Guide to
The Academic Secretary’s Office
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Welcome

The Academic Secretary’s Office comprises a number of departments in Student and Academic Services (SAS) that provide services to students and support important aspects of the academic operation of the University. It is led by the Deputy Registrar and Academic Secretary, who reports to the Registrar, Professor Karen Moore.

The work of the Academic Secretary’s Office encompasses a broad range of activities, including outreach and widening participation, course development and quality assurance, student enrolment, student support, student and curriculum data management, case management and graduation for all levels of academic study. The diverse nature of what we do means that it is not always easy to understand who to contact for advice and support on particular issues. The primary purpose of this Guide is to provide our academic and professional services colleagues with that information.

If you have any feedback on this Guide, we would be very pleased to receive it. Please contact Caroline Lord, Principal Development Manager in the Academic Secretary’s Office (c.lord@mmu.ac.uk). If the Guide is found to be helpful, we hope to broaden its scope to include information on other administrative departments in the future.

Alexander Thorley
Deputy Registrar and Academic Secretary
Deputy Registrar and Academic Secretary

Room 2.12, Business School Building

Key Contacts

Alexander Thorley
Deputy Registrar and Academic Secretary
Email a.thorley@mmu.ac.uk
Telephone 0161 247 3479

Pam Berry
PA and Executive Officer to Alexander Thorley
Email p.berry@mmu.ac.uk
Telephone 0161 247 1090

Caroline Lord
Principal Development Manager
Email c.lord@mmu.ac.uk
Telephone 0161 247 2871

The Academic Secretary’s Office comprises the following central SAS departments, which together provide a range of services for students and support key aspects of the academic operation of the University:

- The Careers and Employability Service
- The Centre for Academic Standards and Quality Enhancement (CASQE)
- Graduate School and Student Case Management
- Registry Services
- Student Support Services

Key responsibilities

The Deputy Registrar and Academic Secretary has the following specific responsibilities:

- Leading, managing and developing the Academic Secretary’s Office
- Ensuring that services to students are effective and support students to succeed, while they are at the University and after they have graduated
- Delivering efficient and co-ordinated professional services support for key aspects of the academic operation of the University
- Acting as Secretary to Academic Board and overseeing the University’s academic governance structures and processes
- Managing complex student issues and cases

Main Policies and Guides

Responsibility for policies, procedures and guidance is mainly located with individual departments within the Academic Secretary’s Office. However, the Deputy Registrar and Academic Secretary has specific responsibility for the University’s Code of Practice on Freedom of Speech.
We provide a wide range of services to students, graduates, employers and university staff.

Our experienced teams support students and graduates with:

- Developing skills and employability
- Advice and guidance on career options
- Preparing and applying for jobs and work experience
- Meeting employers and finding graduate opportunities

**Key responsibilities**

- Careers education and faculty support
- Career opportunities, events and mentoring
- Futures Skills Award
- Talent match and graduate recruitment
- Jobs 4 Student
- Careers information and advice
- Careers QA, data management and DLHE

**Director of Careers & Employability Service**

- Strategic direction and oversight of the service
- Budget and resource management
- Performance against university KPIs
- Service quality and customer service

Mark Diggle | Director of Careers & Employability Service
Email m.diggle@mmu.ac.uk Telephone 0161 247 3496

**Careers & Employability Service**

- Faculty careers support
- Curriculum engagement
- Employability offer to students
- Careers education and guidance

Julian White | Careers & Employability Service Manager
Email j.white@mmu.ac.uk Telephone 0161 247 3476

**Student Opportunities**

- Extra-curricular engagement
- Employability skills development
- Careers events
- Career mentoring
- Futures Skills Award

Josie Leydon | Student Opportunities Manager
Email j.leydon@mmu.ac.uk Telephone 0161 247 2309

**Jobs4Students**

- On-campus student recruitment
- Compliance with employment law
- Management of Tier 4

Michelle Bradley
Email m.brady@mmu.ac.uk Telephone 0161 247 1065

**Careers Information and Communications**

- Central careers services
- Careers advise and information
- Careers marketing and communications
- Digital careers services

Grace Makin-Isherwood | Careers Information and Communication Manager
Email careers@mmu.ac.uk Telephone 0161 247 3483

**Careers QA and Data Management**

- Graduate destinations survey
- Careers registration data
- Labour market information
- Careers data analytics
- Careers QA

Ben Cooper | Careers QA and Data Management
Email careers@mmu.ac.uk Telephone 0161 247 3483

A copy of our Statement of Service is available from the Careers website:

mmu.ac.uk/careers/about-us
Working in partnership with staff across the University and within Collaborative Partner Organisations to provide the resources, support and bespoke training needed to embed quality provision that enables student learning and ensures compliance with sector expectations.

We use a Business Partner approach to work closely with each Faculty Head of Education and Faculty Executive Group to enhance academic quality and standards.

Key responsibilities

- Assessment Regulations
- Curriculum Frameworks
- Programme Approval, Review and Modification
- External Examining Policy
- Institutional Code of Practice for Collaborative Provision and Academic Partnerships
- Collaborative Partnership Link Tutor Handbook

Head of CASQE

Responsible for the management of all matters relating to academic standards and quality enhancement including safeguarding the academic standards of the University and having oversight of the quality of the learning opportunities offered to students.

Peggy Cooke | Head of CASQE
Email: p.cooke@mmu.ac.uk
Telephone: 0161 247 6721

Academic Quality and Standards

- Academic Assessment, including the development, implementation, maintenance and review of Assessment Regulations, Academic Policies and Institutional Codes of Practice and responsibility for External Examiners
- Programme Approval, including Strategic and Academic Approval and Re-Approval, Programme Modifications, review and development of Curriculum Frameworks and CMA compliance
- Programme Monitoring, including Continuous Monitoring and Improvement (CMI), student engagement and surveys

Ron Hamilton | Academic Quality and Standards
Senior Manager
Email: r.y.hamilton@mmu.ac.uk
Telephone: 0161 247 1050

Academic Collaboration

- Approval and Monitoring of Collaborative Partnerships, including Partner Approval and Review
- Collaborative Provision Programme Approval, including Strategic and Academic Approval and Re-Approval, Programme Modifications
- Oversight of Professional, Regulatory and Statutory Body approvals
- Approval of Articulation and Off-Site Delivery (Flying Faculty) arrangements
- External Audits and Reviews

Julie Watson | Academic Collaboration Senior Manager
Email: j.watson@mmu.ac.uk
Telephone: 0161 247 1054
The Department brings together the Graduate School and Student Case Management teams under the leadership of Dr Catherine Mills as Head of Graduate School & Student Case Management.

**Department overview**
The Student Case Management team handle a wide variety of student casework and is the central department responsible for formal student complaints, University-level academic appeals, serious misconduct cases and for managing the University’s involvement in student cases that go to the Independent Adjudicator for Higher Education (the OIA).

The Graduate School team supports the postgraduate research administration lifecycle (from enrolment through to conferment), has oversight of PGR quality assurance and provides a wide range of key skills development and support for the University’s PGR community.

The Graduate School team also plays a significant role in supporting the University’s PGR strategic priorities, including increasing recruitment of high-quality PGRs and growing the University’s external PGR funding.

**Key responsibilities**

- Formal student complaints
- University-level academic appeals
- Student misconduct cases
- OIA cases
- Oversight of PGR lifecycle
- Support for institutional strategic PGR objectives
- Regular reporting to University committees
- Support for PGRs and supervisors
- Central PGR Scholarship funding

**Head of Graduate School and Student Case Management department**
Provides strategic professional leadership for the Graduate School and Student Case Management department. This includes:

- Oversight of the University Graduate School and Student Case Management teams
- Strategic responsibility for postgraduate research and student appeals/complaints/discipline policies and procedures
- Complex student case work
- Effectively managing the University’s relationship with the Independent Adjudicator for Higher Education (OIA)

**Dr Catherine Mills**
Email: Catherine.Mills@mmu.ac.uk
Telephone: 0161 247 1013

- PA to Head of Graduate School and Student Case Management
- Administration of Staff development programme
- Administration and support for PGR scholarships

**Student Case Management**

- Day-to-day management of the Student Case Management Team
- Providing effective management and direction for academic appeals, student complaints and misconduct-related casework at an institutional level

**James Dooley**
Student Appeals & Complaints Manager
Email: J.Dooley@mmu.ac.uk
Telephone: 0161 247 1044

- Supporting the Student Appeals and Complaints Manager
- Casework for student appeals, student complaints and student misconduct cases (including particularly complex cases). This includes attending Panels and producing outcome reports
- Providing support, guidance and training for various University staff on relevant regulations and procedures
- Producing and maintaining online guidance for students regarding relevant regulations and procedures
- Providing information and representations on cases at the request of the OIA

**Claire Parker**
Student Appeals and Complaints Assistant Manager
Email: Claire.Parker@mmu.ac.uk
Telephone: 0161 247 1031

**Main policies and guides**

- **Student Complaints Procedure**: [www.mmu.ac.uk/academic/casqe/regulations/assessment/docs/complaints.pdf](www.mmu.ac.uk/academic/casqe/regulations/assessment/docs/complaints.pdf)
- **Academic Appeals Procedure**: [www.mmu.ac.uk/academic/casqe/regulations/assessment/docs/academic-appeals.pdf](www.mmu.ac.uk/academic/casqe/regulations/assessment/docs/academic-appeals.pdf)
- **Student Code of Conduct**: [www.mmu.ac.uk/academic/casqe/regulations/assessment/docs/code-of-conduct.pdf](www.mmu.ac.uk/academic/casqe/regulations/assessment/docs/code-of-conduct.pdf)
- **Procedure for Students at Risk of Academic Failure**: [www.mmu.ac.uk/academic/casqe/regulations/assessment/docs/withdrawal-suspension.pdf](www.mmu.ac.uk/academic/casqe/regulations/assessment/docs/withdrawal-suspension.pdf)
Graduate School

The Graduate School team supports the postgraduate research administration lifecycle (from enrolment through to conferment), has oversight of PGR quality assurance and provides a wide range of key skills development and support for the University’s PGR community. The team also plays a significant role in supporting the University’s PGR strategic priorities, including increasing recruitment of high-quality PGRs and growing the University’s external PGR funding.

