



Student Handbook

2025/26

Your future, made happen.



University of
Greater
Manchester

Contents

Welcome	5
1 Your Student Handbook	6
2 Communications & Contact Information	7
2.1 Communication Systems	7
2.2 Key Contact Information	8
3 Student Support	10
3.1 Student Services	10
3.2 The Multi-faith Chaplaincy	12
3.3 Students' Union	13
3.4 Programme Level Support	13
3.5 Academic Study Skills Support - LEAP Online, LEAP Live & English Language Support	14
3.6 Careers Support	14

4 The Student Voice	17
4.1 Student Representatives & Committees	17
4.2 The Students' Union	18
4.3 Programme Feedback	19
4.4 Graduate Outcomes Survey	20
5 Learning & Learning Resources	21
5.1 Campus-Plus Delivery Approach	21
5.2 Attendance & Engagement	23
5.3 Graduate Attributes	24
5.4 The Bolton Award	28
5.5 Learning Resources	29
5.6 Part-time Students	30
5.7 Higher Education Achievement Report (HEAR)	30
6 Mitigating Circumstances, Academic Appeals Complaints & Dignity at Study	32
6.1 Special Circumstances	32
6.2 Academic Appeals	32
6.3 Complaints	33
6.4 Students' Dignity at Study	33
7 Environmental Sustainability	34
8 Health & Safety	35
8.1 Safeguarding & Prevent	35
8.2 First Aid	35
8.3 Accident Reporting	36
8.4 Fire Evacuation Procedure	36
8.5 Smoke Free Policy	36
8.6 Additional Health & Safety Requirements	37

Frequent reference is made throughout this Student Handbook to University of Greater Manchester policies, procedures, regulations and guidance which apply to you. Parts of these are sometimes summarised here for your benefit. In all cases, these summaries are subject to the full University versions referred to. In the case of any conflict between the latter and any summaries presented here, it is the full University versions which apply.

Welcome

Welcome to the 2025-26 academic year at the University of Greater Manchester.

As a teaching intensive, research informed University, we aim to provide you with a unique curriculum that is contemporary, stimulating, employment-focused and informed by the latest research in your discipline. Student success is at the heart of everything we do at this University. You will receive customised support ranging from study skills development to personalised assignment feedback. You will be presented with opportunities to pursue your areas of interest, develop employability skills and achieve your life goals.

We have created an environment which is designed to enable you to excel and succeed. Your tutors are well qualified and committed to your success. This is an excellent opportunity for you to realise your potential in partnership with the University and its staff. This will require you to make the time to engage in scheduled sessions, undertake independent and social learning activities, and take advantage of the wide range of support available and participate in extra-curricular activities.

I would like to wish you every success in your studies.



Dr Greg Walker
Acting Vice Chancellor



This University of Greater Manchester's Student Handbook provides university-level information for all students based at the Bolton campus. This includes information on teaching and learning, student support, communication systems, policies and procedures and the student voice.

Much of the information is also relevant for students studying at our partner institutions. Where local partner information should be referred to, this is indicated in the handbook.

Programme level information including programme structure, timetables, assessment schedules and programme staff details is provided in a separate Programme Guide at the start of each academic year. Programme Guides will also set out any Professional Body and Apprenticeship requirements.

Communications & Contact Information

2.1 Communications systems

Communication to individual students is usually through email. As a policy, University staff will only respond to emails sent from a student's University Outlook account. This is to ensure that data protection legislation is complied with.

A University Outlook account can be set up to forward emails to a personal email address. See: <http://www.bolton.ac.uk/ITSupportServices/Managing-Your-Email.aspx>

Please note, however, that students will need to respond to any University emails using the University Outlook account. A student number should be included in the email.

Most Module Tutors will post announcements through Moodle, the University's virtual learning environment (VLE). It is important therefore that students familiarise themselves with how to access this electronic information.

In some cases, letters may be sent to a student's local or home address. It is important to ensure that student details are therefore kept up to date on the student record.

Useful web addresses

University of Greater Manchester website:
www.greatermanchester.ac.uk

University of Greater Manchester Student Area:
<https://www.greatermanchester.ac.uk/student-area/>

University of Greater Manchester Student Record:
https://vision.bolton.ac.uk/urd/sits.urd/run/STW_LGN

University of Greater Manchester Moodle:
<https://moodle.bolton.ac.uk/>

Policy Zone:
<https://www.greatermanchester.ac.uk/student-policy-zone/student-policies-2024-25>

We also post news items on:

Facebook
<https://www.facebook.com/UniversityOfGrtManchester>

Instagram
[@gm_uni](https://www.instagram.com/gm_uni)

The best way to contact staff is by email. Staff will endeavour to respond to emails within two full working days. If a face-to-face discussion is required, students may arrange a mutually convenient appointment.

2.2 Key contact information

Please refer to local information if studying at an Off-Campus partner.

Contact information for key University offices is provided below. Contact information for individual academic staff can be found in your Programme Guide. Additional contact information can also be found in the individual sections of this Student Handbook.

