

Faculty Student and Academic Services

Learning & Teaching Group

Service Delivery Documents

Introduction

This document provides a summary of the service provision delivered by the Learning and Teaching Groups across Faculty Student and Academic Services.

Learning & Teaching Group incorporates:

Programmes Office

Student Life Office, comprising:

- Student Services Team
- Placements Team.

Student Support Officer

Links to staff directories for each FSAS area are provided at the end of each section to assist in identifying key staff and teams within the Learning and Teaching Group

Programmes Office Delivery Model

Service	Activity
Academic Appeals	<ul style="list-style-type: none"> • Provide supplementary documentation for student academic appeals and update QLS as appropriate
Assessment & Reassessment Processes	<ul style="list-style-type: none"> • Pre-board/Post-Board marks liaison, update and maintenance of assessment decisions in QLS • Enter Exceptional Factors/capping/resit indicators into QLS • Produce Board reports, results letters and re-assessment information, including where appropriate results to Professional Bodies • Produce and send out results letters/reassessment information • Upload board decisions from QLS to web for Conferments/Student Records • Coordinate Chairs Actions resulting from Assessment Boards • Provide Student Life Office/Placements with information regarding resubmissions/repeating students • Liaise with Unit Leaders to ensure that reassessment information is provided to students on Moodle • Update student assessment record in QLS • Processing electronic submissions via Moodle [MMUBS] • Monitoring the inputting of assessment marks
Assessment Boards [Tiered Boards]	<ul style="list-style-type: none"> • Arrange and confirm dates, book rooms and arrange hospitality • Produce, prepare and circulate Agenda, Record of Meeting, Board Reports and Performance Reports • Produce and prepare Chairs Action Report • Liaison with External Examiners
Data Returns	<ul style="list-style-type: none"> • Completion of data requests for internal [Finance/MMUI] and external [HEFCE/HESES/NSS] purposes

Enrolment	<ul style="list-style-type: none"> • Collate Welcome Page information [Manchester School of Art and Faculty of HLSS] • Update and maintain Unconfirmed Fee file • Liaise with Student Records to maintain Eligibility Check list • Provide assistance at Enrolment sessions • Update student record in QLS
External Examiners [General]	<ul style="list-style-type: none"> • Provide support and documentation for External Examiners relating to assessment including samples of student work for moderation • Moderation/formatting of examination papers [MMUBS]
Professional, Statutory & Regulatory Bodies	<ul style="list-style-type: none"> • Process student-related requirements – including student engagement in relation to bursaries/funding support • Completion of PSRB documentation relating to annual monitoring submission/programme validation processes • Confirmation of student achievement/degree awards to PSRB
Programme Committees	<ul style="list-style-type: none"> • Arrange and confirm dates, book rooms and hospitality • Produce, prepare and circulate Minutes • Provide secretarial support to the Meeting • Liaison with academic staff to chase up Action following meetings
Programme Logs	<ul style="list-style-type: none"> • Create and maintain Programme Log folders in-line with CMI procedure
Student Attendance	<ul style="list-style-type: none"> • Liaison with academic programme teams in-line with the University Suspension and Withdrawal Procedure to manage student non-engagement • Arrangements for meetings between students and appropriate member of the academic programme team • Production of letters in-line with the University Suspension and Withdrawal Procedure • Notification of student non-engagement to Professional Bodies, where appropriate

Student General	<ul style="list-style-type: none"> • Advise/answer queries from students where appropriate • Inform students of cancelled or rearranged lectures/seminars via text messaging • Co-ordinating and preparing a generic handbook for postgraduate students [MMUBS] • Provide students with Professional Body documentation, as appropriate • Arrange visits for Masters Network/MBA students [MMUBS] • Administer the transfer of course documentation
Student Options/Electives	<ul style="list-style-type: none"> • Co-ordinate, update and maintain Options/Elective records and events
Student Record Maintenance	<ul style="list-style-type: none"> • Maintain electronic [QLS] and manual student records, including assessment, withdrawals, suspensions, transfers, unit/option changes, PLPs etc.
Student Reference Requests	<ul style="list-style-type: none"> • Co-ordinate, maintain and circulate reference requests to academics • Sending out completed references
Student Representatives	<ul style="list-style-type: none"> • Collect and circulate information on behalf of the SU relating to Student Representatives • Administer Staff/Student Liaison meetings [MMUBS]
Timetables	<ul style="list-style-type: none"> • Collate programme details for timetables and all amendments throughout academic year and publish on Moodle [MMUBS]
Transcripts/Syllabus Requests	<ul style="list-style-type: none"> • Produce transcripts/syllabus requests as required

