



YOUR GUIDE TO STUDENT SERVICES

How we can help and support you during your time at the University of Cumbria.



HOW TO CONTACT US



AMBLESIDE
The Barn



BARROW
Campus Building



LANCASTER
Harold Bridges Library



CARLISLE BRAMPTON ROAD
Main Building



CARLISLE FUSEHILL STREET
The Learning Gateway Building

ONLINE STUDENT ENQUIRY POINT:

- 1 Scan the QR code below or click the Student Enquiry Point tile on the Student Hub (hub.cumbria.ac.uk).
- 2 Fill in the form with your personal details.
- 3 Choose which team you would like to contact/best suits your enquiry. Do not worry if you are unsure, we can redirect you to the right team.
- 4 Complete the rest of the form in as much detail as you can.
- 5 Click submit and we will get in touch with you directly.



StEP.cumbria.ac.uk

MENTAL HEALTH AND WELLBEING



"We are committed to providing mental health support for all students to help you get the most out of your university experience, whatever your circumstances may be. Our team is made up of mental health professionals who can help and support you with a range of mental, emotional, and interpersonal issues."

HOW WE CAN HELP YOU TO LOOK AFTER YOUR HEALTH AND WELLBEING DURING YOUR TIME WITH US:



The Health & Wellbeing Hub



Talking Therapies



Groups & Workshops



Live Well, Learn Well Blog



Single Session Service



Online Wellbeing Platform



External Support options



Help in a Crisis



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



THE ACCOMMODATION TEAM

"Our Accommodation Team are dedicated to supporting you. Whether you want information or support for halls of residence; guidance on independent housing in Lancaster, Carlisle, and Ambleside - we are here to help make it happen."

WE CAN ASSIST WITH:

- Securing university, campus-based accommodation.
- Support and advice with securing private sector accommodation.
- Guidance on contractual queries, rent fees, guarantors etc..
- Support on availability of placement accommodation or short term lets.
- Wellbeing guidance and support whilst living in residence, as well as a 'Home to Halls' transition.

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



DISABILITY SERVICES



"We offer support and reasonable adjustments for students with disabilities, long term physical and mental health conditions, hearing or visual impairments, neurodivergence (such as Autism and ADHD) and specific learning differences (such as dyslexia, dyscalculia and dyspraxia)."

HOW WE CAN ASSIST YOU:



We can provide specialist information and advice to support your development.



Create and share a co-produced support plan to support your university experience.



Assess your needs and identify reasonable adjustments, including exam arrangements.



Offer 1:1 support for study skills, act as a mentor & support applications for funding (DSA, equipment, non-medical help, travel).



CAREERS AND EMPLOYABILITY



HOW WE CAN BOOST YOU:

- Explore your options and plan your career.
- Connect you with employers and local opportunities.
- Assist in finding a job or opportunity and succeed with job applications and interviews.
- Enable access to our digital tools and career resources via your personalised career portal.
- Develop and future-proof your skills.

"We work closely with academic staff, employers and other services to offer you a free, high quality careers information, advice and guidance service."



STUDENT ENGAGEMENT TEAM



HERE TO GUIDE YOU WITH:



Support to help you settle into university; answering your questions, checking in, and putting you in touch with the right teams.



Offer specialist one to one support – in particular for care leavers and students who are estranged from family.



Offer support and advice if you're considering taking a break from your studies, changing course, or leaving university.




Offer a range of wellbeing sessions.



my.cumbria.ac.uk/Student-Life/Support/Student-Engagement-Team

SKILLS @ CUMBRIA



"We are a team of friendly professional Library and Academic Advisors based in Library Services which is part of Student Services. We provide online resources, including group workshops, individual appointments, Webinars and email guidance for students"

HOW WE CAN SUPPORT YOUR ACADEMIC DEVELOPMENT:

- Finding, citing and referencing quality sources in your assignments.
- Workshops and webinars on library and academic skills.
- Online resources for supporting your assignment journey.
- 1:1 online skills appointment with one of our Library and Academic Advisors.
- Email support including a personalised feedback service once per module.



LIBRARY SERVICES



"Our libraries offer you flexible, accessible and safe spaces. Our skills support and excellent range of digital and physical library resources support your learning at home or on campus."

HERE TO HELP YOU WITH:



Access to thousands of digital and print library resources.



Welcoming, helpful and kind library staff ready to support your questions and queries.



Quiet study spaces and loanable AV equipment to support your studies.



24/7 Ask a Librarian chat service.



Reading lists curated for your course.



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



INTERNATIONAL STUDENT SUPPORT

As an international student you have access to International Student Advisors. The team of International Student Advisors are highly trained individuals here to support you during your time at university.