Office	Location	Contact details	
University of Greater Manchester Students' Union (USGMSU)	Chancellor's Mall	ugmsu.com 01204 900 850	info@bolton.ac.uk @bolton.su
Careers Service	Chancellor's Mall	greatermanchester.ac.uk/careers/ 01204 903 080	studenthub.bolton.ac.uk (for appointments)
Disability Service	Student Centre - Chancellor's Mall	greatermanchester.ac.uk/studentservices/disability 01204 903478	@disabilityinfo@greatermanchester.ac.uk
IT Help Desk	Drop-in (availability on IT website) out of hours reception desk in the Peter Marsh Library	hub.bolton.ac.uk/ITSupport	01204 903 444 @itsupport@greatermanchester.ac.uk
Life Lounge (Student Mental Health & Wellbeing Service)	T2 – Eagle Tower	greatermanchester.ac.uk/student-life/student-support/life-lounge	01204 903 566 @lifelounge@greatermanchester.ac.uk for
Peter Marsh Library	Chancellor's Mall via the SLZ	Library libguides.bolton.ac.uk/home 01204 903 094 @library@bolton.ac.uk libguides.bolton.ac.uk/about-us/contact-us (contact form)	Academic Skills Hub (ASH) 01204 903 590 @academicskills@greatermanchester.ac.uk Academic Skills support is available through 1:1 appointments, drop-in sessions, and workshops — offered both online and on campus with an Academic Skills Coordinator.
Sport & Wellness	Bolton One	greatermanchester.ac.uk/student-life/sport-and-wellness/ 01204 903 172	@sportscentre@greatermanchester.ac.uk
Student Advisors	Student Centre - Chancellor's Mall	greatermanchester.ac.uk/student-life/student-support/student-services/	01204 903 733 @studentadvisors@greatermanchester.ac.uk
International Student Support	Student Centre - Chancellor's Mall	greatermanchester.ac.uk/student-life/student-support/student-services/	01204 903 813/01204 903 828 @internationalstudents@greatermanchester.ac.uk

Reception desks	Location	Contact details	
University main reception/general enquiries	Senate House, Bolton	01204 900 600	@enquiries@greatermanchester.ac.uk
Greater Manchester Business School Reception	Great Moor Street, Bolton	01204 903 500	
Queen's Specialist Building Reception	Queen Street, Farnworth, Bolton	01204 903 200	

3.1 Student Services

Please refer to local information if studying at a Off-Campus partner.

The Student Services team is based in the Student Centre, Chancellor's Mall. Student Services are staffed by Student Advisors and specialist support staff who provide information, advice and guidance to students (current, past and prospective) and staff.

Student Advisors are the first point of contact for the following services:

- | Academic Advice and Guidance - general academic advice, mitigating circumstances (see Section 6.1), academic appeals (see Section 6.2), complaints (see Section 6.3) timetable queries, module choices, suspending studies, withdrawing from the University
- | Documentation - bank letters and official letters, Council Tax exemptions, student ID cards
- | Other services - Accommodation, chaplaincy, Disability Service (see Section 3.4), International Student Support, student funding, bursaries and scholarships, and the Student Support Fund, formally the Hardship Fund

Disability Service

The University of Bolton welcomes students with disabilities and/or additional support requirements and will make every effort to support their needs. The Disability Service provides specialist advice and guidance to disabled students, tailored around their chosen course of study, including those with a physical or mental impairment(s) that has a 'substantial' and 'long-term' negative effect on their ability to do normal daily activities (see Equality Act 2010). This may include physical and sensory impairments, mental health concerns, longstanding medical conditions and Specific Learning Difficulties (SpLD), though by no means an exhaustive list.

Disability Advisors are available to discuss the individual adjustments students need based on medical evidence provided by an appropriate professional. The service offers bookable appointments as well as drop-in sessions, throughout the week; details of which are available from the Student Centre or by emailing disabilityinfo@bolton.ac.uk.

Mental Health & Counselling Support

The Life Lounge provides a range of specialist mental health and wellbeing services, which are free for students to access. The Life Lounge offers a Mental Health Advisor Service, Student Counselling



Service, Cognitive Behavioural Therapy (CBT) clinic, which is overseen by the team's qualified CBT therapist, and a dedicated Wellbeing Team. The team offer specialist mental health and wellbeing provision to any student in need of support during their course of study; including one to one sessions, workshops, self-help and online support resources.

The Life Lounge also offers students a quiet place to go to relax away from other distractions on campus. Specialist external partners also utilise the Life Lounge space, working in collaboration with Life Lounge staff to complement the support available for students. For further information or to book an appointment with a member of the team, email lifelounge@bolton.ac.uk.

3.2 The Multi-faith Chaplaincy

Please refer to local information if studying at an Off-Campus partner.

Revd Dr Gill Smart is the University Co-ordinating Chaplain and works with a team of Chaplains and pastoral assistants of different faiths.

The multi-faith Chaplaincy can be found at the back of the Chancellor's Mall, just past the SLZ and the Athena Café and is for all students, both those of faith and no faith. Chaplains and pastoral assistants are always ready to talk, in confidence, if students have any concerns over any aspect of their life. The multi-faith Chaplaincy won't judge and won't talk about religion/faith unless asked to. A virtual meeting can be arranged via Zoom if preferred.

Revd Dr Gill Smart was an academic staff member in the School of Engineering so she understands the pressures that students experience, especially when assessment and exam times come round. Students are welcome to call in and have a chat. Gill can be contacted via email on chaplain.gill@greatermanchester.ac.uk, or telephone or text 07967 585 670.



3.3 Students' Union Advice Unit

Please refer to local information if studying at an Off-Campus partner.

