

School of Law

PGR Student Support and Pastoral Care Handbook



Williamson Building (No. 52 on the Campus Map)

September 2017

What is Pastoral Care and Student Support?

Pastoral care and student support refers to the services offered by the Law School and the University that provide non-academic help and support to students, as well as providing information, advice and guidance about a range of issues, and help you get the most from your academic studies.

This guide is intended to provide you with useful information about the various support services that you can access at the University of Manchester, as well as advice on how to get involved with aspects of University life that will complement our academic studies.

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Postgraduate Research Office

Room 3.05 on the 3rd Floor of the Williamson Building



The PGR Office deals with the following:

- Student Support (see Student Support Co-ordinator)
- System Support including eProg
- Special Permission Requests
- PGR Support Awards
- Thesis Submission
- PGR annual review

The Postgraduate Research Office is open from Monday to Friday between 9.00am and 5.00pm (excluding public holidays).

If you need any help or information please contact us on:

Tel: 0161 275 4792

0161 275 7551

Email: lawpgr@manchester.ac.uk

Student Support Co-ordinator

If you have any concerns with your health and wellbeing or an academic protocol issue that is affecting your studies, you can talk confidentially with the **Student Support Co-ordinator Ian Glassey** and explore your options and the support you can access.

You can book an appointment by calling into the **Postgraduate Research Office** or telephone **0161 306 1260**, email i.glassey@manchester.ac.uk

NB: School of Law academic staff are located on the 2nd, 3rd and 4th floor of the Williamson Building.

Please note that any information regarding your studies will **ONLY** be sent to your **UNIVERSITY EMAIL ACCOUNT** so please ensure you check this regularly.

HOW TO MAKE THE MOST OF YOUR TIME AT UNIVERSITY

Get know us

- We have a diverse community with lots of events, so get involved.

Ask questions

- We don't expect you to know all the answers, so never be afraid to ask.

Get organised

- If you are going to be successful you need the right tools to help you, so make sure you know how or where to access additional support.

Think outside the box

- You have lots of opportunities to try new things and make new friends by joining a society or volunteering in the local community. Make your spare time count.

Look after yourself

- If something is affecting your wellbeing, whether it's personal, medical, financial or social, talking to someone will help.

It is always worth asking 'what is my experience of university?'

- Have you managed to organise your studies?
- Are you managing to work independently?
- Can you plan your own time and motivate yourself?
- Is there anything you are finding difficult?
- What are you finding enjoyable?

Focus on elements of motivation, study skills and personal development:

- Do you reflect on your learning?
- What are your long term goals and aspirations?
- How will you track/record your performance?

MY RESEARCH ESSENTIALS

My Research Essentials is the library's developing programme of training workshops, information sessions, and online resources that are relevant to researchers at all career stages. The topics covered range from resources to use during the research process to scholarly communication tools and research funder policy requirements.

The library delivers the programme in a number of ways. General sessions are open to all researchers and can be booked from:

<http://www.library.manchester.ac.uk/using-the-library/staff/research/support/my-research-essentials/>

Some of the sessions are also delivered within faculty researcher development programmes, the New Academics Programme or other School-led training activities. Some topics will be delivered as online modules.

The My Research Essentials programme is delivered by the University of Manchester Library and invited speakers and complements the University's researcher development programme.

The Learning Commons

The learning commons offers great facilities for students, including:

- Exclusive group learning rooms
- Flexible break out and work spaces with multimedia facilities
- 400 fixed workstations with live update availability information so you don't have to wait
- Multi-Functional Devices for printing, scanning and photocopying
- WiFi access throughout the building and outdoor café areas
- Charging stations to charge laptops, tablets and smart phones
- Café and vending machine facilities

PERSONAL DEVELOPMENT; YOUR LEARNING COMMUNITY

Welcome to Manchester

The Welcome to Manchester site has all of the key information you need to settle in, including 'Must Do' check lists and 'Need to Know' videos from current students.

<http://www.welcome.manchester.ac.uk/>

AskMe

This A-Z index covers all aspects of student support and gives you access to a range of common student queries. You can access AskMe through My Manchester.

See www.studentnet.manchester.ac.uk/blackboard for further Blackboard advice and guidance.

My Manchester

My Manchester gives you access to key information, tools and services to support you over the next three years. This includes email, University news, course unit selection and Blackboard.

You need your username and password to log into My Manchester <http://my.manchester.ac.uk>.

