PART TWO

Financial Matters, Facilities and Services

It is important that supervisors and students are aware of regulations regarding payment of fees to the University and also of sources of financial help, should they ever be required.

There are many services available to staff and students in the University. Included here is a list of the main services, each with a description of what you can expect and how you access them. Some are essential in fulfilling your studies here, others pertain to leisure activities. You are recommended to spend some time making yourself aware of what is available should the need for further information arise.

<table>
<thead>
<tr>
<th>Content</th>
<th>Page Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuition Fees</td>
<td>2</td>
</tr>
<tr>
<td>Financial Support</td>
<td>3</td>
</tr>
<tr>
<td>Council Tax</td>
<td>5</td>
</tr>
<tr>
<td>Overseas Business Travel Insurance</td>
<td>5</td>
</tr>
<tr>
<td>Student Wellbeing Service</td>
<td>6</td>
</tr>
<tr>
<td>Disability &amp; Specialist Learning Support</td>
<td>6</td>
</tr>
<tr>
<td>Counselling &amp; Mental Health Support</td>
<td>7</td>
</tr>
<tr>
<td>Medical Matters</td>
<td>8</td>
</tr>
<tr>
<td>Chaplaincy</td>
<td>9</td>
</tr>
<tr>
<td>Health and Safety</td>
<td>10</td>
</tr>
<tr>
<td>The Library</td>
<td>13</td>
</tr>
<tr>
<td>Newcastle University IT Services (NUIT)</td>
<td>15</td>
</tr>
<tr>
<td>Careers Service</td>
<td>16</td>
</tr>
<tr>
<td>Research Student Support Teams</td>
<td>18</td>
</tr>
<tr>
<td>Accommodation Service</td>
<td>19</td>
</tr>
<tr>
<td>In-Sessional English Programme</td>
<td>21</td>
</tr>
<tr>
<td>Language Resource Centre</td>
<td>21</td>
</tr>
<tr>
<td>Students’ Union</td>
<td>22</td>
</tr>
<tr>
<td>Sport &amp; Physical Wellbeing at Newcastle</td>
<td>25</td>
</tr>
<tr>
<td>University</td>
<td></td>
</tr>
</tbody>
</table>
**Tuition Fees**

Fees payable by postgraduate students are set out in the University *Fees Schedule* available from Level 2 King’s Gate, your Graduate School Administrator or the University’s website at [http://www.ncl.ac.uk/regulations/fees/](http://www.ncl.ac.uk/regulations/fees/).

Students whose tuition fees are to be paid by a sponsor or funding body are asked to provide official letters of sponsorship/funding as evidence that their fees will be paid, either during or prior to Registration. A new letter may be required annually at registration depending on your sponsor. Letters from family members and friends cannot be accepted as sponsorship/funding letters for fees purposes.

If you are responsible for payment of your own tuition fees (or part payment) and you wish to pay your fees in full before or at the time of registration, you will be entitled to a 2% discount on the proportion of your tuition fees for which you are personally liable.

If you do not take advantage of the 2% discount you will need to pay your fees in two equal instalments, the first instalment being when you complete your registration and the second at the end of January 2017.

**Payment Methods**

Card payments can be made online at: [https://payments.ncl.ac.uk/open/](https://payments.ncl.ac.uk/open/) and via the Financial Details screen on S3P. Alternatively, you can arrange to pay by credit/debit card, cheque, travellers’ cheques and direct debit at the Finance Helpdesk in King’s Road Centre during the Arrival, Welcome and Registration period. Outside of this period, you can go to Student Services, King’s Gate. For security reasons, you should not bring cash to pay your fees.

**EU/International students**

If it is more convenient, you may pay your tuition fees by electronic transfer before you come to Newcastle. Newcastle University has teamed up with Western Union Business Solutions who provide a simple and low cost method of paying your tuition fees in your local currency. This helps to eliminate problems caused by fluctuating exchange rates and expensive or unforeseen bank charges.

Using this service ensures that Newcastle University receives 100% of your payment and your enrolment will be processed quickly.
Western Union Business Solutions guarantees you an exchange rate for 72 hours to give you time to make the payment via your own personal online or telephone banking, or at your local bank. You will be sent an email confirmation as soon as your payment is received.

To pay your fees via Western Union Business Solutions please go to the web page below and follow the link:

http://www.ncl.ac.uk/pre-arrival/arrival/complete/tuition-fees/

If you have any questions regarding this service or your payment you can contact Western Union’s dedicated student support helpline on +44 (0)1733 871871 or email education@westernunion.com

Financial Support

A. Student Financial Support Fund (UK Students only)
The University’s Student Financial Support Fund provides discretionary financial assistance to UK students experiencing unexpected financial difficulties. Postgraduate students must show that their hardship is unforeseen and not the result of having commenced their courses without sufficient funding to cover course fees and living costs. Funding cannot be awarded to assist students with the payment of tuition fees. Successful applicants may receive either a non-repayable award or a repayable loan, depending upon circumstances.

www.ncl.ac.uk/students/wellbeing/finance/funding/ukstudents/hardship/

B. Financial Assistance Fund (International and non-UK EU Students only)
The University’s Financial Assistance Fund (FAF) provides discretionary financial assistance to International and non-UK EU students experiencing unexpected financial difficulties due to circumstances outside of their control. Students must demonstrate that they originally had adequate funds to cover all tuition fees and living expenses for their whole period of study. FAF cannot act as a main source of funding and cannot be used to assist with the payment of tuition fees. Successful applicants may receive either a non-repayable award or a repayable loan depending upon circumstances.

www.ncl.ac.uk/students/wellbeing/finance/funding/nonukstudents/hardship/

Application forms for the Student Financial Support Fund and the Financial Assistance Fund can be obtained from King’s Gate, Level 2 Reception or through the above web links.

C. Short-term Emergency Loans
Short-term emergency loans are available on a discretionary basis to assist registered students experiencing delays in funding or suffering from an immediate financial crisis. Usually only a small sum will be loaned to cover essential living costs but the loans are interest free.

www.ncl.ac.uk/students/wellbeing/finance/funding/ukstudents/hardship/emergencyloan.htm
Due to the discretionary nature of all these funds there is no guarantee of funding or any automatic right or entitlement to receive funding.

