

# **YOUR INSIDER'S GUIDE**

**TO THE UNIVERSITY OF CUMBRIA**

**2024  
WELCOME  
PACK**

**CARLISLE. AMBLESIDE. LANCASTER. LONDON. BARROW.**



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# WELCOME TO THE UNIVERSITY

Welcome to the University of Cumbria. You've chosen to study at a place where amazing things happen. We hope this guide helps you settle in quickly and answers some of the questions you are likely to have in your first few days here.

Having said that, we know there's no substitute for personal contact, so please do get in touch if you get stuck with anything at all – we're proud to say we put people at the heart of everything we do. If you need more information about anything you read in this pack just go to [cumbria.ac.uk/welcome](https://cumbria.ac.uk/welcome) and you'll find our welcome page with all the contact information you need.

Our locations make the University of Cumbria unique. Our five campuses are based in Carlisle, Lancaster, London and Ambleside, the latter within the Lake District World Heritage Site. This connects us - and you - to landscapes, culture and specialist industries no other university can offer.

We also understand money can be a source of worry while you're studying at university, which is why we've enhanced our student support to incorporate a wide range of benefits, including a complimentary weekday breakfast, free IT essentials, access to our on-campus fitness suites (for just £25 per year), free access to LinkedIn Learning and more.

We want to be a place that inspires, where you can follow your passions and go on to make a difference. Our focus is on people, community and society. We know the things we teach will be the things that change lives. At the end of your studies, we want you to leave us with great qualifications, having had a fantastic experience.

You're going to be in great company here. Our students are working to transform the planet, including saving endangered species of monkey in the Gambia and developing conservation projects for freshwater fish in the Lake District.

We are working with nearly every region in the UK to train the paramedics of the future. We have a wealth of industrial partners, as well as relationships with organisations like the NHS, to care and educate across the globe. Our artistic alumni include Bollywood producers, Oscar winners, Pixar animators and winners of the Turner Prize.

Be inspired, be engaged and, above all, be ready to learn the skills and enjoy 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.

## NEED A POINT OF CONTACT OR MORE INFORMATION?

Go to [cumbria.ac.uk/welcome](https://cumbria.ac.uk/welcome) where you'll find everything you need.



# LOVE YOUR STORY AT THE UNIVERSITY OF CUMBRIA

Watch Yvette's  
story



## LOVE YOUR STORY

**YVETTE'S STORY.**  
ILLUSTRATION, BA (HONS)

Ten years after graduating from the University of Cumbria, artist and illustrator Yvette Earl visited our Fusehill Street campus to transform our outdoor classroom. Yvette's nature-themed mural has been designed to inspire both school pupils and future generations of teachers.



# LET'S GET REGISTERED

## A GUIDE TO STUDENT REGISTRATION

**You've met your entry requirements, you've accepted your offer, now you need to register to receive formal confirmation that you are a student at the University of Cumbria.**

You have to complete online pre-registration. You will be notified about registration in advance of your course start date. You will need to provide evidence of your right to study in the UK, but full instructions on how to do this will be sent directly to you.

### Online pre-registration

We will contact you via email with a link to the online pre-registration page, usually four weeks prior to your course start date.

### Registration

You will need to attend a registration session on campus if you are:

- Studying a course that requires a criminal background check (DBS)
- An international student on a UK Home Office Student Visa
- An international student on a Visitor Visa

If you are a distance learning student applying for Student Finance, you will need to provide a copy of **one of the following** so we can verify your identity.

- A valid passport
- A valid photo card driving licence
- Your birth certificate and a photo ID (such as an NUS card or Student ID)

Once you have completed online registration, you will be asked to complete a Study Declaration to confirm your intention to study with us. You will receive a separate email before the start of your course.

If you have applied for Student Finance via Student Finance England or the equivalent for Scottish and Welsh students, we will not be able to confirm your attendance to your funding body until you have completed registration. This could cause a delay in money you may be due.

