

**THE UNIVERSITY OF MANCHESTER
FREEDOM OF INFORMATION ACT 2000
PUBLICATION SCHEME**

INTRODUCTION

The University of Manchester is a public authority as listed in schedule 1 Part IV of the Freedom of Information Act (FOIA) 2000.

As a public authority we are legally obliged to adopt and maintain a publication scheme under section 19 of the FOA.

A publication scheme is a document outlining the classes of information made routinely available to the public, the manner in which the information is available and whether there is a charge for the provision of the information.

The University of Manchester had adopted the model publication scheme developed by the Information Commissioner's Office specifically for higher education institutions in England, Wales and Northern Ireland.

The classes of information published in the scheme are set out. The majority of information and documents can be downloaded from the University's website at: <http://www.manchester.ac.uk> and are also available in hardy copy by request in writing to:

The Records Management Office
Compliance and Risk Management
The University of Manchester
Room G0.11 John Owens Building
Oxford Road
Manchester M13 9PL
Tel: 0161 275 5782 / 8111 / 8400
Fax: 0161 275 8402
Email: foi@manchester.ac.uk

MAKING A REQUEST FOR INFORMATION

You may also request information not covered by the scheme under section 1 of the FOIA by completing the University's Freedom of Information on-line request form at:

<http://www.manchester.ac.uk/aboutus/documents/foi/foirequest/>

Alternatively, you may make your request in writing to the Records Management Office, contact details above.

If you feel that The University of Manchester has refused access to information to which you are entitled, or has not dealt with your request appropriately under the FOIA, you have a right of appeal.

An appeal in the first instance should be directed to the Records Management Office, contact details above. You should include:

- A covering letter giving details of your complaint
- Details of your initial request
- Any other relevant information

Complaints relating to procedural matters will be dealt with by the Records Management Office, appeals against the withholding of specific information will be dealt with by a senior member of the staff of the University who was not involved in the initial decision.

The University will deal with your appeal within a reasonable time, and will inform you of the projected time scale on receipt of your complaint.

You are also welcome to contact the Records Management Office with informal questions about the handling of your request.

After The University's internal appeals procedure has been exhausted, you have a further right of appeal to the Information Commissioner's Office.

Details of this procedure can be found at:

http://www.ico.gov.uk/complaints/freedom_of_information.aspx

The Records Management Office is also responsible for the University's compliance with the Data Protection Act (DPA) 1998. Section 7 of the DPA provides individuals with the right of access to their personal data held by the University.

Information on how to apply for access to your personal data can be found at the website below:

<http://www.campus.manchester.ac.uk/recordsmanagement/>

Details of the University's Notification with the Information Commissioner's Office can also be viewed from this website together with a full version of the Data Protection Act 1998 and data protection basics.

The University's Records Retention Schedule to ensure good records management may also be viewed at the above website.

WHO WE ARE AND WHAT WE DO

History of The University of Manchester

The University of Manchester has been created by bringing together The Victoria University of Manchester and UMIST, two of Britain's most distinguished universities, to create a powerful new force in British Higher Education.

Manchester has a long tradition of excellence in Higher Education. UMIST can trace its roots back to 1824 and the formation of the Manchester Mechanics' Institute, whilst The Victoria University of Manchester was founded as Owens College in 1851.

After 100 years of working together, these two great institutions were formally combined to form a single university, which come into being on 22 October 2004.

Origins of the University

The University's history is closely linked to Manchester's emergence as the world's first industrial city.

Manchester businessmen and industrialists established the Mechanics' Institute to ensure their workers could learn the basic principles of science.

Similarly, John Owens, a Manchester textile merchant, bequeathed £96,942 in 1846 for the purpose of founding a college for the education of males on non-sectarian lines. Owens College was established and granted a Royal Charter in 1880 to become England's first civic university, The Victoria University of Manchester.

By 1905 the two institutions were a large and active force in the area with the Mechanics' Institute, the forerunner of the modern UMIST, forming a Faculty of Technology and working alongside The Victoria University of Manchester.

This relationship worked to the advantage of all, not least the many students who received a first class education and the employers who benefited from the knowledge and skills imparted by the two institutions.

Although UMIST achieved independent university status in 1955, the two universities continued to work together, true to the vision of their pioneering industrialist founders, until they merged in October 2004.

Manner in which information is made available: All the documents detailed in this class are available from links to the University web page detailed below. You will need Adobe Acrobat Reader to view the documents in PDF files. The documents are also available in hard copy by written request to the Records Management Office on the contact details above.

For full details of the history and origin of The University of Manchester, follow the '[Our history](#)' link from the website below.

Website: <http://www.manchester.ac.uk/aboutus/>

Fee: All documents and information may be downloaded from the University's website free of charge. There will normally be no charge for the first request for copy documents. However, there may be a charge for additional or multiple copies of documents.

GOVERNANCE

This section covers information relating to the way The University of Manchester is governed and how decisions are made. It includes information on the legal status of the University, which individual member of staff or group within the University is responsible for specific functions and where they fit in the overall structure of the University. In some instances information from committee minutes will be exempt from disclosure where it contains personal data, information that may damage the commercial interests of the institution or that may threaten the health and safety of specific individuals.

The University of Manchester is a chartered corporation and operates under the terms of a Royal Charter granted in 2004. Our Royal Charter number is RC0000797.

The constitution and supporting structures of the University, as detailed on the web pages below, have been developed in a way that ensure they hold true to the ethos, principles and requirements of good governance in higher education.

These structures also enable the University to fulfill its objectives as a new institution of the 21st Century. They are adaptable to changing circumstances, which help The University keep abreast of the latest technologies in a progressive environment.

Corporate Documents

Corporate documents published by The University of Manchester include:

Annual reports and accounts

- Statement of Accounts 2005
- Statement of Accounts 2006
- Statement of Accounts 2007
- Statement of Accounts 2008
- Statement of Accounts 2009

Founding documents dates and regulations

- The University of Manchester Charter as granted by Her Majesty the Queen in 2004
- The University of Manchester Almanac which includes key dates for the current academic year including major committees
- Statutes of The University of Manchester (University Laws)
- Ordinances of The University of Manchester (prescribed University practices and procedures)
- General Regulations of The University of Manchester (rules that students and staff must abide by)

Manner in which information is made available: All the documents detailed in this class are available from links to the University web page detailed below. You will need Adobe Acrobat Reader to view the documents in PDF files. The documents are also available in hard copy by written request to the Records Management Office, see contact details above.

For full details of the corporate documents of The University of Manchester, follow the '[Corporate documents](#)' link from the website below.

Website: <http://www.manchester.ac.uk/aboutus/structure/governance/>

Fee: All documents and information may be downloaded from the University's website free of charge. There will normally be no charge for the first request for copy documents. However, there may be a charge for additional or multiple copies of documents.

Governing Body of the University

Officers of The University of Manchester and Committee Membership

- Officers of the University
- Board of Governors
- General Assembly Membership
- Senate membership
- Members of School Boards

Board of Governors Minutes

A complete set of the Board of Governors Minutes from 1 October 2004

Manner in which information is made available: All the documents detailed in this class are available from links to the University web page detailed below. You will need Adobe Acrobat Reader to view the documents in

PDF files. The documents are also available in hard copy by written request to the Records Management Office, see contact details above.

Website: <http://www.manchester.ac.uk/aboutus/structure/governance/>

Fee: All documents and information may be downloaded from the University's website free of charge. There will normally be no charge for the first request for copy documents. However, there may be a charge for additional or multiple copies of documents.

For further information relating to Governance, please contact:

The Records Management Office
Compliance and Risk Management
The University of Manchester
Room G0.11 John Owens Building
Oxford Road
Manchester M13 9PL

Tel: 0161 275 5782 / 8111 / 8400

Fax: 0161 275 8402

Email: foi@manchester.ac.uk

UNIVERSITY STRUCTURE

This class contains information relating to how the University's management structure is organised and the function and purpose of each part of the management structure.

SENIOR OFFICERS OF THE UNIVERSITY

Unless otherwise stated, the contact address for senior officers is:

The University of Manchester
Oxford Road
Manchester
M13 9PL

Tel: 0161 306 6010

Email: president@manchester.ac.uk

Chancellor

Tom Bloxham, MBE

Email: president@manchester.ac.uk

Tel: 0161 306 6010

Pro-Chancellor

Sir John Kerr, CGB, DL

Email: president@manchester.ac.uk

Tel: 0161 306 6010

Chairman of the Board of Governors and Pro-Chancellor

Norman Askew, BA

Email: president@manchester.ac.uk

Tel: 0161 306 6010

President and Vice Chancellor

Professor Alan Gilbert, AO, MA, DPhil, FASSA

Email: president@manchester.ac.uk

Tel: 0161 306 6010

Deputy President and Deputy Vice Chancellor

Professor Dame Nancy J Rothwell, DSc, PhD, FRS, FmedSci (Research)

Email: nancy.rothwell@manchester.ac.uk

Tel: 0161 275 5357

Vice Presidents

Professor Rod W Coombs, BSc, MSc, PhD (Innovation and Economic Development)

Email: rod.coombs@manchester.ac.uk

Tel: 0161 306 3517

Professor Colin Stirling, BSc, PhD (Teaching and Learning)

Email: colin.stirling@manchester.ac.uk

Tel: 0161 275 5571

Vice Presidents and Deans of Faculties

Professor Colin Bailey, Beng, PhD, Ceng, FICE, MStructE, MIFireE (Engineering and Physical Sciences)

Tel: 0161 306 9111

Professor Alistair Ulph, Bphil, MA (Humanities)

Email: alistair.ulph@manchester.ac.uk

Tel: 0161 306 1111

Professor Martin J Humphries, BSc, PhD, FmedSci (Life Sciences)

Email: martin.humphries@manchester.ac.uk

Tel: 0161 275 5071

Professor R Alan North, DSc, MB, ChB, PhD, FRS (Medical and Human Sciences)

Email: alan.north@manchester.ac.uk

Tel: 0161 275 1499

Associate Vice-Presidents

Professor R Maynard Case BSc, PhD (Compliance and Risk Management)

Email: maynard.case@manchester.ac.uk

Tel: 0161 275 5406

Professor Aneez Esmail, LRCP, MRCS, PhD, DTM&H, DRCOG, MFPHM, MRCPGP (Equality and Diversity)

Email: aneez.esmail@manchester.ac.uk

Tel: 0161 275 1866

Professor Nigel Vincent, MA, FBA (Graduate Education)

Email: nigel.vincent@manchester.ac.uk

Tel: 0161 275 3194

Registrar and Secretary

Albert McMenemy, BA, LLB

Email: albert.mcmenemy@manchester.ac.uk

Tel: 0161 275 2109

Director of Estates

Diana L Hampson, BSc, MRICS

Email: diana.l.hampson@manchester.ac.uk

Tel: 0161 275 2255

Director of Finance

Robin Border
Email: robin.border@manchester.ac.uk
Tel: 0161 275 2145

Director of Human Resources

Karen Heaton, MBA, CMCIPD
Email: Karen.Heaton@manchester.ac.uk
Tel: 0161 275 2442

Director of Sport Trading and Residential Services

Michael Shore-Nye, BA
Email: Mike.Shore-Nye@manchester.ac.uk

Director of John Rylands Library

Jan Wilkinson, BA, DipLib, DipInfSci, DMS, FCILIP, FRSA
Email: Jan.Wilkinson@manchester.ac.uk
Tel: 0161 275 3700

Director of Manchester Museum

Nicholas J Merriman, BA, PhD, AMA. FRSA
Email: nick.merriman@manchester.ac.uk

Director of Whitworth Art Gallery

Maria Balshaw, BA, MA, DPhil
Email: Maria.Balshaw@manchester.ac.uk
Tel: 0161 275 7470

General Counsel

Christopher Petty, MA, Barrister
Email: Chris.Petty@manchester.ac.uk
Tel: 0161 275 6022

Other members of staff may be contacted through The University of Manchester staff directory at: <http://directory.manchester.ac.uk/>
Alternatively staff may be contacted via The University of Manchester switchboard by dialing 0161 275 2000.

HOW THE UNIVERSITY OF MANCHESTER IS ORGANISED**Faculties and Schools of The University of Manchester**

The University of Manchester is divided into four Faculties. Each Faculty is divided into a number of Schools.

For full details of the academic structure, follow the '**academic departments**' link from the website below.

Website: <http://www.manchester.ac.uk/aboutus/structure/>

Faculty of Engineering and Physical Sciences

The Faculty of Engineering and Physical Sciences comprises of nine academic schools, each with a powerful legacy of research and teaching success, and an interdisciplinary, collaborative approach to their areas of expertise. With some of the highest quality staff and facilities and a broad spread of academic subjects, we are competing with the best universities in the world.

The University of Manchester has a long and distinguished record of achievement in science and engineering disciplines, and offers unrivalled study opportunities combined with excellent career prospects. Many disciplines have a world-class reputation for research, with some attracting the highest scores in the 2001 Research Assessment Exercise. This provides our students with an excellent teaching environment and support for undertaking research degrees.

The nine Schools that make up the Faculty of Engineering and Physical Sciences all have a strong reputation for teaching and learning, and for creating employable graduates to a high standard.

Our programmes are designed to provide flexibility of choice and are continually revised to reflect new development in each subject area allowing you to work at the cutting edge of science.

The opportunities for this Faculty are plentiful and these are exciting times ahead for our staff, students and current and future collaborative colleagues.

Senior Officers of the Faculty of Engineering and Physical Sciences

Professor Colin Bailey BEng PhD CEng FICE MIMStructE MIFireE
Acting Vice-President & Dean of the Faculty of Engineering & Physical Sciences

Professor Tony Brown
Associate Dean (Teaching & Learning)

Professor Colin Hughes
Associate Dean (External Affairs)

Professor Richard Winpenny
Associate Dean (Research)

Professor Jim Miles
Associate Dean (Graduate Education)

Graham Robinson
Head of Faculty Administration for the Faculty of Engineering & Physical Sciences

Contact details

Office of the Vice President & Dean & Head of Faculty Administration
The University of Manchester
Room B1 Sackville Street Building
Manchester M60 1QD
Tel: 0161 275 6100

Schools in the Faculty of Engineering and Physical Sciences

School of Chemical Engineering and Analytical Science
The University of Manchester
PO Box 88
Sackville Street
Manchester M60 1QD
Tel: +44 (0) 161 306 9320
Fax: +44 (0) 161 306 9321
Email: enquiries-ceas@manchester.ac.uk

School of Chemistry
The University of Manchester
Oxford Road
Manchester M13 9PL
Tel: +44 (0) 161 306 9260
Fax: +44 (0) 161 275 4598
Email: general.chemistry@manchester.ac.uk

School of Computer Science
The University of Manchester
Kilburn Building
Oxford Road
Manchester M13 9PL
Tel: +44 (0) 161 306 9280
Fax: +44 (0) 161 275 6204
Email: acso@cs.man.ac.uk

School of Earth, Atmospheric and Environmental Sciences
University of Manchester
Williamson Building
Oxford Road
Manchester
M13 9PL
Telephone: 0161 306 9360
Fax: 0161 306 9361
Email: genevieve.velarde@manchester.ac.uk

School of Electrical and Electronic Engineering
The University of Manchester
P O Box 88, Manchester M60 1QD
Tel: +44 (0) 161 306 4777
Fax: +44 (0) 161 306 9341
Email: abby.webb@manchester.ac.uk

School of Mechanical, Aerospace and Civil Engineering,
The University of Manchester
P O Box 88
Manchester M60 1QD
Tel: 0161 306 9200
Fax: 0161 306 3755
Email: enquiries.mace@manchester.ac.uk

School of Mathematics
The University of Manchester
Alan Turing Building
Oxford Road
Manchester M13 9PL
Telephone: +44 (0) 161 275 5800
Fax: +44 (0) 161 275 5819
Email: enquiries@maths.manchester.ac.uk

Materials Science Centre
The University of Manchester
Grosvenor Street
Manchester, M1 7HS
Tel: +44 (0) 161 306 3578

Email: materials@manchester.ac.uk

School of Physics and Astronomy
The University of Manchester
Oxford Road
Manchester, M13 9PL
Tel: +44 (0) 161 275 4100
Fax: +44 (0) 161 275 4297

Faculty of Humanities

The Faculty of Humanities aspires to be one of the most successful faculties of its kind in the UK. It has a total income of more than £100 million a year. With more than 15,000 students and 777 academic staff, it is equivalent to a medium-sized university in the UK.

Senior Officers of the Faculty of Humanities

Professor Alistair Ulph
Dean

Russell Ashworth
Head of Faculty Administration

Professor Bertrand Taithe
Associate Dean (PG Research)

Professor Luke Georghiou
Associate Dean (Research)

Chris Davies
Associate Dean (Teaching and Learning)

Professor Graham Ward
Head, School of Arts, Histories and Cultures

Professor Mel West
Head, School of Education

Professor Simon Guy
Head, School of Environment and Development

Professor Kersti Börjars
Head, School of Languages, Linguistics and Cultures

Professor Frank Stephen
Head, School of Law

Professor Michael Luger
Director, Manchester Business School

Professor Fiona Devine
Head, School of Social Sciences

Contact details

Faculty of Humanities
Ground Floor
Devonshire House

The University of Manchester
Freedom of Information Act 2000
Publication Scheme
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University of Manchester
Brunswick St
Manchester M13 9PL
Tel: 0161 275 1102
Fax: 0161 275 1101

Schools in the Faculty of Humanities

School of Arts, Histories and Cultures
The University of Manchester
Oxford Road
Manchester M13 9PL
Tel: 0161 306 1240
Fax: 0161 306 1241

School of Education
The University of Manchester
Ellen Wilkinson Building
The University of Manchester
Oxford Road
Manchester M13 9PL
Phone: 0161 275 3557
Fax: 0161 275 3528

The School of Environment and Development
The University of Manchester
Arthur Lewis Building
Humanities Bridgford Street
Manchester M13 9PL
Tel: 0161
Fax: 0161 275 2812

School of Languages, Linguistics and Cultures
The University of Manchester
Oxford Road
Manchester
M13 9PL
Tel: 0161 275 8311
Fax: 0161 275 3031

The School of Law
The University of Manchester
Oxford Road
Manchester M13 9PL
Tel: 0161 275 7550

Manchester Business School
The University of Manchester
Booth Street West
Manchester
M15 6PB, UK
Tel: 0161 275 6333
Email: marketing@mbs.ac.uk

The School of Social Sciences
The University of Manchester
Oxford Road

Manchester M13 9PL
Tel: 0161 275 4748

Centre for Continuing Education
Courses for the Public
Ellen Wilkinson Building
The University of Manchester,
Oxford Road
Manchester M13 9PL
Tel: 0161 275 3275
Email at cce.reception@manchester.ac.uk

Centre for Educational Leadership
The University of Manchester
Oxford Road
Manchester M13 9PL
Tel: 0161 275 3462
Fax: 0161 275 7970
Email: cel@manchester.ac.uk

Combined Studies Centre
The University of Manchester
Room A205
Samuel Alexander Building (Building number 67 on the campus map)
Oxford Road
Manchester
M13 9PL
Tel: 0161 275 3001 / 7394
Fax: 0161 275 3004
Email: anne.g.thompson@manchester.ac.uk or
carroll.pierce@manchester.ac.uk

Faculty of Life Sciences

With over 1000 people involved in research, 1700 undergraduate students and an annual total budget of £65 million, the Faculty of Life Sciences (FLS) is one of the largest and most successful unified research and teaching organisations of its kind in Europe.

Our research extends across all elements of life, from molecules and cells through to organisms and ecosystems. We have many national and international opinion leaders and are home to nine dedicated Research Centres that receive core funding awards. Last year, the University of Manchester secured more funding from the Biotechnology and Biological Sciences Research Council (BBSRC) than any other British university. We are committed to flexibility and innovation both in research and teaching. Our undergraduate programme is regularly revised and updated to ensure that our graduates meet the demands of employers operating at the forefront of the bioscience revolution. We also provide a vibrant graduate training environment, which is recognised as a model for graduate education in the UK.

Inspirational new buildings and state-of-the-art facilities ensure that all barriers to collaboration are removed. The £27 million Core Technology Facility houses biotech businesses alongside academic staff from FLS and the Faculty of Medical and Human Sciences, while the £35 million Manchester

Interdisciplinary Biocentre hosts pioneering research at the interface of biology and other sciences.

Our activities are further enhanced by close links with industries and professional organisations in the UK and overseas.

Senior Officers of the Faculty of Life Sciences

Professor Martin Humphries
Dean and Vice-President

Professor Richard Reece
Associate Dean (Teaching and Learning)

Professor Nigel Scrutton
Associate Dean (Research)

Professor Alan Dickson
Associate Dean (Communications)

Dr Catherine McCrohan
Associate Dean (Postgraduate Research)

Professor Andrew Doig
Associate Dean (Postgraduate Taught)

Professor Ian Kimber
Associate Dean (Business Development)

Professor Steve Taylor
Section Head

Professor Ian Roberts
Section Head

Professor Michael Warboys
Section Head

Professor Simon Hubbard
Section Head

Professor Hugh Piggins
Section Head

Rachel Brealey
Head of Faculty Administration

Dr Simon Merrywest
Deputy Head of Faculty Administration

Contact details

Faculty of Life Sciences
The University of Manchester
Simon Building
Brunswick Street
Manchester
M13 9PL UK

Tel: +44 (0)161 275 5632
Fax: +44 (0)161 275 5586

Faculty of Medical and Human Sciences

The Faculty of Medical and Human Sciences has a distinguished history. The School of Medicine traces its past to the first medical school established in England outside London, the School of Nursing was the first British school to offer a degree in the subject, and similarly Manchester was the first university to award degrees in Pharmacy.

The Faculty boasts an annual research income of £56 million, around a third of the University's total research income. There are 7130 undergraduate students and 1976 postgraduates on award-bearing courses. More students graduate each year from the School of Medicine than from any other medical school in the UK.

