Newcastle University provides a range of services to support and enhance the student experience and to assist students in dealing with any challenges that they may face during the course of their studies. Having a good working knowledge of these services will help tutors to support the personal and academic development of their tutees.

One of the key elements of personal tutoring is being able to signpost students to appropriate services; where they will receive the most relevant support, guidance or information. This document outlines the support services available across the University and provides links to further sources of information that personal and senior tutors might find useful.

Framework for Personal Tutoring

1. The Framework for Personal Tutoring sets out the University’s approach to personal tutoring and the minimum expected standard for personal tutoring arrangements across the institution. A number of training workshops are held to support Personal Tutors in their roles. View and book available sessions here.

Senior Tutor Role Description

2. A Senior Tutor Role Description is available on the Learning and Teaching Development Service Website. A Senior Tutor Discussion Forum takes place at quarterly intervals. Please contact ltds@ncl.ac.uk for details and to be added to the mailing list.

Student Health and Wellbeing

3. Provides information, advice and guidance on a range of student support issues.
4. Student Health and Wellbeing services are free, confidential and available to all registered students (including students registered on INTO Newcastle University pre-sessional courses).
5. Based in King’s Gate.
6. Opening hours: Mon, Tue, Thurs, Fri 09:00 – 17:00 and Wed 10:00 – 17:00
7. If you have concerns about the mental health of a Newcastle University student, you can call the Student Wellbeing Service consultancy line on x83333. The consultancy service is an advice and signposting service operated by qualified Student Wellbeing Service professionals. If you do not have consent from the student to discuss their case with a third party, then you should only talk about the situation hypothetically.
8. Information for staff including what to do in an emergency, student consent, confidentiality etc. is available on the Student Wellbeing website.
9. Student Wellbeing Service structure

Student Financial Support Team

10. Administer various different funding schemes for home/EU and international students.
11. Provide advice and information to students and staff on a range of student finance related topics (e.g. budgeting and money management, discretionary and statutory funding, general finance issues like banking, council tax, TV license etc.)
12. For Undergraduate students interested in carrying out a research project, Research Scholarships are available. Information about previous winners is available on the Research Scholarships and Expeditions webpage.
13. One-to-one appointments and weekly drop-in sessions available for students.
Counselling and Mental Health

14. Support and respond to students’ emotional needs and general wellbeing.
15. Face-to-face and online therapy available.
16. One-to-one therapy and group programmes offered.
17. Mental health disability – Student Wellbeing Advisers offer ongoing support around accessing education and reasonable adjustments to students with a mental health diagnosis of over a year, or a diagnosis that is likely to be over a year (e.g. chronic depression, anxiety, OCD, schizophrenia etc.)
18. Information about how to make an appointment is available on the Student Wellbeing webpage.

Disability Support

19. Student Wellbeing provides advice and assessment relating to a range of disabilities.
20. Full information about the support available for students is available on the Student Wellbeing website
21. Student Wellbeing has produced resources and guidance for staff working with disabled applicants and students.

Specific Learning Difficulties

22. Friendly and accessible service to assist students with dyslexia and other Specific Learning Difficulties.
   a. One to one study support with a qualified tutor
   b. Exam concessions
   c. Diagnostic assessment with a chartered psychologist
   d. Advice on applying for Disabled Students Allowance (DSA)
   e. Advice and support for students who think they may have a SpLD
   f. Information for staff supporting students with Specific Learning Difficulties is available on the Student Wellbeing Webpages.

Interaction Team

23. The first point of contact for many enquiries made relating to student services.
24. An electronic general enquiries form is available at http://www.ncl.ac.uk/enquiries/ for staff, students and prospective students to use.

Chaplaincy

25. The University has a multi-faith Chaplaincy service dedicated to working with students and staff of all faiths and of none.
26. The Chaplain’s office is currently located in the Agriculture Building, ground floor.
27. Details of places of worship at the University and in and around Newcastle are available on the Chaplaincy webpage.

