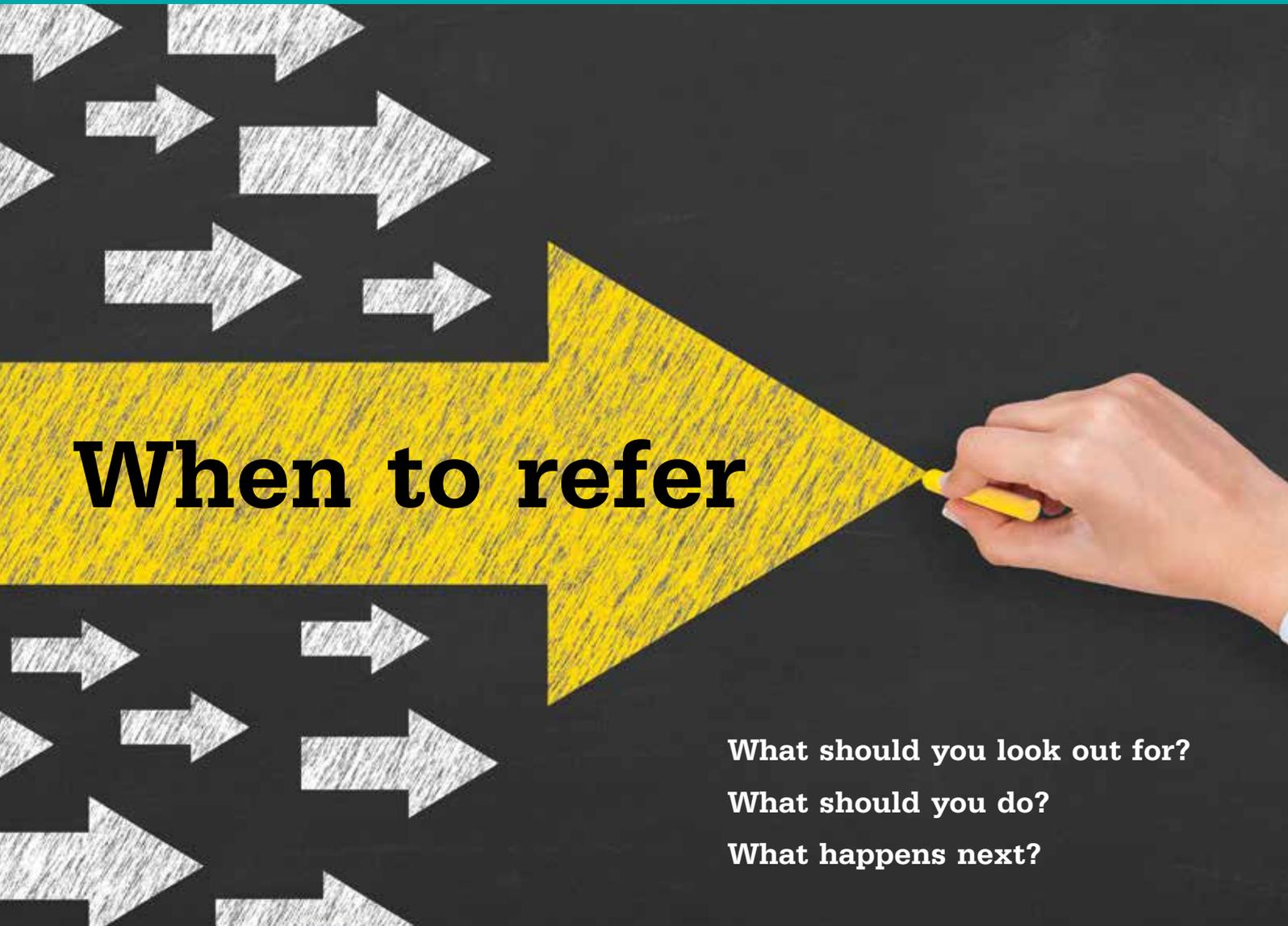




Student Referral 2016/17



When to refer

What should you look out for?

What should you do?

What happens next?



Student Support Services

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Introduction

Whatever your role at Manchester Met – whether you are an academic, or work in a support team in a Faculty, a student-facing Service, or the Students' Union – this guide is for you. It is designed to ensure that you can, quickly and confidently, direct students to the advice and support they need, when they need it.

How to use this guide

It is worth taking some time to familiarise yourself with *When to Refer*, and then keep the document close at hand for those times when you need to refer back to it. Ideally, it should be read in conjunction with the Manchester Met Student Support Framework.

When to Refer covers a range of the support services offered, focussing particularly on those services we are most commonly asked about by colleagues. It outlines some of the key signs, cues and behaviours to look out for to help you spot a student who may need additional support. It then provides practical guidance on action you need to take, as well as some further information about what is likely to happen after you take this action.

When the guidance refers to a 'student', this refers equally to undergraduate, postgraduate taught and postgraduate research students.