Bolton Students' Union has an independent Advice Unit based within the Students' Union Office. The Advice Unit offers free, impartial and confidential advice to all University of Bolton students on academic issues, such as Academic Appeals, Mitigating Circumstances, Complaints, Fitness to Practice, Disciplinary and Academic Misconduct, as well as on issues such as money concerns, problems with accommodation and housing. To arrange a chat, students can call into SU Office in Chancellor's Mall or email on info@boltonsu.com.

3.4 Programme Level Support

Please refer to local information if studying at an Off-Campus partner.

Programme Leaders

Programme Leaders are academic members of staff who are responsible for the organisation and management of a programme. They oversee the scheduling and delivery of modules, support programme developments, co-ordinate marketing and recruitment activities, and ensure programme quality standards are maintained.



Module Tutors

Module Tutors are academics who are responsible for the organisation and delivery of a particular module. Module Tutors also design and mark module assessments. If there is an academic problem with a specific module, the first point of contact should always be the Module Tutor. If the query is not resolved, students should contact their Programme Leader or Student Representative.

Personal Academic Tutors

Personal Academic Tutors are members of the academic team within a School who provide individual support for students with their transition into and through the University journey. Students are usually allocated a Personal Academic Tutor before they arrive at the University and are given the opportunity to meet their Personal Academic Tutor in induction week along with other tutors, staff and students.

Personal Academic Tutors will meet with their allocated tutees on a regular basis. Examples of tutorial topics are provided below:

- | Transition to the University and to the next level of study
- | Evaluation of progress
- | Feedforward and results support for refer/defer work
- | Identification of any additional support needs
- | Referral to student support mechanisms
- | Assessment support and development needs
- | Attendance reviews
- | Special Circumstances and Academic Appeals support

Personal Academic Tutors are here to help students gain the confidence to share and ask for support when needed. This ongoing and collaborative relationship builds a deeper connection with the course, academics and the University, enabling support through their time at University and beyond.

3.5 Academic Skills Support

The Academic Skills Hub (ASH) provides a wide range of support and digital resources - including one-to-one consultations, drop-ins, workshops, in-sessional classes, and LEAP Online — to help you succeed in your studies.

LEAP Online

LEAP Online is the University of Bolton's award-winning interactive online tutorial which is designed to support students through their academic and personal development journey, with the emphasis on getting the most out of their time at University. The content can be used to help achieve academic and personal development goals.

Sections include My Student Engagement, My Academic Development, My Digital Literacy, and My Personal Development. It is packed with activities and assessments for students to complete and to work towards digital badges which demonstrate to their tutors that they have completed the section and have improved their knowledge and skills in areas such as referencing or time management. If students are undertaking modules such as study skills or employability skills it is ideal to use in portfolios or as evidence of CPD/development. LEAP Online is located at: <https://leaponline.bolton.ac.uk/>



LEAP Live

Please refer to local information if studying at an Off-Campus partner.

LEAP Live, an extension of LEAP Online, aims to support students with their academic and personal development with free in-person and online workshops. All sessions typically last up to one-hour, giving students the opportunity to access support, resources and work towards the Bolton Award with expert members of staff. If students need to develop their academic writing or referencing skills, improve their IT skills or need support with managing worry, they can register for a session at: <https://libcal.bolton.ac.uk/calendar/leap-live>

English Language Support

The University offers a range of support sessions for students wishing to develop their English language skills. These can be booked through Ticket Tailor: <https://www.tickettailor.com/events/eap>

3.6 Careers Support

Please refer to local information if studying at an Off-Campus partner.

Careers Service

The Careers Service offers a range of careers and employability support adapted to individual needs, supporting students in planning their future careers and helping them to develop key skills and graduate attributes.

The Careers team offers employability activities throughout the academic year, including a range of subject-specific careers fairs and employer-led events. They also advertise full and part-time job vacancies, placements and internships on the jobs portal which can be accessed at <https://studenthub.bolton.ac.uk>

The Careers Service helps students to look at a range of employment options and provides the resources to help them to succeed. The comprehensive support on offer includes:

- | Bespoke careers advice with a qualified Adviser
- | Job application and cover letter support
- | CV creation and enhancement
- | Access to job opportunities
- | Information on potential career paths
- | Placement and internship support
- | Employability skills workshops
- | Networking opportunities with employers
- | Information on further study
- | 24/7 access to online careers resources

The University welcomes feedback from students in order to continuously improve the student experience. Key feedback mechanisms are set out below.



4

The Student Voice

Please refer to local information if studying at an Off-Campus partner.

4.1 Freedom of Speech

The principles of academic freedom and freedom of speech within the law (and our equalities duties) are very much embedded in the University Teaching Intensive, Research Informed Assessment Enabled (TIRIAE) philosophy and our organisational culture. They provide a basis for providing all members of the University community with the opportunity to think critically and engage with diverse perspectives whilst at the same time enable the University to drive forward research and innovation – as we advance knowledge, understanding and truth.

The University of Greater Manchester takes its responsibility to protect and promote both freedom of speech and academic freedom, strengthened by the Higher Education (Freedom of Speech) Act 2023, seriously and the principles are embedded into our key people policies, procedures and practices.

All members of the University community at all levels within the University have an obligation to understand, uphold and promote these principles. The University provides training/support and other resources to employees in support of this agenda. Any colleague who is not clear on these obligations should speak with their respective Head of Service/School.

4.2 Student Representatives and Committees

Volunteer Student Representatives are selected to represent the voice of the student population on key committees. Student Representatives for every course level are elected annually and are then trained and supported throughout their term of office by University of Greater Manchester Students' Union (see Section 4.2).

