

A Student's Guide to University Services

Your key contacts »



Contents

Click on the service to jump straight to that section

[Admissions](#)

[Assessment, Awards & Compliance](#)

[Careers & Employability](#)

[Catering](#)

[Chaplaincy](#)

[Compliance](#)

[Disability/SpLD \(Specific Learning Difficulties\)](#)

[Finance](#)

[Information Technology & Systems](#)

[International Student Support](#)

[Library](#)

[Mental Health & Wellbeing](#)

[Placements](#)

[Print Unit](#)

[Programme Administration \(PAd\)](#)

[Reception](#)

[Residential Accommodation \(Halls\)](#)

[Security](#)

[Skills@Cumbria](#)

[Sport \(UoC Active\)](#)

[Student Money Advice](#)

[Students' Union \(UCSU\)](#)

Please note: all service operating hours in this guide are subject to change. Please check web pages for most up-to-date information. All contact details & useful info are also available via the Student Hub. Email inboxes are monitored regularly. Online Team Chat appointments are available upon request where Teams is mentioned as a specific form of contact for each service.

hub.cumbria.ac.uk

my.cumbria.ac.uk/support

Admissions

Contact for:

- > Undergraduate and postgraduate admission queries
- > Outstanding qualifications
- > Disclosure & Barring Service (DBS) check
- > Medical & Occupational Health checks



[«BACK TO CONTENTS](#)

CONTACT:

ugadmissions@cumbria.ac.uk
admissions@cumbria.ac.uk

Service Operating Hours:

Mon-Fri 9am-5pm
Email and Teams Chat

Assessment, Awards & Compliance

Contact for:

- > APEL (Accredited Prior Experiential Learning)
- > Ceremonies, certificates & transcripts
- > Final results, awards and reassessments
- > Professional Body uploads
- > Student Procedures incl. Extenuating Circumstances, Appeals, Malpractice, Student Complaints



[«BACK TO CONTENTS](#)

CONTACT:

ceremonies@cumbria.ac.uk
assessment@cumbria.ac.uk
studentprocedures@cumbria.ac.uk
APL@cumbria.ac.uk

Service Operating Hours:

Mon-Fri 9am-5pm
Email

Careers & Employability

Contact for:

- > Finding and applying for work opportunities
- > Options with your degree
- > Personalised careers advice and feedback online or face to face
- > Mock/practice interviews
- > Business start-up advice
- > Careers workshops and employer events
- > Career Ahead award



[«BACK TO CONTENTS](#)

CONTACT:

For any queries, please use the
[Student Enquiry Point.](#)

For more information:
my.cumbria.ac.uk/careers

Service Operating Hours:

Mon-Fri 9am-5pm

Catering

Contact for:

- > Discounts
- > Outlets on campus



[«BACK TO CONTENTS](#)

CONTACT:

For Lancaster & Ambleside enquiries:

uoclancaster@baxterstorey.com

For Fusehill St. & Brampton Rd. enquiries:

uocfusehillstreet@baxterstorey.com

www.cumbria.ac.uk/catering

Services:

- > Lancaster – The View! 10:00am – 2:00pm
- > Ambleside - Barn Café 8.30am- 2:00pm
- > Fusehill street - The Cube 8.30am-4.00pm
- > Brampton Road - The Works 8:30am -4.00pm
- > London - The Conservatory 8:30am – 4:00pm

Please note, Catering operating hours are subject to change and any updates will be made here as soon as possible.

Chaplaincy

Contact for:

- > A safe place
- > A listening ear and personal support to all students regardless of their beliefs.



[«BACK TO CONTENTS](#)

CONTACT:

For any queries, please use the
[Student Enquiry Point.](#)

For more information:

www.cumbria.ac.uk/chaplaincy

Service Operating Hours:

Chapels and prayer rooms –
9am to 5pm

Key access from reception
after hours.

