us.....	6
Teaching delivery.....	8
Timetable procedure.....	9
Attendance guide.....	11
Everything you need.....	12
Student platform details.....	15
Your academic year.....	16
UGM Manchester checklist.....	17
Support whilst you study.....	18
Student benefits.....	30
Discover Manchester.....	31
Useful information.....	32
Key contacts.....	33
Fire procedure.....	34

Introduction

It is my great pleasure to welcome you to UGM Manchester and the beginning of your journey in Higher Education.

Our highly experienced academic and professional staff will work with you to help you achieve your full potential and accomplish your career goals. Make the most of your time with us by participating fully in our Employability Scheme, learning community, and student societies, to maximise your educational experience. The more time and

effort that you put into your education, the more you will benefit – education creates opportunities for your future. We are here to encourage, help, and support you on that journey and we wish you every success.

Here at UGM Manchester, we are committed to providing you with skills for life, and I look forward to welcoming you to our learning community.



Watch this video and join us on an exciting journey to discover campus life at UGM Manchester!



Andrew Johnson - Dean of UGM Manchester



Key dates

We operate in Trimesters – (1) September, (2) January, (3) May

- You are starting in Trimester 3, which runs May to August 2026
- Your next Trimester is September to December 2026
- All dates shown are inclusive

Summer Trimester

Welcome Week	Tuesday 5th May - Friday 8th May 2026
Trimester 3 Teaching	Saturday 9th May - Friday 3rd August 2026
Trimester 3 Examinations	Monday 3rd August - Friday 7th August 2026

Autumn Trimester

Welcome Week	Monday 14th September - Friday 18th September 2026
Trimester 1 Teaching	Saturday 19th September - Friday 11th December 2026
Trimester 2 Examinations	Saturday 12th December - Friday 18th December 2026

Holidays



Bank Holidays	Monday 25th May; Monday 31st August 2026
Summer Break	Saturday 8th August - Tuesday 18th August 2026
Christmas Day	Friday 25th December 2026
New Year's Day	Friday 1st January 2027

Please note that your break trimester is scheduled for January to April 2027, and you will progress to the next academic trimester in May 2027.

How to find us

Our campus, a few minutes walk from Oxford Road, contains contemporary state-of-the-art facilities. The campus is situated in a fantastic location within the student hub of Manchester, with shops, cafes and restaurants close by.

You will have the opportunity to explore this city in your spare time and experience all the culture embedded in this diverse and evergrowing centre of the North-West.

- Victoria (26 mins by bus or train)
- St Peters Square (26 minutes walk)
- Piccadilly (29 minutes walk or 19 minutes bus ride)
- Manchester Oxford Road Station (22 minutes walk or 10 minutes bus ride)

“With a campus in the heart of Manchester offering you unprecedented access to a host of potential employers and career opportunities, UGM Manchester is the perfect place for you to build the skills and gain the knowledge which will propel you to a successful career. Our commitment and focus on academic quality, delivered by our experienced academics, will ensure you enjoy an excellent learning experience.”

Andrew Johnson - Dean of UGM Manchester

By bus

Manchester’s buses are a popular and cheap way of getting around the city. Oxford Road hosts several bus stops where schedules are very frequent and well connected to the rest of the city. The nearest bus stop to UGM Manchester is located on Oxford Road, stop E. You can catch any of the 142 or 143 busses for just £2.

By train

One of the city’s main train stations, Oxford Road is very close to the university. Also, easily accessible by a short bus ride or walk is Manchester Piccadilly, which serves as Manchester’s primary train station and is well connected to all regions of the UK.

By tram

Manchester’s tram service, the Metrolink, runs through the city and outer areas of Manchester such as Didsbury, Chorlton and the Trafford Centre. Catch the tram from the nearest station at St.Peter’s Square.

By car

You can also reach our Manchester campus by car, although please note that the university does not provide on-site parking. There are several public car parks in the area, including one on Denmark Street which charges £8 per day. For a more convenient and cost-effective option, we recommend using public transport where possible.