Rita Lewin

Director of Student Support Services

Email: r.lewin@mmu.ac.uk

Tel: **0161 247 3492**

With special thanks to Northumbria University for granting permission to adapt this document.

How Student Support Services fit with the support offered by other parts of the University

Some of the kinds of specialist support described in this guide are fairly self-contained in nature. For example, advice on visas and immigration issues, mental health assessments or counselling should only be offered to students by our teams in specialist departments such as Manchester Met International Office or Counselling, Health and Wellbeing. This guide may, therefore, help you to clarify the boundaries of your own role in supporting students, and help you to avoid inadvertently straying into offering types of advice which should be coming from the University's specialist, accredited practitioners.

We welcome your feedback about *When to Refer* and will be reviewing and growing this guide so it becomes your essential reference point for all the information you need about Student Support Services at Manchester Met.

When a student needs help with a finance enquiry

What should you look out for?

Students experiencing money worries could have difficulties in concentrating on their day-to-day activities and making the most of their time at University. Students or applicants may come to you because they do not know who to speak to about a difficulty they are having in relation to their student loans, fees, bursaries and scholarships, or they may have a query about their entitlement to such support. Look out for signs of worry, a drop in performance, missed academic commitments, or even talk of leaving University as possible clues that one of your students is struggling financially.

What should you do?

If a student or applicant wants to speak to a student finance specialist for advice about their individual circumstances

Refer the student to the University website

For example:

- www.mmu.ac.uk/studentfinance
- www.mmu.ac.uk/study/undergraduate/money-matters

OR

Direct them to the main national website for information on fees, loans and support for living costs:
www.gov.uk/student-finance

Be wary about offering students the benefit of your own experience as the rules and regulations relating to loans, fees, bursaries and scholarships change regularly. Offering out-of-date advice to a student could create difficulties for the student and the University. If in doubt, refer the student on for specialist advice.

If a student or applicant is seeking general information about a finance issue

Direct the student to the University's student finance specialists

Email: studentfinance@mmu.ac.uk
Tel: **0161 247 1045**

Speak to the Student Finance Team in person at the drop in service based in the Student Hub, Ground Floor, Business School, Manchester Campus. Monday to Thursday, from 9:15am – 4:15pm.

What happens next?

The University's student finance specialists can advise on a wide range of issues and, in many cases, will liaise directly with external organisations such as Student Finance England on behalf of the student. In some circumstances, subject to students meeting the eligibility criteria, Manchester Met is able to provide financial support to students in hardship, such as non-repayable hardship grants and emergency loans.

When a student is considering a course transfer, interruption or withdrawal

What should you look out for?

Students may approach you to discuss the possibility of transferring to another programme (changing course), interrupting their study (taking time out), or withdrawing (leaving university before completion).

All of these actions can be classified as changing course and will have an impact on the student's eligibility for funding. As such you should ensure that all students seek advice from specialist support services in relation to this, in addition to the academic advice you provide.

Please note that whilst you can support students to come to a decision about their future, once they have decided to take that step they must be informed of the funding implications that changing their course can have.

What should you do?

In addition to providing academic advice, you should request that the student contacts their Student Support Officer who will discuss their issues or concerns in more detail. The Student Support Officer will then make a referral to the Student Financial Support Team and/or Student's Union Advice Centre to provide information on any financial implications their change of course or withdrawal will have on their Student Finance England (or equivalent) funding, and the consequences this may have on their fees at Manchester Met.

Student Support Officer

www.mmu.ac.uk/sas/student-services/student-support-officers.php

Student Financial Support Team

Drop in service in the Student Hub, Business School
Email: studentfinance@mmu.ac.uk
Phone: **0161 247 1045**
www.mmu.ac.uk/studentfinance/contact_us.php

Student Union Advice Centre

Email: s.u.advice@mmu.ac.uk
Phone: **0161 247 6533**
www.theunionmmu.org/your-advice-centre

What happens next?

The Student Support Officers and specialist advisers will provide the student with the information they need so that they are able to make a fully informed decision where possible. They will also inform the Faculty administrative staff so they can process any relevant paperwork in a timely manner in order to minimise any overpayment issues that this change may cause. If the student has a disability, the Disability Service must also be alerted as this can impact on any financial support they are receiving.

When a student has a mental health or emotional difficulty

What should you look out for?

It has been estimated that 1 in 4 adults will experience mental health difficulties during their lifetime. An individual's mental health can be affected by a number of elements, including social, personal, economic and environmental factors. Some students may experience distress or difficulty due to more transient life crises such as leaving home, exams or relationship issues or other difficult circumstances. Feelings such as low mood or anxiety, can be a completely normal reaction to life events or situations. However, there are times when these problems become more overwhelming and begin to significantly affect a student's studies and day to day functioning.

The University seeks to support students who may be experiencing mental health difficulties and has a commitment to promoting the wellbeing and success of its students. For more details see 'Guidance for staff on supporting students experiencing mental health difficulties'.

What should you do?

When you are concerned about a student's mental health or wellbeing, and they require support but they are not at immediate risk

Encourage the student to make an initial appointment with the Counselling, Health and Wellbeing Service.