Main Policies and Guides

- Research Degree Regulations
- Institutional Code of Practice for research degrees
- Research Student Handbook
- Guidelines for PhD by Publication and Practice
- Procedure for the Investigation of Misconduct in research

Graduate School Manager
Telephone 0161 247 3623

- Oversight of quality assurance for research degrees, scholarships, Skills Development Programme for research students and student experience
- Responsible for the policies, procedures and the Code of Practice for Postgraduate Research Degrees
- Responsibility for the supervision development programme, delivers a number of workshops for academic colleagues and is the Unit Leader for the Postgraduate Research Supervision and Examination Unit on the MA in HE and Unit Leader for the Professional Skills Unit on the MA in Social Research

Stephanie Barker
Student Experience and E-Learning
Email s.barker@mmu.ac.uk
Telephone 0161 247 3623

Graduate School & Student Case Management

2nd Floor, Ormond
0161 247 3630
gsresearchdegrees@mmu.ac.uk
mmu.ac.uk/graduate-school

- Lead on annual PhD Scholarships marketing campaign and other scholarship advertisement throughout the year
- Internal and external marketing of PGR activity and the Graduate School
- Supporting on strategic quality assurance and legal compliance projects such as CMA
- Marketing of PGR Skills Development Programme
- Lead on PGR survey campaigns and supporting on institutional PGR events

Jean Kelly
Email j.kelly@mmu.ac.uk
Telephone 0161 247 3620

- Oversight of the administration of all Postgraduate Research Degree students’ examinations and conferrments across the University
- Support, advice and guidance to supervisory teams, internal and external examiners and students from the submission of their initial thesis for examination, to their viva voce examination through to the conferment of their degree
- Administration and support for PGR Scholarships
- Support for Research Degrees Committee

Kellie Morrissey
Email k.morrissey@mmu.ac.uk
Telephone 0161 247 3623

- Development of eLearning provision and digital resources for PGR Skills Development Programme and Staff Development Programmes, alongside face to face training delivery
- Development and management of Graduate School and Student Case Management web sites
- Technical support & guidance for Graduate School and PGR Students including: Moodle Areas, Turnitin, Skills Forge, Digital Skills training and new technologies
- Support to Student Experience Officer and PGR Marketing & Communications Officer
- Support to PGR Scholarships Programme, Annual Conference, & PGR Fairs/ Engagement Events

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Student Support Services oversees the strategic development, management, and deployment of a range of services for students, both face-to-face and online. These include provision of support for:

- Students with mental health issues
- Health and wellbeing
- Disabled students
- Skills development such as study skills and English language writing skills
- Students with Specific Learning Difficulties, such as dyslexia
- Student financial requirements
- Widening participation
- Student equality and diversity

### Main Policies and Guides

- MMU Access Agreement
- MMU Widening Participation Strategy
- Student Referral Guide
- Guidance for staff on supporting students with mental health difficulties
- Fitness to study policy and procedures
- Safeguarding policy and procedures
- Student Support Framework
- Recommended action following a student death
- Framework of support for disabled students
- Student pregnancy and maternity guidelines
- Staff guidance on students disclosing a disability

## Key responsibilities

- Provision of one-to-one counselling support
- Provision of risk assessment and provision of psychiatric & mental health support
- Assessment of disability needs and production of personal learning plans
- Provision of dyslexia diagnostics and referral for diagnosis
- Co-ordination of the work of the Student Support Officers, providing pastoral care and generic study skills advice
- Co-ordination of the Writing Project
- Co-ordination of the work of the University chaplains and health related provision and advice
- Management of widening participation activity on behalf of the University
- Management of the University’s Access to Learning Fund and provision of Emergency Hardship Loans
- Provision of a range of workshops including overcoming low mood, study skills, dyslexia screening etc.

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**Counselling, Health and Wellbeing Service**

The CHWS provides professional therapeutic support and mental health advice for students with emotional difficulties and mental health issues including:

- 1:1 counselling and mental health support sessions
- 1:1 wellbeing sessions
- Workshops, courses and groups
- Supported online CBT programme
- Telephone consultations for university staff and third parties concerned about students
- Training for university staff in helping students in distress
- Strategic responsibility and management of CHWS
- Management of counsellors, mental health adviser and wellbeing mentors
- Management of complex cases and risk
- Safeguarding advice for university staff + training
- Health advice and liaison

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**Key Contacts**

- **Rita Lewin**
  - Director of Student Support Services
  - Email: R.Lewin@mmu.ac.uk
  - Telephone: 0161 247 3493

- **Rachel Lunn**
  - PA to Director of Student Support Services
  - Email: R.Lunn@mmu.ac.uk
  - Telephone: 0161 247 3343

- **Yvonne Harris**
  - Head of Counselling, Health & Wellbeing
  - Email: y.harris@mmu.ac.uk
  - Telephone: 0161 247 3493

- **Nahida Shabbir**
  - Head of Learner Development and Disability Services
  - Email: n.shabbir@mmu.ac.uk
  - Telephone: 0161 247 3380

- **Peter Riley**
  - Head of Widening Participation and Student Financial Support
  - Email: p.riley@mmu.ac.uk
  - Telephone: 0161 247 1967

- **Karen Morgan**
  - Senior Counsellor
  - Email: karen.morgan@mmu.ac.uk
  - Telephone: 0161 247 3493

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Student Support Services

Learner Development & Disability Support

- Student Support Officers offering study skills, pastoral care and regulatory advice
- The Writing Project, Assistive Technology Specialist and Specific Learning Difficulty tutors promoting independent learning skills
- Disability Service facilitating dyslexia diagnosis, supporting disabled students, promoting inclusive teaching and recommending reasonable adjustments across the University in line with Equality Act 2010

Main Policies and Guides

- Framework for supporting disabled students
- Staff guidance on students disclosing a disability
- Personal Learning Plan (PLP) rationale document
- Student pregnancy and maternity guidelines
- Procedure for exam adjustments/support for students with injuries/short term conditions
- Providing a range of generic and bespoke study skills related workshops and co-ordination of the Writing project
- Co-ordination of the services provided by the Student Support Officers, including study skills, pastoral care and regulatory advice
- Providing support for students with Specific Learning Difficulties e.g. dyslexia, this includes dyslexia screenings, referrals for diagnosis and specialist study skills related support
- Supporting disabled students, assessing disability related support needs, facilitating funded support and producing Personal Learning Plans (PLPs) or ERAC (Embedding Reasonable adjustments in the curriculum- adjustments for students with specific learning difficulties)

Nahida Shabbir | Head of Learner Development and Disability Service
Email N.Shabbir@mmu.ac.uk Telephone 0161 247 3491

Dr Avril Buchanan | Study Skills and Development Manager
Email A.Buchanan@mmu.ac.uk Telephone 0161 247 3070

David Peters | Senior Student Support Officer
Email D.Peters@mmu.ac.uk Telephone 0161 247 6459

Claire Zilkha | Senior Disability Adviser
Email C.Zilkha@mmu.ac.uk Telephone 0161 247 5726

Anna Walsh | Senior Disability Adviser
Email Anna.Walsh@mmu.ac.uk Telephone 0161 247 2272

- Providing staff with advice, guidance, support and training to help support disabled students and embedding reasonable adjustments in the curriculum
- The Writing Project
- Non-subject specific study skills and workshops
- Specialist study skills
- Embedding assistive technology
- On-line study skills resources
- Delivery of non-subject specific study skills workshops and 1:1 appointments
- Pastoral care contact
- Regulatory advice
- Injuries/illness advice during exam period
- Referrals and signposting, both internally and externally
- Providing disability related advice and guidance to applicants, current students, parents and staff
- Supporting students with making applications for disability related funding eg Disabled Students’ Allowance
- Communicating reasonable adjustments within the University eg Personal Learning Plans
- Dyslexia screening service and onward referral for diagnosis
- Ensuring support workers are in place to support disabled students, liaising with external support agencies where necessary
Widening Participation and Student Financial Support

The Widening Participation and Student Financial Support department is engaged in a wide range of initiatives to raise the aspirations of groups of pupils under-represented in Higher Education. This includes campus visits, mentoring, summer schools and curriculum enrichment, as well as collaborative outreach delivered through the HEFCE funded National Networks of Collaborative Outreach. The department is also responsible for providing financial support to current students through the university’s Hardship fund (Access to Learning fund). The team also provide support and advice to current students on accessing financial support, and provide specific support for care leavers, estranged students and those with caring responsibilities.