Teaching delivery

Delivery



All students will have a 2-day-a-week class timetable for standard delivery and a 3-day timetable for evening and weekend delivery. Outside of classes, you will have homework and self-directed study to complete.

Standard delivery

Studying on campus 2 days a week



Evening and Weekend delivery

Classes are held on Tuesday and Thursday evenings (18:00 to 21:00) and Saturdays (10:00 to 17:00).



Your timetable will be accessible through the Virtual Learning Environment (VLE) and the myUGM Manchester mobile app.

Our university places great importance on providing a first class learning experience for our students. To achieve this, we strongly believe in the value of face-to-face teaching and fostering interactions within a classroom setting.

We endeavour to keep your study days consistent. However, although your study days will remain the same week-on-week for the duration of a full trimester, they may change from trimester-to-trimester, dependent on staffing and rooming factors. If your study days change from one trimester to another, you will be warned well in advance.



Timetable procedure



Morning
Lecture (AM)
10:00 - 13:00

Lunch Break
13:00 - 14:00

Afternoon
Lecture (PM)
14:00 - 17:00

Evening and Weekend Delivery: Tuesday, Thursday & Saturday

Tuesday & Thursday
Evening Lecture (EV)
18:00 - 21:00

Saturday Morning
Lecture (AM)
10:00 - 13:00

Lunch Break
13:00 - 14:00

Saturday Afternoon
Lecture (PM)
14:00 - 17:00



Attendance

Attendance

Once you have completed your online registration task, you will be able to view your timetable and will be enrolled in the VLE's attendance system. You are expected to attend all classes on your timetable on-campus, this will enable you to gain a full learning experience, as you will be able to develop ideas and skills with other students and be physically aware in lectures and seminars.

Time to log your attendance:

AM Sessions: between 09:45-10:30

PM Sessions: between 13:45-14:30

PM Evening Sessions: between 17:45-18:30

If you join your class after 10:30/14:30/18.30, your attendance will not be recorded, and you will be marked as absent.

As a student, you are responsible for making sure your attendance is up-to-date and accurate. If you believe you are having a technological issue with your attendance, you can enquire about your attendance record by making an attendance enquiry through VLE. Simply login to the VLE, select 'My Forms' and then select 'Attendance Enquiry'.

Attendance enquiries 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.

How to mark attendance

Sign into the VLE from UGM Manchester website: [Manchester.ugm.ac.uk](https://manchester.ugm.ac.uk)

- Click on the module that you're attending on campus.
- Click on "In Class Attendance"

Please note your attendance will be updated **ONLY** if you click this link on the day of your lesson between the times shown below whilst physically attending the lesson in the classroom.

You **MUST** connect to **UGM Manchester WI-FI** to use this service.

Name: UGM_Manchester

Password: 1nt3rn3t@UgmM

Student Support bursary

We offer a Student Support Bursary for those students who submit all assessments and achieve a minimum **80%** attendance rate. Eligible students can receive a payment of **£250** for each semester, with the opportunity of receiving up to **£500** per academic year.



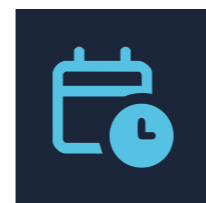
£500 bursary available per academic year.

Everything you need

We want you to have everything you need to get started with us. Our website features a comprehensive FAQ page, covering everything from academic submission to student benefits and financial support.



Get all your questions answered about studying with us at [Manchester.ugm.ac.uk/about-us/contact-us/faqs](https://manchester.ugm.ac.uk/about-us/contact-us/faqs)



Timetable

One of the many advantages of studying at UGM Manchester is our unique two day timetable for standard delivery or three day timetable for evening and weekend delivery.

This is beneficial to you as you are able to undertake part-time work or other additional activities.

It is unlikely for your timetable to change every trimester however, any change in the timetable will be communicated to students prior to the commencement of a new study term. Students who fail modules which they are required to retake will have to attend on more than two days.



