

Your really useful guide to support services

2011/12









Great support starts here ...
www.cumbria.ac.uk/support

UNIVERSITY of
Cumbria 



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Introducing your university learning support—help is at hand



When you are a student of the University of Cumbria, you get a great package of support. We know that you want to get the most out of your course, make the best use of your time and get that career you always dreamed of.

We are here to help you to achieve your objectives, but only you can do it! So we want you to be as independent as possible.

This guide shows you how to access university support and facilities easily and quickly, many of which are available online. The website is your first port of call for all your learning, wellbeing and information needs—visit **www.cumbria.ac.uk/support**.

Best wishes

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Part one—university life

Student finance

Do you need help and guidance with:

- Entitlement to a tuition fee loan, maintenance loan or Cumbria bursary?
- Your funding application and/or delays in receiving funding?
- Paying fees as an international student?
- Tuition fees paid by your employer?

Help is at hand ...

- You can contact the Student Loans Company on 0800 300 5090
- Check your online funding application through 'My Account' to make sure that you have provided all of the information required. Visit our finance pages at **www.cumbria.ac.uk/support**.
- Inform student finance at university of delays in your funding application—call 01524 590826
- If your employer is paying your fees, speak to someone in student finance at university—call 01524 590826
- International students should check information available at **www.cumbria.ac.uk/international**.





Accommodation

Do you need help and guidance with:

- Dealing with a problem in your hall of residence?
- Wanting to move out of your hall of residence?
- Understanding the terms of your accommodation contract?
- Finding accommodation in private housing?
- Private housing contracts and your rights as a tenant?

Help is at hand ...

- Contact your campus accommodation office, for details visit **www.cumbria.ac.uk/accommodation**.
- For private housing queries, visit our website **www.cumbria.ac.uk/accommodation**.
- Arrange an appointment with a student adviser at the Students' Union or access advice and further information from the SU website at **www.thestudentsunion.org.uk**.

Students' Union (SU)

Do you need information about:

- What the Students' Union does?
- How you can take part in SU activities and campaigns?
- How to become a volunteer?
- How to join or set up a sports team or society?

Help is at hand ...

- Find out more at **www.thestudentsunion.org.uk**.
- The Students' Union Information and Advocacy Service provides independent academic advocacy and health, welfare and wellbeing advice.
- Come and talk to one of the SU staff or volunteers at your campus.



Chaplaincy

Whoever you are, whatever you believe, you are welcome in the Chaplaincy—a place to:

- Worship and pray.
- Explore issues of faith.
- Find encouragement and support.
- Feel safe and meet others.

Help is at hand ...

- Check out our website for further details **www.cumbria.ac.uk/support**.
 - Or contact **chaplaincy@cumbria.ac.uk**.
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International students

Do you need help and guidance with:

- Paying your fees?
- Visa/immigration matters?
- Working in the UK?
- UK culture, university life or study support available?

Help is at hand ...

- Check out the International Student Handbook for comprehensive information at **www.cumbria.ac.uk/international**.
- All support services detailed in this guide are available to you.
- Contact the Student Union Student Adviser for independent academic and welfare advice.



Part two—Your wellbeing

Mental health and counselling

Do you need help and guidance with:

- Managing a pre-existing mental health condition?
- Feeling homesick, anxious or not settling into university life or study?
- Personal problems that are affecting your study?
- Dealing with concerns you may have over the health and wellbeing of a friend?

Help is at hand ...

- If you have a pre-existing mental health condition, make sure to register with a local GP as soon as you can when you arrive at university so you can have speedy access to GP appointments and access to prescription medicine.
- Homesickness is quite common and usually affects students whilst they go from the transition of home to university life. Try talking to your flatmates, as they may feel similar to you. Go to the Students' Union and see what social activities they have.
- A counselling service is available if you wish to talk through any issue. You can refer yourself to see one of the university's counsellors. To access the counselling service, visit our website www.cumbria.ac.uk/support.
- Links to external support services and information are available on the counselling website.