Out of hours

28. The Student wellbeing webpage provides a comprehensive list of external support and out of hours help.
29. The out of hours flow chart highlights what actions to take in an emergency situation that occur outside of normal working hours.
30. The Student Wellbeing Service Brochure provides a comprehensive overview of the services and types of support that students can access during their time at Newcastle University.
**Student Progress**

31. Deals with [changes affecting student circumstances](#).
32. Offers advice on University Regulations to academic units and staff members.
33. Provides information about [key procedures](#) including:
   a. Assessment Irregularities Procedure
   b. Academic Appeals Procedure
   c. Student Disciplinary Procedure
   d. Student Complaints
   e. Personal Extenuating Circumstances (PEC) Procedure
   f. Support to Study (was Fitness to Study prior to 2018/19)
   g. Student Transfers (Stage 1 failures)
   h. Unsatisfactory Progress Guidance
   i. Policies for undergraduate and postgraduate student travel and outside study (off campus and abroad)

34. The internal [Student Progress](#) website also has information for staff on:
   a. [Absence and attendance monitoring](#)
   b. [Registration information](#)
   c. [Confidentiality and parental involvement](#)
   d. [International Students: Immigration Responsibilities](#)

35. **Remember**: Students can get impartial advice and support with appeal and complaints from Newcastle University Students’ Union Student Advice Centre.

**Student Progress Teams**

**Cases and Regulations Team**

36. Provide advice on the University Regulations rules and procedures and handle University-level disciplinary issues, appeals and complaints.

**Visa Team**

37. Based on level 2, King’s Gate
38. Information on [accessing Visa support](#) can be found on their website
39. Offer free advice and guidance on visa and immigration issues to registered students and unconditional offer holders
40. Regular drop-in sessions, workshops, appointments

**Accommodation Services**

41. A drop-in service for students is operated from level 2 King’s Gate. Details of drop-in times can be found on the [Student Services webpage](#)
42. Information for students living in University accommodation is available on the Accommodation Services webpage.
43. Accommodation Services also offer free help and advice to students looking for properties, as well as those living in [private sector accommodation](#).

**Careers Service**

44. Based on level 1 in King’s Gate
45. Opening hours: **Mon, Tue, Thurs, Fri 09:00 – 17:00 and Wed 10:00 – 17:00**
46. Students can access the Careers Service without an appointment. A daily drop-in service runs between 11am-4.30pm (11am-3pm during vacations).
47. **JobsOC** is the University's on-campus jobs agency; offering casual and temporary works assignments in and across the University to current Newcastle University students.

48. Information about **work experience and internships** is available in the Careers Service webpage.

49. Tailored information and advice for **postgraduate students and researchers** is available.

50. The Careers Service also provides additional support and advice for **international students**.

51. Information about **developing skills**, including **volunteering opportunities** and **ncl+ awards**, is available on the Careers Service webpage.

52. The **Careers Service intranet** highlights the support offered to staff, including employability and enterprise support. You can also find answers to the 'top student FAQs' asked by students seeking careers advice, with information and links that may be helpful. Learning and Teaching Development Service

53. The Learning and Teaching Development Service (LTDS) manages, or supports the delivery of, a number of policies and guidance documents relating to learning, teaching and the student experience, including:
   a. [Policy on Assessment and Feedback](#)
   b. [Policy on Support for Projects and Dissertations in Taught Programmes](#)
   c. [University Principles and Policies on Off-Campus Assessment](#)
   d. [Student Representation Policy](#)

54. The LTDS website holds the University's **Quality and Standard Handbook** the general **Degree Programme Handbook template** and information on **Student Voice** including general information on **Personal Tutoring**, placements and so on.

### ePortfolio

55. ePortfolio is an online portfolio where students can record their work and their achievements. It is the University’s chosen system for supporting personal tutoring and both personal tutors and tutees are expected to use ePortfolio to record tutorial meetings.