Student Email

Your student email can be accessed via our main website and on the myUGM Manchester app. This will be our first port of communication for you so it is essential that you check this frequently.



The VLE

Your VLE will allow you to access your module pages, each of which will contain all the module materials.

The VLE will also provide you with access to helpful information regarding all aspects of university life, including:

- Access to forms:
 - Council Tax Letter
 - Bank Letter
 - Embassy Letter
- Academic Integrity Advice
- Learning Resource Centre
- Regulations, Rules and Policies
- Student Handbook
- Wellbeing





myUGM Manchester App

The myUGM Manchester App will enhance your online learning and ensure all of your learning platforms are easily accessible to you. The myUGM Manchester App can be downloaded from the App Store for Apple devices and from the Google Play Store for Android devices. You will be able to access core university resources, personalised online learning resources and will receive notifications and updates about your university life.

Student timetable

- View your timetable

Student services on the go

- Attendance
- ID Card
- UGM Manchester Newsletters

Online learning

- Check your module completion progress
- Access your VLE on the go
- Lecture notes
- Assignments

Student Outlook email access

- Access and send emails from your student email

UGM Manchester Library

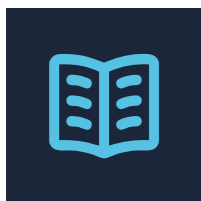
- Search the library for books, e-books, journals, videos and more.



Download
for iPhone



Download
for Android



The Bookshelf

You can use The Bookshelf to search library books, e-books, e-journals, videos and more.

The Bookshelf is a key tool for building digital research skills.

You can access The Bookshelf via the VLE. You will be shown how to access the library in class.



Student platform details

Student email

Username:

@greatermanchester.ac.uk

Password:

Password to be sent via e-mail

Your UGM Manchester username and email are:

Username (provided by University of Greater Manchester during the enrolment task) + @greatermanchester.ac.uk

myUGM Manchester App and VLE

Username:

(VLE number)

Password: Your 6 Digit D.o.B

Forgotten your login details? Contact the iCentre or Learning Resource Centre for further assistance:

icentre@manchester.ugm.ac.uk

learningresources@manchester.ugm.ac.uk

Your academic year

Your 1st Trimester starts

May

1. First week of classes (Week 1)
2. Review your timetable for the upcoming Trimester
3. Download recommended apps and follow UGM Manchester social media accounts
4. Download e-books via The Bookshelf
5. Apply for student benefits

June - July

1. Participate in the Module Evaluation Questionnaire (MEQ)
2. Staff and Student Liaison Committee (SSLC)
3. Prepare for assessments

August

1. Examination week: **Monday 3rd August - Friday 7th August 2026**

Staff and Student Liaison Committee (SSLC)

These committees are held once every trimester and are used as qualitative feedback opportunities for both students and staff. The elected student programme representatives will consult with class representatives in advance of the meeting and collate their feedback into general points of discussion which they will then raise at the SSLC meeting. Where possible, immediate responses will be given for the student representatives to pass on to their fellow students. Where further investigation or action is necessary, those actions will be followed-up and the results promulgated via 'you-said, we-did' notices. Minutes of these meetings are formally recorded and presented to the faculty management board at their regular meetings.

Your 2nd Trimester starts

September

1. First week of classes (Week 1)
2. Download e-books via The Bookshelf
3. Utilise learning resources from the VLE, Digital Library and the Learning Resource Centre
4. Prepare for assessments
5. Publication of exam timetable (Week 7)

October - November

1. Participate in Module Evaluation Questionnaire (MEQ)
2. Staff and Student Liaison Committee (SSLC)
3. Prepare for assessments

December

1. Examination week: **Saturday 12th December - Friday 18th December 2026**

Module Evaluation Questionnaire (MEQ)

Every trimester, you will be asked to complete an anonymous questionnaire for both of your current modules. We ask you to respond honestly and constructively to these surveys, as the feedback from them is invaluable to us in our drive to ensure continuous improvement of your educational experience. In addition to the MEQ, we will also ask you to complete our Student Experience Survey (SES) which allows us to measure the effectiveness of our support services. These two sets of surveys are key opportunities to exercise your Student Voice.

