Welcome

Welcome to the School of English Literature, Language and Linguistics. We hope that your time here will be both successful and enjoyable.

This handbook aims to provide you with all the information you need to make your learning experience in the School as rewarding as possible. Take time in Welcome Week to read through this guide and keep it for future reference. It sets out important information about your degree programme, tells you what we expect from you, and explains what you can expect from us. It also tells you where to go if you have questions or if something goes wrong.

The content of this handbook does not cover every situation that might come up, so please ask a member of School staff if you need help or information. Your contacts are your Personal Tutor, the Degree Programme Director (DPD) for your particular degree programme, your lecturers and the Professional Services staff in the School Office. There is always plenty of help available.

Above all, I hope that you will enjoy your time at Newcastle, not only in your academic work, but also in all the other activities and opportunities available to you.

Professor James Annesley
Head of School
www.ncl.ac.uk/ell
School of English Literature, Language and Linguistics (SELLL)

An Overview

The Running of the School

The Head of School is Professor James Annesley.
The Deputy Head of the School is Dr Anne Whitehead.
The Director of Excellence in Learning and Teaching is Dr Jennifer Orr.

The School has three subject areas:
- Dr Helen Freshwater is the Subject Head of English Literature.
- Dr Geoffrey Poole is the Subject Head of Linguistics and English Language.
- Dr Lars Iyer is the Subject Head of Creative Writing.

There are two Degree Programme Directors who oversee your progression and will work, on occasion, with the senior tutors:
- Dr Lucy Pearson is the Degree Programme Director for Literature and Creative Writing (Semester 1)
- Dr Hannah Durkin is the Degree Programme Director for Literature and Creative Writing (Semester 2)
- Dr Adam Mearns is the Degree Programme Director for Language and Linguistics.

They are responsible for the management of the degree programmes and overall UG teaching provision in the School.

There are three Seniors Tutors who oversee pastoral care:
Stage 1: Dr Tina Gharavi for Q306, QW38 and QV31
Stage 1: Dr William van der Wurff for Q100, Q1R1, Q1R2, Q1R4, Q1T4, Q300 and Q302
Stages 2 & 3: Professor Martha Young-Scholten for both Stages in all programmes.

2019–20 Key Dates

<table>
<thead>
<tr>
<th>Term</th>
<th>Start Date</th>
<th>End Date</th>
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</thead>
<tbody>
<tr>
<td>Autumn Term</td>
<td>Monday 23 September 2019</td>
<td>Friday 13 December 2019</td>
</tr>
<tr>
<td>Spring Term</td>
<td>Monday 6 January 2020</td>
<td>Friday 27 March 2020</td>
</tr>
<tr>
<td>Summer Term</td>
<td>Monday 27 April 2020</td>
<td>Friday 12 June 2020</td>
</tr>
<tr>
<td>Semester 1</td>
<td>Monday 23 September 2019</td>
<td>Friday 24 January 2020</td>
</tr>
<tr>
<td>Semester 2</td>
<td>Monday 27 January 2020</td>
<td>Friday 12 June 2020</td>
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</tbody>
</table>
The undergraduate academic year is organised into three terms. Major holidays (Christmas and Easter) occur between terms. The undergraduate academic year is also organised into two semesters. Semester 1 includes 1 week of induction and registration, 12 teaching weeks and 2 examination weeks. Semester 2 includes 12 teaching weeks and 3 examination weeks. You are expected to be in attendance during every term and for all teaching and examination weeks during the semesters.

You must ensure that you are available during all term time periods and examination periods.

Examinations: most examinations are scheduled at the end of Semester 1 (January) or Semester 2 (May/June), but if you do not pass at the first attempt, you may be required to take an additional resit examination at the end of August. You have the right to one resit attempt for any module you have failed. If you have deferred an exam or assessment (e.g. due to illness), this will be taken during the resit period. Stage 3 students do not have the right to a second attempt.

2019-20 Exam Dates:

<table>
<thead>
<tr>
<th>Semester One</th>
<th>Monday 13 January 2020 to Friday 24 January 2020 (including Saturday 18 January)</th>
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<tbody>
<tr>
<td>Semester Two</td>
<td>Monday 18 May 2020 to Friday 5 June 2020 (including Saturday 23 May and Saturday 30 May)</td>
</tr>
<tr>
<td>Resits</td>
<td>Monday 17 August 2020 to Friday 28 August 2020 (including Saturday 22 August)</td>
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</tbody>
</table>
# Summary of Programme Commitments

<table>
<thead>
<tr>
<th>Commitment</th>
<th>Description</th>
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<tbody>
<tr>
<td>Average number of contact hours:</td>
<td>Three hours per module per week is usual. Please check the exact commitments of individual modules on the module catalogue <a href="http://www.ncl.ac.uk/module-catalogue">www.ncl.ac.uk/module-catalogue</a></td>
</tr>
<tr>
<td>Mode of delivery:</td>
<td>The bulk of teaching in SELLL is done in lectures and seminars. We also use study groups, workshops and tutorials. As above, the delivery plan for individual modules can be found in the module catalogue.</td>
</tr>
<tr>
<td>Normal notice period for change to the timetable,</td>
<td>Two weeks is the normal notice period for rescheduling classes.</td>
</tr>
<tr>
<td>including rescheduled classes:</td>
<td></td>
</tr>
<tr>
<td>Normal notice period for changes to the curriculum or</td>
<td>Changes to the assessment and/or the curriculum are not made once the module has commenced.</td>
</tr>
<tr>
<td>assessment:</td>
<td></td>
</tr>
<tr>
<td>Normal deadline for feedback on submitted work:</td>
<td>20 working days in Semester 1. This usually means four weeks, not including weekends or public holidays. Feedback on assignments completed at the end of Semester 2 are returned after the meeting of the UG Board of Examiners (this may be slightly longer than 20 working days).</td>
</tr>
<tr>
<td>Normal deadline for feedback on examinations:</td>
<td>20 working days from the end of the assessment period in Semester 1 and after the meeting of the UG Board of Examiners in Semester 2.</td>
</tr>
<tr>
<td>Assessment methods and criteria:</td>
<td>For information on methods see the section on Assessments in this handbook. For information on criteria, please visit the School website. <a href="http://www.ncl.ac.uk/elll/current/ugresources/assessment">www.ncl.ac.uk/elll/current/ugresources/assessment</a></td>
</tr>
<tr>
<td>Academic guidance and support:</td>
<td>For information on where to get support, please see the section on Health and Wellbeing in this handbook.</td>
</tr>
</tbody>
</table>
University Timetables
Once registered on your programme, you can access a personalised timetable using the University app which also has information on moving around campus, managing your library and print accounts and finding places for private study. You can also view module, programme and individual timetables on the student timetable website www.ncl.ac.uk/timetable where there is a guide on how to understand your timetable: www.ncl.ac.uk/timetable/StudentTimetableGuide.pdf and links to maps of the teaching campus.