56. The **ePortfolio portal** has a comprehensive list of **FAQs** about using the system.

57. The Learning and Teaching Development Service organises regular training workshops and webinars for staff. **View and book available sessions here**. In addition, awareness-raising workshops can be organised for students. Any queries about ePortfolio training should be directed to [ltds@newcastle.ac.uk](mailto:ltds@newcastle.ac.uk)

### Library

58. The **Library website** provides a useful video guide to students and staff who are new to the University.

59. Tailored **subject guides** are provide useful resources and information for staff and students.

### Writing Development Centre

60. The **Writing Development Centre** offers guidance and advice on a range of academic skills.

61. They offer one-to-one tutorials and workshops for students.

### Academic Skills Kit (ASK)

62. **ASK** is a drop-in centre that provides a free and confidential service to all Newcastle students.

63. Areas of help include:
   a. Assignments and Academic Writing
   b. Exams and Revision
   c. Numeracy, Maths and Stats
   d. Planning and Time Management
   e. Referencing
f. Research Projects
g. Searching, Reading and Notetaking
h. Transition to University

Newcastle University IT Service (NUIT)

64. Information about IT services for students can be found on the NUIT website. This includes the Rules of Use that students must adhere to when using the University’s computing facilities. Any infringement of these rules could result in the immediate suspension of a student’s login name.

Newcastle University Students’ Union (NUSU)

65. NUSU is run by students, for students. There are 6 Sabbatical Officers and 8 Part Time Officers who represents students and students’ views on all aspects of university life.
66. NUSU aims to be democratic, inclusive, effective, progressive, independent, sustainable, socially responsible and fun. NUSU runs a range of support services and activities for students, including an advice centre, volunteering opportunities and societies. It also helps to ensure student representation at the University by supporting course representative system and engages with learning and teaching governance processes.
67. NUSU supports a range of societies and sports clubs and teams that provide a great way for students to meet new people and try new things.
68. They also have a variety of volunteering opportunities for students both at the University and within the wider community.

Student Advice Centre (SAC)

69. NUSU’s Student Advice Centre offers information, advice, assistance and representation on a range of issues, including:
   a. Academic issues (PEC, academic appeals, complaints, disciplinary etc.)
   b. Housing
   c. Finance
70. Based on the Ground Floor in the Newcastle University Students’ Union Building
71. Drop-ins and appointments service
72. Opening times are updated regularly on the NUSU webpage
73. Contact details:
   a. T: 0191 239 3979
   b. E: student-advice-centre@ncl.ac.uk

Key links specifically for international students:

74. Student Health and Wellbeing
   https://www.ncl.ac.uk/students/wellbeing/about/international/students/
75. Disability Support
   https://www.ncl.ac.uk/students/wellbeing/disability-support/international/
76. Visa support
   https://www.ncl.ac.uk/students/progress/visa/
77. Financial difficulty
   https://www.ncl.ac.uk/students/wellbeing/finance/funding/nonukstudents/index.htm
78. In-Sessional programme
   https://www.ncl.ac.uk/students/insessional/
79. Community living, staying safe
   [https://www.ncl.ac.uk/community-living/](https://www.ncl.ac.uk/community-living/)

80. Transition to University (Library, ASK, for all students)
   [https://internal.ncl.ac.uk/ask/transition-to-university](https://internal.ncl.ac.uk/ask/transition-to-university)

**Ways to Contact Students**

81. **NU Contacts** can be used to contact individual students or groups of students by email. It is possible to search for students by student name, tutor name, by programme or by module.

**Further Training and Support**

82. The Learning and Teaching Development Service, working with other Student Services, offer a number of workshops on a range of areas that might be of interest and useful for both personal and senior tutors. [View and book available sessions.](https://internal.ncl.ac.uk/ask/transition-to-university)

Document last modified by LTDS, September 2018

This document is primarily intended for: Personal Tutors and Senior Tutors

Contact

ltds@ncl.ac.uk ; T: 0191 2083978

(for queries about this policy statement):