

Frontline

Making social work
better for children



Your guide to the 2023 summer institute



Welcome to the 2023 summer institute!

The Frontline programme is an innovative two-year (28 month) social work programme designed to equip you with the skills to bring about change with, and for, children and families. You will be working towards a Master's Degree in *Advanced Relationship Based Social Work Practice with Children and Families*, which is accredited by Lancaster University. An integral part of the Frontline programme, summer institute is an intensive five-week learning experience where you (participants starting with us in 2023) will meet your whole cohort for the first time and start your learning journey together. We are pleased to be running a blended model of teaching, with the first and last week of summer institute taking place online, and weeks two, three, and four being held in person at The University of Manchester. During the five weeks (Monday 17 July – Friday 18 August), you will build the foundations of the knowledge and skills required for your local authority placement.

This comprehensive guide has been developed to help you navigate summer institute, allowing you to make the most of your time online (weeks 1 and 5), and at The University of Manchester (weeks 2 to 4). All information in this guide is essential to read before you start summer institute. Please see the [information directory](#) for a table of where key summer institute information is located.



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1. Summer institute curriculum and teaching

1.1 Frontline programme practice model

The Frontline programme enables aspiring social workers to learn through practice-based experience. We emphasise the importance of teaching a curriculum that integrates both theoretical learning and application in practice. This allows you to develop and consolidate your learning effectively.

You will learn the Frontline programme practice model and will need to demonstrate capability in evidence-informed ways of working in child protection social work. These includes motivational interviewing, systemic social work practice and parenting interventions, based on the principles of social learning theory, attachment, trauma and mentalisation. The programme addresses other essential topics in social work including relevant legislation and social policy, ethics and values, assessment of risk and need, and working with vulnerable groups. You will be able to see an overview of each week and day of summer institute on [Moodle](#) about a month before it starts, when you have fully registered with Lancaster University. For more information on taught content across the academic year and beyond summer institute, please refer to the programme handbook, available on Moodle.

The Frontline programme curriculum is mapped against social work's Professional Capabilities Framework, Social Work England's professional standards and education and training standards, and the knowledge and skills statements.

1.2 Teaching methods

You will experience a variety of teaching methods during summer institute, with the type of session carefully matched to the learning outcomes for each session. Teaching methods include:

Teaching method	What is this?
Keynote Lectures (live or pre-recorded)	Typically, a cohort-wide lecture that shares core knowledge and central themes that underpin the content and explains key information. Lectures also include the chance to hear from guest speakers and other experts. Lectures usually include interactive elements and/or pause points for reflection.
Workshop-based discussion and interactive Q&A sessions	Typically, a group of around 30–40 participants will be in each workshop and be led by a practice tutor or a member of our curriculum team. You can expect the format of each workshop session to vary with some designed to provide space to make sense of the content e.g., checking understanding, clarifying ideas, addressing misconceptions, learning from others through



	discussion, while others allow for application and practising of skills, group problem solving and critical analysis
Workshop-based deliberate practice and interactive case studies	Some workshops follow a methodology called “deliberate practice” to help you practise applying specific knowledge and skills using authentic scenarios. This involves interacting with your peers and sharing feedback to develop useful routines and good practice principles.
Self-guided digital modules and independent study activities	Self-guided learning content e.g., eLearning modules and self-check quizzes are available via our virtual learning platform, Moodle. Independent learning is deliberately built into parts of the teaching schedule to provide variety and give you more control over the pace and direction of the learning, as well as giving you access to optional resources designed to maximise your learning. In some cases, tasks will be clearly indicated where they can be completed at a time that suits you, giving you more flexibility in your schedule.
Discussion of research articles, book chapters and published articles to provide theoretical debate	Essential and recommended additional readings will be signposted to you in advance of teaching days. These will typically be discussed/referenced within keynote lectures and workshops, and you should look for opportunities to connect reading and research to practice.
Reflection time	Summer institute is an intensive learning experience, designed to reflect the role of social work. Developing routines of reflection and self-reflexivity is a valuable skill and can help manage the cognitive demand. We have scheduled a number of slots in the timetable for you to take an additional pause and have time to process what you’re learning. These sessions will take different forms with some guided and others more independent.

1.3 Teaching team

Your teaching team comprises a diverse and experienced group of:

- Experts by experience and guest lecturers
- Frontline practice tutors, led by Victoria Parker and Tracey Ellison
- An interdisciplinary team of curriculum leads, led by Dr Damon Briggs.

These groups form the core team who will support you throughout the year. All practice tutors and curriculum leads are social work qualified and bring a diverse range of expertise and experience in designing and teaching social work qualifying programmes, including systemic approaches in children’s social work, motivational interviewing and working in child protection



contexts. The staff group is research active, and many continue to practice social work. Curriculum leads have specialist practice and teaching experience in systemic practice, motivational interviewing, and parenting interventions and are supported by pedagogical and digital learning specialists.

Experts by experience are a core part of the teaching team for summer institute. As lecture and workshop leads, individuals and groups offer insight about experiences of abuse, neglect, mental illness, substance misuse, resilience and hope from the perspective of vulnerable children and adults. Collectively, they challenge us to come out from behind theories and research and think about the lived experience of vulnerable people, the role and impact of social work and highlight the rightful place of child, parent, and adult voices in the evidence base for effective practice.

