



Student Handbook

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Welcome to Manchester International College

The path to your success starts here...

This handbook is designed to help you during your time with Manchester International College and you should retain it for future reference. It contains important information including advice and guidance for studying, opening a bank account, obtaining medical help, Council Tax, travel in Manchester and general course information. Further information is available on the Student intranet.

Our Mission

To provide quality training to our students and make a difference to the quality of their lives by:

- Providing a friendly and accessible learning environment
- Creating and using innovative and quality support programmes to make courses more effective
- Generate activities that aid the learning process

I would like to take this opportunity to welcome you to Manchester, our College and to wish you every success in your studies.



Dr. Mustafa Abdulhussein
Principal

Campus details

Withington Campus (Main Administration)

(IT, Health and Social Care and PG courses)

425 Wilmslow Road

Withington

Manchester

M20 4AF

T: 0161 448 8880

E: mail@internationallearningcentre.com

City Centre Campus

(Business and English language courses)

2nd Floor (West Wing)

Brazenose House

Brazenose Street

Manchester

M2 5AS

T: 0161 448 8880

E: mail@internationallearningcentre.com

Staff members

Experienced members of staff are here to help you and make your learning a pleasant one. Please do not hesitate to ask for their assistance.

Dr. Mustafa Abdulhussein	Principal
Mr Sharjeel Nawaz	Head of Manchester International College
Mr Raheel Nawaz	Academic Director
Ms Leanne Howarth	Director of Studies (English)
Ms Hazel Newton	English tutor
Andrusha Wickremeratne	English tutor
Andrew Mohan	IT tutor
Mr Behram Khan	IT tutor
Mr Tauseef Rana	IT tutor
Mr Hon Lam Yeung	Director of Studies (Management)
Mr Sheku Kakay	Senior Lecturer in Business Management
Ms Tamara Dulayeva	Lecturer in Management
Ms Tasneem Bhatti	Lecturer in Health and Social Care
Mrs Nikola Phillips	PA to Principal and Admissions Officer
Mrs Shweta Ghube	Finance Officer and Student Welfare Officer
Mr Mohammad J Alam	Systems Administrator
Ms Naomi Timpany	Marketing Officer & Receptionist (Withington branch)
Ms Malgorzata Ksiazczyk	Receptionist & Administrator (Brazenose House)
Ms Helen Gratton	Administration Manager

Section

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Section 1 - Term Dates

Academic Calendar

All courses have a set timetable. You will be given a timetable during your induction. You should also check the Student Intranet and notice boards regularly for additions and changes that may occur.

Section 2 - Enrolment

Your induction programme will include details of your course, clarify learning goals and explain College systems and procedures.

You will be assessed at the start of the programme to ensure that you are given the correct level of support and learning. An Individual Learning Plan (ILP) will be produced at the end of your enrolment to record how you will progress through your studies.

Full access to other policies, procedures and guidance are available from the Student Intranet.

We aim to offer students:

- Teaching and support for learning ensuring that a comprehensive support system is available for students.
 - A learning and support strategy that is well planned and which uses different methods.
 - The opportunity to discuss any educational or personal difficulties with an appropriate member of staff.
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We expect that students will:

- Prepare for and participate in learning activities in ways which support the teaching and learning of others, as well as themselves.
- Give constructive critical feedback on their learning experience.
- Take responsibility for consulting appropriate staff about any difficulties affecting their studies at the earliest opportunity.
- Offer a high standard of IAG (Information, Advice and Guidance) addressing a wide range of questions and concerns which people may have regarding learning and work.

Personal tutor

You will be allocated a Personal tutor who will support you through your study at Manchester International College.

Your course tutor will work through an informal initial assessment with you to help ascertain your present level of skills and identify any particular strengths or areas where you can work to improve.



Student Welfare Officers

The Student Welfare Officers are available to discuss any matters in confidence with students. Please feel free to talk to them.

Section 3 - College Services & Policies

This section gives you information about the College; the facilities available to you, policies to safeguard you, and the rules and regulations you are expected to follow.

Facilities for students

Water and other refreshments

A water cooler is available at all campuses and can be used freely. There is a kitchen with tea and coffee making facilities and you are welcome to make tea and coffee for yourself.

Food and drink

Eating in the class rooms and reception areas is strictly forbidden. If you wish to have a break from the College when eating lunch or having a snack, there are many cafes in the Withington and city centre area. Alternatively you can use the student relaxation areas.