### Sorting your finance

If you are self-funding, the university will accept payment in full or first instalment payments for tuition and accommodation. To make a payment go to [\*\*payments.cumbria.ac.uk/open\*\*](https://payments.cumbria.ac.uk/open).

The Student Loan Company and Student Awards Agency for Scotland will update the university if you have been approved for a tuition fee loan. If someone else is paying some or all of your tuition fees, a sponsor letter must be provided. Please see the Student Financial Regulations for more information, including paying in instalments. To download a copy go to [\*\*cumbria.ac.uk/study/student-finance/student-financial-regulations\*\*](https://cumbria.ac.uk/study/student-finance/student-financial-regulations).

For general queries please contact  
[\*\*accountsreceivableteam@cumbria.ac.uk\*\*](mailto:accountsreceivableteam@cumbria.ac.uk)



# HOME, SWEET HOME

## EVERYTHING YOU NEED TO KNOW ABOUT ACCOMMODATION

### Living away from home

We understand that you may be living away from home, or independently, for the first time and though this can be lots of fun, it can also be a challenge. All our accommodation is located on campus or very close to it, and our accommodation team make sure your halls are a safe place to live and study. We run events to help build a sense of community in our halls so you feel you belong here with us.

### Halls of Residence

We have several Halls of Residence, or 'halls' as we like to call them, in Ambleside, Carlisle and Lancaster. You can pay for your accommodation in 3 termly instalments once you have arrived. On application a £250.00 prepayment and a UK based guarantor (someone who guarantees to pay your accommodation charge should you fail to do so) will be required.

If you do not have someone to act as your UK guarantor, you can arrange one with an organisation called Housing Hand. Alternatively you can pay your rent in full before arrival.

Find out more by going to: [cumbria.ac.uk/student-life/accommodation](https://cumbria.ac.uk/student-life/accommodation)

### Things you might want to bring:

- A duvet and pillows (Incl. covers)
- Towels, including tea towels
- A laundry basket
- Coasters
- An iron
- Storage boxes
- Pans - one saucepan, one frying pan and an oven tray
- Kitchen utensils including knives, peeler, wooden spoon/spatula, tin opener, bottle opener and scissors
- Cutlery, crockery, mugs, glasses and an ovenproof dish
- Food containers
- Clothes hangers
- Toilet rolls
- Washing up liquid and sponges
- Cleaning products and cloths

### Things you can't bring:

Kettles, toasters, grills, rice cookers, deep fat fryers, chip pans, fridges, freezers, sandwich toasters, microwaves, halogen lamps, candles, fairy lights, incense burners, sunbeds, heaters, dartboards, inflatable pools, barbecues, any form of weapons, ornamental swords, ammunition, illegal substances, pets, vehicles or vehicle parts.



# A HELPING HAND

## SUPPORT AND GUIDANCE FROM STUDENT SERVICES

**We have a great range of specialist services to ease your transition into university life, assist you with your studies and take you through to graduation and beyond.**

Our professional and supportive teams are used to dealing with all sorts of queries, so if you have any questions, please just ask when you chat to us at our registration and welcome events, or any time in between. You can contact all our teams through the online Student Enquiry Point (StEP) at [step.cumbria.ac.uk](https://step.cumbria.ac.uk)

The disability/specific learning difficulty (SpLD) advice & support team can:

- Help you apply for Disabled Students' Allowance (DSA)
- Develop your support plan to ensure academic staff are aware of your individual needs
- Give you specialist support with note-taking, study skills and mentoring
- Provide you with screening for specific learning difficulties (SpLD)

Make sure you declare your disability when you register in the student portal: then you'll receive a support request form which will help you detail exactly what you need in terms of support. The questionnaire can also be found on the Disability/SpLD pages of the 'Student Hub' which you can access once you have enrolled. If you have any questions, please contact:

[disabilityservices@cumbria.ac.uk](mailto:disabilityservices@cumbria.ac.uk)

### **Mental Health and Wellbeing Team**

Our mental health practitioners can support you with a range of emotional, psychological or mental health and wellbeing issues. It could be homesickness, stress, bereavement, anxiety or relationship problems, but you're not on your own.

