



**Manchester
Metropolitan**
University

Chartered Manager Degree Apprenticeship

Apprenticeship Handbook (2019/20)



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Introductory Information

About the Chartered Manager Degree Apprenticeship

Welcome to Manchester Metropolitan University, home to a diverse community of over 30,000 students and degree apprentices and home to one of the largest Business Schools in the UK. The faculty has been supporting industry and commerce in the city since 1889 and our modern, full-range faculty offers undergraduate, postgraduate and higher research degrees in all the major sub-disciplines of business, management and law.

We are proud to be one of the UK's leading providers of management degree apprenticeships, creating industry-relevant programmes designed in close collaboration with employers. In 2016, we received a commendation at the Times Higher Education awards for our pioneering approach to development and delivery. This year, there will be over 1,300 degree apprentices from leading employers around the country. Please take advantage of this fantastic opportunity to network and develop lasting professional relationships.

The Chartered Management Degree Apprenticeship (CMDA) is an engaging management programme designed to provide skills and knowledge to ambitious professionals. Developed by the CMI and leading employers, and aligned to the Level 6 CMDA standard, the University will deliver a programme that will embed sound research-led capabilities to our students, helping our employers to develop and retain talented leaders.

The programme combines face-to-face teaching with online support systems and gives participants access to some of the country's leading academic professionals. The taught units are complemented by support from a dedicated team of skills coaches who help apprentices to develop business skills and behaviours in the workplace. Please make use of the excellent range of resources and support that you have available at Manchester Met.

This programme will stretch and challenge you at times, but it will help you to develop a new way of thinking about leadership and management. Enjoy the challenge!

Liz Gorb

Director of Apprenticeships



Welcome from the CMDA management team

In choosing to study at Manchester Metropolitan University, you will be joining a Business School with an excellent reputation that is grounded in the concept of professional development in the North West region. For over 100 years, our Business School has built this reputation on active involvement with professional bodies and employers, rigorous standards and supportive relations with students.

The Chartered Management Degree Apprenticeship (CMDA) that you have chosen to study will undoubtedly be both demanding and challenging, but we hope that you will also find it stimulating and enjoyable. The programme team at Manchester Met—including your unit tutors and skills coaches—will ensure that you receive the support and guidance that you need to achieve your goals. If you ever have any questions or concerns, then please get in touch.

The CMDA is a context-driven education that blends your academic studies with learning in your own workplace to create an environment where you are able to apply academic principles to your everyday role. Throughout the programme, you will undertake several workplace projects that will enable you to make a real impact on your organisation. Many of our apprentices have had their contribution recognised by their employer, receiving progression and development opportunities.

Most of the information you will need regarding the programme is contained on the Moodle page for the programme (<https://moodle.mmu.ac.uk>) or the central online student hub (www.mmu.ac.uk/students). Please check these pages for specific programme information such as learning outcomes and programme specifications. We will demonstrate how to access this during your first day at Manchester Met. It is essential that you familiarise yourself with this facility and check it regularly, along with your student email.

We hope that you will find your experience on the programme rewarding and that it will help you to develop both personally and professionally. The whole team look forward to meeting you all and that you will find your experience at Manchester Met both rewarding and fulfilling.

CMDA Programme Team



Programme Contacts

Programme leaders

The programme leader has overall responsibility for the operation and smooth running of your programme. They manage a broad range of areas including oversight of the academic units, aspects of quality, establishing fairness in marking / moderation and focussing on the whole learning experience to ensure you have a challenging yet supportive environment within the degree. If you have any queries about your programme, please get in touch with your programme leader.

Academic Programme Leaders			
John Byrne	CMDA 4-year programme and pathways	john.byrne@mmu.ac.uk	0161 247 3019
Trevor Brown	CMDA Health and Social Care and Executive Fast Track programme	t.a.brown@mmu.ac.uk	0161 247 5767
Rebecca Abushena	CMDA Retail programmes	r.abushena@mmu.ac.uk	0161 247 2803
Orla Smith	Retail Leadership	o.smith@mmu.ac.uk	0161 247 2840
Rachelle Andrews	MBA programmes	r.andrews@mmu.ac.uk	0161 247 3886

Unit Leader and tutors

The unit leader has overall responsibility for the management and teaching on their units. They will be supported by unit tutors who will support with the teaching. If you have any questions about a specific unit, please get in touch with the unit leader.

