

# ADULT SUPPORT SERVICES

ADULT LEARNERS (19+) 2025/26



# SUPPORTING OUR ADULT LEARNERS

At The Manchester College, we believe in supporting our adult students every step of the way, providing the resources and encouragement needed to succeed.

Not only is returning to education a fulfilling personal experience, it can also open doors to exciting new career opportunities. As you climb the career ladder, don't forget the benefits of education and how it can transform your career. We have a huge variety of qualifications open to adults including part-time and professional, plus undergraduate courses via our higher education partner UCEN Manchester.

We know you will have lots of questions which is why we have dedicated staff at all of our campuses who are here to advise you, support you and help you to achieve your goals.

This document will provide some key information around topics and issues that matter to you and the teams we have in place to support you.



# CONTENTS

Wellbeing	4
Further Support	6
Enrichment	7
Student Voice	7
Adult Additional Learning Support	8
Library Service	8
Careers and Welfare	9





# WELLBEING

Our dedicated wellbeing team is here to support you throughout your studies, helping you stay on track both in and out of the classroom.

The on-campus Student Support Team is here to offer safeguarding and signposting for a wide range of concerns, including:



**Housing**



**Financial  
support**



**Guidance to  
external services  
that support  
adults**



**Signposting  
to internal  
services  
available**

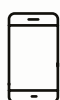


**Referral to the  
PAM assist  
programme**

## PAM ASSIST

During your time at The Manchester College, we want to ensure you have access to a range of practical support on personal matters to enhance your health and wellbeing. Therefore, all of our students, upon enrolment, will have full access to our free and confidential student assistance programme, PAM Assist.

For free and confidential health and wellbeing support, contact PAM Assist.



**0808 196 3533**



**pam-assist.co.uk**

*Find log in details on the next page.*

*Here for you 24/7, 365 days a year.*

# SUPPORT IS AVAILABLE FOR:

PAM Assist can help you to deal with various topics, including:

- Stress
- Anxiety
- Exam and study pressures
- Relationships
- Loneliness
- Student finance and loans
- Bereavement
- Financial wellbeing
- Self harm
- Drug and alcohol misuse
- Family conflict
- Student housing and tenancy issues
- Abuse
- Mental health issues
- Legal information
- Caring for relatives
- Addiction
- Emotional support
- Health issues
- Miscarriage
- Sexual health
- Trauma
- Funeral arrangements

The list is not exhaustive and a **professional PAM Assist team** can support you with other issues as required.

## You can access this service via

- 24/7 Helpline 0808 196 3533
- Live Chat via the app and portal [pam-assist.co.uk](https://pam-assist.co.uk)
- Wellness dashboard

## To log in follow the instructions below

1. Go to [www.pam-assist.co.uk](https://www.pam-assist.co.uk)
2. Click 'Activate ORG code' in the menu at the top of the webpage
3. Insert 'Student1' (with an uppercase 'S') when asked for an organisation code
4. When prompted to confirm your organisation, use 'LTE Group Students' and click on 'Yes, I confirm'
6. Finally, setup your own log-in details.

# FURTHER SUPPORT

## Counselling

The Counselling Psychology Support Service (CPSS) also provides Counselling for adult students studying at TMC. In addition, The Big Life Group is an umbrella of services which allows adult to seek support in Greater Manchester.

## Gym Facilities at our Openshaw Campus

A healthy body contributes to a healthy mind. As a student at The Manchester College, you have free access to our Sports facilities at our Openshaw Campus.

Regular exercise and physical activities are essential for managing stress and boosting your energy levels.

Book your induction with Sport Academy Coordinator, Ambokile Bell via: [BellaA@tmc.ac.uk](mailto:BellaA@tmc.ac.uk)



# ENRICHMENT

Enrichment is a positive part of being at The Manchester College. Our enrichment offer for adult learners includes a variety of exciting activities to complement and enhance your studies.

Whether you're interested in joining or leading clubs and societies, taking part in events and trips, or exploring volunteering opportunities, there's something for everyone. It's your chance to make the most of your time with us - try something new, pursue your passions, meet new friends, and have loads of fun along the way.

From guest speakers to community projects, every activity helps you build valuable skills that employers and universities look for!

For more information, please speak to your teacher.

# STUDENT VOICE

As an adult student, you're able to provide a unique perspective on college life. It's important to us that you get as many opportunities as possible to share your feedback - we'll use this information to make changes that will benefit you and future students.

In order to make a real difference, we need to work together, that's why we have different ways that you can get involved, develop your skills and have your say. You can:

- Join our Student Leadership Team
- Become a Student Rep or a Student Governor
- Take part in the 'My Voice' survey, which opens three times a year
- Attend student engagement events and participate in student focus groups
- Express your thoughts and ideas through creative channels, such as drawing
- Take part in informal events in our College's cafes – where you can chat with staff
- Enjoy lunch with our College's Principal
- Take part in other student engagement activities.