The role of a Course Representative is to gather the views (what is working well and areas for improvement) from other students on their programme on academic matters and other elements of the student experience. These matters are then discussed at course level committees called Student-Staff Liaison Committees (SSLCs). SSLCs are usually chaired by a Programme Leader and comprise Module Tutors, as well as representatives from the Library and Administration teams when required.

School Representatives are also nominated from the pool of Course Representatives to sit on a School-wide committee called the School Board, which is chaired by the Head of School and comprises other academics and professional services staff. Representatives on these committees are expected to comment on school-wide matters.

Students interested in becoming Student Representatives will need to put themselves forward for election at the start of the academic year.

4.3 The Students' Union

A Message Saad Mehmood,
SU President 2025/26,
University of Greater Manchester
Students' Union (UGMSU)

Hi there,

Welcome to the University of Greater Manchester, you have made a great choice by choosing to study here and I am sure you will enjoy all aspects of student life.

UGMSU is part of the National Union of Students (NUS). We work in partnership with both the University and the NUS to promote the Student Voice and to ensure that there are opportunities for all students to Love Student Life.

There are many ways that you can get involved in on campus and with UGMSU such as:

Becoming an elected Student representative: Students can be involved at different levels of academic delivery, by becoming a Course Representative, a School Level Representative, or by sitting on various Committees such as Education Committee.

Each year we run the Student Union Elections where students can stand as candidates to lead the SU, as Student President (a full-time paid position) and each year we appoint two students as full members of the SU Board of Trustees (volunteer role). All current students at the University of Greater Manchester are eligible to stand for election.

Getting involved with our clubs and societies: The SU supports over 30 academic, cultural and social student societies. You can join as many societies as you wish, you can volunteer to become a Society Officer or if you have an idea for a society that we don't already have you can even start your own with our support! Being part of a student led society offers opportunities to gain new skills, meet new people and build your CV!

As an independent organisation, we can also offer impartial advice, guidance on and support for both personal and academic issues (see Section 3.3).



4.4 Programme Feedback

All students have the opportunity to contribute to the monitoring and enhancement of their course of study. Students can approach their Student Representative, Programme Leader or Module Tutor on an informal level to discuss issues. The SSLC is also an important forum at which elected Student Representatives can speak on behalf of their peers.

In addition, students are asked to complete a satisfaction questionnaire for each module (Module Evaluation Questionnaire) and an annual programme questionnaire. The annual programme questionnaire may be in the form of the National Student Survey, the University's Undergraduate Experience Survey, the Postgraduate Research Experience Survey or the Postgraduate Taught Experience Survey, depending on their programme and level of study.

Survey feedback is important as it is used by the programme team and other services to enhance the provision and improve the student learning experience.

4.4 Graduate Outcomes Survey

All students studying on a higher education programme in the UK will be asked to take part in a national online survey 15 months after the end of their programme. The Graduate Outcomes Survey is administered by the Higher Education Statistics Agency (HESA) and seeks to capture information on the work, further study and perspectives of UK graduates.

It is important that we receive feedback from all of our graduates to find out what they are doing, and how their programme of study has helped them to succeed. Information gathered through the Graduate Outcomes survey helps us to provide careers guidance to existing students about possible career paths, and it also feeds into the government league tables.

Current students are encouraged to start thinking about their career goals early, in order to get ahead of the competition. Students can use their time to access careers support, gain work experience, perfect skills and start applying early for jobs, internships and further study. Students can also create their own LinkedIn profile as soon as they start with us, and watch their experiences grow, adding all the new opportunities that they get involved in.

For information on careers support, please see Section 3.7.



5

Learning & Learning Resources

5 Learning and Learning Resources

At the University courses are validated in different ways, and these are all to support students in differing subjects that you are learning.

5.1 Greater Manchester Way (GMW)

The GMW approach: values-driven, principles-based, evidence-informed – organisational transformation through curriculum and assessment The strategic core: being students at heart.

5.2 Campus-Plus Delivery Approach

Programmes of study at the University are normally delivered through a blended learning approach known as Campus Plus, whereby campus-based teaching sessions are supported by online activities. Campus Plus is based on 12 Key Principles – See below.

1. The University is a teaching-led institution and places particular emphasis on effective teaching, individualised learning, and student achievement that leads to positive outcomes.
2. The University's Teaching Intensive, Research Informed philosophy is at the heart of what we do.
3. The University is campus-based, with face-to-face teaching as the principal delivery strategy.
4. Educational technology that promotes flexibility, individualisation, empowerment, and enjoyment is a core component of our delivery.
5. Face-to-face, in-person scheduled teaching (approximately 70%) is supported by online scheduled learning (approximately 30%) and directed learning.
6. Programmes adopt effective delivery strategies using local solutions supported by central professional services.
7. A central learning support infrastructure, including specialist support, library, and IT services, is crucial to student success.
8. The success of the Campus Plus model is measured by student outcomes, particularly academic engagement, retention, success, and employment.
9. The blended learning experience benefits from a solid foundation established at the start of each semester and year through campus-based induction, teaching sessions, and other learning activities.
10. Academic staff are supported to develop creative and flexible delivery mechanisms.
11. The University is committed to creating innovative, inclusive, and collaborative learning opportunities, recognising the need to timetable sessions and allocate resources effectively.
12. Attendance and engagement are essential for successful learning. Through our supportive attendance policy, we make expectations clear about attendance and engagement requirements.