Skills Coaches

Skills Coaches conduct periodic reviews with apprentices and their line manager to monitor progression and support development on the apprenticeship. They also support apprentices to develop skills and behaviours in the workplace and evidence these in the apprenticeship portfolio. Finally, they are a point of contact for apprentice and line manager for general queries.

Name	Email	Telephone
Neil Crimes (Apprenticeships Manager): n.crimes@mmu.ac.uk and 0161 247 482		
Fiona Lewis	f.lewis@mmu.ac.uk	07824 551 948
Sara Barron	s.barron@mmu.ac.uk	07824 551 967
Liam Waddington	l.waddington@mmu.ac.uk	07824 551 881
Carole Harvey	c.harvey@mmu.ac.uk	07585 884 577
Danielle Cowap	d.cowap@mmu.ac.uk	07795 267 269
Nico Crutwell-Jones	n.crutwell-jones@mmu.ac.uk	07775 854 576
Paul Bridge	p.bridge@mmu.ac.uk	07775 858 982
Naomi Buckley	n.buckley@mmu.ac.uk	07775 850 608



Additional support

We appreciate that MMU is a large University and that it can sometimes be difficult to know who can help you with your query. If you are ever in doubt, please speak to your Skills Coach who can point you in the right direction.

Name	Email	Telephone
Apprenticeship Unit (apprenticeship queries and attendance)	managementapprentice@mmu.ac.uk	0161 247 3720
Student Hub (University queries and general advice)	studenthub@mmu.ac.uk	0161 247 2747
Academic Study Skills Tutor	ssoapprenticeships@mmu.ac.uk	0161 247 2747

Studying for the CMDA

Timetables

Timetables are confirmed via your MyMMU area (<https://my.mmu.ac.uk/>) in the programme introductory week. Detailed unit timetables and schedules can be found in the individual unit handbooks or on the unit Moodle pages.

Attendance

We use the Presto attendance registration system for monitoring attendance at University, so please make sure that you tap into each session via the grey box near the classroom door. Instructions will be given during induction www.mmu.ac.uk/attendancefaq/. All University attendance will automatically be logged against your off-the-job development time target by the apprenticeship team.

Communicating absence

If you will be absent from university, you should ensure that you inform the apprenticeship unit by emailing managementapprentice@mmu.ac.uk as soon as practically possible. You should also ensure that you copy your line manager into all communications relating to absence.

Communication

Mechanisms for communicating information to students:

- We will communicate with individually via your MMU email address. Guidance on how to auto-forward your MMU email to a different email address can be found here www.mmu.ac.uk/isds/support/email/.
- We will communicate to you as a group via Moodle: <https://moodle.mmu.ac.uk>.
- Assignment marks and feedback will be communicated via Moodle or exceptionally by paper in a tutorial class but we will indicate how we will communicate this on the assignment brief front sheet.



- Exam marks and end of year progression are communicated via a web page with individual login at www.mmu.ac.uk/myresults.

How to obtain further information, support or guidance:

- In the first instance, all general queries about the apprenticeship should be directed to your Skills Coach or the Apprenticeship Unit managementapprentice@mmu.ac.uk.
- If you have a problem with one of your units, please contact the unit tutor or unit leader in the first instance
- IT support is obtained via the IT Helpline 0161 247 4646 or it.helpline@mmu.ac.uk
- For all queries that relate to the student services and support offered by the University contact the Hub on 0161 247 2747 or studenthub@mmu.ac.uk.

Moodle

The Moodle online platform is regularly used for group communications. Please engage with discussions on Moodle where possible as they can be a great tool for sharing ideas. Results from assignments and class tests are posted via Moodle or in exceptional circumstances by paper in a tutorial class. You will be able to access your end of year progression via a dedicated and secure web page.



Assessments and regulations

On-programme assessment

Apprentices are assessed using a variety of assessment methods, including essays, group/individual presentations, business reports and projects. The assessment for each academic unit within the degree are designed to enable apprentices to apply the academic theory to their own organisation and role. Apprentices are also encouraged to conduct research into their organisation, so that they can contextualise their learning in the classroom.

