

Support for you at The University of Manchester

Kim Marklew

From the Department of MACE

What support is available online?

www.manchester.ac.uk/ssa

The screenshot shows the homepage of the Student Support and Advice service. At the top left is the University of Manchester logo and the text 'Student Support'. A search bar is located at the top right. Below the header, there is a 'Select Language' dropdown menu. The main heading is 'Student support and advice', followed by a paragraph explaining the service and contact information (phone: 0161 275 3033/3781, email: studentsupport@manchester.ac.uk). A 'Spotlight on...' section features two cards: 'Exam extra' and 'Learn about tax'. To the right, there is a yellow box titled 'Help in a crisis' with a 'Read more >' link. At the bottom right, there is a video thumbnail titled 'Three Steps To Support'.

Wellbeing & self help resources

Money factsheets, tips & discounts

We're here for you

Includes My Learning Essentials resources and workshops

Taking care of yourself

[Read more >](#)

Accessing academic support

[Read more >](#)

Dealing with issues

[Read more >](#)

Written for you by students

Managing your finances

[Read more >](#)

Getting help with immigration and visas

[Read more >](#)

University services A-Z

[Read more >](#)

All University services, including specialist support services such as Counselling and the Disability Advisory and Support Service

What support is available on campus?

Academic
Advisors/
Supervisory
team

- You will have an Academic Advisor (undergrad, Master's) or Supervisor (research) for the duration of your studies.
- You can talk to them about academic or wellbeing issues.

Department
Support
Office

- Support directly from your department, you will be contacted regarding drop in sessions or email eeewelfare@manchester.ac.uk for an appointment

ResLife
team

- If you are in Halls, your ResLife team is there to support your wellbeing, not just to help with accommodation issues.

Specialist support services



Disability Advisory
& Support Service
(DASS)

If you have a Specific Learning Disability such as dyslexia, a mental health difficulty or a physical condition that might affect your studies.



Counselling
& Mental Health
Service

Help with personal issues via confidential individual appointments, groups, workshops and self-help tools and materials.

You can refer yourself to these services directly, or your School can help you.

Bullying, Harassment and Discrimination

Report and Support

This new tool allows students, staff and guests to report bullying, harassment and discrimination. It also gives the choice to discuss the matter with an advisor.

This includes **sexual harassment**. The university has a zero tolerance policy on sexual harassment. If you need to, please talk to your departments welfare team.

The screenshot shows the 'Report & Support' page on the University of Manchester website. The page features a navigation bar with links for Home, Report, Support, Campaigns, Leave site, and Talk to us. The main content area has a header with the text 'REPORT & SUPPORT' and a sub-header stating: 'We believe that bullying, harassment, sexual harassment, and discrimination are never ok. All staff, students, and visitors to our campus can report something anonymously or get support from an advisor.' Below this, there are two buttons: 'Report anonymously' and 'Speak to an advisor', separated by the word 'or'. The page also includes images of students and staff using laptops and tablets, and icons representing reporting and support.

Pregnancy, Maternity and Paternity Leave

The university will work to make sure they are supporting students who are pregnant, or require leave in relation to this.

Support can be put in place during pregnancy and relays on a relationship between the student and support staff.

Maternity and paternity leave will be classed as an interruption of study, classed as time away from the students course.

Support will also be put in place for returning parents to unable them to manage the balance of parenthood and university work.

Thank you for listening and enjoy your time
at Manchester!

Kim Marklew – Welfare and Support Administrator

George Begg B15

Mace-studentsupport@manchester.ac.uk

0161 275 4410

Please contact eeewelfare@manchester.ac.uk for any further
information