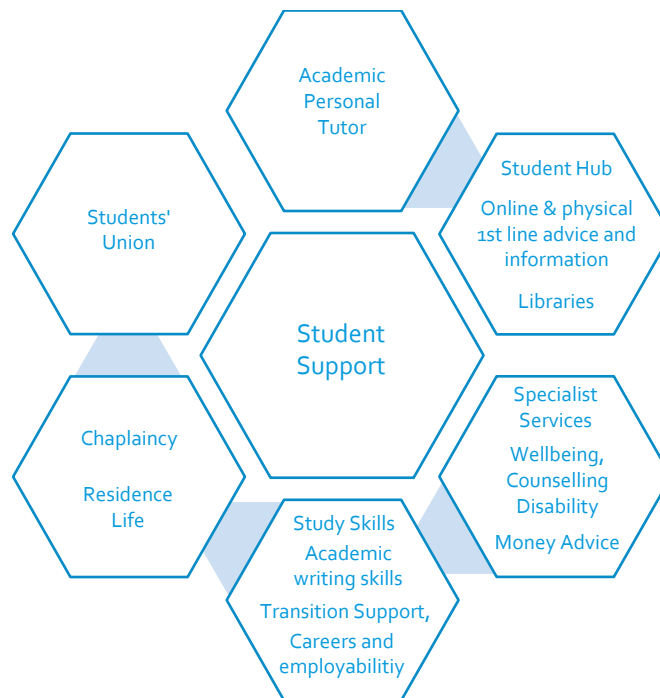


STUDENT SUPPORT FRAMEWORK

The University of Cumbria is committed to delivering high quality student support, which you can access to ensure you maximize your potential for success whilst you are studying with us.

The Student Support Framework diagram below illustrates the different areas of support on offer to you and the information given includes key contacts and a quick guide on who to contact for what.



Your Academic Personal Tutor

- If you are on a taught programme, you will be allocated an Academic Personal Tutor at the beginning of your studies. Where possible, you will stay with that Academic Personal Tutor throughout your programme.
- You can expect to have two hours total contact with your Academic Personal Tutor each year in Levels 3 and 4, and one hour total contact each year in Levels 5, 6 and 7.
- Contact will normally be in sessions of about half an hour and may be in groups or on an individual basis.
- Your Academic Personal Tutor is responsible for offering you academic advice, supporting your personal and professional development, directing you to sources of academic-related and non-academic support, and formally communicating your progress and any issues to other academic or professional service staff supporting you.

- Your Academic Personal Tutor does not fulfill the roles of other module tutors or of specialist student support staff, but helps you to identify goals and understand difficulties affecting your studies, and works with you to determine the best possible course of action and sources of support to address these.
- The Academic Personal Tutor role is a key part of the University's support for you as a learner, so please raise any questions you may have with your Academic Personal Tutor in the first instance. If you have any difficulty contacting your Academic Personal Tutor, please contact your Programme Leader (details are in your **Programme Handbook** for assistance).

Student Hub

- The key starting point for you, for all student focused information, should be via the Student Hub which you can get over the Web or via an app at hub.cumbria.ac.uk . It provides access from PC, Mac, mobile or tablet to all online academic and support systems and information.
- The Student Hub provides one-click access to academic systems such as the online learning system, Blackboard, electronic portfolio system, PebblePad, and library resources search system, OneSearch.
- It also provides access to your email, timetables, calendar, Skype videoconferencing and messaging, and your personal storage area, OneDrive.
- Finally, the Student Hub gives details of all the support described here and how to access these services.
- So get the app from the App Store or Google Play!

Programme Administration Departments (PADs) are physically available at Ambleside, Carlisle (Brampton Road and Fusehill Street) and Lancaster, and via a blended front line service at the London campus.

Programme Administration Desks offer you, student focused information points providing a wide range of services, information, advice and guidance relating to every aspect of your course of study, including:

- Being the first point of contact for you if you have a query relating to you as a student
- Acting as a gateway to the wealth of other support services available to you across the University;
- Answering queries about enrolment, module registrations, timetables or placements and where to collect your assignments and feedback;
- Module results, including queries about extenuating circumstances, appeals, and advice about examination arrangements;
- Queries relating to attendance in classes and seminars;
- Advice on obtaining standard letters, council tax exemption certificates and stamps for all students who may need evidence of study for rail-cards, banks or other authorities;
- Advice on transferring or withdrawing from your course or intercalating (taking time out)
- Providing advice and information on University procedures and regulations
- Authorisation of documents if you are an International, Erasmus or Study Abroad student

Specialist Support Services

Academic literacy/Study Skills

- We offer academic literacies support within and around the curriculum to help you to develop and to achieve your potential.
- Key elements of the academic skills provision are embedded within programmes, and delivered through workshops, tutorials and online as appropriate.
- The pre-entry **Head Start** resource, a web-based skills module, forms a key part to support you in making a successful transition into University.
- You have access to a wide range of online skills support which can be accessed via the **Study Skills** tile of the Student Hub.
- Academic literacies advice and guidance are also available from highly qualified library and academic advisers via email, appointment and workshop.
- Individual library research skills support and guidance is available for all PhD students via face-to-face, virtual or email appointments.
- For research postgraduates, we deliver group sessions via the Graduate School's Researcher Development Programme.