Apprentices will complete an apprentice development portfolio capturing the knowledge, skills and behaviours developed on the programme. Commencing from day one and running throughout the programme, the portfolio allows participants to reflect, plan and evaluate their development. Apprentices are encouraged to include evidence demonstrating competence such as appraisals and 360-degree feedback. Further guidance is provided in a separate guide and from your skills coach.

Work-based projects

Your apprenticeship includes several workplace projects. You will engage in these projects through dedicated project units, supported by a unit tutor and your line manager or mentor. These projects allow you to directly apply knowledge and skills in the workplace, to the benefit of your organisation and your professional development. You are encouraged to discuss potential project ideas with your line manager or mentor as soon as possible, in order to identify projects that best support business needs. We have produced a separate guide on work-based projects for apprentices and employers.

Confidentiality

Please ensure that remove all names of individuals and sensitive information from your written assignments. If you are in doubt about whether you can include any information in an assignment, please check with your line manager or mentor.

Late submission of assessed work

Please note that late submission of assessed work will be penalised in all circumstances.

If you submit work up to five working days after the original submission date, then it will be still be marked but capped at 40% (50% for level 7, ie MBA submissions). In other words, the maximum you can receive for that element is only 40% or 50%. If the unit contains two assessed elements, the unit mark will remain uncapped.

Any assignment submitted after the five working day late submission period will be automatically capped at 0%. If you fail the unit as a result of this mark, you will be given another final opportunity to re-take this element. Full assessment regulations can be found on the Manchester Met policy document page at www.mmu.ac.uk/policy/.



Extensions can only be granted, in advance, through the Exceptional Factors process discussed below:

Exceptional Factors

Exceptional Factors (EF) is the process through which you can request an assessment deadline extension or a further assessment opportunity because of exceptional, short-term events that have had a serious impact on your studies. Exceptional Factors are not granted by your unit tutor or programme leader but are considered by Professional Services staff.

Applications for exceptional factors can take 5 days to process, so it is very important that you apply in advance of your deadline.

With your application, you will need to provide a personal statement describing the full nature of the circumstances affecting you and how the circumstances have affected your performance in any assessments identified. You are also be required to provide independent documentary evidence or your claim cannot be considered.

Exceptional Factors claims will normally receive a response within 5 working days. You are normally be expected to submit your claim prior to the submission date; if a claim was submitted after an assessment date, resubmission during the next assessment period may be offered for approved Exceptional Factors. Your Skills Coach or the Student Hub can provide information and advice about the Exceptional Factors process and full details, including examples of required evidence, can be found at www.mmu.ac.uk/student-case-management/guidance-for-students/exceptional-factors/.

Assessment regulations

The rules and procedures relating to all assessed work, including written and oral examinations, coursework, essays, projects, dissertations, practical work and placements are set out below. These regulations provide effective mechanisms and structures to ensure that students are fairly and objectively assessed, whilst at the same time maintaining the University's high academic standards. Ignorance of these rules and assessment requirements will not constitute a defence in any disciplinary procedures for infringement. If you have problems understanding the assessment regulations it is important that you discuss this with your Programme Leader or the Advice Centre within the Students' Union: www.mmu.ac.uk/policy/.

Programme Specific variations to the regulations allow content, format and date of assessment to be negotiated as part of a customised assessment.

External Examiners

The assessment design on the programme is moderated internally by University staff and externally by external examiners. Likewise, a sample of student work also goes through this moderation process.



External examiners are appointed on all units and awards to provide independent assurance of their quality. External examiners are generally academics based in equivalent institutions. Internal and external moderation ensures the equity and transparency of the assessment process: to ensure that work is set at the appropriate level, that the assessment is a good test of learning, that the marking is fair and that all aspects are consistent with those expected in other universities. More information about external examiners is found here: www.mmu.ac.uk/academic/casqe/examiners. Please contact the Academic Lead to view external examiner reports.

Full guidance on University Regulations, Policies and Procedures is here: www.mmu.ac.uk/academic/casqe/regulations/docs/policies_regulations.pdf



Apprenticeship Information

Attendance and participation

Attendance is monitored and absences will be reported to employers. Attendance and assessment data is also reported to the Education and Skills Funding Agency (ESFA). We will also monitor your general engagement with the programme using a variety of metrics, including submission of assignments, attendance, portfolio development and Moodle usage.

