

INTERNATIONAL WELCOME GUIDE



University of
CUMBRIA

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Welcome

WELCOME

On behalf of everyone at the University of Cumbria, I am delighted to welcome you. Deciding to study in another country is a big and exciting step, and we are proud to be part of your journey as you begin this new chapter here in the North West of England.

We have created this International Welcome Guide to help you feel confident, supported, and ready for your move to the UK. Inside, you'll find practical checklists, useful tips, and clear guidance on what to do before you leave home, as well as what to expect when you arrive.

Moving to a new country naturally comes with lots of questions - and you may be feeling nervous. Please remember that you are not alone. While this guide answers many common questions, we are here to help if you need more support or simply want to talk things through. You can also visit www.cumbria.ac.uk/applicants/welcome for additional information and guidance.

Your time at Cumbria is about so much more than lectures and assignments (important as they are). We encourage you to get involved, try new experiences, and make the most of everything life at Cumbria has to offer. We are here to support you as you develop new skills, grow in confidence, and discover your potential - both inside and outside the classroom.

We are really looking forward to welcoming you to our community and wish you every success as you begin your journey with us.

Annie Brunt
Director of Global Engagement

BEFORE YOU

LEAVE HOME

Confirm your place

- Ensure you have accepted your place.
- Send us all the documentation we will need for you to complete online registration.

Professional checks (if required)

- Complete your 'Disclosure & Barring Service' checks (DBS).
- Complete your medical clearances.
- Complete your CAS Shield profile.
- Pass your CAS Shield scheduled Credibility Interview (if required). Upload your TB certificate to CAS Shield (if relevant).
- Prepare evidence of maintenance funds (first year's tuition fees and living costs).
- Submit your student route visa application via the www.gov.uk/student-visa webpage once you receive your CAS

Before you travel to the UK

- Check the campus location that you are studying at (this should be detailed on your offer letter).
- Book your accommodation (More information can be found in the accommodation section).
- Book your flight to the UK (make sure to arrive in time for your registration event).
- Add your flight information to CAS Shield.
- Pack your important documents in your hand luggage (Don't forget your phone charger!).
- Pack in your hand luggage any prescription medications you have and a list of these.

This guide will help you to prepare for your arrival in the UK and it will give you lots of need-to-know information about the services available to you during your studies, academic expectations, working, visas, UK culture and campus information.

Money

We recommend you have access to UK cash and debit or credit card, Apple Pay or Google Pay. There are lots of international currency cards available and most places take cash or card payments.

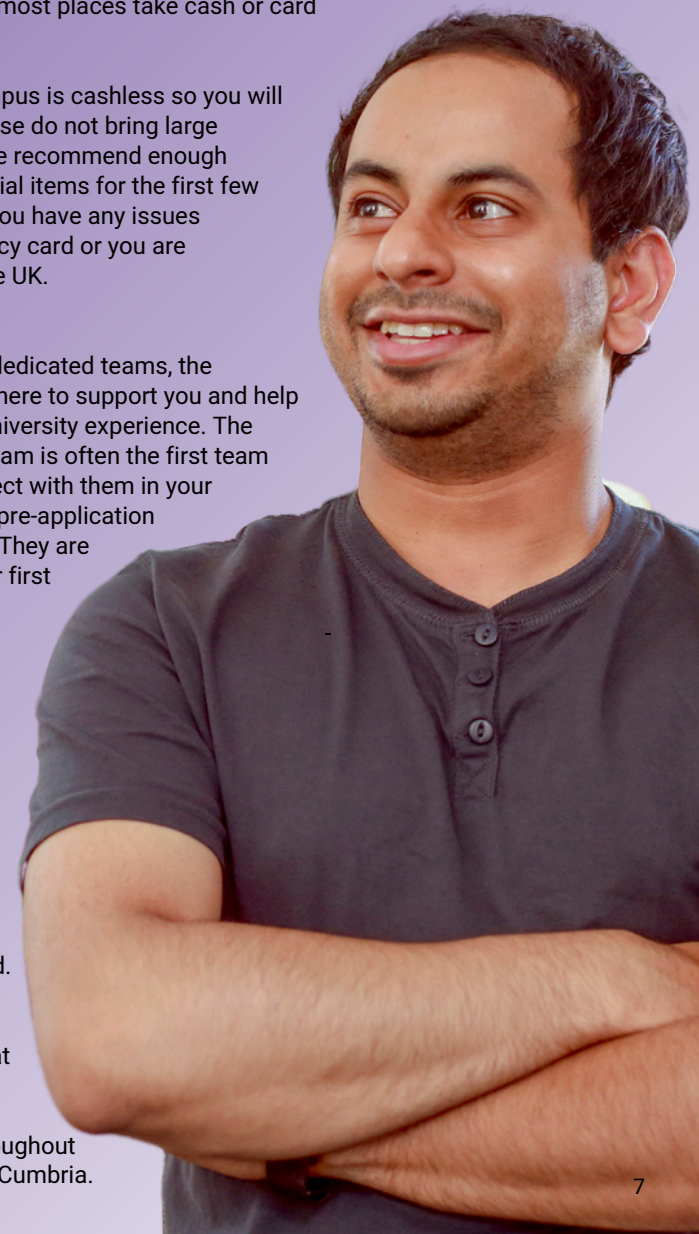
Please be aware that the campus is cashless so you will need a debit/credit card. Please do not bring large amounts of cash with you. We recommend enough cash to purchase your essential items for the first few weeks. This can be useful if you have any issues with your international currency card or you are opening a bank account in the UK.

Global Engagement Office

Made up of two friendly and dedicated teams, the Global Engagement Office is here to support you and help you make the most of your university experience. The International Development Team is often the first team you will meet. You may connect with them in your home country or through our pre-application and pre-arrival online events. They are here to support you from your first enquiry right through to your arrival in the UK.

The Student Engagement Team provides ongoing guidance and support from pre-arrival all the way through to graduation. They work closely with international students throughout their studies, offering advice, information, and practical support whenever it is needed.

Together, both teams work hand in hand to support you at every stage of your journey, ensuring you feel welcomed, supported, and confident throughout your time at the University of Cumbria.



TRAVELLING TO CAMPUS

Flying to...

We recommend flying to Manchester, Glasgow or Edinburgh Airport depending on the Campus you are studying at. Manchester Airport has a direct rail link to Lancaster and Carlisle. If you fly to Edinburgh and Glasgow you will need to travel from the airport to the Train station. If you plan to travel by taxi from the airport, we recommend booking with Onward Travel Solutions, www.airporttaxi-uk.co.uk.

For train travel from the airport, you can purchase train tickets via the National Rail website or the ticket machines in railway stations. You must purchase your train ticket before you board the train.

Customs and Immigration

On arrival, you will need to clear Customs and Immigration before going to your chosen transport method. Customs and Immigration may take some time, so make sure that all your documents are ready and accessible and that you don't book a train or taxi too soon after your arrival, in case of delays. During busy periods it can take up to 3 hours to clear immigration, collect luggage and get to your transport link. If you have an advance ticket and miss your train, you might have to buy a new ticket at full price.



