



**UNIVERSITY
COLLEGE
BIRMINGHAM**

UNIVERSITY SERVICES AND LOCATION GUIDE

| SEPTEMBER 2026

STUDENT SUPPORT

For all general enquiries regarding Student Support services, please **contact: s.services@ucb.ac.uk**

Core Service	Location	Opening Times	Staff names / How to access
FINANCIAL SUPPORT Kickstart funding, Hardship funding, Funding for diagnostic tests, DSA contribution support	Ground floor, Baskerville House	Mon-Fri: 9am-4pm	Call: 0121 232 4020 or email: f.support@ucb.ac.uk In person opening hours: 10am-3pm outside of these hours please call/email to make an appointment. Kickstart queries: kickstart@ucb.ac.uk
MENTAL HEALTH AND WELLBEING Counselling, Mental Health Advice	Ground floor, Baskerville House	Mon-Thu: 9am-4.30pm Fri: 9am-3.30pm	Book an appointment via the student portal: Portal - University College Birmingham (ucb.ac.uk) Email: wellbeing@ucb.ac.uk
SAFEGUARDING	Accessible Support Hub (ASH), Room 308, Summer Row	Mon-Fri: 9am-5pm	Tracy-Anne Rider (DSL and Head of FE Pastoral Support), Jacqui Duggan (DDSL), Steph Hughes (DDSL), Ropa Ponjole (Deputy Designated Safeguarding Lead) Advising your tutor/ staff member of a concern and the need for support who will raise a 'my concern', email: safeguarding@ucb.ac.uk Call: 0121 232 4104
SEXUAL MISCONDUCT AND HARASSMENT SUPPORT SERVICE	Ground floor, McIntyre House	Mon-Thu: 9am-5pm Fri: 9am-4pm	Appointment based service Website: Speak out and support Referral: Mental Health & Wellbeing Support Email: studentcases@ucb.ac.uk
STUDENT ENGAGEMENT AND SUCCESS	Ground floor, Baskerville House	Mon-Thu: 9am-5pm Fri: 9am-4pm	Email: studentengagement@ucb.ac.uk Make an appointment: studentengagement.simplybook.it/v2 In person opening hours: 10am-3pm outside of these hours, please make an appointment.
ACCOMMODATION	Ground floor, Baskerville House	Mon-Thu: 9am-5pm Fri: 9am-4.30pm	Maltings: Current residents drop-in maltings@ucb.ac.uk Baskerville House: Email or call to make an appointment accommodation@ucb.ac.uk Call: 0121 232 4392 Ext: 2605 / 2764 / 2765
	On-site at The Maltings	7am-7pm Outside of these times, security support is available.	

LEARNING SERVICES

Core Service	Location	Opening Times	Staff names / How to access
LIBRARY	Ground floor, Baskerville House	Mon-Fri: 8am-midnight Sat: 9am-5pm Sun: 12pm-5pm	Access directly via student entrance. Academic Librarian research and referencing support can be booked by going to ucb.libcal.com Queries to library@ucb.ac.uk Call: 0121 232 4055
DISABILITY AND NEURODIVERSITY SUPPORT (DNS)	Ground floor, Baskerville House	Mon-Thu: 9am-5pm Fri: 9am-4.30pm	Email: DNSupport@ucb.ac.uk (for queries/appointments) Call: 0121 232 4497
CASE Academic Support Centre (ASC)	Ground floor, Baskerville House	ASC is open: Mon-Thu: 9am-7pm Fri: 9am-4pm	Academic Skills 1:1s in ASC appointment only. Appointments can be booked by going to ucb.libcal.com Queries to: library@ucb.ac.uk Call: 0121 232 4055

HE HIRED

Core Service	Location	Opening Times	Staff names / How to access
HIRED HE placements, Compliance (inc. DBS) Careers, Unitemps, Alumni, Apprenticeships	Ground floor, Baskerville House	Mon-Thu: 8am-5pm Fri: 8am-4.30pm	Please pre-book your appointments via Hired Connect. Drop in: main Baskerville House entrance. Students must sign in at Baskerville House reception. Email: hired@ucb.ac.uk unitemps@ucb.ac.uk apprenticeships@ucb.ac.uk

ATTENDANCE

Core Service	Location	Opening Times	Staff names / How to access
HE ATTENDANCE Registers, Group management, Absence log / authorisations	Fifth floor, Baskerville House	Mon-Thu: 9am-5pm Fri: 9am-4.30pm	Yi Xia: College of Food, Education, Health, Social Work, Sport Ellie Thrower: Business & Enterprise, Engineering, Psychology Molly-Jo Quinn: Computing, Creative Services, Nursing, Built Environment Email: attendance@ucb.ac.uk Call: 0121 604 1000 Ext. 2439/2714/2624/2827 Absence hotline: 0121 232 4061