Are you ready?

Use the below checklist to help double check you have everything for a great start.

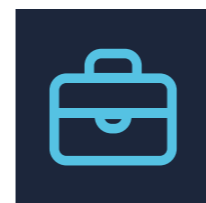
- Take a note of all your login details for student e-mail, VLE, The Bookshelf, Digital Library & check your personal timetable
- Apply for your student benefits
- Download myUGM Manchester App
- Review the academic calendar
- Apply for your railcard
- Download core reading for modules



Support whilst you study



Our Student Services Team is here to support you and can help you throughout your studies at UGM Manchester.



Employability Service

UGM Manchester is committed to preparing students to equip themselves with the necessary knowledge, understanding of industry, self-reflective skills and professional attitudes to be employable graduates. UGM Manchester students are challenged to develop their work ethic, tune their analytical and problem-solving abilities and make their ambitions a reality.

Here at UGM Manchester, we take great pride in giving students the tools to prepare for the world of work with the necessary academic knowledge, industry exposure and those all-important transferable skills. We strive to make sure students are prepared to enter the workplace with a number of different initiatives and services that we have on campus.

This includes:

- Giving you advice and helping you find the right career, course, or training route to enable you to progress 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.
- Identifying gaps in your knowledge, training, and experience required for your dream role.
- Equipping you with confidence-building skills to develop your business networking, online presence, and career opportunities.

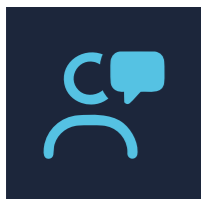
We have an in-house Employability Team who work in-person and online to offer you practical help, with a range of employability services to enable you to be your best and fulfil your career potential.

Careers Coaching:

1 to 1 and group sessions to improve your skills and confidence.

- Exploring your next steps
- Career planning
- Gaining work experience
- Job application support
- Interview preparation
- Postgraduate study questions
- CV building and review

To contact our Employability Team, you can send an email to Employability@manchester.ugm.ac.uk



Personal Tutor

At UGM Manchester, your Personal Tutor (PT) will be allocated to you at the very start of your degree. It is important to take note of their name and contact details as you may need to reach them in the near future.

Your PT can provide you with advice on your academic progress and give you guidance on how to maximise your opportunities at UGM Manchester. Your PT will also help you ease into university life and will make it as comfortable for you as possible so that you adapt better to your new surround and get the relevant help where needed from the relevant department.

If there are queries your PT can't help you with themselves, you will be directed you to the right department. Your PT can be reached via email.

Name of Personal Tutor (PT):

Contact Email:

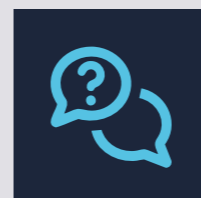


Programme Reps

Student voice is a critical element in maintaining and improving the student experience here at UGM Manchester. Each year, we elect student programme representatives who act as the main conduit for student feedback.

The student programme representatives attend the Staff and Student Liaison Committee each trimester in addition to other special occasions and management boards and work directly with the Dean and Director of Studies to resolve live operational issues.

The student programme representatives also act as the focus for the organisation of extra-curricular activities.

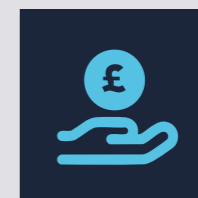


iCentre

The iCentre is here to make sure your student experience at UGM Manchester is enjoyable, by dedicating time and effort to make sure you are informed on all areas of student life.

The iCentre can assist you with student discounts, official student letters, attendance cards, submission support and technical challenges.

