

INTERNATIONAL WELCOME GUIDE





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WELCOME

Welcome to the University of Cumbria (UoC) in the North West of England. You've chosen to study at a place where amazing things happen.

One thing that makes the University of Cumbria unique in the UK is our location. Our campuses, each with their own characteristics, are based in Carlisle, Lancaster and Ambleside, the latter within the English Lake District UNESCO World Heritage Site. This connects us — and you — to landscapes, culture and specialist industries no other university can offer.

This International Welcome Guide is designed to help you plan your journey to the UK and get ready for your Study UK experience. There are dedicated sections and checklists to help you prepare and pack before you leave home as well as tips, advice, and information about what you need to do when you arrive.

We hope this guide helps you settle in quickly and answers most of the questions you are likely to have before you travel and once you arrive.

Having said that, we know there's no substitute for personal contact, so please get in touch if you have any questions not answered by this guide. If you need more guidance, just go to www.cumbria.ac.uk/applicants/welcome and you'll find our welcome page with lots of information you might need.

Be inspired, be engaged, and above all, be ready to learn the skills and live the life experiences that will help you find your way beyond the classroom. We want to help you maximise your potential and become more than you ever thought you could be. Enjoy every minute! We look forward to welcoming you!

#WeAreCumbria

Your dedicated International Team at the University of Cumbria:
International Student Support email: intss@cumbria.ac.uk
Telephone: +44 (0)1228 279325



Welcome

BEFORE YOU LEAVE HOME

Congratulations! You've received your offer, got your grades, and have decided that this is the right place for you. Here is a handy checklist of things to do before you leave your home country.

Confirm your place

- ☐ Ensure you have accepted your place.
- ☐ Send us all the documentation we will need for you to complete online registration (see p19).

Professional checks (if required)

- ☐ Complete your 'Disclosure & Barring Service' checks (DBS).
- ☐ Complete your medical clearances.

Student Route Visa students

- ☐ 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.
- ☐ Pre-book your travel between the airport and the campus. (Find out more information in the travel to the UK section of this guide).
- ☐ Add useful contact details from the university to your phone.
- ☐ Pack your important documents in your hand luggage (Don't forget your 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.

Travel to the UK

We recommend that you book your flights to the UK once you have received confirmation of your VISA. We highly recommend that you fly to Manchester airport as it has the best transport links to our campuses. Student Services will contact you by email with information about the university's transfer offer and how to get to campus information.

Remember to pack in your hand luggage the original documents listed on your CAS letter, a copy of your CAS letter and your accommodation details. You may be asked to show these documents to the immigration officers at the airport.

Train Travel

If you plan to travel by train, you may need to change trains along the route. The online journey planner on the National Rail website www.nationalrail.co.uk will help you plan your journey (including train changes and cost of ticket).



You can purchase train tickets via the National Rail website on your mobile or the ticket machines in train stations. You must purchase your train ticket before you board the train.

Taxi Travel

If you plan to travel by taxi, we recommend booking with onward travel solutions, www.airporttaxi-uk.co.uk