Travelling by train to Lancaster

Lancaster is on the main West Coast rail line, so you can book a ticket directly to Lancaster via www.nationalrail.co.uk.

Train Changes: You might need to change trains during your journey. Your ticket or booking confirmation will usually indicate this, and station staff or train conductors can help if needed.

From Lancaster Station: Once you arrive, you can take a bus or taxi to your accommodation.

Travelling by train to Carlisle

Carlisle is on the main West Coast rail line, so you can book a train ticket directly to Carlisle via www.nationalrail.co.uk.

You may need to change trains during your journey. If you are unsure, ask the ticket officer or railway staff for help.

From Carlisle Railway Station take a taxi to either Brampton Road campus or Fusehill Street campus. The taxi ride takes about 5 to 10 minutes. Walking is possible, but it may be a bit far depending on your luggage or mobility.

Travelling by train to Ambleside

The nearest main-line station is Oxenholme Lake District Railway Station. From Oxenholme, change trains to reach Windermere Railway Station

Take a taxi from the taxi stand at Windermere Station to your accommodation.

Alternatively, you can take a bus from Windermere to Ambleside.



National Rail





TRAVEL DISCOUNTS

Rail Card

In the UK, students can get a range of discounts on transport fares. If you are likely to travel on the train more than twice in a year, discount cards can save you quite a lot of money. You might want to research the 16-25 and 26-30 rail cards, available from the National Rail website: www.nationalrail.co.uk.

Student Bus Passes

Local Bus Routes: Most campuses are well-served by local buses.

Student Discounts: Many local bus services offer discounted tickets and passes for students.

Cumbria Card: You all need this as proof of student status to purchase a student pass.

You don't need a bus pass for getting around Ambleside itself.

If you want to explore the wider Lake District from Ambleside, consider using Stagecoach buses:

Bus 555: Connects Lancaster, Kendal, Windermere, Ambleside, Grasmere, and Keswick.

Bus 505: Offers local service around Windermere and Ambleside.

There's a bus stop at the Health Centre near Ambleside campus for easy access.

Travel Tips

- Evenings and weekends have fewer transport services available.
- It is an offence to travel without the correct ticket for your journey. If you do, you may need to pay a fine.
- Rail ticket prices can vary, and off-peak tickets are cheaper as these are available at quieter times. Please check on the National Rail website to find out if off-peak fares are available. www.nationalrail.co.uk.
- Rail tickets are usually cheaper if bought in advance, available up to 12 weeks before travel.
- Avoid travelling when there are transport strikes. The National Rail website has information about upcoming strike days for trains.
- Advance train tickets can be collected at ticket machines with the reference number and the card you used to purchase them. However, please be aware advance tickets are usually non-refundable.
- E-tickets can be purchased for buses and trains. Make sure you can easily access this on your phone as the ticket inspector will ask to see it. There will be a fine if you cannot show a ticket when asked.
- You must have your railcard with you if you have purchased a ticket with a railcard discount. You can be fined if you do not have your rail card.

ACCOMMODATION

Your accommodation must be within 1 hour travel to campus. As an international student, attendance is important. Non-attendance can result in the university removing you from the course and ending visa sponsorship. This is part of your enrolment agreement. To ensure you do not have any issues with transportation, we recommend that you check the distance of your accommodation and the transport available. You can use Google Maps to plan your route. Please be aware that public transport in the UK is different to your home country; it can take much longer, and can be more expensive, to travel to your destination in comparison to your home country.

If you have any questions or concerns before your arrival, you can contact us via the Student Enquiry Point (www.step.cumbria.ac.uk) or email intss@cumbria.ac.uk.

University Accommodation

If you have not already organised accommodation, you need to do this as soon as possible. To apply for Halls of Residence, please apply via our online StarRezPortal portal - cumbria.starrezhousing.com/StarRezPortal.

For further information regarding accommodation for International Students, please visit our support page here: my.cumbria.ac.uk/Student-Life/Support/International-Students/Accommodation-for-International-Students/.

- As part of your accommodation offer, payment for university accommodation must be made in full and receipt provided prior to acceptance of offer.
- Students will need to provide their own bedding and towels. These can be ordered via **UniKitOut** - #1 Student Pack supplier, trusted by over 250 Universities., and can be delivered to your residence ahead of your arrival.
- Wi-Fi is available in all our university accommodation.

What happens when I get to campus?

Your arrival date is stated on your booking agreement for university accommodation. When you arrive on campus, you will be greeted by a member of the Accommodation Team. They will provide you with your accommodation keys.

If you arrive out of hours (5pm onwards), you can collect keys from the security desk and check into your accommodation. The Accommodation Team will visit you the following working day to ensure you have settled in.

Please ensure you have checked your emails prior to arrival to complete the compulsory online induction ahead of check-in.

We have created a 'What to Bring' to accommodation video to help you when packing to travel, and providing information about what is included in your accommodation.

www.cumbria.ac.uk/student-life/accommodation/frequently-asked-questions

Private Accommodation

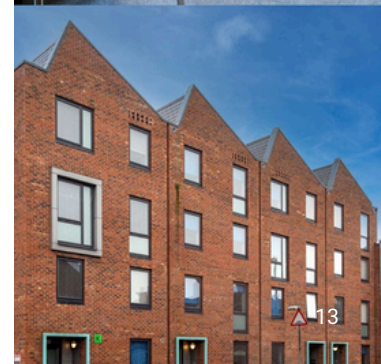
For those seeking accommodation within the private sector, we support a registered landlord database, Cumbria Student Pad, which provides property availability within the local area. To find out more, please visit www.cumbriastudentpad.co.uk.

For those of you seeking accommodation with dependants, we recommend visiting sites like Rightmove (www.rightmove.co.uk) and Zoopla (www.zoopla.co.uk).

We recommend that you apply for accommodation that provides you with a written tenancy agreement. If you would like to find out more about tenancy agreements and your rights in the UK, Citizens Advice can provide helpful information. citizensadvice.org.uk.

Accommodation for Students Under 18

If you're under 18, it's unlikely you will be able to sign a tenancy contract in the UK. To check your right to rent privately, please visit www.gov.uk/prove-right-to-rent. We recommend that you apply for university accommodation on campus.



STUDENTS WITH DEPENDANTS

Not all student visa holders can travel to the UK with family members. You can check government guidance for up-to-date information about dependants (www.gov.uk/student-visa/family-members).

Our on-campus residences do not accommodate couples or families. We recommend you do not arrive with dependants before you find accommodation.

