Welcome to INTO Newcastle University

Welcome to Newcastle! We hope that your stay here will be both fulfilling and productive.

Newcastle University has a student population of around 20,000 and remains one of the most popular study destinations in the UK for international students.

We want you to get the most out of your time in Newcastle. This handbook is a brief introduction to living in the North East of England and studying at INTO Newcastle University. It’s full of information and guidance on all matters that may affect you during your stay. We hope that you won’t hesitate to contact us if you have any issues or problems as we are always here to help—just come to INTO reception and ask for a member of staff.

Our address is:
The INTO Building
Newcastle University
Newcastle upon Tyne
Tyne and Wear
NE1 7RU

Email us: into@ncl.ac.uk
Opening Hours: 8.30am—5.00pm
Monday to Friday
Contents

4 The University
4 Smartcards & UCS Login
4 Visas (at Kings Gate)
5 The Library
5 Language Resource Centre
6 Computer Clusters
6 Photocopying
6 The Union Society
7 Student Clubs, Societies and Sport
8 Mobile Phones in Classrooms
8 No smoking policy
8 Exams, Coursework and Stress
9 Student Feedback and Representation
10 Private Accommodation
10 Council Tax
10 Crime and Personal Security
11 Baby Equipment Service
11 Nurseries
11 Student Advice Centre
12 Emergencies
12 Registering with a Doctor and Dentist
13 Prescriptions & Pharmacies
13 Registering with the police
14 Transport
15 Local Supermarkets
16 Mobile Phone Information
17 The Post Office & Banks
18 Religion & Faith
19 Top 20 Things To Do
21 Student Support and Guidance
22 INTO Student Code of Conduct
23 Welfare
23 Student Wellbeing
24 Attendance
24 Illness, Inability to attend lessons or hand in assignments
25 Withdrawing from your Programme
25 Complaints Procedure
26 Social Programme
27 Notes
28 Key Contacts
The University

Your Smartcards

Once you have registered with INTO Newcastle University, you will be able to collect a Newcastle University ID card, otherwise known as a ‘Smart Card’. Information about how to access IT services, including your email, will be provided at registration.

Please **carry your Smart Card with you at all times**. Remember to have your smartcard out for any queries you have at INTO Reception, as staff will need it to identify you. If you lose your Smart Card you can get a replacement from the Robinson Library. There is a **replacement charge of £10** for lost/damaged cards.

The card is proof that you are a student of the university, which means that you are entitled to discounts in certain places around Newcastle including shops, restaurants and the cinema. Simply show your card before you pay to receive up to 15% discount. Not all places accept student discount but it’s worth a try!

Visas (at King’s Gate)

King’s Gate is home to many services the University provide including the Visa Team. Newcastle Universities Visa Team offer **drop in sessions for all students**, so if you have any questions you can find them, in The Kingsgate Building, Level 2. or follow the link below for further information.

http://www.ncl.ac.uk/students/progress/visa/

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<thead>
<tr>
<th>Visa Drop In Sessions:</th>
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<td>Monday 1-3:00pm</td>
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<td>Tuesday 1-3:00pm</td>
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<td>Thursday 1-3:00pm</td>
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Email: visa@ncl.ac.uk
The Robinson Library

Robinson Library is the University’s main Library and the one you will use most. It is recognised as one of the best university libraries in the UK and has received several awards of excellence. It holds more than one million books as well as some other fantastic resources including;

- Open 24hrs (Term Time Only)
- Group study clusters
- Printing, binding and copying services
- 2,000 study places
- 100,000 electronic resources and over one million books

There is a cafe in the Library, to grab a bite to eat or to refuel with some caffeine.

Language Resource Centre (LRC)

The Language Resource Centre (LRC) which is inside of the Old Library Building (number 26 on the campus map) provides many opportunities to either improve your knowledge of a language or to learn a new one, regardless of the subject you are studying.

There are almost 50 different languages to choose from, ranging from Afrikaans to Urdu, as well as some which will probably be more familiar to you, such as French, German, or Spanish.

Computers, audio, video & satellite television facilities allow you to learn languages in your own time and at your own speed. Advice is on hand if needed.