D. Research Council and other Public Funding
There are limited government funded research grants, studentships or fellowships available for postgraduate study. Not all postgraduate research attracts studentships and not all students undertaking eligible research receive funding. Studentships may be funded by the University, a charity, a commercial organizations or a UK research council. The university, which supervises the PhD studentship, advertises and manages applications. PhD studentships at Newcastle are advertised on our website: http://www.ncl.ac.uk/postgraduate/funding/

Faculties / schools may also offer other studentships and bursaries – please refer to your faculty or school section in this Handbook, if appropriate.

E. International Scholarships, Bursaries and Discounts
Newcastle University is committed to offering support to the very best international students aiming to pursue a research programme. We are pleased to offer both University and externally funded awards for outstanding international students from outside the EU who apply to commence PhD studies. These include:

- Newcastle University Overseas Research Scholarships
- Commonwealth Scholarships and Fellowships
- Alumni Tuition Fee Discount

University Scholarships are awarded on the basis of academic merit so students must possess, or expect to receive, excellent results. The above awards are available only to applicants and are offered during the admissions process. Students holding these awards will receive confirmation of their awards from the University prior to the start of their studies.

Additional funding opportunities are listed in our postgraduate funding database to help students to identify sources of funding for which they may be eligible. For further information visit: www.ncl.ac.uk/postgraduate/funding/

For further information about postgraduate international scholarships contact: www.ncl.ac.uk/students/wellbeing/finance/funding/nonukstudents/scholarships/

F. Student Finance Advisers
The Student Finance Advisers provide information, advice and guidance to students at all stages of their University careers. Support includes help with budgeting and money management and information about sources of university and external funding. One-to-one appointments can be arranged and weekly drop-in sessions are available.

The Student Finance Advisers do not offer debt management advice or advice about benefits. If you require help managing debts or information about benefit entitlement you should contact the Student Advice Centre in the Students’ Union.
Council Tax

Most students are entitled to some form of exemption or discount, but this depends on individual circumstances. Students who are exempt from paying Council Tax must submit a Student Exemption application form to their local council as well as a Student Certificate providing details about their course. Students living within the Newcastle City Council area can complete an online exemption/discount form at: www.newcastle.gov.uk/benefits-and-council-tax

Contact Newcastle City Council Tel: 0191 278 7878

For more information see:
http://www.ncl.ac.uk/students/wellbeing/finance/advice/counciltax.htm

Students can print off a Student Council Tax exemption certificate from S3P, the Student Self-Service Portal or they can be issued by the Research Student Support Team at King’s Gate Level 2 Reception (If you need a CT exemption certificate, request one at least a week before your deadline, as it may take several days to produce the certificates during busy periods.)

Overseas Business Travel Insurance

The University normally provides automatic and free travel insurance to current registered Newcastle University postgraduate students travelling overseas on official University business.

Full details of the procedure and cover are available at: http://www.ncl.ac.uk/internal/finance/insurance/cover/travel_pg.htm

However, there are occasions where the University may not be able to provide travel insurance, even if a student is travelling on official University business. Full details can be found in the Policy for Postgraduate (including Research) Student Travel and Outside Study (off-campus and abroad) provides full details: http://www.ncl.ac.uk/students/progress/assets/documents/PGStudent-Travel-Outside-Study-PolicyJuly15.pdf

For further details, contact: Insurance, Finance Office, and King’s Gate. Telephone 0191 208 6520 or 0191 208 3913; email: Insurance@ncl.ac.uk;

Website: http://www.ncl.ac.uk/internal/finance/insurance
Student Wellbeing Service

The Student Wellbeing Services provides information, advice and guidance to postgraduates on a wide range of student support issues:

- [Help with finances]
- Support for disabled students
- Specialist learning support
- Support for students with long-term mental health conditions
- Counselling and therapeutic support including one-to-one sessions, group work and signposting to specialist services, as needed

(In addition to the address below, please see part two of this handbook for individual contact details)

Student Wellbeing Services
Newcastle University
King's Gate
Newcastle upon Tyne
NE1 7RU
Tel: + 44 (0) 191 208 3333

Web: www.ncl.ac.uk/students/wellbeing

We are closed on bank holidays and during the University Christmas closure.

The service we provide is without charge, confidential and available to all students throughout the year and at any time during their University career.

Disability and Specialist Learning Support

Advice, information and guidance are available to all disabled applicants and students at all stages of their university career. The definition of disability can include specific learning difficulties such as Dyslexia; Autistic Spectrum Disorders (ASD); ADHD; long-term medical conditions such as Chronic Fatigue Syndrome, Crohn's disease, Cancer, Heart problems and Mobility difficulties; as well as Mental Health difficulties, such as Depression, OCD, Eating Disorders and Psychosis

Although Disabled Students’ Allowances (DSA) may only be available to UK students, the Disability/Specialist Learning teams work with home, EU and international students and where individualized adjustments are needed students will be provided access to an assessment where decisions about support are made on a case by case basis. Please contact these teams to discuss individual circumstances.
Postgraduate students may be eligible to apply for DSAs if they study a recognised taught or research postgraduate course (including a distance-learning course) and meet the personal eligibility conditions (UK Students only). All postgraduate courses should last at least one year and lead to a master's degree, doctorate, postgraduate diploma or certificate, for which the entry requirement is at least a first degree or equivalent. Where the funding body is a Research Council, applications for DSAs are normally dealt with by the research organisation i.e., Universities on behalf of the Research Council. Applicants / students should contact the Student Wellbeing Service at the University for advice on how to apply for DSAs. The Student Wellbeing Service has close links with UCAN (University Centre for Assessments at Newcastle) which can carry out assessments of study support requirements for applicants and students across the UK.

For students with dyslexia, or another specific learning difficulty, the service offers advice on diagnostic assessment including help to arrange further assessment, if appropriate. Advice and support is also available for students with Autistic Spectrum Disorder/Asperger’s syndrome. Students can be referred to specialist tutors who offer one-to-one study skills support. These sessions can include strategies to improve organizational / time management skills, as well as techniques to improve essay writing, reading and revision.

Please note that there is a high demand for one-to-one support and although every effort is made to allocate students to tutors as quickly as possible, there may be a waiting list. Tel: 0191 208 3333

Website: www.ncl.ac.uk/students/wellbeing/

Counselling & Mental Health Support

Initial appointments can be made by phone, by e mail or by calling into Kings Gate, Level 2 Helpdesk. During these half-hour appointments we will discuss what kind of support might best suit the student’s particular needs. Students should arrive 15 minutes early to complete the necessary forms and it is important to arrive on time. Students will not be able to be seen on that day if they arrive late.