We offer:

- One-to-one talking therapy
- Online workshops
- Wellbeing groups
- Self-help
- Signposting and assistance with external referrals

### **Chaplaincy**

The chaplains run mindfulness classes, meditations, retreats and other events. They provide faith spaces and quiet rooms including chapels and Islamic prayer rooms across our campuses. The chaplaincy is available to all learners for advice and support, whether you have a faith or not.

### **Library Services**

Our inclusive and welcoming physical libraries provide you with access to friendly staff, study spaces, print collections, IT equipment and much more. Our digital library enables you to do all of your research in one place, using the discovery tool OneSearch to find a vast collection of resources, eBooks and journals. Digital module reading lists click straight through to OneSearch, so you can spend more time reading and less time searching. Library specialists have designed subject pages to help you navigate specific resources for your studies.

Library and academic advisers and learning developers support your development as an independent learner through webinars, workshops, email, appointments and online Skills@Cumbria resources.

### **Head Start - Online Study Skills**

As a University of Cumbria student, you also have access to Head Start. This suite of online self-study courses has been designed to give you a head start on your learning journey, no matter which course and level you are studying with us.

### **Student Engagement Team**

We want you to thrive and be the very best you can be, whatever your background or circumstances. We know that our learners have busy lives and are juggling other commitments alongside their studies, which is why our Student Engagement Team is here. They will keep you on track, signposting you to the support you need, when you need it most. They are also a point of contact for International Learners, learners who are care leavers, and those estranged from their families. If you have any questions, please contact [sec@cumbria.ac.uk](mailto:sec@cumbria.ac.uk)

# MANAGE YOUR MONEY

## MAKING THE MOST OF EVERY POUND

### Money Advice Service

The student Money Advice Service is here to help you plan your finances and manage your money while you're studying at university. We have a team of student money advisers who can provide individual advice and guidance, either one-to-one or at university events, and throughout your course.

Our specialist areas include:

- Statutory funding
- Delayed funding
- Hardship funds
- Budgeting
- Dealing with debts
- Bursaries, scholarships and other financial support available
- Previous study debt and how it affects your funding
- Withdrawals, intercalation (where you might need a bit of time out from your studies), or transferring courses

We can help you liaise with student funding organisations like Student Finance England and give individual advice if you have special circumstances e.g. if you are estranged from your parents. If you have studied a higher education course previously, this may reduce your entitlement to student funding, so it is important to be aware of how previous study may affect your future entitlement. If you have any queries, please get in touch through the Student Enquiry Point at [step.cumbria.ac.uk](http://step.cumbria.ac.uk)

You can learn more about the services provided by the Money Advice team at [my.cumbria.ac.uk/Student-Life/Money--Finance/](http://my.cumbria.ac.uk/Student-Life/Money--Finance/)

**So you'll soon be starting university, now you need to manage your money independently. We know this can be stressful, so here are our top tips.**

### Plan your spending

- Student loan instalments should last four months, so make sure you budget
- Choose a bank account with the best 0% overdraft
- Use cash and withdraw enough for your weekly budget

### Save money

- Always ask for student discount
- Share textbooks and subscriptions with your friends and housemates
- Food shop when you're not hungry
- Buy train tickets three months ahead and use a railcard

### Money-making ideas

- Join online survey panels
- Become a mystery shopper
- Start a blog
- Freelance on Upwork or Fiverr
- Look for part-time jobs at local shops, restaurants and bars
- Sell items you no longer want on Vinted, Depop, Facebook Marketplace and eBay

### Housing and bills

- Make sure you put aside enough money for your rent
- Take meter readings 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
- Most students shouldn't pay council tax

### Budget activities

- Go on a bike ride or a hike
- Look out for cinema offers
- Eat at a BYOB (bring your own bottle) restaurant
- Visit a museum or gallery
- Go to a car boot sale

### Best apps

- OLIO (free food)
- Chip (savings)



# THE NEED TO KNOWS

## CONNECTING YOU WITH CAMPUS

### IT Facilities

We know the future is digital, so to ensure you can achieve your full potential, you'll get access to Microsoft Office, LinkedIn Learning, security and firewall software and assistive technology for FREE as part of our Enhanced Student Support Package.