Your learning at summer institute will also be supported by other experts, in addition to the groups mentioned, who will offer insights from their own specialist areas of knowledge. On some days, teaching might also be supported by fellows (all social workers who complete one of our programmes join the [Frontline Fellowship](#)) and can offer first-hand accounts of current practice. You will have time in teaching to talk to these practitioners directly which we hope will be useful to you.

1.4 eLearning during summer institute

You must have a working laptop with a camera, microphone, and charger for summer institute. Both Windows and Apple operating systems are acceptable on the programme. You need to bring your laptop to every teaching day of summer institute and please make sure it is fully charged. Please note that tablets and smart phones cannot be used in place of laptops and are suitable only for checking announcements and accessing teaching materials for your own learning in your own time.

Moodle: The online platform supporting your learning on the programme.

Once you have successfully registered as a student with Lancaster University (a registration link will be sent to participants 30 days prior to the start of summer institute), you will be given access to Moodle: our virtual learning platform. You will be expected to complete the 'Getting started' module on Moodle prior to summer institute to support your understanding of how to use the different digital platforms and tools used to deliver the programme.

Moodle can be accessed via Lancaster's Student Portal, and it is where you will find all key documentation and resources (e.g., teaching schedules, lecture slides, learning resources, policies, recordings of some taught days, assessment guidelines, hand-in dates, assignment submission points etc.). Frontline also uses the announcements function to send cohort-wide messages, so please do check these regularly.



It is crucial that you take responsibility for understanding how to use Moodle. If you experience issues with accessing/navigating elements of the Moodle, please contact our digital learning team via the following email address: digital.learning@thefrontline.org.uk.

Further resources

You will be able to access a range of electronic resources from Frontline during the programme. These include access to a wide range of e-books and published journal articles. All essential pre-readings will be listed on Moodle. Self-guided research is also encouraged as there are several open-source research databases available such as Research Gate:

<https://www.researchgate.net/>.

1.5 Study expectations during summer institute

Each day of summer institute will be represented on Moodle. Under each day, you will find all of the information you need, including learning objectives, any pre-work to be completed ahead of the day, timetable, learning materials, self-directed tasks and lecture and workshops Zoom links. It is important you are clear which learning materials and asynchronous tasks must be completed before, during, or after a teaching session.

Your first task will be to familiarise yourself with the library resource lists at the top of summer institute page on Moodle. There is an expectation over the two-year programme that you are actively engaged with current research and learn how to critically appraise the evidence base for social work.

You should be prepared to study as much as you can during summer institute to provide you with a firm theoretical understanding of the curriculum. The five weeks pass quickly, and you will soon be working full time in your unit whilst also studying for and completing assessments. All reading at summer institute is an investment both in terms of being the best social worker you can be but will also be helpful for future assessments and in unit teaching.

You will be required to study independently in addition to the teaching timetabled for each day. As a guide, you should plan for completing around an hour of additional study for each day of summer institute as well as protecting time for the preparation and submission of your readiness for practice assessments. This may need to include time at the weekend depending on your study preference and routines.

If you have any additional learning needs you would like to disclose to us and have not done so, please email suitabilitysupport@thefrontline.org.uk. Before you start summer institute, please also familiarise yourself with the [Frontline programme policies](#).

1.6 Workshop groups

This year we expect around 450 participants to attend summer institute. We want to make sure that you have opportunities to work with and learn from as many of the cohort as you can. We



believe it is important to get to know each other and start to build relationships with peers from across the country who bring different insights and perspectives. It is also important however that you have opportunities to build trusting relationships with the small group of peers who will be in your unit. For most workshops, you can expect to be with the same group of 30–40 people. You can check which workshop group and room you are in for each day, through Moodle.

1.7 Assessments at summer institute: readiness for practice

During summer institute you will complete your readiness for practice assessment, consisting of both a written element and practice element. The written part, which includes the Local Authority context and emotional self-care planning, is to be submitted **by 9am on Friday 21 July**. You will need to complete this part of the assignment outside of teaching hours in your own time, and you can start it before summer institute begins. The practice scenario part of the assessment will take place during teaching hours between **7–9 August**, you will have 15–20 minutes to carry out a role play with an actor, and you will then be asked some reflective questions. This will be marked by two assessors who will be present in the room.

Your mark and feedback from your consultant social worker for both parts of the assessment will be available on Friday 11 August. You need to successfully pass both parts of this assessment to commence your practice learning experience (PLE).

Detailed readiness for practice assessment guidance will be on Moodle in the 914a module area, this is also where the assessment is submitted. In addition, further explanation about the readiness for practice assessment will be provided during Day 1 of summer institute.

1.8 Feedback during summer institute

Receiving feedback from our participants is an integral part of the Frontline programme. It helps us to assess the effectiveness of what we're delivering and is vital for ensuring ongoing reflection and improvement for you and future cohorts. You will therefore be expected to provide Frontline with regular feedback throughout the programme, and in return Frontline will address key findings in a response to you via Moodle.

During summer institute, you will be asked to provide feedback weekly and at the end of the five weeks.



2. Summer institute logistics

The following section details the key logistical information that you need to know for summer institute.

2.1 Core teaching hours

For you to get the most out of the teaching over the five weeks, we have developed core teaching hours. Please note that there may be some variation on this, and you should refer to the daily timetables on Moodle for more information.