Talking to a therapist can help with a variety of problems from the past or present (e.g. loss, depression, anxiety, eating distress and relationship difficulties). The therapists do not give advice but the therapeutic process can enable students to have an increased understanding of themselves and the choices that they have. The therapists provide a wide range of interventions and support for students experiencing mental health problems, including access to self-help resources, group work and individual sessions delivered either online or face-to-face. We offer up to six individual sessions.

Groups are provided in order to help students develop strategies and skills to cope with various difficulties including anxiety, depression and work block. Sessions such as ‘beating exam stress’ and ‘how to be assertive’ are also provided throughout the University.

More information about the different types of therapeutic support is available at www.ncl.ac.uk/students/wellbeing
Staff Training and Consultancy
The Student Wellbeing Service offers a range of training to staff which can be accessed via the Staff Development Unit. We also welcome individual requests to tailor events specifically to service/department needs Consultancy is an advice and signposting service, operated by qualified professionals, for those who are concerned about the mental health of a Newcastle University student. The service is available to all parents, family members and friends of Newcastle University students.

Medical Matters

Medical Care
Students are required by the University Regulations to register with a General Practitioner (GP). There are many NHS medical practices in Newcastle, the names and addresses of which are available from Newcastle Health Authority. To find your nearest GP go to the following website and put in your postcode. It will give you the name and address of your nearest GP’s and also some key information about the GP practice:
http://www.nhs.uk/servicedirectories/Pages/ServiceSearch.aspx

Before registering with a GP, students are advised to ensure that a GP will be available to carry out a home visit to their address if necessary.

For a detailed explanation of how NHS services work please look at the Medical Services for International Students booklet under health information on the Student Wellbeing Service website:
http://www.ncl.ac.uk/students/wellbeing/about/student/

Dental Care
It is advisable for students to register with a dental practice. There are many NHS dental practices in Newcastle, the names and addresses of which are available from the Newcastle Health Authority. To find your nearest dentist go to the following website and put in your postcode. It will give you the name and address of your nearest dentists’ and also some key information about the dental surgeries:
http://www.nhs.uk/servicedirectories/Pages/ServiceSearch.aspx

Procedure in the case of illness
The following advice applies to most students in the University. Students on some programmes of study (e.g. medical and dental students) may be required to follow slightly different rules about notifying relevant staff of illness, and will be provided with the necessary information by their schools or faculties.
If illness prevents you from studying at any time whilst you are a student at the University, you should inform your tutor or supervisor immediately. If you are absent from the University through illness for more than three working days, you must complete a Student Notice of Absence form available on the University's website. If illness prevents you from studying for more than seven working days, you must obtain a medical certificate from your GP and forward it to your School/Institute as soon as possible, in addition to completing the Student Notice of Absence form. Further information is available at: http://www.ncl.ac.uk/students/progress/Regulations/SPS/Attendance/

It is also advisable, if you have to miss an examination as a result of illness, that you see your GP whilst you are ill and obtain a medical certificate as evidence of the illness.

In cases where you believe that illness has affected your academic performance, for example in examinations, you should inform your tutor/supervisor (or degree programme director if the former are unavailable) of the circumstances. In such cases, in addition to providing a Self-Certification of Illness form or medical certificate from your GP, you should also fill in the Personal Extenuating Circumstances (PEC) form available at http://www.ncl.ac.uk/students/progress/. If you are unsure at any stage about the possible consequences of illness on your academic progress, you should consult your tutor/supervisor for advice.

Chaplaincy

Chaplains of different world faiths are based on and around campus and we currently have several chaplains of Christian, Buddhist, Jewish, and Muslim faiths.

There are a number of prayer rooms on campus, these include;

- The University Muslim Prayer Facility, which is in King George VI Building
  Telephone: 0191-208-5658.
- The Catholic chaplaincy, which is situated on Windsor Terrace.
- The Anglican Church of St Thomas is opposite King’s Gate and open each day between 10.30 am & 4.00 pm (the University’s co-ordinating chaplain, Catherine Lack is also vicar there).

Other religious groups also meet regularly on campus, these include Buddhists, Christians, Ismailis and Quakers.
We are here to support students of all faith and none. We can meet with you to listen, chat and if you have a faith, find a suitable worship community, be it church, synagogue, mosque, or temple. We keep in touch with all the major faith communities in Newcastle and with a number of other voluntary organisations. Even if we can’t help, we can always point you in the right direction. The chaplaincy – the people and the place – is here for you.

For more details please see our website:

http://www.ncl.ac.uk/students/chaplaincy/

Health and Safety

Newcastle University offers our post-graduate students the opportunity to study and/or research in wide range of subjects across many disciplines. The activities entailed can generate a diverse spread of hazards and some of these can pose significant dangers. In order to facilitate these activities and avoid serious accidents, it is critical that these hazards are effectively controlled. The University does this through a variety of policy and other arrangements. The following sections provide a brief guide of the key areas that have specific health and safety requirements.

You are encouraged to liaise closely with your Academic Supervisor, your School or Institute Safety Officer, other local staff or Advisers from the central University support team in Occupational Health and Safety Service (OHSS) who can help to advise you further, if required.

Health & Safety Policy and Other Arrangements

The University, its staff and students have legal and ethical duties to ensure that the University operates in a safe and healthy manner. The University Health & Safety Policy is the top tier document that defines the University’s arrangements for health & safety. A variety of other documents define more specific arrangements. These include University level Health & Safety Management Standards (i.e. topic policies), Guidance documents and templates (e.g. those for risk assessment).

http://www.ncl.ac.uk/ohss/safety/management/
In addition, there are a range of documents at Faculty and School or Institute level that define the local arrangements. These include H&S Policies, SOPs (standard operating procedures), local safety rules (e.g. for specific laboratories) and other documents. These are important sources of information and you should familiarise yourself with the relevant documents. If you need further assistance you should speak to your Academic Supervisor. Your School or Institute Safety Officer is also an invaluable source of local advice.