Student Relaxation Areas

The seating area is reserved for use by students. Please feel free to take your breaks there. You may consume drinks and food there provided the food does not cause a strong smell and the area is kept tidy.

Student Notice Boards

There are notice boards at all campuses for use by students. You are welcome to put up notices on the board, but please ask a member of staff before doing so.

Printing and Copying

Please ask a tutor if you need to print any course notes or course material. Students may use the photocopier freely for small quantities. For a large number of copies, please obtain authorisation from a member of staff. Using the printers for personal printing is not allowed.

Student Intranet

The College has an intranet facility which lists all the information in this handbook and includes news, promotions, changes to courses, etc. Please use the intranet facility regularly as this is the main way College communicates important information to students.

Library Services

College Library

As a student of Manchester International College, you will have access to our Library. You can use the Library to read books or do your coursework. The Library is also equipped with computers, dictionaries, magazines etc which you are free to use.

If you need to borrow a book, please take it to reception along with your student ID card. You can borrow up to 2 books at a time and have to return them within a week. Late fees will apply after that which is 0.50 pence per extra day.

Manchester Libraries membership

Manchester International College has a partnership with Manchester Libraries. As a student, you will automatically be enrolled with Manchester Libraries. The Central Library in town centre and the library in Withington particularly, stocks books relevant to your study at Manchester International College. You are encouraged to use it. If you need a book that isn't available, ask at the library desk and they may be able to order it for you.

Social activities

Please pay attention to the student intranet and notice boards for information about planned social activities at the College.

Student identity cards

Student identity cards will be issued free of charge to all students studying at Manchester International College for a period of 6 months or more. For those students wishing to study on a

monthly basis, cards will be issued at a cost of £10 per month. The benefits of having a student card include:

- Discounted travel
- Discounts at local restaurants and bars
- Discounts at local shops and cinemas

Replacement cards will be charged at £10.

Policies & Procedures

Signing in register

A signing in register is kept at reception in all the campuses. All students must write their name and time of arrival and time of leaving on the register. The register is used as part of the College fire control system and it is therefore important that you sign in and out when you attend College.

Attendance Policy

Teachers at Manchester International College are required to keep a record of student attendance throughout the semester.

Manchester International College's Attendance Policy has been devised in accordance with the UK Home Office requirements for students who must attend a minimum of 80% of their whole course of study. Failure to do so may result in withdrawal of the student from college and in the case of visa students, the Home Office being informed.

All students are expected to attend classes and examinations regularly.

Students are also expected to arrive in good time for their classes. Late arrivals disrupt the rest of the class and teachers will have the right to deny entry to class for students who arrive more than ten minutes late.

Excused Absences

Students will receive excused absences for some foreseen absences as well as for emergencies. When an excused absence is granted, the student will be given an opportunity to catch up on any work, particularly graded work.

Excuses for foreseen absences must be cleared with the teacher before the absence. Excuses for emergency absences must be reported to the teacher as soon as possible, and no longer than

one week after the emergency. Under no circumstances are students are not allowed to take holiday during term time.

Non attendance policy

Students who fail to attend their classes for three registered sessions will be contacted by phone by the end of the third day of non-attendance. The “courtesy call” is made to find out about the wellbeing and safety of the student. If the student had a valid excuse for non attendance and this was not communicated to the College in advance for some reason, the student will be invited to re-join classes when possible and support his/her excuse with documentation such as a doctor’s report.

If a student was not contactable by phone on the day or did not attend the College after the phone call, a First Warning letter will be dispatched five days after the courtesy call was made.

A second and Final Warning letter will be issued if the student has failed to contact College and is absent for another five registered sessions.

If a student is issued with both warning letters but still fails to comply with the requirements stated therein; he/she will be removed from Manchester International College and will not be allowed to continue or complete his/her course of study. Please note that in this case any fees already paid to the college will not be refunded to the student and in the case of international students, the Home Office will be informed.

Fees

Fee payment

You are required to pay the fees in full prior to starting your learning.

Fee refunds

Refunds of fees will not be given under any circumstances (unless in exceptional circumstances and at the discretion of the Finance Officer)

Disciplinary Procedure

The College operates a Disciplinary Procedure to limit disruptive behaviour detrimental to the rest of the students. A copy is available upon request from reception. Two important College rules to be observed at all times are:

Students should respect all members of staff at all times.