PGR Handbook

The PGR Handbook will be a key resource during your studies. It includes important information including:

- The structure of your programme
- Progression and review requirements
- Thesis submission and examination rules
- Advice and rules on academic practice
- Access to resources and facilities
- Sources of support
- Useful contacts

You can find everything you need to know about your programme, including important policies and procedures, at: <http://www.humanities.manchester.ac.uk/pgr-handbook-law/>

Volunteering

Volunteering is a fantastic way to feel part of a community. You meet and spend time with interesting people you might not otherwise have met. You can gain confidence and skills that will make a good impression on your CV.

The university has the **Volunteering and Community Engagement Team** based in the Careers Service <http://www.volunteers.manchester.ac.uk/>

The Students Union also has the **Students Action Manchester** group that has a wide range of projects:

- working with children,
- working with the elderly
- caring for people with disabilities
- helping the homeless

Student Representatives

By becoming a Student Rep, you can have an influence in your School policy which can make a difference to how your programme is run.

Student reps serve as a channel for communication between the School and the student body. Reps have regular opportunities to meet academics and discuss School issues at programme and committee meetings. Student reps are central to developing and improving the Student Experience. This position offers the opportunity to inform University decision making, help fellow students and improve the course.

For more details about how to become a Student Rep, contact Ian Glassey, Student Support Co-ordinator i.glassey@manchester.ac.uk

University of Manchester Students' Union

Whether you work behind the scenes or front of house, the Students' Union can offer a wide range of jobs. <https://manchesterstudentsunion.com/jobs>

Societies

University isn't all work, work, work. Joining a society is a great way to make friends and can help you to make the most of your three years in Manchester.

The Students' Union has links to all of the Societies at <http://manchesterstudentsunion.com/groups>

The School has a number of Societies as well:

- Manchester Postgraduate Law Society (MUPS)
- Manchester University Criminology Society (MUCS)
- Law Joint Honours Society
- Streetlaw Society
- School of Law Mooting and Advocacy Society
- Manchester Debating Society
- University of Manchester Pro Bono Society
- Law in the City

You can find more information at <http://www.law.manchester.ac.uk/law/societies/>



The International Society, located on Oxford Road, is a busy centre for international students based in the Manchester area. The society has over 3,000 members from over 150 different countries, making it a great place to meet friends and make contacts during your stay.

The society arranges weekend trips around the UK, offers over 40 different classes each week and organises over 100 different social events throughout the year, helping you to make the most of your time in the UK.

Activities include:

- Cultural nights, social meetings and theatre visits
- Visits to the Lake District, North Wales, Stratford, York and Edinburgh
- Discount lunches
- A Hospitality Scheme to link up international students with local people
- A reception each term for members to meet socially
- A Women and Families' Group for spouses of international students to meet - talks, cookery demonstrations and visits (Children are welcome)
- English and other language classes
- Regular world quiz nights, tai chi, juggling and belly dancing classes

For full details of forthcoming events and to find out more about the society, visit <http://www.internationalsociety.org.uk/>

HAVE YOUR SAY!

We are constantly working to improve the student experience and we cannot do this without your help.

Look out for the Postgraduate Research Experience Survey (PRES) – don't miss out on the opportunity to have your say and help us to improve your experience.

Student Support Services on Campus

If you are unwell or are experiencing difficult or distressing personal circumstances, this may have a profound effect on your studies. It is important that you notify the School as soon as possible so that we can advise on what support you may be able to access. The student support network is made up of the following:

SUPPORT NETWORK

- Student Support Co-ordinator – Ian Glassey
- Supervisors and Co-Supervisors
- Programme Administrator
- Law/Criminology Programme Directors, PGR Director, PGR Office
- Professional Support Services Staff

Counselling Service

The Counselling Service is freely available to all University of Manchester students and staff. They are a team of professional counsellors with a wide range of experience and qualifications. More information is available at <http://www.counselling.service.manchester.ac.uk/>

Disability Advisory Support Service (DASS formally known as the DSO)

The Disability Advisory Support Service is part of a confidential service that supports both student and staff with additional support needs arising from a long-term health conditions, mental health difficulty, specific learning difficulty e.g. dyslexia, or a disability.

