

Student Support Services

CARDIFF
UNIVERSITY

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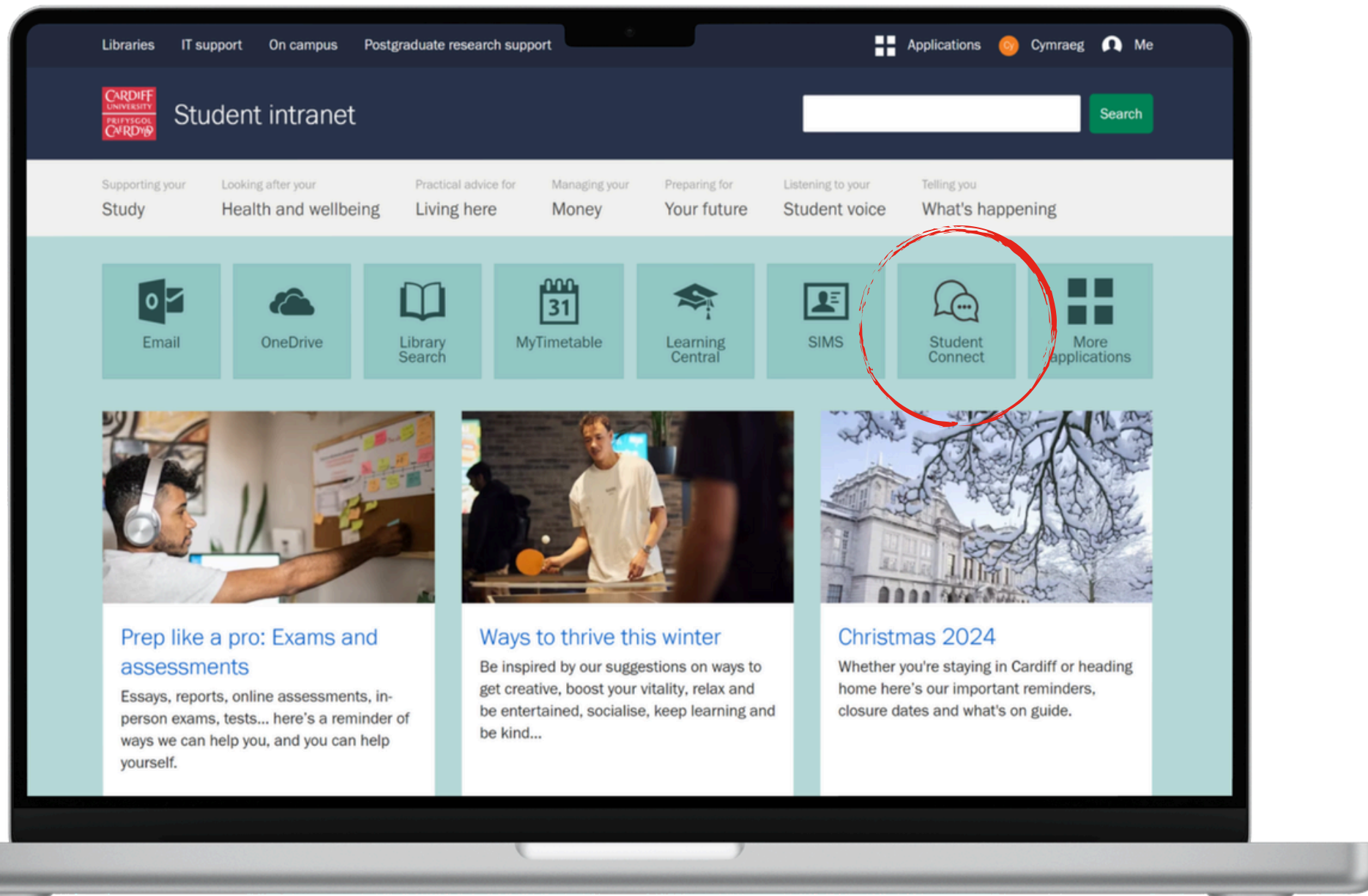
Canolfan Bywyd
Myfyrwyr
Centre for
Student Life

Where to find help

The Student Intranet is your first stop for everything you need to know.

- Access opens after online enrolment is complete
- Use your university email and password to log in
- Shortcuts to other essential information
- Easy to search
- Regularly updated

Student Connect is your first point of contact for any enquiries, offering support with navigating university life, from advice on your future and managing your money to developing your academic study skills.