Specific Learning Difficulties (SpLD)

Do you need help and support with:

- Being assessed for a specific learning difficulty such as dyslexia?
- Applying for support funding?
- Accessing help with writing assignments?
- Adjustments available to you with assessments and exams such as extra time, coursework extensions, a reader or scribe?

Help is at hand ...

- Find out how to access screening at **www.cumbria.ac.uk/support**.
- Make an appointment with a Student Development Adviser at your campus or site library/learning centre to identify support you may be entitled to. Check details at **www.cumbria.ac.uk/support**.
- If you are receiving SpLD support, you can discuss with a Student Development Adviser any issue in relation to the support you receive, assignment work, adjustments to course delivery and assessment, tutor feedback and accessing support while on placement.



Disability support

Do you need help and support with:

- A disability, medical condition or long term health issue that is affecting your study?
- Clarification about adjustments and help you may be entitled to on your course, with assessments and exams, and while on placement?
- Your Disabled Student Allowance and access to other services you may be entitled to?

Help is at hand ...

- If you are not yet in receipt of support, make an appointment with a Student Development Adviser at your campus or site library/learning centre to identify support you may be entitled to.
- If you are already receiving disability support, the person assisting you will be able to advise you and refer you on to other sources of help as required.
- Access further details at **www.cumbria.ac.uk/support**.
- The Students' Union Information and Advocacy Service can provide independent support and advice with a range of disability and equality of access concerns.



Managing your money

Do you need help and guidance with:

- Accessing other funding such as grants or bursaries?
- Accessing emergency loans?
- Managing your finances and budgeting?
- The impact on my funding if I transfer, intercalate or leave my course?

Help is at hand ...

- You can speak in confidence to a Student Development Adviser about any aspect of student finance. Make an appointment at your campus or site library/learning centre.
- To check your eligibility for a short-term emergency loan which you can repay when your funding arrives, please visit **www.cumbria.ac.uk/support** to check the criteria and to download an application form. There is the Access to Learning Fund (ALF) to help students in financial difficulty.
- To check your eligibility for a grant from a charitable trust or from one of our student support funds, visit **www.cumbria.ac.uk/support**.
- For guidance on managing your money and budgeting, visit **www.cumbria.ac.uk/support** or speak to a Student Development Adviser who can go through your budget and give you some top tips.
- There will be financial implications if you make changes to your study, speak to a Student Development Adviser—see contact details on our website at **www.cumbria.ac.uk/LISScontacts**.



Sports activities available to students

Sport adds great value to the experience of being at university. Our sports facilities host many of the practical elements of the sports-related degree programmes together with the recreational activities and competitive fixtures for students and staff.

In addition we also provide great opportunities for all ages of the local community to use the facilities and engage in many sporting programmes.

For further details visit **www.cumbria.ac.uk/sport**.