More information about the DASS is available at <http://www.dso.manchester.ac.uk/>

IT Services

If you have any issues using University applications or PCs, printing or saving work, you can contact the IT service desk for help. You can either call them on 0161 306 5544 or use the Walk-in support service, which is available at the Joule Library, Main Library or Alan Gilbert Learning Commons. You can find out more information about IT Services at <http://www.itservices.manchester.ac.uk>

Nightline

Greater Manchester Nightline is a confidential listening and information service run for students by students. They offer anonymous, non-judgmental and non-directive support for all callers, regardless of the situation. They are open for calls between 8pm and 8am every night during term, including during the exam period. The number for nightline should be on the back of your student card. You can find out more at <http://manchester.nightline.ac.uk/contact-us/>

Student Services Centre

The Student Services Centre is part of the University's Student Support Service, and is where you should head to if you have any issues with a wide range of queries including finance, immigration, student cards, exams or graduation. You can find out more about the Student Services Centre at <http://www.manchester.ac.uk/study/international/why-manchester/student-support/student-services-centre/>

Students' Union Advice Service

The Students' Union Advice Service is a free, confidential service where students can get information and advice on personal and academic issues. Find out more about the Advice Service at <http://manchesterstudentsunion.com/adviceservice>

Careers Service

From the moment you arrive at the University, there are a wealth of opportunities on offer to help you to stand out from the crowd. Employers want to see students who've not only studied an academic course, but who have also taken advantage of the extra-curricular activities available to them while at the University. Your Careers Service doesn't just talk about life after graduation, in fact they are mainly there to help you navigate and explore the variety of opportunities open to you.

What services do we offer students?

- Careers Website: www.careers.manchester.ac.uk
- Job vacancies, information postgraduate study, career sector profiles, blogs and more... Students can use *CareersLink* to access jobs and to sign up for events
- Vacancies - over 50,000 advertised annually online, including full-time graduate jobs, summer internships and part-time work
- Careers Resource Centre in the Atrium, University Place (open Mon-Fri 9-5pm all year round)
- Guidance Appointments (30 min; book in advance)
- Discuss options, career idea (or lack of ideas), getting started, career planning
- Quick Query Appointments (15 min; book on the day)
- Feedback on CV, covering letter, applications and interview tips, plus other brief queries
- Mock Interviews (30 min; book when students have an interview scheduled)
- Employer Events & Recruitment Fairs, Workshops & Talks (sign up required for some events, see *CareersLink* for details)

The Careers Service is located in the Atrium, University Place.

(Building no. 37 - <http://www.manchester.ac.uk/medialibrary/maps/campusmap.pdf>)

tel: 0161 275 2828

email: careers@manchester.ac.uk

The University Language Centre

General academic support

The University Language Centre provides a range of general English language support services for all students registered at the University.

- In-sessional classes for international students - cover academic writing, academic speaking, grammar and pronunciation. You are strongly advised to attend these classes if they are recommended by the Programme Director or your Pre-sessional Tutor.
<http://www.langcent.manchester.ac.uk/english/academicsupport/courses/>
- The academic writing tutorial service - offers individual tutorials for students wishing to discuss and improve particular aspects of their academic writing.
<http://www.langcent.manchester.ac.uk/english/academicsupport/tutorial-service/>
- Academic English and Skills Development Material - is an online resource available to all registered students at the University and can be found at:
<http://www.langcent.manchester.ac.uk/elplinks/academic/>
- Academic Phrasebank - is an open access resource for academic and student writers.
<http://www.phrasebank.manchester.ac.uk/>

Other support and useful contacts

In Halls

In halls there will be a team of residential pastoral advisers, with whom any personal or academic problems and issues can be talked through. Residential Life pastoral advisers are either members of staff or postgraduate students who live in halls of residence. They are available at all times and your halls of residence will make their contact details available to you.

<http://www.accommodation.manchester.ac.uk/reslife/>

Student Carers and Parents

Care Leaver support

- **Financial support:** You can book an appointment with the university Student Money Adviser - studentmoneyadviser@manchester.ac.uk 0161 275 3033/3781
- **Accommodation options:** The university offer care leavers a flexible up to 52 week accommodation contract for the duration of your programme of study. Care leavers can contact the [Accommodation Office](#) on 0161 275 2888 or email pauline.thompson@manchester.ac.uk (Administrative Assistant Residences) to discuss the options available.
- **Childcare provision:** The university can help you to find childcare provision if needed.
- **Food vouchers:** You may be eligible to receive a food voucher.

Student Carers

Discuss your needs with your academic advisor who will be able to point you in the right direction for additional support if necessary. External services may be helpful too in providing the required support for your studies:

- [NHS Social Care and Support Guide](#)
 - [Contact a Family Support and Advice](#)
 - [Manchester Social Care](#)
 - [Find your local council](#)
-

Return to Education

Contact your School well in advance of your return to education after maternity leave to confirm any details for registration or module selection.