Where to find help

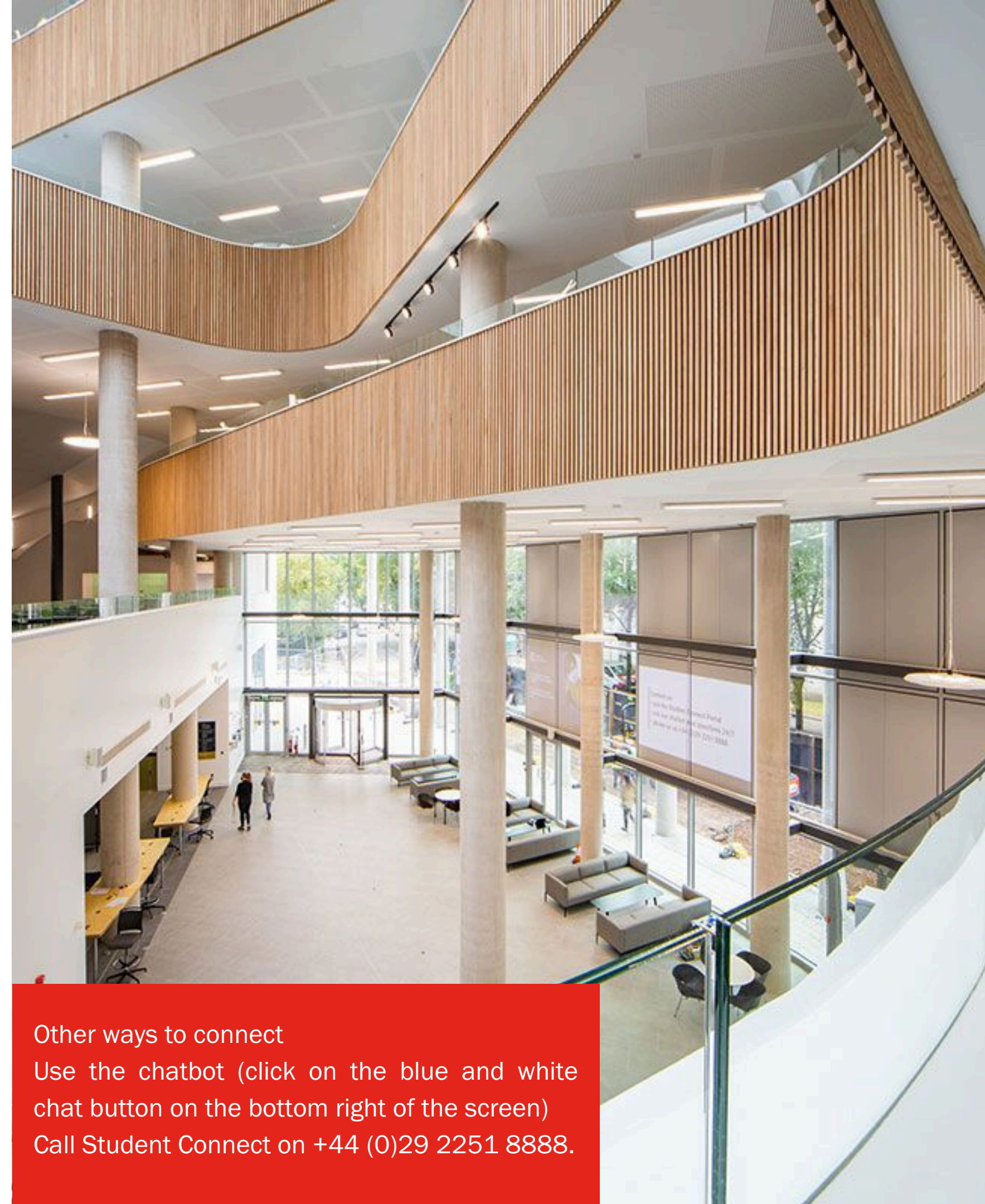
The Centre for Student Life is the main hub for student support services on Cathays Campus. On the Health Park campus, the same services are offered at the Student Support Centre in Cardigan House.

The Centre for Student Life is open

- Monday to Friday from 08:00 to 22:00
- Saturday 08:00 to 20:00
- Sunday 10:00 to 20:00
- The Student Support Centre in Cardigan House is open Monday to Friday from 09:00 to 16:30

Ways to connect:

- Search the Student Intranet
- Use the Student Connect Portal
- Visit the Student Connect team in person
- Use the chatbot
- Phone the Student Connect team



Other ways to connect

Use the chatbot (click on the blue and white chat button on the bottom right of the screen)
Call Student Connect on +44 (0)29 2251 8888.



Academic Support

Academic support comes in many forms, depending on your needs and objectives.

- **Academic Study Skills:**

50-minute classes and online resources on topics like critical thinking, essay writing, time management, note-taking, and referencing.

- **Academic English:**

Subject-specific classes and Open Access modules focusing on grammar, speaking, pronunciation, and everyday English (colloquial language, email etiquette, etc.).

- **Maths & Statistics Support:**

Drop-in sessions, appointments, and online resources for all students, not just those in Maths-based programs.

- **Group Work & Presentation Skills:**

Support for overcoming presentation nerves, preparing presentations, and working effectively in groups.