If your degree programme has an optional component, your personal or stage tutors will advise you on the best module options to suit your particular academic interests.

Please note that timetables can change during the year, especially at the beginning of each semester. Please check the website and your app regularly.

The Student Charter and the Newcastle Offer
Newcastle University and the School aim to provide a high standard of teaching and a rich academic environment in which to learn and study. More information on the Student Charter is available online: www.ncl.ac.uk/media/wwwnclacuk/pre-arrival/files/Student%20Charter%20for%202018.pdf

To register at the University, you must accept the following declaration as part of the online registration process. ‘I hereby promise to conform to the discipline of the University and to all statutes, regulations and rules in force for the time being in so far as they concern me’. The Student Discipline procedure can be accessed here: www.ncl.ac.uk/students/progress/Regulations/Procedures/disciplinary

The Newcastle Offer provides additional explanation about what the University offers undergraduate students for their fees and explains how the University delivers on its promises. More information on the Newcastle Offer is available here: www.ncl.ac.uk/ltds/governance/modules/dph/introductory/charter (note you must be logged on to read this).
Attendance

The University wishes to support all students to the completion of a programme of study and we know that good attendance plays an important part in successful outcomes. It is important that all students adhere to the terms of the Student Charter and attend all timetabled sessions in a punctual manner. The University also has a legal obligation to monitor the attendance of international students and to report to UK Visa and Immigration, any student who is not attending regularly.

All students are asked to record their attendance by swiping their SMART card at every class. Card readers installed in all classrooms scan the microchip in your SMART card so close contact with the reader is required. You should remove your card from wallets and purses (to avoid the reader scanning any other contactless cards you may carry) and have them ready before arriving at class.

You should only scan your own card. If you are found to be scanning another student’s card, for any reason, this will be treated as misconduct and can result in disciplinary action.

Always carry your SMART card. If you forget it, or have lost it, you will be marked as absent. Remember to bring it next time or get a replacement from Student Services, King’s Gate as soon as possible.

The card reader’s green light will flash to indicate a successful swipe. Place your card against the lower part of the front face of the reader so that the green light is visible. Always scan your card as you arrive for class, not on the way out.

If you are going to miss a class you should notify the module leader or seminar tutor that you will not be attending. You will need to complete an Absence Request through S3P for absences of three consecutive days or more. For absences longer than seven calendar days, please contact the Senior Tutor. It may be that you need to complete a Personal Extenuating Circumstances (PEC) form.

A significant number of absences can mean that you are not making ‘satisfactory progress’, and action may be taken under the University General Regulations that could result in termination of your studies. International students should note that persistent and unauthorised/unexplained absence, even for compassionate and compelling reasons, may be communicated to UK Visas and Immigration which could result in your UK visa being curtailed.

If you have personal extenuating circumstances affecting your ability to attend classes you should seek support from the appropriate Senior Tutor. If you are going
to be absent for non-medical reasons (for example a job interview), please seek the permission of the appropriate Senior Tutor via an Absence Request.

See [www.ncl.ac.uk/students/progress/Regulations/SPS/Attendance](http://www.ncl.ac.uk/students/progress/Regulations/SPS/Attendance) for more information on University attendance requirements.

**Student Self Service Portal (S3P)**

S3P allows you to register on your programme of study and keep your personal details up to date. You can pay fees online, keep your contact details up to date, confirm module choices, produce standard documents to confirm your student status (eg for Council Tax purposes), submit a Personal Extenuating Circumstances (PEC) form and report an absence to the School. Further details are available here: [www.ncl.ac.uk/students/progress/student-resources/s3p](http://www.ncl.ac.uk/students/progress/student-resources/s3p)

You can log on here: [https://s3p.ncl.ac.uk/login/index.aspx](https://s3p.ncl.ac.uk/login/index.aspx)
Degree Programme and Module Information

Single Honours Degrees
We offer single honours degrees in:
- English Literature (Q306)
- English Literature with Creative Writing (QW38)
- English Language (Q302)
- English Language and Literature (Q300)
- Linguistics (Q100)

Joint Honours Degrees
We offer joint honours degrees in conjunction with the School of History, Classics and Archaeology:
- English Literature and History (QV31)

Joint honours degrees in linguistics with an additional language are offered in conjunction with the School of Modern Languages:
- Linguistics with Chinese or Japanese (Q1T4)
- Linguistics with French (Q1R1)
- Linguistics with German (Q1R2)
- Linguistics with Spanish (Q1R4)

Key Definitions
- **Module** – an element within a programme of study. The size of the module (relative to the programme as a whole) is measured with reference to your learning time. The normal undergraduate academic year is 120 credits. Your total study time is expected to total 200 hours for each 20-credit module.
- **Compulsory modules** – modules that you must take in order to fulfil the requirement of the Degree Programme.
- **Core modules** – those modules which you must PASS to be allowed to proceed.
- **Optional modules** – those which you choose to take because they suit your interests and career aspirations.
- **Aims** – each programme will have a set of aims that explains the overall goals of the programme. These aims will relate to programme structure, student outcomes, placements (where relevant) and accrediting bodies (where relevant). Modules will also have a set of aims that explains the primary objectives of each specific module.
Learning outcomes – each programme will have a set of learning outcomes that specifies the skills and knowledge that students are expected to develop over the course of the programme. Modules will have specific skills outcomes and knowledge outcomes that specify what you will learn and what skills you will develop on each module.