Childcare

Students must have suitable childcare in place to be able to attend university. Children cannot attend campus or placement with you if you have no childcare. You can find more information about these expectations in the student policies and procedures [my.cumbria.ac.uk/media/MyCumbria/Documents/Student-Pregnancy-and-Family-Love-Policy-\(October-23-Update\).pdf](http://my.cumbria.ac.uk/media/MyCumbria/Documents/Student-Pregnancy-and-Family-Love-Policy-(October-23-Update).pdf)

Nursery and child minding

If you have a child/children below school age (0-4), you can find a nursery local to you using: www.daynurseries.co.uk.

Our Lancaster campus also has a pre-school centre on site for children aged between 0-5. You can find more information and contact details here: my.cumbria.ac.uk/Student-Life/Support/Childcare.

Please be aware, you will have to pay full costs for nursery and before/after school clubs or childcare.

Local schools for dependent children

If you are bringing children aged between 5 and 16, they can attend government primary and secondary schools in the UK, if they are here as your dependants. You will not have to pay for this. Schools might refuse places to children if they consider their stay in the UK will be too short, or if the schools have no available places.

You can find more information using the websites below:

- Westmorland and Furness Council (Ambleside) www.westmorlandandfurness.gov.uk/schools-and-education.
- Lancashire County Council (Lancaster) www.lancashire.gov.uk/children-education-families/schools.
- Cumberland Council (Carlisle) www.cumberland.gov.uk/schools-and-education.

Pregnancy

If you are pregnant or become pregnant during your studies, you would be required to follow the university's Student Pregnancy and Family Leave policy. [my.cumbria.ac.uk/media/MyCumbria/Documents/Student-Pregnancy-and-Family-Love-Policy-\(October-23-Update\).pdf](http://my.cumbria.ac.uk/media/MyCumbria/Documents/Student-Pregnancy-and-Family-Love-Policy-(October-23-Update).pdf).



REGISTRATION

Student registration

All students must complete their online pre-registration and attend the face-to-face International Registration before your course start date. You need to provide evidence of your right to study in the UK; full instructions will be sent directly to you via email.

Online pre-registration

You will receive an email with a link to the online pre-registration page, usually three weeks prior to your course start date. Please click the link in the email and follow the online pre-registration process.

Face-to-Face International registration

To register, you must provide proof of your identity and your right to study in the UK. This includes the following:

- A valid passport – including your Visa and vignette or your Visa share code if you are a Student Route Visa holder.
- The original certificates and transcripts used for your application. If these are not in English, you must also bring official translations or notarised copies. These documents are listed in your CAS letter.
- Your TB certificate (if applicable). www.gov.uk/tb-test-visa.
- Your health certificate (if applicable).
- Contact details – including the address you will be living at whilst studying in the UK.
- UK (mobile or other) phone number.
- Your boarding pass.
- If you are unclear or have any questions, please email us at: international.admissions@cumbria.ac.uk.



TB Test Visa



STUDENT ROUTE VISAS

Students holding a Student Route Visa sponsored by the University of Cumbria or an alternative visa type that has been accepted by us for study, have certain conditions and responsibilities attached to their stay in the UK. It is very important that you understand and abide by your specific visa conditions.

As the sponsor of your Student Visa, the university also has certain duties and responsibilities, which are set by UK Visa and Immigration (UKVI). Some of the sponsor duties may affect your visa, so it is important that you know what these are.

my.cumbria.ac.uk/Student-Life/Your-Studies/Your-Course/International-Students



ACADEMIC ENGAGEMENT—CONDITIONS OF STUDY

At the beginning of each semester, a plan of expected contact points will be made by the personal tutor and the programme administrator. These points should reflect how you are expected to be engaging with your programme of study.

The 'Academic Engagement Plan' will be used to support this process. If your study pattern is not regular or you are engaged in any non-taught studies, the plan can be used to identify these contact points and monitor your engagement.

You can also study additional short courses at the same time as your course. These must be in the evening or during vacation periods. You need to ensure they do not affect your main studies.

WORKING DURING YOUR STUDIES

Paid and unpaid work count towards the hours that you can work in the UK. Your immigration documents will state the total number of hours you can work per week. International students are normally allowed to work up to 20 hours per week and full-time during the holidays. The university discourages working while studying if your course has a placement, as working can impact your studies.

As a student, you are responsible for ensuring that you do not exceed the working hours permitted by your visa.

Before starting any job in the UK, check your visa conditions carefully. The number of hours you're allowed to work depends on:

- Your level of study.
- Whether it's term-time or vacation.
- The nature of your course (some with placements may discourage part-time work).

If you accidentally work more hours than allowed, you must:

1. Contact UKVICompliance@cumbria.ac.uk immediately.
2. Inform your employer (This is important because exceeding your permitted hours is a breach of your visa conditions).

If you need proof of your term dates when applying for part-time work, you can request a letter from the Programme Administration team here: universityofcumbria.formstack.com/forms/pad_letter_requests.



ACADEMIC EXPECTATIONS

Academic Malpractice

Malpractice is defined as any attempt by a student to gain an unfair advantage in assessment.

When you submit work for assessment, you are required to include a declaration that you have followed these guidelines and that the work is your own, including a bibliography and references that show how you have used the work of others. The material referenced must include everything you have used, for example words, images, film or audio found in printed books and journals, content accessed online, material generated by any online service or Artificial Intelligence, and information received through personal contacts (such as interviews and surveys).

The university regards any form of academic malpractice as a serious matter. Where the incident has implications for fitness to practise, an academic malpractice incident may lead to the Adjudication or Progress Review Procedure being initiated.

Can I use AI for my study?

When using AI tools, it's crucial to critically engage with the generated content, take responsibility for the final output, and ensure your use aligns with our academic regulations. You must talk to your academic team about using AI in your subject area.

Further details can be found via my.cumbria.ac.uk/Student-Life/Learning/Skills-Cumbria/Referencing-and-Avoiding-Plagiarism/Generative-Artificial-Intelligence.



AI Guidelines

What is an Essay mill?

Essay mills are where you pay a company to write your essay for you. A couple of days or weeks later you get your completed essay in return. Some essay mills use technology to write these nearly instantly.

This is not like a proofreading service, where someone can check your spelling, grammar and citations. These organisations offer to write you an entire essay from scratch. If you use essay mills you put yourself at risk of severe punishment when caught. The government intends to make it a criminal offence to provide, arrange or advertise these cheating services for financial gain to students taking a qualification at any institution in England.

What is plagiarism?

"Any use of unfair means in an attempt to enhance performance". It is more simply 'cheating'. Plagiarism refers to passing the work of other people as your own. It does not matter if that someone is a well-known published author, a web page or another student; it still counts as plagiarism.

All quotes, ideas, images and music must be properly acknowledged and referenced. How is plagiarism detected? Plagiarism can be detected by the university through an electronic plagiarism detection device that looks through the web and extensive databases of reference material to detect duplication.

How to avoid being accused of plagiarism?

Familiarise yourself with your course's referencing and exam procedures which should be in your course handbook. If in doubt, reference. If unable to reference an idea or quote, remove it.