Students who are under the influence of alcohol or drugs are not welcome on the premises.

Disciplinary action will be taken against a student in the following situations:

- If a student uses bad language or threatening tone against any staff member or fellow student.
- If a student is under the influence of alcohol or drugs.
- If a student fails to attend the College after non-compliance with the Non Attendance Policy.
- If a student fails to complete the payment on time.

Disability Support

Manchester International College is committed to improving provision for students with disabilities, specific learning difficulties such as dyslexia and those with medical conditions which impact upon their studies. Please inform your tutor or Student Welfare Officer, where appropriate, if you feel you need assistance during your studies.

Confidentiality

Manchester International College is a signatory to the Data Protection Act. This means that any information supplied to the College, and anything discussed with any staff member remains confidential.

The College is required to collect, hold and process personal information on students for various academic and administrative purposes. This information will largely be provided by you on application to the College.

The College will confirm, update and enhance personal records as you progress with your studies.

The information you give to us will only be used for the purposes of your study and will not be disclosed to third parties, including your fellow students.

All personal information will be processed and stored in accordance with the College's data protection policy which, in turn, enshrines the data protection principles as set out under the Data Protection Act 1998.

Complaints Procedure

If you want to make a complaint, please talk to the Student Welfare and IAG Officer. You may also talk to the Administration Manager should you wish to make an appeal. There is a full complaints procedure available from reception.

Equality and Diversity

Manchester International College respects the dignity and diversity of all our students and staff. We believe that fairness and equality of opportunity are a fundamental human right for all. The College wholeheartedly supports the principles of equal opportunity and diversity for all its employees and students.

The Environment

It is Manchester International College's policy to conduct its business in a manner that is compatible with the balanced environmental and economic needs of the communities in which it operates. Manchester International College is committed to continuous efforts to improve environmental performance throughout its operations.

Safeguarding Vulnerable Adults

Manchester International College has developed this policy to provide and maintain safe and healthy conditions for all students and particularly those classified as Children or Vulnerable Adults. For Manchester International College this relates to 16-18 year olds and 19+ adults who may be vulnerable.

Health and Safety

The College strives to create and maintain a safe environment. Students are requested not to act or behave in any way that would affect or endanger others.

Computer usage

Students are free to use the computer for as long as they like, but when there are others waiting for a computer, please be prepared to release the computer to another student who may have course work to do. Please note that computers should not be used for personal activities, such as surfing the internet.

Mobile phones

Whilst attending classes please put your mobile phone ring tone on vibrate. If you receive a call whilst you are in College, be

considerate of other students by having the conversation away from study areas.

No-Smoking Policy

The College's operates a strict no smoking policy. Smoking is expressly prohibited in all internal rooms and communal areas.

In case of emergency

Fire Exits

Withington Campus

In case of fire, use the main entrance or the fire exits. There are two fire exits in the building, one on the main floor and other on the basement level. Signs and directions are displayed in the building. The meeting point in case of fire is on the pavement on the corner of Wilmslow Road and Heaton Road.

City Centre Campus

In case of fire, use the main entrance or the fire exits. There are two fire exits in the building. Signs and directions are displayed in the building, please follow them. The meeting point in case of fire is outside Brazennose House.

First Aid

Withington Campus

There is a first aid kit at reception. Please inform a member of staff in all cases of emergency or if you need first aid. All accidents should be reported to a member of staff.

City centre Campus

There is a first aid kit at reception. Please inform a member of staff in all cases of emergency or if you need first aid. All accidents should be reported to a member of staff.



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Section 4 - Information for overseas students

Registration with a Medical General Practitioner (GP)

All overseas students, and their immediate family living with them, are entitled to NHS services unless their course lasts for less than six months. Anyone who is not eligible for NHS care is strongly advised to take out medical insurance before arriving in the UK.

GP practices operate on a geographical basis. To identify practices in your area, contact NHS Direct - the confidential, 24-hour advice and health information service. Call them on their local call rate number 0845 46 47.

The list they send may include practice details such as the number of GPs and whether male and female GPs are available. Details on local GPs and dentists are also available on the NHS website www.nhs.uk by entering your town or postcode.

It is advised that students register with a doctor as soon as possible for their own well being and also so that they can provide the required evidence to excuse any absence from their course.

Council Tax

Outlined below are the main points about UK Council Tax as it applies to students.