You can contact the iCentre via email at iCentre@manchester.ugm.ac.uk

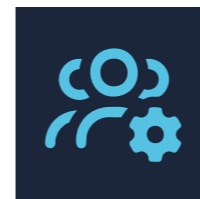


Finance Department

At UGM Manchester, we have a dedicated Finance Department who are here to help to resolve all of your finance-related queries.

The Finance Department can help assist with queries related to loans, grants, Disabled Student Allowance and much more. They can be contacted via email.

You can contact the finance department via email at Finance@manchester.ugm.ac.uk



Director of Studies Office (DoS)

The Director of Studies plays a unique role in monitoring and supporting students' academic progress at every stage. With responsibility to oversee the academic welfare of students, we are here to support students and ensure they are as successful as they can be in their academic career.

Part of our role is to track and ensure student engagement throughout their degree and encourage and promote academic integrity.

Sometimes, there will be difficult periods in your personal life that affect your engagement with your studies. In these instances, you can seek support from the team. This support includes providing students with extensions on their deadlines, advising them on mitigating circumstances and offering students a period of intermission or break in their studies.

If you have not taken or passed an assessment for any reason, our team can provide guidance on your progression, resits, and study plan options.

Please contact our team for support at DoS@manchester.ugm.ac.uk.

Mitigating Circumstances, Appeals and Complaints policies:

<https://greatermanchester.ac.uk/student-policy-zone>



Learning Resource Centre

The Learning Resource Centre (LRC) provides online and on-site support for students such as:

- Zoom
- VLE/Online Learning
- The Bookshelf
- Digital Library
- Office 365 download and other technical support

The Learning Resource Team are available online through Zoom live support. The LRC also run IT workshops in Word, Excel, and PowerPoint. As well as online, the team is also available on-site at the Learning Resource Centre. Learningresources@manchester.ugm.ac.uk



Student Finance Confirmation

All eligible students can receive a Tuition Fee Loan and a Maintenance Loan to help cover finances over the duration of their studies.

It can take up to six weeks to process an application, depending on how quickly you can gather the correct information required.

Once your application has been approved and you have completed your registration, the university will send Student Finance a registration confirmation and an attendance confirmation. Once confirmation has been sent to Student Finance, you should receive your payment within 3-5 working days.

To ensure you have completed all the necessary steps for Student Finance Confirmation, please ensure you have completed the following;

- Registered on the VLE
- Provided an up to date copy of your Passport with your application
- Attended Welcome Week
- Completed University of Greater Manchester enrolment task





Disability and Inclusion Team

Our Disability and Inclusion team is a dedicated support service for students who have disabilities, long-term medical, mental health conditions, and/or learning difficulties. We implement reasonable adjustments for students to ensure that no one is disadvantaged during their studies.

Reasonable adjustments are support strategies that we put in place for specific assessments, and in some cases, during your lectures depending on the students needs.

The Disability and Inclusion Team can also advise you about Disabled Student's Allowance (DSA) and whether you are eligible to apply for it. If you have already been approved for DSA, the Disability and Inclusion Team can implement necessary adjustments for you as outlined by your study needs assessment. We can also provide information about other benefits you can receive if you have been recently diagnosed with a disability, long-term health condition or learning difficulty.

Disability and Dyslexia Advisor

The Disability and Dyslexia Advisory service is available to students who:

- Need access to a Disability and Dyslexia Advisor on their Summary of Reasonable Adjustments (SORA)
- Would like to explore screening and/or a referral for dyslexia and/or other specific learning difficulties
- Would like to discuss disability support
- Require help with navigating the Disabled Students Allowance application process

All our services within the Wellbeing Department are based on a confidential 'need to know' basis. 'Need to know' is the sharing of sufficient information with key selected people involved in your support. In exceptional circumstances, your personal information may have to be shared without your personal consent, only if it is urgent or you are unable to give the consent. Your information will be kept confidentially in paper and electronic records in accordance with The Data Protection Act (2018) and General Data Protection Regulation (2018).