Degree programme regulations – explain which modules can be taken, programme-specific progression rules (i.e. how to ensure that you advance to the next stage), and programme-specific degree classification rules (i.e. how your final degree classification will be determined). They are available here for SELLL: [www.ncl.ac.uk/regulations/programme/2019-2020/elll.php](http://www.ncl.ac.uk/regulations/programme/2019-2020/elll.php) and in the Carousel outside the School Office.

Degree programme specifications – the specifications for each degree programme contain information on the aims, learning outcomes, teaching and learning methods and assessment strategies specific to each programme. SELLL degree programme specifications are available here: [www.ncl.ac.uk/regulations/programme/2019-2020/elll.php](http://www.ncl.ac.uk/regulations/programme/2019-2020/elll.php)

Course Structure

All degree courses within the School are modular. A ‘module’ is a unit of teaching and of student effort. Modules have a ‘credit’ rating and most of our modules are worth 20 credits. Most modules last for one semester. Students take modules to the value of 120 credits each year, 60 credits each semester.

Our undergraduate degrees are divided into Preliminary Honours, which is the First Year (Stage 1) and Final Honours, Second and Third Years (Stages 2 and 3).

Sensitive Material in UG Lectures, Seminars, Reading Lists

Undergraduate students in the School and in the Humanities and Social Sciences (HaSS) Faculty have raised the issue of sensitive topics covered in teaching. Such topics might include the depiction/discussion of rape, suicide, graphic violence, and other themes of this kind. In Humanities areas, such as the ones taught in our School (Literature, Language, Film, Linguistics and Creative Writing), the focus often tends to be the human subject, and so it is inevitable that distressing life events and situations can and will be encountered in texts and assignments. Where possible, all module leaders provide information in advance about the content of modules. Students with concerns about the content of any module are encouraged to use this information to consider how best they can prepare themselves to study challenging material in a way that is appropriate for them. Module/seminar leaders, personal tutors, and the Student Health and Wellbeing Service can all provide support and guidance with this process.
Modules and Module Choice

The Degree Programme Regulations [www.ncl.ac.uk/regulations/programme/2019-2020/elll.php](http://www.ncl.ac.uk/regulations/programme/2019-2020/elll.php) for your programme explain which modules are compulsory, core, and/or optional on your degree programme. You can look up information on each module in the Module Catalogue [www.ncl.ac.uk/module-catalogue](http://www.ncl.ac.uk/module-catalogue).

Stage 1 students must complete their module selections by the Thursday of Induction Week. Students will be provided with information to help in selecting their optional modules. Students will have the opportunity to change their modules during the first two teaching weeks.

All continuing students (except for final year students) use S3P to register for their next stage around Easter each year. You can only select the modules associated with your programme to the value of the credits for the stage of your programme unless you have DPD approval.

School and University Websites

The School website [www.ncl.ac.uk/elll](http://www.ncl.ac.uk/elll) is full of important information relating to your degree including submission deadlines, regulations and style guides. The website is updated regularly.

Blackboard is also a good place to look for information about your modules. Each module you study has its own Blackboard page where module leaders will upload their module guide, lecture slides, assessment information and much more. Blackboard is also where you will go to submit most of your assessments electronically through Turnitin: [https://blackboard.ncl.ac.uk](https://blackboard.ncl.ac.uk)

Communication

You should only use your University e-mail account when communicating with University staff.

Important and official information will always be sent by e-mail to your University email account, not your personal email address. You should check your email every day during the working week and regularly check the noticeboards located in the main entrance of the Percy Building.

On occasion, the University may need to use other forms of communication and so it is vital that you ensure you keep us up to date with your current local and home addresses. You can update this information yourself using the Student Self-Service portal (S3P): [https://s3p.ncl.ac.uk/](https://s3p.ncl.ac.uk/)

If you send an email to a member of staff don’t worry if you don’t hear back from them straight away. Although they are always willing to help you they have a lot
of demands on their time and you should not expect an immediate reply or a reply outside of normal working hours (9.00 am to 5.00 pm, Monday to Friday). Before sending an email it’s worth seeing if you can find the answer to your query elsewhere. It may be in this handbook or on the School website. Module specific information can be found on Blackboard and in the Module Handbook. The School Office staff can also help with a lot of your queries. The Office is open Monday to Friday, 9.30 am until 4.00 pm.

When sending an email to University staff, please remember that email is considered an alternative means of communication to writing a letter. The way your email is written should reflect this. The use of clear and appropriate language is more likely to result in you receiving the information that you need. E-mails should, at all times, be polite in tone and reflect common courtesy (e.g. prefacing the e-mail with “Dear XXX”; not using text-speak and thanking individuals when they have responded to you). Abuse of your e-mail account (including abusive language) will result in a suspension of Internet privileges. If you have queries it’s very useful if you remind staff of your stage and degree when you e-mail them: they can’t answer questions like ‘Can you tell me if I have to take SELXXXX?’ rapidly unless you give them this information.

Mobile Phones
Please remember to turn your mobile phone off, or put it on silent, during lectures, seminars, meetings and when in the Library.

Social Spaces
There is a Student Common Room on the first floor of Percy which contains 16 PCs and some sofas. Noticeboards outside the Common Room detail activities organised by various student societies during term time. Downstairs in the main entrance there is a student led cafe selling hot and cold drinks as well as snacks and social/work places are available.

How to Get a Reference
You may well need a reference for anything from a flat let or a voluntary vacation scheme to an application for a job or a postgraduate course/funding.
For general references your Personal Tutor is usually best placed to help you.
For applications for postgraduate courses and certain jobs it might be more appropriate to ask someone who has taught you, for example your dissertation supervisor.
Don’t forget to ask permission of the person concerned before putting their name down and ensure you let them know what the application is for.
Societies and Social Activities

Newcastle has a thriving culture of student societies covering all areas of interest. Within the School we have two societies, the English Society and Creative Writing Society. You can find out more about these societies at the Fresher’s Fair or by visiting the Students Union website [www.nusu.co.uk/getinvolved/societies/list](http://www.nusu.co.uk/getinvolved/societies/list).