All learners at the University of Cumbria use our online learning environment called Blackboard, allowing you to collaborate with other learners and lecturers. Accessible from your computer, laptop or smartphone, you can log in to Blackboard from anywhere at any time.

The 'Student Hub' portal provides access to your emails, timetable, the library system and our IT Service Desk. Here you can also view specific student information and guidance, including how to borrow laptops and other equipment.

We also provide plenty of other IT facilities, from dedicated computer rooms and labs to multi-media support and printing and photocopying services.

### Printing services

There are combined printing and photocopying machines at all of our campuses. These devices provide high-quality, high-volume, rapid printing, photocopying and scanning facilities.

You'll automatically receive a £1 credit on your Cumbria Student Card for your printing account. After you've used this credit, you will need to use the online payments system to add to your printing account using a debit or credit card.

Printing, copying and finishing work services are also available via the Print Unit. For more information, printing advice, quotes or a sample of our work, please email [print.unit@cumbria.ac.uk](mailto:print.unit@cumbria.ac.uk).

### Paying for things on campus

Your Cumbria Student Card is multifunctional and uses smart technology to access your student account. It works as your ID card, library card and payment card (for printing and copying) on campus.

### Car parking

All of our car parking facilities are managed at all of our main campuses and parking is extremely limited. The option to purchase a parking permit is available but, as spaces are limited, eligibility criteria apply and vary from campus to campus.

### Travel

In the UK, students get a great range of discounts on transport fares. If you are likely to use the National Rail network more than twice in a year, one discount card that can very quickly show a return on the purchase cost is the 16-25 or 26-30 railcard. National Express also offer a young person's discount card, saving you a third off standard and flexible fares. Search 'Young Persons Coach Card' for more details.

The vast majority of our campuses are also well served by local buses.

# GET FIT, GET FED

## FOOD AND FITNESS ON CAMPUS

### Catering

Whether you are looking for a hearty meal or just a quick bite, there's something for everyone and every budget. Delicious hot meals, hot and cold snacks and homemade cakes are available on campus.

As part of our Enhanced Student Support Package, you can also have breakfast on us 5 days a week! Our FREE cereal station and porridge bar is available across all campuses from Monday to Friday.

You'll also find that the catering outlets are very much the social hub of our campuses – a great place to catch up with friends, hold informal meetings or take a break from your studies. So, whether you're looking for a sandwich or a snack, a full meal, or somewhere to chill and chat over a coffee, there is a place for you.

Members of the catering team are always on hand to help should you have any questions, and are always happy to listen to suggestions for the menus if your favourite dish isn't available.

### Sports and Leisure

The University of Cumbria aims to make sport and exercise as inclusive as possible, creating a healthy university for you, our staff and our local communities.

With our Enhanced Student Support Package, you can sign up for a membership to our on-campus fitness suites for just £25 per year.

Other membership options are also available, including the UoC Active leisure card, which offers great opportunities to take part in sport and wellbeing activities. We have sports centres on-site at Carlisle (Fusehill Street), Ambleside and Lancaster.





# LANCASTER

## LOCAL LIFE AND CAMPUS HACKS



### Coffee spots

The Hall  
Journey Social  
The Music Room



### Food spots

The Water Witch  
The Herbarium  
Aroma Chef



### Ways to stay active

Williamson Park  
Salt Ayre Leisure Centre  
Morecambe promenade



### Culture & Art

Lancaster Castle  
The Dukes Theatre  
Lancaster City Museum



### Nightlife Spots

Kanteena  
The Study Room  
The Sugarhouse

Each day at our Lancaster campus brings exciting new opportunities. As well as the Harold Bridges Library and Students' Union, you have access to modern facilities including sport performance labs, mock hospital wards and realistic training environments.