Students should refer to their timetable and Module Guides to determine the mode(s) of delivery for a specific week.



Where students are required to engage in live sessions online, they are expected to:

- write their full name and student number in their Zoom/Teams profile in advance of the session;
- find a quiet workspace where they are less likely to be interrupted for the duration of the session – and/or wear a headset to reduce background noise disruption;
- ensure their appearance and surroundings are appropriate for the online classroom (or use an appropriate background picture);
- be prepared for the session and join punctually;
- keep their cameras on to show engagement with the session (and agree with the tutor beforehand if this is not possible);
- keep their microphones on mute when they are not speaking in the session to ensure background noise does not disrupt the session;
- stay seated, be present and participate during the live session, as well as in breakout room discussions;
- use the chat function (if available) to ask questions and raise points;
- ensure what they write in the chat is relevant to the session and courteous;
- use the hand up/wave icon if they wish to raise a point verbally.

5.2 Attendance & Engagement

Please refer to local information if studying at an Off-Campus partner.

Attendance of scheduled sessions is an essential part of a student's studies and is directly linked to successful outcomes. Attendance and engagement are therefore taken into account when making Assessment Board decisions.

Students may also be withdrawn prior to an Assessment Board due to poor attendance. Please see the Student Attendance and Engagement Policy on the Policy Zone: <https://greatermanchester.ac.uk/student-policy-zone/student-policies-2025-26> <https://greatermanchester.ac.uk/student-policy-zone> Policy Zone weblink

Please note that any student found registering their attendance for a teaching session without the intention to attend in person, may be subject to disciplinary action. Please see the Student Non-Academic Conduct and Disciplinary Policy and Procedure on the Policy Zone: <https://greatermanchester.ac.uk/student-policy-zone/student-policies-2025-26> Policy Zone weblink

Fraudulent registration of attendance may also lead to a fitness to practice procedures being invoked for relevant programmes.





5.3 Graduate Attributes

Please refer to local information if studying at an Off-Campus partner.

Graduate Attributes for Employability

Graduate attributes are the personal qualities, skills and academic abilities that are valued by the University of Greater Manchester community, and that a student should acquire during their time at the University. Graduate attributes can be developed as part of a programme of study, as well as through the wider student experience.

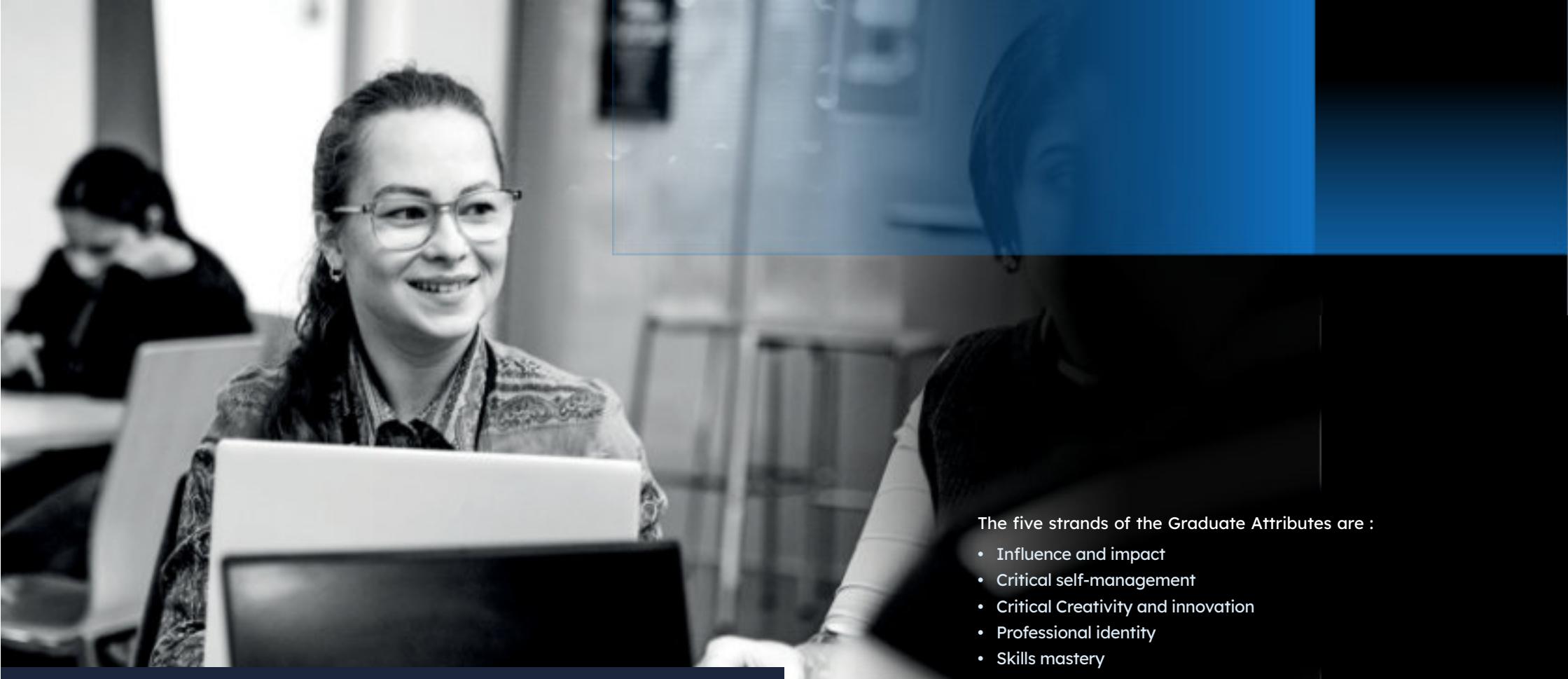
Graduate attributes are:

- Expressive of what it means to be a University of Greater Manchester graduate
- Not simply taught in the classroom but fostered through meaningful experiences and as a result of continuous learning and reflection
- Unique to every student – in terms of his or her starting point, experiences, development and comprehension.