- Producing Strategic documents around widening access, such as the Access Agreement
- Monitoring and evaluating Access Agreement and demonstrating the impact of investments
- Developing a programme of interventions to support WP students into and through Manchester Met

Peter Riley | Head of Widening Participation and Student Financial Support
Email: p.riley@mmu.ac.uk
Telephone: 0161 247 1967

- Manage the pre-16 WP outreach programme for schools
- Link with faculties and departments to support activities
- Manage the Mentoring and Summer School programmes
- Ensure activities and monitored and evaluated comprehensively
- Manage Manchester Met’s contribution to the GM Higher collaborative programme

Grace Butler | Widening Participation Manager
Email: G.Butler@mmu.ac.uk
Telephone: 0161 247 3670

- Manage and deliver the First Generation Scheme
- Plan and deliver the central training for face to face Peer Mentors working in the university
- Manage the Social Media Peer Mentoring for new students

Helen Lord | Transition and Peer Support Manager
Email: H.Lord@mmu.ac.uk
Telephone: 0161 247 2980

- Manage the programme of GM higher activities delivered by partners in the network
- Ensure the collaborative programme is monitored and evaluated in line with requirements
- Manage the relationship with partner institutions and ensure commitments are delivered on time and to budget
- Coordinate the returns to HEFCE for the project funding

Sam Kalubowila | Head of Greater Manchester Higher
Email: S.Kalubowila@mmu.ac.uk
Telephone: 0161 247 1243

- Manage the Access to Learning Fund and other discretionary funds
- Manage the Care Leaver Bursary and the support for Estranged Students
- Manage the team providing support and advice to student on how to manage their student finances

Patricia Joyce | Student Financial Support Manager
Email: P.Joyce@mmu.ac.uk
Telephone: 0161 247 3628

- Manage the programme of GM higher activities delivered by partners in the network
- Ensure the collaborative programme is monitored and evaluated in line with requirements
- Manage the relationship with partner institutions and ensure commitments are delivered on time and to budget
- Coordinate the returns to HEFCE for the project funding
Our services include:

- **Student and Curriculum Data Management**
- **Data Quality and Improvement**
- **Development and provision of timetables for students and staff**
- **Technological support for Timetabling and Attendance Monitoring systems**
- **Management and administration of University examinations**
- **Management and administration of University Graduation Ceremonies**
- **Co-ordination of Enrolment & Induction activities across the University**

#### Key responsibilities

- Strategic direction and oversight of Registry Services
- Lead development and implementation of frameworks, policies and procedures relating to all areas of Registry Services
- Ensure quality and profile of service across the University
- Oversight of budget and resource management across Registry Services

**Vincent Fitzpatrick** | Director of Registry Services
Email v.fitzpatrick@mmu.ac.uk Telephone 0161 247 1774

- Deputise for the Director across the full range of the department's work
- Ensure development and implementation of all frameworks, policies and procedures relating to student lifecycle administration and timetabling
- Oversight of all student lifecycle administrative processes
- Oversight of the delivery of personalised timetabling

**Hayley Preston** | Deputy Director of Registry Services
Email hayley.preston@mmu.ac.uk Telephone 0161 247 1699

- Contribute to the development of strategy and policies in the area of timetabling and attendance monitoring
- Resource management for Timetabling Services
- Successful delivery of personalised timetabling
- Successful delivery of attendance monitoring systems

**Susan Brown** | Head of Timetabling Services
Email susan.brown@mmu.ac.uk Telephone 0161 247 3622

- Contribute to the development of strategy and policies in the areas of enrolment and induction, examinations and graduation ceremonies
- Resource management for Student Lifecycle Administrative Services
- Welcome Festival and Enrolment planning and organisation
- Successful delivery of University examinations and graduation ceremonies

**Caroline Rigby** | Head of Student Lifecycle Administrative Services
Email c.rigby@mmu.ac.uk Telephone 0161 247 1630

- Procedures for the management of student and curriculum data
- Data Quality Policy
- Records Management Policy
- Records Retention and Disposal Schedule
- Timetabling Policy
- Procedures for students at risk of academic failure
- Procedures for the enrolment of students
- Procedures for the management, administration and conduct of examinations
Data and Information Services

We provide support for operation of a number of areas of student and data management.

Key responsibilities

- Curriculum and Assessment Data
- Data quality management and management
- Student Loans data management

- Contribute to the development of strategy and policies in the areas of student and curriculum data
- Resource management for Data Information Services
- Data Quality procedures and processes
- Ensure provision of technological support across Registry Services

James McCarten | Head of Data and Information Services
Email: j.mccarten@mmu.ac.uk Telephone: 0161 247 1808

Registry Support Team

- Data Quality and Improvement
- Operation of Assessments data management procedures and operation of key processes
- Project Management
- Process review and design
- Analytics

Umar Kaka
Data Improvement Manager
Email: u.kaka@mmu.ac.uk Telephone: 0161 247 3420

Student and Curriculum Data Management Team

- Student and Curriculum Data Management
- QLS operations
- SLC data management
- Support data management involved Head of Data and Information Services in range of student operations

Edward Clough
Student and Curriculum Data Manager
Email: E.Clough@mmu.ac.uk Telephone: 0161 247 3629

DIS Technology Team

- Lead of Technology Team managing Timetabling Application and Data systems
- Technical support to other applications including AMS, APEX
- Technical Support to data management projects within DIS

Howard McKee
Senior Technology Officer
Email: H.McKee@mmu.ac.uk Telephone: 0161 247 1177

Useful Information

All staff have access to secure resources area at:
https://www.mmu.ac.uk/sas/bssg/intranet/index.php
which contains guides, policy documents and FAQs as well as other information resources.
Section creates policy documents itself but also co-ordinates and hosts documents on behalf of other SAs teams as single reference source for staff.
Timetabling Services

The team is responsible for the development of the University teaching timetable for staff and students as well as ad-hoc room bookings into general teaching spaces. It also provides services for modelling new curriculum delivery and feeding into teaching space requirements for capital projects.

Key responsibilities

- Develop & publish timetables for both staff & students
- Manage the ad-hoc booking of general teaching space
- Provide advice & guidance relating the timetabling impact on administrative and academic systems
- Support institutional planning in the context of curriculum, space and student experience

Head of Timetabling Services

- Engage in University planning in the context of curriculum, space and student experience
- Represent the Timetable Office and Academic Registry on various University committees providing information and advice on curriculum, resource and student statistics as required
- Support the University’s policy on space management and capital funding in relation to teaching with statistical analysis to direct capital refurbishment projects
- Ensure the service being provided is sector leading, reflecting best practice, and offers the highest levels of customer service for student and staff clients

Sue Brown | Head of Timetabling Services
Email: Susan.Brown@mmu.ac.uk | Telephone: 0161 247 3622

Timetabling Resources Team

- Planning support for specific faculty and institutional requirements
- Advise and guide academic colleagues on space and constraint-related timetabling issues
- Develop an optimal timetable for students and staff based on the space and constraint profiles provided by departments and faculties
- Negotiate between faculties and departments over conflicting constraints and scheduling priorities

Nicholas Devine | Senior Timetable Officer (Resources)
Email: N.Devine@mmu.ac.uk | Telephone: 0161 247 3635

Mark Sanders | Timetable Officer (Resources)
Email: M.Sanders@mmu.ac.uk | Telephone: 0161 247 3707

Caroline Zulu | Timetable Officer (Resources)
Email: C.Zulu@mmu.ac.uk | Telephone: 0161 247 2022

Anna Power | Timetable Officer (Resources)
Email: A.Power@mmu.ac.uk | Telephone: 0161 247 1729

Timetabling Academic Team

- Planning for curriculum object and student level timetables
- Advise and guide academic colleagues on curriculum and student-related timetabling issues
- Develop an optimal timetable for students and staff based on the delivery structures and constraints provided by departments and faculties
- Negotiate between faculties and departments over conflicting constraints and scheduling priorities

Mark Lowe | Senior Timetable Officer (Academic)
Email: Mark.Lowe@mmu.ac.uk | Telephone: 0161 247 2468

Rose Gaffney | Timetable Officer (Academic)
Email: R.Gaffney@mmu.ac.uk | Telephone: 0161 247 1727

Sonia Stodulski | Timetable Officer (Academic)
Email: S.Stodulski@mmu.ac.uk | Telephone: 0161 247 1158

Andrew Doyle | Timetable Officer (Academic)
Email: A.Doyle@mmu.ac.uk | Telephone: 0161 247 2585

Angelique Bueller | Timetable Officer (Academic)
Email: M.Bueller@mmu.ac.uk | Telephone: 0161 247 1773

1st Floor, Ormond Building
0161 247 3622
timetable@mmu.ac.uk
mmu.ac.uk/sas/timetabling/

Key Contacts

Sue Brown
Head of Timetabling Services
Email: Susan.Brown@mmu.ac.uk | Telephone: 0161 247 3622

Nicholas Devine
Senior Timetable Officer (Resources)
Email: N.Devine@mmu.ac.uk | Telephone: 0161 247 3635

Mark Lowe
Senior Timetable Officer (Academic)
Email: Mark.Lowe@mmu.ac.uk | Telephone: 0161 247 2468
Student Lifecycle Administrative Services

Student Lifecycle Administrative Services encompasses the delivery of administrative and event focused activities for 3 main areas within the student lifecycle: Enrolment and Induction; Examinations; Awards and Conferments.

