

# Library & Student Services

## Key staff contacts:

### EPSOM



Gateway Services Manager  
**Hilary Wicks**  
[gatewayepsom@uca.ac.uk](mailto:gatewayepsom@uca.ac.uk)



Senior Adviser  
**Louise Bailey**  
[gatewayepsom@uca.ac.uk](mailto:gatewayepsom@uca.ac.uk)



Specialist Adviser  
**Nyawira Nijiraini**  
[adviceps@uca.ac.uk](mailto:adviceps@uca.ac.uk)



ICT Adviser  
**Jenny Double**  
[gatewayepsom@uca.ac.uk](mailto:gatewayepsom@uca.ac.uk)



ICT Adviser  
**Yousuf Ullah**  
[gatewayepsom@uca.ac.uk](mailto:gatewayepsom@uca.ac.uk)



Counsellor  
**Dawn Ashdown-Harris**  
[counselling@uca.ac.uk](mailto:counselling@uca.ac.uk)



Counsellor  
**Aisha Gordon-Hiles**  
[counselling@uca.ac.uk](mailto:counselling@uca.ac.uk)



Weekend Supervisor  
**Ian Dewar**  
[gatewayepsom@uca.ac.uk](mailto:gatewayepsom@uca.ac.uk)



Learning Enhancement and  
Support Manager  
**Paula Clark**  
[gatewayepsom@uca.ac.uk](mailto:gatewayepsom@uca.ac.uk)



Learning Support Manager  
**Nikki Scambler**  
[gatewayepsom@uca.ac.uk](mailto:gatewayepsom@uca.ac.uk)



Dyslexia Adviser  
**Keith Robinson**  
[gatewayepsom@uca.ac.uk](mailto:gatewayepsom@uca.ac.uk)



Careers and Employability Adviser  
**Neville Kemp**  
[careers@uca.ac.uk](mailto:careers@uca.ac.uk)



Learning Development Tutor  
**Kathy Burke**  
[gatewayepsom@uca.ac.uk](mailto:gatewayepsom@uca.ac.uk)



Learning Development Tutor  
**Nicola Whittingham**  
[gatewayepsom@uca.ac.uk](mailto:gatewayepsom@uca.ac.uk)



Learning & Teaching Librarian  
**Matthew Parfitt**  
[gatewayepsom@uca.ac.uk](mailto:gatewayepsom@uca.ac.uk)



Learning & Teaching Librarian  
**Nick Turner**  
[gatewayepsom@uca.ac.uk](mailto:gatewayepsom@uca.ac.uk)

## The Gateway

The Gateway is located in your campus Library. Our **Advisers** can help you to use the Library and access our Student Services teams. Our advisers are your first point of contact; they can help you to use our collections, facilities, ICT and book appointments with our specialist teams.

## Advice & Student Finances

Our **Specialist Advisers** are here to provide information and assistance with financial and welfare issues including student loans, budgeting and managing your finances, disputes with housemates or landlords, access to local faith services and external support agencies and services. We also provide specialist information and guidance to international students as required.

## Care Leavers

We appreciate that there are practical concerns for looked after children, care leavers, young carers and other students who may have limited or no family support when entering further or higher education. To help you make the transition into either further or higher education, we have four **designated members of staff** (DMS) for students who may need additional support. This support can include information and advice on returning to education, help accessing financial help, liaising with other UCA services such as accommodation, careers or disability and specific learning differences support.

## Counselling

Our **Counsellors** are available to help you with any personal concerns you may have. You may seek counselling for a wide variety of reasons, perhaps because of a sudden or unexpected event or a need to deal with personal issues or changes. Whatever the problem, the service is offered on a confidential basis by professionally qualified counsellors, who are accountable to UCA and to the professional bodies of which they're members.

## Careers & Employability

Our **Careers & Employability Advisers** work closely with your course and industry professionals from the creative sector to offer you a wealth of information, advice and expert guidance. With our support network, we'll help you to assess your skills and attributes, review a wide range of career opportunities, and achieve both your potential and your personal goals, empowering you to manage your own career path.

Our service includes: industry specific information on our website and myCareer tab in myUCA; in-depth careers guidance appointments; creative job vacancies and competitions; on course presentations and workshops, and careers events supported by the creative arts sector and businesses.

## Disability & Specific Learning Differences

Our **Disability & SpLD team** work alongside you and academic colleagues to provide advice, guidance and information. We encourage an inclusive environment which enables you to develop your skills, knowledge and strategies to manage your own learning.

This could include discussions to consider your learning needs in relation to your chosen course of study, and signposting and referral for additional assessments, if required.

## Learning & Teaching Services

**Learning & Teaching Librarians** can help you with your research for written and practical assignments. They'll help you to become confident in gathering, assessing and using the information you find from a variety of sources.

**Learning Development Tutors** provide language and study advice as well as guidance that will help you to succeed academically and creatively by communicating your ideas more effectively.