**Risk Assessments**
The University is legally required to carry out risk assessments for all its work activities. A risk assessment is a careful examination of each work activity to decide what could cause harm and to decide if the current precautions are sufficient. Students may be asked to complete a risk assessment for an individual project or work activity as part of their academic studies. Standard operating procedures are also sometimes used in conjunction with risk assessments to give step by step guides to carrying out work activities safely. There are a number of different risk assessment forms for example:

- **General risk assessment form** - used for most work activities
- **COSHH risk assessment** (Control of Substances Hazardous to Health Regulations) - used for assessing the risks from chemicals
- **Manual handling risk assessment** for moving loads using bodily force.

Make sure you have read and understood all risk assessments relevant to your work.

**Health and Safety Training**
Each Faculty will provide a health and safety induction and training for students. The precise format and number of safety courses will be decided by each Faculty.

Post graduate students are entitled to attend most health and safety courses provided by OHSS. There are 28 courses which are split into general health and safety which includes risk assessment, manual handling and travel abroad and specialist training which includes chemical safety, biological and genetically modified substances training, gas safety, laser and radiation training.

Students should discuss their training needs with their supervising academic and are expected to attend any health and safety training they need having regard to their work activities. Students may not be allowed to carry out certain high risk work activities until they have been trained, e.g. work with ionising and non-ionising radiation.

**Biological and Chemical Hazards**
*Biological Agents and Genetic Modification*
If your work involves biological agents (bacteria, viruses, fungi, parasites or prions) or materials that may contain them (e.g. cell lines, clinical samples, environmental samples) a BioCOSHH risk assessment is required. Hazard group 2 and 3 biological agents, pathogens and toxins listed on Schedule 5 of the Anti-terrorism, Crime and Security Act 2001 and certain animal or plant pathogens must be notified to OHSS using the Pathogen and Toxin registration form before the work begins.

If your work involves genetically modified (GM) organisms a GM risk assessment is required and approval from the University Biosafety Committee must be sought before you can start work. If a new GM risk assessment is required for your work please allow extra time in your project plan for the completion of the approval process.

**Chemicals**
Where your work involves the use of chemicals then a COSHH risk assessment is required. Sometimes an additional DSEAR risk assessment (Dangerous Substances and Explosive Atmospheres) is needed if your experiment or process is at risk of fire, explosion or energetic event.

**Radiation**
Work with ionising radiation (e.g. X-ray generators or open or closed radiation sources) or non-ionising radiation (e.g. UV light or lasers) is strictly controlled. Every School and Institute that uses radiation has a Radiation Protection Supervisor who can assist you. Nobody is permitted to work with radiation until they have been suitably trained and approved by one of the Radiation Protection Advisers based in OHSS. There are specific requirements in place for the ordering, receipt, distribution, handling, storage and disposal of radio-isotopes that you must comply with. Your Academic Supervisor should tell you what you need to do. Further advice can be obtained from your local Radiation Protection Supervisor or OHSS.

**Fire**
The University invests significant resources for fire prevention and protection. This is achieved, in part, by the robust design, construction and maintenance of our buildings, and, in part, through our fire evacuation arrangements. The local arrangements for fire safety should be included in the induction given by your Academic Supervisor. This should include what action to take if you discover a fire and what to do if the fire alarm sounds in your building. If any students (e.g. those with a disability) require assistance in a fire evacuation then a personal emergency evacuation plan (PEEP) should be completed. If you come across any defects or problems with fire alarms, fire doors, fire stopping etc. then please complete the fire form which will log the job and bring the issue to the attention of the safety team.
Travel Abroad
Travel is a common part of many projects whether it is student returning to their home country or to another country. The University has a duty of care to keep students safe whilst they are studying on University business abroad. The University has a travel abroad policy and guidance and allows travel in accordance with the classifications provided by the UK Government Foreign and Commonwealth Office (FCO) travel advice service. Students are required to complete a travel risk assessment to plan and prepare for any foreseeable hazards and take sensible precautions to ensure you or anyone else associated with the trip is not harmed. Your supervising academic will authorise any travel associated with your studies.

Occupational Health
The Occupational Health team provides advice to post graduate students and supervising academics on work related health problems that can affect your studies. The team can help with advice (pregnancy, stress), treatment (counselling, immunisation, physiotherapy) and information (travel abroad, general health).

Reporting Accidents and Near Misses
Things sometimes go wrong whilst studying. Any accidents or near misses must be reported as soon as possible to your supervising academic who will report the incident to OHSS. We will not blame individuals, please do not try to hide mistakes or cover up when things go wrong. We want you to report accidents and near misses so that we can all learn from our mistakes and take steps to make sure they do not happen again.

Emergencies and Defect Reporting
In an emergency please contact the Security team 24 hours a day on 0191 208 6666 or for none emergencies on 0191 208 6817 or security@ncl.ac.uk If you see any physical defect on campus these can be reported to the Estates Support Service helpdesk on 0191 208 7171 or ess-helpdesk@ncl.ac.uk

The Library
The University Library Service provides access to a wide range of resources, services and study spaces as well as professional expertise to help you to be successful in your research. The Philip Robinson Library is open 24 hours a day during term-time and the Marjorie Robinson Library Rooms, Walton and Law libraries are open until late.
Subject Information
The libraries offer over 1 million print books, subscribe to over 26,000 journals and provide access to more than 6 million ebooks. Library Search (libsearch.ncl.ac.uk) can be used to locate books, journal articles and a lot more information using a single search. Online subject guides have been published to bring together all the key resources for your subject together with a variety of guides on topics such as referencing http://www.ncl.ac.uk/library/subject-support/

The Philip Robinson Library also houses Special Collections (www.ncl.ac.uk/library/specialcollections) which consists of rare and historic books, manuscripts, maps and illustrations.

Being an Informed Researcher
The Informed Researcher webpages: http://www.ncl.ac.uk/library/research-support/informed-researcher/ bring together all the information you will need to help you to develop your skills as a researcher.

Liaison Team
Your Faculty Liaison team will help you make best use of the services and resources provided by the Library. They run a series of workshops as part of your postgraduate researcher development programme. These classes are designed to help you save time and make your research more effective. You can also book an individual, personalised one-to-one consultation with them using the link on your Subject Guide or via Library Help. Individual contact details can be found online: http://www.ncl.ac.uk/library/contact/liaison-librarians/.