Administrative processes include the Welcome Website, online enrolment, scheduling and processing of examinations, and production of official documentation (Certificates, Transcripts, Verification). Key events delivered by the area include the Welcome Festival, Examinations, and Graduation Ceremonies.

Key responsibilities

- Procedures for students at risk of academic failure
- Procedures for the enrolment of students
- Procedures for the management, administration and conduct of examinations

Head of Student Lifecycle Administrative Services

- Contribute to the development of strategy and policies in the areas of enrolment and induction, examinations and awards and conferment
- Resource management for Student Lifecycle Administrative Services
- Welcome Festival and Enrolment planning and organisation
- Successful delivery of University examinations and graduation ceremonies

Caroline Rigby
Head of Student Lifecycle Administrative Services
Email c.rigby@mmu.ac.uk
Telephone 0161 247 1630

Enrolment and Induction Team

- Coordination and delivery of online enrolment
- Coordination of Welcome Website
- Line management of Enrolment and induction team members
- Delivery of the Welcome Festival event
- Management of telephone and email service delivery to student services

Lance Walker
Enrolment and Induction Manager
Email l.walker@mmu.ac.uk
Telephone 0161 247 2233

Examinations Team

- Managing the delivery of the exam timetable
- Coordination of the planning of the examination and assessment dates across faculty SAS
- Ensuring compliance with University assessment regulations
- Providing training and advice on examination and assessment issues/processes to students, professional services staff, invigilators and academic staff
- Lead responsibility in proposing changes and improvements to processes and procedures

Patrick Gannon
University Examinations Manager
Email p.gannon@mmu.ac.uk
Telephone 0161 247 5936

Awards and Conferments Team

- Responsibility for the processes by which awards of the University are conferred
- Lead responsibility for the organisation of the student-related aspects of the University’s awards ceremonies
- Production and delivery of official University documentation, such as Certificates, Transcripts and Verification

Awards and Conferments Manager
Email awards@mmu.ac.uk
Telephone 0161 247 1980
Frequently Asked Questions
## Frequently asked questions

### Careers & Employability Services

#### Futures Skills Award – What is this award programme?

This award is open to all students and aims to develop key employability skills. It is a highly flexible programme, allowing students to tailor the award to their needs. Students must submit a reflective piece of work as part of their award submission. For more details visit: [https://www2.mmu.ac.uk/careers/students/futures-skills-award/](https://www2.mmu.ac.uk/careers/students/futures-skills-award/)

**Department:** Careers & Employability Services  
**Contact:** Joana Leydon

#### Futures Skills Award – what activities can be included within the award?

Students are required to undertake an activity on which to base their award submission. The award is very flexible and allows students to draw upon a wide range of activities; placements, work experience, volunteering, part-time jobs, clubs & society memberships etc. to evidence their skills and ability. For more details visit: [https://www2.mmu.ac.uk/careers/students/futures-skills-award/](https://www2.mmu.ac.uk/careers/students/futures-skills-award/)

**Department:** Careers & Employability Services  
**Contact:** Joana Leydon

#### Futures Skills Award – How does the award benefit students?

The key aim of the award is to help students learn how to evidence their skills and ability to future employers. For more details visit: [https://www2.mmu.ac.uk/careers/students/futures-skills-award/](https://www2.mmu.ac.uk/careers/students/futures-skills-award/)

**Department:** Careers & Employability Services  
**Contact:** Joana Leydon

#### Talent Match – What is Talent Match?

Talent Match is a professional recruitment service for external hiring managers looking to attract our students and graduates. It is a value added service that will search and shortlist suitable candidates for large and small recruiters, primarily within the Greater Manchester region. For more details visit: [https://www2.mmu.ac.uk/careers/employers-and-recruiters/recruitment-support/](https://www2.mmu.ac.uk/careers/employers-and-recruiters/recruitment-support/)

**Department:** Careers & Employability Services  
**Contact:** talent@mmu.ac.uk

#### Talent Match – How do you advertise a vacancy through Talent Match?

Send details to talent@mmu.ac.uk. The team will review the opportunity and liaise with the employer to agree the most appropriate recruitment method. For more details visit: [https://www2.mmu.ac.uk/careers/employers-and-recruiters/recruitment-support/](https://www2.mmu.ac.uk/careers/employers-and-recruiters/recruitment-support/)

**Department:** Careers & Employability Services  
**Contact:** talent@mmu.ac.uk

#### Talent Match – How does Talent Match help employers find suitable students and graduates for their opportunities?

Talent Match uses an industry leading applicant tracking system to manage engagement with candidates and hiring managers. The talent pool is maintained through internal and external channels. The team works closely with academic colleagues and alumni to identify suitable candidates. For more details visit: [https://www2.mmu.ac.uk/careers/employers-and-recruiters/recruitment-support/](https://www2.mmu.ac.uk/careers/employers-and-recruiters/recruitment-support/)

**Department:** Careers & Employability Services  
**Contact:** talent@mmu.ac.uk

#### Jobs4Students – Are there limits as to how many hours a student may work?

The majority of students are restricted to 16 hours work per week during term time. This applies to all students, irrespective of fee status. There are vacancies to this general rule that apply to part-time students and PhDs. For more details visit: [https://www2.mmu.ac.uk/careers/university-staff/employ-a-student-on-campus/](https://www2.mmu.ac.uk/careers/university-staff/employ-a-student-on-campus/)

**Department:** Careers & Employability Services  
**Contact:** Michelle Bradley

#### Jobs4Students – Are there limits as to how many hours a student may work?

The University must adhere to UK employment law and our obligations to UK Visa and Immigration (UKVI). Ensuring right to work and visa compliance is essential. In addition, the University is keen to promote fair and equitable access for all students to the employment opportunities that are available. We need two-week notice of your requirements to ensure effective and efficient management of your hiring requirement. For more details visit: [https://www2.mmu.ac.uk/careers/university-staff/employ-a-student-on-campus/](https://www2.mmu.ac.uk/careers/university-staff/employ-a-student-on-campus/)

**Department:** Careers & Employability Services  
**Contact:** Michelle Bradley

#### Jobs4Students – How do you ensure fair and equitable access to students for the opportunities available?

Where possible, we will advertise opportunities to students through our job board on Career Hub or by accessing the talent pool of students registered with Jobs4Students, or by interrogating details held within the student record to help identify suitable candidates. For more details visit: [https://www2.mmu.ac.uk/careers/university-staff/employ-a-student-on-campus/](https://www2.mmu.ac.uk/careers/university-staff/employ-a-student-on-campus/)

**Department:** Careers & Employability Services  
**Contact:** Michelle Bradley

#### Careers – How can a student access online support from Careers?

Students are not restricted to our on campus service, they can use our e-Advice service. Ask a Question which can be accessed online at any time of day from any location. Students can use this service by logging on through Career Hub using their normal student ID and password. For more details visit: [https://www2.mmu.ac.uk/careers/students/how-we-can-help-you/get-advice-online/](https://www2.mmu.ac.uk/careers/students/how-we-can-help-you/get-advice-online/)

**Department:** Careers & Employability Services  
**Contact:** careers@mmu.ac.uk

#### Careers – what careers information resources are available for students?

Many of the careers information resources are available online and can be found using the Careers search function. In addition to the postgraduate study directories, details of graduate recruitment schemes and specific sector related careers information, the library search will also help students find books, videos and other digitarian resources to help with their career research and planning.

**Department:** Careers & Employability Services  
**Contact:** careers@mmu.ac.uk

#### Futures Skills Award – How does the award benefit students?

Employability is an academic responsibility and should be an integral part of the University’s course offer. Each faculty has a member of the careers team linked to that faculty to act as a link adviser, working with and in support of the faculties employability agenda. Support from careers staff may include: careers education, workshops, careers advice and guidance, events management, employer presentations, career mentoring, skills awards, student competitions, mock interviews and assessment centres, career decision making, entrepreneurship and enterprise skills, data analysis and help with curriculum design. Our aim is to offer support to faculties that is informed by their priorities and the needs of their students.

**Department:** Careers & Employability Services  
**Contact:** Julian White

#### Careers Data Management – How can I access the data relating to the Destinations of Leavers from Higher Education survey (DLHE)?

All of the data collected as part of the annual DLHE survey is available to staff through Share Point, accessed through the careers website. This data is confidential and access is restricted to university staff. For more details visit: [https://www2.mmu.ac.uk/careers/university-staff/careersdata/](https://www2.mmu.ac.uk/careers/university-staff/careersdata/)

**Department:** Careers & Employability Services  
**Contact:** careers@mmu.ac.uk

#### Careers Data Management – How can I access the data relating to the Destinations of Leavers from Higher Education survey (DLHE)?

