

### School of Healthcare Sciences Support Contacts

Nature of Enquiry	Contact details
Assessment related queries, for example: <ul style="list-style-type: none"> <li>Submission portal</li> <li>Location of mark and feedback</li> <li>Hand-in dates</li> </ul>	<a href="mailto:HCAREAssessment@cardiff.ac.uk">HCAREAssessment@cardiff.ac.uk</a>
Bursary/Childcare/DSA payments	<a href="mailto:Petersenca@cardiff.ac.uk">Petersenca@cardiff.ac.uk</a>
Complaints	<a href="mailto:HCAREStudentComplaints@cardiff.ac.uk">HCAREStudentComplaints@cardiff.ac.uk</a>
Council tax certificates	<a href="mailto:Registrysupport@cardiff.ac.uk">Registrysupport@cardiff.ac.uk</a>
Enrolment	<a href="mailto:HCAREstudentmi@cardiff.ac.uk">HCAREstudentmi@cardiff.ac.uk</a>
Expenses – travel/placement related	<a href="mailto:HCAREStudentFinance@cardiff.ac.uk">HCAREStudentFinance@cardiff.ac.uk</a>
Extenuating circumstances	<a href="mailto:HCAREExtCircs@cardiff.ac.uk">HCAREExtCircs@cardiff.ac.uk</a>
Interruption of studies	<a href="mailto:HCAREstudentmi@cf.ac.uk">HCAREstudentmi@cf.ac.uk</a>
Placements – pre-registration queries	<a href="mailto:HCAREPlacements@cardiff.ac.uk">HCAREPlacements@cardiff.ac.uk</a>
Placement accommodation	<a href="mailto:HCAREPlacementaccom@cardiff.ac.uk">HCAREPlacementaccom@cardiff.ac.uk</a>
Programme specific queries, for example: <ul style="list-style-type: none"> <li>Placement/theory hours</li> <li>Special leave requests</li> <li>Radiation badges</li> <li>Uniform and /or name badge replacement</li> <li>Absence reporting</li> <li>Accident and Emergency Unit security passes</li> </ul>	<p>NURSING (Adult/Mental Health/Child) <a href="mailto:HCARENursingProgrammeSupport@cardiff.ac.uk">HCARENursingProgrammeSupport@cardiff.ac.uk</a></p> <p>MIDWIFERY <a href="mailto:HCAREMidwiferyProgrammeSupport@cardiff.ac.uk">HCAREMidwiferyProgrammeSupport@cardiff.ac.uk</a></p> <p>OCCUPATIONAL THERAPY <a href="mailto:HCAREOTProgrammeSupport@cardiff.ac.uk">HCAREOTProgrammeSupport@cardiff.ac.uk</a></p> <p>ODP <a href="mailto:HCAREODPProgrammeSupport@cardiff.ac.uk">HCAREODPProgrammeSupport@cardiff.ac.uk</a></p> <p>RADIOTHERAPY AND ONCOLOGY <a href="mailto:HCARERadiotherapyProgrammeSupport@cardiff.ac.uk">HCARERadiotherapyProgrammeSupport@cardiff.ac.uk</a></p> <p>DIAGNOSTIC RADIOGRAPHY AND IMAGING <a href="mailto:HCARERadiographyProgrammeSupport@cardiff.ac.uk">HCARERadiographyProgrammeSupport@cardiff.ac.uk</a></p> <p>PHYSIOTHERAPY <a href="mailto:HCAREPhysioProgrammeSupport@cardiff.ac.uk">HCAREPhysioProgrammeSupport@cardiff.ac.uk</a></p> <p>ALL POSTGRADUATE PROGRAMMES <a href="mailto:HCAREPGTProgrammeSupport@cardiff.ac.uk">HCAREPGTProgrammeSupport@cardiff.ac.uk</a></p>
SIMS student record queries	<a href="mailto:HCAREstudentmi@cardiff.ac.uk">HCAREstudentmi@cardiff.ac.uk</a>
Student card	<a href="mailto:HCAREstudentmi@cardiff.ac.uk">HCAREstudentmi@cardiff.ac.uk</a>
Transcripts	<a href="mailto:Registrysupport@cardiff.ac.uk">Registrysupport@cardiff.ac.uk</a>
Turnitin – submitting assessments	<a href="mailto:HCARESubmit@cardiff.ac.uk">HCARESubmit@cardiff.ac.uk</a>
ID Card problems / replacement	<a href="mailto:accesscontrol@cardiff.ac.uk">accesscontrol@cardiff.ac.uk</a>

Cardiff University also has a new Student Connect service available if you need support while studying with us. To get in touch with the team, you can email: [studentconnect@cardiff.ac.uk](mailto:studentconnect@cardiff.ac.uk) call them (+44 (0)29 2251 8888) or you can visit the [Student Support and Wellbeing team intranet pages](#) and address questions to our new chatbot, available 24/7.