There is no council tax to pay where all the adults (aged 18 or over) in the house or flat are full-time students. You will each need to get a 'Council Tax Exemption Certificate', available from reception and submit it to your local Council Tax Office.

If you are a full time student living in a property with a partner or spouse (and no other adults) your Council Tax bill will be reduced by 25% as it is a property with only one 'visible' person. You will need to submit a 'Council Tax Exemption Certificate' to your local Council Tax Office to get this discount.

You can obtain a 'Council Tax Exemption Certificate' from Reception or download a form from Manchester City Council's Website at:

<http://www.manchester.gov.uk/counciltax>

Banking Facilities

Opening a Bank Account

International students new to the UK will want to get settled in as soon as possible.

All students are advised to open a bank account in the UK as this is by far the safest and most effective way of managing your money as a full-time student whilst studying here. It is also easier if you decide to seek part time employment, as most employers will pay your earnings directly into a UK bank account.

It is much easier to set up a bank account after you have arrived in the UK rather than attempting to do so in advance of your arrival.

Please read the following information about setting up a bank account. The receptionists or any member of the administration team can also assist you with opening a bank account by providing a letter confirming your student status and address in the UK.

What kind of bank accounts is available?

Often students have difficulty opening accounts in foreign countries mainly because banks take a while to process new accounts and to carry out credit checks of international applicants. However most international students should be allowed to open what is called a "basic bank account". A basic bank account allows a student to pay in and take out money from your account and you are normally provided with a cash-point (ATM) card to withdraw your money from cash-points. Basic bank accounts do not offer students any form of credit nor will you be given any overdraft facility, chequebook or credit card.

Some students might find that certain banks will be prepared to offer them a student account that offers more flexibility

compared to a basic bank account. These accounts may offer some limited credit facilities including an overdraft facility and a chequebook.

You should do your own research as to which bank is best suited to you and should take into account the following factors:

What sort of bank account is being offered?

What documentation is being asked for in order to open an account and can you provide it all? Some banks ask for evidence of your address in the UK covering the last three months, if you have just arrived in the UK you might not be able to supply this information.

Does the bank have branches in your home country? This could facilitate the ease of opening an account and the transfer of money in either direction.

Does the bank have a branch near to the College or where you are living? This could be more convenient.

How to open a bank account?

In order to open a bank account in the UK you will normally be required to provide documentary evidence of both your identity and your address in the UK, some banks will also require confirmation of your overseas address. Furthermore, if you are making an initial deposit of quite a large sum of money there is an increased likelihood that the banks might offer you a more generous account.

The following is a list of the documents that you are normally required to provide the bank in order to open a bank account. These documents do vary from bank to bank.

Proof of identity

A current signed Passport (some banks will accept a National Identity Card. However, most will want to see your passport).

Evidence of your student status and address

There is a selection of documentation which will satisfy requirements from your bank to provide evidence of your student status and address. These are as follows:

- A formal letter of acceptance from the College sent to your overseas address.
 - A formal letter from Manchester International College confirming that you're are a fully enrolled student, the
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start and end dates of your course and confirming both your overseas and UK address.

- A utility bill (gas, electric, telephone) with your name on it – however, you will not have these if you have only just arrived in the UK.

You should expect to wait for approximately ten days or more before your account is fully functional. In preparation for coming to the UK, you should ensure that you have enough cash or travellers cheques (or access to sources of funds from your home country through the use of a debit card) that will last you until your bank account is set up.

Accommodation

Private renting

Manchester is full of rooms to rent in individual homes or apartments and has a large number of premises available to rent in group shares with friends/family.

What does privately rented mean?

Privately rented accommodation is where you will enter into a legal agreement with a landlord or agent usually for a set length of time. It covers renting a shared house/apartment or an individual apartment or room within a shared house. Private rentals cover a huge variety in size, style and quality of properties so it is important that you are certain that you are happy with the property before you sign the agreement. A general rule is that the cheaper the property the less desirable the property is and the more questions you should ask before signing the agreement, because once you have signed then you are locked into a legal contract for an agreed term.

Things to consider before you sign an agreement

Have a realistic budget – how much a week can you afford allowing for bills, food and transport?

Where is it located? Is it close to the College?

Is it furnished, does it have phone lines, internet access etc?

What security features does it have? Does the landlord/agent have the required gas safety certificates, fire alarm etc?