	Monday – Thursday	Fridays
Online days	9:30am – 4:30pm	9:30am – 3:15pm
In person days	9:30am – 5:00pm	9:30am – 3:15pm

Lunch breaks are **one hour** and at least two additional breaks will also be allocated throughout the course of the day.

2.2 summer institute operations team: working hours and other points of contact



Caterina Lamacchia
(she/her)

Projects Officer



Alexandra Abbs
(she/her)

Projects Coordinator



Francesca Waters
(she/her)

Operations Manager

We appreciate that you may have queries at summer institute and as such, a member of the Frontline summer institute operations team will be available on each of the teaching days. Their working hours are normally 8.30am – 6pm. During teaching days, a member of the operations team will be at the help desk (the teaching building's registration desk) on the ground floor before teaching starts, at lunch, and directly after teaching. Outside of this, you can contact the team via email: si@thefrontline.org.uk. Please note that during summer institute, the summer



institute operations team receives a high volume of participant queries via email. Although we endeavour to respond to queries as quickly as possible, during these busy periods response times may take slightly longer. Where this is the case, you will be notified of this.

Together with this guide, the dedicated summer institute pages on the [Participant Hub](#) contain everything you need to know before starting summer institute. We also have an [information directory](#) which outlines where to find key information. We therefore ask that participants read and review these pages prior to contacting the team via email, to ensure that your question has not already been answered. You'll be redirected to these resources in instances where your question has already been answered.

Please be mindful of allowing both teaching and operational staff their breaks as they will also need time to eat and prepare for the day.

2.3 Online weeks: working from home

Summer institute starts and finishes with a week of online teaching. During this, you will be learning from home and so you need to ensure your Wi-Fi is strong enough to support this. Some of the content during this period may be difficult to listen to, and so we recommend you study in a private space if possible or use headphones. You can find top tips for working from home [here](#).

Both for you and the Frontline teaching team, it is important to be able to see each other's faces when learning. It is therefore an expectation that during online teaching your camera is on. When teaching, non-verbal cues such as smiles, frowns, head nods, or even looks of confusion help us to evaluate teaching in real time and adjust accordingly to improve learning. For participants, it is also important that you can see one another on screen to help build trust and rapport with your workshop.

We appreciate however that there are always a range of reasons why someone may have their camera off, so if there is a reason why you are not able to have your camera on, please email si@thefrontline.org.uk

2.4 In person venue: The University of Manchester

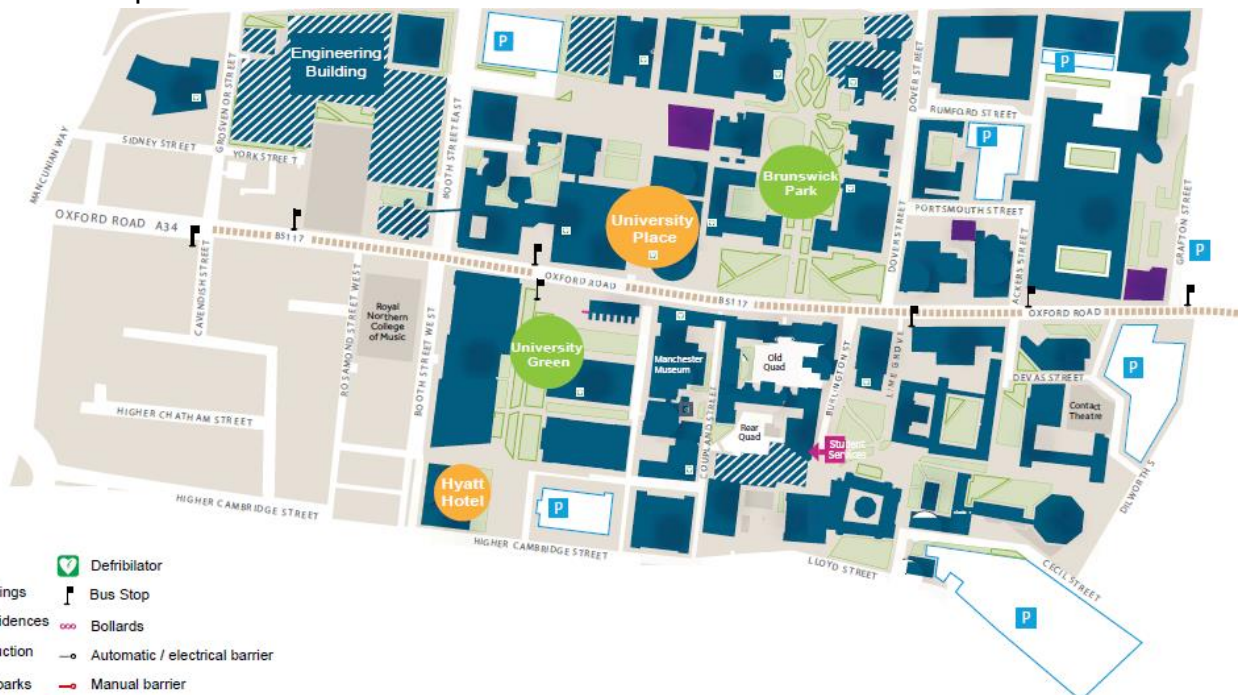
We're delighted that as a member of Frontline's 2023 Cohort, you'll have the opportunity to spend three weeks (weeks 2, 3 and 4) at The University of Manchester, a wonderful location for our summer institute.

