

Faculty Student and Academic Services

Student Hub Teams within the Learning and Teaching Group

Service Delivery Document

Introduction

This document provides a summary of the service provision delivered by the Student Hub Teams across Faculty Student and Academic Services to students via face-to-face, phone or e-mail mediums.

Student Hub Teams are managed through the remit of the Learning and Teaching Groups and its staff. They are currently situated at the following sites:

Business School
Geoffrey Manton
John Dalton
Righton
Crewe
Didsbury
Elizabeth Gaskell

Current key staff contacts for each Student Hub Team are provided at the end to assist in identifying those involved in Student Hub delivery.

Student Hub Service Delivery Model

Service	Activity
Academic Misconduct	<ul style="list-style-type: none"> • Provides students with guidance on Plagiarism/Examination misconduct procedures where required • Refers complex enquiries to the Student Life Office • Refers student to the Students Union for impartial advice and/or representation
Academic Queries	<ul style="list-style-type: none"> • Provides information regarding the location and availability of Academic staff • Assists SAS teams with the monitoring of cancelled classes
Accommodation	<ul style="list-style-type: none"> • Provides advice on general accommodation enquiries, including how to apply for University owned halls and key contacts for finding available accommodation in the private sector • Refers students who have complex requirements to Residential Services Office or Halls Warden where appropriate
Appeals and Complaints	<ul style="list-style-type: none"> • Provides advice on the correct regulations, guidance and submission procedure • Refers students needing detailed help, advice and representation to Students Union Advice Centre • Liaises with Student Life Teams to assist students with Appeal outcome queries
Certificates, Transcripts and Verification Letters	<ul style="list-style-type: none"> • Certificates can be collected in person from Student Hub (Business School only) • Advises on how to obtain transcripts and verification letters using the Conferment's Team webpage • Liaises with Programmes teams to obtain copies of a student's results on request
Council Tax	<ul style="list-style-type: none"> • Prints off Council Tax exemption certificates for current and previous years • Refers problems with Council Tax exemption to Student Financial Support Unit
Counselling	<ul style="list-style-type: none"> • Provides information and contact details of local counselling service
Coursework Receipting	<ul style="list-style-type: none"> • Provides blank coursework cover sheet if not available online, and refers issues to the relevant Student Life

	Office if required
Disability and Dyslexia support	<ul style="list-style-type: none"> • Provides information and advice on how to access the Learner Development Team at the Employability Hub (Business School) • Refers Personal Emergency Evacuation Plan queries to Student Life teams where appropriate
Employability	<ul style="list-style-type: none"> • Provides information and advice on the services provided by the Employability Hubs
Enrolment	<ul style="list-style-type: none"> • Helps students to access the online enrolment screens or refers queries and requests for assistance to Enrolment Team (ext. 5959) • Signposts students to card collection sessions and welcome information
Examinations	<ul style="list-style-type: none"> • Provides information on exam timetables • Assists students to access results letters via Moodle (piloting stage) • Provides advice to students regarding individual results outcome • Re-sit Fees – refers severe hardship cases to Student Financial Support Team (email studentfinance@mmu.ac.uk) • Re-sit - refers students to the Student Support Officer or SU Advice Centre for further support
Exceptional Factors	<ul style="list-style-type: none"> • Provides advice on the correct regulations, guidance and submission procedure • Explains how Student Support Officers can give further advice on completion of applications
Fees	<ul style="list-style-type: none"> • Helps students to use the online payment system • Provides students with basic status check on their MMU Bursary • Refers detailed queries to Finance Service Centre / Faculty Finance Office
Graduation	<ul style="list-style-type: none"> • Provides general information and assistance on how to use the online graduation booking system • Refers detailed queries to Graduation Helpline ext. 5959
Healthcare	<ul style="list-style-type: none"> • Provides St. Augustine's Surgery registration form and provide HC1 form or refer students to the SU Advice Centre for HC1 form • Provides a list of local Doctors/Dentists/walk-in centres

