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Manchester  
Metropolitan  
University

# Service Delivery Document 2016-18

Faculty Student and Academic Services  
Learning and Teaching Group  
Student Hub

Updated January 2016



## Service Delivery Document 2016-18

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.

Current key staff contacts for each Student Hub Team are provided on this page to assist in identifying those involved in Student Hub delivery.

Student Hub Teams are managed through the remit of the Learning and Teaching Groups and its staff.

**Student Hubs are currently situated at the following sites:**

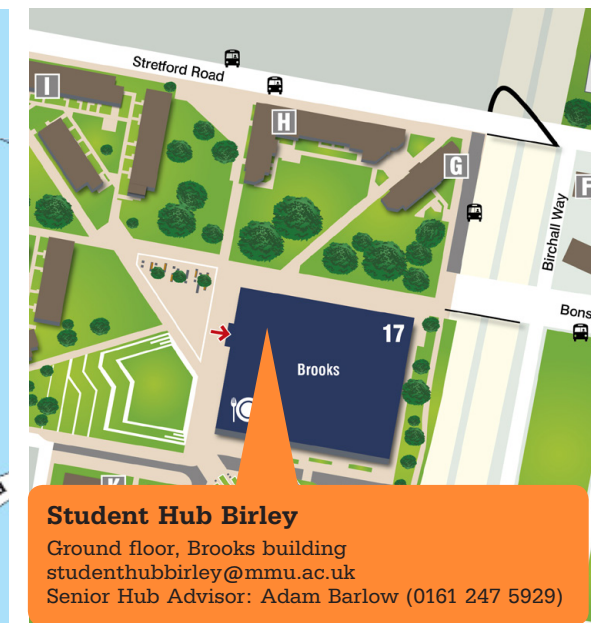
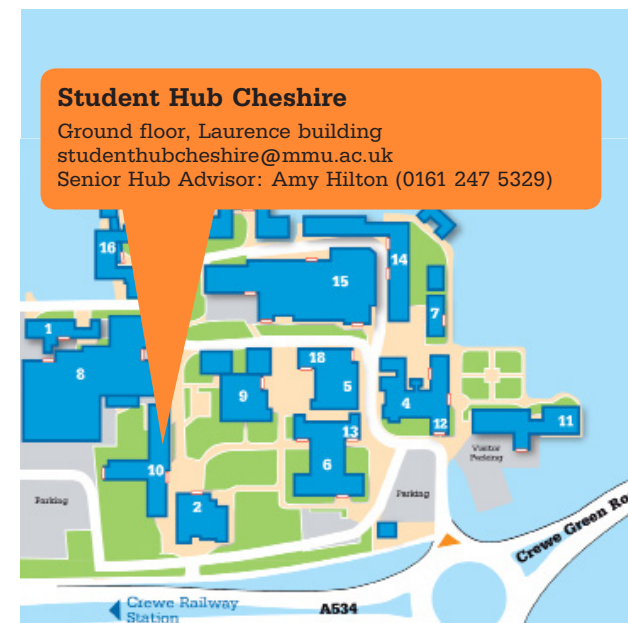
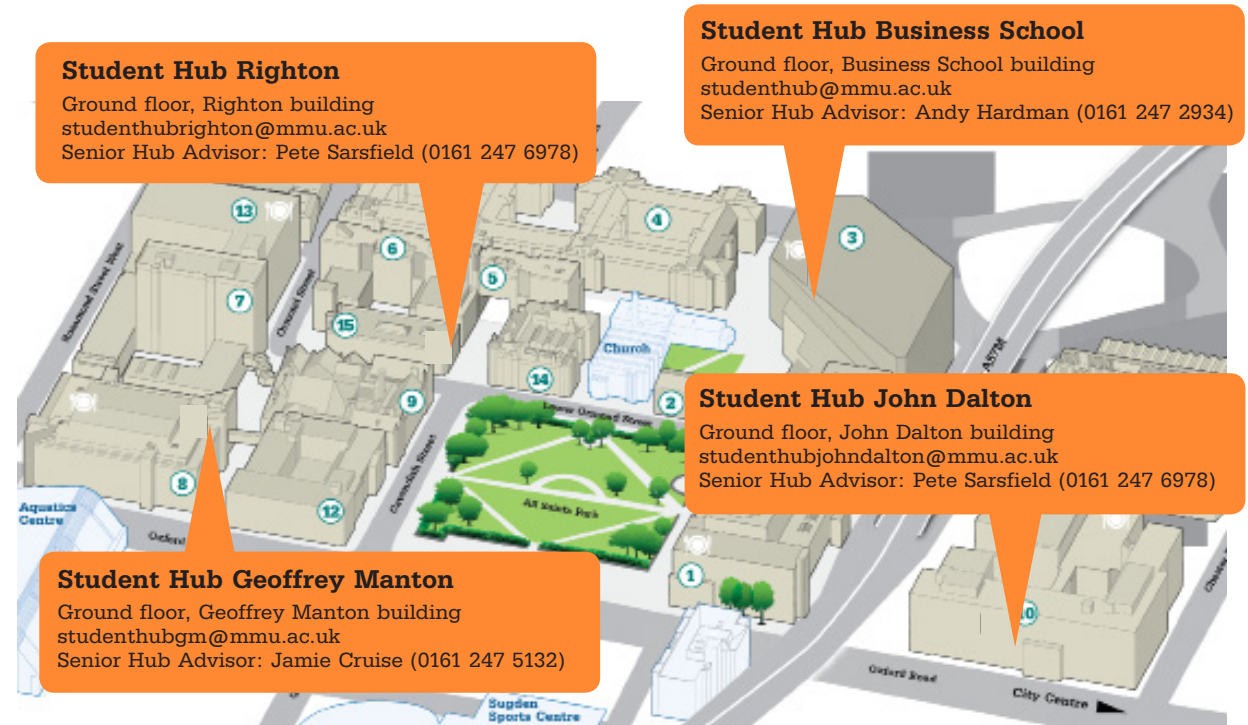
<b>Business School</b>	<b>Geoffrey Manton</b>
<b>Birley</b>	<b>John Dalton</b>
<b>Cheshire</b>	<b>Righton</b>