Part three—Your course

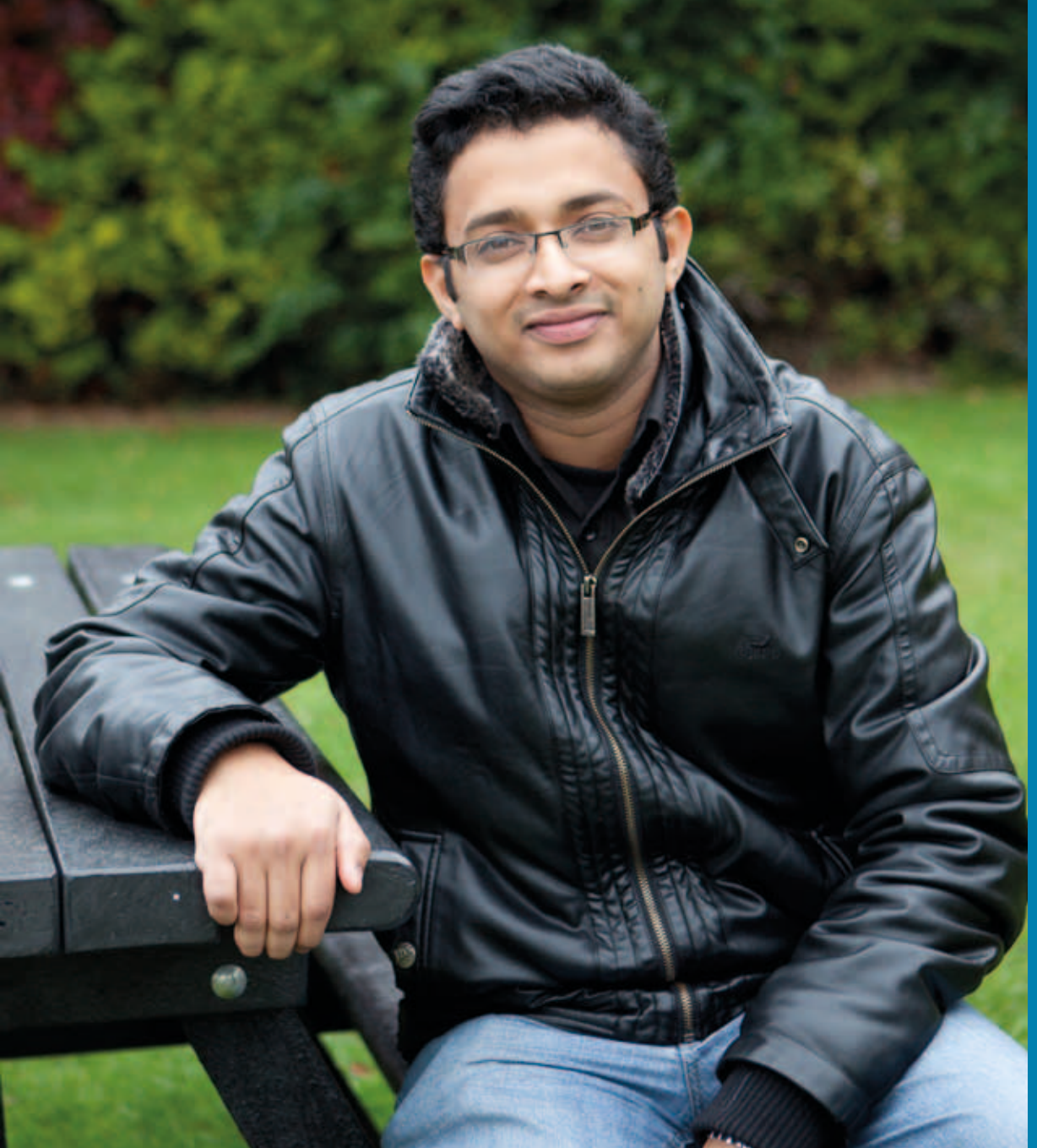
Course registration and administration

Do you have a query about or need to know where to go for:

- Course information and registration?
- Access to academic and course related forms?
- Change of personal details?
- Confirming your student status—bank letters, references, stamping student railcard applications?
- Assignment submission and collection and assessment queries?
- Sickness reporting and leave of absence applications?

Help is at hand ...

- The ICON Student Portal is available via our website, **www.cumbria.ac.uk/support**, 24/7 where you can:
 - i) Update your personal details such as address, telephone number etc.
 - ii) View your current course details, including the modules you have taken and the result.
- Access your local campus Student Information Point (SIP) about any other course or assessment query or if information on the ICON Student Portal is incorrect.





Personal academic tutor and module tutors

Do you need help and guidance with:

- Finding out how you are progressing on your course?
- Other course options or selecting optional modules?
- Coursework?
- Organising and preparing for your placement?
- Personal issues that are affecting your study?

Help is at hand ...

- Your personal tutor can give you valuable guidance with all course or study queries and can refer you on to other professionals in the university who can help.
- Issues that are directly linked to a particular module such as an assessment is best dealt with the module tutor; however, your personal tutor or the programme leader will also be able to help.
- Placements are organised differently from one programme to another so talk to your personal tutor or Programme Leader about arrangements for your course.
- If personal issues affect your ability to study, you must talk to your personal tutor and/or module tutors as early as possible so they are made aware of your circumstances and can help you.
- The SU Information and Advocacy Service is an independent service which can support you to discuss a variety of issues with your personal tutor. A student adviser can also provide independent advocacy with any learning related issues or procedures.