Some students on graduation will enter the workforce immediately or may progress to postgraduate study. For others, the transition to positive graduate outcomes make take longer. An exit interview helps to identify planned progression, or may highlight those who may benefit from ongoing careers support. This is beneficial from both a ‘customer’ care perspective and as a measure of university performance. For more details visit: [https://www2.mmu.ac.uk/careers/university-staff/careersdata/](https://www2.mmu.ac.uk/careers/university-staff/careersdata/)

**Department:** Careers & Employability Services  
**Contact:** careers@mmu.ac.uk

#### Careers Data Management – How can I access the Careers Registration data?

The careers registration data acts as an indicator of a student career readiness and their career thinking. The data is collected when students first register and each time they re-register on their course. It is available to staff through Share Point, accessed through the careers website. This data is confidential and access is restricted to university staff. For more details visit: [https://www2.mmu.ac.uk/careers/university-staff/careersdata/](https://www2.mmu.ac.uk/careers/university-staff/careersdata/)

**Department:** Careers & Employability Services  
**Contact:** careers@mmu.ac.uk
**Frequently asked questions**

**CAREERS & EMPLOYABILITY SERVICES**

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<thead>
<tr>
<th>Issue</th>
<th>Solution</th>
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<tbody>
<tr>
<td>Career Opportunities – What is the Mentor Me programme?</td>
<td>This programme is run by Careers and matches professionals (mentors) with our students (mentees). Students benefit from contact with a working professional and the insight they can give to the world of work and how the student may achieve their career goals. For more details visit: <a href="https://www2.mmu.ac.uk/careers/student/how-we-can-help-you/get-a-mentor/">https://www2.mmu.ac.uk/careers/student/how-we-can-help-you/get-a-mentor/</a></td>
</tr>
<tr>
<td>Career Opportunities – What should a student do if they want a mentor?</td>
<td>Places on this programme are limited, so students need to submit an application 1 April and 30 June. The application should demonstrate their motivation and commitment to the programme. Students should also show what they hope to gain from participation in the programme. The matching process will take place over summer and students will be invited to a Mentor Meet-up event in October. For more details visit: <a href="https://www2.mmu.ac.uk/careers/student/how-we-can-help-you/get-a-mentor/">https://www2.mmu.ac.uk/careers/student/how-we-can-help-you/get-a-mentor/</a></td>
</tr>
<tr>
<td>Careers Opportunities – Careers events are available?</td>
<td>Careers staff work collaboratively across the university to organise a range of careers events and employer networking cafes. We maintain a full calendar of events through our Careers CMS ‘Career Hub’, which can be accessed through this link. Students can access Career Hub using their normal student ID and password. For more details visit: <a href="https://www2.mmu.ac.uk/careers/student/how-we-can-help-you/careers-events-and-meet-employers/">https://www2.mmu.ac.uk/careers/student/how-we-can-help-you/careers-events-and-meet-employers/</a></td>
</tr>
<tr>
<td>Careers Opportunities – Do students need to book a place at these events?</td>
<td>All events are managed through our Careers CMS ‘Career Hub’. Most will include an online booking form to help us manage student engagement. Students can access Career Hub using their student ID and password.</td>
</tr>
<tr>
<td>Careers Opportunities – How should students prepare for an event?</td>
<td>To get the most out of these opportunities students should research the organisation(s) that are attending to ensure that they have a good understanding of the organisation(s) and opportunities available, using company websites and the company information we hold in the library. Students should also check our events calendar on Career Hub to see if one of our networking workshops is available prior to the event. For more details visit: <a href="https://www2.mmu.ac.uk/careers/student/how-we-can-help-you/careers-events-and-meet-employers/">https://www2.mmu.ac.uk/careers/student/how-we-can-help-you/careers-events-and-meet-employers/</a></td>
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**CENTRE FOR ACADEMIC STANDARDS AND QUALITY ENHANCEMENT**

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<tr>
<th>Issue</th>
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<tbody>
<tr>
<td>How do I apply for a variation to the Assessment Regulations?</td>
<td>Variations to the Regulations must be approved by Academic Quality &amp; Standards Committee (AQSC) and require a clear rationale. Please contact CASQE to discuss the first instance.</td>
</tr>
<tr>
<td>How do I apply for a variation to the Curriculum Framework?</td>
<td>Variations to the Curriculum Framework must be approved by Academic Quality &amp; Standards Committee (AQSC) and require a clear rationale. Please contact CASQE to discuss the first instance, and to identify a route for approving the academic content.</td>
</tr>
<tr>
<td>How do I modify a Course or Unit?</td>
<td>Modifications must go through due process, and comply with Commissions and Marks Authority (CMA) requirements. Please contact CASQE, and we can advise on logistics, timescales and communications for changing course or unit content.</td>
</tr>
<tr>
<td>How do I seek approval for a new University award?</td>
<td>New University awards must be approved by the Academic Board. Please contact CASQE, and we can support you through this process.</td>
</tr>
<tr>
<td>How do I develop and enhance the student experience?</td>
<td>The CMI Dashboard provides a range of data and resources with trackable actions and to help you develop and enhance the student experience. Please contact CASQE for information and support.</td>
</tr>
<tr>
<td>How do I seek approval for a new Collaborative Programme?</td>
<td>Prior to any new Collaborative Programme being considered for approval, the Collaborative Partner must be approved. Please contact CASQE and we can support you through the process and ensure that the relevant stakeholders are included in discussions at the earliest opportunity.</td>
</tr>
<tr>
<td>How do I seek approval for a new Articulation Arrangement?</td>
<td>Depending on the nature of the proposed Articulation and the timing of its introduction, the arrangement will be approved by the Articulation Approval Group or a Programme Approval / Review Panel. Please contact CASQE and we can advise on the approval route and the required documentation.</td>
</tr>
<tr>
<td>How do I seek approval for a member of partner staff to deliver one or more units of study on a Collaborative Programme?</td>
<td>All Partner Staff who deliver and/or assess Manchester Met credits through a collaborative partnership must have secured Approval to Teach or Recognised Tutor Status. Approval to Teach status is given to partner staff who hold a suitable academic qualification, but do not hold a relevant teaching qualification. Approval to Teach is granted for 1 year only – during which time, the partner staff will be required to undertake a relevant teaching qualification. Recognised Tutor status is given to partner staff who hold a suitable academic qualification and a relevant teaching qualification or experience. Recognised Tutor Status is granted for up to 6 years.</td>
</tr>
<tr>
<td>How do I find out more about the Link Tutor role?</td>
<td>For every Collaborative Programme a minimum of two Link Tutors are appointed, one at the partner organisation, the Partner Link Tutor, and one at the University, the Manchester Met Link Tutor. A Link Tutor Handbook on the CASQE website provides an overview of the role and responsibilities of the Manchester Met and Partner Link Tutors.</td>
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**STUDENT CASE MANAGEMENT**

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<tbody>
<tr>
<td><strong>COMPLAINTS PROCEDURE</strong></td>
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<tr>
<td>What do I do if a student wants to make a formal complaint?</td>
<td>Students should be directed to submit a formal Complaint Form to the Student Case Management Team. Complaint forms can be found in section 73 of the Student Code of Conduct.</td>
<td>Student Case Management</td>
<td><a href="mailto:complaintsappeals@mmu.ac.uk">complaintsappeals@mmu.ac.uk</a> 0161 247 1095 Or via the Student Hub</td>
</tr>
<tr>
<td>Where can I refer students if they want help in making their complaint?</td>
<td>Students should be referred to the Students’ Union Advice Centre for help in putting together their complaint. Advice Centre staff will also be able to attend any complaint meetings with the student and offer them representation.</td>
<td>Students’ Union Advice Centre</td>
<td><a href="mailto:s.u.advice@mmu.ac.uk">s.u.advice@mmu.ac.uk</a> 0161 247 6533</td>
</tr>
<tr>
<td>What do I do if a student requests details of mediation in resolving a dispute they have with a member of staff?</td>
<td>The University has a pool of trained mediators that can help resolve complaints or problems at an early stage. Mediation is arranged by the Student Case Management Team and students should be referred to them in the first instance.</td>
<td>Student Case Management</td>
<td><a href="mailto:complaintsappeals@mmu.ac.uk">complaintsappeals@mmu.ac.uk</a> 0161 247 1095</td>
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**ACADEMIC APPEALS PROCEDURE**

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<tbody>
<tr>
<td>What do I do if a student wants to submit an academic appeal?</td>
<td>Students should be directed to submit an Academic Appeal Form to the Student Hub. Appeal forms can be found in the ‘How do I submit an appeal?’ section of the CASQE FAQs page: <a href="http://www.mmu.ac.uk/academic/casqe/regulations/appeals.php">http://www.mmu.ac.uk/academic/casqe/regulations/appeals.php</a></td>
<td>Student Hub</td>
<td>Manchester - 0161 247 2747 Cheshire – 0161 247 5783</td>
</tr>
<tr>
<td>Where can I refer students if they want help with their appeal?</td>
<td>Students should be referred to the Students’ Union Advice Centre or their Faculty Student Support Officer for help in putting together their appeal.</td>
<td>Students’ Union Advice Centre OR Student Support Services</td>
<td><a href="mailto:s.u.advice@mmu.ac.uk">s.u.advice@mmu.ac.uk</a> 0161 247 6533 OR <a href="http://www.mmu.ac.uk/acad/services/student-support-officers.php">http://www.mmu.ac.uk/acad/services/student-support-officers.php</a></td>
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**STUDENT MISCONDUCT**