Senior Officers of the Faculty of Medical and Human Sciences

Alan North
Vice-President and Dean of the Faculty

Kay Day
Head of Faculty Administration

Geoffrey Beattie
Head of the School of Psychological Sciences

David Clarke
Acting Head of the School of Pharmacy and Pharmaceutical Sciences

Tony Freemont
Head of the Research School of Biomedicine

Iain Mackie
Head of the School of Dentistry

Shôn Lewis
Head of the Research School of Community-Based Medicine

Karen Luker
Head of the School of Nursing, Midwifery and Social Work

Paul O'Neil
Head of Manchester Medical School and Deputy Dean (Education)

Tony Whetton
Head of the Research School of Cancer and Enabling Sciences

Ashley Woodcock
Head of School of Translational Medicine

Alistair Burns
Deputy Dean (Clinical Affairs)

Nick Grey
Joint Associate Dean for Teaching and Learning

David Clarke
Associate Dean for Business Development

Chris Griffiths
Associate Dean for Research

Kevin O'Brien
Associate Dean for Teaching and Learning

Paul O'Neill
Deputy Dean (Education) and Head of Manchester Medical School

Gillian Wallis
Associate Dean for Graduate Education

Contact details

Faculty of Medical and Human Sciences
Stopford Building
Oxford Road
Manchester
M13 9PT

Schools in the Faculty of Medical and Human Sciences

School of Dentistry
The University of Manchester
Higher Cambridge Street
Manchester
M15 6FH
General
Tel: 0161 306 0220

School of Medicine
The University of Manchester
Stopford Building
Oxford Road
Manchester M13 9PT
Tel: 0161 306 0460
Email: medicine.enquiries@manchester.ac.uk

School of Nursing, Midwifery and Social Work
The University of Manchester
University Place
Oxford Road
Manchester
M13 9PL
Tel: 0161 306 0260

School of Pharmacy and Pharmaceutical Sciences
The University of Manchester
Stopford Building
Oxford Road
Manchester M13 9PT
Tel: 0161 275 2411

The School of Psychological Sciences
The University of Manchester

Oxford Road
Manchester M13 9PL
Tel: 0161 306 0400 (Clinical Psychology)
Tel: 0161 275 8584 (Psychological Sciences)

PROFESSIONAL SUPPORT SERVICES

The University provides a range of services which support its main activities of teaching and research. These include academic support services such as library and computing facilities, student support services and administrative services. Information about all of these departments and sections can be found by following the '[Support services](#)' link from the website below. Further more detailed information relating to the majority of these services is included elsewhere in this publication scheme under the relevant section.

Website: <http://www.manchester.ac.uk/aboutus/structure/>

Office of the President and Vice-Chancellor

The President and Vice-Chancellor is the chief executive officer of the University under the delegated authority of the Board of Governors. The President and Vice-Chancellor is responsible for the effective and efficient management of the University, for the conduct of its business generally and for the achievement of institutional objectives.

The Office of the President and Vice-Chancellor also provides administrative support for those Vice-Presidents who have responsibility for leadership on specific portfolios.

The role of the President and Vice-Chancellor is to be responsible to the Board of Governors for the following:

- The strategic direction of the University.
- The effective and efficient management of the University.
- The conduct of its business generally.
- The achievement of institutional objectives.

Contact details:

Professor Alan Gilbert
The University of Manchester
Oxford Road
Manchester M13 9PL
Tel: +44 (0)161 306 3250
Email: president@manchester.ac.uk

Website (Link to the Office of the President and Vice-Chancellor):

<http://www.manchester.ac.uk/aboutus/structure/>

Office of the Registrar and Secretary

The Registrar and Secretary is Head of the Administration and has the following corporate responsibilities:

- to provide advice on institutional policies, strategies and tactics
- to determine administrative policies and procedures
- to motivate and direct staff in the Administration so as to achieve the University's objectives
- to set targets, both managerial and financial, for the various administrative sections and monitor the quality of administrative performance

- to ensure that policies and decisions are implemented in a cost-effective manner

Contact details:

Albert McMenemy, BA, LLB
Office of the Registrar and Secretary
The University of Manchester
First floor John Owens Building
Oxford Road
Manchester M13 9PL
Tel: 0161 275 2066
Email: albert.mcmenemy@manchester.ac.uk

Compliance and Risk Office

The Compliance and Risk Office is responsible for ensuring that the University is meeting its many statutory and regulatory compliance obligations. The office is also responsible for supporting the University's risk management process and all aspects of risk management.

The Head of Compliance and Risk is responsible for the University's Governance (including Ethics and Records Management) Office, Occupational Health, Safety Services and Radiation Safety Unit.
Information and advice on:

- General and specific compliance matters (inc. the annual compliance exercise)
- Child Protection and related matters (the Head of Compliance and Risk is the University's Child Protection officer)
- Criminal Records Bureau and the Independent Safeguarding Authority
- Risk Management
- The University's Emergency Management Plan and Emergency Incident Managers' rota
- Support for major committees (especially Risk & Emergency Management Group and Risk Committee)

Contact details:

Compliance and Risk Office
The University of Manchester
Room 2.006 John Owens Building
Oxford Road
Manchester M13 9PL
Tel: 0161 275 5798

Website: <http://www.manchester.ac.uk/aboutus/structure/>

Health and Safety Services

The service is concerned with all aspects of Health & Safety, most especially the way in which this can affect work. Staff of the service aim to promote the highest degree of physical, psychological and social wellbeing of staff and students.

The service is made up of the following units:

Safety Services

Safety Services provide a wide range of occupational health and safety advice, information and services to the whole University community.

We offer the following services:

- Advice and guidance on all aspects of general safety, safety management, biological safety (including genetic modification work), and food safety, to any member of the University community.
- Promotion of 'risk assessment' as the means of controlling risks to an appropriate degree, in compliance with legislation and in proportion to the possible adverse effects.
- Close liaison with Deans of Faculty, Heads of Schools and other managers, and support them in carrying out duties and responsibilities delegated to them.
- Assisting the Staff Training and Development Unit in designing and delivering appropriate training courses, and in developing training plans for individuals, groups, schools or faculties.
- Provision of a central source of authoritative publications on health and safety legislation, official guidance, industry good practice, research documents and other sources of relevant information.
- Development of proposals for policies on any aspect of safety and safety management, to carry out appropriate consultation on these, and submission of these for formal adoption through the University's committees.
- Development of guidance on good and best practice.
- Liaison with Estates staff, external contractors, clients and all parties involved in the design of new buildings and major refurbishments, to promote the designing out of hazards wherever this is reasonably practicable.
- Monitoring and auditing health and safety performance.
- Monitoring and reporting of accidents and incidents with the potential to cause injury or loss, investigations into adverse events, publication of recommendations and lessons learned; keeping appropriate records.
- Close liaison with colleagues in the Occupational Health and Radiation teams in HSS, to avoid inconsistencies and duplication of effort, and to optimise the benefits of collaborative working.

Radiation Safety Unit

The Radiation Safety Unit provides guidance, assistance and advice on all matters pertaining to sources of ionising and non-ionising radiation and laser sources within the university.

We are responsible for:

- Providing advice and guidance on all aspects of radiation and laser safety to any member of the university.
- Advising university Senior Management, Deans of Faculty and Heads of Schools on the requirements of the legislation underpinning the university's activities with sources of ionising, non-ionising and laser radiation.
- Liaison with Radiation Protection Supervisors in university schools, providing information, support and guidance to enable them to undertake the duties delegated to them by Heads of Schools.
- Preparing and delivering assessed courses in Radiation and laser safety awareness both within-house, and in conjunction with the Staff Training and Development Unit, for users of radiation sources within the university.
- Delivering specialist information seminars in individual university Schools and Faculties.

- Promoting the concept of 'risk assessment' as the means of controlling the risks from radiation exposure to an appropriate degree, in compliance with relevant legislation and in proportion to the possible adverse effects.
- Managing a centralised purchasing system and associated database for radioactive materials.
- Maintaining a central record of all radioactive waste disposals; arranging for disposal of specialised radioactive waste to authorised contractors.
- Maintaining a source of authoritative publications on radiation safety legislation, official guidance, perceived best practice, research materials and other sources of relevant information.
- Developing guidance on "best practice" in the handling of radiation sources.
- Developing proposals for policies on all aspects of radiation safety management, appropriate consultation on these, and submission for formal adoption through the University's committees.
- Liaising with Estates staff, external contractors and all parties involved in the maintenance of buildings in which radiation facilities are housed, to ensure the safety of such individuals in their activities.
- Liaising with architects, external contractors and all parties involved in the design of new buildings and major refurbishments, to promote the adoption of relevant design standards and the designing out of radiation safety hazards wherever this is reasonably practicable.
- Liaising with the university's appointed supplier of radiation dosimetry in monitoring and recording the occupational radiation doses received by university employees in the course of their day-to-day activities with sources of ionising radiation.
- Co-operating with the Environment Agency and Health and Safety Executive in ensuring that the university's activities with radiation sources are conducted in accordance with relevant legislation.
- Monitoring and reporting of radiation accidents and incidents with the potential to cause radiation exposure, injury or loss; investigations into adverse events, publication of recommendations and lessons learned; maintaining appropriate records.
- Liaising with colleagues in the Occupational Health and Safety teams in HSS, to avoid inconsistencies and duplication of effort, and to optimise the benefits of collaborative working.

Contact details:

Health and Safety Services
 University of Manchester
 182/184 Waterloo Place
 Oxford Road
 Manchester
 M13 9PL
 Tel: 0161 275 6970

Governance Office

The Governance Office, which forms part of the Compliance and Risk Office, provides a support service for the following functions:

1. Detailed support to the Registrar and Secretary (in his capacity as Clerk to the University's governing body) for the work of the Board of Governors.

This is provided by the Deputy Secretary, who also:

- provides advice on all matters associated with the constitution and the arrangements for University governance;
- seeks to promote the attainment and maintenance of high and consistent professional standards for committee servicing in the University.

2. Advice on seeking ethical approval for research projects.

This is provided by the Assistant Secretary, who also services the University's Committee on the Ethics of Research on Human Beings.

3. Arrangements in respect of the University's compliance with the Freedom of Information and Data Protection Acts and with the Environmental Information Regulations, as well as for leading the development of an institutional Records Management and Archiving Policy.

These are co-ordinated by the Records Management Office, which also conducts training and awareness sessions across the University, and provides advice on all related matters, in the areas of FOI, DP and EIR legislation and of records management.

Contact details:

Governance Office
 The University of Manchester
 Room 1.130 John Owens Building
 Oxford Road
 Manchester
 M13 9PL
 Tel: 0161 275 2086

Development and Alumni Relations

The Development and Alumni Relations are the main point of contact for the University's former students (alumni). We are responsible for developing a mutually beneficial relationship between the University and its alumni through a number of key activities such as reunions, events, networking opportunities and via our communications programme which includes our annual alumni magazine and our interactive alumni community website.

We are also the central point for generating philanthropic support for the future development and ongoing success of the University.

Contact details:

The Development and Alumni Relations
 The University of Manchester
 Room G.9 Christie Building
 Oxford Road
 Manchester
 M13 9PL
 Tel: 0161 306 3066

MLP Careers and Employability

The Division works in close partnership with Schools, Faculties and central Professional Support Services to develop the career potential and employability of our students and recent graduates, through a range of activity including advice and guidance, careers fairs, mentoring, internships and curriculum interventions.

The Manchester Leadership Programme (MLP) gives students an insight into 21st century leadership challenges and aims to develop students' leadership, entrepreneurship and other transferable skills to enhance their employability.

The Division plays a major role in the University's engagement with key stakeholders including graduate recruiters, professional bodies, voluntary and community organisations, and agencies in the city-region.

Teams

- Careers Consultants, including specialists in services to international, disabled and mature students; alumni; postgraduates and contract researchers.
- Manchester Leadership Programme, including volunteering and community engagement
- Careers Information and Research, including Destinations of Leavers of Higher Education (DLHE) Survey
- Employer Relations, including maintaining and developing relationships with over 13,000 global, national and local recruiters, and providing support for University spin-outs through the Manchester Momentum business network
- IT Systems and Web
- Professional and Operational Resource Team

Contact details:

MLP Careers and Employability
The University of Manchester
Crawford House
Booth Street East
Manchester
M13 9QS
Tel: 0161 275 2828

Planning and Support Office

We are responsible for planning, performance review, management information, student records and contributes to resource allocation arrangements.

Our principal activities are:

- Supporting the annual planning and performance review cycles, the preparation and updating of strategic and operational plans and the production of the University's Corporate Planning Statement and Annual Monitoring Statement
- Preparing, co-ordinating and submitting monitoring and data returns to external agencies
- Producing and co-ordinating management information across the University to assist in planning and decision making
- Co-ordinating the annual student number planning process
- Working with the Directorate of Finance to develop and put into practice the University's resource allocation processes
- Working with other Central Services to prepare, conduct and analyse periodic surveys of staff and student satisfaction as well as of employers and external stakeholders.

Contact details:

Planning and Support Office
The University of Manchester
Freedom of Information Act 2000
Publication Scheme
Latest version: 23/12/2008

The University of Manchester
Room 1.025 John Owens Building
Oxford Road
Manchester
M13 9PL
Tel: 0161 275 2157

IT Services

The IT Services Division provides IT services to staff and students of The University of Manchester.

The Services include:

- Research computing
- Application Support and Development
- Client Services
- Infrastructure and operations

Contact details:

The Directorate of IT
The University of Manchester
Room G100a Kilburn Building
Oxford Road
Manchester
M13 9PL
Tel: 0161 275 6071

Research and Graduate Support Office

We are responsible for:

- Supporting the development and implementation of strategy and policy for research, graduate education and public engagement
- Providing professional services in areas of research funding and research business development including research contract negotiation and European research funding
- Ensuring that you have the systems, processes and information necessary to help you to manage and administer research and graduate education
- Making sure the University fulfils its corporate obligations in research and graduate education and is best placed administratively to respond to external scrutiny and assessment

The Research Office is divided into five main areas:

- Research Policy and Governance
- Graduate Education
- Contracts
- Research Operations

Contact details

Research and Graduate Support Office
The University of Manchester
Second Floor Christie Building
Oxford Road
Manchester
M13 9PL
Tel: 0161 275 8795

Teaching Learning and Support Office

The Teaching Learning and Support Office manages and facilitates the implementation of institutional strategy for excellence in teaching and learning and the Manchester student experience.

We work closely with the Vice President for Teaching and Learning, and with Faculties, Schools and other administrative Offices; we provide advice, information and support, we administer University funds to support development projects as well as assisting with bids to external funding sources, and we develop and administer institutional policies and procedures.

Contact details

Teaching Learning and Support Office
The University of Manchester
Attic Corridor John Owens Building
Oxford Road
Manchester
M13 9PL
Tel: 0161 275 7354

Student Support Services Office

The Office of Student Support and Services comprises:

Academic Advisory Service

Responsible for: Offering information and advice to students with concerns about their academic work or affecting their academic progress

Counselling Service

Responsible for: Provision of counselling to both staff and students.

Disability Support Office

Responsible for: Assisting disabled students and disabled staff to identify their needs and to access practical support, advising staff on matters relating to disabled students, and liaising with the Access Summit disability resource centre

Student Experience Office

Responsible for: Working with colleagues across the University to monitor and enhance the non-academic aspects of the student experience

Student Services Centre

Responsible for: Providing services to students and staff, including examinations, registration, graduation, tuition fees, hardship funds and bursaries, advising on visa and immigration matters, and issuing official documents

The Head of Student Support and Services is additionally responsible for:

Working with Faculties on dealing with procedures to do with student appeals, discipline and complaints, including acting as the University's contact point for the Office of the Independent Adjudicator.

Contact details:

Student Support and Services Office
The University of Manchester

Room 3.206 University Place
Oxford Road
Manchester
M13 9PL
Tel: 0161 275 2071

Communications, Media and Public Relations Division

The Communication, Media and Public Relations Division are responsible for:

- Leading and developing the University's communications strategy
- Supporting good internal communications within the University community
- Managing the University brand and producing a wide range of corporate promotional material, including prospectuses, brochures and UniLife, the University's monthly magazine
- Liaison with the media
- Supporting and working in partnership with faculties, schools and other services to ensure a professional and integrated approach to marketing and communications
- Providing input into the University's strategic planning processes through the provision of market intelligence and market research
- Providing the University's main reception and information service for visitors and members of the public

Communications, Media and Public Relations comprises:

- Administration
- Design Studio
- Internal Communications
- Marketing Services
- Media Relations
- Central Web Team
- The Visitors Centre
- Jodrell Bank Discovery Centre Project

Contact details:

Communications, Media and Public Relations Division
Room LG.020 John Owens Building
The University of Manchester
Oxford Rd
Manchester
M13 9PL
Tel: 0161 275 2210

Student Recruitment, Admissions and International Development Division

The Student Recruitment, Admissions and International Development Division is responsible for:

- Coordinating undergraduate and postgraduate recruitment of UK, EU and International students
- Carrying out central admissions functions at both undergraduate and postgraduate level
- Developing and coordinating widening participation activities across the institution
- Developing and managing international partnerships and agreements
- Supporting Faculties and Schools in meeting their student recruitment targets

Student Recruitment, Admissions and International Development comprises:

The University of Manchester
Freedom of Information Act 2000
Publication Scheme
Latest version: 23/12/2008

- Division Office
- International Office
- International Relations
- Student Marketing and Admissions
- Undergraduate Recruitment and Widening Participation

Contact details:

Student Recruitment, Admissions and International Development Division
 Rutherford Building
 University of Manchester
 Oxford Rd
 Manchester
 M13 9PL
 Tel: 0161 306 1631

DIRECTORATES OF THE UNIVERSITY

Directorate of Estates

The Directorate of Estates provides advice on the management, operation and maintenance of the University estates - that is, the buildings and land that the University owns. The estate is changing all the time as new buildings are developed and existing ones are refurbished to keep pace with the changing needs of staff and students alike.

It is the job of the Directorate of Estates to make sure that these developments run smoothly and have minimal impact on you, your job, the environment and the community around the University campus.

Contact details:

Diana L Hampson, BSc, MRICS
 Directorate of Estates
 The University of Manchester
 Room 3.001 Beyer Building
 Oxford Road
 Manchester M13 9PL
 Tel: 0161 275 2255
 Email: diana.l.hampson@manchester.ac.uk

Website: <http://www.manchester.ac.uk/aboutus/structure/>

Directorate of Finance

The Directorate of Finance provides a wide range of services and our core responsibilities are:

- Contributing to the strategic direction of the University and corporate management
- Maintaining financial administration and stewardship
- Supporting and advising the Board of Governors and its committees
- Supporting and advising budget holders and managers
- Reporting externally and delivering services to staff, students, members of the public, stakeholders and other bodies

We carry out these responsibilities through a central team with strong links to the Faculties.

There are four offices within the Directorate of Finance:

- Corporate Accounts
- Financial Accounting

- Management Accounts
- Procurement Office

Contact details:

Directorate of Finance
The University of Manchester
Room G0.19 John Owens Building
Oxford Road
Manchester M13 9PL
Email: To be advised
Tel: 0161 275 2146

Website: <http://www.manchester.ac.uk/aboutus/structure/>

Directorate of Human Resources

We look after all of the Human Resource issues to do with the University. This involves putting together strategies covering all aspects of our employees, as well as providing day-to-day support to Faculties and Directorates.

The Directorate of Human Resources comprises of:

- Equality & Diversity Office
- Faculty based operational support
- HR Operations
- HR/Payroll System project
- Pedagogic Development office
- Pensions
- Staff Training and Development Unit

Contact details:

Karen Heaton, MBA, CMCIPD
Directorate of Human Resources
The University of Manchester
Room G0.27
John Owens Building
Oxford Road
Manchester M13 9PL
Email: karen.heaton@manchester.ac.uk
Tel: 0161 275 2442

Website: <http://www.manchester.ac.uk/aboutus/structure/>

Directorate of Sport, Trading and Residential Services

The Directorate of Sports, Trading and Residential Services provides a diverse range of services aimed at both staff and students, covering everything from student accommodation and catering, to organising conferences and events and running sports services.

The Directorate of Sports, Trading and Residential Services comprises of:

- Accommodation Office and Manchester Student Homes
- Residential Campus
- Food on Campus
- Events Office
- Sales and Marketing
- Year Round Conference Centre
- Finance
- IT Services

- Sport

Contact details:

Michael Shore-Ney, BA
Directorate of Sport, Trading and Residential Services
The University of Manchester
Owens Park Room 1.1
Fallowfield Campus
Wilmslow Road
Manchester M14 6HD
Email: mike.shore-ney@manchester.ac.uk
Tel: 0161 306 6110

Website: <http://www.manchester.ac.uk/aboutus/structure/>

John Rylands University Library

The John Rylands University Library is one of the largest academic libraries in the country. It holds more than four million separate items, including some of the greatest printed books and manuscripts. It also has the largest collection of electronic resources of any UK institution.

The Library service is spread across a number of sites. The Main Library is on Oxford Road at the heart of the main campus, the Joule Library houses major collections and the historic John Rylands Library forms part of the Special Collections Division. There are also several departmental libraries. For more information click on the link below:

Leadership team

Jan Wilkinson, BA, DipLib, DipInSci, DMS, FCILIP, FRSA
Director of John Rylands University Library of Manchester and University Library Librarian

Dr Stella Butler
Deputy Librarian and Associate Director (Special Collections, Infrastructure and Planning)

Lorraine Beard
Head of Information Systems

Sandra Bracegirdle
Head of Collection Management

Dr John Laidlar
Head of Administration and Staffing

Katy Woolfenden
Head of Public Services

Contact details

The John Rylands University Library
The University of Manchester
Oxford Road
Manchester
M13 9PP
Tel: 0161 275 3751

Website: <http://www.manchester.ac.uk/aboutus/structure/>

1.5 INSTITUTES

The University has established several major research institutes to focus on and further develop key areas of cross-disciplinary research. For more information about these institutes, follow the '**Institutes**' link from the website below.

Website: <http://www.manchester.ac.uk/aboutus/structure/>

Dalton Nuclear Institute

The new Dalton Institute is set to put Manchester at the forefront of research and development in the nuclear industry.

Home to such history as Rutherford's splitting of the atom and nearby Sellafield - the largest nuclear centre in the UK - Manchester is an ideal place to centre nuclear research excellence. With a team of more than 100 academics and seven separate research groups, the institute will be the largest of its type in the country.

Contact details:

The Dalton Nuclear Institute
The University of Manchester
G Floor Pariser Building
PO Box 88
Manchester M60 1QD
Tel: 0161 275 4431
Fax: 0161 275 4396
Email: dalton.group@manchester.ac.uk

Institute of Health Sciences

The reputable Institute of Health Sciences deals with health issues including the highly topical issues diabetes, obesity and child health. The Institute is a networked organisation of groups within The University of Manchester and local partner NHS Trusts and promotes health sciences research and postgraduate education in Greater Manchester.