Teaching will be based in University Place (Oxford Road campus) while you will stay in accommodation at the Fallowfield residential campus. As well as a space for learning, the University of Manchester has an extensive range of facilities for you to use during your time on campus.



2.5 University Place: teaching venue campus map

For the duration of the three in-person weeks you will be based at University Place, a large teaching venue and space that is situated within the Oxford Road Campus. This is a map of the Oxford Road Campus:



You can also use [this interactive map](#) to get a closer look at the campus, and add in the different elements that you want to see.

Please be mindful as there will be other organisations and guests on site throughout the duration of summer institute. However, the accommodation blocks and certain floors in University Place will be Frontline-only.

2.6 University of Manchester staff at the teaching venue

As well as Frontline staff, Manchester support staff are available to answer any general queries relating to The University. They will be in University Place at the main welcome desk, and they will be wearing a green polo shirt.

- **General conference stewards** will be in University Place at the main registration desk (where the help desk is located). They will be wearing a green polo shirt and they can provide general support and directional information.
- The **IT steward** will also be in University Place at the main registration desk, they will be wearing a green polo shirt. They will be able to offer IT support, assisting with any Wi-Fi issues and dealing with any technical issues.



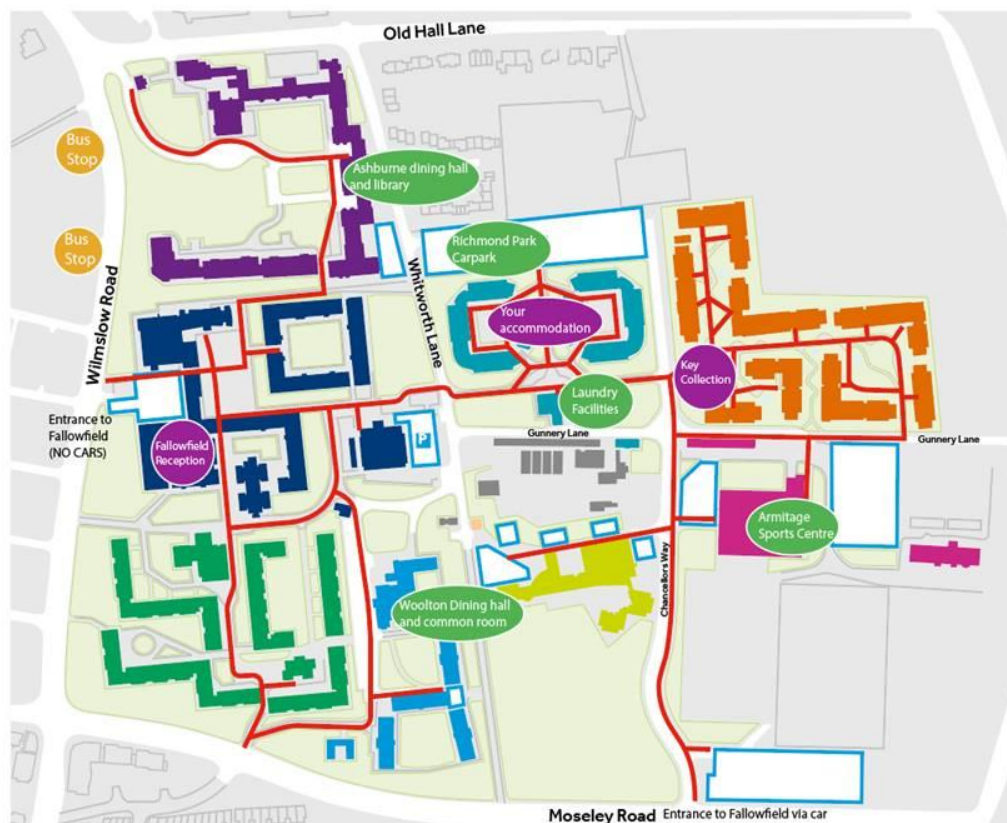
2.7 University Place: getting your lunch

During the day when you are based on the main teaching campus (Monday to Friday) in University Place, lunch will be served from The Market dining area located on the ground floor of the venue. Lunches will be a two-course counter service of main and dessert and the menu will be available in advance.

Additional to this, refreshments including tea, coffee, water, sweet treats or a fruit option will be served on the ground floor. Both the cost of refreshments and two-course lunch from The Market are covered by Frontline. If you do wish to eat out at your own expense, there are a wide variety of eating areas and bars located at University Green on the Oxford Road Campus.

A wide range of dietary requirements can be accommodated at University Place and Fallowfield, including vegetarian, vegan, halal, lactose, and gluten free options and low FODMAP. If you have any dietary requirements, you need to input these details into summer institute survey sent to you in a link via email. The University of Manchester catering team complete food allergen awareness training and at all events have a food allergens matrix to hand. Each service point will have a dedicated, trained team member who will provide any guidance needed with regards to known food allergens with all food items labelled with allergens identified at the point of service. All of the services are led by supervisors who will be available at every service.

2.8 Fallowfield accommodation: arrival on Sunday 23rd of July





The location of the residential campus is in the heart of Fallowfield, a vibrant Manchester suburb consisting of a mix of students and residents. The address for the Fallowfield accommodation is [Richmond Park, Whitworth Lane, Fallowfield, M14 6YY](#). Above is a map of the accommodation with the relevant points highlighted. Please note, the red lines are walking routes.