HEALTHCARE

Healthcare in the UK may be different from your home country. You can find out more about healthcare in the UK on the UKCISA website www.ukcisa.org.uk/student-advice/life-in-the-uk/healthcare.

Please ensure you contact the appropriate service provider using the information below.



Registering with a GP (General Practitioner)

- GPs are your first point of contact for most health issues.
- Register as soon as you arrive—don't wait until you're ill.
- Use this NHS tool to find a local GP: www.nhs.uk/service-search/find-a-gp.
- Appointments are free, but some treatments or prescriptions may cost money.

Dental Treatment

- Search for local dentists here: www.nhs.uk/service-search/find-a-dentist.
- NHS dental care has long wait times; you may need to use a private dentist.
- Dental treatment is not free—charges apply.



Prescriptions

- Cost? Prescriptions have a standard charge.
- Tip: If you need regular medication, consider the NHS Prescription Prepayment Certificate (PPC) to save money: www.nhs.uk/help-nhs-prescription-costs/nhs-prescription-prepayment-certificate-ppc.

Pharmacies

Pharmacists can: Dispense medication, offer advice on minor illnesses, prescribe some medications, refer you to a GP if needed.



Vaccinations

Ensure your vaccinations are up to date before arriving. Learn more here: www.nhs.uk/vaccinations.

Optician Services

Where? Usually found in high street shops.

Eye Tests: Typically involve a minimum charge.

Glasses/Contacts: Prices for frames and lenses vary widely.

Find an Optician: Use the NHS website: www.nhs.uk/nhs-services/opticians.



NHS 111

When to Use: If you need urgent medical help but it's not an emergency.

How to Access: **Online:** 111.nhs.uk. **Phone:** Call 111.

Services:

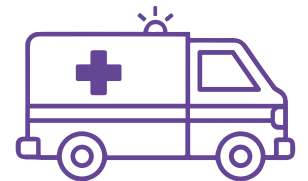
- Advice on what to do next, especially if you are unsure if you need emergency or urgent treatment.
- Directing you to the right service; Help when your GP is closed.

Accident & Emergency (A&E)

When to Use: For serious illness or injury only.

How to Get There: If you're well enough, go by bus, taxi, or with a friend.

Availability: Open 24/7 at hospitals with A&E departments.



Emergency Numbers in the UK

Call 999 for emergencies involving:

- Medical or mental health crisis
- Police
- Fire and Rescue, Ambulance

Use this number only when someone is seriously ill, injured, or in immediate danger.



Student Responsibilities

Sickness Reporting: Follow your programme's procedure if you are ill and will miss class. Visa Compliance: Regular attendance is required to maintain your student visa.

Failure to attend may lead to: De-registration from your course, withdrawal of visa sponsorship, requirement to leave the UK.

STUDENT SUPPORT

STUDENT ENQUIRY POINT

my.cumbria.ac.uk/Student-Life/Support/Student-Enquiry-Point

The Student Enquiry Point (StEP) is a simple way to contact Student Services for help and support. There are also StEP desks on campus, where you can go for help and support.

MENTAL HEALTH AND WELLBEING

my.cumbria.ac.uk/Student-Life/Health-and-Wellbeing

Support for: Academic stress, sleep issues, low mood, homesickness, and more.
Services include:

- 1:1 support appointments and support groups
- Self-help resources and workshops
- Access: Face-to-face, online

DISABILITY/SPECIFIC LEARNING DIFFERENCES (SPLD)

my.cumbria.ac.uk/Student-Life/Support/Disability

Support includes:

- Creating an action plan for academic staff.
- Specialist study skills and mentoring.
- Screening for SpLDs.

How to Access:

- Declare your condition during registration.
- Complete the follow-up questionnaire on the Student Hub.

MONEY ADVICE SERVICE

my.cumbria.ac.uk/Student-Life/Money--Finance

Support with:

- Budgeting and saving.
- Student funding and bursaries.
- Financial hardship support.
- Course changes (withdrawals, intercalation, transfers) Access: 1:1 appointments, Teams, or university events. Contact via: Student Enquiry Point (StEP).

BLACKBOARD & MICROSOFT TEAMS

Blackboard & Microsoft Teams

- Used for online learning and collaboration.
- Accessible anytime, anywhere via computer or smartphone.

DIGITAL SKILLS SUPPORT

Resources to help you build digital confidence and skills. Digital Skills Info: my.cumbria.ac.uk/Student-Life/Learning/Skills-Cumbria/Digital-Skills/

INFORMATION TECHNOLOGY (IT)

Before You Start:

- Activate your IT account.
- Set up Multi-Factor Authentication.
- Student Hub Access: my.cumbria.ac.uk.
- Email, timetable, IT support, library (OneSearch), equipment loans.
- Facilities include: Computer labs, Assistive tech, Printing and multimedia support.

CAREERS & EMPLOYABILITY SERVICE

my.cumbria.ac.uk/Student-Life/careers

Available to: Current students and graduates (up to 3 years after graduation.)

Services include:

- Job and internship listings.
- Webinars and employer chats.
- CV and application reviews.
- Practice interviews.
- Careers fairs.
- Career Ahead Award: Earn points for extracurricular and career development activities.

COMPUTERS & SOFTWARE

- Loan laptops and desktop computers available.
- Docking monitors for personal devices.
- Software available to you my.cumbria.ac.uk/Student-Life/it-media/Computers-and-Software.

WIFI & INTERNET

Free Wi-Fi across all campuses and halls of residence.
Wi-Fi Info my.cumbria.ac.uk/Student-Life/it-media/Wifi-and-Internet.

HEAD START COURSES

my.cumbria.ac.uk/Student-Life/New-Students/headstart/

- Self-study modules to prepare for university life.
- Covers research, referencing, academic writing, and more. Especially helpful for international students.

ACADEMIC SKILLS SUPPORT

my.cumbria.ac.uk/StudentLife/Learning/Skills-Cumbria

- Webinars, workshops, 1:1 appointments, and email support. Helps improve academic writing and independent learning.

PRINTING, SCANNING & PHOTOCOPYING

- Document Hubs for printing available on all campuses.
- £1 free print credit on your Cumbria Student Card. After you have used this you have to add print credit to your account.
- Top up via the Student Hub. my.cumbria.ac.uk
- Lancaster Print Unit offers additional services like finishing work. hub.cumbria.ac.uk/dashboard/quick-tasks.



UOC ACTIVE - SPORT & LEISURE

www.cumbria.ac.uk/student-life/facilities/sports

- Inclusive sports and wellbeing activities.
- On-site facilities in Carlisle (Fusehill Street), Ambleside, and Lancaster. Various membership packages available.
- Premium memberships include access to:
 - Salt Ayre Leisure Centre (Lancaster).
 - Better Leisure (Carlisle & Ambleside).