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<tbody>
<tr>
<td>What do I do if I believe a student has potentially breached the Student Code of Conduct?</td>
<td>Please contact the Student Case Management Team for advice.</td>
<td>Student Case Management</td>
<td><a href="mailto:complaintsappeals@mmu.ac.uk">complaintsappeals@mmu.ac.uk</a> 0161 247 1095</td>
</tr>
<tr>
<td>Where can I refer students for help if they are being investigated for alleged misconduct?</td>
<td>Students should be referred to the Students’ Union Advice Centre for help. Advice Centre staff will also be able to attend any disciplinary meetings with the student and offer them representation.</td>
<td>Students’ Union Advice Centre</td>
<td><a href="mailto:s.u.advice@mmu.ac.uk">s.u.advice@mmu.ac.uk</a> 0161 247 6533</td>
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**APPEALS AGAINST WITHDRAWAL FROM THE UNIVERSITY**

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<tbody>
<tr>
<td>What do I do if a student wants to appeal against their withdrawal from the University?</td>
<td>Students should be directed to submit an Appeal Against Withdrawal Form to the Student Case Management Team. This form can be found in the ‘How do I appeal against withdrawal by the University?’ section of the CASQE FAQs page: <a href="http://www.mmu.ac.uk/academic/casqe/regulations/withdrawal-students.php">http://www.mmu.ac.uk/academic/casqe/regulations/withdrawal-students.php</a></td>
<td>Student Case Management</td>
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**GRADUATE SCHOOL**

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<tbody>
<tr>
<td>How can I help to resolve a query on the payment of External examiner fee and expenses?</td>
<td>Send email or telephone either the Graduate School or Faculty Finance, Cavendish</td>
<td>Graduate School OR Faculty Finance, Cavendish</td>
<td>Maddie Hickman in the Graduate School or Chris Lallaman in Finance</td>
</tr>
<tr>
<td>Are there opportunities for prospective research students to find out opportunities at the University?</td>
<td>The University hosts a number of postgraduate fairs see <a href="https://www2.mmu.ac.uk/study/postgraduate/visit/">https://www2.mmu.ac.uk/study/postgraduate/visit/</a> and also there is information on the range of funded and self-funded opportunities on the scholarship pages at <a href="https://www2.mmu.ac.uk/research/research-study/scholarships/">https://www2.mmu.ac.uk/research/research-study/scholarships/</a></td>
<td>Marketing and Development, Graduate School</td>
<td>Jean Kelly</td>
</tr>
<tr>
<td>Who looks after Postgraduate Research Student Admissions?</td>
<td>Until recently the Graduate School was responsible, however, the administration of the <a href="mailto:pgadmissions@mmu.ac.uk">pgadmissions@mmu.ac.uk</a> email account was passed to Recruitment and Admissions on 31st March 2017. PGR Admissions is transferring to R&amp;A by September 2017</td>
<td>Recruitment and Admissions</td>
<td>James Kirman</td>
</tr>
<tr>
<td>Where do I find information about PGR Student Fees?</td>
<td>Information can be found on the Graduate School website – Starting a Research Degree page</td>
<td>Graduate School, Finance</td>
<td></td>
</tr>
<tr>
<td>Who is responsible for the research degree regulations, Code of Practice and Student Handbook?</td>
<td>The Graduate School provides support to the Research Degrees Committee and quality assurance for research degree programmes</td>
<td>Graduate School</td>
<td>Clare Holdcroft or Kellie Mortissay</td>
</tr>
<tr>
<td>Resolve a query on PGR scholarships?</td>
<td>If the query is related to the appointment or advertising process, the Graduate School maintains the website for the research degree scholarships and liaison with academic colleagues over external advertising of scholarships. The Graduate School will also advise on the query if it is related to a specific student who is on a scholarship or bursary relating to scholarships</td>
<td>Graduate School</td>
<td>Jean Kelly or Kellie Mortissay</td>
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### Frequently asked questions

#### LEARNER DEVELOPMENT AND DISABILITY SUPPORT

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<th>Issue</th>
<th>Solution</th>
<th>Department</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>How can I support students who think they may be dyslexic?</td>
<td>Refer the student to the Disability Service. The Disability Service will arrange for any screenings and tests, as appropriate, and arrange any specialist support.</td>
<td>Disability Service</td>
<td><a href="mailto:disability.service@mmu.ac.uk">disability.service@mmu.ac.uk</a></td>
</tr>
<tr>
<td>How can I support a student who is pregnant?</td>
<td>Refer to the policy available on the website <a href="http://www.mmu.ac.uk/equality-and-diversity/pregnancy/Pregnancy-and-Maternity-Guidelines--Students.pdf">http://www.mmu.ac.uk/equality-and-diversity/pregnancy/Pregnancy-and-Maternity-Guidelines--Students.pdf</a></td>
<td>Learner Development</td>
<td><a href="mailto:disability.service@mmu.ac.uk">disability.service@mmu.ac.uk</a></td>
</tr>
<tr>
<td>How can I support a student who has a short term illness or injury in the exam period?</td>
<td>Refer the student to the guidelines available on the website <a href="http://www.mmu.ac.uk/students/exams/Student%20Support%20Services%20Students.pdf">http://www.mmu.ac.uk/students/exams/Student%20Support%20Services%20Students.pdf</a></td>
<td>Student Support Services</td>
<td><a href="mailto:disability.service@mmu.ac.uk">disability.service@mmu.ac.uk</a></td>
</tr>
<tr>
<td>How can I support a student who requests a coursework extension based on recommendations contained in a Personal Learning Plan (PLP) or ERAC?</td>
<td>Refer the student to the Departmental Disability Coordinator (DDC) or nominated representative. It is advised that one member of staff oversees all requests for revised submission dates from disabled students with PLPs, to ensure consistency of approach and maintain an overview of the impact of the full range of assessments on the student. The Disability Service provide written guidance to DDCs and cover this area during the DDC training session.</td>
<td>Disability Service</td>
<td><a href="mailto:disability.service@mmu.ac.uk">disability.service@mmu.ac.uk</a></td>
</tr>
<tr>
<td>How can I obtain further information relating to a recommendation made in a Personal Learning Plan (PLP)?</td>
<td>There is a PLP rationale document available which provides detailed information relating to all recommendations. Staff may also speak directly to the Disability Adviser who has produced the plan. The contact details are provided at the top of the Personal Learning Plan.</td>
<td>Disability Service</td>
<td><a href="mailto:disability.service@mmu.ac.uk">disability.service@mmu.ac.uk</a></td>
</tr>
</tbody>
</table>

#### STUDENT FINANCIAL SUPPORT

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>How can students apply for additional financial support?</td>
<td>The Access to Learning Fund (ALF) provides non-repayable awards to students who are having money troubles or have an unexpected emergency to deal with. The fund is discretionary and cash-limited so whether or not a student will get an award depends on their individual circumstances and the availability of funds. The Access to Learning Fund should not be seen as a guaranteed source of income for any student.</td>
<td>Student Financial Support</td>
<td>Student Financial Support Team x 1046</td>
</tr>
<tr>
<td>Where can I direct a student who wants to apply for the Access to Learning fund?</td>
<td>Details of the scheme can be found at: <a href="http://www.mmu.ac.uk/studentfinance/alf.php">http://www.mmu.ac.uk/studentfinance/alf.php</a></td>
<td>Student Financial Support</td>
<td>Student Financial Support Team x 1046</td>
</tr>
<tr>
<td>When can a student get advice from the Student Financial support team?</td>
<td>Students can call into the Student Hub, Ground Floor, Business School Building, Manchester Campus. During term time a member of the Student Financial Support (SFS) Team will be available from: 9.00am - 4.15pm Monday - Thursday 10.00am - 4.15pm Friday They can also telephone us on 0161 247 1045</td>
<td>Student Financial Support</td>
<td>Student Financial Support Team x 1046</td>
</tr>
<tr>
<td>How can I find out more about getting involved in widening participation activities?</td>
<td>The central Widening Participation Team deliver a wide range of activities for schools to raise aspirations to, and awareness of, university. The team are keen to support staff interested in engaging local schools and can provide practical help and support with events and activities.</td>
<td>Widening Participation Team</td>
<td>0161 247 3570 or <a href="mailto:schoolsoutreach@mmu.ac.uk">schoolsoutreach@mmu.ac.uk</a></td>
</tr>
<tr>
<td>Where can I refer students if they want help with their appeal?</td>
<td>Students should be referred to the Students’ Union Advice Centre or their Faculty Student Support Officer for help in putting together their appeal.</td>
<td>Students' Union Advice Centre</td>
<td>Students' Union Advice Centre</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Student Support Services</td>
<td>studentservices/student-support-officers.php</td>
</tr>
</tbody>
</table>
Frequently asked questions