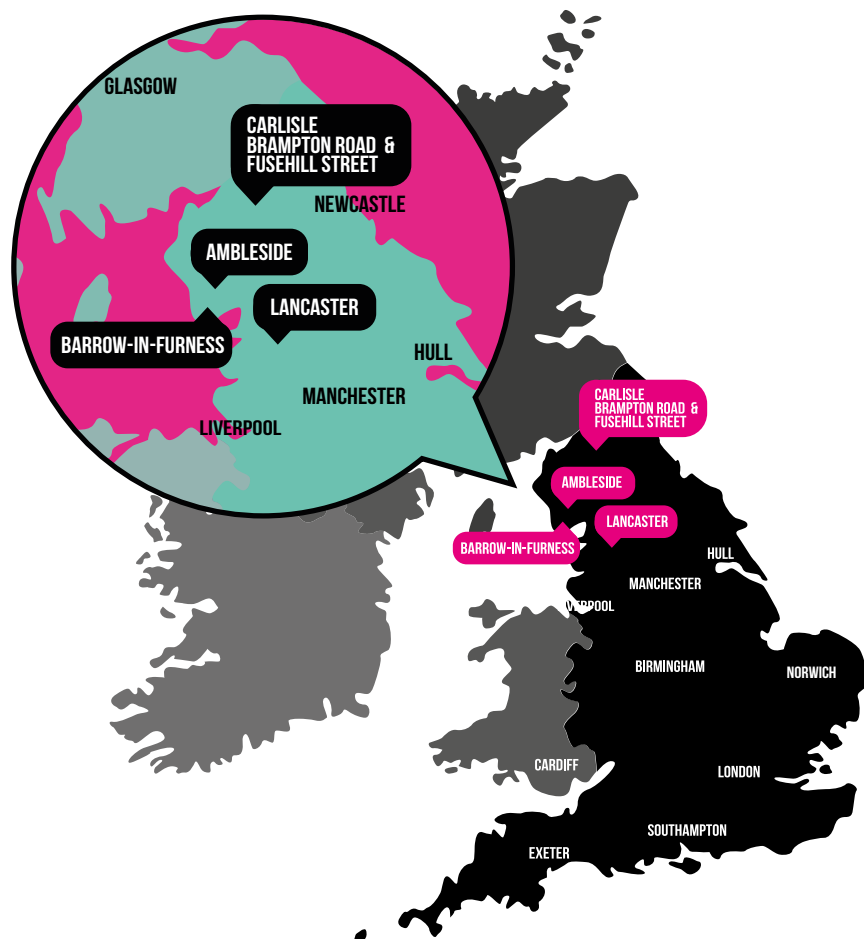
Please ensure you have your booking details available when you land.



TRAVELLING TO CAMPUS

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



Traveling 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.

Traveling 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're 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.

Traveling 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





You can buy separate tickets for your train journey (Manchester to Lancaster and Lancaster to Windermere). You would need to purchase a bus ticket separately. Separate train tickets may also be cheaper, so have a look at planning your journey.

www.nationalrail.co.uk

Travel Discounts

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 Travel & 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'll need this as proof of student status to purchase a student pass.

Pass Options:

Single Term Pass

Academic Year Pass (covers three terms, not a calendar year)

Stagecoach UniRider Gold Pass: Ideal for students traveling between campuses or exploring the region. Covers travel across the Northwest, including: Lancaster, Carlisle, Preston, Blackpool, Kendal, The Lake District, Keswick, Penrith. For more information visit the Stagecoach website: www.stagecoachbus.com/tickets/unirider

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

If you want to explore the wider Lake District, 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 campus for easy access.

Useful tips about travel

- 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 traveling when there are transport worker strikes, as transport will not be running or will be less frequent and delayed. The National Rail website has information about upcoming strike days for trains.
- Advance train tickets are 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.

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 University Halls of Residence, please apply via our online 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 to campus, you will be greeted by a member of the Accommodation Team and they will help you to collect accommodation keys.

If you arrive out of hours (5pm onwards), you will be able to collect keys from the security office 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

Things you can't have in university accommodation (halls):

Rice cookers, grills, deep fat fryers, chip pans, sandwich toasters, halogen lamps, candles, fairy lights, incense burners, sunbeds, heaters, dartboards, inflatable pools, barbeques, any form of weapon, ornamental swords, ammunition, illegal substances, pets, or vehicle parts.

You can find advice about using travel adaptors for electrical equipment on the Electrical Safety First website: www.electricalsafetyfirst.org.uk. The UK uses three-pin plugs, which may differ from plugs used in many other countries.

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'll 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.



StarRez
Portal



Accommodation
Information



Accommodation
FAQ's



Cumbria
StudentPad

STUDENTS WITH DEPENDANTS

It is important to note that not all student visa holders can travel to the UK with family members. Make sure you check government guidance for up-to-date information about families and partners accompanying international students (www.gov.uk/student-visa/family-members).

Please be aware that our on-campus residences do not accommodate couples or families. We recommend you do not arrive with dependants before you find accommodation.



Family Members

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-Leave-Policy-\(October-23-Update\).pdf](http://my.cumbria.ac.uk/media/MyCumbria/Documents/Student-Pregnancy-and-Family-Leave-Policy-(October-23-Update).pdf)

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

Nursery and child minding

If you have a young child aged 2-4, 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. If you are interested in accessing this, 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. If you have a placement, you may also need out-of-hours care for children; these are additional costs you must consider. It is your responsibility to find appropriate care for your children.