If you would like to get in touch with the Disability and Inclusion Team, please email us on disabilityandinclusion@manchester.ugm.ac.uk





Wellbeing Team

At UGM Manchester, we want your time here to be an enjoyable experience, however, we recognise that sometimes individuals may experience health and/or wellbeing issues. Our Wellbeing Team offers two types of support, namely Wellbeing Advisory Service and Counselling Service.

Wellbeing Advisor

Our Wellbeing Advisors are here to support you through any wellbeing difficulties. Our advisors will listen to your needs and will work with you to devise a plan of support. If you would like to discuss your wellbeing needs further or wish to access a Wellbeing Advisor, please self-refer by emailing us.

Counselling Service

Additionally, we offer a professionally qualified counselling service, providing a safe space to talk through any emotional difficulties or life challenges you may be experiencing. Students can self-refer to the service by contacting us. This includes issues such as:

- low mood and anxiety
- bereavement
- low self-esteem
- family or relationship difficulties

studentwellbeing@manchester.ugm.ac.uk



The University, whilst not a health and care provider, recognises the importance of and acts in accordance with the six principles of safeguarding first introduced by the Department of Health in 2011 but now embedded in the Care Act, these being:

Empowerment

People being supported and encouraged to make their own decisions and informed consent.

Prevention

It is better to take action before harm occurs.

Proportionality

The least intrusive response appropriate to the risk presented.

Protection

Support and representation for those in greatest need.

Partnership

Local solutions through services working with their communities. Communities have a part in preventing, detecting and reporting neglect and abuse.

Accountability

Accountability and transparency in safeguarding practices.

Safeguarding policy:



Student benefits

Once you become a student, you are entitled to numerous benefits to assist you with student life. You can find our student benefits providers in our FAQs.

Being a student at UGM Manchester gives you to various travel discounts, from student rail cards, to discounts on retailers. With a Student Railcard you are eligible to up to 1/3 off your travel costs. For mature students, you will need to request a 'To Whom It May Concern' letter through your VLE and send this with your application.

As a student, you are also eligible for:

- UNiDAYS
- TOTUM Student Beans
- Council Tax Exemption
- SCOUNL - British Library
- Amazon Prime
- Spotify
- EE Mobile
- Vodafone Mobile
- International Student Identity Card
- Save the Student
- Free Microsoft Office
- Student Beans



Discover Manchester

Welcome to Manchester

Manchester has grown exponentially within the last decade and has earned its title as an economic epicentre both within the UK and internationally. In terms of culture, the city thrives with global reputations for music, hospitality and sport to name but a few. The city has a rich history for students to explore, with many museums, art galleries and seasonal events to cater to a wide variety of interests.

To get started, we recommend visiting:

Whitworth Art Gallery:

Explore contemporary and historic art in Whitworth Park.

Chinatown:

Enjoy diverse cuisines and cultural vibes in Manchester's Chinatown.

Science and Industry Museum:

Discover Manchester's rich industrial history.

Castlefield Urban Heritage Park:

Relax in a picturesque area with canals, Roman ruins, green spaces and the iconic Castlefield Bowl.

Afflecks Palace and the Northern Quarter

Shop for unique items, vintage clothes and crafts.

Useful information

At UGM Manchester, we like to stay connected with all of our students and alumni. Whether it be events taking place in and around the university, or general useful information, we want to make sure that the information is accessible to all.

If you do have any social media enquiries, or suggestions, please feel free to visit the iCentre at your convenience.

 @UGMManchester

 @UGMManchester

 @UGMManchester

 @ugmmanchester



Key contacts

 The team around each University of Greater Manchester student

General queries

iCentre
iCentre@manchester.ugm.ac.uk

Professional support

Employability
Employability@manchester.ugm.ac.uk

Technical Support Team
Learningresources@manchester.ugm.ac.uk

Specialist personal support

Wellbeing, Disability & Inclusion team
Studentwellbeing@manchester.ugm.ac.uk
Disabilityandinclusion@manchester.ugm.ac.uk