Contact details

Institute of Health Sciences Headquarters
The University of Manchester
Ground Floor (G303)
Jean McFarlane Place
University of Manchester
Oxford Road
Manchester M13 9PL
Tel: 0161 275 7657
Fax: 0161 275 5205
Email: IHSenquiries@manchester.ac.uk

Institute for Social Change

ISC is an interdisciplinary social science research institute dedicated to furthering our understanding of the causes and consequences of social change, and how policy can be used to maximise the benefits of change while reducing the costs. ISC is host to 'Social Change, a Harvard-Manchester initiative', a major research programme in collaboration with Harvard University conducting comparative US-UK studies of social change.

Contact details:

Institute for Social Change
4th Floor Arthur Lewis Building
Oxford Road
Manchester
M13 9PL
Tel: 0161 275 4269
Email: socialchange@manchester.ac.uk

Neuroscience Research Institute

The aim of the Neuroscience Research Institute is to bring together researchers from different backgrounds spanning science, engineering and medicine to produce high-quality research in the area of neuroscience.

Greater Manchester and the North West region have the highest incidence of neurological and vascular diseases in the UK. Therefore, the international expertise of the NRI makes Manchester a premier player in the clinical application of neuroscience research.

The ultimate aim is to ensure there is a seamless integration of "bench-to-bedside" research which will involve a free-flowing interchange between basic and clinical studies.

Contact details

Neuroscience Research Institute
The University of Manchester
Room T7A (3rd Floor) Zochonis Building
Brunswick Street
Manchester M13 9PL
Tel: 0161 275 2581
Email: nri@manchester.ac.uk

Photon Science Institute

The Photon Science Institute intends to become one of the world's leading centres of excellence in the area of photon science.

It will provide fundamental and applied research of an exceptionally high quality together with accessible postgraduate education and industrial training. This will coincide with strong business links in the support of the local business community with a view to regenerate and invest.

Contact details

The Photon Science Institute
The University of Manchester
Alan Turing Building
Oxford Road
Manchester M13 9PL
Tel: 0161 275 1000
Fax: 0161 275 1001
Email: enquiries-psi@manchester.ac.uk

Manchester Interdisciplinary Biocentre

This is a multi-million pound project to house more than 500 scientists in up to 85 research groups in one state-of-the-art building.

The goal is to understand living systems in terms of the properties of their constituent molecules. The interdisciplinary approach to this exciting project will seat biosciences firmly in the 21st century and put The University of Manchester at the very forefront of research and excellence in this field.

Contact details

Manchester Interdisciplinary Biocentre
131 Princess Street
Manchester M1 7DN
Tel: 0161 306 5200
Fax: 0161 306 8918
Email: reception.mib@manchester.ac.uk

University of Manchester Aerospace Research Institute (UMARI)

The Aerospace Research Institute plays a vital role in positioning the University of Manchester at the forefront of international aerospace research.

The mission of the Institute is to gain full benefit from the University's diverse research capability and to become internationally recognised as a centre of excellence in aerospace research and innovation. The Institute will nurture a broad-based research portfolio and at the same time seek to establish a number of major research initiatives that will add value to the existing research base in the University.

Contact details

The University of Manchester Aerospace Research Institute
The University of Manchester
Room D41
Sackville Building
Manchester M60 1QD
Tel: 0161 306 5060
Fax: 0161 306 5066
Email: enquiry-umari@manchester.ac.uk

Brooks World Poverty Institute

The Brooks World Poverty Institute is a multidisciplinary centre of global excellence researching poverty, poverty reduction, inequality and growth.

At a time of heightened public, media and political interest in poverty issues, it is imperative that the most serious minds, drawing on long-standing experience of the complex issues involved in a variety of world settings, come together to work towards sustainable long-term solutions. Manchester has the potential to make a substantial, distinctive and durable contribution.

Contact details

Brooks World Poverty Institute
The University of Manchester
Humanities Bridgford Street Building
Oxford Road
Manchester M13 9PL
Tel: 0161 306 6436
Fax: 0161 306 6428
Email: bwpi@manchester.ac.uk

Sustainable Consumption Institute

The Sustainable Consumption Institute (SCI) is a centre of excellence researching sustainability in the retail sector and encouraging consumers to adopt more sustainable lifestyles.

The SCI has been set up against the background of the global threat from climate change and the economic benefits of early action highlighted by the Stern Review.

The key to success will be cooperation by government, business and the consumer to understand how to move towards a low-carbon economy by consuming more efficiently and how to lead low-carbon lifestyles.

Contact details

Sustainable Consumption Institute
The University of Manchester
188 Waterloo Place
Oxford Road
Manchester M13 9PL
Tel: 0161 275 2091
Email: sci@manchester.ac.uk

Biomedical Imaging Institute

The Biomedical Imaging Institute promotes the development and application of advanced imaging methods in biomedical science. It encompasses The University of Manchester's extensive medical imaging facilities situated at the Wolfson Molecular Imaging Centre, the Translational Imaging Unit and at other sites across the University.

Contact details

Biomedical Imaging Institute
The University of Manchester
Room 3.53
Simon Building
Brunswick Street
Manchester M13 9PL
Tel: 0161 275 5761

1.6 CULTURAL ASSETS

The University of Manchester's cultural assets combine to offer a range of outstanding attractions with something for everyone. For more information about the University's cultural assets follow the '[cultural assets](#)' link on the website below.

Website: <http://www.manchester.ac.uk/aboutus/structure/>

Jodrell Bank Centre for Astrophysics

The Jodrell Bank Science Centre features eight exhibition galleries, a 150-seat planetarium, an arboretum and the world famous Lovell Telescope.

Contact details:

Jodrell Bank Observatory
The University of Manchester
Macclesfield
Cheshire
SK11 9DL
Tel: 01477 571321

Fax: 01477 571618

Manchester Museum

From archaeology to zoology, the Manchester Museum owns nearly 6 million items. Look out for our live animal collections and special exhibitions.

Contact details:

The Manchester Museum
The University of Manchester
Oxford Road
Manchester M13 9PL
Tel: 0161 275 2634
Fax: 0161 275 2676
Email: museum@manchester.ac.uk

Whitworth Art Gallery

The Whitworth Art Gallery is home to an impressive range of watercolours, prints, drawings, modern art and sculpture, as well as the largest collections of textiles and wallpapers outside London.

Contact details:

The Whitworth Art Gallery
The University of Manchester
Oxford Road
Manchester M15 6ER UK
Tel: +44 (161) 275 7450
Fax: +44 (161) 275 7451
General requests: whitworth@manchester.ac.uk
Education queries: education.whitworth@manchester.ac.uk

Martin Harris Centre for Music and Drama

The Martin Harris Centre for Music and Drama offers a range of musical and theatrical events open to the general public. The Centre incorporates the 350-seat Cosmo Rodewald Concert Hall and the 150-seat John Thaw Studio Theatre.

Contact details:

The Martin Harris Centre for Music and Drama
The University of Manchester
Bridgford Street
Manchester M13 9PL
Tel: 0161 275 8951
Email for enquiries: boxoffice@manchester.ac.uk

Ahmed Iqbal Ullah Race Relations Resource

The Ahmed Iqbal Ullah Race Relations Resource was founded specifically to combat racist ideas and holds leaflets, books and videos based on the lives and experiences of black people the world over.

Ahmed Iqbal Ullah Race Relations Resource Centre
The University of Manchester
Ground Floor
Devonshire House
Precinct Centre
Oxford Road
Manchester

M13 9PL
Tel: 0161 275 2920
Fax: 0161 275 0916
Email: rrarchive@manchester.ac.uk

Manner in which information is made available: All the documents detailed in this class are available from links to the University web page detailed below. You will need Adobe Acrobat Reader to view the documents in PDF files. The documents are also available in hard copy by written request to the Records Management Office on the contact details above.

Website: <http://www.manchester.ac.uk/aboutus/structure/governance/>

Fee: All documents and information may be downloaded from the University's website free of charge. There will normally be no charge for the first request for copy documents. However, there may be a charge for additional or multiple copies of documents.

MANCHESTER 2015 AGENDA

The President and Vice-Chancellor of The University of Manchester is leading a bold and exciting plan - the Manchester 2015 Agenda, which aims to make The University of Manchester one of the top 25 universities in the world.

The merger of UMIST and The Victoria University of Manchester in October 2004 presented a unique opportunity to rethink the very idea of a modern university and formulate a blueprint for the future.

The plan identifies goals for all the University's principal activities:

- High international standing
- World-Class Research
- Exemplary knowledge and technology transfer
- Excellent teaching and learning
- The UK's most accessible research
- Empowering Collegiality
- Efficient and effective management
- Internationally competitive resources
- Increasingly effective community service

The vision for the University's future is an ambitious one. Its realisation will demand energy and commitment and superb execution.

For more information about the President or Manchester 2015, follow the link below:

Manner in which information is made available: All the documents detailed in this class are available from links to the University web page detailed below. You will need Adobe Acrobat Reader to view the documents in PDF files. The documents are also available in hard copy by written request to the Records Management Office on the contact details above.

For further information on the institutional context, follow the link '[Vision for the future](#)' on the website below:

Website: <http://www.manchester.ac.uk/aboutus/>

Fee: All documents and information may be downloaded from the University's website free of charge. There will normally be no charge for the first request for copy documents. However, there may be a charge for additional or multiple copies of documents.

OTHER SUPPORT SERVICES

Teaching Learning and Support Office

The Teaching Learning and Support Office provide advice, information and support in the areas of teaching and learning. The Office also promotes access to external funding sources.

The principal activities of the office are:

- Publish the University's Manual of Academic Procedures and oversee the quality assurance framework and prepare for essential quality assurance audits, oversees the University's validation and collaborative partnerships.
- Promote development and innovation in the curriculum
- Develop online learning and support staff in the design and development of online courses.

Divisions of the Teaching Learning and Assessment Office

- Distance Learning Advisory Service
- Professional Staff Development
- Curriculum Development and Innovation
- Quality Framework
- Good Practice
- Centre for Excellence in Enquiry Based Learning
- Review of Reflective Practices

Contact details:

Teaching Learning and Assessment Office
The University of Manchester
Attic Corridor John Owens Building
Oxford Road
Manchester M13 9PL
Tel: 0161 275 8103

Manner in which information is made available: All the documents detailed in this class are available from links to the University web page detailed below. You will need Adobe Acrobat Reader to view the documents in PDF files. The documents are also available in hard copy by written request to the Records Management Office on the contact details above.

Website: <http://www.staffnet.manchester.ac.uk/theguide/>

Fee: All documents and information may be downloaded from the University's website free of charge. There will normally be no charge for the first request for copy documents. However, there may be a charge for additional or multiple copies of documents.

Planning and Management Information Office

The Planning Support Office (PSO) is responsible for planning, performance review, management information, student records and contributes to resource allocation arrangements.

Annual Planning Cycle - Oversight of the planning cycle, contributions to the preparation of the University's Strategic Plan and responsibility for the preparation of the Corporate Planning Statement and Annual Monitoring Statement submitted annually to HEFCE.

Performance Review Cycle - Oversight and organisation of the performance review cycle and provision and analysis of data relating to performance against agreed targets and criteria. This work, undertaken in collaboration with colleagues in other parts of central Administration and Faculties, includes activity in relation to the conduct of and reporting on annual satisfaction surveys - including the design, implementation and co-ordination of surveys of students, staff and employers.

Management Information - Preparing and analysing management information for internal decision-making and performance monitoring. This includes for example analysing national performance indicators, national and international peer institution comparative data, university league tables and compiling in-house university statistics.

External Reporting - Preparing a range of student-focused data returns for submission to external agencies as part of the University's statutory reporting obligations. These are the annual Student Return to HESA, the HESES and RAS returns to HEFCE, the TTA early statistics return and the Medical and Dental students' survey.

Resource Allocation - Developing resource allocation procedures and providing professional advice to the University's senior management, including the allocation to Faculties of HEFCE grant and home fee income (core teaching funds) and the treatment of cross-Faculty teaching (load transfer) activity, with the Directorate of Finance.

Student Number Planning - Central co-ordination of the student number planning process as part of medium to longer term planning and the annual budget cycle, in liaison with Faculty planning offices and relevant central administrative offices, including the Recruitment & Admissions Office and the International Office, and reporting to the Senior Executive Team and University Planning and Resources Committee as appropriate.

Contact details:

The Planning and Management Information Office
The University of Manchester
Room 1.025 First Floor
The John Owens Building
The University of Manchester
Oxford Road
Manchester M13 9PL
Tel: +44 (0)161 275 2157

Manner in which information is made available: All the documents detailed in this class are available from links to the University web page detailed below. You will need Adobe Acrobat Reader to view the documents in PDF files. The documents are also available in hard copy by written request to the Records Management Office on the contact details above.

Website: <http://www.staffnet.manchester.ac.uk/theguide/>

Fee: All documents and information may be downloaded from the University's website free of charge. There will normally be no charge for the first request for copy documents. However, there may be a charge for additional or multiple copies of documents.

PLANNING AND SUPPORT OFFICE

Student Systems Office

The Student System Office has responsibility for the maintenance and development of the central student record system (Campus Solutions) and the base data it contains; for the provision of high quality student data to support a wide variety of academic and administrative business processes, monitoring procedures, and internal and external reporting requirements; for the provision and/or commissioning of training in the use of the central student data system; and for the provision of advice to Faculties, Schools and other administrative offices on the structuring of records on the student records system.

Contact details:

Student Systems Office
The University of Manchester
Room 1.033 First Floor
The John Owens Building
The University of Manchester
Oxford Road
Manchester M13 9PL
Tel: +44 (0)161 275 5127

Manner in which information is made available: All the documents detailed in this class are available from links to the University web page detailed below. You will need Adobe Acrobat Reader to view the documents in PDF files. The documents are also available in hard copy by written request to the Records Management Office on the contact details above.

Website: <http://www.staffnet.manchester.ac.uk/theguide/>

Fee: All documents and information may be downloaded from the University's website free of charge. There will normally be no charge for the first request for copy documents. However, there may be a charge for additional or multiple copies of documents.

Academic Quality Team

The Academic Quality team co-ordinates the development and management of a framework of processes to support the approval, monitoring and review of taught programmes, including those offered collaboratively with other institutions. It works closely with Faculties to ensure that the framework assures academic standards and the quality of student experience across the University but also that the quality processes are collegial and effective rather than confrontational and bureaucratic. The Teaching, Learning and Assessment Office oversee the quality framework for undergraduate and postgraduate taught programmes. This framework includes distributed learning and provision delivered in collaboration with other institutions. The Graduate Education team of the Research Office oversees the quality framework for research degree programmes. The quality framework encompasses the procedures for securing, maintaining and enhancing the standards of academic programmes and the students' learning experience.

In developing and monitoring these processes the team also helps to ensure that the University is ready for external quality visits, particularly the Institutional Audit and Major Review of NHS-funded provision in 2005 and Collaborative Provision Audit in 2006.

The principle aims of the Academic Quality Team are:

- Co-ordination of processes for the approval of new taught programmes, the amendment or withdrawal of programmes and the annual monitoring and periodic review of taught programmes
- Provision of advice, guidance and support to Faculties on the implementation of these processes
- Co-ordination of the setting up and management of collaborative educational links with other institutions or organisations
- Administration relating to assessment results, transcripts and certificates for validated partners.
- Collation of information for publication in the MAP
- Collation of Teaching Quality Information (TQI) for publication on the national HERO website
- External Examiner administration
- Promotion of good practice in teaching and learning
- Liaison with the Quality Assurance Agency
- The team also undertakes projects relating to various quality enhancement issues, for example, student representation and Professional/Regulatory or Statutory Bodies (PRSBs)

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Website: <http://www.campus.manchester.ac.uk/tlao/quality/>

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FINANCIAL RESOURCES – THE DIRECTORATE OF FINANCE

This section covers information on The University of Manchester's strategy and management of financial resources. The Directorate of Finance provides accounting services and the Division of Corporate Services provides procurement and contracting services helping to make best use of resources and fulfilling statutory responsibilities. Information that may damage the University's commercial interests will be excluded from publication.

The Directorate of Finance provides a diverse range of services and our core responsibilities are as follows:

- Contributing to the strategic direction of the University and corporate management
- Maintaining financial administration and stewardship
- Supporting and advising the Board of Governors and its committees
- Supporting and advising budget holders and managers

- Reporting externally and delivering services to staff, students, members of the public and other bodies

We carry out these responsibilities through a central team with strong links to devolved staff in the Faculties.

The Directorate of Finance comprises of:

Financial & Management Accounting

Financial and Management Accounting are responsible for developing and maintaining all financial procedures and processes; for producing University-level budgets and management accounts; and for reporting to funding bodies and other external stakeholders.

Principal activities of Financial and Management Accounting are:

- Planning, preparing and completing the University's annual financial statements
- Producing University-level management accounts, including balance sheet and cash flow
- Preparing and submitting Government returns and statistics
- Planning, implementing and controlling the budgeting and forecasting processes at a University-level
- Providing the following services to the University:-

Corporate Accounts

Our aim is to provide an appropriate infrastructure for non-core activities to ensure that the benefits arising from these areas are maximised.

We are also responsible for ensuring that the tax liability of the University is minimised and that tax opportunities and legislative requirements are evaluated and implemented where necessary.

Corporate Accounts comprises of the following offices:

Income Office

The Income Office is divided into three sections as follows:

- Cashiers Section which process payments received by the University and the administration of petty cash and cash advances
- The Sales Ledger Section which is responsible for the inputting of all externally raised invoices/credit notes on the University's Sales Ledger.
- They are also responsible for the maintenance of the Sales Ledger and providing data for VAT return purposes.
- The Credit Control Section is responsible for the collection of all outstanding University debts owed by external customers.

Accounts Payable Team

The Accounts Payable Team are responsible for the payment of invoices from suppliers, payments in foreign currency and certain other payments to organisations and individuals which do not pass through the Fees and Expenses system.

The office process approximately 800 payments per day and have 9 members of staff.

Ledger Accounts

The Ledger Accounts Team is primarily concerned with the following functions:

- Processing of journals onto the Finance Ledger
- The bank reconciliation and queries with the Bank
- Opening and closing finance codes
- Maintaining creditor account details

The Payroll and Fees and Expenses Office

The responsibility of the Payroll and Fees and Expenses office is to make payments accurately, on time and in accordance with all relevant legislative requirements, conditions of service and Financial Regulations.

Investments Office – Treasury Management of Central University Cash Resources

The essence of treasury management is to ensure that the risk of loss associated with investing surplus funds is minimised, whilst the return achieved on these funds is maximised.

Strategies are developed in the light of market conditions and forecasts of University funds likely to be available for investment taking into account requirements for liquid funds to meet significant items of both recurrent and capital expenditure.

The Office can assess the availability of liquid funds for investment through their electronic links with the University's bank. Liaison with the University's brokers' ensure the most advantageous rates are secured using approved financial instruments and counter-parties, in accordance with the University's investment strategy.

Other information available on the website below:

- Endowment Funds
- Management of long term investment portfolios
- Tax reclaims

The VAT Section

The VAT Section of the Finance Office provides advice on VAT liability issues that affect the University. It also submits various statistical returns to HM Customs and Excise and prepares the University's quarterly VAT Return.

The main responsibilities of the VAT Section include:

- the provision of advice to University Departments on VAT liability issues
- studying new VAT legislation and analysing its effect on the University
- setting up appropriate procedures to ensure the University complies with the VAT regulations
- completion of the University's quarterly VAT returns and payment of monies due to HM Customs and Excise
- submission of EC Sales Lists to HM Customs and Excise calendar quarterly
- submission of monthly Supplementary Declarations (SD's) for EC acquisitions
- acts as a contact point for University Departments, HM Customs and Excise and other external bodies when VAT queries arise

Direct Taxation / Subsidiary Section

The Direct Taxation/Subsidiaries section has only recently been established in response to the growing number of Subsidiary Companies and joint ventures established by the University in recent years. The section is responsible for monitoring the activities of subsidiary companies of the University and other associated organisations involving the University, and advising on material issues arising with these companies which affect the University.

The Work of the Direct Taxation/Subsidiaries section covers the following:

- monitoring and review of activities
- collation of information
- consolidation adjustments
- company secretarial work
- annual accounts
- university challenge fund
- trading activities

Research Accounts Team

The Research Accounts team is located within the Office of the Director of Finance but maintains strong links with the Research and Graduate Support Unit (RGSU). The team is responsible for the recording of budgets and costs associated with research grants and projects. The team also raises invoices/statements of account to the Research Councils and other funding bodies as they become due and provide statements of spend against budget every six months or as required.

The work of the Research Accounts team covers the following areas:

- creation of project files;
- invoicing for research grants and contracts;
- liaison with credit control;
- charging of overheads;
- production of statements;
- project completion;
- intellectual property rights;

The Directorate of Finance also provides support and guidance to the Faculties and University activities, on all aspects of financial and management accounting, including budgeting, forecasts, monthly and year-end management accounts.

This also includes the following:

- Research - managing the post-award administration at a Faculty level
- Full Economic Costing - implementing the new system for September 2005
- Internal Control - providing advice and support to staff on any internal control issues
- Finance Systems - managing the existing Finance Systems and implementing the new system
- Post Cost review - providing support to areas in looking at how initiatives have turned out

Each area has a Head of Finance and a team of School/Research/Resource Centre Accountants together with support administration. The Head of Finance is the most senior Finance person in his/her Faculty and is responsible for the total finance function within the area. He/she is normally part of the

Faculty/Resource Centre management team, and as such, is involved in the strategic and operational planning for the area.

Financial regulations and guidelines

For further information relating to the Directorate of Finance and in particular information relating to the following guidelines, please use the website below:

- Expenses Guidelines
- FAQ's
- Finance Staff list
- Forms
- Financial Procedures
- Financial Regulations
- Guidance on Cash Handling
- Guidance
- Internal Finance Directorate Pages
- New Finance System
- News
- Transparency/ fEC
- Gifts from Students Policy
- Credit Control Policy
- Credit Control Procedural Management

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Website: <http://www.campus.manchester.ac.uk/finance/>

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Procurement Office

The objective of the University's Procurement Office is to assist all parts of the University to obtain maximum value for money in the procurement of goods and services whilst observing the principles of good purchasing practice and public accountability.

The Procurement Office provides advice and support to departments, units etc. in respect of all areas of procurement and aims to raise awareness of commercial issues across the University, develops procurement strategy, and provides training courses to University staff in respect of purchasing skills and contract law.

