Before You Arrive
Newcastle University, the City and Travel

The University

Newcastle University is situated in Newcastle city centre so it is easy to experience everything Newcastle has to offer. Further information about the University campus is available on the following website: www.ncl.ac.uk/about/campus/newcastle/

Maps of the campus and the city are available at: www.ncl.ac.uk/about/visit/maps. These may be useful to you in the first few weeks as you familiarise yourself with the many buildings on campus. You will soon know the way to your School/Institute office, the library, your nearest PC cluster and other facilities which will play a large part in your studies. Virtual tours of the campus and the city are also available: http://www.ncl.ac.uk/tour/

The City

Newcastle is a cosmopolitan city with many cultural, shopping and entertainment facilities. There are many websites dedicated to Newcastle and the surrounding area which can provide help with information for those new to the City. Some useful websites are:

- www.getintonewcastle.co.uk/ – information and events in Newcastle
- www.newcastle.gov.uk – Newcastle City Council
- www.newcastlegateshead.com/ – official Tourist Information

The Region

The following sites provide information on venues around the city and region so can prove a valuable source of information and inspiration:

- www.visitnortheastengland.com – for information about the entire North-East region
- www.visitnorthumberland.com – for events and days out in Northumberland

Living in the Community

For many of you this will be the first time you have lived independently in the community. The University has put together the following webpage with advice on how to enjoy your independence whilst at the same time getting along with your neighbours: www.ncl.ac.uk/students/progress/student-resources/community

Travelling to and around Newcastle

Newcastle has excellent transport links with major UK and international cities and we can provide some useful information to help you plan your journey at www.ncl.ac.uk/about/visit/travel/. The University is located next to Haymarket Metro station.

If you are arriving by plane, please note that you can take a taxi from the airport to your accommodation. This should cost around £15–£18. Alternatively you can take the Metro to the city centre. This will cost around £4.
For International and EU students we offer an Airport ‘Meet and Greet’ Service from Newcastle Airport during International and EU Welcome week. Full details are available at www.ncl.ac.uk/pre-arrival/international/airport/

If you are arriving by train taxis are available immediately outside Newcastle Central Station. Alternatively, there is a Metro station in Central Station or it is a 10-15 minute walk to the campus.

The main transport methods for getting around the city are the Metro or by bus, both run frequently throughout the day and are a convenient way of travelling. Information about local travel is available on the following website along with timetables and information about ticket pricing: www.nexus.org.uk

**Accommodation and NUStudent Homes**

We recommend that you arrange your accommodation in advance of your arrival in Newcastle. Our Accommodation Service, based within Student Services, King’s Gate, can help you with this. Our Teams provide accommodation to prospective students, assistance to current students, advice on private-sector accommodation and advice and guidance on any accommodation related issue.

Detailed information on our products and services is available at: www.ncl.ac.uk/accommodation

Newcastle University has signed up to the Universities UK Code of Practice for the Management of Student Housing. The code complies with the requirements of the Housing Act 2004 and relates to the management of building, building standards and services you receive. Further information is available at www.uukcode.info/

**University Accommodation**

If you have not yet found anywhere to live you should contact the Accommodation Service. If no University room is available we can offer assistance in finding alternative accommodation. We also provide professional advice on a range of accommodation issues.

If you have been offered a room in University accommodation, you will receive an online Contract and a link to the Terms & Conditions which cover everything you need to know about your new home. Part of the online contract is completion of an online E-Welcome Induction which will help you to make the most of your stay in our accommodation by taking you through essential information to ensure you and your fellow residents are safe, secure and comfortable. For specific contact
details, opening times and directions to your accommodation, please refer to your accommodation page at www.ncl.ac.uk/accommodation/students/accommodation/. You must complete both your Contract and the E-Welcome before you can collect your keys.

If you are unhappy with your room allocation before you arrive, you can register for a room swap on our Facebook page, further details are available at www.ncl.ac.uk/accommodation/current/swaps. It is your responsibility to identify a possible student to swap for your room. If after the start of term, you want to move to an alternative room, transfer request forms will be available at http://www.ncl.ac.uk/accommodation/current-students/room-changes/transfer/#transfers

Students who leave University accommodation for non-University accommodation will be responsible for the rent until either the end of the original contract or until the room is accepted by another student who is not already paying rent to the University. Information is available at www.ncl.ac.uk/accommodation/current-students/leaving/

If you have been offered a room in Managed Partnership Accommodation, you will have a longer contract and different contractual terms and it is important that you familiarise yourself with them.