Placements and Study Abroad Opportunities

The School has undergraduate exchange links with several universities on the European Continent and North America and there are opportunities available for you to spend a Semester abroad. You can find more information here: [www.ncl.ac.uk/undergraduate/abroad](http://www.ncl.ac.uk/undergraduate/abroad).

The placement year usually takes place between Stage 2 and 3 of your studies and involves completing a 120 credit year long module with support from the Careers Service. You can find more information here: [www.ncl.ac.uk/careers/workexperience/placement/#about](http://www.ncl.ac.uk/careers/workexperience/placement/#about).
Alongside your academic progression and achievements, all of the staff in the School of English want to ensure that your health and wellbeing thrives during your time with us. Various people are available in the School to provide support and signpost you to support structures that are available both on and off campus.

We run a series of activities and events throughout the year to support your health and wellbeing; these are advertised in the School of English Student Health and Wellbeing Brochure; they will also be advertised around the building and email reminders will be sent to all students.

When you need help or advice, the first thing is to ask yourself whether your issue is academic (to do with your studies) or pastoral (to do with your health and wellbeing).

If it is an **academic matter** you can talk with your Personal Tutor (if you aren’t sure who this is you can find out through the Student Portal), your Degree Programme Director or the Director of Excellence in Teaching and Learning (their names are listed at the beginning of this handbook).

If it is a **pastoral matter** you can talk to members of the Professional Services Team (based in the School Office on the 3rd floor of Percy Building), your Personal Tutor (if you aren’t sure who this is you can find out through the Student Portal) or the Senior Tutor (their names are listed at the beginning of this handbook).

You may also wish to go directly to Student Services, Level 2, King’s Gate who can advise about the Counselling and Mental Health Team. They are open from 9.00 am to 5.00 pm Monday to Friday (except Wednesday when it opens at 10.00 am), and can be telephoned directly on **0191 208 3333**.

All academic staff offer ‘Academic Consultation and Feedback’ hours; during these hours they will be available in their office for people to drop in and talk about academic or pastoral matters. If you would like to contact a member of staff outside of these hours we would advise that you email them or call their work telephone number. You can find ‘Academic Consultation and Feedback’ hours and email addresses/telephone numbers on the School of English website.

Please remember that staff will try and get back to you as soon as they can but this may not be straight away.
Personal Tutors

You will be allocated a Personal Tutor who will be an academic member of staff from your study area. They will be responsible for looking after your interests throughout your time at the University.

- Your Personal Tutor will meet with you at regular intervals throughout your three years and you should record your meetings in e-Portfolio.
- All tutors have at least one weekly drop-in consultation hour and you can make appointments at other times by e-mail or through e-Portfolio.
- Your Personal Tutor is available to discuss academic matters such as module choices or your overall progress. They will also be able to recommend whether you need to see the Senior Tutor.

You should inform your Personal Tutor about any difficulties you are experiencing which are affecting your academic work. Personal Tutors are not trained counsellors, but they will do their best to suggest where you might seek any help you need.

Degree Programme Director (DPD)

The DPD is responsible for overall student management, progression and achievement in the School and can advise you on a number of issues including details of the degree regulations and their implications, changing degree programmes or taking time away from your studies. The DPD also decides whether to approve non-standard programmes of study.

Senior Tutor

The Senior Tutor is responsible for the overall pastoral care of students in the School and for individual student problems (e.g. involving medical or personal circumstances). The Senior Tutor can advise on how to apply for extensions or concessions, and is available to discuss general pastoral matters as well as any serious ongoing problems which are impacting on your progress.

The Senior Tutor also:

- Reviews student attendance and performance during the academic year.
- Decides (together with the DPD) whether to permit students to suspend studies for a period of time.
**Peer Mentors**

Stage 1 students will also be supported in their transition to life at University by a peer mentor – these are student volunteers on the same (or similar) degree programme as you who have been specially selected and trained. Each mentor is assigned to a small group of mentees, meets with them during Semester 1, and is available to give help and advice on various aspects of student life.

**The Students Union and Student Advice Centre**

You may wish to speak with your Student Union who have a Sabbatical Officer dedicated to Students’ Welfare and Equality. Their website is available here: [www.ncl.ac.uk/undergraduate/life/union/#studentrepresentation&support](http://www.ncl.ac.uk/undergraduate/life/union/#studentrepresentation&support)

The Student Advice Centre is a confidential service that can be found on the ground floor of the Students’ Union. [www.ncl.ac.uk/undergraduate/life/support/studadv](http://www.ncl.ac.uk/undergraduate/life/support/studadv)

The advisors can provide impartial advice on any number of topics such as housing, academic, finance, legal information, personal/family, consumer and employment issues. The team can be contacted on **0191 239 3979**, or emailed at **student-advice-centre@ncl.ac.uk**

**Student Health and Wellbeing**

Student Wellbeing can offer advice and support on:

- Mental Health and Counselling.
- Specific Learning Difficulties.
- Disability.
- Fees, Funding & Finance Support. Information and advice on discretionary and statutory financial support schemes, general student finance related topics and money management and budgeting.
- Medical Matters. Includes a list of medical practices in Newcastle and information about hospitals and walk-in centres.

Drop-in and pre-booked appointments are available. Please familiarise yourself with their website and the wide range of support that they offer: [www.ncl.ac.uk/students/wellbeing](http://www.ncl.ac.uk/students/wellbeing)
Urgent Health and Wellbeing Concerns

If you think you need to speak to someone urgently about a health or wellbeing matter we would advise that you call your GP immediately. If it outside of your GP’s operating hours you can contact the emergency services on 999.

The University also offers Nightline www.nusu.co.uk/support/nightline, this is a confidential listening and information service run by student volunteers every night during term time from 8.00 pm to 8.00 am.

Anonymity

We will not discuss your academic or pastoral circumstances with anyone outside of the University unless you give us permission to do so. If during your time at University you would like us to talk to a member of your family or a friend about your circumstances you need to let us know by email. Please send this information to english@ncl.ac.uk with specific information about what we can discuss and who we can discuss it with.