But our Lancaster campus is more than just a place to study – it's a space to forge friendships and create lasting memories, whether you're catching up over coffee at Café Martineau, hitting a fitness class at the Sports Complex, or training with your sports team on the astroturf.

Nestled in the historic city of Lancaster, rich in culture and heritage, you have endless opportunities to blend your academic journey with recreational pursuits; from exploring the iconic castle and scenic canals to enjoying green spaces and vibrant local events.

**During Christmas time, there is an ice-skating rink, a big wheel, and lots of festive stalls. In the summertime, there is a festival called “Highest Point”, which takes place at Williamson Park, very close to the campus, which is a bonus if you like festivals. I like that there is always something to do in Lancaster, even in a small city.**

Libby Niccolls, BA (Hons) Primary and Early Years  
Education (3-11) with QTS



# AMBLESIDE

## LOCAL LIFE AND CAMPUS HACKS



### Coffee spots

Copper Pot  
Esquires Coffee  
Fresher's Café



### Food spots

Dodds Restaurant  
The Priest Hole  
Fellinis



### Nightlife Spots

The Lily Bar  
The Golden Rule  
The Royal Oak



### Culture & Art

Armitt Museum & Library  
Bridge House  
Zeffirellis Cinema & Jazz Bar



### Ways to stay active

Rothay Park  
Windermere Outdoor  
Adventure Centre  
Loughrigg Fell

The Lake District National Park is where the world stops to take a breath. With beautiful scenery, vast lakes, high mountains and long coastlines, the Ambleside campus is a special place to call home.

Not only do you have unrivalled access to the spectacular Cumbrian landscape, but there are fantastic facilities on campus too, including our very own bouldering wall, high-tech science labs, and an equipment hire department for all your adventures (there's gear for hiking, mountaineering, sailing, kayaking, canoeing and climbing). After a day of action and learning, The Struggle bar is the perfect place to relax and catch up with friends.

With campus just a short walk from Ambleside town centre, you'll soon feel part of the welcoming and vibrant community here. As well as an array of independent shops, restaurants and cafés, this lively market town is filled with hidden gems for you to seek out and enjoy, including Rydal Cave, a filming location for Netflix's *The Witcher*!

**Living in the centre of the National Park means there's lots of activities to get involved in. The on-site bouldering wall is always a fun visit, and there are a fair few mountains to wander up and lakes to get wet in! I think most people here are always eyeing up the next adventure. You get to know people walking around campus or town, giving Ambleside a real sense of community.**

Oliver Fox, BSc (Hons) Geography



# CARLISLE

## LOCAL LIFE AND CAMPUS HACKS



### Ways to stay active

The Sands Centre  
Bitts Park  
Hadrian's Wall Path



### Food spots

Romano Pizzeria Carlisle  
The Thin White Duke  
Alexandros Greek  
Restaurant



### Nightlife Spots

The Brickyard  
Walkabout Carlisle  
The Old Fire Station



### Culture & Art

Carlisle Castle  
Carlisle Cathedral  
Tullie House Museum & Art  
Gallery



### Coffee spots

Foxes Café Lounge  
The Old Engine House  
I Love Café Carlisle

### BRAMPTON ROAD

Get ready to step into an exciting world of culture, exploration and creativity at our Brampton Road campus. You're joining a community of hundreds of creatives who share your drive and passion, including lecturers, technicians and fellow students. With access to a range of studios, workshops and design labs, the welcoming and inspirational atmosphere here will enable you to build on your skills and take your craft to the next level.

### FUSEHILL STREET

There's a real sense of community at our Fusehill Street campus. With 24/7 facilities for study, sports teams and societies to get involved in, and welcoming spaces such as The Cube for meeting up with friends, you'll quickly feel at home. As well as the Library and Students' Union, you have access to modern facilities like the health simulation suite, a mock hospital ward, an outdoor classroom and science labs.