Academic feedback

Do you need help and guidance with:

- Making sense of the assessment feedback you have received?
- Clarifying the link between tutor comments and the assignment grade?
- Managing the expectations of different tutors and/or subjects or modules?

Help is at hand ...

- It is always worth reviewing the assessment criteria and learning objectives of an assignment as these will form the basis for tutor feedback and awarded grade.
- Talk to your personal tutor or module tutor if you need clarification of what you need to do to address issues identified in the feedback.
- You can access online guides and tutorials at **skills@cumbria** on Blackboard and on our website at **www.cumbria.ac.uk/skills**.
- Or, you can access e-guidance or request an appointment with a Learning Adviser. Check details at **www.cumbria.ac.uk/skills**.



Placement and work experience

Do you need help and guidance with:

- Finding a placement?
- Finding out where your placement will take place?
- Finding out what is expected of you while on placement?
- Dealing with problems on your placement?

Help is at hand ...

- If you are expected to find your own placement, programme tutors will be able to guide you and suggest possible employers; however, you can also access advice and guidance through the careers service. Access useful information and advice at **www.cumbria.ac.uk/careers**.
- If the placement is organised by the programme, tutors and placement staff will be able to answer your questions. Placement module handbooks usually contain all relevant detail in relation to the organisation, allocation, responsibilities and administration of the placement.
- The SU can also provide support if you are having issues with your placement.



Part four—Your academic skills

Academic writing

Do you need help and guidance with:

- Academic writing at higher education level?
- Planning and structuring assignments?
- Critical writing skills?
- Tackling your dissertation?
- Effective presentation strategies?
- General study skills?

Help is at hand ...

Your personal tutor or module tutors can offer valuable guidance.

In addition you can:

- Access online guides and tutorials at **skills@cumbria** on Blackboard and on our website at **www.cumbria.ac.uk/skills**.
- Access e-guidance or request an appointment with a Learning Adviser. Check details at **www.cumbria.ac.uk/skills**.



Library services

Do you need help and guidance with:

- Library services available to you?
- Finding out how many books you can borrow and for how long?
- Postal loans while on placement?
- Media loans?
- Replacing your Cumbria Card?

Help is at hand ...

- Information about university libraries and services can be found at **www.cumbria.ac.uk/library**.
- For up-to-date opening hours information at your campus see **www.cumbria.ac.uk/library**.
- Details of book loans are available at **www.cumbria.ac.uk/library**.
- In addition, any member of library staff will be happy to help.





Information skills & subject resources

Do you need help and guidance with:

- Finding relevant texts in your subject?
- Accessing and using e-books and e-journals?
- Evaluating the authority and validity of the information you find?
- Compiling a literature review?

Help is at hand ...

Your personal tutor or module tutors can offer valuable guidance.

In addition you can:

- Access information about subject resources at **www.cumbria.ac.uk/subjectresources**.
- Search all university electronic resources and library catalogue by using QUEST, the University's discovery service at **www.cumbria.ac.uk/quest**.
- Access e-guidance or request an appointment with an Learning Adviser. Check details at **www.cumbria.ac.uk/skills**.



Referencing and avoiding plagiarism

Do you need help and guidance with:

- Referencing using the Harvard system?
- Making effective use of in-text referencing in your writing?
- Using Turnitin?
- Understanding how to avoid plagiarism?
- Using Refworks to manage your assignment citations?

Help is at hand ...

Your personal tutor or module tutors can offer valuable guidance.

In addition you can:

- Access online guides and tutorials at **skills@cumbria** on Blackboard and on our website at **www.cumbria.ac.uk/learning**.
- Access e-guidance or request an appointment with an adviser. Check details at **www.cumbria.ac.uk/learning**.
- If you have any concerns arising from a plagiarism claim you can contact a student adviser in the Students' Union Independent Advice Service.