- Self-study resources in over 50 languages
- 24 satellite channels in 17 languages
- 800 foreign language film
**Computer Clusters**

There are many computer clusters all around campus, including in the INTO Building, level 1 and in the new INTO Building on level 1. Other clusters can be found in the Herschel Building, Robinson Library, the Users' Area on Level 1 of the Old Library Building, Level 2 of the Students’ Union and the Users' Area of the Bedson Teaching Centre.

Please note that the computer clusters in the Old Library Building, students’ Union (Level 2) and the Bedson Teaching Centre are open 24 hours; you just need your Smart Card to gain entry.

- Over 1400 PCs in almost 40 locations
- 24 hour access to some clusters
- Wide range of software
- A4 mono printers in all cluster rooms and A3 and A4 colour printers in some

You can find a list of all University computer clusters and computer availability on the following link: [http://m.ncl.ac.uk/itservice/](http://m.ncl.ac.uk/itservice/)

**Photocopying and Fax**

There are photocopiers available to you in the Robinson Library and the Students’ Union. In order to operate these you will need to purchase credits which will be logged on your Smart Card. You will receive a free amount when you first register. There is also a fax machine available for use in the Student Union.

There are black/white printers on level 1 in the INTO Building.

**The Union Society**

The students’ Union Society is more than just the social hub of the University. It is the only students union in England to be owned by the students of the university.

The recently refurbished Union provides a fantastic range of entertainment and also houses many vital services for students, like the Student Advice Centre, the Print Shop, the Activities Office, a small shop and a good selection of Cafes and Bars including a Subway, Domino’s Pizza and a Starbucks. The Students Union is a great place to meet other University students and new friends.
In the Students Union you can find;
- Santander Bank
- The Union Shop
- Union Reception
- Activities Office
- Student Advice Centre
- Give It A Go
- Go Play
- SCAN

For more information, visit the Student’s Union website on [www.nusu.co.uk/activities/societies/](http://www.nusu.co.uk/activities/societies/) or email union.society@ncl.ac.uk

**Student Clubs and Societies**

Joining a society at university is one of the best ways to make new friends, learn new things and enhance your learning whilst you are here. There are over 150 different societies ranging from extreme sports to debating and Education.

You can sign up online at [www.nusu.co.uk/activities/societies/](http://www.nusu.co.uk/activities/societies/) or visit the activities office in the Student Union.

**Sport at Newcastle University**

As an INTO student, you will receive **FREE** Recreational Membership (Silver level) at the University Sports Centre.

This means you can use all indoor and outdoor facilities provided by the university except the gym (Gold level Membership only).

You can hire spaces to play games, join exercise classes, or join a team.

All you have to do to start your **FREE** recreational membership or upgrade to the **Gold Level membership**, is to visit the Sports Centre (number 70 on the Campus Map) with your Smartcard.

For further information about the sports centre visit [www.ncl.ac.uk/sport](http://www.ncl.ac.uk/sport).
**Mobile Phones in the Classroom**

You should ensure that your mobile phone is always **switched off** when you are in classes, library areas, the Learning Resource Centre or any other quiet study area. If your mobile phone should ring while you are in one of these areas, you may be asked to leave.

**No Smoking Policy**

Newcastle University operates a strict **no smoking policy** across all its buildings and campus. This includes the areas in and around the buildings themselves. You can smoke in Joseph Cowen courtyard and in the smoking shelter outside the Herschel building.

**Exams, Coursework and Stress**

During the exam period, it is very important that you look after yourself when studying and revising. If you manage your time, you will study much more effectively and get great results in your exams. However, if you don’t feel like you’re coping and want to talk to someone about any issues you’re facing, then come and speak to **Christine Upright, our Welfare Officer**. You can find her in the INTO Building.

**A few tips to help reduce stress:**

- Be sensible when you study—you cannot work for 24 hours, 7 days a week!
- Be aware of the times of day you work best
- Plan your work and make sure you take regular breaks
- Break large tasks into smaller, more manageable chunks
- Use a diary or wall planner
- Plan social time into your week
- Try to eat three meals a day and drink plenty of water
- Good sleep is vital: try to make sure you go to bed before midnight
- Try to get some exercise, even a 20 minute walk will clear your head
- Be positive. Tell yourself you can do it and you will be successful!