Your time at University should be enjoyable but we understand that academic and wellbeing events are not always easy. We are here to help support you through your journey but we can only offer help if we know that you need it. If and when the time comes it is important that you reach out to a member of staff in the School.
Circumstances Affecting your Studies

If you are Ill or Away from the University for Personal Reasons

If you are ill at any point while at University, you should inform your Personal Tutor as soon as possible. If you are absent (Monday through Friday), for three consecutive days or more you must complete an Absence Request on S3P. If you are absent for more than seven working days, you must obtain a medical certificate from your doctor and upload onto S3P with your Absence Request.

An Absence Request should also be used for absences other than sickness – i.e. when you need to be away from the University for personal reasons.

If you believe that your absence has affected your academic performance in an assessment (coursework or exam) or prevented you from attending a required session, you should inform your Personal Tutor. You should also fill in a Personal Extenuating Circumstances (PEC) form to explain how your illness has affected your studies. If your circumstances are particularly sensitive and you do not want any details to be known, even to your tutor, then you can provide a confidential letter and information in a sealed envelope for the Chair of the School PEC Committee. Please hand this in at the School Office.

More information about the sickness and absence procedure is available here: www.ncl.ac.uk/students/progress/Regulations/SPS/Attendance/sickness.htm
Personal Extenuating Circumstances (PEC)

Students who believe that their study, or ability to complete assessments, is being adversely affected by significant unforeseen and unavoidable personal extenuating circumstances should advise their School by completing the online Personal Extenuating Circumstances (PEC) Form via S3P as close as possible to the time that the problem arose and in advance of any imposed School deadline, so that appropriate adjustments can be considered. Students are advised to carefully read the Guidance for Submission of Personal Extenuating Circumstances which can be found here: www.ncl.ac.uk/students/progress/student-resources/help before submitting a PEC application.

It is the student’s responsibility to provide evidence to support their PEC application. Evidence should outline the problems faced and the period of impact – e.g. doctor’s notes, a statement of support from a tutor, letter from an employer etc.

The PEC form enables the School to consider each case on its merits and, if possible, make an appropriate adjustment. Possible adjustments will vary depending on the time of year, but could include:

- an extension to the hand-in date for a piece of work
- an exemption for a minor item of course work
- a deferral of the assessment to the next normal occasion – usually August
- permission to repeat tuition in residence
- permission to proceed to the next Stage carrying fails
- permission to repeat a period of tuition, setting aside previous attempts (e.g. re-doing a Stage or Semester as if for the first time)
- recommending discretion at the Board of Examiners (for Stage 2 and 3 students only) – eg potentially allowing you to pass the stage despite having failed a core module; allowing you to pass a module by discretion; altering your degree classification where there is evidence to support this decision.

NB - personal extenuating circumstances cannot result in existing marks being changed.
Change of Circumstances (Transfer, Suspend Studies or Withdraw)

Sometimes circumstances do change, and you may decide that you want to transfer degree programmes, suspend your studies or withdraw from the University. If you are thinking about any of these scenarios, you should first speak with your Personal Tutor so that you can discuss your options. You can also seek confidential advice from Student Health and Wellbeing:

www.ncl.ac.uk/students/wellbeing/about/student

More information on the relevant procedures and the forms you may need to fill in is available here:

www.ncl.ac.uk/students/progress/Regulations/Procedures/change

Your Personal Tutor should be able to help you complete these forms if necessary.

Complaints and Appeals

The Student Complaints and Resolution Procedure is the University’s formal complaints procedure under the Student Charter. It is intended to allow students to make a complaint about a service or a member of staff within the University. The procedure applies to all complaints, including those related to harassment or racial equality. You can seek advice on the complaints procedure from Student Progress Service:

www.ncl.ac.uk/students/progress/Regulations/Procedures/complaints.htm
Assessment and Feedback

Methods of Assessment
- Sit-down examinations
- Submitted essays
- Oral presentations
- Extended studies
- Independent research projects
- Dissertations
- Take home examinations

What are Markers Looking For?
The Criteria of Assessment can be found on the School website: www.ncl.ac.uk/elll/current/ugresources/assessment
We recommend you take some time to read through this so you understand how your work is marked and what the marks mean for your degree classification.

Your work must follow the School Style Guides and observe word limits. The Style Guides can also be found on the School website; www.ncl.ac.uk/elll/current/ugresources

Coursework Submission
Information about your assessments and the hand in dates can be found in the Module Handbooks available on Blackboard. Submission is usually electronic only via Blackboard/Turnitin but it is the student’s responsibility to check. The hand in procedure may vary from one assessment to the next so it is important to make sure you follow the instructions you are given.

For information on how to submit your work please visit the Current Students section of the School website: www.ncl.ac.uk/elll/current/ugresources/assessment

Late Submission of Assessed Work
In accordance with the University policy:
- Submission dates and times for submitted work are strictly maintained.
- Work that is late by up to seven days without good cause will be capped at 40. The School strictly enforces this rule.
- Work that is late by more than seven days receives a mark of 0 (and the chance to resit for maximum mark of 40. Please note that Stage 3 students cannot normally resit failed or missed assessments).
'Stuck in traffic', 'late train', 'computer cluster was closed' or 'the printer wasn’t working' are not valid excuses for lateness — you need to build in a safety margin. It is your responsibility to keep a back-up of your work at all stages and to ensure that you have access to a compatible printer when you come to print out your work.

Follow the instructions for electronic submission carefully.

Please also make sure that what you hand in is the complete and final version of your work. We cannot, for instance, accept a bibliography that you accidentally missed off or another version if you handed in the wrong one.

If, for good reason, you are unable to hand in submitted work on time, you should seek an extension by submitting a PEC form.

Work handed in late with or without permission should be handed to the School Office, not to the module leader.

Examinations

University exam period dates are available on the Exams & Awards web pages: www.ncl.ac.uk/exams/exam-dates. Please note that examinations can be scheduled on Saturdays during the main periods. You are expected to be available for examination at the University during all of the main periods.