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-FamilyLeave-Policy-\(October-23-Update\).pdf](http://my.cumbria.ac.uk/media/MyCumbria/Documents/Student-Pregnancy-and-FamilyLeave-Policy-(October-23-Update).pdf)



Pregnancy & Family Policy



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 (and/or translated or notarised copies of) award certificates and transcripts as used for your application and outlined 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



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.

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.

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



PAD Letter requests

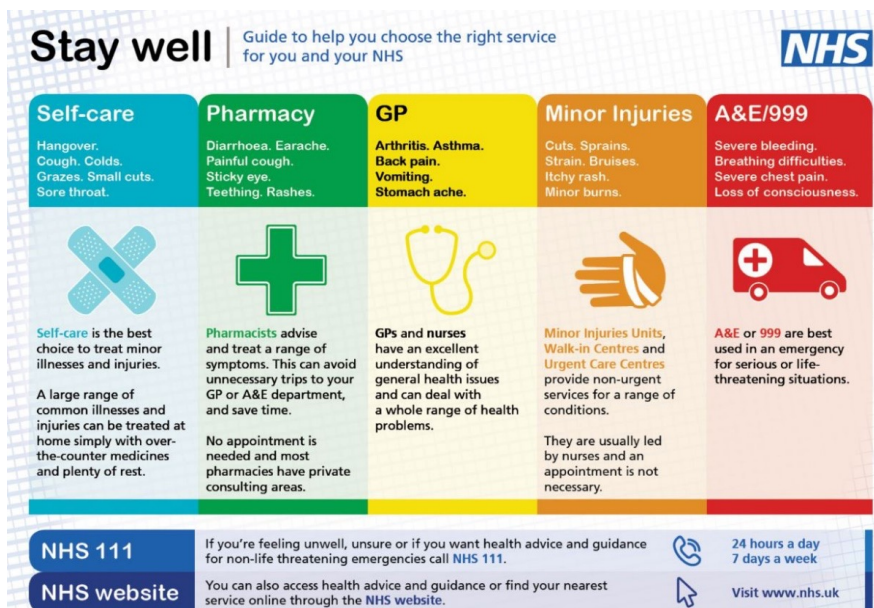
HEALTHCARE

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 when needed by following the NHS colour-coded diagram below.



Healthcare



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.



Find a GP

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.



Find a Dentist

Prescriptions

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



Prescriptions

Pharmacies

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



Vaccinations

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



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 11. 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're 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

The Mental Health and Wellbeing Team

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
- Support groups
- Self-help resources
- Workshops
- Access: Face-to-face, online

Disability/Specific Learning Difficulty (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)

Career 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



Health & Wellbeing



Disability



Money Advice



Career service

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

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/



My.Cumbria



Digital Skills



Wi-Fi & 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/

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/

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.
www.cumbria.ac.uk/about/organisation/professional-services/finance-and-data-insights/print-unit/

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.

Academic Skills Support

my.cumbria.ac.uk/Student-Life/Learning/Skills-Cumbria

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

Head Start Courses

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

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

UoC Active – Sports & 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)



my.cumbria

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)

www.step.cumbria.ac.uk



StEP

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, socializing, or informal meetings.
- Payment: Cashless – card payments only.

Alumni Association

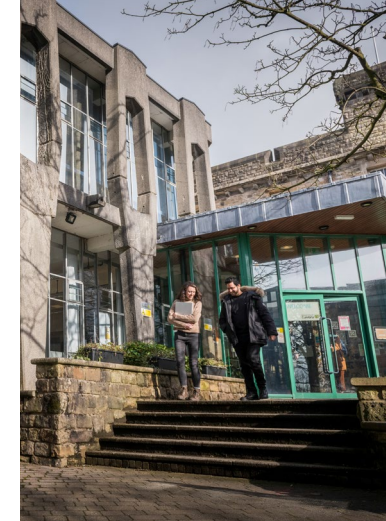
- Membership: Automatic upon graduation.
- Community: Over 70,000 graduates worldwide.
- Alumni Info: www.cumbria.ac.uk/alumni

Cumbria Network

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



Cumbria
Network



UCSU STUDENTS' UNION

As soon as you join us, you become a member of the University of Cumbria Students' Union (UCSU). UCSU is an independent charity run by and for students across all our campuses and courses, offering a range of events, services, and opportunities for all, whether you are campus-based or a distance learner.