If you will be absent from university, you should ensure that you inform our apprenticeship unit by emailing managementapprentice@mmu.ac.uk as soon as practically possible. You should also ensure that you copy your line manager in to all communications relating to absence.

Attendance at University sessions will automatically be logged against your 20% off-the-job development target on your e-portfolio system. You are required to keep track and log the remaining elements of your off-the-job time on the e-portfolio system (see below).

Chartered Management Degree Apprenticeship Standard

The entire course is mapped to the CMDA standard developed by the Chartered Management Institute (CMI), Employers, and Higher Education providers, including Manchester Met. The units we deliver are linked to the knowledge outcomes listed in the standard:

www.instituteforapprenticeships.org/apprenticeship-standards/chartered-manager/

Within the apprenticeship, knowledge is delivered through formal learning in the classroom and skills and behaviours are developed and evidenced in the workplace. In your apprentice development portfolio, you will collect evidence of the development of these skills and behaviours and reflect on how you have applied new knowledge in your role.

Skills Coaches

A key part of the Skills Coach role is to support apprentices with development of the portfolio element of the degree apprenticeship in preparation for end-point assessment. This includes offering information and advice on the generation of appropriate work based evidence that demonstrates competency in relation to the Chartered Manager Degree Apprenticeship (CMDA) skills and behaviours. Your skills coach will review and track progress on a termly basis and signpost the apprentice to pastoral support as required. Apprentices should expect at least one of these reviews to take place in the workplace annually; they may also see their apprentices on campus at different stages of their degree in order for skills coaches to offer holistic support across the degree apprenticeship and are very much the first point of contact for a degree apprentice.



Apprentice Development Portfolio

Throughout your apprenticeship, you will create a portfolio of evidence to demonstrate the achievement of the full range of knowledge, skills and behaviours detailed in the Chartered Manager Degree Apprenticeship standard. The portfolio is assessed at the end-point assessment by an independent panel containing a representative from the CMI, your employer and the University. We have produced a separate guide to the portfolio and end-point assessment.

For the purpose of completing the portfolio, Manchester Metropolitan University has invested in OneFile, an e-portfolio software that enables you to capture and record your skills, knowledge and behaviours, and map them against the standard.

- www.onefile.co.uk

In order to complete the portfolio, you will receive advice and guidance from your Skills Coach. Details about logging into OneFile are given during induction.

Support with OneFile

In the first instance, you should contact your Skills Coach for any issues with OneFile. For additional support, especially technical support, you can also contact Ben Aspinall who is our e-portfolio support tutor: b.aspinall@mmu.ac.uk or 0161 247 3404.

OneFile also offers a technical service directly to apprenticeships in case you experience any issues with the software:

- Tel 0161 638 3876 (8am - 6pm Monday to Friday, excluding bank holidays).
- Email: support@onefile.co.uk

End-Point Assessment

On completion of the degree, all apprentices will undertake an independent End-Point Assessment by a panel comprising the employer, University and an independent assessor. The independent assessor will have the final decision in relation to the assessment and grading of the apprentice. We have partnered with the Chartered Management Institute (CMI) to deliver our end-point assessment.

The End-Point Assessment will include a presentation of the work-based project, review of portfolio evidence, and a competency-based interview. This combination will fully test that the apprentice meets all the requirements of the standard. Extensive guidance is available in our separate guide and on the Moodle page. In your final year, we will organise mock end-point assessment and workshops to help you prepare.

On successful completion of the End Point Assessment, apprentices may choose to apply for professional recognition to support their professional career development and progression. Further details about the apprenticeship are set out within the Apprenticeship standard and assessment plan.



Off-the-job development time

An important part of any apprenticeship is being given sufficient time to learn new knowledge and skills, and develop new behaviours. The Education and Skills Funding Agency (ESFA) has decided that this should constitute no less than 20% of an apprentice's contractual hours over the duration of the apprenticeship programme.

Dedicated off-the-job development time includes University studies (including attendance at teaching sessions, workshops and tutorials) as well as activities undertaken in the workplace contributing to the development of skills and behaviours within the apprenticeship standard (eg training, shadowing and additional development opportunities). Your skills coach will facilitate a discussion with you and your line manager about how this 20% off-the-job time will be supported in your organisation.