More general help is available through Library Help via phone, text, email, web form and live chat: http://libhelp.ncl.ac.uk

Writing Development Centre
Location: Level 2, Robinson Library
Website: http://www.ncl.ac.uk/library/subject-support/wdc/index.php
E-mail: wdc@newcastle.ac.uk
Twitter: @NCL_WDC

The Writing Development Centre’s role is to help you become a confident and successful independent learner. Our team of tutors particularly in issues around writing for assessment and associated topics, including:

- Critical thinking, critiquing and reviewing literature
- Planning and structuring writing (incl. paragraphing)
- Academic writing style (incl fundamentals of grammar)
- Avoiding plagiarism
- Managing time, work and writing (incl. writers block and procrastination)
- Presentations and posters
We work closely with colleagues in other services such as the Library, Student Wellbeing and INTO who can also help you develop your academic skills.

Our approach is developmental – we don’t ‘check’, proofread or correct work for you, but we do help you identify and develop effective strategies which will suit your subject and your own study preferences, and help upgrade your academic performance.

We run a programme of lectures, workshops and other group sessions throughout the academic year on core academic skills topics, which are open to all students. We are also invited by Schools and Faculties to run subject-specific sessions as part of degree courses. We offer one to one tutorials based in the Writing Development Centre which focus in depth on a specific issue you want to work on. Tutorials with us are centered on your individual academic development and are non-judgmental, supportive and strictly confidential. Appointments should be made online via our website. We also maintain a range of online resources on academic skills and writing.

To make an appointment or book a workshop, please see our website http://www.ncl.ac.uk/library/subject-support/wdc/index.php

Newcastle University IT Services

Many postgraduate research students have access to a PC in their place of work. There’s also 3000+ PCs in cluster rooms across campus (some rooms are open 24/7). All PCs feature a wide range of software; some have extra specialist software, like CAD programs. See www.ncl.ac.uk/itservice/clusters

If you need specialist software, contact your local IT Support Officer for advice. Free or reduced price software is also available for your own PC; see the latest deals at www.ncl.ac.uk/studentsoftware. Access to some University software is also available off campus via ras.ncl.ac.uk

All cluster rooms have black and white A4 printers; larger rooms also have colour and A3 printers. Photocopying is available in the University Libraries. You can print to cluster printers from your own device at nuprint.ncl.ac.uk

Wi-Fi is widely available across campus. Select the newcastle-university network and enter your username and password to connect. There’s a free connection clinic to help you get online; visit the Old Library cluster, Monday - Friday, 09:00 - 16:00. See www.ncl.ac.uk/itservice/connect
You’ll have a personal Newcastle University email account. To access your email or link your account to your mobile see www.ncl.ac.uk/itservice/email. You’re also given secure file storage space known as your Home Folder or Documents; you can access your files from any campus PC or from your own device at filr.ncl.ac.uk

Download the free ‘Newcastle University’ app to find the nearest available PCs, access library services and check out the latest news and events.

We offer advice to help researchers gain the most from University IT services, along with tools to aid communication and collaboration within research projects. Visit www.ncl.ac.uk/itservice/research

You can log and track requests for IT support online at nuservice.ncl.ac.uk or contact the IT Service Desk on 0191 208 5999. Staffed IT support is available in the Old Library, Robinson Library and Marjorie Robinson Library Rooms.

Visit www.ncl.ac.uk/itservice for details of all central University IT services.

Careers Service
Newcastle University’s award-winning Careers Service offers an extensive range of resources and opportunities for postgraduate research students and graduates for up to three years after graduation. Whether you want to stay in academia, work for a global corporation, a small company, the public or voluntary sector or start your own business, we are here to support you.

Individual Advice & Guidance
Our Information Officers, Careers Advisers and CV Advisers are here to offer one-to-one advice, guidance and the information you may need to explore your existing plans or generate new ideas if you’re not sure what you want to do. You can drop in any weekday, 11am – 4:30pm (11am-3pm in vacations), no appointment necessary. Each PGR Faculty has a dedicated Careers Adviser. In SAgE this is Karen Parkhouse. Karen.Parkhouse@ncl.ac.uk

On line Information
Our website offers lots of useful links to key resources for postgraduate research students including our dedicated researchers’ blog https://newcastleresearchers.wordpress.com/. You can make use of specialist publications and reference materials in the Careers Service. http://www.ncl.ac.uk/careers/
Enterprise and entrepreneurial development
Based in the Career Service, the Rise Up team offer support in developing your enterprising and entrepreneurial skills. Whether you are interested in understanding how your research could be a commercial venture, or you have your own business idea that you wish to develop and explore, the Rise Up team can support you with this. The Rise Up team also inputs into your faculty postgraduate researcher development programme so please check for session dates and further details. For further information on the support Rise Up offers see: www.ncl.ac.uk/careers/riseup/

Career development skills & experience
We offer a programme of careers-related sessions and events tailored to the needs of postgraduate research students in the Faculty Training Programme. The Careers Service also provides a variety of work related opportunities to develop and broaden your practical experience, including work experience with local SMEs, personal development and business pitching opportunities, and workshops on enterprise, entrepreneurship and employability. Check your faculty postgraduate researcher development programme for details of current opportunities and visit www.ncl.ac.uk/careers/

Building networks
Networking may appear daunting or just unappealing but it can give you a head start when it comes to landing a job, developing your business idea or deciding what to do next. The Careers Service can help you make contacts: ‘Graduate Connections’ is an online database with about 700 contacts, including PhD graduates. You can read their profiles or even contact them directly to get first-hand information and advice on working in a specific sector, making effective applications, their career path and what they do on a day-to-day basis. http://www.ncl.ac.uk/careers/makingcontacts/graduateconnections/

Graduates from a range of sectors and careers regularly visit the University to give presentations and take part in expert panel discussions. They offer an insight into specific sectors and career paths. Networking events run throughout the year and provide an opportunity to meet with new and established business entrepreneurs. For dates, times and details see our website http://www.ncl.ac.uk/careers/events/

Access to employers and vacancies
Regional, national and international employers visit the University throughout the year to deliver presentations and attend recruitment fairs. These events offer an excellent opportunity for you to talk informally to employers and recent graduates and gain a real insight into their organisation and sector, the nature of the work they offer and how to apply successfully http://www.ncl.ac.uk/careers/events/
Vacancies online
Through our online vacancy site ‘Vacancies Online’ we advertise work experience and part-time jobs that you can fit around your research commitments. We also advertise graduate jobs, internships and voluntary work.