If you wish to be considered for alternative exam arrangements (e.g. extra time, rest breaks, use of a PC, smaller venue etc.) in light of a disability, specific learning difficulty or long term medical condition, then you should note that there are certain deadlines by which you must supply the appropriate medical evidence/documentation. For further information, you should contact the Student Health and Wellbeing Service as soon as possible www.ncl.ac.uk/students/wellbeing/disability-support/support/examinations.htm.

Absence from Exams

A mark of 0 will be recorded for the examination concerned. In this case you will be entitled to any resit rights, although the mark will be capped at 40 whatever the quality of work actually produced. Please note that Stage 3 students cannot normally resit failed or missed assessments.

Oversleeping, mistaking dates, transport problems, holidays etc., will not be accepted as a valid reason for absence from sit-down examinations.

If you have a good reason (for example medical) for missing an exam then a concession may be sought to allow you to sit the examination during the August resit period to count as your first attempt, without penalty. You will need to complete a PEC form to request this.
Plagiarism: What is it and how do I avoid it?
The University makes routine plagiarism checks on all appropriate pieces of work. This means that your coursework assessments will be submitted to an electronic text matching software system (directly, by you, or by a member of staff). Your work will be checked against a database of web pages, academic articles and books, and other students’ papers (from Newcastle and other universities) and any matches between your work and those other sources highlighted. Matching text does not necessarily mean that you have plagiarised, since you may have correctly referenced text from other source.

When you submit your assignments, you will be told how you need to submit to ensure they are checked. There are some file restrictions and file size restrictions, and you will be given guidance on what you can and cannot submit. You should always ask your module leader if you have any questions about a specific assignment.

The University takes plagiarism and academic conduct very seriously, and you are expected to know how to reference other sources correctly.

How to acknowledge sources
Acknowledging sources is standard academic practice: it is both a guarantee of the integrity of your work and a useful aid to following up leads on the topic in question. For guidelines on how to correctly acknowledge sources, please refer to the School Style Guides www.ncl.ac.uk/elll/current/ugresources

What’s the marking process, and what feedback do I get?
Most assessed work in the School is marked and then moderated. The purpose of moderation is to confirm that, broadly speaking, the academic standards applied by the first marker are reasonable and consistent.

- **Stage 1** work is first marked by module leaders or seminar tutors and moderated by a second member of staff.
- **Stage 2** work is marked by members of the module team. The team meets to ensure parity and accuracy of marking across the module as a whole and the work is then moderated by the module leader or a member of staff external to the module.
- **Stage 3** work is normally first marked by the module leader and then moderated by another member of staff with related expertise. The exception to this is the Dissertation.
Dissertations are blind double-marked, i.e. they are marked by two different members of staff who assign a mark independently of each other. They then agree on a final mark together.

Creative Writing assignments are first-marked by leaders or seminar tutors and then second-marked by another member of staff with related expertise.

External examiners — experts in the relevant subjects from other universities — oversee the whole examining process and sample work to check overall fairness of assessment and marking.

Scaling - in rare cases, a whole set of marks for a module assignment may be scaled, i.e. systematically adjusted to represent student achievement more fairly. This will normally take place before you receive your marks, but it can happen afterwards (though well in advance of the meeting of the UG Exam Board).

Re-marking - because of the rigors of the system, it is not University policy to allow re-marking.

Feedback - module leaders and/or other staff are available to provide feedback. Academic consultation and feedback hours for individual academic staff can be found on the school website, available here: www.ncl.ac.uk/elll/staff/officehours

The Moderation and Scaling Policy for SELLL is available here: www.ncl.ac.uk/elll/current/ugresources/assessment

The University's Assessment Irregularities Procedure can be found in full here: www.ncl.ac.uk/students/progress/Regulations/Procedures/assessment.htm

Recognition of Prior Learning and Credit Transfer
The University acknowledges that some students will start their time at Newcastle with prior experience – either of studying at other universities or from work. We want to recognise students’ past work appropriately, so you may be able to apply for Recognition of Prior Learning (if you have credits from a non-UK University or relevant experience) or credit transfer (credits from a UK university). Further information can be found on the University website: www.ncl.ac.uk/ltds/assets/documents/qsh-ct-rpl-pol.pdf

Student Representation and Feedback
The University values your opinion very highly – we want to know when things are going well and when you think things can be improved. We have a number of ways of trying to get student feedback, including stage evaluations (surveys) and
student participation on committees. It’s important that you take these surveys and opportunities seriously and give your honest opinion. It is also important that you provide specific examples of what’s going well or not so well as this helps us know what we need to respond to, do more of etc. You should also be respectful in the comments that you provide, considering the issues or successes rather than criticism of individuals.

There is more information about student opinion – and some information about actions that have been taken by the University on the ‘You Said - We Did’ website: internal.ncl.ac.uk/yousaidwedid/actions

Information about student representation is available here: www.nusu.co.uk/yourvoice/reps

**Mechanisms for Ensuring the Quality of your Degree**

The University is responsible for ensuring the quality and standards of all academic awards made in its name. You should have confidence that there are a number of people – inside your School, across the University and outside the University – who review your degree programme and ensure that it is up to date, consistent in its treatment of students, appropriate in its forms of teaching and assessment and of the highest standards. For further information see:

- **Annual Monitoring and Review:**
  www.ncl.ac.uk/ltds/assets/documents/qsh-amr-policy.pdf

- **Learning and Teaching Review:**
  www.ncl.ac.uk/ltds/assets/documents/qsh-ltr-policy.pdf

- **External Examining:**
  www.ncl.ac.uk/ltds/governance/examiners

You should not contact external examiners directly, but you may be asked to meet with them when they come to visit the University. You can also engage with the process through which the University considers and responds to external examiners by participation in UG Boards of Studies, Student-Staff Committee, and Faculty Education Committee (FEC).

