



**University of
Central Lancashire
London**

Information and Guidance Pack for Students at UCLan London

2024/2025

This pack is intended to give you a brief synopsis of the different teams at UCLan London and what they can support you with. It includes a description and the key contact details of each team.

Table of Contents

iCentre	1
The Director of Studies	2
Academic Support	3
The Finance Department	4
Learning Resources	5
The Employability Team	6
The Wellbeing, Disability and Inclusion Team	7
The Admissions Team	8
Attendance	9

iCentre is here to support the non-academic side of your journey and functions and acts as a one stop shop for any help or information that you may require.

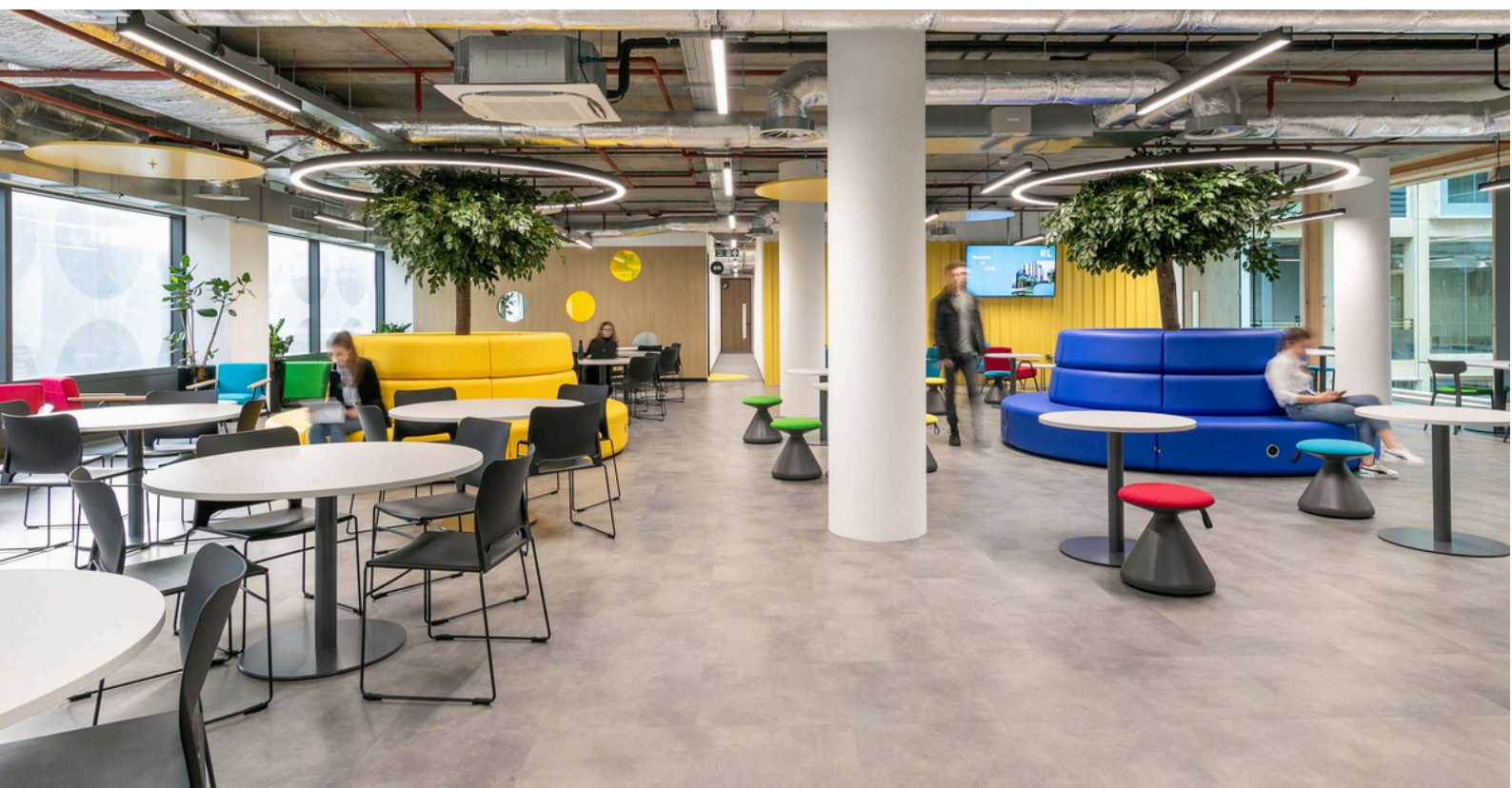
What we can help with:

- Oyster cards/ Railcard applications
- Access Cards
- Official Letters (that can be requested from the VLE)
- Guidance on where other queries can be directed
- Information and guides relating to all areas of student life
- Advice on Travel Bursary
- RTS (Right to Study) ID checks

The iCentre can only advise you on how to record your attendance, along with advice on how to make an attendance enquiry but the iCentre can NOT amend/void attendance.

Contact us: icentre@london.uclan.ac.uk

Find out more: [iCentre page on the VLE](#)



DoS has a responsibility to oversee your academic welfare. They are here to support you and ensure that you are as successful as you can be in your academic career.