They can do this by either dropping into the service, telephoning or emailing. At this point they will be assessed and the appropriate advice and/or referral will be provided. Please note, depending on need this may be a referral to workshops rather than a 1:1 appointment with counselling.

Tel: **0161 247 3493**

Email: **counselling@mmu.ac.uk**

If the student needs to access support quickly, there is an open door service every day in term time between 1pm and 2pm, which enables the student to see a counsellor for a brief time. The service is located in Room 1.13 in the Business School, All Saints Campus. At Cheshire, drop in is available from 1-2pm on Tuesdays, in the Laurence Building, room G-17.

If you are concerned about a student's wellbeing and would like to discuss your concern

Staff can contact the Counselling, Health and Wellbeing service on **0161 247 3493** at 'ten to the hour' during the working day (8:45am – 4:30pm) to speak to a counsellor for advice. If you do not have the student's consent to speak to the counsellor, you can talk in general terms about the issue the student presents with and get general advice on next steps. Depending on the severity of the situation, if the student refuses to see a Counsellor you can encourage them to seek help from their GP, and/or contact the **Samaritans 116 123** (free to call, 24 hours a day, 365 days a year); or seek help from the Accident & Emergency Department at the local hospital:

- Manchester Royal Infirmary in Manchester.
Tel: **0161 276 4147**
- Leighton Hospital in Crewe.
Tel: **01270 612 159**

If you become aware of a student who is seriously distressed or who is at imminent risk of harming themselves or others

If a student becomes severely disorientated or dangerous to themselves or others, call emergency services on **999** and request an ambulance. Also call University Security (**Manchester Ext: 2222 or Cheshire Ext: 5200**) for immediate support.

If the situation is less urgent, and it is within office hours contact Counselling, Health & Wellbeing for advice. Out of office hours, contact Security on the above numbers.

If you have referred someone to hospital let Counselling, Health and Wellbeing know, as soon as possible as the Mental Health Advisor will liaise with the hospital and other NHS Services on behalf of the University.

What happens next?

After contacting the Counselling, Health and Wellbeing Service the student will be assessed and referred to the most appropriate type of support, depending on the urgency and severity of their condition. They may also be referred to the Disability Service to see if they are eligible for /require a Personal Learning Plan and support with accessing any appropriate financial support.

When a student has a disability, dyslexia or a long-term medical condition

What should you look out for?

On occasion there can be specific concerns about a student that need to be addressed, for example a student who may be struggling to complete assignments and is asking repeatedly for extensions to deadlines. If you have a specific query about a student, the Disability Service are happy to provide advice and support.

A disabled person is legally defined as someone who has “A physical or mental impairment which has a substantial and long-term adverse effect on a person’s ability to carry out normal day to day activities”. This includes students with specific learning difficulties such as dyslexia, sensory impairments, autistic spectrum conditions including Asperger’s syndrome and a range of physical or mental health conditions. If in any doubt whether or not a student has a disability, contact the Disability Service for advice.

What should you do?

If a student discloses a disability to a member of staff, then from a legal point of view they are considered to have disclosed to the whole university. It is the responsibility of the member of staff to whom the student discloses to complete the relevant paperwork which can be found on the Disability Service website. Please do not hold on to any medical evidence the student may give you, but rather, encourage them to share it with the Disability Service.

Each weekday, from 9am to 5pm, a Disability Adviser is available to take phone, email or in person enquiries from both students and staff, contact details are as follows:

Students should be encouraged to contact the Disability Service to disclose as soon as possible, so that they can then access any additional support that they may be entitled to. However, the University fully respects any students right not to do so. If a student wants to discuss the implications before making a decision about whether to formally disclose, they can ask to speak to a Disability Adviser, who will be able to advise them in confidence. To help manage student expectations, please do not indicate what support you believe the student may be entitled to as it is the role of the Disability Adviser to determine this based on the medical evidence the student has provided.

Ask the student to contact the Disability Support Team for advice and guidance

Manchester

Email: **disability.service@mmu.ac.uk**

Phone: **0161 247 3491**

In person: we are based in the Employability Hub in the Business School and Student Hub

MMU Cheshire

Email: **stsrvccheshire@mmu.ac.uk**

Phone: **0161 247 5725**

In person: we are based in the Student Hub in the Laurence Building

What happens next?

After contacting the Disability Service, the student will be asked about their disability/condition and advised to bring in medical evidence, if they haven't already obtained it. Once received, this evidence is checked by an adviser in order to ascertain if it meets the legal definition of disability as defined by the Equality Act 2010. Only if a student is judged to be disabled according to this criteria are they offered an appointment at which a Personal Learning Plan (PLP) is produced outlining the reasonable adjustments that should be made. They will also be supported in applying for any external support, for example, Disabled Students' Allowances that may be available.

Students whose evidence does not meet the criteria are either advised how to obtain further evidence, if necessary, or referred to alternative sources of support within the university, according to their needs.