Personal Tutors and Mentors

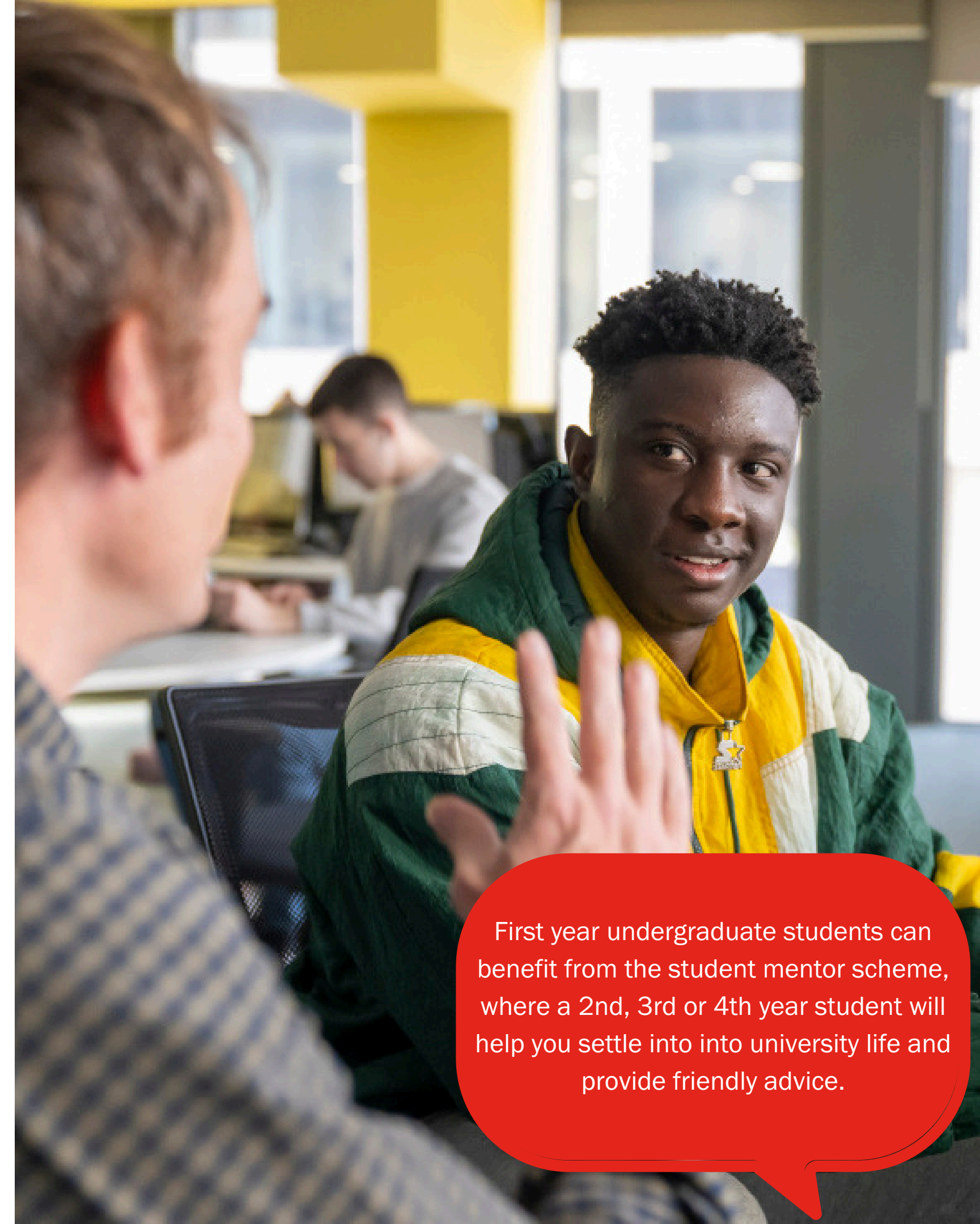
All students are assigned a personal tutor, who is an academic member of staff from their school and can provide guidance and support on pastoral and academic matters.

Personal Tutors

An academic member of staff is assigned to each undergraduate, postgraduate taught, and distance learning student at the beginning of their programme.

They can:

- be the first point of contact for you in your academic school
- provide you with guidance and support regarding your studies
- help you review your academic progress, performance and future goals
- provide pastoral guidance and signpost you to appropriate support services.



First year undergraduate students can benefit from the student mentor scheme, where a 2nd, 3rd or 4th year student will help you settle into university life and provide friendly advice.



Health and Wellbeing

Looking after your health and wellbeing is important and can take place in many different ways. Here are some of the services you can access as a student:

Self-help Resources:

A recommended first step for addressing mental health and wellbeing concerns, unless difficulties are severe, complex, or long-term.

Topics include: addictive behaviours, anger, anxiety, body image, eating disorders, communication, homesickness, LGBTQ+ & coming out, low mood, mindfulness, perfectionism, relationships, sleep, stress management, supporting others, and more.

Exercise Referral Scheme

Students experiencing low mood or anxiety who may benefit from a supported exercise programme can be referred for this service by a Counsellor or Wellbeing Practitioner.

Health and Wellbeing

Physical health and wellbeing:

- Occupational health (referrals and adjustments)
- Maintaining a healthy lifestyle
- Pregnancy, miscarriage and balancing caring for a baby alongside your studies
- Sexual health

Student Disability Support supports the needs of students who have one or more of the following:

- long-term physical health conditions
- sensory or physical impairments
- mental health conditions
- specific learning difficulties
- autistic spectrum conditions.