**Carlisle is a wonderful city with lots of green areas and parks to explore. There's also a good public transport system with the train station being in the city centre. The nightlife is good here too, with student nights, karaoke and quiz nights.**

Nathan Greening, BA (Hons) Wildlife Media





# LONDON

## LOCAL LIFE AND CAMPUS HACKS



### Coffee spots

Café Brera  
Notes  
Black Sheep Coffee



### Nightlife Spots

Feels Like June  
The Ledger Building  
Electric Shuffle Canary Wharf



### Food spots

Noodle Street  
Big Easy Canary Wharf  
Salento



### Culture & Art

Museum of London  
Docklands  
Canary Wharf Winter  
Lights  
Chrisp Street Market



### Ways to stay active

Mile End Park  
Poplar Baths Leisure  
Centre & Gym  
Crossrail Place Roof  
Garden

With its friendly community and personalised approach to learning, you'll feel right at home on our London campus. Breakout areas like the Cabin and the Conservatory Café are great spaces for studying, relaxing and catching up with friends. You also have access to our fantastic on-campus library and our multi-faith room, which is available for quiet reflection and Muslim prayers.

Located in a diverse, multicultural area with excellent access to the rest of East London and the city, there's plenty to do away from your lectures. Around campus, there's a variety of cafés to enjoy, as well as a traditional Victorian market and some quaint local parks. The towering skyscrapers of Canary Wharf are a short walk away too, with over 300 shops, bars and eateries lining its impressive waterways.



**The best place to go to study is the 'Cabin in the Woods' which feels so cosy and it has this comfortable vibe where it makes you want to study and do work either by yourself or with your group of friends.**

Sharmin Akther, BA (Hons) Education Studies











# JOBS & YOUR CAREER

## Part-time jobs and future career goals

One of the first things you need to do as student is activate your My Career Enriched account: [mycareerenriched.cumbria.ac.uk](https://mycareerenriched.cumbria.ac.uk)

My Career Enriched is a specialist careers hub that gives you access to support, job opportunities and events throughout your time as a student and for three years after you graduate.

### My Career Enriched has:

- A regularly updated list of part-time, full-time, volunteering and graduate scheme opportunities
- Employer events and webinars
- CV and job application reviews and feedback
- One-to-one appointments and mock interviews
- A 'Contact us' query function
- Access to skills pathways and LinkedIn Learning

**Career Ahead Employability Award**  
The Career Ahead award is a great way to develop your employability skills in your own time and enhance your graduate CV. Earn a Bronze, Silver or Gold award and get credit for:

- Work experience and volunteering
- Extracurricular achievements
- Career action planning, interviews and more

Explore Skills Pathways and a library of 10,000+ free LinkedIn Learning courses taught by industry experts to develop a wide range of skills, from video editing to people management to AI.

### One-to-one support

The Careers Team can offer one-to-one support throughout your degree and after you graduate to help you work on, develop and achieve your career goals. Your career journey begins on day one of your degree. It's never too early or too late to get in touch or explore our wealth of resources on My.Cumbria.

### Alumni Association

You will be part of the University of Cumbria community for life and we will continue to support you even after you graduate. You will become a member of our Alumni Association, an international network of more than 51,000 graduates, enriched with a diverse range of talent, skills, experiences and unique insights. You will receive exclusive alumni benefits and services, the latest news and event invites, and other opportunities to stay connected to Cumbria and each other.



# RETURNERS TO LEARNING

## A STEP IN A NEW DIRECTION

There is a lot of support available for mature learners, whether you're learning something new or planning to improve your skills to benefit an existing career.

Here's a little taste of what we offer.

- You'll get help from experienced people via our student support staff
- You can choose from part-time or distance-learning courses to fit around your home life
- You can access on-site childcare at Lancaster, as well as nurseries close to campus
- We can introduce you to other mature learners if you wish
- You'll have access to help from our careers advisers
- You can benefit from financial assistance
- Flexible learning support

### **Finance**

If you have children or you care for adults, there might be extra support available via Student Finance England, depending on your circumstances and course. Our money advice service can also help you manage your money while you study. Plus, if you're on a low income, you may be eligible for a bursary.