IT and digital skills

Do you need help and guidance with:

- Network or Blackboard log on, password resetting, email?
- Making the most of Microsoft Office applications for your study?
- Producing an e-portfolio using Pebblepad?
- Using interactive whiteboards?
- Submitting assignments within Turnitin?

Help is at hand ...

- Call 01228 888888 or email **itservicedesk@cumbria.ac.uk** for all technical help and advice.
- Access digital skills online guides and tutorials at **skills@cumbria** on Blackboard and on our website at **www.cumbria.ac.uk/skills**.
- Access e-guidance with a digital skills adviser. Check details at **www.cumbria.ac.uk/skills**.



Part five—Your future





Career planning

Do you need help and guidance with:

- Exploring careers available to you?
- Identifying other or further course options available?
- Assessing and further developing your skills?

Help is at hand ...

- Access useful information and advice at **www.cumbria.ac.uk/careers**.
 - Take a look at the 'jobs and careers' Blackboard site for a range of careers information, guides and tutorials.
 - Follow our careers tweets at **twitter.com/uoccareers**.
 - Access e-guidance or request an appointment with a careers adviser at **www.cumbria.ac.uk/careers**.
-

How to stand out in a crowd

Do you need help and guidance with:

- Finding out what additional activities, experiences and qualifications might enhance your chance of employment after graduation?
- Assessing the skills you should develop before leaving university?
- Your employability profile?

Help is at hand ...

- Access useful information and advice at **www.cumbria.ac.uk/careers**.
- Take a look at the 'jobs and careers' Blackboard site for a range of careers information, guides and tutorials.
- Follow careers tweets at **twitter.com/uoccareers**.
- Access e-guidance or request an appointment with a careers adviser at **www.cumbria.ac.uk/careers**.



Part-time work

Do you need help and guidance with:

- Finding part-time in the local area?
- Finding vacation work?
- Part-time work opportunities within the university?
- Writing a good application or CV and/or preparing for an interview?

Help is at hand ...

- Access our guides to finding part-time work at **www.cumbria.ac.uk/support**
- Find out about becoming a University Ambassador at **www.cumbria.ac.uk/support**
- Check out the Students' Union Job Shop at **www.cumbria.ac.uk/support**
- Take a look at the 'jobs and careers' Blackboard site for a range of careers information, guides and tutorials
- Access e-guidance or request an appointment with a careers adviser at **www.cumbria.ac.uk/careers**



Volunteering opportunities

Do you need help and guidance with:

- Finding volunteering opportunities in the local community or at university?
- Writing a good application or CV?
- Preparing for an interview?

Help is at hand ...

- Check out volunteering opportunities and societies through the SU at **www.thestudentsunion.org.uk**.
- Find out opportunities available to you through Volunteering England at **www.volunteering.org.uk**.
- Take a look at the 'jobs and careers' Blackboard site for a range of careers information, guides and tutorials.
- Access e-guidance or request an appointment with a careers adviser at **www.cumbria.ac.uk/careers**.



Finding and getting a graduate job

Do you need help and guidance with:

- Finding job vacancies?
- Accessing employer profiles?
- Writing a good application or CV?
- Preparing for an interview?

Help is at hand ...

- Access useful information and advice at **www.cumbria.ac.uk/careers**.
- Take a look at the 'jobs and careers' Blackboard site for a range of careers information, guides and tutorials.
- Access the University Jobshop at **cumbria.prospects.ac.uk**.
- Check out the Students Union Job Shop at **www.thestudentsunion.org.uk**.
- Register with Graduate Prospects at **prospects.ac.uk** to access job and Postgraduate course searches, be alerted of new vacancies and check employer profiles.
- Access e-guidance or request an appointment with a careers adviser at **www.cumbria.ac.uk/careers**.



Your notes

This document may be viewed in electronic format on our website and can be made available in alternative formats (for example Braille). Please contact the enquiry line below.

Enquiries 0845 606 11 44

Great careers start here ...
www.cumbria.ac.uk/support