Director Of Studies
DoS@manchester.ugm.ac.uk

Economic support

Finance Department
Finance@manchester.ugm.ac.uk



Numbers

Main Switch Board
0161 388 5595

Fire procedure

Actions on Fire Discovery:

- **Activate Fire Alarm:** Operate the nearest fire alarm by pressing the red call point's centre until the alarm sounds.
- **Call Emergency Services:** Dial 999 to report the fire. Provide the building's location and confirm witnessing the fire.
- **Fight Fire (if trained):** If trained and confident, use provided portable fire extinguishers without risking yourself or others. Always stay between the fire and the nearest escape route.
- **Evacuate Safely:** Head to the nearest emergency exit via the quickest, safest route. Encourage others to follow, leaving belongings behind. Do not use mobile phones or carry drinks.
- **Assembly Point:** Proceed to the assembly point located in the car park at the rear of the building. Remain there until further notice.

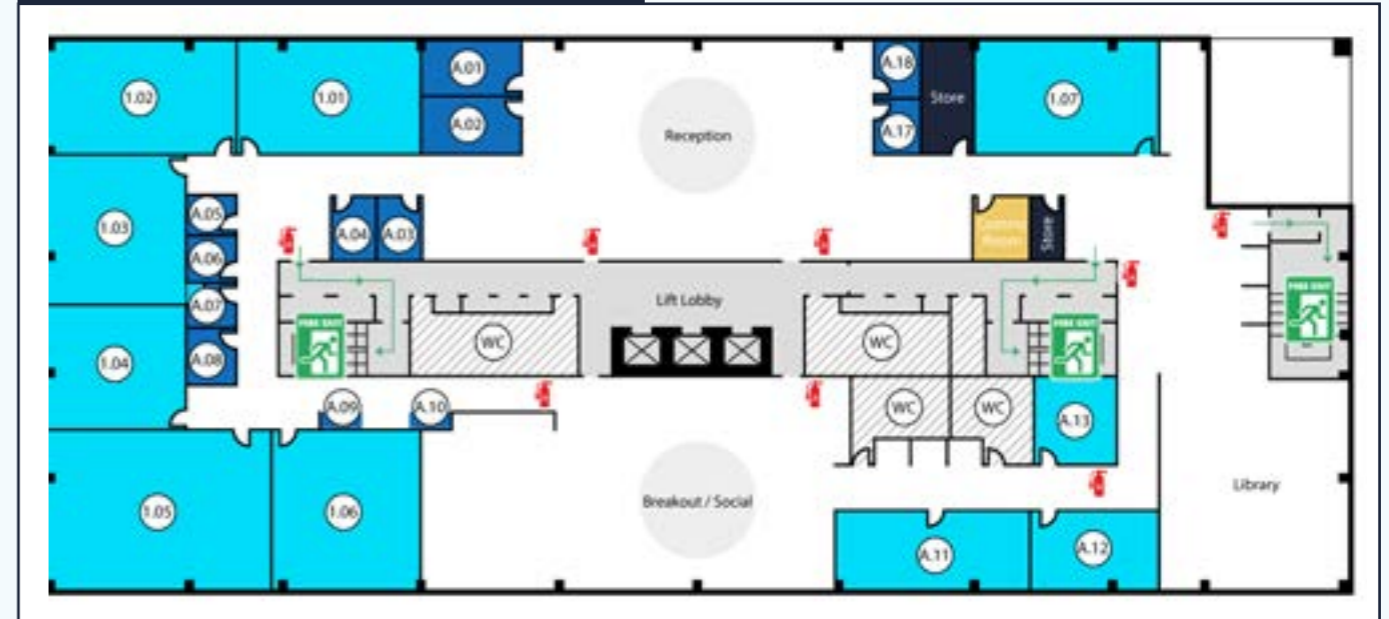
Fire Procedures Video



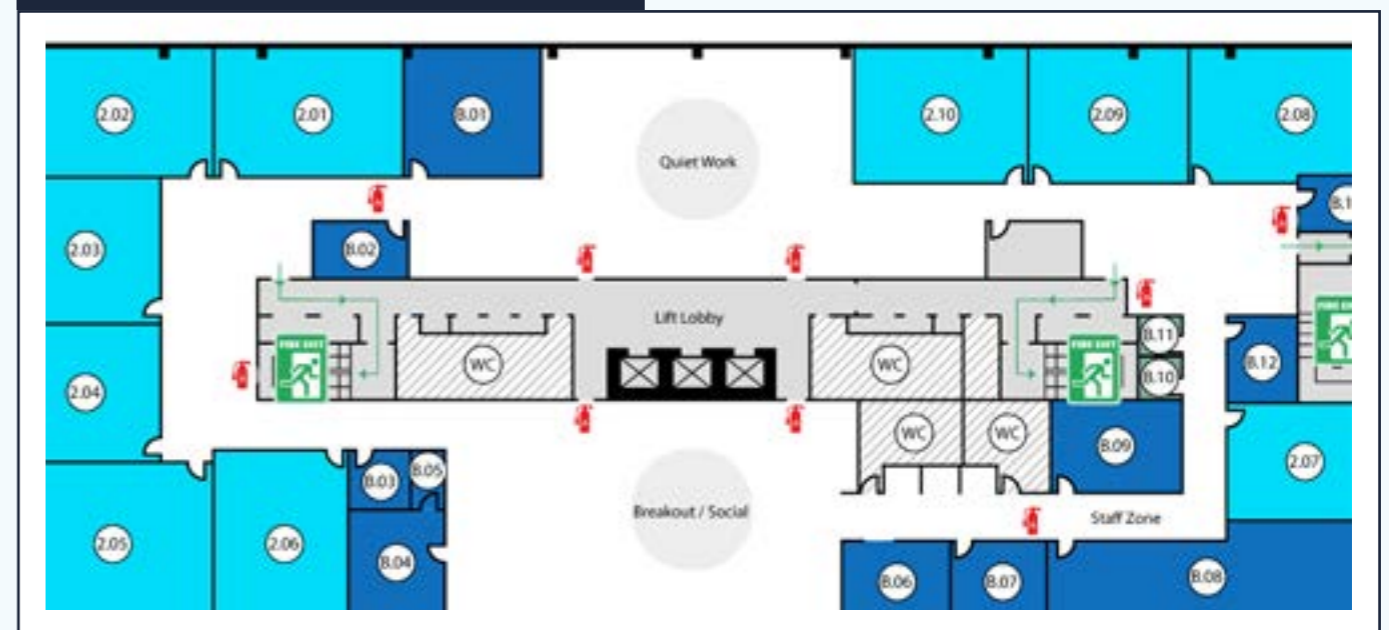
Actions upon Hearing the Fire Alarm – Floor Users

- **Evacuate Promptly:** Upon hearing the fire alarm, swiftly and safely move to the nearest sign-posted fire exit. Leave belongings behind, avoid mobile phone use, and do not carry drinks.
- **Know Escape Routes:** Be familiar with exit signage from induction training. Be aware that the exit route may differ from everyday entrances/exits.
- **Use Primary Escape Routes:** The primary means of escape is via the five internal stairways leading to open air on the ground floor.
- **Follow Fire Wardens:** Identify Fire Wardens by their high-visibility vests. Follow their instructions, including checking toilets and unoccupied areas.
- **Confirmation of Evacuation:** Fire Wardens will receive SMS requests for confirmation of a clear building. Confirm once your area is fully evacuated.
- **Assembly Point:** Fire Wardens lead to the assembly point, ensuring everyone follows. Stay there until further notice.
- **Returning to the Building:** Pass information to the group at UGM Manchester assembly point when it's safe to return.

Fire exits & extinguishers floor 1



Fire exits & extinguishers floor 2



UGM Manchester is the trading name of LCA Education Ltd, delivering the University of Greater Manchester courses under a franchise arrangement.



UGM
Manchester