

A Student's Guide to University Services

Your key contacts >>



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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



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CONTACT:

- ✉ ugadmissions@cumbria.ac.uk
- ✉ pgadmissions@cumbria.ac.uk

Service Operating Hours:

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

Lancaster Mon-Fri 2.30pm-4pm
Physical Desk by appointment
at **Lancaster**.

Assessment, Awards & Complaints

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



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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:

- > Advice on career options
- > Finding and applying for work opportunities
- > Career Ahead award
- > 1:1 career coaching, advice and practice interviews
- > Workshops & employer events
- > My Career Enriched career hub



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CONTACT:

- ✉ careers@cumbria.ac.uk
- 🌐 my.cumbria.ac.uk/careers

Service Operating Hours:

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

Catering

Contact for:

- > Pre-paid catering packages
- > Discounts
- > Outlets on campus



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CONTACT:

For Lancaster & Ambleside enquiries:

✉ afelton@baxterstorey.com

For Fusehill St. & Brampton Rd. enquiries:

✉ uocfusehillstreet@baxterstorey.com

🌐 www.cumbria.ac.uk/catering

Service Operating Hours:

- > Lancaster - Cafe Martineau
10am-2pm
- > Ambleside - Barn Cafe
10am-2pm
- > Fusehill street - The Cube
10am-2pm
- > Brampton Road - The Works
Closed
- > London - The Conservatory
Closed

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

Compliance

Contact for:

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



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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



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CONTACT:

✉ disabilityservices@cumbria.ac.uk

🌐 my.cumbria.ac.uk/disability

Service Operating Hours:

Mon-Fri 9am-5pm
(earlier & later appointments
available upon request)
Email and Teams Chat

Book appointment online [here](#).

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*



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CONTACT:

Accounts Payable Team:
✉ accountspayableteam@cumbria.ac.uk

Accounts Receivable Team:
✉ accountsreceivableteam@cumbria.ac.uk

Student Money Advice Team:
✉ moneyadvice@cumbria.ac.uk
🌐 my.cumbria.ac.uk/moneyadvice

Service Operating Hours:

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

Information Technology & Systems

Contact for:

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



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CONTACT:

☎ 01228 888888
✉ itservicedesk@cumbria.ac.uk
🌐 my.cumbria.ac.uk/it

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

Service Operating Hours:

Mon-Fri 8:30am-5pm
Phone, online and email

International Student Support

Contact for:

- > Support for Tier 4 students and non UK students
- > Signposting on to specialist support
- > Additional support with English for Academic Purposes



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CONTACT:

✉ intss@cumbria.ac.uk
🌐 my.cumbria.ac.uk/international

Service Operating Hours:

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

Library

Contact for:

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



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CONTACT:

- ✉ library@cumbria.ac.uk
- 🌐 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



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CONTACT:

- ✉ need2talk@cumbria.ac.uk
- 🌐 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,



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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



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CONTACT:

- ✉ print.unit@cumbria.ac.uk
- 🌐 www.cumbria.ac.uk/printunit

Service Operating Hours:

Mon-Fri 9am-3pm
Email

Programme Administration (PAd)

Contact for:

- > Council Tax letters
- > Student status letters
- > Bank letters
- > Rail Card Validations
- > Assignment Collection
- > Course transfer, intercalation, withdrawals
- > Programme/Course related issues



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CONTACT:

- ✉ PAdAmbleside@cumbria.ac.uk
- PAdBrampton@cumbria.ac.uk
- PAdFusehill@cumbria.ac.uk
- PAdLancaster@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



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CONTACT:

- 📞 Ambleside / 01539 430274
- Carlisle FHS / 01228 616234
- Carlisle BR / 01228 400300
- Lancaster / 01524 590800
- London / 0207 5174800

Service Operating Hours:

Fusehill Street & Lancaster: Mon-Fri
9am-4pm

Brampton Road: Mon-Fri
9am-2pm

Residential Accommodation (Halls)



Contact for:

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

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CONTACT:

✉ lancasteraccom@cumbria.ac.uk
☎ 01524 385497

✉ carlisleaccom@cumbria.ac.uk
☎ 01228 616206

✉ amblesideaccom@cumbria.ac.uk
☎ 015394 430224

🌐 www.cumbria.ac.uk/accommodation

Service Operating Hours:

Monday- Friday: 10am-2pm
Email and phone

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

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CONTACT:

✉ skills@cumbria.ac.uk
head.start@cumbria.ac.uk
ifysupport@cumbria.ac.uk
🌐 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:

- > Sport membership
- > Opening hours
- > Clubs & Societies (SU)
- > Partnerships with local sport centres

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CONTACT:

✉ lancastersportcomplex@cumbria.ac.uk
☎ 01524 590840

✉ carlisesportcentre@cumbria.ac.uk
☎ 01228 616006

✉ amblesideactive@cumbria.ac.uk
(for Ambleside enquiries)

🌐 www.cumbria.ac.uk/uocactive

Service Operating Hours:

Ambleside:
Tues 10am-3pm | Wed 2pm-7pm
Thur 10am-3pm

Carlisle FHS:
Mon-Fri 9am-9pm | Sat 9am-5pm
Sun 10am-2pm

Lancaster:
Mon-Thur 9am-10pm | Fri 9am-9pm
Sat 9am-7pm | Sun 10am-2pm

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



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CONTACT:

 moneyadvice@cumbria.ac.uk
 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 and societies
- > Impartial advice and guidance
- > Volunteering opportunities
- > Student Networks and Welfare






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CONTACT:

 01524 590810
 student.union@cumbria.ac.uk
 www.ucsu.me

Service Operating Hours:

Mon-Fri 9am-5pm
Online/Email

 Twitter: @CumbriaSU
 Facebook: @CumbriaStudentsUnion
 Instagram: @cumbria_su

 Discord online community: discord.gg/kSpq36cSt4





Security

Contact for:

- > Out of office hours incidents and emergencies



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Ambleside Campus  07809 190531	Mon-Fri 5pm-7am 24 hours on Saturday and Sunday
Carlisle BR Campus  07809 190541 or 07809 190530	Mon-Fri 5pm-10:30pm 24 hours on Saturday and Sunday
Carlisle FHS Campus  07809 190530	Mon-Fri 5pm-8am 24 hours on Saturday and Sunday
Lancaster Campus  07809 190566	Mon-Fri 4:15pm-8:15am 24 hours on Saturday and Sunday