CONTACT INFORMATION FOR PROGRAMME OFFICE TEAMS

Faculty of Business and Law

<http://www.business.mmu.ac.uk/admindirectory/>

Faculty of Science and Engineering

http://www.sci-eng.mmu.ac.uk/staff_directory/services/services.asp?grpame=3#programmes

Hollings Faculty

http://www.hollings.mmu.ac.uk/index.php?option=com_content&task=view&id=159&Itemid=278

Manchester School of Art / Faculty of Humanities, Languages & Social Science

<http://www.assc.mmu.ac.uk/info.php?group=LT#7>

Faculty of Education / Faculty of Health, Psychology & Social Care

http://www.ioe.mmu.ac.uk/staff/staff_directory/student_services.php

MMU Cheshire Campus

<http://www.cheshire.mmu.ac.uk/directory/index.php>

Student Life Office Delivery Model

Service	Activity
Academic Misconduct	<ul style="list-style-type: none"> • Administer and Service cases of Plagiarism • Administer and Service cases of Examination Misconduct • Produce end of year reports • Advice on University Regulations
Appeals	<ul style="list-style-type: none"> • Administer Stage 1 of the appeals procedure • Maintenance of Records • Provide Guidance on University regulations • Pre and Post Enquiries • Refer to Stage 2 of the appeals procedure • Refer to student support office
Awards Ceremonies	<ul style="list-style-type: none"> • Co-ordinate Graduation ceremony staffing • Confirm Prizewinners list
Coursework Receipting	<ul style="list-style-type: none"> • Provision of information on unit codes and deadline dates via Faculty databases and website. • Administer Coursework Receipting procedure • Monitor collection of coursework • Co-ordinate the distribution of PLPs • Co-ordinate dates for PLP students
Enrolment	<ul style="list-style-type: none"> • Assistance with online enrolment. • Provision of face-to-face support with online enrolment and payment systems during the enrolment period. • Referral to online Faculty Student Handbook(s) for date-related enquiries. • Produce and distribute student ID cards for enrolments. • Co-ordinate and administer enrolment process with all relevant services eg Enrolment team, Finance, Combined Honours, PO, Academics

Examinations advice	<ul style="list-style-type: none"> • Administer Examination process • Provide information on exam timetables via Faculty website. • Co-ordinate External and Internal Invigilators and Scribes • Organize special arrangements for students with PLP's • Monitor student attendance at examinations
Exceptional Factors procedures	<ul style="list-style-type: none"> • Administer Exceptional Factors Panel and process • Provide documentation and forms • Provide information on completing form via the MMU website, including relevant SU literature. • Assistance with processing of forms. • Produce monthly and end of year reports • Panel results to PO,CWR,PL's and Placements
Induction	<ul style="list-style-type: none"> • Provide face-to-face advice for new students during the induction period. • Act as a first point of contact for information, documentation and general support, as required. • Promote central services through showcases / workshops. • Produce and co-ordinate the Welcome Page
Placements	<ul style="list-style-type: none"> • Allocation of Placements • Process Disclosure and Barring Service application forms • Administer provision of Uniforms and Badges • Administer CV checks • Administer Health Checks • Allocation of Placements for Exchange students • Source and Advertise for placement providers • Arrange training and conference events
Student Personal Emergency	<ul style="list-style-type: none"> • Arranging briefing with students • Taking necessary follow up action if students do not attend • Maintenance of records • Maintenance of Evacuation Routes document re buildings (with Health & Safety Unit)

Evacuation Plans (PEEPs)	<ul style="list-style-type: none">• Provide completed PEEPs to facilities
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CONTACT INFORMATION FOR STUDENT LIFE OFFICES

Faculty of Business and Law

<http://www.business.mmu.ac.uk/admindirectory/>

Faculty of Science and Engineering

http://www.sci-eng.mmu.ac.uk/staff_directory/services/services.asp?grpame=3#programmes

Hollings Faculty

http://www.hollings.mmu.ac.uk/index.php?option=com_content&task=view&id=159&Itemid=278