Graduate attributes provide a platform for engaging with the world of work. They act as a point of reference for a student's personal development and support the articulation of employability and transferable skills.

UNDERGRADUATE PROGRAMMES

Core graduate attributes are embedded in each undergraduate programme of study and serve as the fundamental skills for University of Greater Manchester students.



POSTGRADUATE PROGRAMMES

Postgraduate students are supported to develop higher-level skills and attributes.

A key part of the postgraduate learning experience is about acquiring the attributes in different contexts, which will allow further demonstration of the ability to quickly adapt and apply critical skills to different situations.

The five strands of the Graduate Attributes are :

- Influence and impact
- Critical self-management
- Critical Creativity and innovation
- Professional identity
- Skills mastery



5.4 Career Passport

The Career Passport tracks and recognises your engagement with a wide range of career-focused activities. Every time you take part in an activity you earn points toward your Career Passport. These points contribute to your progress across six key areas that matter to employers:

- **Job Recruitment Skills** – CVs, applications, interview prep, and more
- **Networking** – Building valuable connections and professional relationships
- **Career Planning** – Defining your path and exploring your options
- **Work Experience** – Internships, placements, volunteering and real-world insights
- **Enrichment** – Broader learning, personal growth, and extracurricular activities
- **Leadership** – Taking initiative, leading teams, and making an impact

Further information on the Career Passport can be found at <https://studenthub.bolton.ac.uk/students/infoPages/detail/301/career-passport>

5.5 Learning Resources

The Library provides access to a large range of resources to help University of Greater Manchester students succeed in their studies. Over 250,000 ebooks and a host of online journals and databases can be accessed via Discover@UGM via <https://libguides.bolton.ac.uk/home>.

Students will need their University of Greater Manchester username and password to access online library resources. Information on getting started using the Library can be found at <https://libguides.bolton.ac.uk/get-started>.

Subject Guides provide a subject-specific overview of Library services and have been developed by Academic Librarians to highlight the most useful resources for specific academic areas. Please see <https://libguides.bolton.ac.uk/subject-guides> - This is a great starting point for research for assignments.

Please refer to local information if studying at an off-campus partner

Students should also look for the Resource Lists Online (RLO) link on their Moodle sites. Resource Lists Online will provide a link to the resources recommended by module tutors. This will include a direct link to key eBooks, eJournals and databases as well as links to check for the availability and location of print titles. Students can create their own profile in RLO to add personal notes to their lists.

Students based at the University of Greater Manchester will find the print book collections and a range of study spaces to suit them in the Peter Marsh and Queens' libraries. There's a wide choice of PCs available in the Peter Marsh Library, group and individual study pods and spaces, as well as a self-service laptop-loan service for use in the Library and Social Learning Zone (SLZ). Wi-fi is available throughout.

Several multi-functional machines within the Library provide printing, photocopying and scan-to-email facilities with A4, A3, colour and black and white output. There is an initial free quota each semester, which can be topped-up by students online and via the Library helpdesk. There are also PCs and printing facilities at the Queens Library, Institute of Medical Sciences, and the Greater Manchester Business School Learning Resource Centre.



Students registered with the University as having a need for additional learning support, are able to benefit from a range of enhanced services, such as extended book loans and access to accessible versions of ebooks via RNIB Bookshare. In addition, assistive technology software is available on the network and in specified rooms where specialist hardware is also available. Please ensure you register with the Disability Service, so that this support can be put in place.

Academic schools/areas may arrange a Library induction session when students start their programmes of study, and regularly in-class as part of the programme. As well as delivering inductions and in-class support, the Academic Librarian team provides support to students in the form of, pre-recorded material, help guides and videos. You can book one-to-one appointments with the Academic Librarians on a range of sessions from research and searching support, to referencing management tools. A further offering from the Library this academic year, is bookable workshops and sessions with Academic Librarians in the new LSS. There will be more opportunities for students to attend drop-in sessions, workshops, and more – all designed to help you succeed with the Greater Manchester Way.

Videos are available via the Library website and YouTube channel. Students can also find answers to Frequently Asked Questions via the Library website

- **Online via <https://libguides.bolton.ac.uk/about-us/contact-us>**
- **By phone (during staffed opening hours) on 01204 903094**
- **By email via library@bolton.ac.uk.**
- **Via an appointment with an Academic Librarian or Academic Skills Coordinator: <https://lbcsl.bolton.ac.uk/appointments/online>**
- **In person: At all three Library help desk locations the during staffed hours**

5.6 Part-time Students

Part-time students can follow their programme in the same way as full-time students. However, attendance is restricted to a maximum number of modules each academic year in order to maintain part-time status. Students should contact their Programme Leader or Personal Academic Tutor to clarify their programme requirements.