You may wish to consider a monthly 'keep-in-touch' call or email during your maternity leave to make sure you are up to date.

Think about how you will manage once you return to your study routine. Try to find the information you need to put the basic arrangements in place before you return. This will make it easier to cope with any unforeseeable problems that arise as you go along.

The following may be a useful guide to what to consider:

- When and how often will you need to be away from your child?
- Who will look after them in your absence?
- Do you have family or friends nearby who can help you?
- How will you make sure you have enough time to complete assignments, reading and revision?
- How will you manage financially?
- Do you want to apply for university family accommodation?

Student Services Centre

The Student Services Centre (SSC) at the University is a central point for information and advice for all students.

The SSC provides a wide range of services including:

- registration, tuition fee payment, and funding;
- replacement of lost or stolen student cards;
- immigration and visa advice;
- council tax exemption and other administrative processes;
- provision of examinations;
- Graduation services, including copy transcripts and certificates.

If you need help with any practical matters of university life, the SSC will always be happy to help you.

Contact Student Services Centre

In person

Student Services Centre ([campus map no.57](#))

Burlington Street
The University of Manchester
Oxford Road
Manchester
M13 9PL

Opening hours: Monday and Wednesday to Friday, 9am to 5pm; Tuesday, 10am to 5pm.

SSC @ Barnes Wallis ([campus map no.9](#))

Barnes Wallis Student Hub
Sackville Street
University of Manchester
Manchester
M60 1QD

Open: Monday to Friday, 10am to 4pm.

Telephone for General Enquiries:

Tel: +44(0)161 275 5000

Please note calls may be monitored for training purposes

Email ssc@manchester.ac.uk

<http://www.manchester.ac.uk/study/international/why-manchester/student-support/student-services-centre/>

Local Medical Centres / GP Practices

| Surgery | Telephone | Fax |
|---|---|---------------|
| Ailsa Craig Medical Practice 270 Dickenson Road, Manchester M13 0YL | 0161 224 5555 | 0161 248 9112 |
| Barlow Medical Centre 828 Wilmslow Road, Manchester M20 2RN | 0161 445 9000 | 0161 445 9560 |
| Bodey Medical Centre Ladybarn Court 28 Ladybarn Lane Fallowfield Manchester M14 6WP | 0161 248 6644 | 0161 248 4228 |
| Cornbrook Medical Practice - Boundary Surgery, 63 Booth Street West, Hulme, Manchester, M15 6PR - City Road Surgery, 204 City Road, Hulme, Manchester, M15 4EA | 0161 227 9785 0161 872 8129 | |
| City Health Centre 2nd Floor, Boots, 32 Market St, Manchester, M1 1PL | 0161 839 6227 | 0161 839 7696 |
| Ladybarn Group Practice 54 Briarfield Road, Withington, Manchester, M20 4SS | 0161 448 4500 | 0161 448 4520 |
| The Vallance Centre Brunswick Street, Manchester, M13 9UJ | 0161 274 1500 | 0161 274 4821 |
| The Alexandra Practice 365 Wilbraham Road, Whalley Range, Manchester, M16 8NG | 0161 860 4400 | 0161 860 7324 |
| Mauldeth Medical Centre 112 Mauldeth Road, Fallowfield, Manchester, M14 6SQ | 0161 434 6678 <i>Owens Park Tel:</i> <i>0161 306 9777</i> | 0161 438 0602 |
| Chinese Health Information Centre 6-8 Houldsworth Street, Manchester, M1 1EJ | 0161 228 0138 | 0161 228 3082 |
| Chorlton Health Centre 1 Nicolas Road, Chorlton, Manchester, M21 9NJ | 0161 881 4545 Out of Hours: 0161 336 5958 | |
| The Docs 55-59 Bloom St, City Centre, Manchester M1 3LY | 0161 237 9490 | |
| Hulme Hall Medical Centre 166 Wilmslow Road, Handforth, Wilmslow, Cheshire, SK9 3LF | 0161 426 5844 | 0161 426 5846 |
| The Borchardt Medical Centre 62 Whitchurch Road, Withington, Manchester, M20 1EB | 0161 438 2821 | 0161 448 0466 |
| Surrey Lodge Group Practice 11 Anson Road, Victoria Park, Manchester, M15 5TJ | 0161 224 2471 | 0161 257 2264 |
| The Arch Medical Practice Hulme Medical Centre 175 Royce Road, Hulme, Manchester, M15 5TJ | 0161 226 0606 | 0161 226 5644 |
| The Robert Darbshire Practice Rusholme Health Centre, Walmer Street, Rusholme, Manchester, M14 5NP | 0161 225 6699 | 0161 248 4580 |
| Occupational Health Services 182/184 Waterloo Place, Oxford Road, Manchester, M13 9GP | 0161 275 2858 | 0161 275 3137 |
| Occupational Health Services B22 The Mill, Sackville Street, Manchester, M13 9PL | 0161 306 5806 | 0161 306 3245 |
| Princess Road Surgery 471-475 Princess Road, Withington, Manchester, M20 1BH | 0161 445 7805 | 0161 448 2419 |