When a student has a query related to faith, belief or religion

Whatever your faith, Chaplains are here to serve all members of the University. You can meet them to talk about any matter and they can be contacted outside university hours. The Chaplains offer:

- Spiritual help
- Friendship and support
- Confidential advice
- Prayer and study
- Information on places of worship for all faiths

Visit the Chaplaincy web page: www.mmu.ac.uk/faith

Refer the student to the following contacts

St Peter's House, Ben Edson (Warden)

The Precinct, Centre, Oxford Road

Email: **b.edson@mmu.ac.uk**

Phone: **0161 275 2894**

Caroline Ryder (Chaplain)

c.ryder@mmu.ac.uk

Mandarin Speaking Students, Revd Shou-Hui Chung

The Precinct Centre, Oxford Road

Email: **shou-hui.chung@manchester.ac.uk**

Phone: **0161 275 2894**

Roman Catholic, Fr Tim Byron

Avila House, Oxford Road (opposite University of Manchester Student's Union)

Email: **general.muscc@gmail.com**

Phone: **0161 273 1456**

Other places of worship

Jewish, Rabbi Ephraim Guttentag
Manchester & Central Chaplain Chaplaincy
Email: ephraim@mychaplaincy.co.uk
Phone: **07817 250 557**
Web: www.mychaplaincy.co.uk

Muslim, Mohammed Ullah
Cavendish Prayer Room and St Peter's House
The Precinct Centre, Oxford Road
Email: mohammed.ullah@mmu.ac.uk
Phone: **07823 776 570**

Sikh, GGS Sikh Temple
Sri Guru Govind Singh Gurdwara Educational and
Cultural Centre
57 Upper Chorlton Road, Manchester, M16 7RQ
Email: info@manchestergurdwara.co.uk
Phone: **0161 226 7233**

Hindu, Gita Bhavan
231 Withington Road, Whalley Range, Manchester, M16 8LU
Email: info@gitabhavan.co.uk
Phone: **0161 861 7669** or **07949 071 379**

Revd David Edwards, Cheshire Campus Chaplains
Email: d.edwards@mmu.ac.uk
Phone: **0161 247 3513**

Cheshire

What happens next?

In the Chaplaincy Centres at St Peter's House and Avila House (both on Oxford Road) there are libraries, common rooms and places for quiet prayer, as well as times for regular worship and events. Chaplains are always available to students and staff of any or no faith persuasion. Any contact with them is always in strict confidence. In addition to the Chaplaincy Centres, the University provides prayer spaces.

Manchester Campus

On the Manchester Campus there is a Muslim prayer room in Cavendish North Building, Ground Floor.
Monday to Friday, 9am – 9pm,
Saturday to Sunday, 10am – 4pm

Cheshire Campus

On the Cheshire Campus there is a multi-faith prayer room situated in the Delaney Building, room 0.14.
Monday to Friday, 8:30am – 6:00pm
Phone: **0161 247 5326**

When a student has an enquiry about their visa

What can I see the International Welfare and Immigration Team about?

The International Welfare and Immigration Team are here to help international (non-EEA) students with information, advice and guidance on:

- Applying for student visas
- Applying for dependant visas
- Living and working in the UK
- Your options if your visa application is refused
- Your options if you have become an overstayer
- Your options if you are experiencing financial difficulties

What should you do?

Refer the student direct to the International Welfare and Immigration Team

The International Welfare and Immigration Team can be contacted via:

- **Drop-in Service**

Open Tuesdays and Thursdays

To meet with an adviser from the International Office, students register at the Student Hub, ground floor, Business School from 9:15am – 11:15am or 1:15pm – 3:15pm. Students are seen in the order that they register from 9:30am in the morning and 1:30pm in the afternoon. To speak to an adviser at the Cheshire Campus please ask at the Student Hub, based in the Laurence Building.

- Email: **visaextension@mmu.ac.uk**

in the subject line write 'Welfare and Immigration'

- Tel: **0161 247 1022 (option 3)** ask to speak to the Welfare and Immigration Team

For students in Cheshire

The International Welfare and Immigration Team are available at Cheshire every second Monday of the month. This support is term-time only.

What happens next?

A specialist will be able to support the student with all aspects of their query.

When an international student needs support with homesickness

What should you look out for?

Manchester Met is a truly international university. International students are attracted to study in the UK for a variety of reasons and academic colleagues are encouraged to help them mix with home students in class. Settling in a new country and making new friends can be a challenge for some. Look out for international students who seem to be struggling to integrate, have few friends, are withdrawn, struggling with work or experiencing culture-shock.

The University and Students' Union have a range of programmes in place to help students make friends and feel at home.

What should you do?

Refer the student to any of the following activities:

MMUnion, your Student's Union

When a student enrolls at the University, they automatically become a member of the Students' Union. The Union exists to represent students at Manchester Met – all 37,000 students. They provide a whole range of services, activities and opportunities to help students develop skills and talents that complement and enhance their education. Most of which are run by students.

Their teams are on hand at both the Manchester and Cheshire campuses, as well as online.