**DATA AND INFORMATION SERVICES**

<table>
<thead>
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<tr>
<td>How do I log into QLS?</td>
<td>Enter the web address: <a href="https://qls.ad.mmu.ac.uk">https://qls.ad.mmu.ac.uk</a> in Internet Explorer (it will not work properly in any other browser) and select QLS Live. Enter your usual log-in details in the Username and Password fields. Data and Information Services Emma Powell <a href="mailto:e.powell@mmu.ac.uk">e.powell@mmu.ac.uk</a> or 3639 or Jason Sherratt <a href="mailto:j.sherratt@mmu.ac.uk">j.sherratt@mmu.ac.uk</a> or 5756.</td>
</tr>
<tr>
<td>What is the difference between a module and a unit?</td>
<td>They both mean the same in QLS. Different educational institutions may refer to them by either title, at Manchester Metropolitan we call them ‘units’. Data and Information Services Emma Powell <a href="mailto:e.powell@mmu.ac.uk">e.powell@mmu.ac.uk</a> or 3639 or Jason Sherratt <a href="mailto:j.sherratt@mmu.ac.uk">j.sherratt@mmu.ac.uk</a> or 5756.</td>
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<td>Where are the reports?</td>
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<td>What is a Prog Code?</td>
<td>This is what is generally referred to as the course code. If the unit is taught on more than one course and you want to limit the number of students returned, then you can enter a code here with the appropriate session in Prog Session. In most cases these fields won’t be used, but they are available if needed. Data and Information Services Emma Powell <a href="mailto:e.powell@mmu.ac.uk">e.powell@mmu.ac.uk</a> or 3639 or Jason Sherratt <a href="mailto:j.sherratt@mmu.ac.uk">j.sherratt@mmu.ac.uk</a> or 5756.</td>
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<td>I cannot see ‘Assessments’ when I log into QLS, what do I do?</td>
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<td>What is a Unit Code and how do I find mine?</td>
<td>A Unit Code (sometimes called a Module Code or an Area of Study (AOS) Code is a unique identifier for every unit in the University Code may be obtained from Tardis (<a href="https://www.mid.mmu.ac.uk/midas/reports/bi_publisher/areas/AOS201418.asp">https://www.mid.mmu.ac.uk/midas/reports/bi_publisher/areas/AOS201418.asp</a>). Data and Information Services Emma Powell <a href="mailto:e.powell@mmu.ac.uk">e.powell@mmu.ac.uk</a> or 3639 or Jason Sherratt <a href="mailto:j.sherratt@mmu.ac.uk">j.sherratt@mmu.ac.uk</a> or 5756.</td>
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<td>How do I resolve other Assessment issues?</td>
<td>Please see further FAQ’s at: <a href="https://www.mmu.ac.uk/sas/bssg/intranet/QLS_FAQs.php">https://www.mmu.ac.uk/sas/bssg/intranet/QLS_FAQs.php</a> Data and Information Services Emma Powell <a href="mailto:e.powell@mmu.ac.uk">e.powell@mmu.ac.uk</a> or 3639 or Jason Sherratt <a href="mailto:j.sherratt@mmu.ac.uk">j.sherratt@mmu.ac.uk</a> or 5756.</td>
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<td>How do I resolve Enrolment issues?</td>
<td>Please see further FAQ’s at: <a href="https://www.mmu.ac.uk/sas/bssg/intranet/QLS_FAQs.php">https://www.mmu.ac.uk/sas/bssg/intranet/QLS_FAQs.php</a> Data and Information Services Emma Powell <a href="mailto:e.powell@mmu.ac.uk">e.powell@mmu.ac.uk</a> or 3639 or Jason Sherratt <a href="mailto:j.sherratt@mmu.ac.uk">j.sherratt@mmu.ac.uk</a> or 5756.</td>
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**Assessment issues?**

Please see further FAQ’s at: https://www.mmu.ac.uk/sas/bssg/intranet/QLS_FAQs.php

**Enrolment issues?**

Please see further FAQ’s at: https://www.mmu.ac.uk/sas/bssg/intranet/QLS_FAQs.php

**Issue Solution**

**Department**

**Contact**

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| How do I resolve Enrolment issues? | Please see further FAQ’s at: https://www.mmu.ac.uk/sas/bssg/intranet/QLS_FAQs.php Data and Information Services Emma Powell e.powell@mmu.ac.uk or 3639 or Jason Sherratt j.sherratt@mmu.ac.uk or 5756. |
ENROLMENT & INDUCTION

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</tr>
</thead>
<tbody>
<tr>
<td>I need to add information to the Welcome site but I cannot log in.</td>
<td>To log into the site, you will need to be listed as an approved user. The Web Team or Enrolment Team can arrange this. Please send your name, MMU ID and which faculty(ies) you will be accessing on the welcome site to <a href="mailto:studentservices@mmu.ac.uk">studentservices@mmu.ac.uk</a>.</td>
<td>Enrolment &amp; Induction or Web Team</td>
<td><a href="mailto:studentservices@mmu.ac.uk">studentservices@mmu.ac.uk</a> or 9599 Lance Walker, Matt Hughes</td>
</tr>
<tr>
<td>I need to access SES but it will not let me log in.</td>
<td>We can provide /restore your access. Please send your MMU ID and name to <a href="mailto:studentservices@mmu.ac.uk">studentservices@mmu.ac.uk</a>.</td>
<td>Enrolment &amp; Induction</td>
<td><a href="mailto:studentservices@mmu.ac.uk">studentservices@mmu.ac.uk</a> or 9599 Lance Walker Matt Hughes</td>
</tr>
<tr>
<td>I am locked out of the Student Enquiry System.</td>
<td>No, the Enrolment Team cannot fix that. The student’s programme team needs to revise this and then it has to be verified by Finance before the record is complete and ready for enrolment. It is usually a 24 hour process if everything goes smoothly. Please speak to your line manager about procedures for how your team handles that process.</td>
<td>Enrolment &amp; Induction</td>
<td><a href="mailto:studentservices@mmu.ac.uk">studentservices@mmu.ac.uk</a> or 9599 Lance Walker, Matt Hughes, Mike Burke, Suzanne Holmes</td>
</tr>
<tr>
<td>We have a student who is unable to enrol due to an ‘unassessed fee’. Are your team able to fix this?</td>
<td>This will vary by publication. Some will be created and provided by the Enrolment Team and others need to be tracked down through Marketing/Design Studio or an individual central service.</td>
<td>Enrolment &amp; Induction</td>
<td><a href="mailto:studentservices@mmu.ac.uk">studentservices@mmu.ac.uk</a> or 9599 Lance Walker, Matt Hughes, Mike Burke, Suzanne Holmes</td>
</tr>
<tr>
<td>I have found a leaflet that I would like provide to my students, where can I get more copies of this?</td>
<td>You will need to use your student ID to access the Graduation booking site, not your staff ID.</td>
<td>Enrolment &amp; Induction or Awards Team</td>
<td><a href="mailto:studentservices@mmu.ac.uk">studentservices@mmu.ac.uk</a> or 9599 Lance Walker, Matt Hughes, Mike Burke, Suzanne Holmes</td>
</tr>
<tr>
<td>I work here but I am also a PhD student and I cannot log into the graduation booking site using my staff ID. What’s wrong?</td>
<td>No, unfortunately we cannot. After they are given an Unconditional Firm offer by Admissions they will have an enrolment record set up through Student Curriculum &amp; Data Management, usually within 24 hours. At that point, their programme team may need to add in fee assessment or other details and then that information will have to be verified by Finance before the enrolment record is finalised. After that they should be able to enrol. We suggest you contact Admissions if you need to follow up on advancing them through the first part of the process.</td>
<td>Enrolment &amp; Induction or Admissions</td>
<td><a href="mailto:studentservices@mmu.ac.uk">studentservices@mmu.ac.uk</a> or 9599 Lance Walker, Matt Hughes, Mike Burke, Suzanne Holmes</td>
</tr>
<tr>
<td>My PhD student now has department approval. Can you set up their enrolment record today for them and get them enrolled as soon as possible.</td>
<td>Information and the timeline for enrolment is available at <a href="http://www.mmu.ac.uk/enrol">www.mmu.ac.uk/enrol</a> if you follow the link to “Guidance for Staff.”</td>
<td>Enrolment &amp; Induction</td>
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<td>What are the opening and closing dates for the Enrolment system for next year?</td>
<td>If it is a campus-wide Welcome event, we will send you a proforma to complete so we can include it. If it is a faculty-specific event this can be arranged through your Timetabling contact.</td>
<td>Enrolment &amp; Induction</td>
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<td>How do I help a student with their timetabling queries?</td>
<td>For assistance with computing equipment or services, contact the IT Services Helpline, ext. 4646 or email <a href="mailto:it.helpline@mmu.ac.uk">it.helpline@mmu.ac.uk</a></td>
<td>IT Services</td>
<td><a href="mailto:it.helpline@mmu.ac.uk">it.helpline@mmu.ac.uk</a></td>
</tr>
<tr>
<td>Can I see my timetable when on the move?</td>
<td>You can view your timetable from any device with internet access.</td>
<td>Timetabling Services</td>
<td>Mark Lowe <a href="mailto:Mark.lowe@mmu.ac.uk">Mark.lowe@mmu.ac.uk</a></td>
</tr>
<tr>
<td>The room where I am teaching is in need of repair, what do I do?</td>
<td>Report repairs or an emergency to the Estates and Facilities Helpdesk on ext. 2882.</td>
<td>Estates and Facilities</td>
<td>Extension 2882</td>
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<td>The IT equipment is not working, what do I do?</td>
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<td>Timetabling Services</td>
<td><a href="mailto:timetable@mmu.ac.uk">timetable@mmu.ac.uk</a></td>
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TIMETABBING SERVICES