### **Accommodation**

Our halls of residence are open to mature learners or you can rent close to any of our campuses. Most local councils also offer council tax discounts for learners and single adults living alone or with dependent children.





# UCSU STUDENTS' UNION

## MAKING THE MOST OF YOUR STUDENT EXPERIENCE

The University of Cumbria Students' Union is an independent charity run by and for students across all campuses and courses. We offer a range of events, services and opportunities to all our members, whether you are campus-based or a distance learner. And the best bit is you automatically become a member free of charge.

Whether it's taking part in our Welcome Week programme, enjoying local events run in and around the campuses, joining or even running a student group, club or society, or taking part in career-enhancing voluntary activity, there is something for you.

UCSU also provides a voice for you 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 support service that can give you advice and advocacy on a range of issues.

Ultimately, UCSU is what you make of it. Whether that is taking part in groups, social events, helping your peers shape your course or even influencing the direction of the university as a whole, we offer a wide range of opportunities that you can dip in and out of during your time at Cumbria. If there are certain activities you'd like to see happening on our campuses, let us know – we are your UCSU.

We look forward to meeting you and finding ways to enhance your time with the University of Cumbria, but why wait to say hi? Let's be friends on Facebook and X! We would love to hear from you.

 Cumbria Students Union

 @CumbriaSU

To find out more, have a look at our website at: [www.ucsu.me](http://www.ucsu.me)





# YOUR NEXT STEPS

## THINGS TO DO BEFORE YOU ARRIVE

On the next few pages, you'll find a list of useful resources as well as a handy checklist to help you stay on top of your tasks.

### Activate your IT account

Once you complete your online registration, an email will be sent to your personal email account inviting you to activate your IT account. You must complete this process before you can access any of the university's IT resources, including your university email address. This will include signing up for two-factor authentication to help ensure your IT account remains secure.

### Not completed the online registration process yet?

Head back to your inbox and check the registration email we sent you. Had a problem with the online registration process and didn't complete it? Head to our Registration and Induction page at [my.cumbria.ac.uk/Student-Life/New-Students/](https://my.cumbria.ac.uk/Student-Life/New-Students/) where you'll find plenty of support.

Still having problems? Call our IT Service Desk Team on 01228 888888 or email [itservicedesk@cumbria.ac.uk](mailto:itservicedesk@cumbria.ac.uk)

See table opposite for additional help, information and support.

<a href="https://step.cumbria.ac.uk">step.cumbria.ac.uk</a>	You can access the online Student Enquiry Point (StEP) any time for information, guidance and help from teams within Student Services
<a href="https://hub.cumbria.ac.uk">hub.cumbria.ac.uk</a>	The Student Hub provides access to systems, services and support pages
<a href="https://my.cumbria.ac.uk/library">my.cumbria.ac.uk/library</a>	Library opening hours, library locations, borrowing and returning books, requesting books and using OneSearch
<a href="https://my.cumbria.ac.uk/moneyadvice">my.cumbria.ac.uk/moneyadvice</a>	Money advice
<a href="https://my.cumbria.ac.uk/Student-Life/Student-Services/">my.cumbria.ac.uk/Student-Life/Student-Services/</a>	Information for care leavers, adult carers, estranged students, Level 3 students and about the chaplaincy
<a href="https://my.cumbria.ac.uk/wellbeing">my.cumbria.ac.uk/wellbeing</a>	Health and wellbeing/mental health support
<a href="https://my.cumbria.ac.uk/Student-Life/Learning/Resources/Studying-from-home/">my.cumbria.ac.uk/Student-Life/Learning/Resources/Studying-from-home/</a>	Information about how to study from home
<a href="https://my.cumbria.ac.uk/international">my.cumbria.ac.uk/international</a>	International student support
<a href="https://my.cumbria.ac.uk/careers">my.cumbria.ac.uk/careers</a>	For help with finding part-time work, making applications and career decisions
<a href="https://my.cumbria.ac.uk/lil">my.cumbria.ac.uk/lil</a>	Access to 10,000+ digital courses
<a href="https://my.cumbria.ac.uk/charter">my.cumbria.ac.uk/charter</a>	Student Charter
<a href="https://my.cumbria.ac.uk/Student-Life/Academic-Registry">my.cumbria.ac.uk/Student-Life/Academic-Registry</a>	Academic Regulations Student policies and procedures
<a href="https://my.cumbria.ac.uk/Student-Life/Your-Studies/Programme-Administration/">my.cumbria.ac.uk/Student-Life/Your-Studies/Programme-Administration/</a>	Programme administration