Vacancies are regularly updated and include opportunities for postgraduate researchers. You can also register to receive email alerts of opportunities that match your preferences. Check out our current vacancies by visiting: https://careers.ncl.ac.uk/vacsonline/

Making applications
We deliver specialist sessions on marketing your research experience through the faculty postgraduate researcher development programmes and central workshops throughout the year which cover all aspects of applying for jobs, from writing your CV to participating in assessment centres and delivering a presentation. We also offer individual advice and feedback on your CV, Linked-In profile, job application forms and application statements, covering letters, interviews and business-related applications.
Web: http://www.ncl.ac.uk/careers/
Careers Service, Level 1, King’s Gate.
Open Monday to Friday, 9am – 5pm (except Wed 10am – 5pm)
Drop-in 1:1 support available 11am-4.30pm (11am-3pm in vacations).

Research Student Support Teams
Within Student Services, it is the Student Progress Service whose work is directly concerned with students, from first arrival to graduation. Each Faculty has a Graduate School Administrator who leads a Research Student Support Team (or Graduate School in the Faculty of Medical Sciences). Please see Part One, page vii for contact details.
Examples of the issues that the Graduate School Administrator and Research Student Support Teams deal with are:

- Student Registration;
- Student Progress (including MPhil/PhD upgrades, confirmation of candidature, interruption of study, extensions to thesis submission dates, academic concessions, appointment of examiners, dealing with thesis submissions and examiners' reports, pass lists);
- Research Students' annual progression;
- Advice on University and programme regulations;
- Complaints, academic appeals, student discipline, assessment irregularities;

Relevant Information and forms for these processes can be found at; http://www.ncl.ac.uk/students/progress/student-resources/PGR/
Accommodation Service

University Accommodation

If you have a query regarding your University accommodation, you should contact a member of staff in the University Allocations Team: Lynn Shaughnessy, Jane Ormrod, Lisa Barron, Rebecca Dickinson, Sharon Bushby.

If you require information about individual sites, you can access a copy of the Student Accommodation (2016 - 2017) brochure at:
http://www.ncl.ac.uk/accommodation/about/accommodationbrochures.htm

All postgraduate students are welcome to apply for University accommodation, and offers are made as soon as you have met all the conditions of the Accommodation Guarantee
http://www.ncl.ac.uk/accommodation/new-students/guarantee/#covered

Accommodation Contract

If you take up a place in University owned accommodation, your contract will usually be for 50 weeks, meaning you will be able to stay in your room until early September 2017. If you are offered a shorter contract, alternative accommodation will be made available over the summer period. Tenancies are terminated only in the event of the tenant ceasing to be a registered student of Newcastle University. If you withdraw from University or fail to register you will still be required to pay the full rent due for the termly billing period in which you leave, that is, 07.01.2017, 22.04.2017 17.06.2017 or 04.09.2017. Those who leave University accommodation for non-University accommodation remain responsible for the rent until the end of the tenancy agreement or until the room is re-let to another student who is not, at that time, paying rent to the University.

If you are a Postgraduate research student i.e. studying towards a PhD or MPhil, you can give 28 days formal notice to end the tenancy early prior to the end of your period of registered study at Newcastle or if you intend to leave the University for research purposes, and the liability to pay rent terminates after the 28 day notice period. You must provide an official letter of support from your school before the notice can be accepted.

Changing Your Accommodation

If you find your accommodation unsatisfactory in some way, you may apply for a transfer to more suitable University accommodation. If you wish to change your room at any time, you should contact the Accommodation Service which will assist you as much as possible with your request, but a move cannot be guaranteed. A fee of £25 will be charged for second and subsequent moves in all University accommodation.

University Accommodation After Your First Year

With expanding student numbers we usually need all of our accommodation
for the new intake of students each academic year. You will be unable to continue living in our accommodation after your first year, but there is sufficient accommodation available for students within the city.

**NUstudenthomes Private Sector**

NUstudenthomes, the private sector arm of the Accommodation Service, is here to assist new students who do not require University accommodation and returning students who move out of University accommodation after their first year of study. We offer information and advice on all aspects of the private sector, including advertising available properties, many of which are directly managed by the NUstudenthomes team. We provide details on popular student areas; rent levels and facilities to expect in a property. To help you secure accommodation we have our very own property search facility at [http://www.ncl.ac.uk/accommodation/private/search](http://www.ncl.ac.uk/accommodation/private/search) here you can view properties suitable for groups, as well as single rooms in properties sharing with other students. If you have a query regarding private accommodation, you should contact a member of staff in NUstudenthomes Team: Alison Clemett, Pamela Bonner, Alec Hughes or Grant Jackson.

If you are an International student, we strongly encourage you to apply for University accommodation during your first year in Newcastle; since not only are you eligible for this type of accommodation, but we believe this will help you integrate with your fellow students and make new friends. However, if you choose to live in the private-rented sector, we strongly recommend you spend a few days in Newcastle during the summer vacation to familiarise yourself with the various residential areas and to view several properties before making a decision. We can provide details of hotel accommodation for your stay.

If you are an EU or UK postgraduate not covered by the University guarantee, and you would prefer to live in non-purpose built accommodation NUstudenthomes provides a professional service whereby we allocate you accommodation exclusively with other postgraduate students in selected properties that the University directly manages. This service provides the following benefits:

- access to good-quality, affordable accommodation in popular student areas
- peace of mind that the University is acting as your landlord
- no additional administration fees
- water rates and personal belongings insurance are included in the rent
- flexible rent payments
- quick and effective repairs service

This is a specialist service that we have been successfully operating for a number of years and has always proved very popular with students in the past. We manage a range of competitively priced two-to-six-bedroom properties in popular student areas of the city. To apply visit our website at: [https://accommodation.ncl.ac.uk/apply](https://accommodation.ncl.ac.uk/apply). However, while we do have a number
of properties available, we have to advise that accommodation is always subject to availability. For further information contact Grant Jackson

The Accommodation Service is situated in King’s Gate
Telephone: 0191 208 3333

In-Sessional English Programme
The In-Sessional English Programme provides a range of English Language support courses and advice for international students whose first language is not English. The provision includes English for General Academic Purposes (EGAP) courses, English for Specific Academic Purposes (ESAP) courses, Interactive Lectures, online learning and one-to-one writing tutorials. Full details are available on the In-Sessional Programme website: http://www.ncl.ac.uk/students/insessional/

The In-Sessional is run by INTO Newcastle University. All the classes are free of charge to registered students and are a key part of Newcastle University’s In-Sessional English Language provision. INTO Newcastle University also provides a range of full time, intensive academic preparation programmes leading to undergraduate and postgraduate study at universities in the UK.