Parking is available on the Fallowfield Campus free of charge and there are 200 spaces that are available on a first-come-first-served basis. If you are driving to the campus, please park in the Richmond Carpark. Please access the carpark via the accommodation entrance on Mosely Road (drive up Chancellors Way, head past the Armitage Sports Hall and then directional signage to the car park will be visible).

The designated arrival times on Sunday the **23rd of July**, dependent on the region you are travelling from to the Fallowfield Campus, are:

Time	Region	Time	Region
11:00am–12:00pm	North West	2:00pm–3:00pm	South East
12:00pm–1:00pm	Midlands	3:00pm–4:00pm	North East
1:00pm–2:00pm	London	4:00pm–5:00pm	South West

You are responsible for paying for your own travel to and from Manchester. You are expected to arrive within the allocated time for your region, please adhere to this time to aid key collection. Please try to ensure you arrive before 5pm, if you cannot arrive by this time you need to email si@thefrontline.org.uk with your expected arrival time, and you will need to call **07795572015** to collect your key. Please note, this number will only be available on the arrival day. **If you arrive after 10pm, you will not be able to receive your key.**

You can stay at your own home if you live within commuting distance to the teaching venue, as long as you attend the full teaching day. We will provide three meals a day which you can have even if you decide not to stay at the University. You need to email si@thefrontline.org.uk if you do not wish to stay at Fallowfield.

2.9 Fallowfield accommodation: what to expect when you arrive.

On arrival, you need to go to the Unsworth Park – Meadows Common Room (Key collection point) where you will receive your room key and access card. Both Frontline and University of Manchester Staff will be on hand to help. There will be specific information in your room about staying at Fallowfield.

Welcome talk and arrival meal

When you arrive, you will be invited to one of the welcome speeches of the day which will be held in the Conference Room in the Armitage Centre. You need to attend one of the following welcome sessions depending on your region:



- North West, Midlands and London: 3pm
- South East, North East and South West: 6pm

This is a chance for you to meet members of your cohort and familiarise yourself with the accommodation campus. Dinner that evening will either be a BBQ or themed meal (depending on the weather) served between 6:30–8:30pm.

2.10 Fallowfield accommodation: your room

All bedrooms are located in the Richmond Park accommodation blocks. All rooms are single en-suites equipped with desk, wardrobe, lamp, bedding and towels. Please note that individual bins, toiletries, and hairdryers will not be provided in the rooms. Communal areas will be cleaned daily, bedrooms will be serviced every fourth day (emptying of kitchen bins only and towels changed). Bed linen will be changed at least every seven nights. There are 8–10 bedrooms in each flat, all offering a shared communal kitchen/lounge area. All flats are equipped with an iron and ironing board.

You will be in the same room for the duration of your stay in Manchester, so you can keep your belongings there across the three weeks. The accommodation buildings you are in will only have fellow Frontline participants in, however, there may be people not associated with Frontline on campus. You will be in a flat with participants from different regions. If you require a single sex flat for exceptional circumstances, please email si@thefrontline.org.uk.

There will not be any cooking utensils, crockery, cups, or cutlery in the flats as Frontline will be providing three meals a day. There is a kettle in each flat kitchen, so you may wish to bring your own mug. If you do prepare food, you will need to ensure you clean the kitchen. If the kitchens are left untidy and need additional cleaning charges for cleaning the kitchens will apply.

Please note:

- Smoking isn't allowed in any University of Manchester venues or accommodation blocks. Please do not smoke within 2m of any building entrance or open windows.
- Candles or any naked flames are not allowed in the University of Manchester's venues/accommodation blocks/bedrooms.
- You must keep noise down from around 10pm on the Fallowfield campus.
- Please ensure all personal items are stored away in your bedroom and all bags of rubbish are separate to your personal belongings.
- Some electrical items, such as kettles, irons, hairdryers, and straighteners, can cause the electrics to trip if used in the bedrooms. Please only use these items in the flat kitchen.

2.11 Fallowfield accommodation: accessibility and accommodation for families

Richmond Park in Fallowfield offers one adapted bedroom located on the ground floor and there are an additional seven accessible rooms which have wide doorways. Shared kitchen facilities



within these flats have adjustable height worktops. All of these rooms are located on the ground floor as there is no lift in this building. If you need to use one of these rooms and have not told the suitability and adjustments team, please email them: suitabilitysupport@thefrontline.org.uk

Family and friends are welcome to visit. However, they **cannot** eat the meals provided by Frontline, or stay overnight at the Fallowfield Campus due to fire regulations. Information about accommodation for families and carers can be requested by emailing si@thefrontline.org.uk

2.12 Fallowfield accommodation: breakfast and dinner

These meals will be served at the Fallowfield Campus where there are two dining rooms which are located within a 2–3-minute walk of the halls of residence, these are Woolton Hall and Ashburne Hall. You will be allocated a dining room depending on where your bedroom is located, please adhere to your allocation so that everyone has their fair share of food. Services will include a full cooked and continental breakfast and a two-course dinner consisting of a main course with salad options, dessert, and a selection of beverages.