Changing from part-time study to full-time study may be possible for those who have successfully completed the modules undertaken, providing the programme is offered on a full-time basis and full-time fees can be met. Students should contact their Programme Leader in the first instance if this is something they are considering.

5.7 Higher Education Achievement Report (HEAR)

The HEAR is an extended degree transcript, providing students with a comprehensive record of their University learning and experience – both academic and co-curricular. Students will have a HEAR if they are aiming for an undergraduate degree, a taught postgraduate degree, or a range of additional certificate and diploma qualifications.

Students eligible for a HEAR will receive an invitation email from Gradintelligence, the University's technology partner which provides the web portal where students can view and share their HEAR. The Gradintelligence account must first be activated before use.

The HEAR includes a student's programme aims and objectives; module marks and grades; qualification result; grading and classification scheme; plus any professional, statutory and regulatory body recognition. It also includes any University, School and professional body prizes awarded.

Any University-approved achievements undertaken outside the course curriculum will also be added, e.g. the University of Greater Manchester Award, Volunteering, Students' Union Society positions, Student Representative roles, University Board/ Committee/Panel membership, as well as in due course Peer Mentoring, Peer-Assisted Study Skills tutoring and Student Ambassador work. Over time, the range of achievements which can be recorded on a HEAR will increase. Further details are available at: <https://greatermanchester.ac.uk/student-life/careers-and-employability/higher-education-achievement-report-hear-student> under 'Additional Recognised Achievements'.

Students can use their HEAR to help them review progress and plan what they want to achieve at University, e.g. with their Personal Academic Tutor or a Careers Advisor. Through the Gradintelligence web portal, students can share their HEAR with employers and others whilst at University and afterwards, to provide evidence of achievements at University.

If you have any problems accessing your HEAR please see the FAQs at <https://greatermanchester.ac.uk/student-life/careers-and-employability/higher-education-achievement-report-hear-student>

Or contact Gradintelligence via <https://gradintel.com/index.php/en/contact-us>



Please refer to local information if studying at an Off-Campus partner.

6.1 Special Circumstances

Students may understand this type of consideration to be classed as 'Mitigating Circumstances'. The Change from 'Mitigating Circumstances' to 'Special Circumstances' started at the University in September 2025.

The term 'Special Circumstances' is used to describe those unforeseen personal difficulties which cause exceptional interference with academic performance, and which are over and above the normal difficulties experienced in life. Students can apply for Special Circumstances by completing a Special Circumstances Submission Form and providing a covering letter, evidence of circumstances and evidence of assessment deadlines (this must be done as soon as possible and before the published deadline). – Please see the Special Circumstances Regulations and Procedures on the Policy Zone: <https://greatermanchester.ac.uk/student-policy-zone/student-policies-2025-26>

Please note that students who are unable to submit an assessment due to unforeseen, severe and exceptional circumstances should first check with their Module Tutor if an extension can be granted.

Bolton campus support for applying for Special Circumstances applications can be sought from your Personal Academic Tutor, Student Services, and/or the SU Advice Unit.

Procedures on the Policy Zone: <https://greatermanchester.ac.uk/student-policy-zone/student-policies-2025-26>

6.2 Academic Appeals

Academic appeals may be submitted following an Assessment Board (and before the appeals deadline specified) if a student believes that:

- Circumstances affected his/her performance which, for good reason, the Assessment Board may not have been made aware of when making assessment decisions, or
- there was a material administrative error or procedural irregularity in the assessment process; or
- there is evidence of prejudice or bias or lack of proper assessment on the part of one or more of the tutors/assessors

Please note: An appeal which questions the academic or professional judgement of those charged with the responsibility for assessing a student's academic performance or professional competence will not be accepted.

Bolton campus support for applying for an academic appeal can be sought from a Personal Academic Tutor, Student Services, and/or the SU Advice Unit.

For further details, see: <https://greatermanchester.ac.uk/student-policy-zone/student-policies-2025-26>

6.3 Complaints

The University welcomes comments and suggestions about how things might be improved, we also recognise that students and others with a legitimate interest have a right to complain if they feel that something is wrong. Student Services and the SU Advice Unit can help to advise Bolton campus students on the procedure for making a formal complaint, including whether other procedures are more appropriate.

Students studying at an off-campus partner should raise a complaint with the partner if it relates to the partner's services. If the complaint relates to the quality of teaching, the curriculum and/or the standards of the programme, then students should also raise the complaint using the partner's process initially. If a student is unhappy with the outcome of the formal response provided by the partner organisation, they can then ask that the outcome be reviewed using the University of Bolton's procedure.

Further details can be found on the Policy Zone: <https://greatermanchester.ac.uk/student-policy-zone/student-policies-2025-26>

6.4 Students' Dignity at Study

Students are able to report cases of harassment, bullying, discrimination, victimisation and sexual misconduct to the University where the perpetrator is a University of Greater Manchester student, member of staff, visitor or contractor, using the Students' Dignity at Study Reporting Form <https://greatermanchester.ac.uk/student-life/student-support/student-complaints-procedure/students-dignity-at-study-reporting-form>

More information is available in the Students' Dignity at Study Policy and Procedure on the Policy Zone: <https://greatermanchester.ac.uk/student-policy-zone/student-policies-2025-26>

Environmental Sustainability

7

The University of Bolton firmly believes in the principles of sustainability and is committed to working towards exceeding the requirements of relevant environmental legislation to enhance, improve and regularly review its environmental performance. Students play an incredibly important role in supporting their University with pursuing sustainability goals and ambitions. Students, as key stakeholders of the University and the largest group of facilities users, have the ability to initiate, drive, and achieve sustainability goals through engagement with sustainability initiatives and application of knowledge and skills.