# YOUR CHECKLIST

## HELPING YOU TICK OFF THE TO-DOS

Here are some things to tick off between now and your first few weeks of term.

### Professional checks - health and teacher training students.

- ☐ Complete 'Disclosure & Barring Service' Checks (DBS)
- ☐ Complete medical clearances

### Money & Finance

- ☐ Check your Student Finance and loans are in place
- ☐ Pay your student fees where applicable
- ☐ Check how our money advice service can help you
- ☐ Purchase a TV Licence (if you're bringing your own TV)

### IT services and systems - are you connected?

- ☐ Check that your IT account has been activated and you have set up two-factor authentication
- ☐ Visit the 'Student Hub' and download the app
- ☐ Make sure you can access your student email
- ☐ Download Microsoft Office, firewall and security software, and assistive technology
- ☐ Access ICON – the 'Student Record' and check your personal and course details
- ☐ Download your 'Welcome Week' and course timetables
- ☐ Activate your LinkedIn Learning account and download the app

### Rules and regulations (see page 37)

- ☐ View the Academic Regulations document [www.cumbria.ac.uk/about/organisation/professional-services/academic-registry/academic-regulations/](http://www.cumbria.ac.uk/about/organisation/professional-services/academic-registry/academic-regulations/)
- ☐ Visit [cumbria.ac.uk/student-life/accommodation](http://cumbria.ac.uk/student-life/accommodation) to view the regulation documents for your student accommodation
- ☐ Visit [my.cumbria.ac.uk/Student-Life/Support/Responding-to-your-concerns](http://my.cumbria.ac.uk/Student-Life/Support/Responding-to-your-concerns) to view Code of Conduct documents

### Registration and Welcome Week activities

- ☐ Complete online registration
- ☐ Cumbria Cards: collect your Cumbria Card from the Library at your campus base
- ☐ Meet your personal tutor
- ☐ Attend your course induction sessions and activities

### Health, safety and wellbeing

- ☐ Complete health and safety induction(s) for your accommodation and/or course
- ☐ Keep safe - view personal safety guides
- ☐ Keep yourself well and healthy - check out online guidance
- ☐ Register with a doctor and dentist

### Library and study skills

- ☐ Complete '**Head Start to University**'
- ☐ Visit your **library** and see the services available to you
- ☐ Check out your library PIN and how to operate self-issue machines
- ☐ Check out your module reading lists in Blackboard
- ☐ View **Skills@Cumbria** for library, academic, and digital skills support and resources
- ☐ Explore LinkedIn Learning courses and digital capabilities pathways

### Here to help

- ☐ Visit [my.cumbria.ac.uk](http://my.cumbria.ac.uk) and see the range of support available
- ☐ Contact the disability team or complete our online form to help us tailor a wellbeing plan to you
- ☐ Check out useful contacts
- ☐ Understand the sickness and absence rules for your course (and the attendance rules for International Student Visas)

### My network

- ☐ Connect with the university's and your course's Facebook pages and X feeds
- ☐ Check out what your Students' Union can offer you
- ☐ Check out the university's Chaplaincy services available to you

### Do you still have a query?



See the resources available via the Student Hub at [hub.cumbria.ac.uk](http://hub.cumbria.ac.uk)





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