Please come and speak to a member of the INTO team if you are worried about stress or your exams—we are always here to help!
Student Feedback and Representation

In the first few weeks of your course, one person from each class will be selected to be a Student Representative on the Staff Student Committee. Student Representatives are students on your course who have volunteered to represent you at University meetings. They are your voice, so make sure you contact your Representative to let them know the positive / negative aspects of your course. Based on what is discussed at the meetings the Representatives attend, INTO staff will make positive changes where appropriate.

Speak to your tutor/ Programme manager if you would like to be a Student Representative? It will look good on your CV!

Full training will be provided by Newcastle University Students’ Union.

The Purpose of Student Representatives
• To find out what students have an opinion on – circulate emails, put up a poster or make a Facebook group – and most importantly, talk to people!
• To take on board the views they receive, and present them coherently and constructively at the Staff Student Committee meeting
• To communicate – not only with fellow students, but with other Student Representatives too
• To give feedback. Keeping fellow students informed about what’s being done, using the methods mentioned above. Also, get feedback about the decisions made at the meetings to keep the feedback loop going – fellow students should know their views are taken seriously and being acted on.

Ways to give feedback about your INTO experience:
• Arrivals Survey (about your early experiences)
• Providing feedback to a Student Representative
• Acting as a Student Representative
• Term / Semester Programme Evaluations
• Module Evaluations
• Exit Survey (at the end of the course)

Programme / Module Evaluations
• Programme, module or INTO evaluations give you the opportunity to make your voice heard by giving feedback about your modules / course
• Your tutors, module leaders, programme managers, Academic Director and Centre Director value your feedback. They consider results and where appropriate make positive changes to the module / course.
Living in Newcastle

Private Accommodation

Many students choose to rent a house with friends in cheaper student areas. In Newcastle, particularly in Heaton, Fenham, Sandyford and Jesmond, student housing is affordable, of a good standard and close to the city centre. If you have any problems within your house, your first point of contact should be your Landlord or Estate Agent. Please visit INTO reception for more accommodation information.

You can also find accommodation services at the Student Union if you have problems concerning private accommodation or your landlord. You can also visit the Student Advice Centre also in the Students Union:

http://www.nusu.co.uk/welfare/sac/

Council Tax

Properties only occupied by full time students will be exempt. There will be no Council Tax to pay once proof of student status is received. You can get a student confirmation letter to prove that you are studying with INTO by going online to the following link http://intoletter.tk/ . Complete your information and you can collect from the INTO Reception in two working days. As easy as that!

Crime and Personal Security

Newcastle upon Tyne is one of the safest cities in the UK. The night life is usually friendly and lively, if noisy. Crime here is no worse than in most other similar European cities, but please note the following:

- Do not carry large amounts of cash with you and try not to show your wallet/ purse too much in public places
- Always go in groups at night, never alone. Think about helping other people home
- The Metro stops to most destinations around 11.20pm. If you are out later than that, take a licensed taxi home (sharing is not too expensive).
**Baby Equipment Service for Students**

There is support available for families within Newcastle:

- The Student’s Union runs a group called ‘Baby Equipment Service for Students’ which is Newcastle University Children’s Loan Equipment scheme. Items available for loan includes; cots, pushchairs, highchairs, fireguards, and baby alarms. There is a membership fee plus a small charge per item for each loan. All equipment remains the property of the Union and must be returned at the end of each loan period. For more details contact: bess.union@ncl.ac.uk
- The Newcastle University Women’s International Group offers support to mothers and children. For more information visit: http://www.nusu.co.uk/support/bess/ or call the Student Advice Centre on 0191 2393979

**Nurseries in Newcastle**

- **The Co-operative Childcare Newcastle Nursery**
  1 Neville Street, 0800 009540669
- **Riverview Kindergarden**
  Teindland Close, Benwell, Newcastle 0191 2727440
- **Heaton Nursery**
  38 Heaton Grove, 0191 265 6427
- **Childsplay Day**
  17 Claremont Place, 0191 232 6957
- **St. Gabriel’s Day Nursery**
  Chillingham Road, Heaton, 0191 276 5909
- **Jesmond Nursery**
  8 Osborne Road, 0191 281 7836
- **Ashfield Nursery School**
  101 Elswick Road, 0191 273 5587

**Student Advice Centre in the Students Union**

The Student Advice Centre offer information, advice, assistance and representation on a wide range of issues, including finance, accommodation, legal information, personal/family, consumer and employment.