Find out more at the

www.theunionmmu.org

Facebook: **[/TheUnionMMU](https://www.facebook.com/TheUnionMMU)**

Twitter: **[@TheUnionMMU](https://twitter.com/TheUnionMMU)**

Manchester

Tel: **0161 247 1162**

Email: **theunion@mmu.ac.uk**

Cheshire

Tel: **0161 247 5136**

Email: **theunion@mmu.ac.uk**

The International Society

International students are encouraged to join in the activities offered by the International Society, based on Oxford Road. The International Society is an independent, not-for-profit organisation unique to Greater Manchester. Their aim is to provide international students with a warm and friendly welcome when they arrive in the city, and to make their time in the UK a wonderful experience. The International Society currently has 7,000 members, representing over 130 different nationalities.

They arrange activities such as visits of cultural and historical interest around the UK, social events throughout the year, including quiz nights, live music events, barbecues and a full programme of events during the holidays.

For further details visit: **www.internationalsociety.org.uk**

Email: **info@internationalsociety.org.uk**

Tel: **0161 275 4959**

The International Society, William Kay House, 327 Oxford Road,
Manchester M13 9PG

Faith Support

Whatever your faith, chaplains are here to serve all members of the University. Students can meet them to talk about any matter, and they can be contacted outside university hours.

The chaplains offer:

- Spiritual help
- Friendship and support
- Confidential advice
- Prayer and study
- Information on places of worship for all faiths.

Visit the chaplaincy web page

www.mmu.ac.uk/sas/studentervices/faith for contact details of chaplaincy centres and information on multi-faith quiet rooms available on campus.

Counselling, Health & Wellbeing Service

Students can also access the Counselling Health & Wellbeing Service at Manchester Met for further support.

Tel: **0161 247 3493**

Email: **counselling@mmu.ac.uk**

What happens next?

Ultimately it is the decision of every individual student whether they take up any of the opportunities available at Manchester Met. All you can do is encourage them to take part and enjoy the fullest possible experience of University life in the UK.

When a student has a communicable or notifiable disease

What should you look out for?

The University has around 37,000 students living and studying in close proximity across the City of Manchester and Cheshire. Given these numbers, the opportunity for close physical contact, and the numbers of staff and students regularly returning to the UK from overseas there is always the risk that a serious disease or bout of illness may break out on campus. Whilst major outbreaks and serious diseases are thankfully comparatively rare, the University has both legal and moral responsibilities to respond in an appropriate and efficient way whilst being highly sensitive to any students affected. Under the Health Protection (Notification) regulations 2010, there are a number of diseases which, if diagnosed, should also be reported to the proper authorities such as: cholera, malaria, measles, meningitis, mumps, SARS, TB and whooping cough.

It is possible that a student you know may come to you complaining that they are feeling ill with the symptoms of a communicable or notifiable disease. Alternatively you may receive a report, directly or indirectly, that a student has already been diagnosed, or is being tested for, such a disease.

What should you do?

Firstly, ensure that the student is receiving appropriate medical attention

For some conditions, this will mean advising that they go straight to their GP or go to Accident & Emergency. In other cases, you may need to phone an ambulance.

Secondly, report the case internally within the University

You can do this by telephoning:

Counselling, Health and Wellbeing 0161 247 3493

OR

Out-of-hours security

Manchester Campus **0161 247 2222**

Cheshire Campus **0161 247 5200**

Explain that you need to report a case (or potential case) of a communicable disease.

Try to have key information to hand when you make this call, such as:

- The student's name, student ID, and contact details (phone numbers are particularly helpful).
- Information about the student's current whereabouts.
- Information about whether the student has already received a diagnosis and which parts of the NHS they have already engaged with.

What happens next?

Counselling, Health and Wellbeing may provide you with some initial actions to take. However, it is more likely that they will look into the matter and come back to you. If required, Counselling, Health and Wellbeing will make a notification of the case to the relevant NHS authorities. In some cases, a University case conference will also be convened by the Director of Student Support Services to ensure effective cooperation with any NHS efforts to trace people who have been in contact with the students, coordinate internal and external communications, and ensure that the University's response is effective and well-managed.

When a student reports discrimination, victimisation or harassment

What should you look out for?

Whilst universities are, by their very nature, liberal and inclusive environments, there is always a risk that a student may feel they have been discriminated against. Discriminatory behaviour can have a serious negative impact on the individual, as well as being morally and legally wrong. The University is committed to equality and inclusion and takes allegations of discrimination, victimisation or harassment very seriously. Remember discriminatory behaviour can be based on a number of characteristics and the University treats all cases of potential discrimination, victimisation or harassment equally seriously.

Those who are discriminated against often feel worried about coming forward, so look out for signs of withdrawal, fall-off in academic performance or attendance, lack of interaction with a group or particular individuals and avoidance of certain situations.

What should you do?

**Refer the student to a
Student Support Officer**

If the student would like to talk to someone about their experience and discuss their options, refer the student to a Student Support Officer.