View the property first before signing this will give you a more accurate picture of size, location and quality (remember once

you have signed the contract you can't just back out because the rooms are too small, or its too far from the College you should have checked this first.

Who are you sharing with? Do you know and trust them? If it is known as a joint agreement then you are all liable to pay the rent. This means that if one of you disappears, then the others have to cover their share of the rent. If you don't know the people you are sharing with make sure you have their home contact details.

Ensure you have a copy of the contract yourself, so you can refer back to it if you need to.

If you are renting an individual room and it is not a joint agreement for example in a person's house/ apartment or your own apartment then ensure you have a written contract with the landlord/agent and keep records of payments and ask for receipts.

If it is not a fixed term contract (that means not for a set number of months or until a fixed date) check what is the notice period you have to give if you want to move out (it is often one-month). You need to remember this otherwise you could end up paying for time you are not there.

Check the date from which you can move into the property and arrange a convenient time to move in so that someone can let you into the property; this is particularly important if it is outside normal working hours.

Get the full contact details of your landlord including name, address and 24-hour contact telephone number in case there are any problems.

Moving in

Make sure you have an inventory of the property that is there on arrival; beds, ovens, cutlery etc. If it is an agency property then they will normally provide you with a written checklist. If you don't get one, make an inventory yourself and get the landlord to sign it with yourself and keep a copy. If anything is damaged such as windows or stained like carpets make a written note immediately and show it to the landlord/agent. It may be a good idea to take dated pictures on your mobile phone or digital camera the day you move in. The reason for an inventory is so that when you move out you are not charged for any items that were never there, or for any damage that already existed. This is one of the most common reason deposits

are not returned and it is up to you to provide the proof that it is not your fault.

Ensure that you keep a record of any payments. This means getting receipts for rent payments if it is made in cash as it will not show on a bank statement. If you have to pay for any damages, bills etc, get a written receipt. This all prevents you from having problems when you depart and helps you get your deposit back.

If you are setting up payments for utility bills e.g. gas, water, electricity, phone bill then don't put them all in your name, share the responsibility amongst the housemates (meaning one has the gas bill, one the electricity, one the phone etc.). This doesn't mean that you pay the entire bill in your name (it should still be shared) but you are not solely liable for all the bills, and if everyone disappears then you are not left liable for everything. Also if people are late paying, then you do not have to cover all the bills that month.

Moving out

When you leave, inform the landlord/agency in advance of the date so that you can settle any balance and also they can view the property to make sure that you have left it clean and in the state you found it (this is when it is useful to have a copy of the inventory you had on arrival). Inform the utility companies you are moving, and collect any necessary meter readings for electricity, gas and water. It is also useful to ensure you have your housemates forwarding addresses in case the bills cannot be produced immediately and so they can send you payment or yourself payment to them.

Make sure you inform the bank, mobile phone provider, the police (if necessary) and family that you have moved and give them your new address.

Working in the UK

Students may work part-time for a number of hours during term time depending on their course, and full time during vacations.

- Students following a course of degree level study or a foundation degree course can work for no more than 20 hours per week in term time;
 - Students following a course of study below degree level study (excluding a foundation degree course) can work for no more than 10 hours per week in term time.
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You must apply for a National Insurance (NI) number if you are looking for work or once you have a job. An NI number is your account number allocated to you for you to use in all your dealings regarding taxes. To apply for an NI number you need to visit your local jobcentre. (For more information call 0845 600 0643)

You will need to book an appointment for an interview with a member of the Jobcentre Plus team. It is essential that you take a signed letter from your employer confirming your employment, including the date your employment commenced.

Please remember that you should not need to work to support yourself and that you can fund yourself without having to work. However, working can be a good way to meet people, improve your English and earn some extra income for travelling etc. Please remember that you are here to study and work should not interfere with this.

Obtaining a National Insurance Number (NI)

A National Insurance number (NI number) is the reference number used by HM Revenue & Customs (HMRC) for recording your contributions towards the state pension and some other state benefits. Employers must enter your NI number on the form they send to HMRC at the end of each tax year to report the amount of tax you have paid and the amount of National Insurance Contributions (NICs) that you and your employer have paid.

Only one number is allocated to you and you keep that same number all your life. It is unique to you and ensures that the HMRC correctly record National Insurance contributions or credits to your National Insurance account. You will need these contributions and credits when you come to claim benefit, whether it is for a short while, like Incapacity Benefit or long term, such as your Retirement Pension.