This includes screening, exam adjustment, assistive technology and career advice.

LGBTQ+ support

Assorted services that include Trans support Advisors, Wellbeing Champions, SU societies, topic-specific groups, coming out support and more.



Health and Wellbeing

Workshops, Courses, and Groups



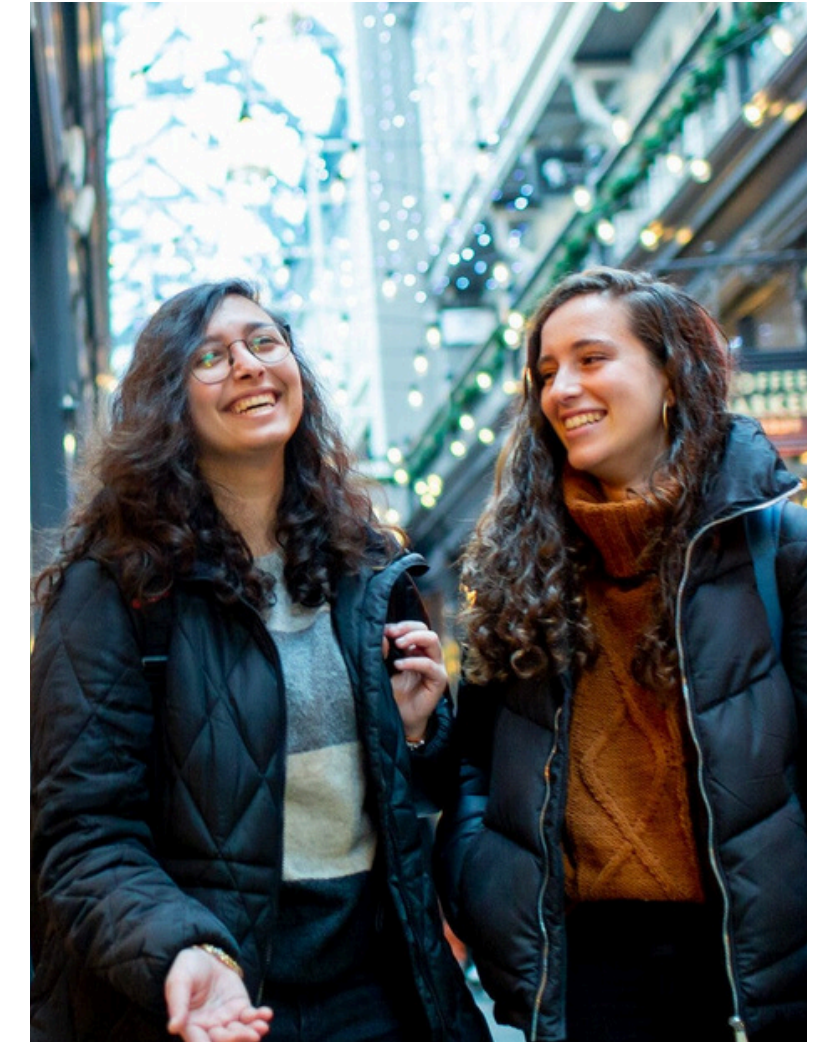
Wellbeing Workshops:
Information, support, and self-help resources on various topics and common challenges.



Therapeutic Groups:
A safe, confidential space to explore issues, share concerns, and develop skills over several weeks.



Training:
Gain valuable safety and bystander skills.



Peer Support Events:
Run by Student Wellbeing Champions.



Health and Wellbeing

Mental Health Liaison Service (MHULS)

MHULS provide support for students experiencing moderate, or long-term complex mental health difficulties.

Counselling and wellbeing appointments

Access one-to-one professional counselling and wellbeing therapists via bookable in-person and online appointments.

Urgent help

Student Intervention Team and Disclosure Response Team
(call 999 in an active emergency)

External services

In addition to university services, the intranet can direct you to verified external sources for support and advice.
in external providers.

Not sure where to start?
Speak to your Personal Tutor,
mentor, a Residence Life Assistant
or contact Student Connect