Accommodation and Residence Life:

- The Accommodation team ensures that the halls provide a safe place for you to live and study.
- The team are also responsible for supporting your student experience and contributing to campus delivering a range of events designed around student feedback. In particular, the residence life team seek to facilitate events to build a sense of community within the halls, using this sense of community as a positive mechanism to engender respect and consideration for others to help to minimise the incidences of noise disturbance.
- The team supports you and intervenes, applying the disciplinary procedures, if there are behavior issues or if any issues arise which constitute a breach of the residence contract.
- We help support to you with the transition into University halls then on into the private sector for your second and subsequent years of study.
- We run student housing advice days, promote the availability of University accommodation for you as 2nd and 3rd year students, advertise private sector property available locally, and provide advice and guidance on private sector contracts.
- The Residence Life team are here to support you if you are living in halls of residence with any pastoral issues that may arise, signposting you to other services as appropriate.
- The team deal with low-level behavioral issues, such as noise nuisance, and support you to establish effective routines for living in shared accommodation (e.g. washing up and rubbish rotas).

Careers & Employability:

- You can access the Careers & Employability service from the day you arrive, throughout your studies, and for up to three years after you graduate.
- Through our Careers Ahead programme, Volunteering fairs, Job shop, 1-1 and group sessions, we can help you in your search in finding and applying for part-time and seasonal jobs, graduate jobs and further study, as you develop those all-important transferable employability skills.

Chaplaincy:

- Providing Pastoral support to all our students, the Chaplaincy is available for you to talk, pray and listen.
- We offer a 'non-anxious' presence around campus, and you can approach us confidently and in confidence. We offer hospitality and space to gather, or be alone.
- We support those from all faiths or none.

Disability Services Support:

- To enable you to achieve your very best, a wide range of support is available if you declare a disability to us.
- From pre-entry guidance to screening and assessment through to guidance interviews and working together with you and your academic staff to develop action plans specific to your individual needs, we are there for you.
- We offer a range of support, including individual one to one support as required to meet reasonable adjustments

Health & Wellbeing:

- Personal, emotional and psychological problems can affect your ability to study. Counselling and therapy can give you time to explore what is going on in a safe setting.
- We will listen and respect you without judging you.
- You can explore ways to help yourself, do things differently, be clearer about things and move on.
- Our Psychological Wellbeing Service incorporates Counselling, Therapy and Mental Health mentoring, and you can access this specialist level of support throughout your time with us.

International

- Dedicated support for you if you are an international student
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IT Support:

- Our IT Service Desk provides advice and support for IT issues over the phone, by email or through our dedicated reporting system and knowledge base.
- We can resolve most issues remotely, and the most common issue you can resolve yourself by using the password reset self-service facility.
- Students and staff use the same Microsoft Office365 and Skype email, messaging, voice and video service to aid communication and collaboration.

Money Advice:

- Money Advice is available to you before arrive to ensure you are fully aware of your financial commitments and of bursaries and hardship funding available whilst you study with us
- Whilst you are here our team can help you plan your finances and manage your money, and with any funding issues and hardship applications.
- UCSU has volunteering funds available – contact us for information

Student Engagement, Transitions and Success:

- Peer Mentoring helps bring together students from different year groups and courses to form supportive peer-to-peer mentoring relationships.
- We have dedicated staff support for you if you are a Care Leaver, Estranged Student, Carer, Mature student, International student or if you are on a Level 3 programme. Dedicated support is also available to students beginning or returning from a period of intercalation.

Students' Union:

- The University of Cumbria Students' Union (UCSU) offers a free and impartial professional Support Service to all students, providing expert advice and guidance on academic issues, complaints and a range of welfare and personal issues. You can contact a caseworker via the Support tab of www.ucsu.me
- UCSU also have elected student representatives who help raise concerns and suggestions to improve the University.
- There are Student Academic Reps selected on each course to feedback to tutors as well as elected UCSU Student Officers who are there to represent and help plan events & activities.
- The UCSU Officers and staff team work for you as students and can be contacted via email, social media or by calling into the Students' Union offices.
- The Students' Union also offer a range of activities and events such as Student Groups (Clubs & Societies), volunteering projects and campaigns which provide a range of friendship and community-building opportunities, both on and off campus, for all. These are led and delivered by students with the support of UCSU staff with the purpose of providing a broad spectrum of alternatives to help make the University a home away from home. All of these opportunities can be accessed via www.ucsu.me which is also on the Student Hub.