The University English Language Assessment (UELA)
Before Registration, all students whose first language is not English must take the University English Language Assessment (UELA), (separate information on the test can be found in the Pre-Arrival Information booklet sent to new students and on the In-Sessional website). Advice is then provided on the most suitable form of support.

You may be advised, for example, to attend some of our classes in academic reading and writing, listening, speaking and seminar skills or grammar and pronunciation, which run throughout term time.

INTO Newcastle University
Reception, INTO Building, Percy Street
email: into@newcastle.ac.uk
Telephone: 0191 208 7535 fax: 0191 208 5239
Monday to Friday 8.30 am to 7 pm

Language Resource Centre

Languages in your own time
Even if you do not study a language as part of your degree, there are excellent language learning resources and facilities for all students at the University’s award-winning Language Resource Centre.
**Language Resource Centre (LRC)**

Our centre is fully equipped with computer-aided learning programmes, DVD films, CDs, satellite TV (twenty four channels in seventeen languages) and online programs for the independent study of over 150 languages. Students can attend weekly conversation groups or participate in our popular Tandem Learning scheme. Advisers are also available by appointment to help with independent language learning.

Membership is **free** to Newcastle University students and staff. Just present your smartcard at reception to register for use of the facilities.

The Language Resource Centre is located at no. 26 on the Campus Map, Level 2, Old Library Building (entrance opposite the Armstrong Building).

For more information contact: language.resource@ncl.ac.uk or 0191 208 7490 /http://www.ncl.ac.uk/langcen/

Term opening times:
Mon - Thurs 9.00am to 7.15pm
Friday 9.00am to 4.45pm

Vacation opening times:
Monday to Friday 9.00am to 4.45pm.

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**Newcastle University Students’ Union (NUSU)**

Newcastle University Students’ Union is run by students, and led by students and offers a range of services and opportunities aimed at making your student experience the best it can possibly be. The services listed below are a guide to what the Students’ Union offers; further information is available through our Students’ Union Reception on 0191 239 3900 or at www.nusu.co.uk.

**Learner Voice**

NUSU is led by elected student officers. Officers give support on a range of issues and represent every sector of the student community. They can represent you at the highest levels within the University.

**Full-time sabbatical officers:**

<table>
<thead>
<tr>
<th>Position</th>
<th>Tel</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>President</td>
<td>0191 239 3916</td>
<td><a href="mailto:president.union@ncl.ac.uk">president.union@ncl.ac.uk</a></td>
</tr>
<tr>
<td>Athletic Union Officer</td>
<td>0191 239 3923</td>
<td><a href="mailto:au.union@ncl.ac.uk">au.union@ncl.ac.uk</a></td>
</tr>
<tr>
<td>Welfare &amp; Equality Officer</td>
<td>0191 239 3917</td>
<td><a href="mailto:welfare.union@ncl.ac.uk">welfare.union@ncl.ac.uk</a></td>
</tr>
<tr>
<td>Activities Officer</td>
<td>0191 239 3964</td>
<td><a href="mailto:activities.union@ncl.ac.uk">activities.union@ncl.ac.uk</a></td>
</tr>
<tr>
<td>Education Officer</td>
<td>0191 239 3963</td>
<td><a href="mailto:education.union@ncl.ac.uk">education.union@ncl.ac.uk</a></td>
</tr>
<tr>
<td>Editor of the Courier</td>
<td>0191 239 3940</td>
<td><a href="mailto:editor.union@ncl.ac.uk">editor.union@ncl.ac.uk</a></td>
</tr>
</tbody>
</table>
Part-time officers:
For all part time officers, telephone 0191 239 3900

<table>
<thead>
<tr>
<th>Role</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Students with Disabilities Officer</td>
<td><a href="mailto:swd.union@ncl.ac.uk">swd.union@ncl.ac.uk</a></td>
</tr>
<tr>
<td>Racial Equality Officer</td>
<td><a href="mailto:ar.union@ncl.ac.uk">ar.union@ncl.ac.uk</a></td>
</tr>
<tr>
<td>International Students Officer</td>
<td><a href="mailto:international.union@ncl.ac.uk">international.union@ncl.ac.uk</a></td>
</tr>
<tr>
<td>Students with Faith or Belief Officer</td>
<td></td>
</tr>
<tr>
<td>Scrutiny Officer</td>
<td><a href="mailto:disc.union@ncl.ac.uk">disc.union@ncl.ac.uk</a></td>
</tr>
<tr>
<td>Chair of Union Council</td>
<td><a href="mailto:chair.union@ncl.ac.uk">chair.union@ncl.ac.uk</a></td>
</tr>
<tr>
<td>Marginalised Genders Officer</td>
<td><a href="mailto:gender.union@ncl.ac.uk">gender.union@ncl.ac.uk</a></td>
</tr>
<tr>
<td>Lesbian, Gay, Bisexual, Transsexual + (LGBT+) Officer</td>
<td><a href="mailto:lgbt.union@ncl.ac.uk">lgbt.union@ncl.ac.uk</a></td>
</tr>
<tr>
<td>Fresher’s Week Organisers</td>
<td><a href="mailto:freshers.week@ncl.ac.uk">freshers.week@ncl.ac.uk</a></td>
</tr>
<tr>
<td>Student Parent, Guardians and Carers Officer</td>
<td><a href="mailto:carers.union@ncl.ac.uk">carers.union@ncl.ac.uk</a></td>
</tr>
<tr>
<td>Ethics &amp; Environment Officer</td>
<td><a href="mailto:environment.union@ncl.ac.uk">environment.union@ncl.ac.uk</a></td>
</tr>
<tr>
<td>Campaigns Officer</td>
<td><a href="mailto:campaigns.union@ncl.ac.uk">campaigns.union@ncl.ac.uk</a></td>
</tr>
<tr>
<td>NSR Station Manager</td>
<td><a href="mailto:nsr.stationmanager@ncl.ac.uk">nsr.stationmanager@ncl.ac.uk</a></td>
</tr>
<tr>
<td>The Courier TV (TCTV) Station Manager</td>
<td><a href="mailto:tctv.stationmanager@ncl.ac.uk">tctv.stationmanager@ncl.ac.uk</a></td>
</tr>
</tbody>
</table>

Your Wellbeing
NUSU runs a number of welfare related services which complement those of the University.