2.13 Fallowfield accommodation: staying at the weekend

If you wish to stay on the Fallowfield Campus over the weekend you must complete [this form](#) by the 16 June. Please note, a meal will be provided on Sunday evenings for all participants regardless of if you have stayed all weekend.

There will be no staff from Frontline working at the weekend, and issues will only be escalated to Frontline at the weekend if it is an exceptional circumstance. If you need out of hours support, please see [section 2.26](#) of this guide.

2.14 Fallowfield accommodation: mealtimes

Weekday Meal	Time	Location
Breakfast	7:00am – 9:00am	Woolton or Ashburne dining halls.
Dinner	6:30pm – 8:30pm	
Weekend Meal	Time	(Your allocation is dependent on your accommodation block which will be confirmed on arrival)
Brunch	9:30am – 11:30am	
Dinner	6:30pm – 8:30pm	

2.15 Arrival after the first Sunday and checking out.

After you have initially checked in you do not have to check in again when you return to the accommodation, and you should keep your key for the full three weeks. If you are not staying at the weekend, you can arrive back anytime on the Sunday or Monday morning before teaching.

On the last day of in person teaching, you will need to check out of your room in the morning. You will then be able to leave your belongings (at your own risk) in a room on the Fallowfield



campus, or at University Place in Room 4.206. Please note that you will incur charges if you do not return your key.

2.16 University of Manchester staff at Fallowfield

- A duty advisor is available outside of office hours (6pm to 8am). You can contact your duty advisor for urgent matters, such as noise complaints, major building problems, and lockouts. Their number will be signposted on the arrival day.
- Security can be contacted in an emergency. They provide advice and support, and an immediate response. All Campus Support and Security staff are first aiders who have also received defibrillator training. Their number is **0161 306 9966**
- If you have any maintenance issues in your Flat or Room, you need to scan the QR code that will be in your room to report the issue directly to the University of Manchester. Please do not email Frontline to report issues, as we will redirect you to the QR code.
- Fallowfield's Main Reception is open between Monday–Friday (8am–6pm). Please note reception staff will not know the answers to Frontline specific questions.

2.17 Fallowfield accommodation: Laundry

Laundry facilities are located within the Richmond Park Amenity Block. Each wash costs £2.90 and tumble-drying costs £1.40. To use these facilities, you need to download the Circuit Laundry App or register via the website using the following link: www.circuit.co.uk

2.18 Fallowfield accommodation: Post

The Postal Address for Fallowfield is Richmond Park, Fallowfield, Manchester M14 6YY, please make sure you put FRONTLINE in the address and your room number. You will need to collect your parcel from Fallowfield's main reception.

2.19 Travelling between University Place and your Fallowfield accommodation

It takes approximately 35 minutes to walk between **University Place** and **Fallowfield residential campus**, or you can take a bus. The bus stop is located outside the Fallowfield reception on Wilmslow Road. On average there is a bus every 5–10 minutes which travels the 2.8km (~10 minutes) to the Oxford Road Campus and will drop you outside University Place. It is your responsibility to cover the cost of travelling between University Place and Fallowfield. You can buy a weekly [Manchester 7 Day MagicRider](#) bus pass through the Stagecoach which allows you to travel on the **142**, **143** and **147** between the venues (see map of bus routes [here](#)).

There is also bike storage at Fallowfield and the Oxford Road Campus, as well as a cycle hire scheme in Manchester. To take advantage of the scheme you will need to download the [Beryl app](#) and create an account.

Please ensure that you get breakfast in good time and factor your travel time to the teaching venue, as you will need to be at University Place ready for the first teaching session. If you



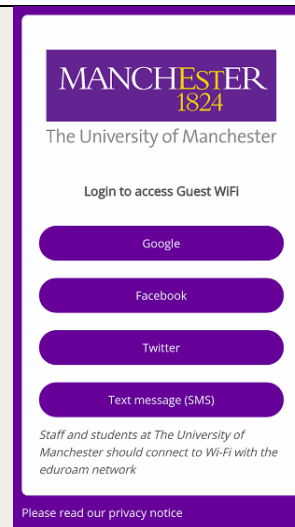
arrive at the teaching venue when the first lecture has already started, you may not be permitted to enter as it can be disruptive to the speakers.

2.20 Wi-Fi and printing

Participants will have free access to the University of Manchester Guest Wi-Fi network. You can access it via these instructions:

1. Check your Wi-Fi is on
2. Select UoM_Guest from the available network list.
3. You will now be presented with a UoM Log in screen. You should then verify your identity using one of the four available authentication methods (image to the right)

Once you have registered your device, it will be recognised each time you connect in the future.



Free printing is only available to participants who require reasonable adjustments and have an ILSP. Printing of materials is not required during the course, and we discourage printing to reduce the environmental impact. If you do want to print, there are printing shops local to the teaching venue in Manchester.

2.21 Study spaces at the University of Manchester

There are study spaces located in the different buildings across Fallowfield Campus in Behrens House and Ashburne Hall, providing a quiet space for participants to study. The rooms are equipped with desks, chairs, access to power and a Wi-Fi signal. Spaces vary in size from 4 people upwards. The largest space is the **Ashburne Hall Library** which you can access for study purposes only. Whilst all other study areas are offered exclusively to Frontline, the Library will be shared with other non-Frontline residents. You will need to use your Fallowfield key card to enter these spaces.