Faculty of Art & Design / Faculty of Humanities, Languages & Social Science

<http://www.assc.mmu.ac.uk/info.php?group=LT#7>

Faculty of Education / Faculty of Health, Psychology & Social Care

http://www.ioe.mmu.ac.uk/staff/staff_directory/student_services.php

MMU Cheshire Campus

<http://www.cheshire.mmu.ac.uk/directory/index.php>

Student Support Officers Delivery Model

Service	Activity
Advice on withdrawal from course and change of course	<ul style="list-style-type: none"> • Advice and guidance on options • Referral to relevant Faculty SAS Programme Office • Referral to Specialist Advice Point (Student Financial Support) in the Student Hub and/or SU Advice Centre for financial implications
Delivery of Study Skills Workshops	<ul style="list-style-type: none"> • Workshops include: Essay writing, critical thinking and writing, exam and revision techniques, referencing • Joint delivery with library
Disability support	<ul style="list-style-type: none"> • Referral to Learner Development • Referral to Faculty SAS Student Hub/Student Life Office for Personal Learning Plan (PLP) enquiries • Dissemination of disability information
Pastoral and welfare issues	<ul style="list-style-type: none"> • Advice and guidance as required • Referral to Counselling Service
Provision of pre-entry support for specific groups of applicants	<ul style="list-style-type: none"> • Advice on procedures for disclosure of disability and support mechanisms for disabled students • Pre-entry workshops for mature / direct entry students
Provision of regular drop-in session for students	<ul style="list-style-type: none"> • Advice on academic and pastoral issues (eg assessment problems, time management, exam techniques, financial, employment or personal) • Refer students in need of further advice to other University services including Careers, Counselling, Accommodation, SU Advice Centre
Provision of support to International Students	<ul style="list-style-type: none"> • Referral to Counselling Service for pastoral and welfare matters in liaison with the International Student Welfare Officer • Advice on academic issues. Referral to ELSIS • Liaison with International Society

Support and advice on study-skills	<ul style="list-style-type: none"> • One to one advice throughout the year • Development of diagnostic tools and resource packs including 'Skills Online'
Support for staff	<ul style="list-style-type: none"> • Advice & guidance for Personal Tutors on pastoral / welfare issues as required • Co-development of support sessions • Disseminate information on student support • Attendance at relevant Faculty Committees/Groups eg FQSC / FSEC /Equality & Diversity Forum
Support for student induction programmes and other awareness raising activities	<ul style="list-style-type: none"> • Promotion of the service provided by the Student Support Officer through student handbooks, posters, fliers etc. • Open Days / Visit days • Presence at induction events • Making information on study skills etc easily available through the provision of posters, flyers, web references etc in the Student Hubs

CONTACT INFORMATION FOR STUDENT SUPPORT OFFICERS

<p>Faculty of Business and Law Katie Naish: Room - contact via Student HUB on ground floor Tel: 0161 247 3857 Email: k.naish@mmu.ac.uk www.business.mmu.ac.uk/studentsupport/officer.php Lisa McDonagh: Room - contact via Student HUB on ground floor Tel: 0161 247 6481 Email: l.mcdonagh@mmu.ac.uk www.business.mmu.ac.uk/studentsupport/officer.php</p>	<p>Faculty of Humanities, Languages & Social Science David Peters: Room G13, Geoffrey Manton Building (within the Student Hub area) Tel: 0161 247 6459 Email: d.peters@mmu.ac.uk www.hlss.mmu.ac.uk/support/support_officer.php</p>
<p>Faculty of Science and Engineering Emma Taylor Room E29, John Dalton Building (within Student Hub area) Tel: 0161 247 1513 Email: e.taylor@mmu.ac.uk www.sci-eng.mmu.ac.uk/student_support</p>	<p>Faculty of Education (Didsbury) Amy Berry: Room 49, Administration Building, Didsbury Tel: 0161 247 2040 Email: a.berry@mmu.ac.uk www.hpsc.mmu.ac.uk/students/support_officer.php</p>
<p>Hollings Faculty Juliette Leeks: Room 307, 3rd floor Hollings Toastrack Tel: 0161 247 2500 Email: j.leeks@mmu.ac.uk www.hollings.mmu.ac.uk/index.php?option=com_content&task=view&id=33&Itemid=116</p>	<p>Faculty of Health, Psychology & Social Care Kate Haley: Room T09, Ground Floor, Elizabeth Gaskell Building Tel: 0161 247 2535 Email: k.haley@mmu.ac.uk www.hpsc.mmu.ac.uk/students/support_officer.php</p>

Manchester School of Art

Helen Bowman: Room 201, Chatham Building

Tel: 0161 247 1711

Email: h.bowman@mmu.ac.uk

www.artdes.mmu.ac.uk/studentsupport/supportofficer.php

MMU Cheshire Faculty and Crewe based Faculty of Education

Mike McGarry: Ground Floor, Laurence Building.

Tel: 0161 247 5237

Email: m.mcgarry@mmu.ac.uk

www.cheshire.mmu.ac.uk/students/ssofficer.php