### Hub Phone:

Manchester: 0161 247 2747

Cheshire: 0161 247 5783

In addition, the Enrolment and Induction Helpline offers support by phone and email for the enrolment process and to assist with Graduation enquiries at 0161 247 5959 or [studentservices@mmu.ac.uk](mailto:studentservices@mmu.ac.uk).



# Student Hub **Service Delivery Model 2016-18**

<b>Service</b>	<b>Activity</b>
<b>A</b> Academic Misconduct	<ul style="list-style-type: none"><li>• Provides students with guidance on Plagiarism/Examination misconduct procedures where required</li><li>• Refers complex enquiries to the Student Life Office</li><li>• Refers student to the Students Union for impartial advice and/or representation</li></ul>
Academic Queries	<ul style="list-style-type: none"><li>• Provides information regarding the location and availability of Academic staff</li><li>• Assists SAS teams with the monitoring of cancelled classes</li></ul>
Accommodation	<ul style="list-style-type: none"><li>• 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</li><li>• Refers students who have complex requirements to Residential Services Office, Halls Warden or Residential Advisor where appropriate</li></ul>
Appeals and Complaints	<ul style="list-style-type: none"><li>• Provides advice on the correct regulations, guidance and submission procedure</li><li>• Refers students needing detailed help, advice and representation to Students Union Advice Centre</li><li>• Liaises with Student Life Teams to assist students with Appeal outcome queries</li></ul>
Attendance Monitoring	<ul style="list-style-type: none"><li>• Provides advice on the Attendance Recording Procedure for both home and international students</li></ul>

# Student Hub **Service Delivery Model 2016-18**

## **Service**

## **Activity**

### **C**

Certificates  
(Graduation),  
Transcripts and  
Verification Letters

- Graduation Certificates may 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

Contact Detail  
Changes

- Ammends student details at request of student with appropriate evidence

Council Tax

- Prints off Council Tax exemption certificates for current and previous years
- Refers problems with Council Tax exemption to Student Financial Support Team

Counselling

- Provides information and contact details of local counselling service

Coursework  
Receipting

- Provides blank coursework cover sheet if not available online, and refers issues to the relevant Student Life Office if required

### **D**

Disability and  
Dyslexia support

- Provides information and advice on how to access the Disability Service team
- Refers students requiring Personal Learning Plans to Disability Services
- Refers Personal Emergency Evacuation Plan queries to Student Life teams where appropriate

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<b>Service</b>	<b>Activity</b>
<b>E</b> Employability	<ul style="list-style-type: none"><li>• Provides information and advice on the services provided by the Employability Hubs</li></ul>
Enrolment	<ul style="list-style-type: none"><li>• Helps students to access the online enrolment screens or refers queries and requests for assistance to Enrolment Team on +44 (0)161 247 5959</li><li>• Signposts students to card collection sessions and welcome information</li></ul>
Examinations and Results	<ul style="list-style-type: none"><li>• Provides information on exam timetables</li><li>• Assists students to access results letters via Moodle (piloting stage)</li><li>• Provides advice to students regarding individual results outcome</li><li>• Re-sit Fees – refers severe hardship cases to Student Financial Support Team</li><li>• Re-sit - refers students to the Student Support Officer or SU Advice Centre for further support</li></ul>
Exceptional Factors	<ul style="list-style-type: none"><li>• Provides advice on the correct regulations, guidance and submission procedure</li><li>• Explains how Student Support Officers can give further advice on completion of applications</li></ul>
<b>F</b> Fees	<ul style="list-style-type: none"><li>• Helps students to use the online payment system</li><li>• Provides students with basic status check on their MMU Bursary</li><li>• Refers detailed queries to Finance Service Centre / Faculty Finance Office</li></ul>
<b>G</b> Graduation	<ul style="list-style-type: none"><li>• Provides general information and assistance on how to use the online graduation booking system</li><li>• Refers detailed queries to Graduation Helpline on +44 (0)161 247 5959</li></ul>