The **Student Advice Centre** is located on **Level 0 in the Students Union**.

You can contact them on telephone: **0191 239 3979**

or via email: **student-advice-centre@ncl.ac.uk**
**Emergencies**

The number that you need to call when there is an emergency taking place is **999**—you can call this number in any situation which requires URGENT assistance. This might be for a fire, witnessing a crime taking place or if somebody needs urgent medical attention. The operator on the phone will ask you which service you require and you must answer Fire, Police or Ambulance.

You should use 101 to report a non urgent crime or for general police enquiries. For example:
- If a crime has already happened
- To give information about a crime
- To speak to your local officer

In cases of an accident it is also possible to take someone to the Accident & Emergency Department of a hospital. The nearest is: **Accident and Emergency Ward, Royal Victoria Infirmary, Richardson Road, Newcastle upon Tyne, NE1 4LP.**

There is also a confidential, emergency health phone line open 24 hours a day, every day for advice and health information—just call **111.** You can also visit an NHS Walk-in Centre and see someone there without an appointment. The nearest walk-in centre, open 8am-8pm, 7 days per week is located at; **Molineux Street NHS Centre, Byker, Newcastle upon Tyne, NE6 1SG.**

**Registering with a Doctor and Dentist**

Soon after arriving in Newcastle it is **essential for you to register with a local doctor** (also called ‘General Practitioner’ or ‘G.P.’). Make sure you make a note of your Doctor’s name, address and phone number.

It is advisable for students to register with a dental practice and unlike visiting the doctors, you will be charged for this service.

For dental emergencies, visit the Newcastle Dental Hospital, on Richardson Road (behind the Royal Victoria Infirmary, which is next to the University). Clinics take place from 9.00am-12.30pm and 1.30pm-4.00pm, Mondays to Fridays. [http://www.newcastle-hospitals.org.uk/directorates/dental-services](http://www.newcastle-hospitals.org.uk/directorates/dental-services)
Prescriptions, Medicine and Pharmacies

Pharmacists (also called chemists) sell simple, safe drugs and can give advice about minor illness. If you go to a doctor you may be given a prescription for medicine of some kind. You need to take it to the Pharmacy (i.e. Boots), where you will have to pay a fixed charge (currently £8.80 per item). Depending on your circumstances, you may be eligible for exemption from prescription charges, and receive help with dental and optical costs.

You can read more about the service in a variety of languages on the website (http://www.nhs.uk/NHSEngland/AboutNHSservices/Emergencyandurgentcareservices/Pages/NHS-111.aspx) and read about other health services near where you live.

Registering with the Police

If you receive instructions in your passport or on your BRP card to register with the Police, you must do so within 7 days. Please follow the instruction in the link below:

- Fill in the online form on this website: https://www.northumbria.police.uk/forms/ovro
- Once you have finished filling in the form, submit the form to the police and they will contact you with an appointment date and time. Please check your email inbox of the address you used when completing the form as they will email this account for details of your appointment.
- Do not miss this appointment, even if you have classes, just fill in a PEC form after your appointment.
- We will also be running a session on registering with the Police, where you will have an opportunity to raise any questions you might have.

On the day of your appointment you will need to take with you:

- Your passport
- Enrolment document
- Two recent passport photographs
- £34 in cash
- Any relevant sponsorship documents

Keep your registration documents up-to-date. You must advise the police when you change address or leave the University, or if your visa is extended during your time in the UK. Keep your registration documents safe.
Transport

Cycling

This is a quick, easy and environmentally friendly way to get around the city. There are bicycle lanes along a lot of roads, and plenty of safe bike locking docks. Make sure you wear a helmet, and be careful on busy roads. On darker days, use lights and wear fluorescent clothing.

For second-hand bikes in Newcastle, which you can buy from as little as £40 see the websites below:
http://www.recyke-y-bike.org/
http://www.cyclecentreuk.co.uk/

Bus

Most areas are well served by buses. Visit www.nexus.org.uk/bus for more information on timetables. You can purchase bus passes at the Haymarket Metro Station.