You can engage directly with the Learning and Teaching Review (LTR) by volunteering to meet with the panel (if there is an LTR while you are a student) or by volunteering to serve as a student panel member for an LTR in another School. You can engage with the Annual Monitoring and Review (AMR) and external examining through the student representation system and by participating in School and Faculty committees.
Resources

The Philip Robinson Library
The Philip Robinson Library is one of the best civic university libraries in the UK. It is strongly committed to both paper and electronic sources, and contains almost all the books and periodicals an undergraduate studying literature, language, linguistics or creative writing might need to consult. It’s also an ideal place to work, whether for long stretches or filling in gaps between lectures or seminars, with an exciting range of work spaces, from quiet corners to cheerful open spaces for discussion and collaborative work.

The Marjorie Robinson Library
The Marjorie Robinson Library is situated a short walk away from the main campus library. It is a solely digital library with over 580 study spaces, desktop PCs, loanable laptops and social learning space.

If you have any questions or need any help you can contact them via email: libraryhelp@ncl.ac.uk or for further information on library services see www.ncl.ac.uk/library

Archives and Other Resources
- Catherine Cookson Archive of Northumbrian Dialect – The resources of the Catherine Cookson Archive (audio sound files and transcriptions of North Eastern English) may be used by undergraduate and postgraduate students, subject to the approval of Professor Karen Corrigan or Dr. Adam Mearns. For further information on these resources see: http://research.ncl.ac.uk/decte

- Children’s Literature Resources – Newcastle is home to many important collections of children’s books and archives of related material. This includes Seven Stories, The National Centre for Children’s Books archive, a collection of manuscripts, artwork and correspondence by British writers and illustrators and the Booktrust Collection, which receives a copy of every children’s book published in Britain, and now holds over 60,000 items. Seven Stories is located in the city; the Booktrust Collection in the Philip Robinson Library. Information on these and other Children’s Literature resources can be found on the School website: www.ncl.ac.uk/elll/research/literature/childrens/#overview
Newcastle Centre for the Literary Arts

The Newcastle Centre for the Literary Arts is a world-class centre of excellence in the field of creative writing and is part of, and based in, the School of English.

Each semester, NCLA offers a series of exciting and diverse live literature events by poets, novelists, script writers and authors of creative non-fiction, open to everyone inside and outside the University, which are free to attend.

NCLA is interested in investigating the intersections between writing and other art forms, and has a history of dynamic collaboration with musicians, sound artists, painters, photographers and film-makers. Each year NCLA runs the Newcastle Poetry Festival which brings together leading poets from all over the world for a four-day celebration of poetry.

NCLA commissions and publishes new work, designs poetry apps, runs courses on creative writing, and is actively engaged in the community, working with a wide range of groups outside the University, from school children to prisoners.

Language Resource Centre

This Centre provides materials and facilities for the research, learning, teaching and practise of over 50 foreign languages and is available to all students and staff of the University. It is located in the Old Library Building and further information can be found on their website www.ncl.ac.uk/language-resource-centre

Academic Skills Kit (ASK)

The Academic Skills Kit is an online resource which brings together the range of academic skills development provision across Newcastle University into a one-stop website. Please visit www.ncl.ac.uk/ask
Writing Support and Writing Development Centre

The School provides information about correct presentation which all written work should follow [www.ncl.ac.uk/elll/current/ugresources](http://www.ncl.ac.uk/elll/current/ugresources). Academic tutors’ feedback and consultation hours provide an excellent opportunity to seek personal guidance on your writing.

If you feel that you would benefit from additional support please contact the University’s Royal Literary Fellows, Anna Woodford ([anna.woodford@ncl.ac.uk](mailto:anna.woodford@ncl.ac.uk)) and Carina Rodney ([carina.rodney@ncl.ac.uk](mailto:carina.rodney@ncl.ac.uk)), who are based in the School. Their role is to foster good writing practice among students through one-to-one coaching. All consultations are confidential and students can get help with punctuation, grammar or syntax to improve the overall clarity of their writing. Help is also available with planning, formulating an argument and essay structure.

The University also has a Writing Development Centre which offers expert advice and guidance on a wide variety of academic skills:

- Understanding assessment types, questions, instructions and marking criteria
- Critical thinking, critiquing and reviewing literature
- Planning and structuring writing
- Understanding and using feedback
- Managing time

The team of tutors offer one-to-one tutorials, workshops and online resources [www.ncl.ac.uk/library/subject-support/wdc](http://www.ncl.ac.uk/library/subject-support/wdc)

INTO Newcastle In-Sessional English

Information is available on the INTO website: [www.ncl.ac.uk/students/insessional/about/insessional.htm](http://www.ncl.ac.uk/students/insessional/about/insessional.htm).

Maths Aid

Maths-Aid is a drop-in centre providing a free and confidential service to all students of Newcastle University on all aspects of mathematics and statistics: [internal.ncl.ac.uk/ask/where-to-go/maths-aid](http://internal.ncl.ac.uk/ask/where-to-go/maths-aid)

Computing Facilities

If you have any questions about computing facilities or software, including email and printing, please check the NUIT information available to students: [www.ncl.ac.uk/itservice/studentitservices](http://www.ncl.ac.uk/itservice/studentitservices)

Make sure you have a look at the software deals available to you as a student: [services.ncl.ac.uk/itservice/core-services/softwaredeals/student](http://services.ncl.ac.uk/itservice/core-services/softwaredeals/student)
Careers Service

The Careers Service is based on Level 1 King’s Gate and can provide advice and support on seeking part time work, graduate careers, doing further study and starting your own business. They can also help plan your career, market your skills in CVs and applications, find work experience and placements, prepare for interviews, and build up your contacts and networks.

Further information is available here: www.ncl.ac.uk/careers

We offer some work experience opportunities within our School. Our student-run café is staffed solely by volunteer SELLL students. It provides a fantastic opportunity for students to get some work experience in a customer-facing environment. We also have student reps that work at our Open Day events, talking to prospective students and promoting the School. Further information about these opportunities and how to apply can be found on the School website www.ncl.ac.uk/elll/current/studentlife
Health, Safety and the Environment

The University has a duty to keep you healthy and safe whilst you are studying with us. The Occupational Health and Safety Service (OHSS) is a central support service which helps Schools and Institutes to meet their legal requirements under health and safety legislation. Please see the Health and Safety policy for further information.