CHAPLAINCY

www.cumbria.ac.uk/student-life/student-support

- Support for: All students and staff, regardless of belief.
- Facilities: Chapels at Fusehill Street and Lancaster campuses – quiet, welcoming spaces.
- Activities: Cultural and historical trips (from Fusehill Street).
- Contact: Via the Student Enquiry Point. (StEP) step.cumbria.ac.uk.



LIBRARY SERVICES

my.cumbria.ac.uk/Student-Life/Learning/Libraries

- Friendly, safe, and welcoming spaces.
- Use OneSearch to access eBooks, journals, and digital reading lists. Subject-specific resource pages available.

CAR PARKING

- Availability: Limited across campuses.
- Permits: Available at some campuses (eligibility criteria apply).
- Carlisle Fusehill Street: Off-site parking permits available.

CATERING ON CAMPUS

- Options: Hot meals, snacks, cakes, and drinks.
- Social Hubs: Great for relaxing, socialising, or informal meetings.
- Payment: Cashless – card payments only.

ALUMNI ASSOCIATION

- Membership: Automatic upon graduation. Community: Over 70,000 graduates worldwide. Alumni Info: www.cumbria.ac.uk/alumni.

CUMBRIA NETWORK

- Purpose: Mentoring and networking platform for alumni.
- Access: cumbrianetwork.global.



UCSU STUDENTS

UNION

The University of Cumbria Students' Union (UCSU) is an independent, student-led charity that represents all students at the University of Cumbria. When you join the university, you automatically become a member of UCSU. Its main purpose is to make sure you are supported, included, and have the best possible student experience.

UCSU is run by students, for students. Each year, students elect officers to lead the Union. These officers speak on your behalf in meetings with senior university staff, so your ideas, concerns, and feedback are heard at the highest levels. This means UCSU acts as your voice within the university, helping to improve teaching, services, and student life.

The Union represents every student, no matter where you study or how you study (on campus or online). It works to make sure all students feel included and supported, and that everyone has a chance to share their views and shape their experience.

UCSU also helps you get involved and meet people. It supports a wide range of student groups, clubs, and societies that you can join, or even create yourself. These groups are a great way to make friends, try new activities, and feel part of a community while you study.

Another key part of UCSU is its advice and support service. This service is free, confidential, and independent from the university. You can get help with academic issues, well-being, housing, or any problems you may face. The team is there to listen and guide you, so you don't have to deal with challenges alone.

UCSU also gives you opportunities to make a difference. You can become a course representative, join campaigns, share ideas, or even run in student elections. This means you can actively help improve the university for yourself and others.

In simple terms, UCSU is here to support you, represent you, and help you belong. Whether you need advice, want to meet new people, or want to create change, the Union is there to help you every step of the way.

www.ucsu.me



UCSU





PAYING YOUR TUITION FEES

If you are a new international student applying for full-time study, you are required to pay a fee deposit before receiving your Confirmation of Acceptance of Study (CAS). All payments made to and from the University of Cumbria must be made in GBP £ Sterling. Any currency conversion costs or other charges when making payments or processing a refund are the responsibility of the payee.

Please be aware that the university does not accept cash payments or direct bank transfers. Payments received by direct bank transfer will be returned to the beneficiary bank account.

Tuition fee payment deadlines

You must make tuition fee payments in line with the tuition fee payment deadlines. This is because the deadline is the final date you can make a payment. You can make payments any time before the deadline date. Failure to make tuition fee payments can have serious consequences, such as closing your IT account access.

How to pay

To pay from an international bank account, go to cumbria.transfermateeducation.com To pay an invoice with a UK validated debit/credit card, go to payments.cumbria.ac.uk/invoice

Financial Regulations

The university's Student Financial Regulations include more information about tuition fee billing, making a payment, non-payment of tuition fees, progressing and awards:

www.cumbria.ac.uk/study/student-finance/student-financial-regulations.



Finance Regulations

USEFUL INFORMATION

Banking in the UK

How to open a UK Bank Account

Having a UK bank account is not mandatory, but it can be useful. If you require a DBS you must open a bank account in the UK.

There are a variety of high street banks for you to choose from in the UK. It is best to research online to find out which bank will provide you with the best service. Some banks do not have physical locations near our campuses, which may impact which bank you decide to choose.

To set up a UK bank account you need

- Passport
- Student Visa
- Bank letter from the university confirming your study details
- Evidence of your UK address (available on your bank letter from the university once you have confirmed your term-time address).

You can request a bank letter using the Academic Registry letter request form universityofcumbria.formstack.com/forms/pad_letter_requests.



Letter Requests

Council Tax

Council Tax is a local charge paid by people who live in a property in the UK. It helps fund local services such as rubbish collection, schools, local councils, and the police.

Most full time international students do not pay Council Tax. If everyone living in the property is a full time student, the home is usually exempt.

You may have to pay if:

- you live with someone who is not a student
- or
- you are not studying full time.

You can request a student status letter to provide to the Council to request student exemption. You can find more information at UKCISA www.ukcisa.org.uk/student-advice/life-in-the-uk/council-tax.

Paying for things on campus

The university campuses are cashless; you will need to be able to pay via debit/ credit or Google/Apple Pay.

Cumbria Card

Your Cumbria Student Card works as your ID card, library card and payment card for printing and copying. It will also give you discount at all our catering outlets.

Insurance

It is recommended that you take out a travel insurance policy which covers your journey to and from the UK, to cover delays, medical emergencies, and the cost of replacing your belongings in the event of loss or theft.

If you have a contract with a private accommodation supplier, we also recommend that you purchase insurance for your belongings while you are in the UK. If you have a contract for one of our university halls of residence, contents insurance is included in your rent. There are many insurance companies in the UK, and you should obtain several quotes before you decide which policy to take.

TV licence

In the UK, you need to have a TV Licence to watch or record live TV programmes on any channel and download or watch BBC programmes on iPlayer.

This could be on any device, including a TV, desktop computer, laptop, mobile phone, tablet, games console, digital box or DVD/VHS recorder.

What happens if I don't have a TV licence?

If you do any of the above without a valid licence, you risk prosecution and a maximum penalty of up to £1,000, plus any legal costs and/or compensation you may be ordered to pay. You will also still have to buy a TV Licence if you need one.

Only watching non-UK satellite programmes? You still need a licence, even if you only watch or record programmes broadcast from outside the UK.

How much does it cost?

To pay for your TV licence, please visit the TV licencing website www.gov.uk/tv-licence.

Driving licence

It is a criminal offence to drive using a licence that is not valid in the UK. If you hold a driving licence issued outside of Great Britain (that is England, Scotland and Wales) then you can find more information on the government website www.gov.uk/browse/driving/driving-licences.

FRAUD & SCAMS

International students can be a target for fraud and scams. It is important to be aware, keep yourself well-informed and keep your money safe. There are lots of different frauds and scams; if you are unsure visit the Student Enquiry point (StEP) desks on campus and ask for help.

WHAT IS FRAUD?