For further information relating to the Procurement Office and in particular information relating to the following guidelines, please see the website below:

- Buyer's Guide – Where do I buy?
- Supplier exhibition
- General terms and conditions of contract
- Forthcoming contracts
- European Procurement Legislation

- Disposal of assets guide
- Contract services

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Website: <http://www.campus.manchester.ac.uk/purchase/>

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HUMAN RESOURCES MANAGEMENT – THE DIRECTORATE OF HUMAN RESOURCES

The University of Manchester's Human Resources teams work closely with operating and policy areas to ensure delivery of the University's HR strategy and a professional service to internal and external customers on employment-related issues. This is proactive, generalist support designed to ensure we attract, recruit, train, develop and enthuse the very best people.

The Directorate incorporates HR, Staff Training and Development, Pensions and Occupational Health and Safety Services.

Each Faculty and Directorate has its own Human Resources staff - this helps us to make sure we can fully understand your area of work and offer you a personalised service.

These teams cover everything from dealing with contracts and adverts to appoint new staff to offering advice on a range of employee issues including performance and welfare.

Contracts and leave

This section contains information regarding the terms and conditions of employment at The University of Manchester and includes:

- Terms and conditions
- Flexible working
- Job share
- Leave
- Sickness and Absence

Pay and Pensions

For all matters relating to University pay including salary scales, tax information, job evaluation and also affiliated pension schemes.

Staff Benefits

Various Staff Perks are available from University approved suppliers and other associated schemes to all staff including:

- Car hire
- Electrical goods
- Family and friends benefits
- Health and fitness

- Manchester hotels
- Printing
- Travel

Trade Unions

The University of Manchester is affiliated to a number of trade unions. Details of these can be found below:

- Unison
- University and College Union

Training and Development

The University of Manchester provides training and development opportunities to all staff as follows:

- In house training courses
- Career development
- Performance and development reviews
- Mentoring
- Further education and external training

Job opportunities

The University of Manchester offers a wide range of job opportunities for both internal and external applicants in the following categories:

- Academic – professorships and lectureships
- Management and professional - Senior administration and management including expert roles within finance, human resources, The Manchester Museum and library
- Research - Research associates, fellows and assistants
- Secretarial / clerical - General clerical and administration staff, assistants, secretaries and receptionists
- Technical / computing - Technicians, programmers, IT officers and IT support
- General - Maintenance staff, gardeners and ground staff, security staff, caretakers, porters, cleaners and catering staff.

Wellbeing

The University's Well-Being agenda refers to a range of measures designed to promote the well-being of the University's staff as part of the implementation of the Policy on the management of stress at work.

As well as ensuring that we fulfill our moral and statutory obligations to protect staff from inordinate stress, the initiatives are important in helping the University to achieve its objective of becoming an employer of choice, one of the strategic aims of the Manchester 2015 Agenda.

Employee Engagement Team

Working in close partnership with all stakeholders, the Employee Engagement Team is responsible for:

- Developing and reviewing employment policies and procedures and associated terms and conditions of employment
- Implementing annual pay awards and increments
- Collating and analysing benchmark pay and reward data
- Working with approved agencies to coordinate recruitment campaigns
- Coordinating completion of statutory reports and returns
- Management and development of the HERA job evaluation tool
- Coordinating consultation and negotiation with campus trade unions
- Developing internal communication systems

- Developing, maintaining and supporting HR information systems
- Developing and maintaining the Employment pages of the University website
- Developing and implementing staff surveys and analysing results
- Providing central coordination of activities in support of operational HR teams

The Employee Engagement Team consists of the following teams:

- HERA
- Back pay
- HR Operations
- Policy, Development and Reward

Contact details:

Employee Engagement
 Directorate of Human Resources
 Room G0.29 John Owens Building
 Oxford Road
 Manchester
 M13 9PL
 Tel: 0161 275 2044

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Website: <http://www.manchester.ac.uk/aboutus/structure/services/>

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ESTATE MANAGEMENT – THE DIRECTORATE OF ESTATES

The Directorate of Estates is divided up into several business units and each is responsible for the delivery of particular services.

Business Support

Business Support is concerned with the key administrative and financial processes that help managers run each Estates business unit.

Wherever possible, Business Support aims to help local Managers and Administrators understand the University's policy, regulations and processes.

Business Support is also concerned with establishing local practice, systems and improvements to the administrative, management and budgeting process.

Business Support interfaces with the Directorate and all Business Units, including IT as well as Central Finance, Central Administration and HR and any other corporate services.

Business Support is concerned with:

- How we obtain resources
- How we manage resources
- How we delegate control
- How well we comply with internal / external rules
- Our internal administrative arrangements, policies & processes
- How we monitor our position
- How we benchmark our performance
- How effective we are
- Our accountability
- How we forecast and plan our business
- Facilitating and encouraging review

Typical Current Tasks for Business Support:

- Management & Financial Training Assessment & Advice
- Budget Timetables and Support – Our operating framework
- Financial Estate Management Statistics
- Budget Planning Process (e.g. Frameworks for LTM & Small Works Programmes)
- Systems for Approvals / Processing of Transactions (e.g. from Purchase, Validation to Payment)
- Review of Procurement issues
- 'Critical Friend'
- Review of Projects Approvals Process
- Advice on Business Plan Budgeting

The Capital Projects Group

The Capital Projects Group is responsible for the project management of major projects, quantity surveying, contract advice and a relocation service for staff and materials as part of large-scale construction projects.

The Capital Projects Group is responsible for:

- Programming and monitoring all development work
- Project management of all major and special projects
- Quantity surveying
- Contract advice
- Relocation advice (services and office equipment)

Car Park Services

Car Parks Services operates all the University's surface and multi-storey car parks. It also provides access control for visitor parking and deliveries across all of the University. Car Parks services also issues permits for car and bicycle parking for University staff and postgraduate students.

The Design Services Group

The Design Services Group offers a multi-disciplinary design service in relation to planned maintenance, alteration, refurbishment, new works and space planning ensuring that all work is carried out efficiently, to the required quality standard, on time and within budget constraints.

The Group is split into two parts:

- The Minor Works Project Team - responsible for carrying out projects up to approximately £250,000.
- The Design Office - responsible for carrying out projects from £100,000 up to approximately £2,500,000.

The Group provides the following services:

- Architectural design
- Electrical and mechanical design
- Project management

Environmental Services

The Environmental Services Unit is responsible for waste management, waste advice, the management of the University's landscaped areas and campus cleansing.

The gardens section is responsible for the planning and maintenance of landscape areas across the University Estate. This section employs a combination of both in-house and external contractors to undertake the necessary works associated with ensuring that the University grounds are as attractive as possible.

The Campus Cleansing section is responsible for discharging the University's responsibility with relation to the Environmental Protection Act 1990 (code of practise regarding Litter and Refuse). In addition they service and maintain the various recycling initiatives employed by the University.

The Environmental Service Unit employs the services of a specialist Waste Co-ordinator to oversee the day to day management of the many University waste streams to ensure compliance with any relevant legislative requirements. In addition, the Waste Co-ordinator is also responsible for the formulation of the many waste disposal contracts and the instigation and implementation of recycling schemes throughout the University.

Environmental Services currently recycle the following:

- Office waste paper
- Newspapers and magazines
- Books
- Cardboard
- Glass
- Plastic Bottles
- Cans
- Metals
- Wood
- Construction Waste
- Furniture
- Batteries
- Toner Cartridges
- Green Garden Waste
- Wood chippings

Estate Surveying

- Key services of estates Surveying include:
- Maintaining an accurate and up to date record of land and property owned and/or occupied by the University.
- Providing advice on and undertaking the acquisition and disposal of property.
- Dealing with all property related enquiries and disputes.
- Undertaking the granting and taking of leases, licences and other property related agreements.
- Ensuring that the University and its tenants, comply with all contractual requirements arising from leases, licences etc.

- Ensuring the timely payment and collection of rents, service charges and business rates, actively managing centrally held budgets and assisting in the management of those held by client departments.
- Maintaining up to date schedules of reinstatement cost assessments for all University buildings.
- Ensuring that the University's liability for business rates is minimised.
- Maintaining the title deeds, leases and other property records relating to the University's estate.
- Providing valuation advice and carrying out option appraisals.

Faculty Estates Team

Estate Teams operate within each Faculty plus STARS and the Centre (the Centre has responsibility for those buildings not occupied by the Faculties and STARS). These teams provide liaison and communication, on behalf of the Faculties with various service providers.

The Teams monitor the responses to requests for work and projects as well as identifying operational service requirements, setting targets and monitoring the general performance of the Estates Directorate and other service providers on behalf of the Faculties.

The Faculty Estates Teams function is to introduce initiatives intended to enhance service delivery. In doing so our customers' views will be an integral part of any systems development and full consultation will be undertaken via your Estates Team representative. Therefore, for all matters regarding the management of your estate, particularly early discussion concerning projects, contact your respective Head of Faculty Estate or Estate Manager.

House Services

The House Services Unit provides services in the following areas:

- cleaning
- portering
- postal (incoming, outgoing and internal mail)
- events co-ordination (Whitworth Hall)

House services are provided by Building Attendant staff located within all the University main campus buildings, under the supervision of Building Superintendents (one for each Faculty) and Deputy Building Superintendents (one for groups of buildings).

The Events Co-ordinator and team are responsible for arranging the setting up and down of outside events in the Whitworth Hall (Old Quadrangle).

All requests for repairs and enquiries for all properties, except residential accommodation, should be made through the helpdesk which is operational from 9:00am to 5:00pm Monday to Friday, except Bank Holidays. Outside these hours, emergencies should be reported to the Security Service staff who will activate an out-of-hours callout service.

IT Services

IT Services in the Directorate of Estates is responsible for providing strategy, development, management and support for all of the IT systems, both software and hardware, used by staff within the Directorate; and providing secure access to Estates' data and systems for staff external to the Directorate where appropriate.

Maintenance Services

The Unit provides for the responsive and efficient delivery of the day to day maintenance and repair of building and engineering infrastructures across all the campuses academic, administrative, commercial and residential buildings.

The Unit carries out this maintenance and repair function by means of internal direct labour, measured term contract and specialist contract labour whilst ensuring the estate is maintained in a safe and compliant condition.

The Maintenance Services Unit works within the policies, procedures and legislative frameworks and to generic and job specific risk assessments and method statements.

The Maintenance Services Unit Manager and his teams have responsibility for the following:

- Risk management
- H & S management
- Maintenance and repair to buildings internal and external fabric under Measured Term Contracts
- Maintenance and repair to buildings internal systems
- Maintenance of electrical installations and distribution systems
- Maintenance of mechanical installations and distribution systems
- Small works projects, building, electrical and mechanical
- Specialist maintenance contracts – fire alarms, emergency lighting, lifts, a/c and refrigeration, boilers, controls systems, safety systems, pressurisation units etc.
- Estates procurement and stores management
- Compliance Management of Legionella
- Standby and out-of-hours callout systems

Requests for repairs and enquiries for all properties, except residential accommodation, should be made through the helpdesk which is operational from 9:00am to 5:00pm Monday to Friday, except Bank Holidays. Outside these hours, emergencies should be reported to Security Services who will activate the out-of-hours callout service.

Professional Services

Professional Services is responsible for:

- Property Management and Standards
- Building Surveying
- Electrical and Mechanical engineering
- Environmental and Energy Management
- Asbestos Management
- Space Management
- Fire Safety
- Management of all estates issues within the central administration

Security Services

Security Services provide security across all of the University's campuses, address and develop measures aimed at crime reduction and manage access control systems.

The Security Services Manager is supported by a Chief Security Supervisor, an Access Control Manager, an Administrator and a team of security staff.

Services Provided

The Security Service is the first point of contact, providing advice, liaison and assistance in the following areas;

- Minimising, preventing and detecting crime and its effect on campus
- Provide 24 hour high visibility patrols to all areas of the campuses
- Monitoring the quality of service delivery by external service providers (external security contractors) for CCTV and alarm monitoring
- Providing the most appropriate and up to date security and personal safety advice and training to staff, students and visitors to the campuses
- Providing support to the Car Parks Team if necessary particularly out of hours by allowing access to the campus and its car parks as appropriate
- Provide first aiders, suitably trained to the First Aid at Work standard
- Ensure the safety of VIP visitors in liaison with the police and other agencies
- Providing a co-coordinated response to any emergency situation ensuring full support, advice and assistance is given to the Emergency Incident Manager (EIM)
- Compile and monitor statistics in relation to crime trends, alarm activations and insecurities to allow for a targeted and focused response

Directorate of Estates Mission Statement

The Directorate of Estates will contribute to the aims and objectives of the University by providing and caring for the physical environment, in which staff and students live, learn and work.

The Directorate will aim to do this by:

- Providing excellence and the best professional advice in relation to the management, operation and maintenance of the University estate.
- Assisting, advising and providing data to meet the University's strategic priorities.
- Being responsive to the operational needs of the University and the changing requirements of the University community.
- Having regard at all times to the possible impact of estate developments and facilities provision on the local community and the environment.
- Seeking effectiveness, efficiency and value for money in respect of all activities undertaken and services provided.
- Seeking to maximise client satisfaction, in respect of the facilities and services provided, within available resources and compliance with statutory requirements and codes of good practice.
- Promotion of a comprehensive quality management approach for the Directorate and pursuit of a staff training and development programme to improve skills and working performance standards of the Directorate

External Contractors

GWP
 GMWDA
 Elsa Waste
 Abitibi
 European Recycling
 Mercury Recycling
 Office Technology Limited
 Computer Disposals Limited
 EMC
 Francis House Recycling Appeal
 CCS Media
 EMR

Directorate of Estates Strategic and Operational Plan 2006

The University of Manchester
 Freedom of Information Act 2000
 Publication Scheme
 Latest version: 23/12/2008

As part of the University's Annual Planning and Accountability Cycle the Directorate is required to produce an annual Operational Plan that clearly identifies the objectives for the Directorate over the planning period.

The Estates' Strategic and Operational Plan for 2006 is provided below.

[Strategic Plan 2006](#)

[Operational Plan 2006](#)

Facts and Figures

The University of Manchester has one of the largest estates in the country comprising:

- 15 sites
- Over 300 buildings
- 299 acres (120 hectares)
- In excess of 3,000 parking spaces
- 9,400 student bedrooms
- 86 farms, smallholdings & cottages on 4,500 acres of agricultural land.

Included in the estate is the Nuffield Astronomy Laboratory Lovell telescope and arboretum at Jodrell Bank, the Manchester Museum, the Whitworth Art Gallery, the Tabley Estate in Cheshire, the John Rylands University of Manchester Library in Deansgate, Manchester.

Procedure and Information Manual

The purpose of the Procedure and Information Manual is to define responsibilities and accountabilities through a clear statement of the policies and procedures adopted by the Directorate and to give information to Directorate staff.

The Procedure and Information Manual will help staff in the Directorate to understand quickly and with confidence what is expected in the performance of their duties. The documents in the Manual will set a standard of performance that will apply consistently across the Directorate. In time it is intended to have a document covering all the policies and procedures within the Directorate.

Contents of the Procedure and Information Manual are as follows:

- Introduction
- Volume 1 – General Management
- Volume 2 – Human Resources
- Volume 3 – Finance
- Volume 4 – Health and Safety
- Volume 5 – Project Management
- Volume 6 – Facilities Management

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Website: <http://estatesoffice.man.ac.uk/>

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Main Maps for The University of Manchester

Campus Map – A map of the whole campus together with an index of its buildings. The map opens in a new window from the website below.
Accommodation Map (on the accommodation website).

Campus Map – A map of the whole campus together with an index of its buildings. The map opens in a new window from the website below.

Accommodation map (on the accommodation website).

We also have some high quality maps that are ideal for printing. You will need a PDF reader such as Adobe Acrobat (downloadable from Adobe) to view them. PDF files open in a new window.

City Map (PDF) – Showing the location of The University in Manchester (137 KB).

Campus Map (PDF) - A map of the whole campus together with an index of its buildings (326 KB)

Travel Information

The University of Manchester is not located on one isolated campus but all our buildings are in the same general area of the city and within easy walking distance of each other. See the website below for information relating to:

Travel by car – All approach routes are clearly signposted 'The University of Manchester'. Select from the list on the website below for further information:

Oxford Road area

- From M62 Eastbound
- From M62 Westbound
- From M6/M56
- From M67

Sackville Street area

- From M6/M56
- From M62 Westbound
- From M62 Eastbound
- From M6 Southbound
- Parking

Travel by train - The University of Manchester is located close to both Piccadilly main line station (about two and a half hours from London) and Oxford Road train station, with Victoria train station a little further away.

For details of timetables, tickets and other rail information please ring National Rail Enquiries on 08457 48 49 50 (+44(0)20 7278 5240 from overseas) or visit:

Website: [National Rail Enquiries website](#)

Travel by air - Manchester Airport is one of the largest and busiest in the country. It is located about 10 miles (16km) south of the city centre, about 30 minutes from the university.

The airport has a number of transport links to the city:

- **Train** - The airport's two terminals are linked directly to the city centre by a fast, frequent 24 hour train link to both Piccadilly and Oxford Road stations.
- **Taxi** - A taxi from the airport to the University will cost approximately £15.
- **Bus** - Local buses also run to the Oxford Road and Sackville Street areas of the campus.
- Most major airlines fly to and from Manchester. For more information please visit the:

Website: [Manchester Airport website](#)

Travel by bus and coach - National Express Coaches serve over 1,200 destinations across the UK from the Chorlton Street Coach Station, which is near Piccadilly railway station and a short walk from both University campuses.

You can contact the Chorlton Coach Station on: 08705 808080.

Directions to Sackville Street campus - Turn right out of Chorlton Street Coach Station onto Chorlton Street and walk to the junction with Whitworth Street. Cross Whitworth Street and the Sackville Street part of the campus is straight ahead.

Directions to Oxford Road campus - Walk to Whitworth Street as above and catch the 147 Oxford Road link bus to the Oxford Road area of the campus.

For more information about National Express coaches, see:

Website: [National Express website](#)

Getting Around the Campus

Wheelchair access - The campus map (PDF file) shows the wheelchair-accessible route around the university. It is clearly marked in red. (NB. The published route does not cover all areas of the campus due to ongoing / planned construction works. The route is likely to be modified as and when areas of the campus are redeveloped.)

Shuttle bus - Although the University buildings are relatively close together, there are regular shuttle-buses to pick up and drop off students at various points around the campus. These are also highlighted on the campus map.

Manner in which information is made available: All the documents detailed in this class are available from links to the University web page detailed below. You will need Adobe Acrobat Reader to view the documents in PDF files. The documents are also available in hard copy by written request to the Records Management Office on the contact details above.

Website: <http://www.manchester.ac.uk/visitors/travel/campus/>

Fee: All documents and information may be downloaded from the University's website free of charge. There will normally be no charge for the first request for copy documents. However, there may be a charge for additional or multiple copies of documents.

The Careers and Employability Division

The division works in close partnership with colleagues in schools, faculties and the central administration, to develop the career potential and employability of all our students and graduates, and to deliver the Manchester Leadership Programme (MLP).

The University of Manchester is the most targeted university in the UK by graduate recruiters and the division provides consultancy and services to thousands of graduate recruiters and a range of stakeholders from all sectors, including multinational companies, and public sector and not-for-profit organisations, both from the UK and abroad.

The MLP gives students an insight into key 21st century leadership challenges and aims to develop leadership, entrepreneurship, and other transferable skills to enhance their employability. The Careers Service has been voted best in the UK for 5 consecutive years by members of the Association of Graduate Recruiters.

Contact details:

Careers and Employability Division
The University of Manchester
Crawford House
Booth Street East
Manchester M13 9QS
Tel: 0161 275 2827
Fax: 0161 275 2850

Website: <http://www.careers.manchester.ac.uk/>

Development and Alumni Relations Office

The Development and Alumni Relations Office are responsible for developing mutually beneficial relationships between the University and its former students.

The Office also manages and co-ordinates the University's relationships with Charitable Trusts, philanthropic benefactors and other individuals wishing to support the University in a variety of ways, with whom we work in partnership at University, Faculty and School level.

Their principal activities are:

- Producing the alumni magazine 'Your Manchester' and development of an interactive alumni website and e-newsletters.
- Organising alumni events
- Negotiating and promoting a wide range of benefits and services to alumni
- Running an alumni regular giving programme
- Supporting the development of geographic, subject- and profession-based alumni branches worldwide
- Managing relationships with senior alumni and other philanthropic individuals
- Working closely with academic leaders across the four Faculties to prioritise projects most likely to be attractive to donors and developing

- appropriate communication strategies for relevant donor audiences, including senior alumni.
- Facilitating gifts at all levels to priorities across the Faculties under flexible priority themes.
 - Mining the alumni database of more than 200,000 for key contacts in support of Faculty and University initiatives

Contact details:

The Development and Alumni Relations Office
The University of Manchester
Room G9 Christie Building
Oxford Road
Manchester M13 9PL
Tel: 0161 306 3066
Fax: 0161 206 8066

Website: <http://www.manchester.ac.uk/alumni/>

Communications, Media and Public Relations Division

We are responsible for:

- Leading and developing the University's communications strategy
- Supporting good internal communications within the University community
- Managing the University brand and producing a wide range of corporate promotional material, including prospectuses, brochures and UniLife, the University's monthly magazine
- Liaison with the media
- Supporting and working in partnership with faculties, schools and other services to ensure a professional and integrated approach to marketing and communications
- Providing input into the University's strategic planning processes through the provision of market intelligence and market research
- Providing the University's main reception and information service for visitors and members of the public

Communications, Media and Public Relations comprises:

Administration

Responsibilities include assisting the Director of CMPR and the CMPR team in the provision of co-ordinated, integrated and pro-active communications, marketing and visitor support operation for the University in accordance with best practice in marketing, the University's external relations and branding strategy, and the University's strategic objectives.

Design Studio

The Design Studio is responsible for the design and editorial style and consistency of the University's corporate publications for undergraduate and postgraduate recruitment, current students, our alumni and other corporate audiences.

These include the Undergraduate and Postgraduate Prospectuses, UniLife, Campus Life, the Crucial Guides and Your Manchester plus an array of posters, leaflets and brochures for all Schools.

The University's photo library is also maintained by the Design Service. A key part of the Design function is the maintenance of the University's corporate image on all projects ensuring a clear and coherent image of the University to national and international audiences.

Internal Communications

Responsibilities include:

- Enabling and promoting effective communication between the University and its staff.
- Providing staff with information which will enable them do their jobs to the best of their ability and ultimately supporting the University in achieving the strategy set out in Towards Manchester 2015.
- Communicating through a variety of channels, including face-to-face, print and electronic.
- Providing advice and training in internal communications to staff in all areas of the University.