What we can help with:

- Extension request - A valid reason and evidence need to be provided
- Mitigating Circumstances advice for postponing practical or coursework assessments to the next assessment period
- Study Break - taking a break for an Academic year
- Withdrawal (from studies) requests
- Non-Engagement
- Assessment Offence
- Student Progression - Results/Resit/Retake

Contact us: DoS@london.uclan.ac.uk.



3

Academic Support

Academic support is a support service for students who are still on the journey to becoming fully independent learners.

What we can help with:

- Paragraph structure
- Formal writing conventions
- Paraphrasing and summarising
- Citations and references
- Academic presentations
- Understanding assessment briefs
- Using Microsoft word and power point slides
- Finding academic sources

Contact us: Academicssupport@london.uclan.ac.uk



4

The Finance Department

The Finance Department offer support on finances relating to your university study.

What we can help with:

- Student Finance applications
- Submitting CoCs (Change of Circumstance)
- Payment queries
- Bursary/hardship applications

Contact us: finance@london.uclan.ac.uk

Find out more: [on our website](#)



The Learning Resource Centre is a dedicated team here to support you with your learning platforms.

What we can help with:

- VLE - Student enrolment, resources etc.
- Office 365 - Install office software package, support with student email/e:Vision password reset and unlock MFA secure account, self-paced courses for Word, PowerPoint, Excel
- Zoom - License for video recording
- Kortext - Access to digital textbooks
- Physical books - Manage the physical book catalogue for student book loans
- UCLan Digital Library - Help with access to UCLan digital resources

Contact us: learningresources@london.uclan.ac.uk

Find out more: [Learning Resources page on the VLE](#)



The Careers team supports you from day one with the tools and strategies to achieve your graduate career goals, whether in graduate employment, setting up your own enterprise or further postgraduate study.

We provide you with the tools to improve your employability skills and help prepare you for the working world.

What we can help with:

- Giving advice and helping you find the right career, course, or training route to enable progression into rewarding graduate employment or postgraduate education
- Helping you understand the skills, values, beliefs, ambitions, and experience you already have that will meet the specification for ideal job roles and career opportunities
- Identifying gaps in your knowledge, training, and experience required for your dream role
- Putting a plan in place so that by the time you complete your degree, you are equipped to successfully apply for that promotion, graduate employment, or further education position.

45 minutes 1:1 career support is available on-site, in Room 625 or remotely over Zoom.

Contact us: careers@london.uclan.ac.uk

Find out more: [Careers Service page on the VLE](#)



The Wellbeing, Disability and Inclusion Team

The Disability and Inclusion Team offers information, advice and practical guidance for students. Support is available for students who have mental health difficulties, on-going medical conditions and specific learning difficulties. In accordance with our duties under the Equality Act (2010), we provide reasonable adjustments that meet the needs of disabled students; remove or minimize disadvantages otherwise resulting from the disability; and encourage students to participate in university life and succeed in their studies. We may be able to assist students with special arrangements for their lectures and examinations. Students may also find they're eligible for Disabled Students' Allowance (DSA), which can be used for equipment and support to help them to complete their course.

Contact us: disabilityandinclusion@london.uclan.ac.uk

Find out more: [Wellbeing_page_on_the_VLE](#)

The Wellbeing Team offers three types of wellbeing support:

1. Wellbeing Advisory Service
2. Counselling Service
3. Disability and Inclusion Service

Wellbeing Advisory Service

Our wellbeing student advisors are here to support you through any emotional and/or wellbeing difficulties that you may have during your time at UCLan. Wellbeing student advisors will listen to your needs and will work with you to devise a plan of support during your difficulties. This may include liaising with and referring you to relevant internal and external services.

Counselling is a therapeutic process which provides you with a safe space to talk through any emotional difficulties or life challenges you may be experiencing.

Some of these difficulties or life challenges may include:

- Low mood and anxiety
- Bereavement
- Low self-esteem
- Family / Relationship Difficulties

8

The Admissions Team

The Admissions Team are always ready to assist you at every stage of the application process.

What we can help with:

- Application Queries
- Course Registration Queries
- Assessment Queries (Interview and English Tests)
- Readmissions (Previous students wanting to re-join)
- Entry Requirement Queries

Contact us: admissions@london.uclan.ac.uk



All students must record their class attendance between the allocated timeslots via VLE:

AM Sessions: between 09:45 - 10:30

PM Sessions: between 13:45 - 14:30

EV Sessions: between 17:45 - 18:30

If you join your class before the above hours or after 10:30/14:30, your attendance will not be recorded, and you will be marked as absent. It is your responsibility to record your attendance. Forgetting to record your attendance will automatically mark you as absent and the iCentre Team may refuse to amend your attendance. Attendance report discrepancies must be reported via VLE > My Forms > Attendance Enquiry Form (Amendments will only be made for technical errors and valid reasons recognised by the attendance team).

Find out more: <https://uclan.london/course/view.php?id=4939>





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