Visit: www.mmu.ac.uk/sas/student-services/student-support-officers.php

Or by telephoning, emailing or directly contacting the relevant Student Support Officer for their Faculty.

**Refer the student to the
Student Union Advice
Centre**

The Manchester Met Student Union Advice Centre can provide advocacy and impartial support.

Tel: **0161 247 6533**

Email: s.u.advice@mmu.ac.uk

What happens next?

As well as ensuring that the student is offered any support they might require, the Student Support Officer will be able to signpost the student to any relevant complaints procedure or to the Students' Union Advice Service, as appropriate. They can also refer the student to Counselling, Health and Wellbeing if they are in distress or need support for their mental health.

When a student is a victim of crime

What should I look out for?

It is possible that at some point a student will approach you looking for support as a victim of crime. A student might for example, share with you the fact that they were a victim recently and have not yet reported this to anyone, or they might tell you that they are finding it difficult to cope with the after-effects of a crime that happened some time ago. Even crimes experienced some time in the past can have a significant effect on a student's day-to-day life and studies.

What should you do?

First, identify whether the student has reported the crime and if not, help them to decide whether to do so

In most cases, when a person is a victim of crime, it is their decision as to whether or not to report that crime. This can be a difficult decision. If a student tells you about a crime they have experienced which they have not reported, seek to ensure that the student has the support they need to think through their next steps.

We suggest that you:

Make sure that the student has the telephone numbers for University Security:

Manchester Campus

Tel: **0161 247 1334** (Security Control Room) or

Tel: **0161 247 2222** if an emergency

Cheshire Campus

Tel: **0161 247 5200**

Offer to ring Security on their behalf if they would prefer this.

Help the student access the support available

After experiencing a crime people can be affected in different ways:

- Students may benefit from speaking to a Student Support Officer
www.mmu.ac.uk/sas/studentservices/student-support-officers.php
- If you feel that a student's experience of crime is having a significant effect on their mental wellbeing, refer the student to the University's Counselling, Health and Wellbeing Team.
Tel: **0161 247 3493** Email: **counselling@mmu.ac.uk**
- In addition, you may also recommend friends of the student who may also have been affected to contact the Counselling, Health and Wellbeing service for support for themselves.

What happens next?

What happens next will depend on the circumstances of the case in question. The University's Security team are experienced in responding to serious crimes and liaising with the emergency services. Referring students to Student Support and Counselling, Health and Wellbeing for ongoing support will ensure that the student receives the help they need. To coordinate our response to a serious allegation (e.g. a safeguarding concern) or crime, the University will often hold a case conference, involving key SAS, The Deputy Registrar, Director of Student Support Services, and senior staff from Security, Legal and faculty, to agree a way forward.

For further information and guides to staying safe at university visit:

[A guide to staying safe at University \(Manchester\)](#)

www2.mmu.ac.uk/media/mmuacuk/content/documents/facilities/10526_Student-Safety-Map_screen5.pdf

[A guide to staying safe at University \(Cheshire\)](#)

www2.mmu.ac.uk/media/mmuacuk/content/documents/facilities/Student-Safety-Map-Cheshire-V3.pdf

When a student has a complaint

What should you look out for?

While we do our best to ensure students are well supported and receive a high quality education experience sometimes there are concerns and complaints that students wish to bring to the University's attention. Students may raise these concerns via email, in a teaching session or by dropping in to speak with you in your office.

What should you do?

The majority of complaints can usually be resolved quickly and simply by discussing things at the informal level as soon as the student brings these issues to your attention. Students are often worried about making complaints and the wider impact this may have on their academic progression or relationship with their department. It is important to respond quickly and positively to any issues raised and, where possible, arrange for a face-to-face informal discussion involving the relevant parties.

Draw on the services of the University's mediator pool

Where relationships may have broken down (either between students or between staff and students) or where it would be helpful to draw on the support of an independent trained mediator, staff and students can call on the University's pool of mediators. To find out more, or make arrangements, please contact the Student Case Management team.

Email: complaintsappeals@mmu.ac.uk
Tel: **0161 247 1095**

Speak to the Student Union Case Management team for advice and guidance

If a complaint can't be resolved informally students can submit a formal complaint to the Student Case Management (SCM) team. The SCM team are happy to provide advice and guidance on any aspect of the complaints procedure to both staff and students.

Email: complaintsappeals@mmu.ac.uk
Tel: **0161 247 1095**

Refer students to Student Union Advice

In addition to the SCM team, students can obtain advice and guidance about the complaints procedure or submitting a formal complaint from the Student Union Advice Centre.

Email: s.u.advice@mmu.ac.uk
Tel: **0161 247 6533**

What happens next?

The Student Case Management team and/or Student Union Advice Centre will provide guidance and information on the complaints procedure and next steps. If a student chooses to proceed with a formal complaint the SCM team will process this and identify an appropriate Investigating Officer to look into the issues raised – this is usually a Head of Department or Head of Service in the relevant area.