It is very important that you record this off-the-job development time in the OneFile e-portfolio system, as progress towards the 20% target is reported to your employer and the ESFA. Your skills coach will support you to gain access to the system and complete this requirement appropriately.

Additional Support and Guidance

Support at Manchester Met

There is a lot of support for all students, including apprentices, at Manchester Metropolitan University. During induction, you are introduced to the various sources of support in more detail. If you are unsure about what support might be available, or who to speak to, then please ask your Skills Coach or speak to a member of the Student Hub team. Further information about all University services is available at www.mmu.ac.uk/student-life/.

Student Hubs

Student Hubs are located in most faculty buildings. They can assist you with general information and advice, produce replacement ID cards, provide contact details and availability for members of staff and receive Exceptional Factors application submissions. Opening times and contact details found here: www.mmu.ac.uk/students/hubs/.

The Business School Student Hub can be contacted on 0161 247 2747 and studenthub@mmu.ac.uk.

The online Student Hub (www.mmu.ac.uk/student-life/) acts as a central point of information for all MMU students regarding a wide range of the University's central and support services. This includes essential academic information—such as details about attendance requirements, timetabling, assessment and reassessment—along with a mixture of practical information—such as student support, learner development, travel and transport, student finance and health and wellbeing. The Hub also contains a dedicated area for international students.



Academic and Study Skills Tutors

The Apprenticeship Academic and study skills tutor is available to support students with academic issues throughout the year. They work as part of the central team and are Faculty based in locations accessible to the students. They can help you get the best from your course by developing academic and study skills, including critical writing, report writing, presentation skills and effective study techniques.

Academic and study skills tutors deliver workshops and webinars and offer one-to-one appointments. Apprentices can also attend any of the study skills workshops and webinars available at www.mmu.ac.uk/studyskills

You can contact your academic and study skills tutor at ssoapprenticeship@mmu.ac.uk or studyskills@mmu.ac.uk or by contacting a Student Hub for more details.

Writing Project

The Writing Project is a free open course to help improve confidence in academic writing, focussing on topics such as punctuation, style, and grammatical accuracy. It runs over a series of weeks and is available as a face-to-face or webinar course. For more information, including how to book visit: www.writingproject.mmu.ac.uk.

Dyslexia Support

Students with a specific learning difficulty such as dyslexia can access support from two specialist study skills tutors by contacting the study skills team at studyskills@mmu.ac.uk or by speaking to a member of the Disability Support team. Our tutors offer one to one support, drop-ins, and workshops, as well as advice and training on assistive technology available on campus.

Disability Support

The Disability Service provides information, advice, guidance and support within the university for current and prospective disabled students. If you have a disability, long-term health condition, mental health difficulty, or a specific learning difficulty such as dyslexia, you can discuss any study support needs you may have with a Disability Adviser.

The Disability Service can advise you about what support may be available to you within the university and whether you may be eligible for external support. The Disability Manchester Service can also liaise with staff in your department to advise them of what 'reasonable adjustments' may be needed to support your learning. These adjustments are communicated through a Personal Learning Plan (PLP), which also details any action required by the student.

The Disability Service is located in the Student Hub at the Business School. They operate a drop-in service between 9am-5pm, Monday-Friday for short queries. Further details can be found at www.mmu.ac.uk/disabilityservice and the Disability Service can be contacted at disability.service@mmu.ac.uk or 0161 247 3491.

Counselling, Health and Wellbeing Service

Manchester Met has a team of professionally qualified counsellors and mental health advisors who are experienced in helping students with mental health and wellbeing issues. After an



initial appointment, a counsellor or advisor may recommend individual counselling, group therapy, a course or workshop, referral to a specialist service or self-help materials. The Counselling, Health and Wellbeing Service is located in room 1.13 of the Business School. They run an open-door service between 1-2pm, Monday-Friday, or can be contacted at counselling@mmu.ac.uk or 0161 247 3493. More information is available at www.mmu.ac.uk/counselling/.

Careers and Employability Service

The Careers and Employability Service provides support and advice to students and graduates for every step of the career planning process. The service include one-to-one advice from trained consultants and workshops or resources to develop employability skills. The Careers and Employability Service is located in the student hub Business School and be contacted on careers@mmu.ac.uk or 0161 247 3483. Further information can be found at www.mmu.ac.uk/careers.