EXAMINATIONS

Core Service	Location	Opening Times	Staff names / How to access
HE EXAMS BA, FdA, MA, BSc, MSc, PGCE	Room 312, Third floor, Summer Row	Mon-Thu: 9am-5pm Fri: 9am-4.30pm	Brendan Delaney (Examinations Manager), Lynsey McLaughlin, Kainaat Fatima and Becky Ellis (Senior HE Exams Officers), Joshua But, Mark Bennett, Sarb Dhesi and Sheila Babington (HE Exams Officers) Email: exams@ucb.ac.uk

ACADEMIC REGISTRY

Core Service	Location	Opening Times	Staff names / How to access
REGISTRY Certificate Claims, Letters of Completion, Graduation, Assessment Appeals, Extenuating Circumstances	Third floor, Summer Row	Mon-Thu: 9am-5pm Fri: 9am-4.30pm	Ruth Cartwright (Director of Academic Registry) and Svetlana Kanidova (Registry Manager), Luca Haines, Carmen Buzio, Rafia Begum (Admins) Email: registry@ucb.ac.uk

FINANCE AND STUDENT RECORDS: HE FEES AND STUDENT LOANS TEAM

Core Service	Location	Opening Times	Staff names / How to access
STUDENT FINANCE Queries related to Student Finance at undergraduate and postgraduate level and support with funding applications	Fifth floor, Baskerville House	Mon-Fri: 8.45am-5.15pm	Ian Shakespeare (Head of Department), Ben Carder (Supervisor), Drago Tokic and Sam Braddish Email: ucbstudentfinance@ucb.ac.uk Call: 0121 232 4092 Drop in session: Thursday, 11am-1pm, Baskerville House, Room B, Student Services Book a face-to-face appointment by going to: outlook.office365.com/book/HEfeesandStudentLoans@ucb.ac.uk
PAYMENTS Overdue payments, instalments and repayment plans	Fifth floor, Baskerville House	Mon-Thu: 9am-5pm Fri: 9am-4.30pm	Jamie-Ben Parker (Financial Operations Manager) Email: payments@ucb.ac.uk Call: 0121 232 4016 Ext. 2216 Payments for tuition and accommodation fees can be made through flywire: payment.flywire.com/pay/payment
ENROLMENT Student record queries, Fees, Data changes – name, address, mobile number, NoK contact updates	Fifth floor, Baskerville House	Mon-Thu: 9am-5pm Fri: 9am-4.30pm	Ian Shakespeare (Manager), Jill Wadhams (Supervisor), Sam Braddish, Christi Quinn, Aimee Harding and Navina Sahota Email: enrolment@ucb.ac.uk Call: 0121 232 4013 Please note that address, contact details etc. can be updated via the Student Portal

DICE

Core Service	Location	Opening Times	Staff names / How to access
E-LEARNING Canvas	Ground floor, McIntyre House	Mon-Thu: 9am-5pm Fri: 9am-4.30pm	Email: DICE@ucb.ac.uk Ext. 2437

ITSU

Core Service	Location	Opening Times	Staff names / How to access
IT SUPPORT HELPDESK	Ground floor, Summer Row Ground floor, McIntyre House Lower ground floor, The Link Ground floor, Baskerville House	Mon-Thu: 9am-5pm Fri: 9am-5.30pm	Andy Gorin (Head of IT Support Services) Log a ticket: ucb.freshservice.com/support/home click on 'report an issue'. Summer Row: Ext. 2482 McIntyre House: Ext. 3181 The Link: Ext. 2666 If offsite, you can contact IT via 0121 604 1000 and opt 7

VISA COMPLIANCE

Core Service	Location	Opening Times	Staff names / How to access
Visa Advice, Right to Study check, Visa compliance monitoring, Visa extensions	Fifth floor, Baskerville House	Mon-Thu: 9am-5pm Fri: 9am-4.30pm	VJ Janc (Manager) Soraya Bodalec (Visa Compliance Officer) Mishal Sardar (Visa Compliance Officer) Illham Saleh (Visa Compliance Officer) Margita Gombar (Internim Visa Compliance Officer) Email: visa-advice@ucb.ac.uk Call: 0121 232 4462

GUILD OF STUDENTS

Core Service	Location	Opening Times	Staff names / How to access
Student groups, Academic representation, Advice on complaints, Appeals, ECs, General	Ground floor, Moss House	Mon-Fri: 10am-4pm core hours (alternative times available by appointment)	Student groups: society.support@ucbguild.co.uk Academic representation: jay@ucbguild.co.uk Advice on complaints, appeals, ECs: advice@ucbguild.co.uk General: guildinfo@ucb.ac.uk or call: 0121 232 4344 Bookings available: Mon-Fri: 10am-4pm via ucbguild.co.uk/our-story/book-a-meeting