For full details of the complaints procedure see:

www.mmu.ac.uk/academic/casqe/regulations/assessment/docs/complaints.pdf

For answers to some frequently asked questions see:

www.mmu.ac.uk/academic/casqe/regulations/complaints.php

When you think a student is susceptible to radicalisation

What should you look out for?

A useful guide on promoting good relations on campus has been produced for the higher education sector by the Equality Challenge Unit (www.ecu.ac.uk/publications/promoting-good-relations). This guide explains that, "Although a small number of cases of extremism linked to terrorism have involved students and graduates of UK universities, it is generally recognised that the sector does not have a major problem with violent extremism. However, the government has recommended that institutions should be aware of the risk of radicalisation and the challenges posed by violent extremism." A survey conducted by Universities UK in 2010 found that two-thirds of universities had carried out work in this area by, for example, ensuring that staff know who to speak to if they have any concerns.

Under the counter-terrorism and security Act 2015 and the associated Prevent Duty, the university is required to have 'due regard to the need to prevent people from being drawn into terrorism' in the exercise of its functions. A separate briefing, note for staff on the Prevent Duty has been widely circulated and is available from the **Deputy Registrar and Academic Secretary's Office** on **0161 247 1090**. One aspect of the Prevent Duty relates to concerns about individual students.

Experimenting with political ideas will be part of the University experience for many students and are not necessarily negative; after all, many great innovations were the result of 'radical' thought. However, when these thoughts are so far from the norm that an individual begins to see violence as legitimate, then we need to intervene. Radicalisation can take place face-to-face, via the internet or there have been cases when an individual has radicalised themselves. A small number of people may be vulnerable to a range of radicalising causes including religious radicalisation, far right activity or animal rights extremism. There is no set pattern to how radicalisation may occur but look out for the following:

- **Cultural or religious isolation** especially a student actively avoiding a diverse group of people
- **Changes in peer group** – such as spending long times away with unusual people
- **Isolation from family** and significant difficulties in adapting to university life
- **Political activism** or the possession of literature advocating extremist views or actions – notice any sudden and significant increases in political activity, especially on those issues championed by extremist groups
- **Sudden changes in religious practices** either becoming more active, or adopting a new religion in a way that gives rise to concern
- **Accessing violent and hate rhetoric** either in print, online or expressing these verbally
- **Suspicious items** – for example, very large amounts of money, multiple passports/personal documents, large amounts of peroxide, fertiliser, unusual looking cooking and kitchen appliances or other everyday items which could make explosives
- Evidence of any **student having interest in or travelling to a known conflict zone**

We need to bear in mind that, rather than being signs of potential radicalisation, a lot of these might suggest other support needs. This is why our approach is to consider each case individually and decide on the best way forward.

What should you do?

If you have concerns about a student and are not sure whether or not radicalisation might be a factor, telephone

Deputy Registrar: 0161 247 1090

Head of Security and Business Continuity: 0161 247 5949

Director of Student Support Services: 0161 247 3492

Cases will then be progressed through engagement with safeguarding teams in the relevant external agencies.

If at any time, 24/7, you become aware of a student who is at imminent risk of harming themselves or others, contact Manchester Campus Security on **0161 247 2222** or Cheshire Campus Security on **0161 247 5200**

What happens next?

If needed, a case conference will be held with the Deputy Registrar, Head of Security and Business Continuity, Director of Student Support Services and other relevant Faculty and Service representatives to plan the next steps.

A range of options are open to the University depending on the evidence we have and the possible risks posed, and we are able to liaise with external support services (e.g., Adult Services, Police), should this be necessary.

When a student has died

What happens if you are made aware of a student death?

The death of a student, though rare, represents a sad loss to the whole University community; fellow students, colleagues, staff as well as their family and friends. In a student population the size of Manchester Met, the University may be informed of the death of a student a few times each year, and, when this happens, the University has a range of responsibilities to discharge whilst being highly sensitive to the needs and wishes of those involved.

In the rare circumstance that you discover, or are the first notified, that a student has died, there are some actions you need to take.

What should you do?

In the unlikely event that you are the person who discovers a student who has died on University premises

Telephone Security immediately

Manchester Campus Security
Tel: **0161 247 2222**

Cheshire Campus Security
Tel: **0161 247 5200**

Ensure that the scene is not disturbed, and arrange for any witnesses or friends of the deceased to be accompanied to a quiet area where you and they should wait for Security to arrive. Security will take charge of the situation and notify and liaise with the emergency services in relation to the immediate incident/scene.

In the event that you are notified that a student has died off-campus – for example, if the parent or a friend of a student contacts you to let you know of the death of a student

Contact University Security

Telephoning their general enquiries number
Tel: **0161 247 1334**

Contact the Deputy Registrar
Tel: **0161 247 1090**

It is helpful if you can provide as much information as possible (e.g. the student's ID number, course, level of study, etc.).

What happens next?