Marketing Services

Responsibilities include providing advice and guidance on issues relating to brand and reputation management, market research, advertising and competitor analysis. Expertise of the team includes:

- Brand strategies and management
- Corporate style and visual identity guidance
- Market research
- Evaluation/market testing
- Implementation and management of corporate level marketing campaigns
- Advertising policy and implementation
- University wide promotions/publicity
- Competitive strategy/differentiation
- Competitor analysis
- Marketing and market research training

Media Relations

Responsibilities include:

- Relations with the press, TV and radio
- Media monitoring
- Media skills training and advice

Central Web Team

Responsibilities include maintenance and development of the corporate website in conjunction with Student Recruitment, Admissions and Widening Participation Division, International Development Division and the Division of Development and Alumni Relations

Visitors' Centre

The University Visitors' Centre is easy to find on Oxford Road. It is situated next to the archway that leads into the Old Quadrangle and is building 51 on the campus map.

Visitors can arrange to meet people here and also look at publications or get directions. The Visitors' Centre can also advise about travel to the University and overnight accommodation.

The Visitors' Centre also has some short films about the University which can be watched on video in the Centre itself. If you can't pop in to see them, you can watch them here in streamed format, so you can visit us virtually from wherever you happen to be!

- Welcome
- Visitors' information

- Study opportunities
- Student life
- Sports and recreation
- Research
- About Manchester
- International students
- History
- Around campus
- Achievements
- Accommodation

Contact details:

Communications, Media and Public Relations Division
 The University of Manchester
 Room LG020 John Owens Building
 Oxford Road
 Manchester M13 9PL
 Tel: 0161 306 3059

Website: <http://www.campus.manchester.ac.uk/communications/>

The Directorate of IT Services

The Directorate of IT Services provides IT services to staff and students of the University. These services include:

Research Computing: The Research Computing group provides services, support and collaborative research covering the full range of research computing activities including High Performance Computing, high-end visualization, e-Science/Grid, collaborative working technologies (Access Grid), among others.

Application Support and Development: The Application Support and Development group provides services for the University's core applications including selection, implementation, development and support.

The application set covers those highly integrated applications which support University wide processes and services - notably Finance, HR, Payroll, CRM, Student Records and Services, Teaching and Learning environments, portals etc.

Client Services: The Client Services group co-ordinates the support, training and delivery of IT services, including the IT Service Desks.

Infrastructure and Operations: The Infrastructure and Operations group is responsible for the provision of IT infrastructure including network and telecommunication services.

Heads of Faculty IT: The Heads of Faculty IS are responsible for local coordination of IT services and liaison between the Directorate of IT Services and the Faculties.

Contact details:

Directorate of IT Services
 The University of Manchester
 Room G100a
 Kilburn Building

The University of Manchester
 Freedom of Information Act 2000
 Publication Scheme
 Latest version: 23/12/2008

Oxford Road
Tel: 0161 275 0586
Fax: 0161 275 6071

Website:

Office of the Deputy Registrar
The University of Manchester
First Floor John Owens Building
Oxford Road
Manchester M13 9PL
Tel: +44 (161)

Website:

Research and Graduate Support Office

We are responsible for:

- Supporting the development and implementation of strategy and policy for research, graduate education and public engagement
- Providing professional services in areas of research funding and research business development including research contract negotiation and European research funding
- Ensuring that you have the systems, processes and information necessary to help you to manage and administer research and graduate education
- Making sure the University fulfils its corporate obligations in research and graduate education and is best placed administratively to respond to external scrutiny and assessment

The Research Office is divided into five main areas:

Research Policy and Governance
Graduation Education
Contracts
Research Operations

Contact details:

Research and Graduate Support Office
The University of Manchester
Second Floor
Christie Building
Oxford Road
Manchester M13 9PL
Tel: 0161 275 8795

International Development Division

Website:

STUDENT ADMINISTRATION AND SUPPORT

Introduction

This section contains information on how The University of Manchester manages the administration and progression of our students from admission to course completion, including student support services. Information available within this section does not include specific student personal details, by virtue of being personal information.

INFORMATION ON STUDENT ADMISSION, PROGRESSION AND COMPLETION

Key information for undergraduate students including

All the information detailed below can be found at:

Website: <http://www.manchester.ac.uk/undergraduate/>

The Manchester Experience

- The Manchester degree
- Outstanding support
- The graduate distinction
- Manchester Leadership Programme
- Exceptional learning environment
- An exciting and inspiring campus
- Find out more (Publications to give you a taste of student life)
- What's stopping you? (Frequently asked questions and answers)

Courses

- A – Z of course titles
- Courses listed by subject area
- Combined studies courses
- Courses including study of a foreign language
- Courses including study abroad
- Courses with industrial experience
- Courses with scholarships / sponsorships
- Full list is foundation year courses
- Order a prospectus

Open Days

The best way to get a feel for what The University of Manchester is all about is to come and visit us on one of our open days. Open days give you the chance to find out more about the type of academic and social life you can expect at The University of Manchester.

At an open day you will have the opportunity to visit subject areas of interest, meet current undergraduate students and staff, tour the campus and facilities, and gather information on all aspects of the University. You will be able to see the University and the city for yourself and generally get a feel for the place.

Contact details for the Undergraduate Admissions Office are below.

How to apply

- General entry requirements
- UCAS / Extra clearing
- International applicants
- Disabled students
- After you apply
- Policies and procedures

Fees

- Home / EU or international fees
- Equivalent or lower qualification fee
- Cost of living
- Managing debt
- Frequently asked questions
- Useful contact

Funding

- Home / EU

- International
- Student finance brochure
- Frequently asked questions
- Useful contacts

Accommodation

- List of all accommodation
- Advanced accommodation search
- Accommodation facts
- Area guide

Student Life

- Teaching and learning
- Student support
- Social life
- What students think

Schools and colleges

- Open days and visits
- Events and activities
- Teachers and careers advisors
- Widening participation

Mature Students

- Enquiries and applications
- Mature students' guide
- Study skills
- Students with children
- Funding
- Meeting mature students
- Mature student information sessions

Disabled students

- Disability support
- Disability toolkits
- Information for applicants
- Facts and figures

Undergraduate contact details

For contact details relating to a specific course please use the course search to take you to the relevant web page. If you know the name of the person you wish to contact, use our staff directory. For general queries, please contact

General enquiries:

Undergraduate Admissions Office
The University of Manchester
Oxford Road
Manchester M13 9PL
Tel: 0161 275 2077
Email: ug-admissions@manchester.ac.uk

Confirmation enquiries

Tel: 0161 275 2077
Email: ug-admissions@manchester.ac.uk

Clearing enquiries

Tel: 0161 275 7402

Email: clearing@manchester.ac.uk

Website: [Clearing 2006](#)

Key information for postgraduate students including

All the information detailed below can be found at:

Website: <http://www.manchester.ac.uk/postgraduate/>

How to apply

- UK/EU
- International
- Order a prospectus
- Postgraduate open days

Postgraduate research

- Choosing a research degree
- Research areas
- Career Prospects
- Reputation
- Research Assessment Exercise
- Our facilities
- Ways to study
- Student opinions
- News
- Information for sponsors
- Student life

Postgraduate research qualifications

- Doctor of: Philosophy (PhD)
- Engineering (EngD)
- Enterprise (EntD)
- Business Administration (DBA)
- Master of Philosophy (MPhil)
- Master of Research (MRes)
- Master of Science (MSc, directed research)
- Master of Enterprise (MEnt)
- Master of Dental Science (MDSC)

Postgraduate taught

- Find a taught course
- Why do a postgraduate taught course at The University of Manchester
- Student life

International postgraduates

- How to apply
- Entry requirements by country
- Living in Manchester
- Student sponsors

Fees

- UK / EU
- International fees
- Help – Frequently asked questions and answers relating to fees

Funding

The University of Manchester
Freedom of Information Act 2000
Publication Scheme
Latest version: 23/12/2008

- UK / EU
- International fees
- Help – Frequently asked questions and answers relating to funding

Accommodation

- Accommodation facts
- Area guide
- List of all accommodation
- Advanced accommodation search
- International guarantee
- UK / EU postgraduates

Postgraduate taught qualifications

- Master of Science (MSc)
- Master of Arts (MA)
- Master of Education (MEd)
- Master of Enterprise (MEnt)
- Master of Research (MRes)
- Master of Music (MusM)
- Master of Public Health (MPH)
- Postgraduate Diploma (PGDip)
- Postgraduate Certificate (PGCert)

Postgraduate contact details

If you have a query about your chosen course, please contact the relevant school. For general enquiries, please contact:

The Postgraduate Admissions Office
 The University of Manchester
 Oxford Road
 Manchester M13 9PL
 Tel: +44 (0) 161 275 4740
 Email: pg-admissions@manchester.ac.uk

Manner in which information is made available: All the documents detailed in this class are available from links to the University web page detailed below. You will need Adobe Acrobat Reader to view the documents in PDF files. The documents are also available in hard copy by written request to the Records Management Office on the contact details above.

Website: <http://www.manchester.ac.uk/postgraduate/>

Fee: All documents and information may be downloaded from the University's website free of charge. There will normally be no charge for the first request for copy documents. However, there may be a charge for additional or multiple copies of documents.

ACCOMMODATION

The variety of accommodation available in Manchester is one of the many advantages of studying here. Ranging from self-catering flats right through to traditional collegiate-style Halls of Residence, The University of Manchester offers a greater number of university-owned undergraduate accommodation than any other university in the UK.

Demand for places is high and you need to complete and return an application form to the Accommodation Office as soon as you have accepted the offer of a place whether your offer is conditional or unconditional.

Visit the website below for information relating to:

- Accommodation guarantee
- Accommodation overview
- How to apply
- University residences
- Undergraduate accommodation
- Postgraduate Accommodation
- Family and partner accommodation
- Staff accommodation
- Further residence information
- Students with a disability
- Safety on campus
- Current students – advice and information
- Hall vacancies
- Manchester student homes
- Accommodation map
- Focus groups
- Interactive media & video

Contact Details for the University of Manchester Accommodation Office:

The Accommodation Office
First Floor
University Place
The University of Manchester
Oxford Road
Manchester
M13 9PL
Tel: 0161 275 2888
Fax: 0161 275 3213
Email: accommodation@manchester.ac.uk

The Accommodation Office Opening Hours are:

Monday - 9.00am - 5.00pm
Tuesday - 9.00am - 5.00pm
Wednesday - 9.00am - 5.00pm
Thursday - 9.00am – 3.00pm – 4.00pm - 5.00pm (closed 3.00 pm – 4.00 pm)
Friday - 9.00am - 5.00pm

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Website:

Fee: All documents and information may be downloaded from the University's website free of charge. There will normally be no charge for the first request for copy documents. However, there may be a charge for additional or multiple copies of documents.

STUDENT ADMINISTRATION AND REGISTRATION

Student Services Centre

The Student Services Centre is the University's point of contact for most of the administrative tasks you need to carry out during your time here as a student, including registration/fees, documentation, loans and grants, exams and graduation.

We are here to help you. The Student Services Centre is open 9am to 5.00pm from Monday to Friday, apart from Wednesday's when we are open 10am to 5.00pm at our purpose-built Centre on Burlington Street, between the Library and the Refectory. We have recently opened a new Centre on the ground floor of Staff House on the Sackville Street site, serving students who spend most of their time on this part of the campus. You can also phone us on 0161-275-5000, or e-mail us any time of the day or night and at weekends.

Please see the website below for further information relating to:

Registration

- Central registration / venue / dates
- Postal registration
- Payment and advice hotline
- University membership / library (swipe) card
- Medical matters

Tuition Fees

- Tuition fees due
- Home / international tuition fee status
- Methods of payment
- Payment by instalment (direct debit)
- Discounts
- Refunds
- Members of University staff

Examination

- University examinations
- Marking and results
- Examination policies and information
- Past examination papers
- Examination timetables
- Composite list of exams
- Examination results

Funding

- Current scholarships and bursaries
- Undergraduate student loans (Student Loan Company)
- New scholarships and bursaries
- Student self service guide – Financial aid
- Access to learning fund
- US and Canadian student loans
- Sources of postgraduate funding
- Travel awards
- Student maintenance request authorisation form

Graduation – Degree Ceremonies

- Invitation and general information
- Ceremony dates and times

- Travel and parking
- Instructions to graduands
- Robe hire
- Degree certificates
- Checklist for graduation
- Frequently asked questions
- Accommodation
- Memorabilia and useful contacts

Official documents available from the Student Services Centre

- Council tax exemption certificates
- Confirmation of attendance letters
- Verifications
- Confirmation of fees
- Degree certificates
- Academic transcripts

International Team

- Academic problems
- Accommodation issues
- Childcare and schools
- Council tax
- English language courses
- Finance and funding
- HOST Programme
- Immigration
- International Society
- Personal or family issues
- Work and work permits
- Entry clearance correction scheme

Money Doctors

- How to leave University with a manageable level of debt
- Survival guide leaflet (PDF)
- Top Tips
- Past student advice
- What to do if.....(Frequently asked questions on money matters)

Appeals Policies

- Student Discipline and Complaints
- Home / international student appeals
- Harassment procedures

Student Services Centre Forms

- Tuition fee assessment
- Tuition fee discount form
- Tuition fee school payment form
- Bench fee computation form
- Subject access request form
- Tuition fee assessment form
- Allegation of academic malpractice
- Breach of regulation XVII

Semester Dates

- Academic year 2005 – 2006
- Academic year 2006 – 2007

- Academic year 2007 – 2008
- Academic year 2008 - 2009

Guides and handbooks

- Registration Guide 2006 – 2007
- Tuition Fee Policy Book 2006 – 2007

Contact Details for the Student Services Centre
 Student Services Centre
 Burlington Street
 The University of Manchester
 Oxford Road
 Manchester
 M13 9PL
 Tel: 0161 275 5000
 Fax: 0161 275 7860
 Email: ssc@manchester.ac.uk

And

Student Services Centre
 Staff House
 Sackville Street
 Manchester
 M60 1QD
 Tel: +44 (0) 161 275 5000
 Fax: +44 (0)161 275 7100
 Email: ssc@manchester.ac.uk

Manner in which information is made available: All the documents detailed in this class are available from links to the University web page detailed below. You will need Adobe Acrobat Reader to view the documents in PDF files. The documents are also available in hard copy by written request to the Records Management Office on the contact details above.

Website:

Fee: All documents and information may be downloaded from the University's website free of charge. There will normally be no charge for the first request for copy documents. However, there may be a charge for additional or multiple copies of documents.

STUDENT RECRUITMENT, ADMISSION AND WIDENING PARTICIPATION

The Student Recruitment, Admissions and Widening Participation Division supports key roles in co-ordinating undergraduate recruitment and admissions, postgraduate recruitment and admissions and widening participation and supporting Faculties and Schools in meeting their student recruitment targets.

The Student Recruitment, Admissions and Widening Participation Division consists of the following offices:

Recruitment

The work of the Recruitment Office primarily involves:

- The central promotion of the University through attendance at Higher Education Conventions at locations across the UK and Ireland
- Attending school/college HE fairs, postgraduate recruitment fairs
- Providing specialist presentations as requested
- Organising the University-wide Open Days
- Running the central Parents' Sessions and weekly Guided Tours
- Co-ordinating visits to the University campus

The Recruitment Office also offers an advice and guidance service to individual subject areas upon request.

The Recruitment Office continually assess the activities offered or attended to ensure the University continues to generate sufficient applications and acceptances from outstanding students to meet both undergraduate and postgraduate target numbers, including the use of systematic identification, targeting, recruitment and conversion activities.

Admissions

The Student Admissions Office is responsible for co-ordinating the University's undergraduate and postgraduate admissions activities and for advising on relevant policy matters. We work closely with staff based in faculties and schools across the University and also with schools, colleges and other external agencies.

More specifically, the office's work involves:

- Co-ordination of central admissions functions including contact with UCAS and other external agencies, processing of undergraduate applications received through UCAS, data entry of paper applications for postgraduate study and organisation of Confirmation and Clearing
- Development of admissions policy; provision of advice and training for University staff on admissions policy and processes; development of good practice in admissions
- If you are an applicant, please also refer to the main [University of Manchester](#) website or visit [Undergraduate](#) or [Postgraduate](#) section of the web site.
- For further information about Admissions and the work of the Student Admissions team please contact:

Undergraduate Admissions Office

The University of Manchester
Oxford Road
Manchester
M13 9PL
Tel: +44 (0) 161 275 2077
Email: ug-admissions@manchester.ac.uk

Postgraduate Admissions Office

The University of Manchester
Oxford Road
Manchester, M13 9PL
Tel: +44 (0) 161 275 4740
Email: pg-admissions@manchester.ac.uk

Widening Participation

At The University of Manchester we have a long and proud tradition of opening up opportunities for higher learning among groups underrepresented in higher education. Widening Participation is placed prominently in the University's strategic plan, the "Manchester 2015 Agenda", as one of nine core strategic goals. We aim to be the UK's most accessible research intensive institution by 2015.

Our work necessitates a range of innovative interventions not only with young people themselves, but also parents, teachers, careers guidance workers, mature learners, family, friends and community leaders. By working to raise awareness of, and aspiration to, higher education amongst individuals from underrepresented groups, the University aims to encourage applications from the most gifted and talented individuals regardless of geography, school type, socio-economic status or ethnic grouping.

Our activities are targeted so that work is concentrated most with individuals who have the potential to succeed at University, but for a variety of reasons, may not have considered higher education a possibility.

Management Information Services

The Student Recruitment & Admissions Management Information Services team provide management information and statistics to support University of Manchester admissions and recruitment activity.

(Please note that Management Information relating to enrolled students of the University of Manchester is provided by the Planning and Support Office).

Planning and Support Office

The Planning Support Office (PSO), situated in the John Owens Building on the Oxford Road Campus, is the University's central planning office responsible for a range of planning, performance review, management information, student records and resource allocation functions.

University League Tables

We've recently expanded our section on University League Tables to include detailed notes on the methodologies used in the three main UK league tables published by The Times, The Guardian and The Sunday Times, and the two world university rankings published by The Times Higher Education Supplement and the Institute of Higher Education at Shanghai Jiao Tong University in China.

Student System Office

Student Systems Office maintain and develop the central student record systems the base data contained within them. Student Records Also provide high quality student data to support a wide variety of academic and administrative business processes, monitoring procedures, and internal and external reporting requirements throughout the University. We also advise Schools and other administrative offices on the structuring of records and run training sessions in the use of the two systems.

Student Systems Office
Room 1.033 John Owens Building
The University of Manchester
Oxford Road
Manchester

M13 9PL
Tel: +44 (0) 161 275 2157

Student Records Contact Details – Management Information Section
Room 1.025, John Owens Building
The University of Manchester
Oxford Road
Manchester M13 9PL
Tel: +44 (0) 161 275 2157

Manner in which information is made available: All the documents detailed in this class are available from links to the University web page detailed below. You will need Adobe Acrobat Reader to view the documents in PDF files. The documents are also available in hard copy by written request to the Records Management Office on the contact details above.

Website: <http://www.campus.manchester.ac.uk/planningsupportoffice/>

Fee: All documents and information may be downloaded from the University's website free of charge. There will normally be no charge for the first request for copy documents. However, there may be a charge for additional or multiple copies of documents.

COMPLAINTS, DISCIPLINE AND APPEALS

The University of Manchester is committed to transparent and fair procedures for dealing with Student Complaints, the Conduct and Discipline of Students and Academic Appeals. Staff will deal with any complaints or appeals as quickly as possible, bearing in mind the time frames laid down in the regulations.

Complaints and academic appeals are covered by the General Regulation XIX Academic Appeals and General Regulation XVIII Student Complaints Procedure.

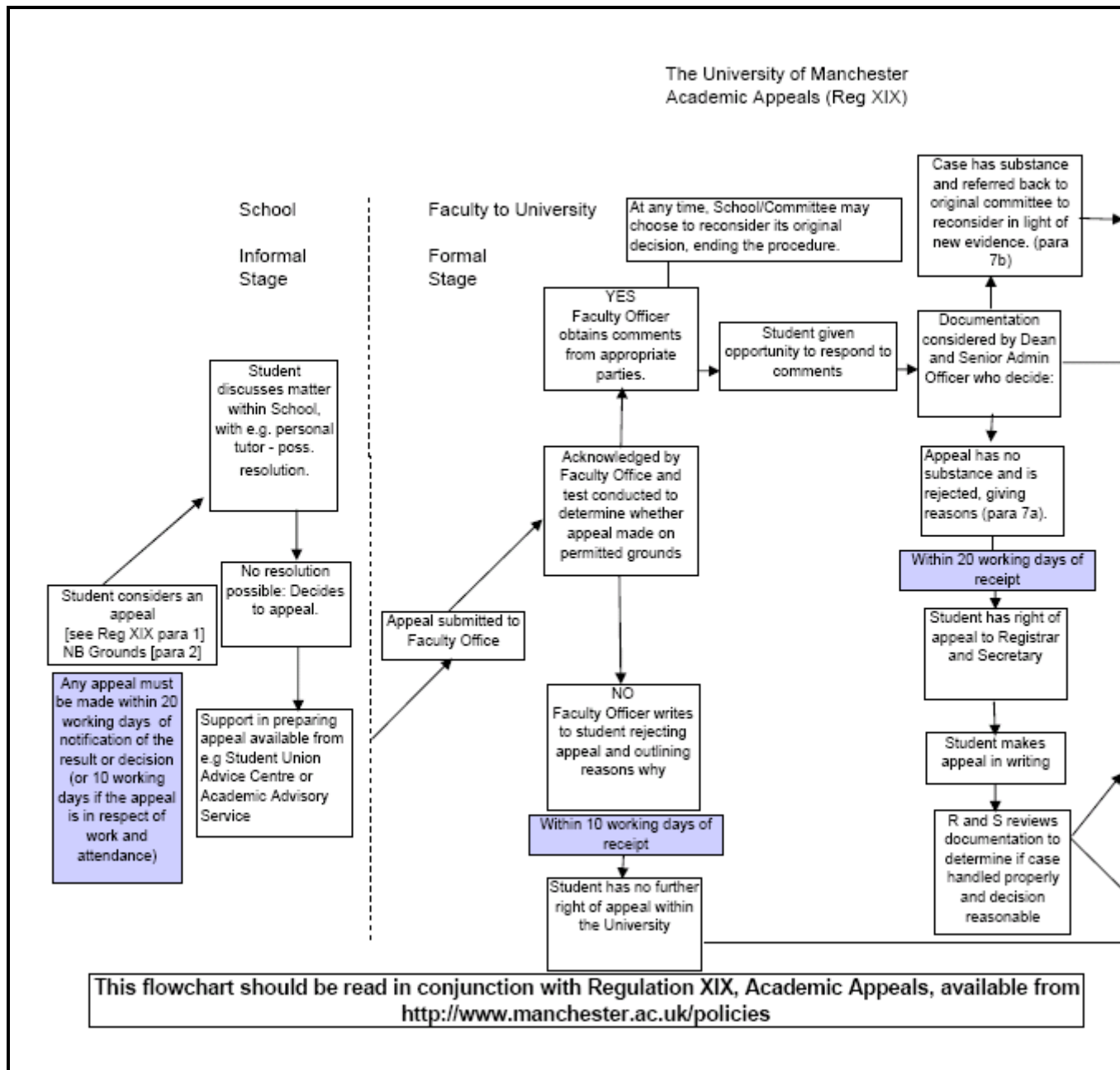
Students are advised to try to resolve complaints or appeals informally at the School level first. If they then wish to submit a formal complaint or appeal they should do so in writing to their Faculty Office.

