Street Building. (See Section 5.12 for further information about the Student Services Centre.) Tel: 0161 275 5000. Further information can be found at the following website: http://www.manchester.ac.uk/international/support/advice/
E-mail: iat@manchester.ac.uk

International students under the Tier 4 Points Based Immigration System (PBS) will be contacted by the International Advice Team during Welcome Week. Students will be asked to provide a copy of their passport and visa documentation to comply with the UKVI requirements.

The University operates attendance monitoring census points within the academic year in order to confirm the attendance of students holding a Tier 4 Student Visa. Further information can be found in Section 4.2 of this Handbook.

Further information about immigration issues can be found at the following website: http://www.studentnet.manchester.ac.uk/crucial-guide/academic-life/immigration/

If you are at all concerned about the standard of your English, in particular if you think it will hinder your progress on the course, you should discuss this with your Academic Advisor. The University of Manchester runs a University Language Centre (Oddfellows Hall, Grosvenor Street) where help with your English can be obtained. The contact details are:
Tel: 0161 306 3397
E-mail: englang@manchester.ac.uk
Further information can be found at the website: http://www.studentnet.manchester.ac.uk/crucial-guide/academic-life/support/english-language/

In addition, the School of Mathematics runs an English Language course for First Year students who require extra support. The title of the course unit is English for Mathematicians and its code is MATH10990. Some students are required to take this course unit because they did not satisfy the English language requirement for their degree programme. Other students choose to take this course unit because they want to improve their standard of English. Further information can be obtained from Dr. Carolyn Dean, Room 2.208, Alan Turing Building.

We hope that you will enjoy your stay in Manchester, but please be assured that the School will try to assist you if things go wrong.

5.12 CENTRAL SERVICES

Student Services Centre

The Student Services Centre (SSC) is the main point of contact for most of the administrative tasks you need to carry out during your time here as a student, including registration, assessment and payment of tuition fees, issue of student swipe cards, examinations information and timetabling, student loan and grant enquiries, financial assistance, issue of official documents (such as academic transcripts, certificates,
confirmation of award letters, Council Tax exemption certificates), and enquiries about graduation. The SSC is located on Burlington Street and there is also a Satellite Centre in the Joule Library, on E floor of the Sackville Street Building. The Student Services Centre on Burlington Street is open five days a week from 9 am to 5 pm (apart from Tuesday, when it is open from 10 am to 5 pm). The contact details for the Student Services Centre are:

**Tel:** 0161 275 5000.
**E-mail:** ssc@manchester.ac.uk
Further information can be found at the website:
http://www.studentnet.manchester.ac.uk/crucial-guide/ssc-contact-details/

The **Crucial Guide** contains essential advice, information and guidance for students at the University of Manchester. It covers academic life (including disability support, advice for international students and examination timetables), financial life (including tuition fees, student loans and scholarship information), city life, personal life (including advice on how to manage ill health and cope with personal and academic problems) and university life. The **Crucial Guide Live** can be found at the website:
http://www.studentnet.manchester.ac.uk/crucial-guide/

**The Atrium, University Place**

The Atrium is an information and advice hub, located on the first floor of University Place. It houses several key services for students, including the **Careers Service** (see below), the **International Programmes Office** and the **Information, Advice and Guidance Service**. The International Programmes Office provides information and support on a wide range of international opportunities for undergraduate students, including study abroad (see Section 2.9). The Information, Advice and Guidance team can provide advice and guidance about a range of issues affecting students such as student finance, health and well-being, and making the most of opportunities while at University.

**Students’ Union Advice Service**

The Students’ Union Advice Service is similar to a Citizens Advice Bureau, although there is greater emphasis on those problems that particularly affect students. It can offer advice, for example, on finance and housing, and on academic issues such as appeals and disciplinary hearings, as well as advice on areas relating to overseas students (such as visa and immigration problems).