Metro

Areas north, south and east of the city are well served by the Metro railway. A student pass is available which offers low cost travel. Visit: http://www.nexus.org.uk/metro/ for more information online at: http://www.16-25railcard.co.uk/


**Trains**

The Railways in Britain are efficient, punctual and there are transport links throughout the country. There are some great places to visit all over the country you could spend an afternoon seeing the sights of Edinburgh or travel to London for a shopping trip from Newcastle in just over 3 hours!

Train prices will vary hugely, but there are ways to lower the cost of long distance travel:

- Book journeys as soon as they go on sale to get the cheapest price.
- Buy tickets for off-peak hours

Get a 16-25 Young Person’s Railcard (also for mature students over 25). This costs £30 a year and gives you a third off all rail travel. (For families, a Family Railcard is a better option). Pick up from Central Station, or at your nearest Metro travel shop just across the road from the INTO Building inside Haymarket Metro station.

**Local Supermarkets**

There are several smaller supermarkets located close the INTO Building.

**Sainsbury's: ££**
- Located on Northumberland Street.
- 3 minutes walk form the INTO Building.

**Marks and Spencer's: £££**
- Located across the road from INTO.
- 1 minutes walk from the INTO Building.

**HiYou (Asian supermarket): ££**
- Located on Newgate Street
- 10 minutes walk from the INTO Building
Mobile Phone Information
There are a number of options when it comes to your mobile phone while you are studying in the UK. The options are listed below.

Pay as you go
This is best if you don’t use your mobile very much. You buy a phone and then top-up with vouchers from local newsagents or with a credit or debit card.

Contract
This is best if you use your phone a lot and want extras like Internet and picture messaging. You pay a minimum monthly rate (from £10-£40) and you get a set number of minutes and texts messages. The only problem is that it is not possible to avoid the monthly charges even if you do not use your phone. Consider what you are taking on before you sign a contract as they can last for 12, 18 or 24 months and you cannot change your mind once you have signed. Always speak to a member of staff and check rates for UK and international calls. Common providers include O2, Vodafone, EE, T-Mobile, 3 and Tesco Mobile but we recommend you compare rates before signing up. You can compare deals at mobile phone shops like Carphone Warehouse.

SIM Card
If you want to keep your phone from your home country, but need to use a British network, buying a SIM card may be an option. Many different companies in Britain offer a wide variety of services, so shop around for the best deals. You can get a FREE sim card at the INTO Reception.

International Calls
It is important for you to be aware that many UK network providers will charge a lot more for making international calls. Make sure that if you want to make lots of phone calls home that international calls are included in your contract plan or use a Pay As You Go sim card such as Lebara or Lycamobile to make cheaper calls abroad. Alternatively, for those of you that have smartphones, you may wish to download apps such as Facetime and Skype to speak to your loved ones at home.

You can collect a FREE sim card from INTO Reception!
The Post Office

If you need to send a letter or package or need to change currency, one of the places you can do this is the post office. There are many post offices around Newcastle but the nearest post office to the University is located at inside M&M News on Northumberland Street opposite Haymarket Metro Station. Open Monday - Friday 06.30-8.30pm, Saturday 06.30-7.30pm and Sunday 06.30-5.30pm. The next closest is on the second floor of WH Smith on Northumberland Street, which is open 08.30 to 6:00pm, Monday to Saturday and closes at 5.00pm on Sundays.

Banks

Banks are usually open from 9.30am to 4.30pm Monday-Friday, 9.00am-12.00pm Saturday and are closed on Sunday. The safest and most convenient way of managing your money is to open a basic bank account at one of the main British banks such as Santander, Lloyds, TSB and many more. All of these banks have branches near the University.

To open a bank account in the UK you will need:

- Passport and visa
- Confirmation of your local address & home address (INTO will give you this after registration)
- The original copy of your confirmation letter

Every bank apart from Santander require a letter from INTO Newcastle University which confirms you are a registered student. Letters will be available within one week after you have completed your registration.

Before opening an account, check that money can be transferred into the account from outside the UK. Most banks are likely to offer international students only very basic banking services.