If you want to get involved in any of the activities listed above or have some ideas that you believe could improve certain things at our College, please do not hesitate to get in touch via [StudentVoice@tmc.ac.uk](mailto:StudentVoice@tmc.ac.uk).

# ADULT ADDITIONAL LEARNING SUPPORT

As part of a pilot project at our Nicholls and City Labs campuses, TMC provides a range of support, designed to help adult learners prepare for and progress into Higher Education. This support includes:

- Exam Access Arrangements – reasonable adjustments during assessments to remove barriers and ensure fairness.
- Study Hubs – dedicated spaces for quiet study, academic support, and peer learning opportunities.
- Assistive Technology – a range of tools and software to support independent learning and accessibility.

For more information, please liaise with your teacher who can refer you to the Additional Learning Support Team.

## LIBRARY SERVICES

Our library service is there to help you get the most from your studies. Some students returning to education after a period of time may need extra support in academic writing and research and so as well as our expert tutors, you can access support through our libraries. You'll find libraries at our City Campus Manchester, City Labs, Harpurhey, Nicholls, Openshaw and Wythenshawe campuses.

Our library support and services include:

- Resources – Such as ebooks, journals, textbooks and databases to support your course. All our resources are easily searched by our one stop discovery service
- Study skills help – Support online and face-to-face on topics such as essay writing, referencing and research skills
- Subject guides – Each course has a specified subject guide available on our library website: [library.tmc.ac.uk/TMC](http://library.tmc.ac.uk/TMC). Here you can find direct links to reading lists, eBooks, and a variety of online resources, tailored to your subject requirements
- Basic IT support – Assistance with logging in, changing password, support using Teams, Excel and Word, printing and much more
- Study spaces – Access to spaces including PCs, laptops, wellbeing areas to relax and take a break from study
- Stationary supplies.



# CAREERS AND WELFARE

Our aim is to support you as you navigate this next chapter in your life and help you make informed choices and decisions about your future career options.

Our highly-trained team continuously update their skill and knowledge through a robust programme of staff development, so you know you're receiving the most up-to-date advice.

## How we support you

We offer confidential and impartial advice and guidance on a range of topics such as:

- Courses, qualifications and career progression
- Employability, personal development and welfare support
- Referrals to specialist services in and outside of College
- Guidance with personal, emotional or financial matters.

## What you can expect from us

- A welcoming , professional and knowledgeable service
- Fair and equal treatment
- Support tailored to your individual needs
- Prompt responses.

You can meet us in person on every campus and we'll make sure you get the support you need. You can also reach us via:

Email: [careers&welfare@tmc.ac.uk](mailto:careers&welfare@tmc.ac.uk)

Phone: 03333 222 4444

## CAREERS SUPPORT

From your first day at college, our team is here to help you plan your future.

## Working with you

We work alongside your tutors to develop your employability, social and personal skills. You'll have access to:

- One-to-one careers appointments and drop-ins
- Tailored workshops on CVs, UCAS applications, finance, interviews and more
- Mock interviews with constructive feedback
- Advice on higher education routes and student finance.

## Job Club

Our Job Club builds on the careers advice you'll get in class, offering:

- CV support and interview preparation
- Skills audits and work-readiness checks
- Access to computers for job searching
- Help finding the right job or work experience.

## Events and opportunities

Throughout the year you can take part in careers events such as National Careers Week, hear from employers, and connect with advisors who can guide your next steps.

Not sure where to start? Drop by your campus reception and book an appointment with one of our advisors.



# WELFARE SUPPORT

**Finances don't need to be a barrier to returning to education and achieving your personal and career goals.**

We understand that funding a course can be daunting - but we're here to help. When you enrol, we complete a fees assessment with you where we'll look at the best funding options based on your circumstances.

There's a range of funding available to help you, such as:

## Adult Skills Fund

This is a government-funded programme that provides financial support for learners aged 19–23 who may be eligible for funding to study a full Level 2 or Level 3 qualification for free if they don't already have one. In addition, learners may be eligible for digital functional skills or essential digital skills up to Level 1 if their existing skills are below that level.

## Advanced Learner Loan

If you're aged 19 or over and you're starting a Level 3 or Level 4 course with us, you can take advantage of this loan which can be used to pay some or all of the tuition fees for your course.

## Access to Industry Award

If you're aged 19-23, you may be eligible to access funding support through your legal entitlement to your first full Level 3 qualification. Here's a brief overview of what this award covers:

- **TMC Go** - Discounted travel to get you to college (and around Greater Manchester)
- **Breaking Barriers** - Funding that can help pay for things such as UCAS fees, childcare registration or interview clothing
- **Free breakfast** - Available on campus every morning from 8am-9.30am
- **Childcare support** - Funding support to help with childcare or nursery fees
- **Course fees** - Depending on your circumstances, your course fees may be reduced or even free.

For more information on the funding available, visit [tmc.ac.uk/funding](https://tmc.ac.uk/funding).



The Manchester College is committed to equality of opportunity, non-discriminatory practices and supporting individual learners. This information is also available in a range of formats, such as large print, on request.