Induction	<ul style="list-style-type: none"> • Acts as a first point of contact for new students during the induction period • Provides information and documentation regarding welcome week
International Students	<ul style="list-style-type: none"> • Provides English language support options to students • Provides basic information on VC's Scholarship and Loyalty Discounts • Signposts students to specialist advice on visa related queries and international welfare • Refers students as appropriate to the Immigration and Welfare team, International Admissions and the International Student Support Officer (all in Business School)
Letters	<ul style="list-style-type: none"> • Provides a variety of personalised standard letters for students e.g. to confirm their Enrolment status with a third party
Option Choices	<ul style="list-style-type: none"> • Provides advice to students on how to select their option choices, either online or through their Programme Leader (some PG courses) • Refer student to the appropriate Programme Team/Leader where required
Password	<ul style="list-style-type: none"> • Resets student ICT password after a security check
Recruitment and Admissions	<ul style="list-style-type: none"> • Provides prospectuses, programme leaflets, postcards and helps access the on-line prospectus • Provides information about open days and gives initial advice relevant to subject area • Helps enquirers to access the UCAS Website and provides direct application form • Refers detailed course enquiries to the specialist advice point via phone ext. 6969 • Books face to face appointments for the Course Enquiries team in the Student Hub (Business School)
Regulations	<ul style="list-style-type: none"> • Helps students to locate the correct information on University web pages • Helps students to find information about their rights and obligations in the on-line student handbook
Sensitive Information Requests	<ul style="list-style-type: none"> • Refers requests for sensitive or statutory information to relevant departments, including: <ul style="list-style-type: none"> - Requests for information about students from police, local authorities, government agencies, overseas agencies, employment agencies - Freedom of Information Act requests - Data Protection Act requests

Sport	<ul style="list-style-type: none"> • Provides information for MMU and local independent sports provision • Signposts students to Sport Centre and the Students' Union
Student Card	<ul style="list-style-type: none"> • Issues replacement cards, taking photograph if necessary • Diagnoses the cause of malfunctioning cards and arranges resolution with Student Records and System Team
Student Financial Support	<ul style="list-style-type: none"> • Refers both students and staff to Student Financial Support Unit for detailed advice on difficult cases or sources of funding • Provides basic information on Student Loan, Emergency Hardship Loan, Bursaries, and Access to Learning Fund • Provides access to free telephone for student finance queries • Helps students to access the Student Loan websites for further information • Undertakes checks in accordance with the "Where is my Loan" procedure • Helps students to navigate the step-by-step guide on Student Financial Support webpage
Student Support Officer	<ul style="list-style-type: none"> • Explains Student Support Officer remit • Books appointments on behalf of the Student Support Officers • Provides students with drop-In times for Student Support Officers
Term Dates	<ul style="list-style-type: none"> • Provides information via MMU website (www.mmu.ac.uk/about/termdates)
Timetabling	<ul style="list-style-type: none"> • Provides advice to students on how to access their personalised timetable and diagnoses problems accordingly • Provides hard copy timetable information when online information is not available for students and refer issues to the relevant Student Life Office or Timetabling team
Unit Changes	<ul style="list-style-type: none"> • Provides unit change request forms to the student • Advises students of unit change procedure • Receipts of completed forms and returns to the Programmes Office
Withdrawal from course /Transfers	<ul style="list-style-type: none"> • Advises students of appropriate procedures

/Suspension of Study

- Provides appropriate forms and checks that the form is completed properly
- Updates possible leavers flag on QLS
- Encourages and helps students to make an appointment with their Student Support Officer and/or Programme Leader for a consultation before making a decision to withdraw or suspend
- Encourages and helps students to make an appointment with Student Financial Support Specialist Advice Point in the Student Hub to ensure that basic financial issues are checked off
- Encourages and helps students to make an appointment with Employability Hub for help with employment and alternative options
- Provides contact information of the relevant Programmes Team
- Provides contact details of Course Enquiries if applicable

CONTACT INFORMATION FOR STUDENT HUB TEAMS

Student Hub (Located in the Business School)

E-mail – studenthub@mmu.ac.uk

Telephone – 0161 247 2747

Hub Manager – Will Smith - ext 3706

Senior Hub Adviser – Andy Hardman - ext 2934

Student Hub John Dalton

E-mail – studenthubjohndalton@mmu.ac.uk

Telephone – 0161 247 1779

SLO Manager – Alyson Gates - ext 1777

Senior Hub Adviser – Nick Deighton - ext 3595

Student Hub Geoffrey Manton

E-mail – studenthubgm@mmu.ac.uk

Telephone – 0161 247 1751

Senior Hub Adviser – Jamie Cruise - ext 5132

Student Hub Brighton

E-mail – studenthubbrighton@mmu.ac.uk

Telephone – 0161 247 2603

SLO Manager – Alyson Gates - ext 1777

Senior Hub Adviser – Nick Deighton - ext 3595

Student Hub Didsbury

E-mail – studenthubdidsbury@mmu.ac.uk

Telephone – 0161 247 2020

SLO Manager – Lynn Noden – ext 2267

Student Hub Elizabeth Gaskell

E-mail – studenthubgaskell@mmu.ac.uk

Telephone – 0161 247 2330

SLO Manager – Lynn Noden – ext 2267

Student Hub Crewe

E-mail – studenthubcheshire@mmu.ac.uk

Telephone – 0161 247 5783

SLO Manager – John Rivers – ext 5084

OTHER CONTACTS

Service Delivery Co-ordination Team

E-mail – studentservices@mmu.ac.uk

Telephone – 0161 247 5959

Service Delivery Co-ordination Team Manager – Richard Chen - ext 1028