While in University Place, you can use the workshop rooms to study if they are available (e.g., to do e-learning). You also have access to the **Atrium**, an open space in the building that has both soft seating and desks and tables on the Ground Floor of the building. Additionally, you can use the **University Library** on the Oxford Road Campus (just across the road from University Place), which you can find out more about [here](#). When you first use the library, you will be given an access card for the duration of your stay at Manchester. The University Library



has space for both independent and group study, rooms can be booked in advance if needed. It is only a couple of minutes' walk from University Place and is a great place to study both during and after the teaching day.

Power sockets are not available for participants within the lecture theatres but there are several power sockets in the main communal areas and workshop classrooms. Please be mindful of charging your laptop overnight wherever possible.

2.22 Additional facilities available to Frontline participants

The following rooms are dedicated spaces at University Place for participants to use during the teaching day if needed:

- Room 2.219 is a designated quiet space and waiting room for meetings with the [Pastoral Care Team](#).
- Room 2.220 is a bookable space for meetings if you need a private space (if you need to reserve this room, please contact si@thefrontline.org.uk)
- Room 4.207 is a breastfeeding room.

Participants who require space for religious practices during the teaching day can use Room 4.208 in University Place. Participants can also access St Peters House on the Oxford Road Campus, there is a multi-faith prayer room on the 2nd floor, which is open from 9 am – 4.30pm Monday to Friday. You can find more information about this space [here](#).

The Woolton Common Room at Fallowfield will be used as a participant common room during summer institute, this room will also have board games in and will be the location of some informal [wellbeing activities](#). All participants have free access to the Armitage Sports Centre and Hall located on Fallowfield Campus. This includes access to the gym, sports hall, squash courts or five-a-side football.

The [Manchester Aquatics Centre](#) is located on the Oxford Road Campus around a 3–5 minute walk from University Place. This facility is part of a unique collection of community and elite facilities. You can book and pay for individual sessions in advance of swimming through the [Better website](#) or app.

2.23 The wider area

There are a wide range of shops, supermarkets, bars, cafes, restaurants, and takeaways within a five-minute walk of the accommodation. Nearby Platt Fields Park is a large public park with a boating and fishing lake and many different gardens. As you head towards Manchester, you will pass two attractions owned by The University – The Whitworth Art Gallery and Manchester Museum. These are just some of the many “must visit” museums and cultural venues that are available in the city.



2.24 Evenings at summer institute

Evenings are generally left free for study purposes (you are expected to do pre-reading for most teaching days, and you will need to prepare for assessments), and the days can be intense socially, therefore we encourage you to take time for yourself when you can.

There will be some social and wellbeing activities during the five weeks, for example scheduled football sessions or painting sessions. These are completely optional and so please only attend if you feel it would be beneficial to your experience at summer institute. Information about these can be found on summer institute [Beyond the Teaching Participant Hub pages](#). Sign-up will go live a week before summer institute starts, and it will be first-come-first-served.

2.25 Dress code

The dress code at summer institute is “dress for your day”; this is a policy we have at Frontline and means that employees choose what they wear to work each day based on their schedule and what they feel empowered wearing. While "dress for your day" is intended to be relaxed, you should exercise good judgement as to what is appropriate for the learning environment. You do not need to spend money on buying new clothes for summer institute.

2.26 Out of hours emergencies and adverse circumstances

In an emergency, call University of Manchester campus security (0161 306 9966) who work 24/7. Emergencies require immediate responses and could potentially endanger your or others' health and safety or affect building security. These are normally carried out within four hours and could be:

- gas leaks;
- loss of electrical supply to a building;
- loss of heating to a building;
- major water leaks;
- fire or imminent risk of fire or explosion;
- the collapse of a structure;
- loss of all lift facilities;
- fire alarm system failure.

There are several pharmacies located near both campuses for general medical purchases. Contact Frontline if you feel unwell. If the emergency services are called, please contact campus security (0161 306 9966). Alternatively, if you are ill there is a Walk-In centre on Oxford Road at the Manchester Royal Infirmary (0161 276 1234). Please note there is no onsite doctor at either University Place or Fallowfield.

Contact si@thefrontline.org.uk if you lose anything on campus. Please note, there will be other people on site and not everyone is with Frontline.



3. General information

3.1 Attendance expectations and tracking during summer institute

During year 1 of the programme, Frontline's minimum attendance requirement is:

- Placement: **at least 200 days in practice are required.**
- Teaching days: **at least 80% attendance.** 'Teaching days' include summer institute and recall days.
- At the start of Year 1 Frontline places particular emphasis on **compulsory attendance at summer institute**, as this is where participants learn the core foundations of social work practice and where they form integral working relationships with their fellow cohort. It would not be expected that a participant would miss more than one or two days of summer institute at most, and this would only be in exceptional circumstances.

Participants must ensure that they keep Frontline aware of any intended absences by emailing si@thefrontline.org.uk. For full information regarding Frontline's attendance requirements and our expectations, please refer to our [attendance and engagement policy](#).

3.2 Logging your attendance during summer institute at online teaching days

For **online teaching days** over summer institute, Frontline will export participants' attendance via Zoom usage reports. We'll be able to identify you through the details you log into Zoom with (**your full name and Lancaster University email address**).

Your Lancaster University email address is your primary email address during the programme that we'll communicate important information to you through. You must log-in using your Lancaster University email address to be correctly allocated to virtual breakout rooms.