Compliance

Contact for:

- > UK Visa Immigration documentation (passports, vignettes, biometric ID)
- > Visa related queries



[«BACK TO CONTENTS](#)

CONTACT:

ukvicompliance@cumbria.ac.uk

Service Operating Hours:

Mon-Fri 9am-5pm
Email and Teams Chat

Disability & SpLD

(Specific Learning Difficulties)

Contact for:

- > How to inform us about your disability or SpLD
- > Advice & guidance for support options and funding
- > Applying for Disabled Support Allowance (DSA)
- > Specialist equipment, software, study skills and mentoring support
- > Car parking for Disabled students

[«BACK TO CONTENTS](#)



CONTACT:

For any queries, please use the [Student Enquiry Point](#).

For more information:
my.cumbria.ac.uk/disability

Service Operating Hours:

Mon-Fri 9am-5pm

We have appointments available across the week, including a selection of early and late appointments.

Appointments are available face to face, phone and teams

Finance

Contact for:

- > Student loan queries - *talk to Money Advice*
- > Tuition fee loan queries - *talk to Money Advice*
- > PGCE Bursary queries - *talk to Accounts Payable*
- > Course fee payment plans - *talk to Accounts Receivable*

[«BACK TO CONTENTS](#)



CONTACT:

Accounts Payable Team:
accountspayableteam@cumbria.ac.uk

Accounts Receivable Team:
accountsreceiveableteam@cumbria.ac.uk

Student Money Advice Team:
[Student Enquiry Point](#).

For more information:
my.cumbria.ac.uk/moneyadvice

Service Operating Hours:

Mon-Fri 9am-5pm
Email and Teams Chat

IT Services

Contact for:

- > Log in queries including MFA support
- > IT support including laptop loans
- > Software queries including accessibility

[«BACK TO CONTENTS](#)



CONTACT:

01228 888888
itservicedesk@cumbria.ac.uk

Self-service portal:
servicedesk.cumbria.ac.uk/rsdportal

my.cumbria.ac.uk/it

Service Operating Hours:

Term time:
Mon – Thurs 9am – 6pm
Friday 9am – 5pm

Phone, online and email

International Student Support

Contact for:

- > Support for all non UK students
- > Signposting on to specialist support
- > Additional support with English for Academic Purposes (support for English language is not currently provided)

[«BACK TO CONTENTS](#)



CONTACT:

For any queries, please use the [Student Enquiry Point](#).

For more information: my.cumbria.ac.uk/international

Service Operating Hours:

Mon-Fri 9am-5pm

Library

Contact for:

- > Books & ebooks, including Click and Collect
- > Journals, eresources, collections
- > Copyright
- > Study spaces

[«BACK TO CONTENTS](#)



CONTACT:

For any queries, please use the [Student Enquiry Point](#).

For more information: my.cumbria.ac.uk/library

Service Operating Hours:

Opening hours for each campus are available [here](#).

Mental Health & Wellbeing

Contact for:

- > Making or rescheduling a counselling appointment
- > Mental health & wellbeing emergencies

[«BACK TO CONTENTS](#)



CONTACT:

For any queries, please use the [Student Enquiry Point](#).

For more information: my.cumbria.ac.uk/need2talk

Service Operating Hours:

Mon-Fri 9am-5pm
Email

Placements

Contact for:

>All queries relating to placements, including uniforms, for Education, Health, Science, Natural Resources & Outdoors, Social Work, Youth & Community,



[«BACK TO CONTENTS](#)

CONTACT:

www.cumbria.ac.uk/placement-unit-team

my.cumbria.ac.uk/placements

Service Operating Hours:

Mon-Fri 9am-5pm
Email and Teams Chat

Print Unit

Contact for:

- > Printing
- > Design and artwork
- > Document binding
- > Posters



[«BACK TO CONTENTS](#)

CONTACT:

01524 384315

print.unit@cumbria.ac.uk

www.cumbria.ac.uk/printunit

Service Operating Hours:

Mon-Tues 9am-3pm
Thurs-Fri 9am-3pm
Email

Programme Administration

(Pad)

Contact for:

- > On programme - Programme/Course related enquiries
- > Student status letters including bank letters/council tax/rail card applications
- > Assignment Collection
- > Course transfer, intercalation, withdrawals
- > Part time module selection/change



[«BACK TO CONTENTS](#)