Fraud is when trickery is used to gain a dishonest advantage, which is often financial, over another person. Cyber crime is any criminal act dealing with computers and networks (called hacking). Additionally, cyber crime also includes traditional crimes conducted through the Internet.

There are many words used to describe fraud: Scam, con, swindle, extortion, sham, double-cross, hoax, cheat, ploy, ruse, hoodwink, confidence trick.

EXAMPLES OF FRAUD

Phishing

Cyber criminals use fake messages as bait to lure you into clicking the links within their scam email or text message, or to give away sensitive information (such as bank details).

These messages may look like the real thing but are malicious. Once clicked, you may be sent to a fake website which could download viruses onto your computer or steal your passwords.



**Frauds &
Scams**



Spam emails

Spam emails are sent out to millions of email addresses to try to gain personal information. Once the personal information has been gained, fraudsters can use it to commit fraud, which could include financial institution fraud, credit card fraud and identity fraud.

Behaviours that put you at risk:

- Opening attachments or clicking on links.
- Responding to spam emails that ask for your personal or financial details.
Logging in to a webpage that you have arrived at via a link in an email.

To report any Cyber Security incident relating to any university systems, services or devices, please contact the IT Service Desk immediately on 01228 888888 or via the IT Service Desk Web Portal servicedesk.cumbria.ac.uk/rsdportal.



Money mules

Fraudsters often recruit their money mules by pretending to offer legitimate jobs via emails, particularly targeting vulnerable groups such as migrant workers and students, who may be attracted by a seemingly easy way to make extra money. A mule is required to receive stolen money into their account. They are then asked to send the money to another bank account, keeping some for themselves.

27% of people who have been approached to become a money mule did not know that becoming a money mule was illegal and that it carries a prison sentence of up to ten years.

For more information about scams and fraud visit:

<https://my.cumbria.ac.uk/Student-Life/Money--Finance/Student-Living-/>.

Action Fraud has lots of information about fraud and scams, and you can report fraud online: www.actionfraud.police.uk.















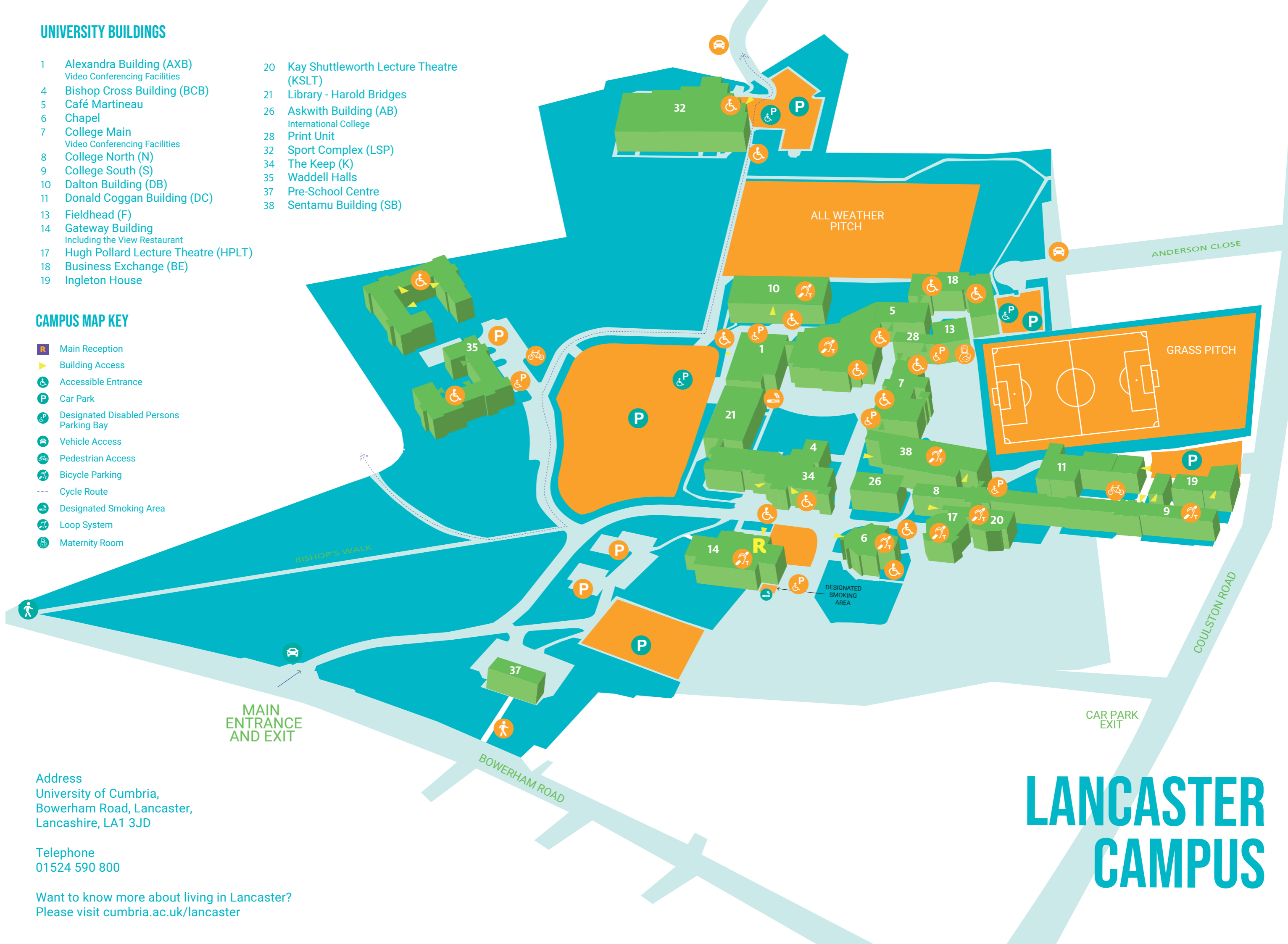
- Ask for help from the International Student Engagement Team intss@cumbria.ac.uk.
- Join UKCISA – UK Council for international student affairs www.ukcisa.org.uk.
- Pay your tuition fees by the deadline date at the latest.
- Attend your course and be on time for lectures.
- Attend study skills workshops and 1-to-1 sessions to get the most out of your time at Cumbria.
- Report any sickness or absences straight away.
- Join in with university activities
- Make sure you plan and budget. If you're not sure how to make a budget, see our Money Advice page on budgeting my.cumbria.ac.uk/Student-Life/Money--Finance.
- Always ask if a student discount is available. You can purchase a TOTUM card from the Students' Union, Join Student Beans or UNiDays for free to access student discounts.
- Make a weekly meal plan to cut down on unnecessary spending.
- Use a rail card to save up to 1/3 off your travel and buy tickets early for cheaper prices.
- Make sure you keep enough money for your rent.
- Take meter readings (if in private accommodation) and photos of your room before you move in.
- Read contracts carefully and make sure your deposit is protected.
- Use the Careers and Employability support to help with searching for part time work, post graduate jobs, interview skills and much more.
- The Student Union host events available throughout the year.
- Go to the Freshers Fair.
- Join a society or set up your own.
- Make time to explore the local area and make friends.