NHS 111 – Health advice & reassurances 24hrs a day, 365 days a year

Dial 111 and you will be assessed, given advice and directed straightaway to the local service that can help you best. Calls to 111 are free from landlines and mobile phones.

NHS Walk-in Centres offer convenient access to a range of treatments for minor illnesses and injuries such as:

- Burns and strains
- Cuts and bruising
- Emergency contraception and advice
- Fractures and lacerations
- Infection and rashes
- Stomach upsets

NB They are not designed for treating long-term conditions or immediate life-threatening problems.

They are managed by a Nurse and are available to everyone. **Patients do not need an appointment.**

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- **Ancoats Primary Care Centre** **0161 274 1640**
Old Mill Street
Manchester
M4 6EE

-
- **Boots** **0161 832 6533**
Manchester Arndale Shopping Centre
32 Market Street
Manchester
M1 1PL

-
- **City Health Centre** **0161 839 6227**
2nd Floor, Boots
32 Market Street
Manchester
M1 1PL

-
- **Hawthorn Medical Centre** **0161 220 6080**
Unit K, Fallowfield Retail Park
Birchfield Road
Manchester
M14 6FS

-
- **Manchester Royal Infirmary** **0161 276 1234**
Oxford Road
Manchester
M13 9WL

-
- **The Docs** **0161 237 9490**
55-59 Bloom Street
Manchester
M1 3LY

-
- **Withington Community Hospital** **0161 434 5555**
Nell Lane
Manchester
M20 2LR

Being followed, feel vulnerable or need to phone a taxi home?



Student Safe Zones are businesses along Oxford Rd that can offer assistance if you're being followed, feel vulnerable, unwell or need to phone a taxi home. Once inside, you can borrow a phone to call a taxi, grab a drink of water, contact the Police or emergency services, or just wait inside until the problem passes.

Dominos Pizza

- 129 Grosvenor Street, Manchester, M1 7HE
- 224 Wilmslow Road, Manchester, M14 6LE

Footage

- Grosvenor Street, Manchester, M1 7DZ

The Font Bar

- 236-238 Wilmslow Road, Manchester, M14 6LE

Ford Maddox Brown

- Unit 3, Wilmslow Park, Wilmslow Road, Manchester, M13 1AA

Gemini Take Away

- 308-310 Oxford Road, University, Manchester, M13 9NS

Kro Bar

- 325 Oxford Road, University Area, Manchester, M13 9PG

Manchester Student Homes

- Unit 1-3 Ladybarn House, Moseley Road, Fallowfield, Manchester, M14 6ND

McDonalds

- 26-38 Oxford Street, Manchester, M1 5EJ
- 100 Princess Road, Hulme, Manchester, M15 5AS
- 413-419 Oxford Road, University Area, Manchester, M13 9PG
- 336 Wilmslow Road, Manchester, M14 6XQ

Moonlight

- 75 Wilmslow Road, Manchester, M14 5TB

MMU Student Union

- 99 Oxford Road, University, Manchester

Owens Park Reception

- 293 Wilmslow Road, Fallowfield, Manchester, M14 6HD

The Turing Tap

- 421 Oxford Road, Manchester, M13 9WG

Sainsbury's

- 347 Wilmslow Road, Fallowfield, M14 6SS

Salutation

- 12 Higher Chatham Street, Manchester, M15 6ED

Sangams Restaurant

- 13-15 Wilmslow Road, Rusholme, Manchester, M14 5TB

Tesco Express

- 260 Wilmslow Road, Fallowfield, Manchester, M14 6JR

Pub/Zoo

- 126 Grosvenor Street, Manchester, M1 7HL

Trof at The Deaf Institute

- 135 Grosvenor Street, Manchester, M1 7HE

Willow Bank Hotel

- 340 Wilmslow Road, Manchester, M14 6AF