Student Advice Centre (SAC) TERM TME HOURS
Mon 9am – 5pm,
Tues 9am-5pm
Wed 12 noon – 6pm
Thurs 9am-5pm
Friday 9am-5pm
Please check website for drop in times and opening hours during vacation.
Tel: 0191 239 3979
Email: student-advice-centre@ncl.ac.uk

Always check our website for accurate up to date details on opening hours as the above can alter. Our website will also indicate the more limited opening hours during vacation periods.

At some point during your studies, you may need to seek independent advice or assistance. The Student Advice Centre is a free, confidential and professional service to the Students’ Union. The service offers specialist...
advice, representation and assistance on a range of issues, including: finance, consumer, housing, academic and personal matters. The SAC can also refer to other specialist services. The SAC service is independent of the University, and strictly confidential.

The Student Advice Centre (Level 0 of the Students Union) runs a Baby Equipment Services for Students (BESS) which is a low cost, baby equipment loan service for all registered students of Newcastle University. For a one off registration fee of £10 and yearly rental fee of £5 or £10 (depending on the size of the item) you can rent a range of high quality baby equipment items. We offer: Cots, Travel Cots, Pushchairs (including double and Tandem), Buggy Boards, High Chairs, Bouncing Cradles, Baby Monitors, Sterilisers and more. To look at a catalogue of equipment and request to see items visit our website http://www.nusu.co.uk/welfare/bess/ or contact us to find out more bess.union@ncl.ac.uk or 0191 239 3979

Nightline is a confidential, nonjudgmental telephone service for students who need some information, advice or just a chat. It runs from 8.00pm to 8.00am on 0191 261 2905 during term time. The number is printed on the back of each student smartcard.

Your Opportunities
NUSU looks to maximize the number of available opportunities for students to participate in activities that enhance personal development and life skills. These include: our Athletic Union which offers a spectrum of sporting opportunities and supports over 60 different sports clubs; our 180 different Societies which give members the chance to pursue their own interests, be they political, cultural or social

Post Graduate Welcome events are held by NUSU during the first few weeks of term. There are low costs to students and offer activities such as Power Yoga, City Tours, Theatre, speed networking and tours of our student led micro-brewery.

Go Volunteer Not surprisingly as the name suggests we are here to help you volunteer. Whether it's English language teaching, beekeeping, mentoring or children's art classes you're interested in, we'll help you get started. Choose from over 150 opportunities with various charities, not-for-profit organisations and projects, and take in the expertise of our project workers. Not interested? Then why not start your own project with our grants scheme; we can support and fund your ideas.

We know you're busy. University is hard and there are lots of distractions in Newcastle, but volunteering is a great addition to your to do list and CV. It doesn't need to take up hours of your time, we can work around your timetable and help you build your graduate skills. Contact us to find out more govolunteer.union@ncl.ac.uk

Give It a Go – NUSU runs a comprehensive programme of trips and activities with anything from sausage making to trampolining. See www.nusu.co.uk/getinvolved/giveitago for the full timetable.
**Your Community**

The newly developed Students' Union is located at the heart of the University campus community. The iconic building provides a range of services aimed at delivering the perfect place for social interaction of any kind, through the provision of free activity space, state of the art meeting rooms and entertainment.

The Students' Union is a beautifully refurbished building providing a variety of services including food and bar outlets plus some new offerings such as Subway and Domino’s Pizza as well as a Print Shop and computer support service. The Union Shop sells everything from lipstick to pens and paper as well as a wide range of food items, newspapers, wines and spirits, clothing and household products. Open early throughout the week we pride ourselves on delivering a first class convenient service.

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**Sport and Physical Wellbeing at Newcastle University**

Newcastle University has a reputation as one of the top universities for sport in the country. The Centre for Physical Recreation and Sport and the Athletic Union (AU) provide excellent facilities and an extensive programme of competitive and recreational sporting activities for students of all abilities, whether you wish to take up a sport for the first time or are participating for fun, fitness or serious competition.

**Sports Clubs**

All students at the University are eligible to become members of the Athletic Union and are able to join any of its 60+ student run sports clubs. These range from traditional sports such as hockey, rugby and football, to more adventurous activities such as mountain biking, parachuting and sub-aqua. If we do not have a sport for you, you have the opportunity to set up your own club.
Performance Sport and Sports Scholarships
University representative teams compete under the banner of ‘Team Newcastle’ in the British Universities & Colleges Sport (BUCS) competitions where Newcastle has achieved a top 10 BUCS ranking for five of the past nine years. Our student clubs also compete in regional and local leagues. For high-performing athletes the Centre for Physical Recreation and Sport awards significant numbers of sports scholarships and provides a range of professional support aimed at ensuring that our athletes fulfill both their academic and sporting potential.

Health & Fitness and Recreational Activities
Want to keep fit, have fun and try new sports? We run over 1,500 exercise classes / year with highly qualified tutors who provide a range of classes. These include; high energy classes to improve fitness; mind and body classes to reduce stress and Dance classes to improve co-ordination and flexibility. The ‘Go Play’ programme, run by NUSU, is a no experience sports taster programme of up to 30 sports / term where no sports membership, no previous experience and no commitment are required to take part.

Semi Competitive Sport
If you want to play sport in a fun but competitive environment, there are lots of opportunities at Newcastle to join a team and play in regular fixtures with your friends. Intra Mural Sport welcomes over 3,000 students of all sporting abilities to take part in a programme of annual league and cup fixtures in a range of sports including; football (11, 7 and 5 a-side), rugby union (15, 10 and 7 a-side), netball, basketball, futsal, indoor cricket and mixed hockey.

Sports Facilities
Indoor sports are catered for at the University Sports Centre which houses a 125-station health and fitness suite, a strength & conditioning room, a dance studio, a main sports hall and two multi-functional rooms. Outdoor sports facilities are available at Cochrane Park, Heaton and Longbenton providing facilities for archery, cricket, football, lacrosse, netball, rifle shooting, rugby (union and league), tennis and ultimate frisbee. At Longbenton, the main venue for all our major team sports, there are two floodlit all-weather pitches providing facilities for hockey and football. Newburn Water Sports Centre hosts our Canoe and Boat clubs with the river Tyne providing the ideal training resource for these sports.

For full details on sport at Newcastle University visit:-
www.ncl.ac.uk/sport
www.nusu.co.uk/au