Safety inspections and fire drills are carried out at regular intervals, and safety is an item on the agenda for every UG Board of Studies.

In the case of discovering a fire:
- Sound the fire alarm
- Leave the building by the nearest available exit
- Ring 999 and then security on 0191 208 6666

The School’s Safety Officer is Sherelle Coulson.

Email: Sherelle.coulson@ncl.ac.uk  Tel: 0191 208 7199
Location: School Office, 3rd Floor.

Meanwhile, it should be emphasised that all students are, first and foremost, responsible for the health, safety and security of themselves and others within the Percy Building. Everyone is asked to be vigilant at all times, and to report potential hazards to the Professional Services Team immediately.

Please also observe the following:
- **Fire Risk** – you should familiarise yourself with the locations of fire exits and fire extinguishers in the Percy Building, and with procedures in case of fire. (See the information in the ground floor foyer – our emergency meeting point is ‘H’, located in the courtyard in front of the building.) Do not use the lift if there is a fire. Doors, corridors and stairwells should not be obstructed. Posters increase fire risk and prevent observation into rooms and corridors in emergencies, and should only be put on notice boards, not on walls or doors and certainly not over windows. Fire doors should be kept shut. Electrical appliances (e.g. computers) should be handled with utmost care.

- **Smoking** (including the use of electronic cigarettes) – a No Smoking policy operates throughout the Percy Building, and the whole University campus is a No Smoking zone.
Security – please report any suspicious intruders to the School Office immediately. The Percy Building is open to undergraduates 8.00 am – 6.00 pm during term-time. The front door of the Percy Building is Smart Card controlled and you will not be able to enter the building outside of these hours.

First Aid – Melanie Birch (School Office) is a trained first-aider. A First Aid box is located on the 1st, 2nd and 3rd floors.

Medical and Dental Practices – You should register with a doctor on arrival at University.

Do Your Bit for the Environment

- Virtually all items you discard can be recycled on campus, especially paper, plastic bottles, glass, cardboard and food waste. Please make full use the recycling containers around the Percy Building and elsewhere. Do ensure that the correct items go in the correct containers, and do not throw anything recyclable in the general waste bins.

- All members of the School are expected to reduce their carbon footprint as much as possible. One way to do this is to be as economical as possible in your use of paper, and you should therefore print all your work out double-sided, i.e. printed on both sides of the paper. If you forget, however, please don’t print out another copy. Please also ensure that if you are buying paper for your own printer, it’s 100% recycled, and preferably made from post-consumer waste.
## Useful Contacts, Websites and Telephone Numbers

| **Chaplaincy** | The Chaplaincy is committed to working with students and staff of different faiths (and those of no faith) and to making the University a place of religious tolerance and respect. Telephone: **0191 208 6341**  
Website: [www.ncl.ac.uk/students/wellbeing/about/chaplaincy.htm](http://www.ncl.ac.uk/students/wellbeing/about/chaplaincy.htm)  
Email: chaplaincy@ncl.ac.uk |
| **University IT Service (NUIT)** Old Library cluster | Computing facilities, IT problems, software deals, printing advice. Telephone: **0191 208 5999**  
Website: [www.ncl.ac.uk/itservice](http://www.ncl.ac.uk/itservice)  
Email: it.servicedesk@ncl.ac.uk |
| **International Office** King’s Gate | Advice on Erasmus/Study Abroad and Finance and Funding. It also provides an orientation welcome programme and airport collection service. Telephone: **0191 208 3333**  
Website: [www.ncl.ac.uk/international](http://www.ncl.ac.uk/international) |
| **Language Resource Centre, Old Library Building** | Facilities for research, learning, teaching and practise of over 50 foreign languages and available to all students and staff. Telephone: **0191 208 7490**  
Website: [www.ncl.ac.uk/language-resource-centre](http://www.ncl.ac.uk/language-resource-centre)  
Email: language.resource@ncl.ac.uk |
| **Nightline** | Nightline is student-run, providing listening, emotional support and information to students, every night during term time 8.00pm - 8.00am, when there is no-one else you can talk to. Instant Message via the website. Telephone: **0191 261 2905**  
Website: [www.nusu.co.uk/support/nightline](http://www.nusu.co.uk/support/nightline)  
Email: nightline@ncl.ac.uk |
### Students' Union
**King’s Walk**
See section: Health and Wellbeing in this handbook.
Telephone: **0191 239 3900**
Website: [www.nusu.co.uk](http://www.nusu.co.uk)
Email: student.union@ncl.ac.uk

### Student Health and Wellbeing Service
**Level 2, King’s Gate**
See section: Health and Wellbeing in this handbook.
Telephone: (office hours) **0191 208 3333**
Website: [www.ncl.ac.uk/students/wellbeing](http://www.ncl.ac.uk/students/wellbeing)
Email: see website for online web form.

### Visa Team
**Level 2, King’s Gate**
Visa and immigration advice, lost passport or Biometric Residence Permit card (BRP).
Website: [www.ncl.ac.uk/students/progress/visa](http://www.ncl.ac.uk/students/progress/visa)
Email: visa@newcastle.ac.uk

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**A reminder of where to go for information:**
- Student Self-Service Portal S3P
  [https://s3p.ncl.ac.uk](https://s3p.ncl.ac.uk)
- Student Timetables and other information
  [www.ncl.ac.uk/timetable](http://www.ncl.ac.uk/timetable)
- Student Services
  [www.ncl.ac.uk/studentservices](http://www.ncl.ac.uk/studentservices)
- Student Advice Centre
  [www.nusu.co.uk/welfare/sac](http://www.nusu.co.uk/welfare/sac)
- PEC information
  [www.ncl.ac.uk/students/progress/student-resources/help](http://www.ncl.ac.uk/students/progress/student-resources/help)

**Emergency contacts:**
- University Security (24 hr) **0191 208 6666** or for non-emergencies **0191 208 6817**
- Police/Fire/Ambulance (emergency) **999**
- NHS (for urgent, non-life threatening, medical advice) **111**
- Samaritans (24 hr) freephone **116 123**