UNIVERSITY BUILDINGS

- | | | | |
|----|---|----|--|
| 1 | Alexandra Building (AXB)
Video Conferencing Facilities | 20 | Kay Shuttleworth Lecture Theatre (KSLT) |
| 4 | Bishop Cross Building (BCB) | 21 | Library - Harold Bridges |
| 5 | Café Martineau | 26 | Askwith Building (AB)
International College |
| 6 | Chapel | 28 | Print Unit |
| 7 | College Main
Video Conferencing Facilities | 32 | Sport Complex (LSP) |
| 8 | College North (N) | 34 | The Keep (K) |
| 9 | College South (S) | 35 | Waddell Halls |
| 10 | Dalton Building (DB) | 37 | Pre-School Centre |
| 11 | Donald Coggan Building (DC) | 38 | Sentamu Building (SB) |
| 13 | Fieldhead (F) | | |
| 14 | Gateway Building
Including the View Restaurant | | |
| 17 | Hugh Pollard Lecture Theatre (HPLT) | | |
| 18 | Business Exchange (BE) | | |
| 19 | Ingleton House | | |

CAMPUS MAP KEY

-  Main Reception
-  Building Access
-  Accessible Entrance
-  Car Park
-  Designated Disabled Persons Parking Bay
-  Vehicle Access
-  Pedestrian Access
-  Bicycle Parking
-  Cycle Route
-  Designated Smoking Area
-  Loop System
-  Maternity Room



Address
University of Cumbria,
Bowerham Road, Lancaster,
Lancashire, LA1 3JD

Telephone
01524 590 800

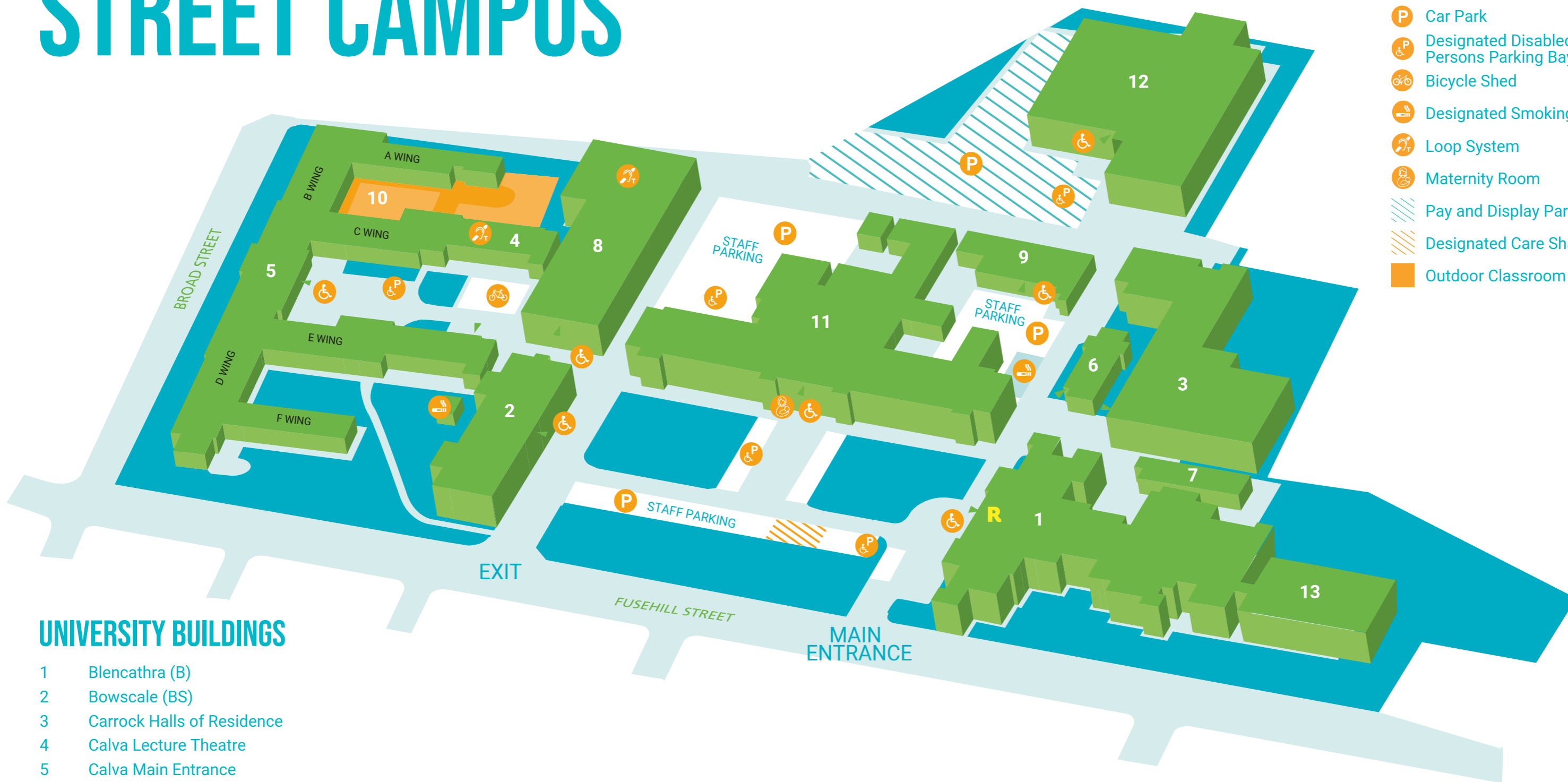
Want to know more about living in Lancaster?
Please visit cumbria.ac.uk/lancaster

LANCASTER CAMPUS

CARLISLE FUSEHILL STREET CAMPUS

CAMPUS KEY MAP

- R Main Reception
- ▶ Building Access
- ♿ Accessible Entrance
- P Car Park
- ♿P Designated Disabled Persons Parking Bay
- 🚲 Bicycle Shed
- 🚬 Designated Smoking Area
- 🔊 Loop System
- 👶 Maternity Room
- ▨ Pay and Display Parking
- ▨ Designated Care Share
- Outdoor Classroom



UNIVERSITY BUILDINGS

- 1 Blencathra (B)
- 2 Bowscale (BS)
- 3 Carrock Halls of Residence
- 4 Calva Lecture Theatre
- 5 Calva Main Entrance
- 6 Chapel
- 7 Estates
- 8 Learning Gateway (LG)
- 9 Lonscale Building (LN)
- 10 Outdoor Classroom
- 11 Skiddaw (SK)
- 12 Sports Centre (CSP)
- 13 STEM Laboratories