Students may not appeal against the academic judgment of a member of staff.

Once they have been through the full process within the University students may be entitled to take their appeal or complaint to the Office of the Independent Adjudicator. Details about how to do this will be provided to them at the appropriate time.

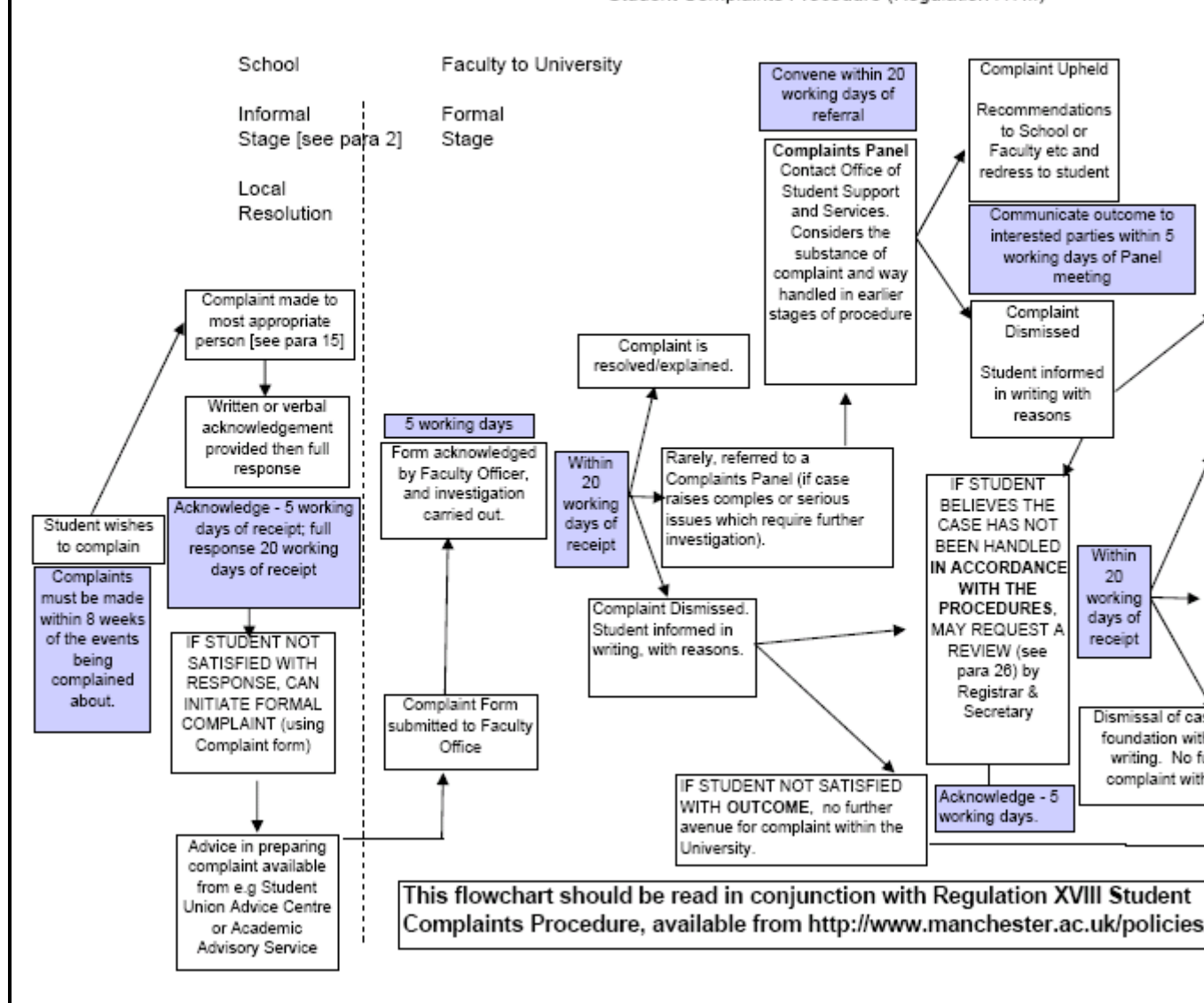
You may find the flowcharts below helpful when dealing with the academic appeal and complaints procedures.

Academic Appeals Flowchart



Students Complaints Flowchart

The University of Manchester
Student Complaints Procedure (Regulation XVIII)



STUDENT LEARNING SUPPORT SERVICES

Academic Advisory Service

The Academic Advisory Service is a student-centred service open to all Undergraduates and Postgraduates, from all departments across the whole University. We offer confidential advice on any academic matter, from information regarding course transfers, for example, to referrals for study skills courses, or guidance in Appeals procedures or advice on complex issues where a student's work is being affected in any way.

The Academic Advisory Service is:

- Completely confidential
- Part of the network of student support services, and consists of a small team of part-time Advisers who are all members of academic staff;

- Available to all students of the University, both undergraduate and postgraduate;
- Located on the second floor of the Williamson Building. (See contact details below).

Academic Advisory Service Contact Details

For general enquiries and to make an appointment to see an adviser, you can either 'phone or call into Reception:

Academic Advisory Service
 The University of Manchester
 Room 2.11a 2nd floor
 Williamson Building
 Oxford Road entrance
 Manchester
 Tel: + 44 (0) 161 275 3033

For general enquiries (not to make appointments) you can also email the Service at caas@manchester.ac.uk

Reception is open throughout the year (reduced hours during vacations):
 Monday - Friday 10:00am - 4:00pm

Counselling Service

At The University of Manchester Counselling Service we offer confidential help with any personal issues affecting work, self esteem, relationships, mental health or general well being. No problem is too small and getting help early can save stress and further problems later on. Counselling can provide a valuable opportunity to work on personal issues in a confidential setting with someone independent from your own life.

The Counselling Service is available for all University of Manchester students (undergraduate, postgraduate or research students) and all members of staff. It is free of charge and consists of a team of professional counsellors with extensive experience of helping people cope better with all kinds of personal problems affecting their work or well-being.

Mostly people find it helpful to see a counsellor for only a few sessions and sometimes just one or two meetings are enough. We mainly offer brief, focused time-limited counselling that encourages you to make the most of each session and actively use the time in between sessions to help you achieve your aims.

As well as individual counselling we offer a range of groups and workshops in which you can learn new personal skills or better ways of coping with particular issues. We run workshops or groups on:

- Managing Anxiety
- Confidence and Self-Esteem
- Managing Low Mood
- Personal Development
- Coping Better with Academic Pressures
- Stress Reduction
- Exam Stress

See the website below for further information relating to:

- Appointments and contact counsellor

- Frequently asked questions
- Confidentiality and code of practice
- Staff counselling
- Self help information sheets
- Group work
- Referral information for staff
- Stress management

Counselling Service Contact details

University of Manchester Counselling Service
 5th Floor, Crawford House
 Precinct Centre
 Booth Street East
 Manchester M13 9QS

Email: counsel.service@manchester.ac.uk

Tel: +44 (0) 161 275 2864 (52864 from an internal phone)

Fax: +44 (0) 161 275 2281

Website: www.manchester.ac.uk/counselling

Opening Hours: The Counselling Service is open 9.00 am to 5.00 pm Monday to Friday except Public Holidays.

Disability Support Office (DSO)

The main aim of the DSO is to assist students, both prospective and current, to identify their needs whilst studying at the University. We will then enable students to actually access the practical support. In addition to this we will also:

- Deal with enquiries from prospective students with regard to all aspects of their disability-related support whilst at the university
- Assist students with applications to their funding body (e.g. LEA, NHS, GSCC) for Disabled Students' Allowance and undertake assessments of their support needs
- Liaise with other members of staff in the university (e.g. lecturers, exams officers) to ensure that they can facilitate the needs of disabled students
- Operate an Equipment Loan scheme for students
- Assist students to organise personal helpers and support workers
- Undertake dyslexia screenings for students who think they may have dyslexia
- Advise on external sources of financial support and assistance and help with application to these funds
- Prepare and distribute disability-related information and deliver appropriate staff/student training

We aim for our service to be friendly, relaxed and efficient, and are always willing to help with any queries or difficulties.

Please see the website below for further information relating to:

- Information for students
- Information for staff
- Information for applicants
- Disability information
- The role of the DSO
- Accessing the DSO services

Contact details:

The Disability and Support Office

Second Floor University Place
Oxford Road
Manchester M13 9PL
Tel: +44 (0) 161 275 5712
Text: +44 (0) 7899 658790
Minicom: +44 (0) 161 275 7018

Email: disability@manchester.ac.uk

Website: www.manchester.ac.uk/disability

Opening hours: The Disability Support Office is open Monday to Thursday 9.00 a.m. – 1.00 p.m. and Friday 11.30 a.m. to 1.00 p.m.

Student Experience Office

The role of the Student Experience Office is to work with colleagues across the University to monitor and enhance the student experience at the University of Manchester. We are responsible for the annual student satisfaction survey, and are involved in range of projects and initiatives. We also work closely with the Students' Union.

Contact details:

Student Experience Office
Student Support and Services
The University of Manchester
Third Floor University Place
Oxford Road
Manchester M13 9PL
Tel: +44 (0) 161 275 2088

Harassment, Discrimination and Bullying

There is a specific procedure for dealing with complaints of harassment, discrimination and bullying - [Harassment, Discrimination and Bullying Policy Guidance and Procedure - Student Cases](#). This is currently a consultation draft. Feedback will be welcomed by the Equality and Diversity team: email equalityanddiversity@manchester.ac.uk

Occupational Health Service Available for Students

Occupational health is a specialised area of medicine concerned with the way in which an individual's health can affect his or her ability to do a job and conversely how the work environment can affect an individual's health.

We aim to promote the physical, mental and social well-being of students and to reduce the incidence of ill-health arising from exposure to work place hazards.

Occupational Health Services includes:

- Advice on a student's fitness to undertake a course and any appropriate adjustments that may be required
- Advice on fitness to study where there is a concern in relation to a student's medical fitness to attend university, study and sit exams
- Health surveillance where required by legislation
- Appropriate screening and vaccinations where necessary depending on the demands of the course, i.e. health care students
- Provision of medical certification for a range of non-course related activities, i.e. attendance at Camp America
- Provision of comprehensive travel advice including vaccinations where required

- Provision of health promotion advice on a range of issues such as alcohol, drugs and contraception
- Advice may be available in a number of emergency situations such as students taken suddenly ill on campus or during examinations

Students may be seen as follows:

Following faculty referral - Tutors may decide that it is appropriate to formally refer students by writing to the Occupational Health Services for a medical opinion. Following the consultation a written report will be provided and almost always the contents and indeed a copy of this will be available to the student.

Following self-referral - Students can make their own arrangements to be seen if they have any relevant concerns. In these cases the consultation is strictly confidential and no reports are provided unless specifically requested by the individual concerned.

Statutory appointments - Where necessary for health surveillance required under legislation or screening due to course requirements.

Opening Hours: Monday to Friday between 9.00 a.m. to 1.00 p.m. and 2.00 p.m. to 5.00 p.m.

Occupational Health Contact Details

Occupational Health
The University of Manchester
182 – 184 Waterloo Place
Oxford Road
Manchester
Tel: +44 (0) 161 275 2858
Fax: +44 (0) 161 275 3137

And, also for nursing students

Occupational Health
The University of Manchester
School of Nursing
Gateway House
Piccadilly
Manchester
Tel: +44 (0) 161 237 2919
Fax: +44 (0) 161 237 2457

Students' Union Advice Centre

You can get advice from the Students' Union in the Steve Biko Building, Oxford Road, South Campus and are based on the First Floor - ask at Union Reception for directions.

The Students' Union Advice Centre offers advice on the following:
Academic appeals, complaints, discipline, independent adjudicator, plagiarism and reviews

Accommodation around Manchester

- Childcare
- Council Tax
- Disability support

- Student safety

Opening Hours: Monday to Friday, 9.30am to 4.30pm, term-time and vacation. No appointment is needed - just call in. You can get an appointment by telephoning 0161 275 2947

Staff: There are two advisers who can provide information on any matter ranging from finances to housing.

Manner in which information is made available: All the documents detailed in this class are available from links to the University web page detailed below. You will need Adobe Acrobat Reader to view the documents in PDF files. The documents are also available in hard copy by written request to the Records Management Office on the contact details above.

Website: <http://www.campus.manchester.ac.uk/studentsupportandservices/>

Fee: All documents and information may be downloaded from the University's website free of charge. There will normally be no charge for the first request for copy documents. However, there may be a charge for additional or multiple copies of documents.

INFORMATION SERVICES

Introduction

This section covers those functions within the University that provide access to information for the student body and both academic and administrative staff. (These include libraries, computing services and information support services.)

Such functions may be managed separately from each other, or in various combinations. These services routinely explain their facilities (and the conditions of their use) to students, staff and the general public and it is information of this nature that is included within this section. Information services inevitably hold large quantities of personal data that are exempt from general disclosure.

AVAILABILITY AND CONDITIONS OF USE OF FACILITIES

IT Services

The IT Services Division provides most of the campus IT services for staff and students of the University of Manchester. Please see the rules and regulations governing the use of computing facilities on the website below.

Internet Services who provide the following services:

- Messaging and collaboration services, including email and calendaring
- Web services, including content management services and web technical support
- Learning technology services, including the virtual learning environment WebCT

The IT Services Division comprises of the following offices:

Business Applications Support

- Student
- Estates
- HR/Payroll
- Finance

- Data Warehouse
- CRM
- Records/Document Management
- Research Management

Communications

- Telephony
- Campus Network
- Net North West
- Security (inc Firewall/IDS)
- DNS, DHCP
- Videoconferencing
- Remote Access Services
- Wireless
- BMAS

Directory Systems

- Authentication
- Desktop Architecture/ZENworks
- Directory Services
- Middleware
- NetWare
- Printing Infrastructure
- User registration

Divisional Support

- Secretarial/Clerical
- Finance
- HR
- Project Office
- Buildings Security
- Estates Liaison
- Licensing
- Service Measurement
- Publicity & Outreach
- Purchasing

Enterprise Systems

- UNIX (Linux, Solaris etc)
- Enterprise Windows Systems
- SAN Infrastructure (Inc Bus Cont Solutions)
- Enterprise UNIX Systems
- Database Administration (SQL, Oracle)

Frontline Services

- Application Support
- Cluster Support
- Desktop Support
- Devolved Service Support
- Managed Desktop
- Service Desk Co-ordination
- Shop/Trading/Maintenance

Integration Service

The aim of the Integration Service is to support the delivery of an integrated information environment to the University.

- Corporate Data Warehouse and Business Intelligence
- Relationship and Contact Management
- Identity Management
- Systems and Business Process Integration

Internet Services

- Web Farm/Apache/IIS
- CMS
- Intranet
- OCS/Lists/Mailrouting
- Video Streaming
- Web Service Development
- Web Support
- Learning Technology

Operations

Head - John Richardson

- Machine Rooms
- Operations
- Disaster Recovery
- Backup & Recovery
- Systems & Service Monitoring
- Hosting Services

Training and Information

Head - Andrea Haworth

- Desktop Applications Training
- Corporate Applications Training
- Marketing and Publicity
- Manchester Computing Website
- IT Staff Development

Administrative Information Systems Support

Faculty IS Managers

Faculty of Engineering and Physical Sciences

Faculty of Humanities

Faculty of Life Sciences

Faculty of Medical and Human Sciences

STARS - Sports Trading and Residential Services

- Hornet (Halls of Residence Network)
- Sport
- Accommodation
- Catering
- Conference

Support for Students

Students can seek IT support from the Central IT Service Desks or in some cases their own Faculty IT Services Desk.

- Central IT Services Desks will provide normal help and assistance with IT related problems (e.g. student login problems)
- Faculty IT Services Desk may provide more specific support relating to your course
- IT Support for students in Halls of Residence is provided by STARS (Sports, Trading and Residential Services)

- Software Documentation and Support is provided by the IT Services Applications team

Support for Staff

- Staff within Faculties should firstly seek IT support from their own Faculty IT Services Desks
- Staff within Central Administration Divisions (should firstly seek IT support from AISS (Administration Information Systems Support
- Software Documentation and Support is provided by the IT Services Applications team
- Support for Applications - new arrangements for applications support following the devolution review

Email

The University of Manchester provides all staff and students with email facilities including a personal email account and address, scanning for mail viruses and junk messages, and mailing list services.

PC Clusters

All staff and students must have a computing account in order to use the University computing facilities at the University of Manchester such as:

- access to email
- a personal drive on which to store data (P: Drive)
- printing facilities
- remote access

There are 9 large public PC clusters available for use by staff and students. All these clusters run Windows XP and a wide range of general and specialist software. They have access to the same software, and use the same printing accounts. Many of the clusters have a print robot for crediting your print account, and you can use this print account to print in any of these clusters. You can also obtain print credit at either the CompShop (ground floor, Kilburn building) or at the IT Service Desk (Renold Building). Many also have a scanner attached to one or more of the computers. In most clusters a proportion of the computers have rewriteable CD drives and in some cases Zip drives.

There are differences in the opening hours of each cluster and when there is support available. There may also be some 'local' restrictions in place in some of the clusters. Some of the clusters on the North campus are available to be booked for formal teaching

Note: Please ensure you read the cluster usage and regulations. You will require Adobe Acrobat to read this file.

Multilingual computing is available on all cluster machines with international keyboard layouts alongside a selection of English keyboards. There are also "Accessible Workstations" in some of clusters for students with additional needs - further details are given in the "Accessibility" section.

You have full access to your network file store (P: drive) in all of the clusters. This is an area of the network which is private to you and can be used to store your work files. There is a useful brief guide to various ways of saving and accessing your work in PC clusters. You can also create your Personal Web pages and access the Universe UNIX systems.

Please remember that you are bound by the University rules and regulations for the use of computers which are available from the website below.

Printing

There are a wide range of Printing Services available for staff and students of the University of Manchester including large documents, posters and slide printing in colour.

A central printing account will have been automatically created for you at the same time as your University computing account. You can credit your print account in the following ways:

- Using the automated touch-screen print robots. There are a number of these on campus, most of which are located in or near central PC clusters. Using them is a simple matter of following the on-screen instructions but please note that robots accept £1 coins only.
- By visiting the IT Service Desk (Renold Building) or the CompShop (opposite the IT Service Desk, ground floor, Kilburn Building).

Printing in PC Clusters

Most central PC clusters and many Faculty/Departmental clusters have A4 monochrome and colour laser printing services (some also offer A3 printing) which can be used via the central University printing system.

Available Software

Software on central cluster machines is regularly updated by the Cluster Image Project (CLIP). To ensure minimum disruption to students, this work is normally undertaken during the summer. The process involves in-depth consultation with all Faculty and Cluster Support Managers to enable us to provide students with all the applications they need. The latest information is available via the application website.

Accessibility

For most people using computers is an incredibly useful and timesaving activity. It is hard to imagine completing many University courses without fairly significant use of a computer:

- word-processing your dissertation,
- researching your topic on the Internet and through online journals,
- Analysing collected data and so on.

For students with disabilities, using a computer for even the simplest of tasks can be difficult so to assist with the use of our computer services the University has purchased a number of hardware and software products to suit particular needs.

Help and Assistance

If you have a particular need that may be resolved by customising your desktop, we can set up your computer account to allow you to change settings which will automatically appear as you login to different machines on campus. Please speak to the Disability Support Office regarding your particular need and they can arrange with IT Services to implement this facility.

Hardware

We also provide additional hardware available in some of the central PC Clusters around the campus. Some workstations have height-adjustable or wider desks, larger flat-screen monitors, extra input devices, or large key

keyboards and trackball mice, all of which may be useful to students with physical difficulty using computers. Please see the accessible PC Clusters pages for more details.

Software

All of the central PC clusters have a generic desktop with a core set of software applications available, included are a number of applications to assist users with disabilities and the Microsoft Accessibility wizard is also available on the Start Bar, this utility allows you to configure the monitor, keys and mouse to suit your requirements.

IT Training Courses

Welcome to the IT Services Courses website. These courses are primarily for staff and students of the University of Manchester. External attendees are accepted but there are restrictions. Please see the [How to Book](#) section for details.

What do we Offer?

For students: Training courses covering basic to advanced IT skills, including all Microsoft Office software

For staff: Training courses covering basic to advanced IT skills, including all Microsoft Office software and specific University applications

On the Web: On line training material and web notes

ECDL (European Computer Driving Licence - Self study qualification in basic IT skills

Student Proficiency Scheme - A scheme for Undergraduates to gain basic IT skills for use in their studies. Often a pre-requisite course

Training rooms - Locations and resources available in our training rooms

Bespoke training - Tailor made training courses can be provided

Network Roaming Service

The campus **Network Roaming Service** allows staff and students to access the University computer network from laptops, PDAs and other portable devices across a number of locations around the campus. You can do this either wirelessly or by connecting to a wired point:

- Wireless access point - getting connected wirelessly
- Wired Roam Points - getting connected via a wired roam point

The number of locations supported by the roaming service is increasing on an almost daily basis. Therefore, it is worth checking the roaming service locations page to see the latest on where such access is available (please note that, at present, the roaming network service does not extend to Halls of Residence). As well as through user authentication, security is maintained by restricting access over this service to protocols/applications that have added, appropriately built-in security to help prevent the compromising of user data or University services; these are outlined on the access restrictions page.