Some banks offer first-time students a Student Account with special advantages. Others may not be willing to offer an account if you are registered on a course for less than six months. If the bank you approach cannot offer the account you want or cannot help, try another, for example Santander Bank.

If you do experience problems, please ask for advice from the Student Services Team at INTO Reception desk.
Religion and Faith

The University Chaplaincy offers:
- Prayer and worship
- Confidential listening and support
- Faith and Exploration
- Spiritual accompaniment
- Discussion and Engagement
- Meditation
- Socials, fun, friendship

They have chaplains representing Christianity, Catholicism, Judaism, Islam and Buddhism, and have links with all the main World Faith Groups around Newcastle.

To contact the University Chaplaincy:

chaplaincy@ncl.ac.uk
0191 208 6341
Ground floor, Agriculture Building
Newcastle University

Places of Worship

Church of St Thomas the Martyr
Haymarket
NE1 7PF

Bede House Catholic Chaplaincy
Bede House 14
Windsor Terrace
NE2 4HE

Buddhist Centre
3rd Floor, Broadacre House
NE1 6HQ

Hindu Temple
172 West Road
NE4 9QB

University Prayer room
King George VI Building
Newcastle University
0191 2085658

Newcastle United Hebrew Congregation
Graham Park Road
NE3 4BH
0191 2840959

Reform Synagogue
The croft,
NE3 4RF
0191 5484450
Top 20 Things To Do In and Around Newcastle

Here are some suggested activities to help you explore our wonderful city and region. We hope you enjoy discovering the area!

1. Take a walk on the Quayside
No visit to Newcastle is complete without a walk along the River Tyne which is home to the world-famous Tyne and Gateshead Millennium Bridges, The Sage Gateshead music centre and the Baltic Centre for Contemporary Art. It is a real spectacle.

2. Watch a game at St. James’ Park
Home to the world-famous Newcastle United, a 52,000 capacity stadium creating one of the most exciting atmospheres in the Premier League. ‘Come on the Toon’ (Newcastle United).

3. Go shopping at the Metro Centre
A short bus ride away from the city centre, the Metro Centre is one of the largest shopping and leisure centre in Europe.

4. Visit historic Durham
A short 15-minute train ride away, this beautiful city is famous for its cathedral, castle and riverside walks. We often organise trips to Durham as part of the INTO Social Programme.

5. Visit a traditional English pub
The local people love spending time talking and socialising in many of the city pubs. Some of the best in the region include:
- Crown Posada (Quayside)
- Red House (Quayside)
- The Cluny (Ouseburn)

6. Visit the Coast
Take a trip to the coastal towns of Tynemouth, Whitley Bay and South Shields, all a 20 minute ride away on the metro. Walk along the beach, visit the castle and priory, and eat traditional fish and chips.

7. Angel of the North
Seen by 33 million people every year, this 200-tonne steel structure by Anthony Gormley is one of the most famous pieces of public art on display in Britain.

8. Shop at the local markets
Jesmond Dene, Tynemouth, and the Quayside all have regular markets providing a great place to pick up a bargain or an original item you will find nowhere else.

9. Visit Castle Keep
The ‘New Castle’ is the original building from which the city is named. It was built in 1082 and is located in St. Nicholas Street near Central Station.

10. Visit the parks
There are many parks in Newcastle including; Jesmond Dene, Leazes Park, and Exhibition Park. The most spectacular however, is Saltwell Park in Gateshead, a stunning Victorian green with a boating lake, animals, and a bandstand.
11. Art Galleries
The BALTIC Centre for Contemporary Art hosts big name modern artists, The Laing has a permanent collection of 19th century work and the Hatton Gallery at Newcastle University exhibits art with current themes.

12. Watch a show at the Theatre Royal
Showing everything from ballets and operas, to comedies and musicals, this huge venue is the best place in Newcastle to watch live shows.

13. Tyneside Cinema
The newly refurbished cinema shows a great mix of films from all over the world, offers student discount, and has a great cafe and bar.

14. Ice skate at the Centre for Life
Every winter, Times Square outside the Life Centre is transformed into an ice rink where people go to spend their afternoon or evening skating under the Christmas lights.