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	<b>Service</b>	<b>Activity</b>
<b>H</b>	Healthcare	<ul style="list-style-type: none"><li>• Provides a list of local Doctors/Dentists/walk-in centres, including St. Augustine's Surgery</li></ul>
<b>I</b>	Induction	<ul style="list-style-type: none"><li>• Acts as a first point of contact for new students during the induction period</li><li>• Provides information and documentation regarding welcome week</li></ul>
	International Students	<ul style="list-style-type: none"><li>• Provides English language support options to students</li><li>• Provides basic information on VC's Scholarship and Loyalty Discounts</li><li>• Signposts students to specialist advice on visa related queries and international welfare</li><li>• Refers students as appropriate to the Immigration and Welfare team, International Admissions and the International Student Support Officer (all in Business School)</li></ul>
<b>L</b>	Letters	<ul style="list-style-type: none"><li>• Provides a variety of personalised standard letters for students, e.g. to confirm their Enrolment status with a third party</li></ul>
<b>O</b>	Option Choices	<ul style="list-style-type: none"><li>• Provides advice to students on how to select their option choices, either online or through other methods</li><li>• Refer student to the appropriate Programme Team/Leader where required</li></ul>
<b>P</b>	Password	<ul style="list-style-type: none"><li>• Resets student ICT password after a security check</li><li>• Refer to IT Services for more complex enquiries</li></ul>
	Placements	<ul style="list-style-type: none"><li>• Provides forms for students to switch on/off sandwich years</li><li>• Referral point for uniform queries and collections</li></ul>

# Student Hub **Service Delivery Model 2016-18**

<b>Service</b>	<b>Activity</b>
<b>R</b> Recruitment and Admissions	<ul style="list-style-type: none"><li>• Provides prospectuses, programme leaflets, postcards and helps access the on-line prospectus</li><li>• Provides information about open days and gives initial advice relevant to subject area</li><li>• Provide advice on pre-sessional languages</li><li>• Helps enquirers to access the UCAS Website and provides direct application form</li><li>• Refers detailed course enquiries to the specialist advice point via phone ext. 6969</li><li>• Refers to the Course Enquiries team in the Student Hub</li></ul>
Regulations	<ul style="list-style-type: none"><li>• Helps students to locate the correct information on University web site</li><li>• Helps students to find information about their rights and obligations in the on-line student handbook</li></ul>
Room Booking	<ul style="list-style-type: none"><li>• Books rooms on behalf of students</li></ul>
<b>S</b> Sensitive Information Requests	<ul style="list-style-type: none"><li>• Refers requests for sensitive or statutory information to relevant departments, including enquiries from police, local authorities, government agencies, overseas agencies and employment agencies</li></ul>
Sport	<ul style="list-style-type: none"><li>• Provides information for MMU and local independent sports provision</li><li>• Signposts students to Sport Centre and the Students' Union</li></ul>
Student Card	<ul style="list-style-type: none"><li>• Issues replacement cards, taking photograph if necessary</li><li>• Diagnoses the cause of malfunctioning cards and arranges resolution with Student Data and Curriculum Management Team</li></ul>

# Student Hub **Service Delivery Model 2016-18**

## **Service**

## **Activity**

Student Financial Support

- Refers both students and staff to Student Financial Support Team 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
- Refers students to Finance Service Centre for payment of fees/debts

Student Support Officer

- Explains Student Support Officer remit
- Books appointments on behalf of the Student Support Officers
- Provides students with drop-In times for Student Support Officers

**T**

Term Dates

- Provides information via MMU website ([www.mmu.ac.uk/about/termdates](http://www.mmu.ac.uk/about/termdates))

Timetabling

- 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



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	<b>Service</b>	<b>Activity</b>
<b>U</b>	Unit Changes	<ul style="list-style-type: none"><li>• Provides unit change request forms to the student</li><li>• Advises students of unit change procedure</li><li>• Receipts of completed forms and returns to the Programmes Office</li></ul>
<b>W</b>	Withdrawal from course/Transfers/ Suspension of Study	<ul style="list-style-type: none"><li>• Advises students of appropriate procedures</li><li>• Provides appropriate forms and checks that the form is completed properly</li><li>• 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</li><li>• 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</li><li>• Encourages and helps students to make an appointment with Employability Hub for help with employment and alternative options</li><li>• Provides contact information of the relevant Programmes Team</li><li>• Provides contact details of Course Enquiries if applicable</li></ul>

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# Student Hub **Service Delivery Document 2016-18**

Content created by the Hub Operations Group

Design by Enrolment & Induction Team

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