Following any emergency services involvement, Security will inform the Deputy Registrar & Academic Secretary and ensure that the relevant people are involved in taking the correct action. This may include pulling together a case conference, which could involve representation from the Deputy Registrar, Senior SAS Managers, Student Support Services, Marketing, Communications and Development and Faculties, to coordinate the University's response. This includes, ensuring that appropriate support is offered to the next-of-kin, that communications with students, staff and others are coordinated, and that support is offered to friends and fellow students, as well as coordinating the range of practical actions required in the case of a student death.

When a student requires support to improve their English writing skills

What should you look out for?

Students may need support to improve their English writing skills, to improve their chances of being successful on their course and when applying for graduate jobs.

The Writing Project supports Manchester Met students of all levels and abilities who would like to improve the way they write. The workshops provided will focus mainly on style, punctuation, grammatical accuracy, organisation and how to paraphrase and summarise effectively.

Please note that if English is not the students first language, the student will need to be referred to the English Language Services for International Students (ELSIS), who run courses specifically designed for students whose first language is not English. The focus is on skills needed for successful academic writing, grammar, listening, reading and speaking.

What should you do?

If a UK student requires support with English Language, refer them to the Writing Project

For more information, please visit:
www.writingproject.mmu.ac.uk

If you are a tutor on a course which would benefit from in curricular English Language support contact the Writing Project

For more information, please visit:
www2.mmu.ac.uk/languagecentre/courses-for-our-students/coaching-for-academic-english/

If an International student requires support with English language refer them to, ELSIS (English Language Services for International Students)

For more information, please visit:
www.writingproject.mmu.ac.uk/

What happens next?

After contacting one of the above projects, the student will then be requested to attend the course that is most appropriate for them. The Writing Project offers 10 different workshops and this includes a 1.5 hour face-to-face session with a tutor per week as well as online homework.

EL SIS offers the student free English language courses, one-to-one tutorials in person or online tutorials for all International students at Manchester Met.

When a student requires support to improve their numeracy skills

What should you look out for?

Students may need extra support to be successful in the numerical aspects of their course, or may be applying for graduate jobs which require them to pass aptitude tests, including numeracy.

Research reveals that students often prefer receiving support from their peers as they can feel embarrassed about asking for help from academic staff. The Numeracy Project employs students as 'Data Buddies' to work alongside tutors in classrooms or labs, offering peer support to students.

In addition, Data Buddies offer 'Pop-up' Maths cafes across campus from which students can access support independently as well. These operate in Geoffrey Manton, John Dallton, Brooks Building & The Business School most lunchtimes during term time.

What should you do?

If you are a tutor on a course where all students would benefit from extra peer support, email **mathscafe@mmu.ac.uk** for more details.

Also if you feel a particular student or students may feel intimidated about asking for individual help from a tutor, advise them to visit the 'Pop-up' Maths café. Again, for further details of when/where the cafes are available email **mathscafe@mmu.ac.uk**

What happens next?

For more information on the Numeracy Project and other projects supporting data literacy go to **www2.mmu.ac.uk/qstep/supporting-data-literacy-/**

Follow us on Twitter and Facebook @MMUmathscafe

When a student would benefit from non-subject specific study skills support

What should you look out for?

Students arrive at university with their own distinctive skills and experiences. There are those that have recently completed A Levels or other forms of post-16 education. There are those who are returning to HE after some time away from education and then there are students who arrive here from overseas for whom English is not their first language and may not be familiar with the academic practices of UK universities. Whatever the background, at some stage students will have to get to grips with the following academic skills in order to evidence their knowledge in a range of assessments beyond the day-to-day demands of their course content:

Writing essays/reports/literature reviews etc. presentations, critical thinking/analysis, preparing for exams, managing the work/study balance, reading academically, referencing and note-taking in lectures.

If you suspect a student requires some assistance in one or more of these areas and you may only become aware of this need once work (summative or formative) has been submitted or if they approach you individually and express a concern, then perhaps they could benefit from some additional support.

What should you do?

Ask the student to contact a Student Support Officer (SSO)

They can do this by email or telephone. Contact details for each SSO are available here: www.mmu.ac.uk/sas/student-services/student-support-officers.php

OR

Contact the Student Hub Staff who can put the student in touch with the Student Support Officer.

Study Skills Workshops are available to all Manchester Met students and Specialist Study Skills Workshops are available to students with Specific Learning Difficulties such as Dyslexia. Students can get more information and book places, by visiting www.mmu.ac.uk/LD/skillsdevelopment

What happens next?

After contacting the relevant Student Support Officer, they will provide specialist academic skills input based on the individual needs of the student. The SSO will work with the student and offer study skills support in one of two ways. They will suggest the student attends one of the many workshops run throughout the academic year (details of which will be available on their website) and/or they will suggest seeing the student on a one-to-one basis. This will be established based on the needs of the student and the level of support required. The Student Support Officer will work closely with the student with the goal of helping the student develop the necessary skills, confidence and tools to help them improve the quality of their work.



www.mmu.ac.uk/sas/studentservices

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When to refer

What should you look out for?

What should you do?

What happens next?



Student Support Services