HERE TO ADVISE YOU WITH:

- Academic support.
- A point of contact for personal or cultural challenges.
- Promote social events, language support and intercultural activities.
- Support in emergency situations (e.g. health issues, visa problems or family issues).
- Liaise with other university teams, departments and external agencies on your behalf.

my.cumbria.ac.uk/Student-Life/Support/International-Students





MONEY ADVICE TEAM

"Our Money Advice team is here to support you with practical guidance on budgeting, funding, and making the most of your money. Whether you're navigating student loans, seeking emergency help, or just want to build better financial habits, we offer confidential, friendly advice tailored to your needs"

SUPPORTING YOUR FINANCIAL WELLBEING BY:



Information on student bursaries, grant and scholarships, including the Student Support Fund.



Information, guidance and answers to student funding queries.



Budgeting tips, managing your money effectively and making smart financial decisions.



Withdrawal, intercalation, transferring courses and other advice and guidance.



Student discounts, money worries, student living and more.



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



UoC ACTIVE

"UoC Active supports the wellbeing of our students, staff and community through providing a range of gym facilities, exercise classes, sports events, activities and community partnerships."

HERE TO SUPPORT YOUR JOURNEY:

- Campus sports facilities and gyms with additional access to gyms across the UK.
- Regular sports, events and activities to get involved with during your time at university.
- Working with community partners including local sports groups and societies.
- Developing new health and wellbeing strategies through physical exercise.

FIND OUT MORE AND SIGN UP TODAY

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



CHAPLAINCY



"Our chaplaincy provides a safe place, a listening ear and personal support to all students and staff, regardless of your beliefs. We are present in our values, and faithful in our work."

HOW WE CAN SUPPORT YOU:



Listening and encouragement for life's journey and your university experience.



Spiritual support and easy access to sacred spaces.



Prayer practices and the opportunity to retreat to a quiet space on campus to relax and reflect.



Promoting wellbeing through community and providing a welcoming and non-judgemental space.




Hospitality and community with regular wellbeing events, walks, book clubs and more.



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

PROGRAMME ADMINISTRATION TEAM



"Programme Administration are responsible for managing a range of administrative services and are available to provide accurate information, guidance, and support related to your programme and studies."

WE CAN AID YOU BY:

- Processing and advising on intercalations, course transfers or withdrawals.
- Creating registers and attendance monitoring.
- Administering staff & student forums.
- Updating your student record, term-time address and other important information.
- Support with a variety of letters and submission of forms.



[my.cumbria.ac.uk/Student-Life/Your-Studies/
Programme-Administration](https://my.cumbria.ac.uk/Student-Life/Your-Studies/Programme-Administration)

MENTAL HEALTH AND WELLBEING HUB

A place that brings together internal and external resources to support your mental health and wellbeing during your time at university.



my.cumbria.ac.uk/mhhub

HEALTHY RELATIONSHIPS HUB

The University of Cumbria's Healthy Relationships Hub is our dedicated Harassment and Sexual Misconduct information hub serving as a central, accessible hub for all relevant policies, procedures, and support pathways. Here you can make a report, or seek information about sexual misconduct, harassment (physical or online), bullying, hate crimes, hate incidents, domestic abuse and spiking as well as obtain guidance on what to do if you need support.



my.cumbria.ac.uk/HRH

STUDENT SERVICES OVERVIEW

How to contact us: Need to get in touch? Not sure where to go for support? Find out the steps to getting in contact via our Student Enquiry Point (StEP.cumbria.ac.uk).

Mental Health & Wellbeing: Provides a range of support services, information and resources to help you look after your wellbeing while at University.

Disability Services: Provides a range of support services, including assistance with reasonable adjustments, learning support and DSA.

Student Engagement Team: Can help you if you feel disconnected from your course, campus, studies or university experience in general.

International Student Support: Academic and personal support including visas, settling in, cultural exchange

Accommodation Team: Can advise on university and private housing matters.

Careers & Employability: Can support with job applications, interview prep and help connect you with employers.

Library Services: Printed and digital resources, Information on our study spaces and more.

Skills@Cumbria: 1:1 appointments, webinars, workshops and resources to support your learning.

The Money Advice Team: Student finance related queries, funding, bursary and grant queries as well as financial support and advice.

UoC Active: More information about our sports facilities, campus gyms and UCSU societies.

Chaplaincy: Information on our Chaplaincy services, community events and a friendly and welcoming space on our campuses.

**FOLLOW US ON SOCIAL MEDIA FOR NEWS,
UPDATES AND REMINDERS**