REFLECTION ROOMS

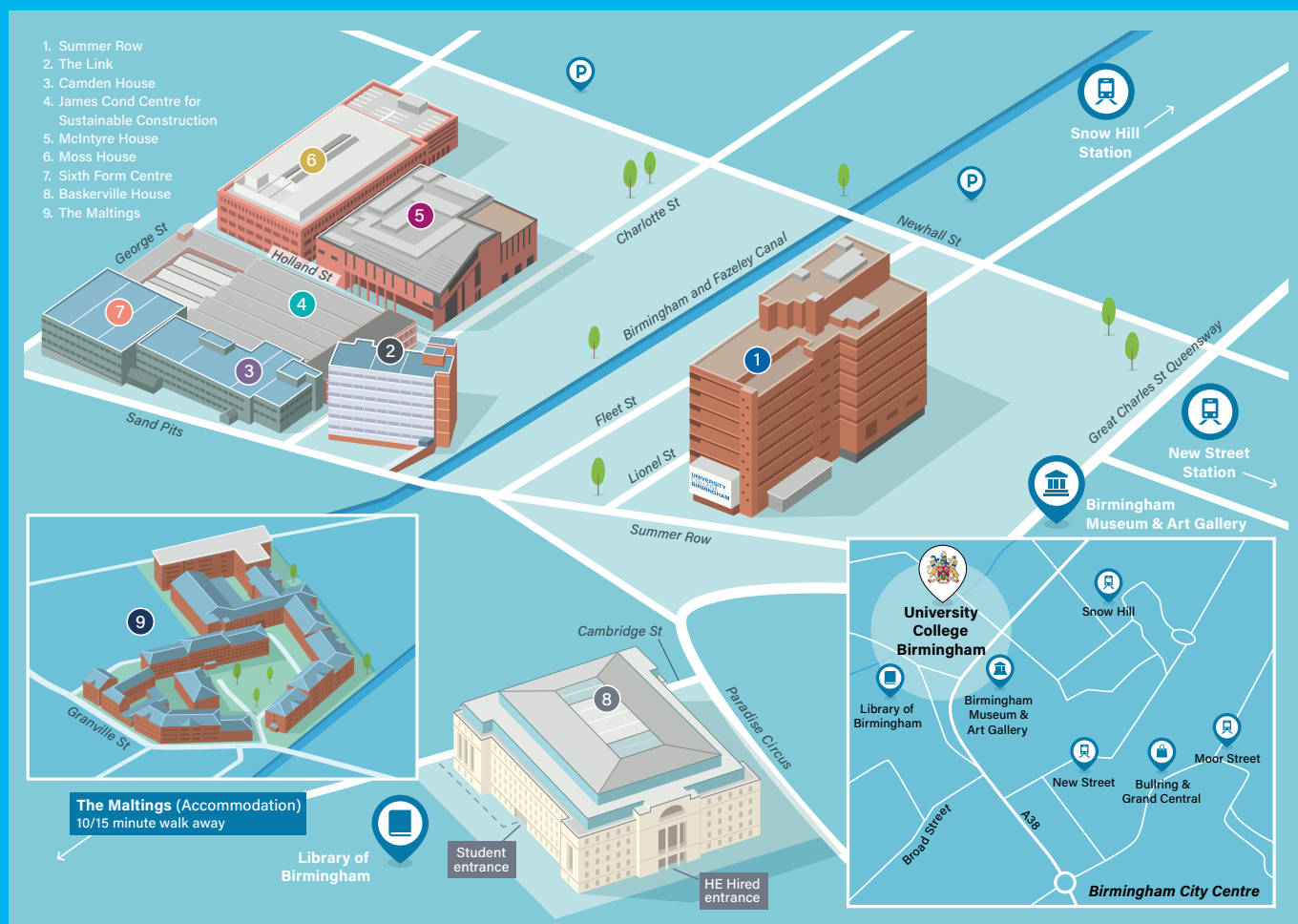
THERE ARE SEVERAL PLACES FOR STUDENTS AND STAFF TO PRAY/REFLECT:

Eighth floor, Summer Row - opposite SR803

Ground floor, Moss House

Third floor, McIntyre House

Ground floor, Baskerville House



SCAN TO
VIEW THE FULL
CAMPUS MAP



Summer Row, Birmingham B3 1JB

0121 232 4300 / 0121 604 1000

ucb.ac.uk



**UNIVERSITY
COLLEGE
BIRMINGHAM**