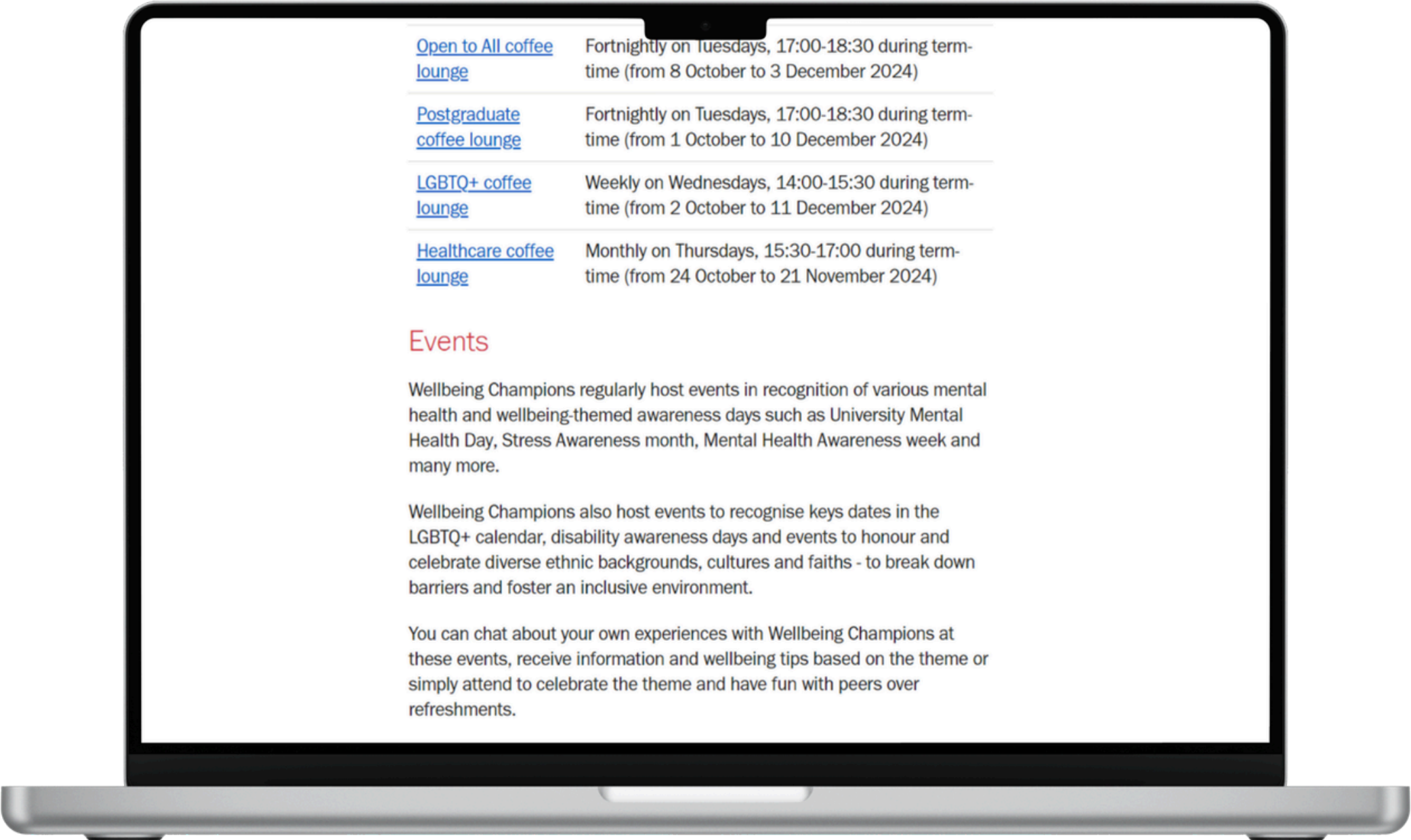
Health and Wellbeing

Wellbeing Champions: students who have received health and wellbeing training in order to provide peer support to fellow students. Meet then either one-to-one or in a group setting.

They can specialise in supporting:

- Undergraduate students
- Postgraduate students
- LGBTQ+ students
- Ethnic minority students
- Disabled students

Our Postgraduate Champions host coffee lounges and social meetups for master's and research students, offering a great chance to connect, build friendships, and enjoy free snacks and drinks.