Your Lancaster University email address will normally take the following format:

e.mail@lancaster.ac.uk (e.g., j.bloggs@lancaster.ac.uk)	You need to use this for: <ul style="list-style-type: none">● Logging into Office 365● Setting up Outlook on some PCs● Registering for Zoom lectures on Moodle
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In some instances, where a student at Lancaster University already has the same first initial and surname as you, then your email address will typically also include an additional initial (i.e., the first letter of your middle name): [j.x.bloggs@lancaster.ac.uk](#).

Once you have provisionally registered as a student of Lancaster University, you can access your university email address and University ID information through Lancaster University's



student portal (<https://portal.lancaster.ac.uk>). Where your name is visible on the top right of the page, press the drop-down arrow next to this and select 'my profile':



We'll also send you an email a few days before the start of summer institute to remind you of your primary log in details.

3.3 Logging your attendance during summer institute at in-person teaching days

For **in-person teaching days** over summer institute, Frontline will ask you to register your attendance via a QR code that will be up around the teaching venue.

To register your attendance, you will need to have a QR reader on your device. All android phones and devices running iOS 11 or later will have native, 'built-in' QR code readers in the phone camera. Open your camera app from your device's home screen, control centre or lock screen. Hold your device so that the QR code appears in the camera's view. Your device should recognise the QR code and provide a drop-down notification that will allow you to open an associated link, which you should then select. You will consequently be taken to Frontline's attendance form. Where you do not have a QR code reader built into your device, you should download a free QR code reader app onto your phone, which will enable you to complete the attendance form as above.

On Frontline's attendance form, you will be asked your **first** and **last name**, along with your unique **Lancaster University student ID**. You should submit the form once, and your attendance will automatically be updated on your student attendance record. The information you enter must be correct for your attendance to be registered. To make this process as easy as possible and to reduce the chance of error, we recommend saving your **university ID** on your phone notes so that you can copy and paste this into the attendance form.

Your unique University Student ID will be used throughout your time on the Frontline programme. You will need it for submitting assessments, logging your attendance during in-person teaching days, and for other Frontline online forms. Once more, you can view your student ID through Lancaster University's student portal (<https://portal.lancaster.ac.uk>) (see section 3.2).

Where there are discrepancies in your attendance, you will be contacted by summer institute team if you have not already informed us of why you are absent. If you need to leave a teaching day at summer institute unexpectedly due to an exceptional circumstance, you must inform si@thefrontline.org.uk.



3.4 Participant wellbeing support

We recognise that summer institute is intense and can be emotionally challenging and so we have a range of support on top of our optional and informal wellbeing activities. For more information on wellbeing, please see the [Beyond the Teaching](#) page on the Participant Hub.

Several of our staff, named the **pastoral care team (PCT)**, will be available online and in person, to provide support. The PCT is an active listening and signposting service that provides a space to talk and receive information about the support Frontline and Lancaster can offer you as a participant. More information about this is available on the [Beyond the Teaching](#) page.

Multiple **affinity groups** will run throughout summer institute, the details of which you can find on the [Beyond the Teaching](#) and you can sign up to the groups you are aligned with. Meetings are not organised by Frontline staff as they are participant led. This will be a peer support opportunity, where people in similar situations can share their ideas, experience, and advice on elements of the programme or balancing it with home life.

Frontline will also be facilitating **community spaces** at summer institute; these are groups led by Frontline Staff to provide support marginalised participants. More information can be found on the [Beyond the Teaching](#).

3.5 Senior cover



Lisa Hackett (*she/her*)

Chief Social Worker



Victoria Parker (*she/her*)

Head of Delivery (South)



Tracey Ellison (*she/her*)

Head of Delivery (North)

Our senior cover are all experienced senior social workers who work closely on the Frontline programme. Each week, a member of senior cover will be on hand to support both staff and participants. Any serious concerns will be escalated to senior cover. If you need to contact senior cover, please email seniorcover@thefrontline.org.uk

3.6 Safeguarding

Frontline recruits and develops outstanding individuals to be social workers and leaders to transform the lives of the most vulnerable children and families. As such, safeguarding is at the



heart of what we do and this includes our staff, our participants, our partners, and all those that come into contact with the charity.

We act to protect everyone involved with Frontline from harm and strive to make every encounter with Frontline a positive one. If you need to share anything during summer institute, please speak with senior cover who will be happy to discuss any concerns with you.



4. Information directory

Information	Location of information	Who to contact during summer institute
Zoom links, access to teaching resources, assignment submission points.	Moodle	Digital.learning@thefrontline.org.uk
Academic concerns and procedures, assignment extension and mitigation requests	Moodle	Academic.support@thefrontline.org.uk Exceptional.circumstances@thefrontline.org.uk
Disability and suitability information	Moodle	suitabilitysupport@thefrontline.org.uk
Wellbeing during summer institute	Summer institute pages of the participant hub Moodle	si@thefrontline.org.uk pct@thefrontline.org.uk
Information about Year 1 of the programme and our policies	The Programme Handbook (available on Moodle) Frontline website	si@thefrontline.org.uk
Summer institute logistics	Your Guide (download from summer institute page of the participant hub)	si@thefrontline.org.uk
Absences and attendance during summer institute	Your Guide (download from summer institute page of the participant hub)	si@thefrontline.org.uk