From taking part in our 'Welcome Week' programme and enjoying local events run in and around the campuses, to joining or even running a student group and taking part in career-enhancing voluntary activity, there is something for everyone.

www.ucsu.me

UCSU provides a voice for students at course, campus, and wider university level, via the course rep system and the full-time elected student officers.

We also have an impartial professional service that can provide advice and support on a range of academic and other issues. With staffed UCSU offices at Fusehill Street, Brampton Road, Ambleside and Lancaster, and an online presence everywhere else, we are here to offer peer support, encouragement, and a friendly face.

UCSU Groups

Joining a group can really enhance your student experience and is a great way to get involved, meet like-minded people, and have fun. What's more, if your hobby or interest does not currently have a group at the university, you can start your own group and share your passion with others!

Have you packed anything you might need to continue your hobbies and interests whilst you are in the UK? (E.g. musical instrument, football boots, climbing equipment) Yes? then join a group and get involved

UCSU Events

The Students' Union also organises events and leads campaigns throughout the year. During Welcome Week, you will be able to find out all about UCSU, collect some freebies, meet group leaders, talk to different organisations and have fun!

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 in respect of student fees, fines and other charges must be made in GBP £ Sterling. Any currency conversion costs or other charges incurred in making payment or in processing a refund are the responsibility of the payee.



Transfermate

To pay a deposit go to cumbria.transfermateeducation.com

Graduating students wishing to progress to a further course of study at the University of Cumbria will also pay a deposit. More detailed information about current international tuition fees can be found here: www.cumbria.ac.uk/study/international-students/fees-and-finance



Fees &
Finance

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.

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

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/studentfinancial-regulations/



Finance
Regulations

USEFUL INFORMATION AND TOP TIPS

Banking in the UK

How to open a UK Bank Account

While you may be able to use your home debit card to pay for things in the UK, many international banks charge a foreign transaction fee and/or conversion fee on every purchase. Having a UK bank account is not mandatory, but it can be useful.

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. Please also note that 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 from the Student Enquiry Point (StEP) once you have arrived on campus and completed registration
my.cumbria.ac.uk/Student-Life/Support/Student-Enquiry-Point/



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. 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. The University of Cumbria does not endorse any company in particular. 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 be covered by 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 and 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 on 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.

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: **my.cumbria.ac.uk/Student-Life/Money--Finance/Money-Doctors/Frauds-and-Scams/**

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



**Frauds &
Scams**



**IT Service
Desk**



Action Fraud





Top tips

- 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.

Make Your Money Last

Plan your spending

- 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



Save money

- Always ask if a student discount is available. You can purchase a TOTUM card from the Students' Union to access additional discounts and prove your current student status.
- Join study discount websites like Student Beans or UNiDays to access exclusive student discounts online and in-store.
- Share textbooks and subscriptions with your course friends
- Go food shopping when you're not hungry
- Make a weekly meal plan to cut down on unnecessary spending.
- Buy train tickets up to twelve weeks early
- Use a rail card to save up to 1/3 off your travel.

Housing and bills

- Make sure you keep enough money for your rent.
- Take meter readings (private accommodation) and photos of your room before you move in.
- Read contracts carefully and make sure your deposit is protected.
- Use Splitwise.com to split bills between housemates.
- International Students should be exempt from paying Council Tax— request a letter via the student hub if you are charged.

Budget activities

- Go on a hike or a walk.
- Look out for cinema offers.
- Visit a museum or gallery.

Best apps

- OLIO (free food).
- Chip (savings).
- CheckoutSmart (cash back).
- Shopium (cash back).
- Too Good To Go (discount food).

Money-making

- Use the Careers and Employability support to help with searching for part time work, post graduate jobs, interview skills and much more.