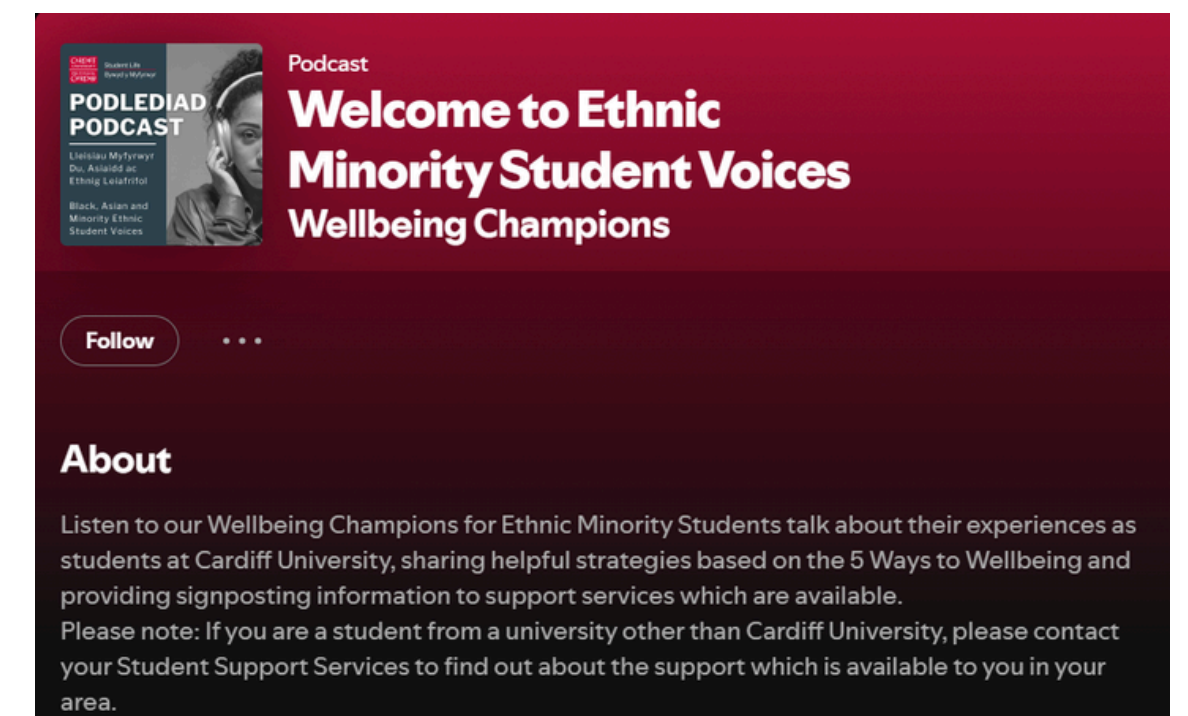
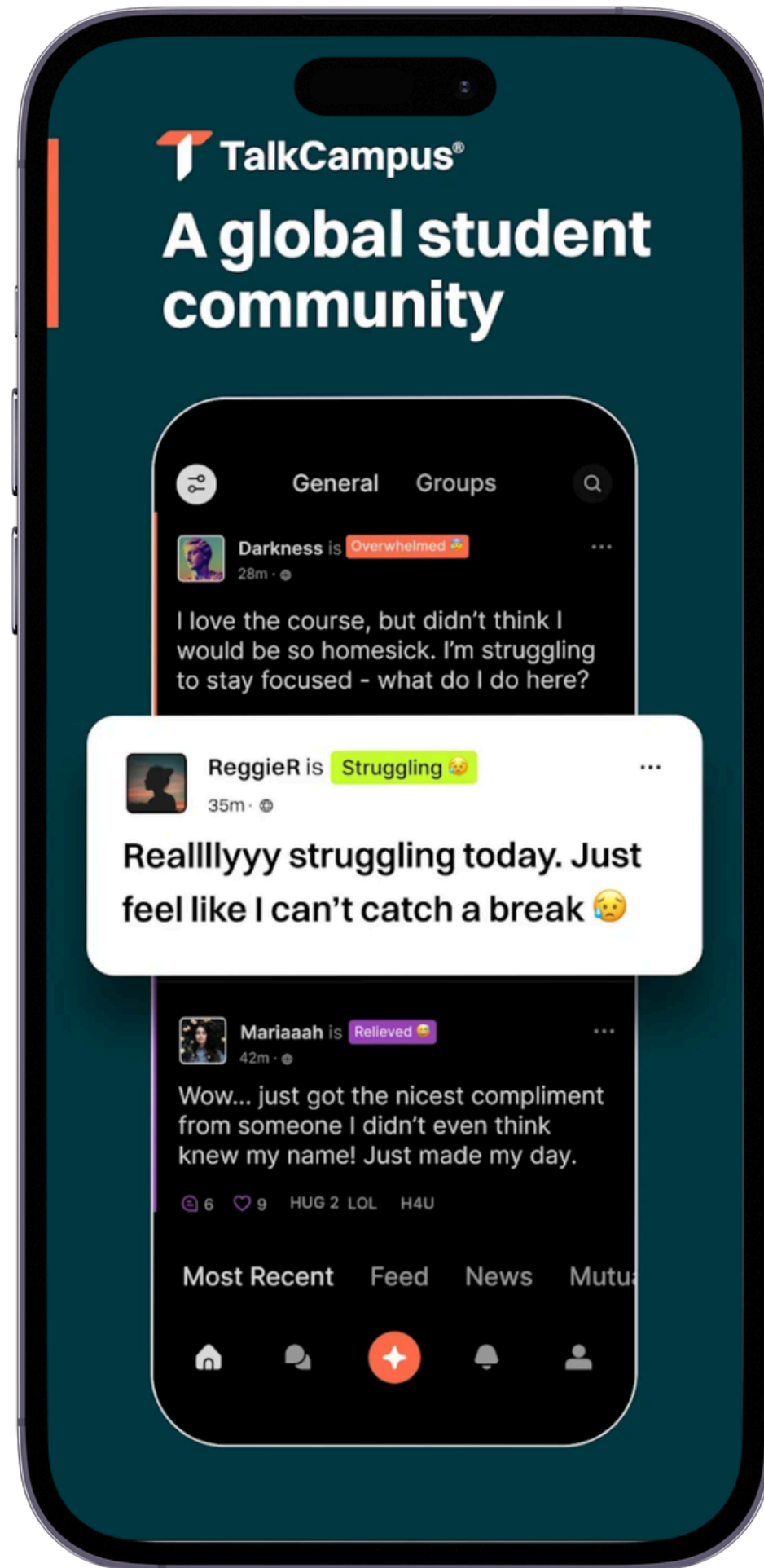
Health and Wellbeing

Residence Life Team

If you need a friendly chat, some advice, a fun activity to take your mind somewhere else or just want company, the Residence Life Assistants are here for you.