Your National Insurance (National Insurance) Number is personal to you.

It is your account number allocated to you for you to use in all your dealings with HMRC and the Department for Work and Pensions (DWP - a new Department comprising in parts the former Department of Social Security).

You will find that many employers will not employ you without a NI number, but you can obtain one once you have a job by

visiting your local Jobcentre Plus (For more information call
0845 600 0643)

You will need to book an appointment for an interview with a member of the Jobcentre Plus team. It is essential that you take a signed letter from your employer confirming your employment, including the date your employment commenced.



Section 5 – Study techniques

Examinations

Examinations, tests and assessments at Manchester International College are in a variety of different forms: online, closed/open book written papers, coursework, practical sessions, group projects, individual projects, oral examinations, etc. Each department will advise you on the types of assessment used and notify you well in advance of the times and venues of each assessment.

Examinations can be stressful and below are some guidelines on how to deal with this:

Tips for the revision period

Create an overview of what you want to revise and break each subject down into manageable sections. Create headings and allocate each section on a monthly or weekly planner.

- Ask your tutors for practice questions/past papers.
 - Set definite start and finish times for your revision sessions and have a clear goal for each session.
 - Aim to break your revision sessions up with a five minute break every half hour.
 - Use active revision techniques to make the best use of your revision time.
 - Build a system of regular review into your revision, checking what you know and what you don't know.
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- Develop a technique for question analysis and planning answers to use in the exam.
- Practice making plans and answering questions under timed conditions.
- Plan how you will use your time in the exams beforehand.
- Revise with a friend. Try to make some of it fun and reward your self with treats and leisure time.

General Hints

Believe in yourself. You wouldn't have been given a place on the course if you didn't have the ability to do it. Therefore, if you prepare for the exams properly you should do fine, meaning that there is no need to worry excessively.

Be realistic. Success is wonderful, by all means aim high. But keep things in balance. If you create unrealistic goals, you will only be disappointed. Aim to do your best for yourself, rather than for friends or your parents. Recognise that none of us can be perfect all of the time.

Take steps to overcome problems. Don't battle on alone; get help from a tutor if you don't understand a topic. The internet also has a lot of sites offering advice on study skills.

Don't keep things bottled up. Confiding in someone you trust and who will be supportive is a great way of alleviating stress and worry.

Keep things in perspective. The exams might seem like the most crucial thing right now, but in the larger scheme of your whole life they are only a small part.

If nothing seems to be helping. Some people find that despite all their best efforts, anxiety levels simply keep on rising. This can be self-defeating and you can go round and round in circles. If this is happening, try taking a complete break for a couple of days.

On the examination day

- Don't work all night before.
 - Make sure you know where and when the exam is.
 - Give yourself plenty of time to get there.
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- Make sure you have all your equipment in advance.
- Avoid too much coffee, nicotine and caffeine containing drinks.
- Do some relaxation techniques so that you are calm and focused.

Section

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Section 6 – Travel in Manchester

Manchester is an exciting place to live in as a student with many activities, shopping, eating out, music, art and culture and sport.

Manchester International College is located along one of the main bus routes into the city.

The city centre campus is a short walk from the main city centre.

During induction you will be issued with a map detailing the city centre campus location and a bus route of how to reach the Withington campus from Manchester city centre.

If you would like to see the available service times of other services, including a journey planner are available from the Greater Manchester Transport Executive (GMPT) website: <http://www.gmpte.com/>

Section

7



Section 7 - Useful contacts

Emergency

If there is an emergency, dial 999 for police, fire or ambulance. You can also dial 112 to contact the emergency services if you are anywhere in the European Union.

Home Office UK Border Agency


 www.ukba.homeoffice.gov.uk/studyingintheuk

 UKBApublicenquiries@ukba.gsi.gov.uk  0870 606 7766

Crime

Greater Manchester Police  0161 872 5050

Health and Local Hospitals

NHS Direct  0845 46 47 (24hrs call back service)

Manchester Royal Infirmary  0161 276 1234

Utilities

Gas: National Grid  0845 605 6677

Electric: United Utilities  0800 195 4141

United Utilities  0845 746 2200

General Advice

Citizens Advice Bureau  0845 122 1112

Learning and Work Help lines

Jobcentre Plus  0161 912 8300