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) |
| 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) | |

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

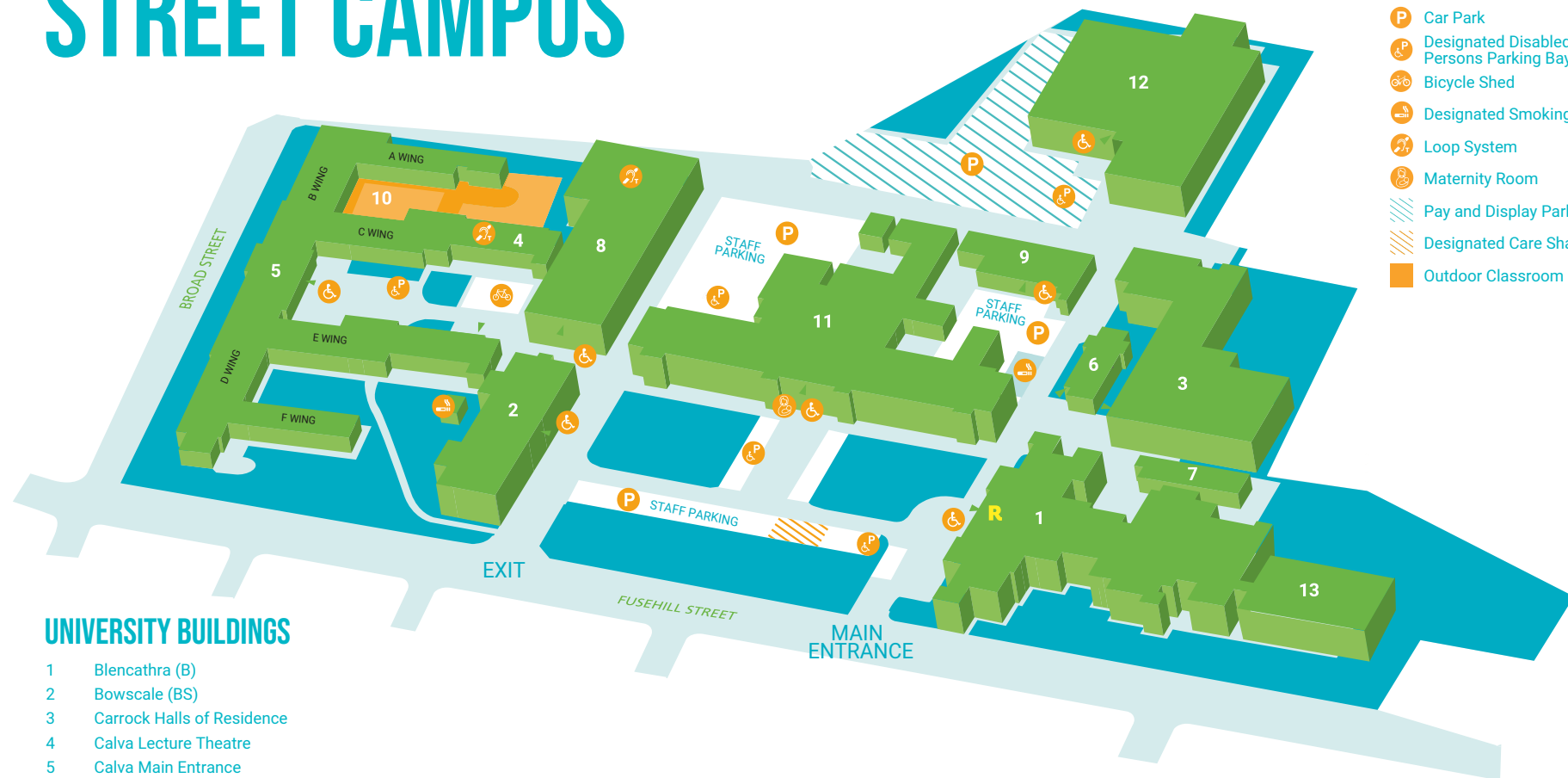
Telephone
01524 590 800

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



LANCASTER CAMPUS

CARLISLE FUSEHILL STREET CAMPUS



CAMPUS KEY MAP

- Main Reception
- Building Access
- Accessible Entrance
- Car Park
- 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 Lonsdale 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
01228 616234

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

CAMPUS KEY MAP

-  Main Reception
-  Building Access
-  Accessible Entrance
-  Car Park
-  Designated Disabled Persons Parking Bay
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-  Designated Smoking Area
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-  Maternity Room
-  Pay and Display Parking
-  Designated Care Share
-  Outdoor Classroom

CARLISLE BRAMPTON ROAD CAMPUS

AMBLESIDE CAMPUS



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 @CumbriaUni

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

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

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