It is important that upon graduation students leave the University of Greater Manchester as sustainability ambassadors, equipped to recognise and apply sustainability principles within their discipline and profession. We hope that students recognise the value they can add individually and collectively to manage climate change, here at the University of Greater Manchester and beyond. For more information about Environmental Sustainability at the University of Greater Manchester, please see: <https://greatermanchester.ac.uk/governance/policies-and-legal/environmental-sustainability>

34

8

Health & Safety

8.1 Safeguarding & Prevent

Safeguarding is the protection of people from harm. It includes the protection of children and adults at risk of harm and the prevention of those who are deemed unsuitable to work with them from doing so. The University of Bolton recognises that it is unacceptable for a child or adult at risk to experience abuse of any kind and recognises its responsibility to safeguard children and adults at risk of harm within the University and those who come into contact with University activities. Abuse can take a number of forms. Categories of abuse include: domestic abuse, sexual abuse, physical abuse, psychological/emotional abuse, domestic abuse, discriminatory abuse, modern slavery and exploitation, neglect, organisational/institutional abuse and financial/material abuse.

The University's safeguarding responsibilities include Prevent which is about safeguarding people and communities from the threat of terrorism. Prevent is one of the four elements of Contest, the Government's counter-terrorism strategy. It aims to tackle the ideological causes of terrorism, intervene early to support people susceptible to radicalisation, and enable people who have already engaged in terrorism to disengage and rehabilitate.

If students have any safeguarding/Prevent concerns, are experiencing any kind of abuse or are concerned about another student, they can speak with one of our Senior Designated Safeguarding Champions who can be contacted via safeguarding@bolton.ac.uk or alternatively speak with a Designated Safeguarding Champion within their Faculty/School. All of the contact details of the Senior Designated Safeguarding Champions and Designated Safeguarding Champions can be found in Appendix 8 of our Safeguarding Policy and Procedure which is on the Policy Zone: <https://www.bolton.ac.uk/student-policy-zone/student-policies-2024-25>

For further information please email safeguarding@bolton.ac.uk, or visit <https://greatermanchester.ac.uk/student-policy-zone/student-policies-2025-26>

8.2 First Aid

Please refer to local information if studying at an Off-Campus partner.

Students requiring first aid, or seeking first aid assistance for somebody else, should inform any available member of University staff. The staff member or the student should request a First Aider by dialling the University emergency number - 666 from an internal phone or 01204 903 666 from any phone.

35

If, for some reason, there is no immediate reply on the University emergency number, and the incident is considered serious, an ambulance should be called by dialling 999 directly. In all cases of collapse where the person seems unresponsive, or where the person is unwell and suffering central chest pain, this should be made clear so that an AED (defibrillator) and AED responder can also be provided.

8.3 Accident Reporting

Please refer to local information if studying at an Off-Campus partner.

Students should always report all accidents, no matter how minor, and make sure that an accident report form is filled in. Students should report accidents as soon as possible to either their Module Tutor, if in class, or to a relevant member of University Staff e.g. Programme Leader, Librarian, Site Supervisor etc. If a student wishes to raise any concerns about the incident, they can report these to Security on 01204 903 700.

Students should also report accidents which occur off-site when undertaking an activity sanctioned by the University e.g. a field trip.

8.4 Fire Evacuation Procedure

Please refer to local information if studying at an Off-Campus partner.

The emergency evacuation alarm is a siren. If the alarm sounds, buildings should be evacuated following the procedures set out below.

1. Upon hearing the fire alarm, students (and staff) should evacuate the building immediately.
2. Lifts should not be used.
3. Belongings should be left behind, except for essentials such as phones and keys.
4. Doors should be closed to slow the spread of fire.
5. Students (and staff) should proceed to the designated assembly point for the building as directed by a tutor or University official.
6. Students (and staff) should wait at the assembly point until they are given further instructions by a University official or emergency services.
7. Students (and staff) must not return to the building until it has been declared safe by the fire brigade or University officials.
8. Students (and staff) should keep away from the building to avoid obstructing emergency services.

9. Students (and staff) should assist those who may need help evacuating, if it is safe to do so.
10. If someone is unable to evacuate, emergency personnel should be informed of their location.
11. If a student is concerned that another student has not been able to evacuate the building, they should advise a member of staff of that person's last known location.

8.5 Smoke Free Policy

Please refer to local information if studying at an Off-Campus partner.

It is the policy of the University that all of its workplaces are smoke free, and all students and employees have a right to work and study in a smoke free environment. Smoking is therefore not allowed in all University buildings and around their entrances and open windows. This ensures that smoke does not enter a building from outside and that people entering or exiting the premises are not exposed to second-hand smoke. Should someone become exposed to second-hand smoke in this way, they have the right to request that the smoker moves and the smoker is expected to respect that request. Please note that the Smoke-Free Policy also applies to electronic cigarettes.

8.6 Additional Health & Safety Requirements

Certain teaching spaces may have additional Health and Safety requirements, based on the location, equipment, chemicals or other risks which may be present. Students must always follow the instructions of staff in the area, to ensure their safety, and the safety of others.

Notes



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