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<td>I am an academic, how do I find my timetable?</td>
<td>Please go to the staff home page <a href="http://www.mmu.ac.uk/staff/">http://www.mmu.ac.uk/staff/</a> and click on Timetabling information enter your user ID and password and then select the link that is appropriate to your location. Manchester or Crewe and you will be able to search for the view of the timetable by course, unit, staff, location, staff and student.</td>
<td>Timetabling Services</td>
<td>Mark Lowe <a href="mailto:Mark.lowe@mmu.ac.uk">Mark.lowe@mmu.ac.uk</a></td>
</tr>
<tr>
<td>Can anyone view my timetable?</td>
<td>Any member of staff can view your timetable providing they have your ID. Students cannot view your timetable. Remember your timetable will only show what we have been told. If your timetable is incomplete or missing this means we have not been given full information.</td>
<td>Timetabling Services</td>
<td>Mark Lowe <a href="mailto:Mark.lowe@mmu.ac.uk">Mark.lowe@mmu.ac.uk</a></td>
</tr>
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<td>When will the examination for my unit take place?</td>
<td>Further information can be found on the web timetables page at: <a href="https://scientia.mmu.ac.uk/sip/index2.asp">https://scientia.mmu.ac.uk/sip/index2.asp</a></td>
<td>Examinations</td>
<td>Patrick Gannon <a href="mailto:p.gannon@mmu.ac.uk">p.gannon@mmu.ac.uk</a> Ext: 5936</td>
</tr>
<tr>
<td>When is the examinations timetable published to students?</td>
<td>For the main summer exam period the timetable is published at the end of January. For August Resit exams it is published in the middle of July.</td>
<td>Examinations</td>
<td>Patrick Gannon <a href="mailto:p.gannon@mmu.ac.uk">p.gannon@mmu.ac.uk</a> Ext: 5936</td>
</tr>
<tr>
<td>How do I apply to become an invigilator?</td>
<td>You can submit an application at any time of year via <a href="https://mmu.onlinesurveys.ac.uk/invigilator-recruitment-ongoing">https://mmu.onlinesurveys.ac.uk/invigilator-recruitment-ongoing</a>, however recruitment tends to be carried out in the run up to the summer exam period.</td>
<td>Examinations</td>
<td>Patrick Gannon <a href="mailto:p.gannon@mmu.ac.uk">p.gannon@mmu.ac.uk</a> Ext: 5936</td>
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**EXAMINATIONS**

**CERTIFICATION AND TRANSCRIPTS**

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| How does a graduate request a replacement certificate?               | Email awards@mmu.ac.uk  
Refer http://www.mmu.ac.uk/academic/conferments/ | Awards & Conferments   | awards@mmu.ac.uk                |
| Who can answer a certificate query from a student owing a debt?      | Refer to Finance Service Centre x1852 or creditcontrol@mmu.ac.uk       | Awards & Conferments   | Awards & Conferments   |
| When a student expect to receive their certificate if they completed their course in the summer? | September/October  
http://www.mmu.ac.uk/graduation/ | Awards & Conferments   | Awards & Conferments   |
| When can a student expect to receive their certificate if they completed their course at other times of the year (not the summer)? | http://www.mmu.ac.uk/graduation/ | Awards & Conferments   | Awards & Conferments   |
| Who can deal with transcript requests from before summer 2014?       | Refer to relevant Programmes Offices | Awards & Conferments   | Awards & Conferments   |
| How does a graduate request a transcript re-print (student award from 2014 onwards)? | Email awards@mmu.ac.uk  
Refer http://www.mmu.ac.uk/academic/conferments/ | Awards & Conferments   | awards@mmu.ac.uk                |
| What items can be collected from Awards & Conferments i.e. verification letters, certificates, certified copies of certificates? | Awards & Conferments send to the Business School Student Hub  
Refer http://www.mmu.ac.uk/students/hubs/ | Awards & Conferments   | Awards & Conferments   |
| Who can reply to requests for information on historical records and award classification data for former students who studied several years ago? | Email information to awards@mmu.ac.uk                                      | Awards & Conferments   | awards@mmu.ac.uk                |
| Who can reply to reference requests from third parties?              | Refer to HEDD www.hedd.ac.uk                                               | Awards & Conferments   | awards@mmu.ac.uk                |

**AWARDS AND CONFERMENTS**

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| How do I confirm results so a student’s certificate can be printed?  | Email SASresults@mmu.ac.uk once result has been confirmed to web / Chairs Action or details  
Please provide AOS code, AOS Period, Board date & Academic Period. | SASresults@mmu.ac.uk | SASresults@mmu.ac.uk                |
| Can I issue an exit award to current/former student?                | Email details over to SASresults@mmu.ac.uk                              | SASresults@mmu.ac.uk | SASresults@mmu.ac.uk                |
| A student’s result has changed, whom do we inform?                 | Email SASresults@mmu.ac.uk with the reason for the change once GLS has been amended.  
Please provide AOS code, AOS Period, Board date & Academic Period. | SASresults@mmu.ac.uk | SASresults@mmu.ac.uk                |
| How do I ensure a final year student with a name change /MMU records require updating can be processed? | Email details and proof  
Please provide AOS code, AOS Period, Board date & Academic Period. | SASresults@mmu.ac.uk | SASresults@mmu.ac.uk                |
| Who can answer a First Stage Listing query?                         | Email details over to SASresults@mmu.ac.uk                              | SASresults@mmu.ac.uk | SASresults@mmu.ac.uk                |
| How can I ensure a student is invited to graduation?                | Email details over to SASresults@mmu.ac.uk once student’s GLS record has been amended to ‘Graduating This Year to This’ via First Stage Listing process | SASresults@mmu.ac.uk | SASresults@mmu.ac.uk                |
## AWARDS AND CONFERMENTS

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| **GRADUATION**                                                       | Contact Graduation Helpline on x5959  
Refer http://www.mmu.ac.uk/graduation/ | Graduation Helpline                 | studentservices@mmu.ac.uk                                                                                       |
| **How can a student register for graduation?**                      | Log on to the Graduation Booking System and register http://www.mmu.ac.uk/graduation/                                                                                                                     | Graduation Helpline Awards & Conferments | Graduation Helpline: studentservices@mmu.ac.uk  
Awards: awards@mmu.ac.uk                                                                 |
| **How do students request an alternative ceremony for Combined Honours Students?** | Email SASresults@mmu.ac.uk  
Contact Graduation Helpline/Awards directly for individual requests.                                                                                                                                  | Graduation Helpline Awards & Conferments | SASresults@mmu.ac.uk  
awards@mmu.ac.uk  
studentservices@mmu.ac.uk                                                                 |
| **What do I do if I receive an international student letter request?** | Check ceremony attending, do letter, email and send with template                                                                                                                                        | Awards & Conferments               | Awards & Conferences: awards@mmu.ac.uk  
Graduation Helpline: studentservices@mmu.ac.uk                                                                 |
| **How do I advise that there is a student requiring Special Assistance during graduations?** | Confirm the details via Student Enquiry System so arrangements can be made if necessary                                                                                                                  | Graduation Helpline Awards & Conferments | Graduation Helpline: studentservices@mmu.ac.uk  
Awards: awards@mmu.ac.uk                                                                 |
| **How do we follow up on a Carer ticket request for students and guests?** | Confirm the details via Student Enquiry System so arrangements can be made if necessary                                                                                                                  | Graduation Helpline Awards & Conferments | Graduation Helpline: studentservices@mmu.ac.uk  
Awards: awards@mmu.ac.uk                                                                 |
| **A final year student has passed away – how does the faculty arrange for the family to attend graduation?** | Faculty to contact Awards & Conferences with details of the posthumous award to be issued/family to be invited                                                                                           | Awards & Conferments               | Awards and Conferments Manager: h.norbury@mmu.ac.uk                                                                 |
| **How do I hire a free gown as a member of staff attending graduation as part of the platform party?** | Visit the Staff Graduation webpage http://www.mmu.ac.uk/staff/ and follow the link before the closing date                                                                                             | Awards & Conferments               | s.hussain@mmu.ac.uk                                                                                         |
| **Where do I direct an external member of staff wishing to hire a gown?** | Contact Marketing & Communications                                                                                                                                                                | Marketing & Communications          | a.ferratti@mmu.ac.uk                                                                                         |
| **Who should I inform of the names of Prize winners for Graduation?** | Awards & Conferences team will write to faculties (usually May/early June each year) requesting this information for FINAL YEAR students ONLY.  
Faculties should respond via email so records can be saved.  
Checks are made: name correct, prize correct, Dept. correct, has an award been confirmed. | Faculties                          | awards@mmu.ac.uk or d.gill@mmu.ac.uk                                                                          |