NUstudenthomes
NUstudenthomes is the private sector team within the Accommodation Service. We assist new students who are not entitled to, or do not require, University accommodation. We also help returning students who move out of University accommodation. We offer information and advice on all aspects of the private sector, including advertising available properties, all of which are directly managed by the NUstudenthomes team.

NUstudenthomes manage a range of competitively priced two-to-six bedroom properties in popular student areas of the city, including Albion House and Barker House, purpose built developments offering studio and en suite accommodation. Staff can arrange accompanied viewings to these properties making the initial property search much easier. Details of properties are available online at www.ncl.ac.uk/accommodation/private/search with properties being advertised from December and throughout the academic year. As well as fully vacant properties, single rooms in properties sharing with other students are also advertised. No administration fees are charged and water rates and personal belongings insurance are included in rents.
Living in the Community and Noise Complaints

The University provides guidance to all students living in the local community [link], including developing relationships with neighbours, being respectful to others and the environment.

While the majority of students are considerate towards their neighbours, the University does sometimes receive complaints from other residents and Police reports of witnessed noise. See the Noise Nuisance Protocol [link] which explains how this type of misconduct is dealt with under the Student Disciplinary Procedures [link].

Notify us of a Disability

If you have not already done so you should inform the University of any disabilities that you have as soon as possible. You can do this using the confidential questionnaire on page 70. You can cut the questionnaire out and return it to the Student Wellbeing Service by post or email (details below) or you can hand it in to Student Services, King's Gate.

Registration Support for Students with Disabilities or Additional Requirements

If you have a disability and/or additional requirements and you would like some assistance during the registration process, please contact Disability Support (Tel: +44 (0) 191 208 3333/ Online Form: [link]) or Student Progress Service (Tel: +44(0) 191 208 3423/Email: student-registration@ncl.ac.uk) prior to registration. Alternative arrangements will then be organised. If you require any assistance during the Arrival, Welcome and Registration period, you should go to the Registration Helpdesk in the Hadrian Building.

Visa and Entry Clearance

Immigration regulations require that most non-EEA students apply for entry clearance permission to enter the UK before departure. If you are a national of the European Economic Area or Switzerland you do not require a visa or immigration permission to enter and remain in the UK whilst you are studying.

The main immigration route for students is called Tier 4 General. To make an application for Tier 4 General entry clearance you will need to apply in time to gain entry for the start of your course and any induction programmes.
If you are coming to the UK to study for less than six months, or as an English Language student for a maximum of 11 months, then you may want to consider applying for entry clearance under the Short Term Study route.

If you are coming to the UK on a Tier 4 or Short Term Study visa for a programme of more than 6 months, you will be required to collect your Biometric Residence Permit card (BRP) from a local Post Office. You should take note of the collection instructions in the decision letter you receive when your visa is granted. Please bring your decision letter with you when you travel to the UK.

Travelling to the UK to study

We advise you to carry any documents which confirm that you are able to meet the immigration requirements for students in your hand luggage. For example, you should carry:

- Your passport
- Your decision letter given to you when your visa was granted (if applicable)
- Your offer letter or CAS statement from Newcastle University
- Details of any accommodation that you have arranged
- Details of any sponsorship or financial evidence confirming that you have funding in place for your tuition fees and living costs

The Newcastle University Visa Team offers guidance to prospective students through its web pages to help begin the process of applying for leave to enter the UK. See the Pre-Arrival, Visa and Entry Clearance section for further information if this applies to you.

The Team are happy to respond to queries from all students who are experiencing difficulty with the application process. Contact details are available on the Visa Team webpage http://www.ncl.ac.uk/students/progress/visa/AccessingVisaSupport/index.htm
Further links and Useful Information

Immigration guidance for Newcastle University students

You can also refer to information on the university website at www.ncl.ac.uk/students/progress/visa/

UK Council for International Student Affairs (UKCISA)

UKCISA provide news, frequently asked questions, immigration help sheets and guidance on the application process: www.ukcisa.org.uk/

Official immigration guidance

Please see Tier 4 General policy guidance which is available from the Home Office website: https://www.gov.uk/government/publications/guidance-on-application-for-uk-visa-as-tier-4-student