Address
University of Cumbria,
Fusehill Street, Carlisle, CA1 2HH

Telephone
01524 590 800

CAMPUS KEY MAP

- R** Main Reception
- ▶** Building Access
- ♿** Accessible Entrance
- P** Car Park
- P & ♿** Designated Disabled Persons Parking Bay
- 🚲** Bicycle Shed
- 🚬** Designated Smoking Area
- 📶** Loop System
- 👶** Maternity Room
- ///** Pay and Display Parking
- ///** Designated Care Share
- Outdoor Classroom

Address

University of Cumbria,
Brampton Rd, Carlisle CA3 9AW

Telephone

01228 400300

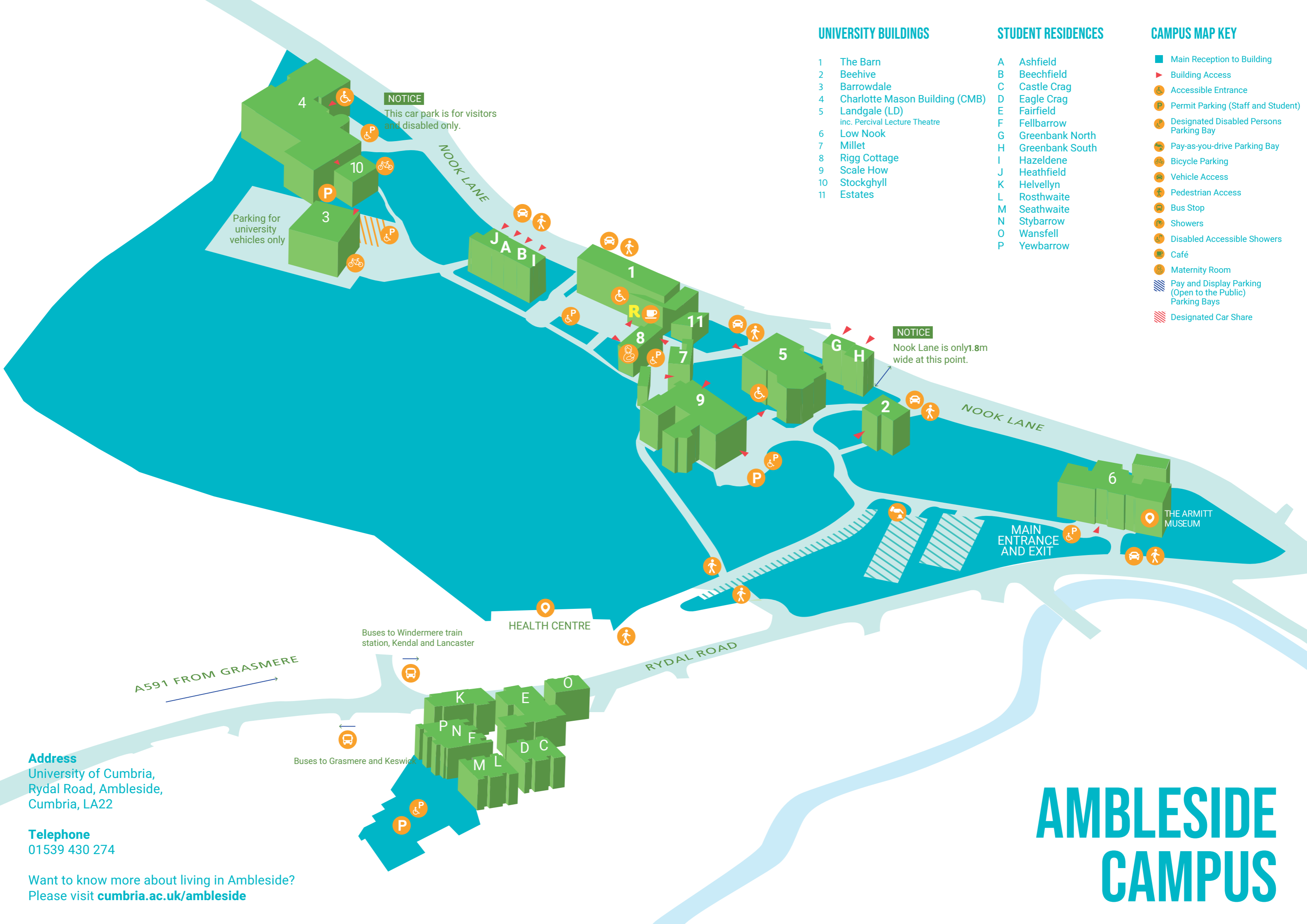
UNIVERSITY BUILDINGS

- 1 D11 & D12
- 2 D13 & D14
- 3 D15 & D16
- 4 D17 & D18
- 5 D19 & D20
- 6 Sign Building & Dance Studio
- 7 Halls of Residence
- 8 Homeacres
- 9 Library
- 10 Main Building (MB)
- 11 Workshops and Ceramics Studios (W)
- 12 Vallum Gallery

MAIN
ENTRANCE
AND EXIT

CARLISLE BRAMPTON ROAD CAMPUS





UNIVERSITY BUILDINGS

- 1 The Barn
- 2 Beehive
- 3 Barrowdale
- 4 Charlotte Mason Building (CMB)
- 5 Landgale (LD)
inc. Percival Lecture Theatre
- 6 Low Nook
- 7 Millet
- 8 Rigg Cottage
- 9 Scale How
- 10 Stockghyll
- 11 Estates

STUDENT RESIDENCES

- A Ashfield
- B Beechfield
- C Castle Crag
- D Eagle Crag
- E Fairfield
- F Fellbarrow
- G Greenbank North
- H Greenbank South
- I Hazeldene
- J Heathfield
- K Helvellyn
- L Rosthwaite
- M Seathwaite
- N Stybarrow
- O Wansfell
- P Yewbarrow

CAMPUS MAP KEY

- Main Reception to Building
- ▶ Building Access
- ♿ Accessible Entrance
- P Permit Parking (Staff and Student)
- ♿ Designated Disabled Persons Parking Bay
- 🚗 Pay-as-you-drive Parking Bay
- 🚲 Bicycle Parking
- 🚗 Vehicle Access
- 🚶 Pedestrian Access
- 🚌 Bus Stop
- 🚿 Showers
- ♿ Disabled Accessible Showers
- ☕ Café
- 👶 Maternity Room
- 🚗 Pay and Display Parking (Open to the Public) Parking Bays
- 🚗 Designated Car Share

NOTICE

This car park is for visitors and disabled only.

NOTICE

Nook Lane is only 1.8m wide at this point.

Address
University of Cumbria,
Rydal Road, Ambleside,
Cumbria, LA22

Telephone
01539 430 274

Want to know more about living in Ambleside?
Please visit cumbria.ac.uk/ambleside

**AMBLESIDE
CAMPUS**

 +44 (0)1228 279325

 intss@cumbria.ac.uk

 [universityofcumbria](https://www.facebook.com/universityofcumbria)

 [@cumbriauni](https://www.instagram.com/cumbriauni)

Updated July 2026



University of
CUMBRIA