TalkCampus

A social networking site where you can talk anonymously about anything and without judgement. Powered by the leading mental health support network TalkLife.



Chaplaincy, faith and religion

The chaplaincy team provide a place for friendship, hospitality, reflection, prayer, support and dialogue, offering opportunities for you to engage socially and to explore faith and spirituality. They can also connect you with other representatives from your own faith tradition.

The Multi-Faith Prayer Room located on the 3rd floor of the Students' Union is open from 08:00 to 23:00.

Quiet rooms for contemplation, meditation and prayer are open across campus and students can also access two on-campus chapels.

In an emergency, the Catholic Chaplaincy on 62 Park Place is open 24/7, 365 days a year to all students irrespective of faith.



Rev Delyth Liddell

Coordinating Chaplain and Methodist Chaplain



Rev Belinda Huxtable

Anglican Chaplain



Rev Dr James Siemens (Fr Jacob)

Orthodox Christian Chaplain



Dr Meraj Hasan

Muslim Chaplain



Sr Maisha Karim

Muslim Chaplain



Dr Ari Ubeysekara

Buddhist Chaplain



Fr John (JP) Thomas

Catholic Chaplain

Residence Life Team



The Residence Life Team is a group of friendly students who are here to help you settle into university life. They run social events, casual coffee chats, offer advice and plan trips to explore your new city (and beyond!).

For more information check out: <https://residencelife.cardiff.ac.uk>

Advice and Money Team

If you find yourself in financial difficulty after you arrive, or if you need a little help planning your finances, our Advice and Money Team is here to help you.

Student Funding and Advice

- Funding advice for students to study full-time, part-time, year abroad, placement years and NHS funding.
- Basic advice on choosing accommodation and help if you encounter problems.
- Academic related issues such as reporting extenuating circumstances, taking an interruption of study, transferring to a different course, repeating or withdrawing and the financial implications of these decisions.
- Support to students who have been in care, who are estranged from their family, student carers, military experienced students and asylum seekers.

Student Visa Support

- UKVI immigration rules/conditions on student visas.
- Visa extension applications for students and their dependants.
- Immigration rules for working in the UK during your studies.
- Visiting Schengen countries.
- Inviting friends and family to visit you in the UK.
- EU Settlement Scheme (EUSS) and EU student visa options post-Brexit.

Bursaries, Scholarships and Money Support

- Financial planning.
- The University Financial Assistance Programme (Hardship Fund) to help with unexpected short term financial problems.
- US Federal Loans.
- Providing access to a number of charitable trust funds.
- Scholarships and bursaries for UK students

Student Futures

The Student Futures Team is focused on your future career. They help you start preparing from Day 1 and you can continue to access employability support for three years after graduating.

Where to start:

I'd like all the help I can get but don't know where to start

- Come to the first floor of the Centre for Student Life to speak to us
- Read more about all the support on offer [on the Intranet](#)
- Consider signing up for the [Cardiff Award](#)
- Contact us through [Student Connect](#)

How can I speak to a careers or Global Opportunities adviser?

- Book an [Ask an Adviser drop-in appointment](#) (book from 08:30 on the day)
- Book a Careers Appointment to speak to your School specific adviser
- [Book an appointment with a Global Opportunities Adviser](#)

I think I might need extra support, how do I get it?

- Over 70% of students could be eligible for extra support through [Career Confident](#)
- Support includes finding work experience and personalised mentoring

Where can I get my CV checked?

- Use the [CV Checker tool](#) online
- Book an [Ask an Adviser drop-in appointment](#)
- Come to the 1st floor of CSL for a quick CV check and templates

Where can I find job opportunities?

- Browse 1000+ opportunities on the [Jobs Board](#)
- Sign up for job notifications on your [Student Futures account](#)

Gain experience:

How do I meet potential employers?

- Come to a [Careers Fair](#) to talk to employers
- Attend [Panel Events](#) with alumni and employers
- Attend employer [Workshops and presentations](#)
- Keep an eye out for pop-ups across campus

How can I find work experience?

- Browse [Work Experience](#) opportunities
- Research what [schemes](#) are available to you
- Explore an [international work or research placement](#)

How can I become more employable whilst studying?

- Join the [Cardiff Award on your Student Futures account](#)
- Learn about career planning and developing your employability skills on [Student Futures+](#)
- [Take part in an international experience](#)

How can I practice interviewing?

- Access [Graduates First](#) for video interview practice
- Book a [careers appointment](#) with a careers adviser

I'd like to go abroad, what are my options?