Student Financial Support

The Student Financial Support team can provide information and advice on financial matters throughout your time at University. They also provide information and support for care leavers and estranged students. The student financial support team can be contacted on 0161 247 1045 or via a student hub. They hold a drop-in service at the Business School student hub between 9am-4.15pm, Monday-Friday (10am on Fridays).

Manchester Met Library

The Sir Kenneth Green library at Manchester Met is open 24/7 during term-time (including Christmas and Easter vacations) and contains over 1,100 study spaces, networked access to over 300 computers and facilities for printing.

Increasingly, many resources are available electronically, and the library currently subscribes to over 4,400 full-text e-journals with within business, economy and management. In addition to online journal and report content, the library also provides access to over 3,000 full text e-books within business and management. All of these e-resources are available 4/7 on or off campus at www.library.mmu.ac.uk. You can contact the library at library@mmu.ac.uk.



Student Voice

Students' Union

The Students' Union represents all students at Manchester Met, including apprentices. They also provide a wide range of services, activities and opportunities such as clubs, societies, sports teams and volunteering opportunities. The Union building is at the heart of the Manchester campus, where you will find a dedicated quiet study space, plenty of free, bookable meeting rooms, and a bar, shop, café and event space. More information can be found at www.theunionmmu.org/about-us/.

TOTUM card / NUS extra

As an MMU student you are entitled to purchase a TOTUM card (formerly NUS extra student discount card). You can do this either at the MMU Students' Union or online at <https://www.totum.com/>.

Student Representative

The Business School actively encourages students to give feedback on their programme of study. There are a number of formal mechanisms by which students can raise issues and these are outlined below. In addition, Unit and Course Leaders are always happy to discuss any issues of concern.

A few weeks into your programme of study, you will be asked to elect a student who will represent your views at programme committees. The Students' Union has developed a training programme and information is available on their website: <https://www.theunionmmu.org/>.

Programme Committees

Programme Committees meet regularly to discuss issues relating to programme operation, delivery, academic standards and development. Students are asked to nominate fellow students to attend the Programme Committee to represent student views and opinions at the meetings. Please contact your programme leader for information about relevant programme committees.

Apprentice Society

Several current apprentices have set up a student society in order to help connect current apprentices and alumni through regular events and networking. For further details, please contact Aaron Oreschnick (aaron.oreschnick@stu.mmu.ac.uk) or join the following social media pages:

Facebook group: www.facebook.com/groups/MMUDegreeApprentices/

LinkedIn Group: www.linkedin.com/groups/12284363/



Health and Safety Information

Emergency Evacuation Procedures

Assembly points for Business School and Student Hub:

- All Saints Park (opposite the main entrance of the library)
- Under the Mancunian Way (rear of building)

If you discover a fire or suspect the presence of fire:

- 1) Sound the alarm by operating the nearest break glass point
- 2) Leave the building by the nearest available exits, (following the green running person signs), closing all doors behind you
- 3) Proceed to your assembly point
- 4) Do not re-enter the building until officially informed that it is safe to do so

If you hear the continuous fire alarm

1. Leave the building by the nearest available exits, closing all doors behind you
2. Proceed to your assembly point
3. Do not re-enter the building until officially informed that it is safe to do so

PLEASE NOTE THAT THE EMERGENCY NUMBER FOR EACH BUILDING IS 9-999

N.B. Please note that in certain circumstances the roller shutter door between the Business School Student Hub and the Sandra Burslem Building could close. A warning will sound when the doors are closing.

First Aid

The University is serviced by a network of qualified First Aiders. In the event of injury or illness, summon the assistance of the nearest available First Aider to give immediate treatment. If you require first aid please contact the Business School Student Hub: 0161 247 2747 (or Ext 2747 using an internal telephone).

Smoking and vaping

Smoking and vaping is only permitted in designated zones around the campus. Smoking and vaping is not permitted in any University controlled building, vehicle or in areas that have been designated smoke free.



Notes



Leadership and Management Degree Apprenticeships

Manchester Metropolitan University

Faculty of Business and Law

www.mmu.ac.uk/apprenticeships/

0161 247 3720

managementapprentice@mmu.ac.uk

Facebook: MMUApprenticeships

Twitter: @mmuapprentice

YouTube: Manchester Met Apprenticeships

Linkedin: <https://www.linkedin.com/groups/12284363/>