Computer Security

IT security is becoming ever increasingly important for the University. With the spread of viruses, increase in network attacks and proliferation of unwanted e-mails, the need to be vigilant and to keep all computer systems, from the humble desktop system to the university's major servers, secure has never been so important.

With this in mind, the University has developed a number of IT Security Policies in support of article XV of the University rules and regulations. These pages are intended as a short guide to IT security and gives a rough guide to the services provided by the IT Services Division to help protect the University's systems from unwanted intrusions and to deal with security incidents in a prompt and effective manner.

Security Policies

The supporting policies, guidelines and codes of practice are the responsibility of the Director of Information Systems and forms an integral part of article XV of the University's General Regulations. These policies and associated documents are subject to change from time to time.

The security policies comprise an overall policy statement supported by a number of specific policies, codes of practice and guide lines. At the moment, the statement together with 4 out of the 5 supporting policies are available. The rest will follow in due course.

Supporting Policies

These policies were last updated on Monday, 7th February, 2005. Apart from supporting policy 3, which has been largely re-written, the updates are minor and are the result of consultation with the heads of service in MC and the faculty support units. See the website below for information relating to:

1. Policy Statement
2. Policy 1 – Compliance
3. Policy 2 – Conditions of use
4. Policy 4 – Connecting to the Network
5. Policy 4 - Email
6. Policy 5 - Servers
- 7.

Guidelines (to follow)

1. Guideline 1 - Assessment
2. Guideline 2 - Backup
3. Guideline 3 - Email
4. Guideline 4 - Legal
5. Guideline 5 - Misuse
6. Guideline 6 - Third Parties
7. Guideline 7 - Virus
8. Guideline 8 – Connecting to the Network

Codes of Practice (to follow)

1. Code 1 - Custodians
2. Code 2 - Contingency
3. Code 3 - Employment
4. Code 4 - Firewall
5. Code 5 - Physical Security
6. Code 6 - Reporting

Manner in which information is made available: All the documents detailed in this class are available from links to the University web page detailed below. You will need Adobe Acrobat Reader to view the documents in PDF files. The documents are also available in hard copy by written request to the Records Management Office on the contact details above.

Website:

The University of Manchester
Freedom of Information Act 2000
Publication Scheme
Latest version: 23/12/2008

Fee: All documents and information may be downloaded from the University's website free of charge. There will normally be no charge for the first request for copy documents. However, there may be a charge for additional or multiple copies of documents.

Manchester Computing

Manchester Computing [MC] provides high-end or specialist computing services and support for the research community of the University and in addition provides a wide range of high profile external services to the UK and international research and learning communities. MC also looks after a hosting and co-location service, IFL Ltd, run commercially to support related opportunities.

We also are involved in The National Centre for Text Mining (NaCTeM) and play a leading role in:

- The Regional E-Science Centre (ESNW)
- The National Centre for e-Social Science (NCeSS)
- The Economic and Social Data Service (ESDS)
- The ESRC/JISC Census of Population Programme

We are currently organised into three operating units:

MIMAS

MIMAS is a JISC and ESRC-supported national data centre run by Manchester Computing, to provide the UK higher education, further education and research community with networked access to key data and information resources to support teaching, learning and research across a wide range of disciplines.

MIMAS is committed to developing the MIMAS services to meet the needs of the UK higher education and research community for access to electronic information and dataset related services as part of the overall development of the wider information environment.

Key MIMAS services include: resource discovery tools (the Archives Hub, Copac, CrossFire, Web of Knowledge and Zetoc), primary research data (census and international macro datasets, geospatial data), learning materials (NLN delivery and Hairdressing Training), and journal archives (JSTOR). MIMAS is also home to the Resource Discovery Network Executive (RDN).

In addition MIMAS offers:

- Specialist support and training
- Data sharing and gateway services

Research Computing

The Research Computing group provides support for specialist IT requirements in research and teaching.

The Group comprises the following units:

The Scientific Support Team, which is responsible for local supercomputing services, HPC research and consultancy, and the UK National supercomputing service (CSAR).

Manchester Visualization Centre (MVC), which is responsible for high-performance interactive computer graphics, virtual environments, multimedia, image processing and scientific visualization.

The e-Science Team, which is responsible for e-Science developments and Research and in particular leadership (with Computer Science) of ESNW and the National Centre for e-Social Science.

The Grid Development Team, which focuses on providing and supporting Grid technologies to a range of projects in Manchester, manages one of the data nodes on the UK National Grid Service and provides the technical leadership of the UK National Grid Service.

The Collaborative Working Team, which focuses on developing, promoting and supporting Access Grid Nodes. It provides support to those nodes already installed on campus and provides support to UK academia through its hosting of the UK Access Grid Support Centre.

The High End Computing Development and Outreach, whose activity focuses on promoting the benefits of computing-enabled research, within the University, nationally, and internationally, with the goal of helping Manchester researchers to exploit the best computing facilities and technologies to successfully compete in computing based research world-wide. This includes new users of high end computing (including visualisation etc.) and higher impact use by existing users.

Internet Facilitators Ltd

Internet Facilitators Ltd is a co-location and server hosting solution provider wholly-owned by the University of Manchester. IFL Ltd offers co-location rack space in the University's data centres and dedicated co-location suites in support of the University's capability to provide world class data centre facilities.

Internet Facilitators Ltd was founded in 1997 and has a proven record of delivering co-location solutions.

Manner in which information is made available: All the documents detailed in this class are available from links to the University web page detailed below. You will need Adobe Acrobat Reader to view the documents in PDF files. The documents are also available in hard copy by written request to the Records Management Office on the contact details above.

Website:

Fee: All documents and information may be downloaded from the University's website free of charge. There will normally be no charge for the first request for copy documents. However, there may be a charge for additional or multiple copies of documents.

John Rylands University Library

The John Rylands University Library is one of the world's great research libraries. With over four million printed volumes, more than a million manuscripts and archival items, online access to more than 20,000 journals, 400,000 books and a large number of datasets (the biggest collection of resources of any British academic library) we are the largest non-legal deposit library in the UK. Our Special Collections Division, housed in its own

spectacular neo-Gothic building on Deansgate, contains some of the world's rarest and most beautiful books and manuscripts from all cultures and all periods of history, from ancient Sumeria and Egypt to modern literary and scientific archives.

The JRUL system consists of the following libraries:

- Main Library - Contains Large Teaching and Research Collections in Most Subjects
- John Rylands Library, Deansgate - Special Collections
- Joule Library - Science and Engineering
- Eddie Davies Library - Business and Management for Postgraduates and Researcher
- Precinct Library - Business and Management
- Gateway House Library - Nursing
- Lewis Library - Social Sciences
- Kantorowich Library - Archaeology, History of Art, Planning and Landscape
- Geography and Map Library
- Stopford Library - Medicine and Life Sciences
- Lenagan Library - Music and Drama
- IDPM Library - International Development
- Braddick Library - Physics
- Education Learning Resource Centre
- Libraries In Various Hospitals Around Greater Manchester

The Library comprises of the following departments:

Information Services and Academic Support Division

Staff in the Division are responsible for all direct services based on the Library's modern print and electronic resources. This covers everything from the ordering and cataloguing of new stock to liaison with Schools and training in information skills.

The Division is responsible for:

- Liaison with academic and research staff
- Selection and acquisition of information resources and cataloguing and classification of new materials
- Licensing of electronic resources
- Preservation and conservation
- Reception and membership services
- Circulation services
- Photocopying & microform printing
- Information skills training
- Obtaining documents not held by the JRUL for University users, and supply of JRUL documents to other libraries
- Online learning support
- Internet gateway projects
- Reference and enquiry services
- Copyright and digital clearances guidance
- General exhibitions, public relations and publicity and widening participation

Infrastructure and Planning and Support Division

The Division is responsible for finance, staffing, premises and computer systems in all parts of the JRUL and is concerned to provide the best possible study environment for all Library users.

Special Collection Division

The Special Collections team ensures that the Library's wonderful collections of rare books, manuscripts and archives are both properly cared for and made available to readers and for exhibition under the best possible conditions.

Development and Outreach and Scholarly Publications

Reporting directly to the University Librarian and Director of the John Rylands Library, the Development, Outreach and Publications team is responsible for fundraising, sponsorship and the JRUL's scholarly publishing programme, which includes the 'Bulletin of the John Rylands University Library'.

Eddie Davies Library

This is a specialist library, primarily serving the staff and postgraduate students of Manchester Business School. Other services to staff and students of Business Studies and Management are provided by the Precinct Library.

Electronic Resources

Most of the Library resources are accessed via the Internet but a few CD-ROM databases can be used in the Library only. The licences for most of the services to which the Library subscribes allow use by current staff and students of the University of Manchester only. The electronic resources made available by the Library include:

- Databases
- Electronic Journals
- Electronic Books
- Eprints
- Image collections
- Archives
- Examination papers
- Government and official publications
- Newspapers
- Patent resources
- Reference material
- Technical reports and standards
- Theses

Other information includes:

- Search the Library catalogue
- Search other catalogues
- Search the Internet
- Find your article
- Manage your references
- How to cite your references
- How to create links to electronic resources
- On-campus access
- Off-campus access
- Athens accounts
- Usernames and passwords
- Frequently Asked Questions
- Keeping up to date

- Copyright
- Ask for help

Manner in which information is made available: All the documents detailed in this class are available from links to the University web page detailed below. You will need Adobe Acrobat Reader to view the documents in PDF files. The documents are also available in hard copy by written request to the Records Management Office on the contact details above.

Website: <http://www.library.manchester.ac.uk/>

Fee: All documents and information may be downloaded from the University's website free of charge. There will normally be no charge for the first request for copy documents. However, there may be a charge for additional or multiple copies of documents.

PROCEDURES AND POLICIES RELATING TO ACADEMIC SERVICES

Student related policies and procedures cover all areas of academic appeals, regulations and guidelines on the handling of cases.

A – Z of student related policies:

- Academic Appeals [Regulation]
- Academic Malpractice: Guidelines on the Handling of Cases [Guidelines]
- Appeals and complaints procedure for prospective students
- Assessment Framework
- Changes to Postgraduate Research Degrees (Policy)
- Collusion: Guidance on Handling Cases [Guidelines]
- Conduct and Discipline of Students [Regulation]
- Dealing with applications from disabled people
- Equality and Diversity Policy
- Fabrication: Guidance on Handling Cases [Guidelines]
- Handling Cases of Academic Malpractice (Collusion, Fabrication and Plagiarism)
- Harassment, Discrimination and Bullying Policy Guidance and Procedure for Students
- Information Governance Policy
- Information Security Policy
- Malpractice (Academic): Guidance on Handling Cases
- Misconduct in Research, Code of Practice for Dealing with Complaints of
- Mitigating Circumstances Policy
- Prevention of Smoking on Campus Policy
- Progress and Review of Postgraduate Research Students (Policy)
- Race Equality Policy
- Religious Observance Policy
- Research Misconduct, Code of Practice for Dealing with Complaints of
- Skills Training Policy for Postgraduate Research Students
- Split-site PhD Arrangements (Policy)
- Student Academic Representation Policy and Guidelines
- Student Admissions Policy
- Student Admissions Policy
- Students Complaint Procedure
- Supervision for Postgraduate Research Degrees (Policy)
- Work and attendance of students

Manner in which information is made available: All the documents detailed in this class are available from links to the University web page detailed below. You will need Adobe Acrobat Reader to view the documents in PDF files. The documents are also available in hard copy by written request to the Records Management Office on the contact details above.

Website: <http://www.staffnet.manchester.ac.uk/policies/student/>

Fee: All documents and information may be downloaded from the University's website free of charge. There will normally be no charge for the first request for copy documents. However, there may be a charge for additional or multiple copies of documents.

POLICIES AND PROCEDURES RELATING TO STUDENT SERVICES

The Student Services Centre is The University of Manchester's point of contact for most of the tasks you need to carry out during your time here as a student, including registration, fees, documentation, loans and grants, examinations and graduation.

Policies, procedures and guidelines relating to student services include:

Registration

- General Registration Information
- Getting Started - On-line Registration
- How to Complete Academic Registration
- How to Complete Financial Registration
- Registration frequently asked questions
- Ways to Pay Your Tuition Fees
- What do I need to bring?
- Registration Timetable

Tuition Fees

- Tuition Fees by Faculty 2009 /2010
- Standard Tuition Fees 2008/2009
- Tuition Fees by Faculty 2008/2009
- Channel Island Fees 2008/09
- Tuition Fee Assessment
- Discounts
- Sandwich Year Fees 2008/09
- Distance Learning
- Methods of Payment
- Official Leave of Absence/Fieldwork
- Submission pending period
- Split-Site Ph.D/External Study/Bench Fees
- Members of University Staff
- Refunds
- Standard Tuition Fees 2007/08
- Tuition Fees by Faculty 2007/08
- Channel Island Fees 2007/08

Examination

- University Examinations
- Exam Policies & Information
- Examination Results
- Examination Amendment Form

Funding

- UG Student Loan (SLC)
- Undergraduate Scholarships and Bursaries
- Access to Learning Fund
- Other Scholarships
- Student Service Centre Guide - Financial Aid
- Travel Awards
- Mountbatten Memorial Grants

Graduation

- Invitation and General Information
- Instructions to Graduands
- Checklist for Graduation
- Robe Hire
- Degree Certificates
- Accommodation
- Admin Staff Assisting at Ceremonies
- Academic Procession
- Pre-departure photos
- FAQ's
- Travel and Parking
- Memorabilia and Useful Contacts

Official document requests

- Council tax exemption certificates
- Degree certificates
- Award verifications
- Academic transcripts

International team

- Guidance for Staff
- Visa extensions
- Academic Problems
- Accommodation Issues
- ATAS information for students
- Childcare and Schools
- Complaints Procedure
- Confidentiality Statement
- Contact Details
- Council tax
- Emergencies
- English Language Courses
- Finance and funding
- HOST programme
- ID cards
- Immigration
- International Society
- Interrupting Studies
- Office of the Immigration Services Commissioner
- Personal or family issues
- Services Available
- Updates Page
- Working in the UK
- Information leaflets

Money doctor

The University of Manchester
Freedom of Information Act 2000
Publication Scheme
Latest version: 23/12/2008

- How to Leave University with a Manageable Level of Debt
- Top Tips
- Past Students' Advice
- What to do if.....
- Useful Links
- Terms of Service for Money Doctors Advice Services
- Confidentiality Policy

Appeals and policies

- Student Complaint Procedures
- Harassment Procedures
- Home/International Status Appeals
- Student Discipline, Appeals and Complaints

Student Services Centre forms

- Internal Awards Fee Authorisation Form
- Tuition Fee Assessment
- Tuition Fee Discount Form
- Bench Fee Computation Form
- Subject Access Request Form
- Staff Fee Remission Form

Student discipline forms

- Allegation of Academic Malpractice
- Breach of regulation XVII (3(a-o) excluding))
- Breach of regulation VXII

Semester dates

- Semester Dates 2009 - 2010
- Semester Dates 2010 - 2011
- Semester Dates 2011 - 2012
- Semester Dates 2012 - 2013

Contact details

Student Services Centre
 The University of Manchester
 Burlington Street
 Off Oxford Road
 Manchester M13 9PL
 Tel: 0161 275 5000
 Fax: 0161 275 7860
 Email: ssc@manchester.ac.uk

And

Student Services Centre
 The University of Manchester
 Staff House
 Sackville Street
 M50 1QD
 Tel: 0161 275 5000
 Fax: 0161 275 7100
 Email: ssc@manchester.ac.uk

Manner in which information is made available: All the documents detailed in this class are available from links to the University web page

detailed below. You will need Adobe Acrobat Reader to view the documents in PDF files. The documents are also available in hard copy by written request to the Records Management Office on the contact details above.

Website: <http://www.campus.manchester.ac.uk/ssc/>

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PROCEDURES AND POLICIES RELATING TO HUMAN RESOURCES

The Directorate of Human Resources looks after all policies relating to staff and employment issues.

The A – Z of staff policies include:

- Academic Appeals [Regulation]
- Academic Leave Policy
- Academic Leave Procedures
- Academic Malpractice: Guidelines on the Handling of Cases [Guidelines]
- Academic Promotions Criteria: Guidance Notes
- Adoption Policy
- Appeals against Dismissal Procedure for Support Staff
- Appeals and complaints procedure for prospective students
- Appointment of Heads of School (Guidance)
- Asbestos Management Policy
- Assessment Framework
- Assimilation to New Pay Structures and Pay Protection Policy
- CRB Data Storage Policy
- Career Break Policy
- Changes to Postgraduate Research Degrees (Policy)
- Collaborative Provision: Policies and procedures for Quality Assurance
- Collusion: Guidance on Handling Cases [Guidelines]
- Commercial Activity Procedure
- Conduct and Discipline of Students [Regulation]
- Contractor Selection and Health and Safety Monitoring Policy
- Dealing With The Media Policy
- Dealing with applications from disabled people
- Death in Service Policy
- Disability Policy for Staff and Applicants
- Disciplinary and Dismissal Procedure for Support Staff
- Drug and Alcohol Abuse Policy
- Emergency Management Plan
- Energy policy
- Environmental Policy
- Equality and Diversity Policy
- Examination Boards Policy, Principles and Guidance
- Expenses Claim Signatories Guide
- Extended Leave Policy / Career Break Policy
- Fabrication: Guidance on Handling Cases [Guidelines]
- Family friendly policies
- Financial Procedures
- Financial Regulations
- Fire Safety Policy
- Flexible Working Policy

- Fraud Response Policy
- Gifts from Students Policy
- Grievance Procedure for Support Staff
- HIV/AIDS Policy
- Handling Cases of Academic Malpractice (Collusion, Fabrication and Plagiarism)
- Harassment, Discrimination and Bullying Policy
- Harassment, Discrimination and Bullying Policy Guidance and Procedure for Students
- Health and Safety Policy
- Information Governance Policy
- Information Security Policy
- Intellectual Property Policy
- Interim Policy for Recognising and Rewarding Exceptional Performance
- Job Share Policy
- Maintenance Policy
- Malpractice (Academic): Guidance on Handling Cases
- Market Pay Policy
- Maternity Leave Policy
- Misconduct in Research, Code of Practice for Dealing with Complaints of
- Mitigating Circumstances Policy
- Naming of University Buildings Policy
- Non-Clinical Professorial Salary Policy
- Parental Leave Policy
- Paternity Leave Scheme
- Performance and Development Review Procedure and Guidance Notes for Academic and Related Staff
- Performance and Development Review Procedure and Guidance Notes for Support Staff
- Permit to Work/Restricted Access Policy
- Prevention of Smoking on Campus Policy
- Progress and Review of Postgraduate Research Students (Policy)
- Promotions: Criteria for Academic Promotions
- Public Service Leave Policy
- Race Equality Policy
- Recognising and Rewarding Exceptional Performance (Interim Policy)
- Recruitment Selection Policy
- Recruitment of Ex-offenders Policy
- Redeployment Policy
- Religious Observance Policy
- Relocation Expenses Policy
- Research Grant and Contract Application Approval Policy
- Research Misconduct, Code of Practice for Dealing with Complaints of
- Resignation Procedure
- Roof Access Policy
- Sickness Absence Policy and Procedures (Management of)
- Sickness absence: Return to work guidance for managers
- Skills Training Policy for Postgraduate Research Students
- Special Leave Policy
- Split-site PhD Arrangements (Policy)
- Staff Training and Development Policy
- Staff Undertaking Consultancy and Other Outside Commitments Policy
- Stress at Work Policy
- Student Academic Representation Policy and Guidelines
- Student Admissions Policy
- Student Admissions Policy

- Students Complaint Procedure
- Supervision for Postgraduate Research Degrees (Policy)
- Telephone, Email and Internet Use at Work Policy
- URL Policy Summary
- Use of animals in research policy
- Vacancy Management Procedure
- Web Advertising Policy
- Whistleblowing Policy
- Work and attendance of students

Contact details

Directorate of Human Resources
 The University of Manchester
 Room G0.27 John Owens Building
 Oxford Road
 Manchester
 M13 9PL
 Tel: 0161 275 2044

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Website: <http://www.staffnet.manchester.ac.uk/employment/>

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EQUALITY AND DIVERSITY

The University of Manchester is committed to an environment that values and celebrates the diverse nature of its population, which is key to the vision of Manchester 2015, 'The Strategic Plan of the University of Manchester'. We will take positive steps to achieve equality in the workplace and we are committed to both meeting and exceeding our obligations under equality legislation.

The Equality and Diversity Team are responsible for the development and implementation of the Equality and Diversity Strategy and Plan which promotes a working and learning environment that values diversity, promotes inclusion, and is committed to ensuring equality of opportunity for all students, staff, visitors, service users, partners and stakeholders.

This involves developing and supporting the implementation of the University's Equality Scheme through involvement and consultation, data analysis and policy development; designing and delivering training initiatives and awareness raising campaigns; and providing advice, support and guidance on equality and diversity related issues.

Equality and diversity guidance include:

Dignity at work and study

- Legislation
- Guidance for managers

The University of Manchester
 Freedom of Information Act 2000
 Publication Scheme
 Latest version: 23/12/2008

- Guidance for staff
- Guidance for students

Equality schemes

- Progress Review
- Getting involved
- Disability equality scheme
- Gender equality scheme
- Race equality scheme

Disability

- Legislation
- Disabled staff network group

Race

- Legislation
- Black and minority ethnic network group
- Race in Leadership

Religion and belief

- Legislation
- Multi-Faith Declaration
- Prayer rooms

Sexual orientation

- Legislation
- What the University is doing to promote equality

Trans

- Legislation

Women and Men

- Legislation
- Women in leadership
- Athena SWAN

Diversity training in the workplace

- Diversity training
- The modules
- Results

Diversity training in the workplace

- Diversity training
- The modules
- Results

Childcare

- Parent information pack
- Childcare vouchers

Senior recruitment

- Promoting diversity in senior academic and administrative recruitment
- Good practice guidelines
- Factsheet

Contact details

The University of Manchester
Freedom of Information Act 2000
Publication Scheme
Latest version: 23/12/2008

Equality and Diversity
The University of Manchester
Room C28 Sackville Street Building
Manchester M60 1QD
Tel: 0161 275 5857
Fax: 0161 275 5877

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Website: <http://www.campus.manchester.ac.uk/equalityanddiversity/>

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ESTATE MANAGEMENT

The Directorate of Estates provides advice on the management, operation and maintenance of the University estates - that is, the buildings and land that the University owns. The estate is changing all the time as new buildings are developed and existing ones are refurbished to keep pace with the changing needs of staff and students alike.