- Find out about all [opportunities on the intranet](#)
- [Funding options](#) are available
- Can be as part of your degree or extra-curricular

Additional resources:

I'd like to teach, how can I get experience?

- Get classroom hours and prepare for a career in teaching with the [Classroom Experience Project](#)

I have an idea for a business, how do I get support?

- Join the [Start-up Support pathway](#) on Student Futures account

How can I practice industry approved assessments and tests ?

- Use [Graduates First](#) to practice free psychometric tests and other assessments from leading employers.

How can I make contacts in my industry?

- Apply for [Career Mentoring](#), to gain insight from an industry expert

Not found what you're looking for?

- There are other [Student Life teams](#) who can help



Working while studying: Jobshop

The Cardiff University Jobshop is a free student employment service which aims to find paid work for registered Cardiff University students.

Roles advertised by Jobshop vary and new roles are added throughout the year. You can find ad hoc, short-term and ongoing work at a variety of skill levels and with lots of different organisations.

- To apply for jobs through Jobshop, you must first register and complete a Right to Work check. This is a simple process that can be done online.
- All of your Jobshop roles, timesheets and payments are managed within one online portal, making it easier to keep track of your hours.
- Jobshop hires a lot of staff for events at the Principality Stadium- it can be a good way to see events for free!

IT Support & Libraries

Familiarise yourself with the library tools and figure out how to access the journals and databases for your subject area before you need them.

- There are 13 Cardiff University libraries but you can also access libraries at other universities (some may require prior registration)
- Most libraries have IT rooms with desktops available for students to use
- Some are open 27/4
- More than 2,500 study space for both group work and solo projects
- Borrow a laptop scheme: laptops can be borrowed for up to 2 weeks
- Access more than 1.3 million books and journals
- Reading lists: electronic copies, restricted items & placing requests
- Scan and Deliver service (excludes reading lists, limited to one article or chapter)
- Many publications are available electronically
- Intranet contains subject-specific resource lists
- Access free software to support your studies (all students can access Microsoft Office, proofing, assistive and anti-virus software, some specialist packages may be limited to specific Schools or programmes.)

studentconnect@cardiff.ac.uk





Guarantor Scheme

For students renting privately, landlords often require a UK-based guarantor. If you cannot provide one, they may ask for several months' rent upfront. Cardiff University may act as a guarantor in certain cases.

Eligibility:

- Fully registered students in attendance for the tenancy period (excludes writing-up periods).
- Overseas, EU, or home students needing a guarantor with no alternative provision.
- 2nd or subsequent year of study undergraduates or postgraduates continuing from Cardiff University.

Requirements:

- Proof of funding to cover rent.
- Satisfactory academic and accommodation records.
- No university debts.

Limitations:

- Covers unpaid rent only, not bills or damages.
- Applies to your “share” of rent in joint tenancies.
- Approval is required before signing a tenancy.



Students' Union

**Student life is often centred around the Students' Union
- and Cardiff has one the best in the UK!**

- Currently ranked 3rd best Students' Union by WhatUni Student Choice Awards!
- Led by an elected full-time student officer team who represent students interests and shape activities and services
- Hub for everything related to Student Life-events, services, social and study spaces, shops and restaurants
- Branches on both Cathays and Heath campuses

Student representatives

Every programme has a Student Academic Representative who volunteers to speak on behalf of the cohort.

The main role of a Student Academic Rep is to listen to feedback from their peers, and take this forward for discussion with staff members at regular Student Staff Panels - meetings designed to facilitate constructive conversation between Reps and school staff.

Reps also work closely with university staff to find solutions to ongoing issues, and to help feed this back to the cohort.





The Postgraduate Network

Postgraduate Network & Support at Cardiff University

The Postgraduate Network is a welcoming space for all postgraduates to connect, socialise, and build a community. Membership is automatic upon enrolment.

Stay Connected:

- Watch your email for postgraduate events.
- Discover ways to influence decisions through Student Academic Representatives, Speak Week, Senate, and more.

Leadership Opportunities:

Take on a role in the Students' Union to shape experiences, gain leadership skills, and enhance your CV.

For Research Students (PGR):

Know your rights, access training, and feel supported in your dual role as staff and student.

- Join UCU (free for PGRs who teach at Cardiff University) for advice on employment rights, representation, and professional development.



Enhance your degree

Take advantage of some of the ways you can enhance your degree, to make sure you get the most out your time in Cardiff

‘Give it Go’ – trips, tasters and activities organized by the Students’ Union

Languages for All – learn a language for free

Go Global – volunteer, work or study abroad as part of your degree - we have links with over 300 institutions and organisations, in over 50 countries.

Cardiff Award – improve your employability

Get work experience during your holidays with placement or internship- our Student Futures team can help you find the right fit for you

Start a business – got a bright idea? The Enterprise & Start-Up Team runs workshops, competitions and events to help students develop their skills, networks and confidence.

Volunteer – find a cause you care about and get involved!

Contact us

We are here to help



international@cardiff.ac.uk



www.cardiff.ac.uk/international



+44 (0) 29 2087 4432



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