CONTACT:

padbrampton@cumbria.ac.uk

padfusehill@cumbria.ac.uk

PAdLancaster@cumbria.ac.uk

PAdAmbleside@cumbria.ac.uk

PAdLondon@cumbria.ac.uk

my.cumbria.ac.uk/pad

Service Operating Hours:

Mon-Fri 9am-5pm
Email and Team Chat

Reception

Contact for:

- > Car parking
- > Directions
- > Switchboard



[«BACK TO CONTENTS](#)

CONTACT:

0808 178 7373

followed by Option 5

Service Operating Hours:

Mon – Fri 8am – 5pm

Residential Accommodation (Halls)

Contact for:

- > Halls issues
- > Accommodation payment issues
- > Inter-halls issues (peer to peer groups)
- > Health & Safety
- > Domestic Services queries



[«BACK TO CONTENTS](#)

CONTACT:

lancasteraccom@cumbria.ac.uk

01228 279265

carlisleaccom@cumbria.ac.uk

01228 279506

amblesideaccom@cumbria.ac.uk

01228 279516

www.cumbria.ac.uk/accommodation

Security

Contact for:

- > Out of office hours incidents and emergencies



[«BACK TO CONTENTS](#)

CONTACT:

Ambleside Campus

07809 190531

Carlisle BR Campus

07809 190541 or 07809 190530

Carlisle FHS Campus

07809 190530

Lancaster Campus

07809 190566

Service Operating Hours:

Ambleside:

Mon–Fri 5pm–7am

Carlisle BR:

Mon–Fri 5pm–10:30pm

Carlisle FHS

Mon–Fri 5pm–8am

Lancaster:

Mon–Fri 4:15pm–8:15am

All campuses are 24hr Sat–Sun

Skills@Cumbria

Contact for:

- > Academic, library & digital skills
- > Accessing resources, research, referencing, writing, digital skills
- > Assignment feedback
- > Student appointments/small group/resubmission appt enquiries
- > 'HeadStart' course - technical issues
- > IFY Level 3 student queries



[«BACK TO CONTENTS](#)

CONTACT:

For any queries, please use the [Student Enquiry Point.](#)

For more information:

my.cumbria.ac.uk/skills

my.cumbria.ac.uk/digitalskills

Service Operating Hours:

Mon-Fri 9am-5pm
Email and Teams Chat

Sport (UoC Active)

Contact for:

- > Leisure Membership Packages
- > Exercise Classes
- > Health and Wellbeing Activities
- > UCSU Clubs and Societies Training Times
- > Partnerships with Better Leisure and Salt Ayre Sports Centre



[«BACK TO CONTENTS](#)

CONTACT:

lancastersportcomplex@cumbria.ac.uk

01524 590840

carlisleportcentre@cumbria.ac.uk

01228 616006

amblesideactive@cumbria.ac.uk

www.cumbria.ac.uk/uocactive

Service Operating Hours:

Ambleside:

Mon-Fri 8am - 10pm
Sat-Sun 10am - 4pm

Carlisle:

Mon-Fri 8am - 9pm
Sat 9am - 6pm Sun - 10am - 4pm

Lancaster:

Mon-Fri 8am - 10pm
Sat - 9am - 7pm Sun - 10am - 4pm

Student Money Advice

Contact for:

- > Delayed funding
- > Information and guidance on funding available, including Cumbria bursaries and scholarships
- > Budgeting to make your money go further
- > Student bank accounts
- > Applications for hardship funding such as the Student Support Fund



[«BACK TO CONTENTS](#)

CONTACT:

For any queries, please use the [Student Enquiry Point.](#)

For more information:

my.cumbria.ac.uk/moneyadvice

Service Operating Hours:

Mon-Fri 9am-5pm
Email and Teams Chat

Students' Union (UCSU)

Contact for:

- > Academic and Student Representation
- > Student Clubs, Societies & Networks
- > Free, impartial advice and guidance
- > Student representation and welfare campaigns



[«BACK TO CONTENTS](#)

CONTACT:

01524 590810

student.union@cumbria.ac.uk

www.ucsu.me

 Twitter: @CumbriaSU

 Facebook: @CumbriaStudentsUnion

 Instagram: @cumbria_su

Service Operating Hours:

Mon-Fri 10am-4pm

Online/Email