15. Villages
West of Newcastle there are many attractive villages. For a quiet day out, take the train to Corbridge (Roman museum, river walks, churches) or Hexham (Abbey, historic market).

16. Hadrian’s Wall
Take a walk along the many points of this historic landmark. Visit the fort at Housteads, about 40 miles outside of the city, which was once the North Western border of the Roman Empire.

17. York
Around 90 miles south of Newcastle, York is one of the oldest cities in England with many historic buildings, museums, unusual shops, street theatre, and an impressive cathedral. We organise trips to York as part of the INTO social programme.

18. Alnwick
An attractive town north of the city, Alnwick is home to the famous castle used in the Harry Potter films, The stunning Alnwick gardens, and a huge second hand bookshop.

19. Museums
Visit the Great North Hancock Museum and the Discovery Museum for a range of exhibitions suitable for everyone.

20. Visit a restaurant for a meal.
We recommend:
- The Grainger Rooms, 7 Higham Place
- Hana Hana, 45 Bath Lane
- Pani’s Cafe, 61 High Bridge Street
- Lao’s Buffet King, Stowell Street
Student Support and Guidance

Student Experience Team
The Student Experience team act as a first point of contact for students who require assistance with any non-academic issues.

If they cannot directly solve the problem they will look to guide you towards the correct person or body. The INTO Student Services Teams are located in the main INTO Building.

At the Centre, we also have language advisers, who speak a range of languages including Chinese (Jasmine Wu) and Arabic (Chris McMorrow), and are available to assist students who may require additional support. Just ask to see them at INTO Reception.

Personal Tutors/Programme Managers
Every student will be assigned a tutor upon allocation to their class who they can discuss any academic or personal matters that might affect work with. Your tutors role is to give you general advice and help with your programme and to monitor your academic progress. It is vital to contact your tutor if you are facing problems, no matter what they are. You can talk to your tutor in confidence.

If you do not wish to talk to your tutor please contact your Programme Manager. We cannot help unless we know what the difficulties are. Even if we cannot help you ourselves, we will know who to approach that can help you.
INTO Newcastle Student Code of Conduct

INTO Newcastle University will take immediate action against any student found to have engaged in any of the following behaviours or activities:

- Bullying and harassment, whether this is in person, over the internet, via text message, or telephone calls, to other students or any member of staff
- Any form of discrimination, including making racist, sexist or homophobic comments, or offensive comments about students or staff with a disability
- Putting students/staff at risk, whether this is physically, verbally, sexually or emotionally
- Being under the influence of illegal drugs and/or alcohol, or carrying offensive weapons in the Centre
- Keeping illegal drugs in INTO Newcastle University accommodation

INTO Newcastle University’s academic expectations:

- Take an active part in your lessons, and do not disrupt the learning of others
- Complete your work to the best of your ability and hand it in on time
- Don’t take food or drink into the classroom; the only exception is bottled water
- Do not use your mobile phones during class times unless instructed to do so
- Bring to class everyday all necessary study materials, such as pens, paper, text books, and approved tablet computers

INTO Newcastle’s general expectations:

- Follow reasonable instruction from any member of staff
- Act respectfully towards staff, students, and visitors. This means not using offensive language or unruly behaviour whilst in the Centre
- Only smoke in designated areas outside the building and not on Newcastle University’s campus.
- Help us to keep the Centre clean and tidy
- No alcohol in the INTO Building and surrounding areas
- Abiding by all policies and procedures

The list above is not exhaustive. Any breach of conduct will be considered on a case by case basis according to the Student Disciplinary procedure.
**Welfare**

If you have any problems or personal issues which are causing you concern for example depression, financial worries or emotional problems, you can speak to our Welfare Officer **Christine Upright**. What you discuss will be kept confidential; even if you do not think it is a big problem she is there to listen and help. If you wish to see her please report to INTO’s reception desk or alternatively you can contact via email and telephone:

**Christine Upright**  
[Email](mailto:chrisitne.upright@ncl.ac.uk)

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**Student Wellbeing at Newcastle University**

Student Wellbeing provides information, advice and guidance on a wide range of student support issues to enable all students to maximise their potential whilst at University. Detailed information about the support we can provide is outlined on this website and includes the following areas:

- Financial Support
- Mental Health and Counselling
- Disability
- Specific Learning Difficulties
- International Students
- Faith
- Health information and services
- General wellbeing

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**Opening Hours**

Student Wellbeing is located in Kings Gate and they are open **9am to 5pm Monday, Tuesday, Thursday and Friday and 10am to 5pm Wednesday**. Please visit their website for more information: [http://www.ncl.ac.uk/students/wellbeing/about/](http://www.ncl.ac.uk/students/wellbeing/about/)

Or speak to **Christine Upright** in the INTO Building.
**Attendance**

During your time at INTO Newcastle University, your attendance will be recorded for every class that you attend. You are expected to attend all classes.

- Should your attendance fall to 95%, you will be asked for an explanation for your absence through your university email and your attendance will be monitored more closely.
- If your attendance does not improve, you will be asked to meet your Programme Manager and a warning letter will be issued and sent to your parents/agent/sponsor.
- If your attendance still does not improve, you will be expected to meet with the Academic Director. A second warning letter will be issued.
- Any further absences from this point will result in your withdrawal from INTO.

**Illness, Inability to attend lessons or exams, or hand in assignments**

- If you are unable to attend because you are unwell, you will need to complete a **PEC form** (these can only be obtained from the INTO Reception).
- If you are unwell for longer than 2 days, you will be expected to produce a doctor’s note with your PEC form.
- If you cannot attend for another reason such as police registration, you must provide evidence on why you cannot attend class in advance to a member of the Student Progress Team as early as possible. If you fail to attend or late due to your own fault, **do not** complete a PEC form.
- It is very important that you provide evidence, where possible otherwise it may be deemed unauthorised.
- It is essential that you check your University email, as this is the way the staff will contact you.
- All information relating to your illness or circumstances will be dealt with confidentially.

If you have any queries regarding attendance then please email the Student Progress Team at: **intostudentprogress@ncl.ac.uk**
Withdrawing From Your Programme

Although we hope you will not withdraw from your programme, and will try to find any solution possible to prevent this, we realise that circumstances sometimes mean students are unable to finish their studies.

If you do wish to withdraw:
1. Talk to your Programme Manager directly
2. Speak to a member of the admissions team
3. Complete a withdrawal form available from INTO Reception

Complaints Procedure

- Speak to your tutor about academic concerns or complaints and try to resolve them informally. If they do not resolve your complaint or query contact the Programme Manager as the next step.

- Speak to the Welfare Officer about personal concerns or concerns that you may have about fellow students. Speak to the accommodation team about complaints relating to INTO halls.

If informal complaints you have raised above are not resolved by the tutor, programme manager or accommodation team; for academic matters you should email Alex Perrin OR for accommodation matters you should email Gareth McKay.

If you are not satisfied by the response that you receive from Alex Perrin or Gareth McKay then you will be directed to Level 2 of the University’s Student Complaints and Resolution Procedure: http://www.ncl.ac.uk/students/progress/Regulations/SPS/complaints.htm
Social Programme

As well as achieving academic success we would like to make your time in Newcastle as enjoyable as possible. As your Student Experience Team we are dedicated to putting on a fun and diverse social programme for you including day trips, parties and social events. These events not only provide you with a great opportunity to meet new people and practice your English but you will get to visit some of the most popular places in the North of England and embrace the best of British culture.

We are always keen to include students in planning the INTO events so if you are interested in getting involved and have some new ideas then please ask at INTO Reception. The social programme is about your experience in Newcastle so any student input is greatly welcomed.

All information about excursions and events will be sent to your university email, posted on screens in the INTO Building and displayed on our notice boards.

We arrange trips to the following places:

- Durham
- Edinburgh
- Tynemouth
- York
- Alnwick Castle and Garden
- Liverpool
- Manchester
- Lake District
- Tour of Newcastle United FC
- And much more....
INTO Newcastle University Key Contacts

Reception
Monday—Friday 8.30-5.00pm
into@ncl.ac.uk

24/7 INTO Helpline
07532 120169

University Security:
To be used if the INTO Helpline cannot be reached
0191 208 6817

Emergency Services
999 - Only use this for SERIOUS emergencies
101

Non-emergency

24 hr NHS Direct Helpline Service
Medical
111