The Students’ Union Advice Service is located on the ground floor of the Students’ Union Building on Oxford Road. It is open from 10 am to 4 pm on Monday to Friday. **Tel:** 0161 275 2952. Further information can be found at the website:
http://manchesterstudentsunion.com/adviceservice

**Student Counselling Service**

The Student Counselling Service provides confidential, individual counselling for all work related difficulties, exam anxiety, stress and other personal problems. The service is located on the fifth floor of Crawford House, and can be contacted by dialling 0161
Disability Support Office

Students wishing to be considered for disability support provision in relation to their studies should contact the University’s Disability Support Office (DSO). The DSO can organise a wide range of individual practical support and can assist you to access external resources like the Disabled Students Allowance. The DSO is situated on the second floor of University Place, Block 2. **Tel: 0161 275 7512.** The e-mail address is **dso@manchester.ac.uk.** Further information can be found at the following website: **http://www.studentnet.manchester.ac.uk/crucial-guide/academic-life/support/disabled-students/**

For information about the Disability Coordinator in the School of Mathematics, see Section 5.7 of this Handbook.

Accommodation Office

The Accommodation Office is located in the Student Services Centre on Burlington Street. It is responsible for all Halls of Residence and University Leased Houses. It can also offer advice, including legal rights for tenants.

**Tel: 0161 275 2888.**
**E-mail:** **accommodation@manchester.ac.uk**
**Website:** **http://www.accommodation.manchester.ac.uk**

Manchester Student Homes is an Accommodation Bureau. It assists students with private sector accommodation. You can view property details by visiting Manchester Student Homes, which is located in Unit 1-3, Ladybarn House, Moseley Road, Fallowfield, Manchester M14 6ND (**Tel: 0161 275 7680, E-mail: manchesterstudenthomes@manchester.ac.uk**). Alternatively, Manchester Student Homes provides students with a free, online, Virtual Housing Bureau. Comprehensive details of thousands of properties are provided on Manchester Student Homes’ website at: **http://www.manchesterstudenthomes.com**

Careers Service

The Careers Service is located in the Atrium on the first floor of University Place. (**Tel: 0161 275 2829, E-mail: careers.info@manchester.ac.uk**). The Careers Service gives careers guidance and provides details of jobs available for graduates. Comprehensive careers and employer information can be found at the website: **http://www.careers.manchester.ac.uk/**

The Careers Service can also provide advice on finding work experience, as well as details of relevant work experience schemes and sources of vacancies. As well as providing extra funding, work experience will help you develop the personal work-related
skills critical to your career success, test your ability and knowledge in a real work setting, demonstrate your skills to potential future employers and add valuable experience to your CV. Further information about work experience can be found at the website: http://www.careers.manchester.ac.uk/findjobs/workwhilestudy/internships/

Contact details for some other useful student support services are listed below:

**Childcare**

There are two nurseries associated with the University. Their contact details are:

Dryden Street Nursery, Chorlton-on-Medlock, Manchester M13 9AU.  
Tel: 0161 272 7121  
E-mail: admin.drydenstreetnursery@btconnect.com

Echoes Nursery, Echo Street (off Granby Row), Manchester M60 1QD.  
Tel: 0161 200 4979  
E-mail: network.nurseries@lineone.net

Further information for student-parents may be found at the website: http://www.studentnet.manchester.ac.uk/crucial-guide/personal-life/student-parents/

**Mature Students**

The University has a large and diverse population of students and around one in five is over the age of twenty-one at the start of their degree programme. Mature students are some of our best-equipped learners, bringing with them a number of skills gained from work, family and other life experiences.

The Students’ Union has a dedicated Diversity Officer, whom you can approach about any concerns or issues.

Further information for mature students may be found at the website: http://www.studentnet.manchester.ac.uk/crucial-guide/university-life/mutual-support-groups/mature-students/

**Nightline**

This is a confidential listening and information service (run by the Students’ Union), offering a point of contact through the night in semester time.  
Tel: 0161 275 2983/4. (The number is on the back of your library card.)  
E-mail: nightmail@nightline.manchester.ac.uk

Further information can be found at the website: http://www.nightline.manchester.ac.uk/