It is the job of the Directorate of Estates to make sure that these developments run smoothly and have minimal impact on you, your job, the environment and the community around the University campus. The Directorate of Estates comprises of:

Capital Projects

Responsibilities include:

- Looking after programming and monitoring development work
- Project managing all major and special building projects (over 2,000,000)
- Quantity surveying
- Giving advice on building contracts and relocation

Design Services

Responsibilities include:

- Offering a multi-disciplinary design service in relation to alteration, refurbishment and new works
- Ensuring that all work is carried out to the required standard, on time and within budget
- Carrying out projects worth between 200,000 and 2,000,000 (Major Works)
- Carrying out projects worth up to approx 200,000 (Minor Works)
- Managing many of the central estates functions, including Fire Office, CAD Drawings database, Annual Painting Programme, Building Condition Survey and long term maintenance planning, Space Management

General Services

Responsibilities include:

- House services (delivered by building attendants in the main University buildings)

- Postal services
- Security
- Crime reduction
- Car parking
- Event co-ordination for the Whitworth Hall

Head of Faculty Estates

Responsibilities include:

- Acting as the link between the Directorate of Estates and the individual Faculties and other Directorates
- Looking after the day to day requests for maintenance work to be carried out in the University

Operations and maintenance

Responsibilities include:

- Looking after the maintenance and repair of the University's buildings and engineering infrastructure
- Looking after environmental and energy issues
- Landscaping of the University's grounds
- Cleaning services

Support Services

Responsibilities include:

- Providing professional, administrative, IT and clerical support to the Directorate of Estates
- Providing a front-of-house, first-point-of-contact help and enquiry service for Estates customers and enquiries
- Providing audio visual equipment and support throughout the University
- Providing multi-media services for the support of teaching and other University related activities
- Operating the booking service for centrally timetabled rooms
- Looking after commercial lettings and managing the University's investment and commercial properties
- Providing a comprehensive IS support service to the Directorate
- Giving advice on a range of property matters such as landownership/acquisition/disposal, rates, valuations and Council Tax

The offices within Teaching Support Services comprise of:

- Audio Visual Services
- Graphic Support Workshop
- Room Request Service
- Graphic Design
- Teaching Support Technical
- Administration Staff

Business Support

Business Support is concerned with the key administrative and financial processes that help managers run each Estates business unit.

Wherever possible, Business Support aims to help local Managers and Administrators understand the University's policy, regulations and processes.

Business Support is also concerned with establishing local practice, systems and improvements to the administrative, management and budgeting process.

Business Support interfaces with the Directorate and all Business Units, including IT as well as Central Finance, Central Administration and HR and any other corporate services.

Business Support is concerned with:

- How we obtain resources
- How we manage resources
- How we delegate control
- How well we comply with internal / external rules
- Our internal administrative arrangements, policies & processes
- How we monitor our position
- How we benchmark our performance
- How effective we are
- Our accountability
- How we forecast and plan our business
- Facilitating and encouraging review

Typical Current Tasks for Business Support:

- Management & Financial Training Assessment & Advice
- Budget Timetables and Support – Our operating framework
- Financial Estate Management Statistics
- Budget Planning Process (e.g. Frameworks for LTM & Small Works Programmes)
- Systems for Approvals / Processing of Transactions (e.g. from Purchase, Validation to Payment)
- Review of Procurement issues
- 'Critical Friend'
- Review of Projects Approvals Process
- Advice on Business Plan Budgeting

Business Support Customer Strategy

Business Support provides an internal service to the Directorate and Managers within Estates.

It sees managers, administrators and all staff engaged in business processes as stakeholders and participants in the delivery of services to the academic function.

With an awareness of the University's legal and financial framework, it is critical that Business Support serves to support and enhance all aspects of the Directorates administrative and financial infra-structure, from advice and guidance to direct involvement where necessary, whilst seeking compliance and improvement.

Business Support undertakes to participate within the wider University environment as well as internally within Estates, to identify and evaluate all pertinent issues in consultation with all Heads Of Unit and the Directorate.

Mission Statement

Business Support aims to enable the Directorate to develop, plan and modernise its functions to meet the challenges of the 2015 Agenda and beyond, providing advice and direct support on:

- Governance: Understanding and developing a modern and appropriate Governance framework in line with the University's corporate mandate

- Management: Working with the Directorate to build an enhanced, professional and accountable management throughout Estates
- Professional and Administrative Services: Creating new Professional and Administrative Services to build a service driven, operational culture and improve service effectiveness, efficiency and quality.

The Directorate of Estates Mission Statement

The Directorate will contribute to the aims and objectives of the University by providing and caring for the physical environment in which staff and students live, learn and work.

The Directorate will aim to do this by:

- Providing excellence and the best professional advice in relation to the management, operation and maintenance of the University estate.
- Assisting, advising and providing data to meet the University's strategic priorities.
- Being responsive to the operational needs of the University and the changing requirements of the University community.
- Having regard at all times to the possible impact of estate developments and facilities provision on the local community and the environment.
- Seeking effectiveness, efficiency and value for money in respect of all activities undertaken and services provided.
- Seeking to maximise client satisfaction, in respect of the facilities and services provided, within available resources and compliance with statutory requirements and codes of good practice.
- Promotion of a comprehensive quality management approach for the Directorate and pursuit of a staff training and development programme to improve skills and working performance standards of the Directorate.

The Directorate of Estates Procedural Manual

The purpose of the Procedure and Information Manual is to define responsibilities and accountabilities through a clear statement of the policies and procedures adopted by the Directorate and to give information to Directorate staff.

Contents of the Procedure and Information Manual

- Volume 1 – General management
- Volume 2 – Human resources
- Volume 3 – Finance
- Volume 4 – Health and safety
- Volume 5 – Project management
- Volume 6 – Facilities management

Directorate of Estates Strategic and Operational Plan

As part of the University's Annual Planning and Accountability Cycle the Directorate is required to produce an annual Operational Plan that clearly identifies the objectives for the Directorate over the planning period.

The current strategic and operational plan was produced in 2006 and both are available on the website below.

Facts and Figures

The University of Manchester has one of the largest estates in the country comprising;

- 15 sites
- Over 300 buildings

- 299 acres (120 hectares)
- In excess of 3,000 parking spaces
- 9,400 student bedrooms
- 86 farms, smallholdings & cottages on 4,500 acres of agricultural land.

Contact details

Directorate of Estates
 The University of Manchester
 Beyer Building
 Oxford Road
 Manchester M13 9PL
 Tel: 0161 275

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Website: <http://www.estates.manchester.ac.uk/>

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HEALTH AND SAFETY SERVICES

Health and Safety Services provides a wide range of occupational health and safety advice, information and services to the whole University community.

The University's Health & Safety Policy and associated Procedure set out the principles of how health and safety is managed across the University. Both are approved by the Board of Governors, and satisfy a specific legal requirement. Responsibilities of heads of faculties, schools and directorates are described in the Procedure, and should assist in the development of local health and safety policy statements, which explain the local organisation and arrangements for managing health and safety.

A – Z List of Health and Safety Procedures and Guidance

A.I.D.S./HIV Infection
 Accident Investigation
 Accident Report Form (MS Word)
 Accident, Incident & Near-Miss Reporting
 Animal Allergens - Management of Exposure to
 Asbestos in equipment
 Blood and body fluids - Guidance on working with *New Nov08*
 Carcinogens (MS Word)
 Cell Cultures - Guidance on working with
 Chemical Weapons Convention - licensing & reporting requirements
 Chemical Substances - summary of reporting and licencing requirements

Children - Safeguarding Children on University Premises
Control of Substances Hazardous to Health (COSHH)
Cryogenic Materials - Storage and Handling of
Cyanide - Use of hydrogen cyanide, other cyanides and nitriles
Dangerous Substances and Explosive Atmospheres
Regulations (DSEAR) guidance for lab staff
Directorate/School H&S Policy Statement - How to write a
Disabled persons evacuation - see PEEPs
Display Screen Equipment (DSE)
 DSE - Assessors Checklist (MS Word)
 DSE - Guide to setting up your workstation
 DSE - Self Assessment Form (MS Word)
Drivers and the use of vehicles at work
Drugs Precursors - purchase and use
Electrical Equipment - Maintenance of **Revised**
Emergency Evacuation Plans - see PEEPs
Equipment - Overnight and long-term running of experiments/equipment
Equipment - Provision and Use of Work Equipment Regulations 1998 (PUWER)
Ethidium Bromide - Safe Use and Disposal
Fire Evacuation Practices - Arrangements for (MS Word)
Fire Safety
First Aid Provision
First Aid - treatment for Cyanide, Hydrofluoric Acid, Phenol exposure
Flu - advice for students and staff
Food Safety
Glutaraldehyde
GM & Biohazards Safety Committees - remit of local committees **Updated Nov08**
Hazardous Waste - List of Environment Agency building codes
Health & Safety Committees - School/Directorate
Health & Safety Policy Statement - How to write for School/Directorate
Health & Safety Training
Health Needs Assessment Form for students and staff undertaking Work Placements/Electives/Field Trips/Expeditions and Study Abroad.
Homeworking
Incident/Near-Miss Report Form (MS Word)
Induction - Procedure on health & safety induction **New**
Induction - Guidance on health & safety induction **Updated**
Induction Checklist
Influenza - advice for students and staff

Inspections - Office self-inspection checklist
Ladders links to HSE information (opens in new window)
Lasers - links to Radiation Protection Unit pages
Latex & Latex Gloves
Legionella - Management of Water Systems and Control of Legionella in School Equipment
Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)
Liquid Nitrogen - see Cryogenic Materials
Lone Working
Machinery and Work Equipment - Guidance on Buying, Selling / Supplying and Disposing of
Manual Handling Assessment Chart (MAC) Tool - links to HSE information (opens in new window)
Manual Handling & Musculoskeletal Disorders - links to HSE information (opens in new window)
Medical Screening for persons working in laboratories where clinical, GM, biological agents, or animal work is carried out.
Mercury Spillage Clean-up Procedure
Microbiological Safety Cabinets - Selection, Installation, Maintenance and Operation in CL2 laboratories
Near Miss/Incident Report Form (MS Word)
Needlestick injuries & incidents involving human blood or other body fluids
New and Expectant Mothers - see Pregnant Workers and New Mothers
Occupying Premises
Open-plan, Shared Laboratories - Best Practice Guidance on Management of
Overnight running of equipment/experiments - see Equipment
Permits to Work
Procedures for producing Personal Emergency Evacuation Plans (PEEPs)
Personal Protective Equipment - general information
Pregnant Workers and New Mothers
Pressure Vessels and Systems
PUWER - Provision and Use of Work Equipment Regulations 1998
Radiation: Ionising - links to Radiation Protection Unit pages
Radiation: Non-ionising - links to Radiation Protection Unit pages
Risk Assessment Form (MS Word)
Risk Assessment - general information
Risk Assessment - role of generic and dynamic RAs
Safety Signs (MS Word)
School H&S Committees
Sensitisers - skin & respiratory (MS Word)

Slips and trips
Stress - University Stress survey & report
Training - Procedure on mandatory health & safety training
Training - Guidance on health & safety training
Transporting Dangerous Goods - in particular Bio/GM samples
Travel - Advice for Staff and Students
Health Needs Assessment Form
Elective Booklet
University & NHS Trust Shared Workplaces Policy
Vacating Premises
Waste Chemicals & Solvents - disposal of
Welding - general
Welding - specifying safety critical welds
Work at Height links to HSE information (opens in new window)
Work Experience Placements - children & young people
Young People - links to HSE information (opens in new window)

Contact details:

Health and Safety Services
The University of Manchester
Waterloo Place
180 Oxford Road
Manchester M13 9PL
Tel: 0161 306 4004

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Website: <http://www.campus.manchester.ac.uk/healthandsafety/index.htm>

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PUBLICATIONS BY THE UNIVERSITY OF MANCHESTER

Undergraduate publications

- Undergraduate Prospectus - Full details about undergraduate study at Manchester
- Investing in your future – Information about the financial side of coming to the University
- Accommodation brochure
- Adults returning to education guide

Undergraduate brochures in alphabetical order of subject area:

- Archaeology 2.11 MB

- Architecture 320 KB
- Art History and Visual Studies 1.79 MB
- Chemical Engineering 1.64 MB
- Chemistry 2.47 MB
- Classics and Ancient History 1.53 MB
- Combined Studies 2.12 MB
- Computer Science 2.11 MB
- Dentistry 1.57 MB
- Drama 1.73 MB
- Earth Sciences 1.12 MB
- Economic and Social Studies 2.01 MB
- Economics 1.56 MB
- Electrical and Electronic Engineering 2.13 MB
- Engineering with a Foundation Year 1.37 MB
- English and American Studies 1.1 MB
- Environmental Science and Environmental Studies 1.07 MB
- Geography 1.14 MB
- Geology and Environmental Studies 2.01 MB
- History 1.73 MB
- Human Communication 917 KB
- Informatics 840 KB
- Language, Literacy, and Communication 1.03 MB
- Law 1.15 MB
- Learning Disability Studies 1.77 MB
- Life Sciences 3.55 MB
- Linguistics and English Language 2.56 MB
- Management and Leisure 959 KB
- Management, Accounting, Finance and Business 1.35 MB
- Materials Science 1.65 MB
- Mathematics 3.03 MB
- Mechanical, Aerospace, and Civil Engineering 1.25 MB
- Medicine 1.57 MB
- Middle Eastern Studies 1.72 MB
- Modern Languages 1.73 MB
- Music 979 KB
- Optometry 2.13 MB
- Pharmacy 1.02 MB
- Philosophy 1.78 MB
- Physics 2.32 MB
- Planning and Landscape 1.05 MB
- Politics 2.01 MB
- Psychology 7.35 MB
- Religions and Theology 1.43 MB
- Science with a Foundation Year 544 KB
- Social Anthropology 1.68 MB
- Sociology 1.65 MB
- Textiles 1.19 MB
- Undergraduate Crucial Guide
- Undergraduate Registration Guide

Postgraduate publications

- Postgraduate prospectus
- Postgraduate Crucial Guide
- Postgraduate Registration Guide

International students publications

The University of Manchester
 Freedom of Information Act 2000
 Publication Scheme
 Latest version: 23/12/2008

- Arrival Guide

Young people publications

These publications are for young people at school or college who are starting to think about coming to University

- Young persons' prospectus
- Campus magazines

Alumni

- Your Manchester 2007
- Your Manchester 2006

General interest publication

- Facts and Figures - A small booklet with facts and statistics about The University of Manchester
- UniLife – The University of Manchester monthly magazine
- Manchester 2015 – The University of Manchester agenda for the university has recently been published in document form, to set out the exciting plan for making The University of Manchester one of the top 25 universities in the world by 2015. In addition, a companion document detailing the planning and accountability cycle is available

Business publications

The brochures below profile the University's main research themes and research capabilities, feature our interdisciplinary Centres of Excellence, and showcase examples of successful commercialisation. They also cover Continuing Professional Development, graduate recruitment and community engagement:

- Innovation in Action – Faculty of Engineering and Physical Sciences
- Innovation in Action – The Faculty of Medical and Human Sciences
- Innovation in Action – The Faculty of Humanities
- Innovation in Action – The Faculty of Life Sciences

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Website: <http://www.campus.manchester.ac.uk/healthandsafety/index.htm>

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RESEARCH AT THE UNIVERSITY OF MANCHESTER

We are responsible for:

- Supporting the development and implementation of strategy and policy for research, graduate education and public engagement
- Providing professional services in areas of research funding and research business development including research contract negotiation and European research funding
- Ensuring that you have the systems, processes and information necessary to help you to manage and administer research and graduate education

- Making sure the University fulfils its corporate obligations in research and graduate education and is best placed administratively to respond to external scrutiny and assessment

The Research Office is divided into five main areas:

Research Policy and Governance

- Development and implementation of research strategy and policy.
- Research Assessment Exercise (RAE).
- Good practice in research management and research governance.
- University Research and Graduate Education Committee and University Research Group.
- Worldwide Universities Network (WUN)

Graduate Education

The Graduate Education Team supports the development and implementation of strategy and policy for graduate education, in pursuit of the strategic objectives established for the University. Its functions include:

- Support for the Vice-President for Research, the Associate Vice-President for Graduate Education, and the Associate Deans for Graduate Education in developing and implementing graduate education strategy and policy
- Project management of major initiatives in graduate education
- Coordination of activities designed to improve the quality of experience offered by the University to graduate students
- Coordination of the ongoing development of supervisory practice within the University, both to contribute to the improvement of the student experience and to ensure that the University responds appropriately to changing external requirements
- Coordination of the ongoing development of skills development for graduate students, both to contribute to the improvement of the student experience and to ensure that the University responds appropriately to changing external requirements
- Maintaining expert knowledge of the national and international graduate education agenda and environment, disseminating that knowledge across the campus, and co-ordinating the University's response and contribution to external policy development

Research Contracts

- Provision of professional services in research contract negotiation.
- Provision of professional services in non-research contract negotiation
- Provision of professional services in European Commission funding and European Research Business Development.
- Knowledge Transfer Partnerships

Research Operations

- Co-ordination of research administration across campus
- Research administrative processes and systems including electronic submission systems.
- Co-ordination of training, briefing and professional development in research administration.
- Research management information.
- Administration of research and graduate education web and intranet pages

Research at Manchester

Research is at the heart of The University of Manchester and the sheer scale, diversity and quality of our research activity is unrivalled in the UK.

We have a distinguished history in research, innovation and enterprise stretching back over 180 years. No fewer than 23 current and former staff and students have gone on to become Nobel prizewinners.

Major scientific advances at Manchester include Rutherford's work leading to the splitting of the atom and the development of the world's first modern computer.

The results of the [2008 Research Assessment Exercise](#) confirm that The University of Manchester, compared with other leading universities, is a genuine research powerhouse both in the UK and further afield.

Vision and Strategy

The University of Manchester aims to be among the top 25 universities in the world by 2015, at the highest international level of research excellence and performance.

Since the merger of the Victoria University of Manchester and UMIST in 2004 we have made a major investment in outstanding research staff, as well as more than £403m in new buildings and cutting-edge facilities.

Funding

The University attracts more than £250m in external research funding every year. This funding comes from a variety of sources including government and research councils, charities, and industrial partners and sponsors.

Funding source	Amount
Higher Education Funding Council for England (HEFCE) grants	£77m
UK Research Councils	£75.4m
UK charities	£40.9m
Government departments	£31.2m
UK industry and commerce	£11.7m
Overseas	£14.2m
Other sources	£2.3m
Total	£252.7m

The total amount spent on research at the University has grown by around 40% in the last four years, from £269m in 2004-5 to £375m in 2007-8.

Research Conduct

The University of Manchester is a research-led institution committed to promoting research of the highest quality. We value knowledge creation for its own sake, for the potential benefits it promises society and for the ways it enriches higher learning.

At the heart of our research is our belief in openness and the highest standards of integrity. The University encourages the dissemination of research results as widely and as publicly as possible, especially to those who will benefit most from them.

We expect research to be conducted fairly and in the most considerate way possible, in accordance with the law, best practice and in the public interest.

Where it is necessary to conduct research on humans (including their tissue

and organs) or on animals, it is conducted with the utmost care and respect for their welfare and rights.

We are committed to engaging world-class scholars and scientists in a culture of collegial cooperation. We encourage the open exchange of ideas within an environment that supports and rewards research of the highest quality and integrity.

Research support

The Research Office supports the University's research and provides information about research strategy and policy, research staff development, research funding, contract negotiation, research governance and ethics, and graduate education.

Information available in relation to research support includes:

- Finding research funding
- Preparing a research proposal
- Contracts
- EU research
- Accepting an award
- Managing a research project
- Research policies
- Research staff development
- RAE
- Governance, policies and ethics
- Graduate education
- User guides
- Forms
- Research Administrators Handbook

Contact details:

Research and Graduate Support Office
The University of Manchester
Second Floor
Christie Building
Oxford Road
Manchester M13 9PL
Tel: 0161 275 8795

Manner in which information is made available: All the documents detailed in this class are available from links to the University web page detailed below. You will need Adobe Acrobat Reader to view the documents in PDF files. The documents are also available in hard copy by written request to the Records Management Office on the contact details above.

Website: <http://www.staffnet.manchester.ac.uk/theguide/>

Fee: All documents and information may be downloaded from the University's website free of charge. There will normally be no charge for the first request for copy documents. However, there may be a charge for additional or multiple copies of documents.

SERVICES FOR OUTSIDE BODIES **Consultancy Service**

The University is able to offer companies an unrivalled depth and breadth of consultancy expertise in the following areas:

- Business and management
- Arts
- Engineering
- Physical sciences
- Health and medical sciences
- Social sciences
- Life sciences

We place a strong emphasis on research and we firmly believe that a research-orientated atmosphere enhances the quality of the teaching and learning process.

These strengths are coupled with a sharp commercial focus and a professional approach to working with industrial partners.

Many members of staff from The University of Manchester work with external organisations on a consultancy basis in addition to sponsored research programmes.

Business support services and conferencing facilities

The University of Manchester provides a diverse range of commercial services accessible to business, industry and wider organisations, including:

- Manchester Business School Library - business information service
- Japan Centre North West - advice and services on doing business with Japanese customers
- University's Family of companies - the community of companies which have come out of, or are working closely with the University can find out about each other, share experience and keeping in touch with relevant developments.
- The Nowgen Centre - meetings and conference facilities at the heart of Manchester's Biotech Cluster
- The Vision Centre - a public access optometric clinic associated with the Faculty of Life Sciences

Conferencing and office accommodation facilities include:

- Manchester Conference Centre - conference, catering and accommodation services
- Manchester Bioscience Incubator - exceptional resource for biotech start-ups, R&D satellites from pharmaceutical companies and biotech service companies.
- North Campus IT Incubator - funded by the North West Development Agency (NWDA) to support the regional cluster development programme.
- Core Technology Facility (CTF) - it will provide additional incubation space for Biotechnology and Hi-Tech start-ups and SMEs.
- One Central Park - UK's first ICT-based Business Park being developed on behalf of East Manchester.

The University also has other resources:

- North West Business Access - services to SMEs
- Manchester Science Park (MSP) - provides excellent quality, cost-effective accommodation and a range of associated services for the growing high technology based company

Contact Us

We have dedicated a Business Relations team who are here to help you to get the most out of your interaction with us:

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