School Contacts

My Personal Tutor is: _________________________________
   Email: _________________________________
   Room: _________________________________

My Degree Programme Director (DPD) is: _________________________________
   Email: _________________________________
   Room: _________________________________

My Senior Tutor is: _________________________________
   Email: _________________________________
   Room: _________________________________
1. GENERAL INFORMATION

Welcome to Newcastle University and particularly to the School of Natural and Environmental Sciences (SNES). We hope that your time here will be both successful and enjoyable. Our school aims are simple, to: inspire our students, create a challenging yet supportive environment in which to study, and ensure the quality of our teaching and learning provision.

Newcastle University is composed of three faculties: Faculty of Humanities and Social Sciences (HASS), Faculty of Medical Sciences, Faculty of Science, Agriculture and Engineering (SAgE). With over 15,000 full-time students it is in the big league of universities in terms of size and recently achieved a Gold Award in the Teaching Excellence Framework. SAgE consists of 5 Schools and SNES is one of the largest schools in Newcastle University.

Agriculture, Biology and Chemistry have a long history at Newcastle that can be traced back to the late 1800s, in what was then the College of Science, later to become Armstrong College, then King’s College (part of the federal University of Durham) in 1937 and, in 1963, a department of the newly-formed University of Newcastle. From those very early days Cockle Park Farm was an important facility, used for both research and teaching, and in 1945 the department also took over the lease of the farm at Nafferton. Our Dove Marine Laboratory opened in 1908 and has played a pivotal role in contributing to our understanding of marine biology, ecology, and of human impacts on our oceans.

The School of Natural and Environmental Sciences was formed in August 2017 as part of a reorganisation of SAgE called the Science and Engineering Excellence project, bringing together staff from across a number of smaller schools. Today there are 135 academic staff across a wide range of disciplines within the natural and social sciences. As a result of the interdisciplinary nature of subjects studied, it is one of the largest schools of its type in the country. Different parts of the SNES have recently been awarded the Athena SWAN Silver and Bronze Award which recognises our commitment to providing a fair working and study environment for all.

There are also a range of postgraduate programmes including Masters courses and research projects. SNES has Postgraduate Research (PGR) students and Postdoctoral Researchers and all these academic staff and students are supported by our professional services staff. You have joined a large learning community and we hope you soon feel part of that community and supported in your own education and research.

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 and what to do if something goes wrong.

Not every situation that might come up is covered here, so please ask a member of school staff should you need help or information. Some of your key contacts are your personal tutor, the Degree Programme Director (DPD) for your particular degree, your lecturers, and the administrative staff in the School Office. There is always plenty of help available.

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

Professor Robert Edwards
Head of School
1.1 Things You Must Do

- See your Personal Tutor twice in your first semester and once a semester thereafter. Personal Tutors are your main point of contact for understanding what is required of you and to help you with any problems.
- Attend your lectures, tutorial, practicals and field classes.
- Hand in all coursework assignments on time.
- Attend all appropriate examinations.
- Report all difficulties which may affect your performance to your Personal Tutor or Degree Programme Director and via the Personal Extenuating Circumstances (PEC) form, available on the Student Self Service Portal (S3P system) where you registered. See also the ‘Advice and Guidance’ section of the Student Progress website.
- Register with a local GP.
- Look after yourself! (See http://www.ncl.ac.uk/students/progress/student-resources/community/safety.htm)

It is your responsibility to ensure that you are aware of meetings, deadlines for continuous assessment, and timetables for examinations. Therefore:

- Check your university email address at least daily as all communications will come to that address. You should also familiarise yourself with the monthly bulletin from the School of Natural and Environmental Sciences and pay particular attention to emails from the Learning and Teaching team as these emails are very important and can contain urgent notifications.
- Check your online timetable regularly.
- Check examination timetables: https://www.ncl.ac.uk/exams/exam-dates/#examdatesandtimetable Bear in mind that when it is first issued the exam timetable is provisional. Don’t be caught out by changes to it, check back regularly!
- Inform the University of periods of absence during term due to illness or other reasons. The University requires a STUDENT ABSENCE NOTIFICATION (SAN) which can be found on the Student Self Service Portal (S3P) system where you registered. http://www.ncl.ac.uk/students/progress/Regulations/SPS/Attendance/sickness.htm
- Update S3P and inform the staff in your appropriate building reception whenever your address changes either in Newcastle or at home. You should ensure that your parent, guardian or next of kin information is up to date in case of emergencies. Familiarise yourself with our expectations of student conduct and the key elements of service you can expect from the staff, as outlined in the Student Charter (see section below).
- Check the SNES Blackboard Community regularly. This has copies of guidance and forms, and key information and announcements about your degree programme will be posted there.

1.2 Important contact information

School of Natural and Environmental Sciences
Newcastle University
Newcastle upon Tyne
NE1 7RU
Website: http://www.ncl.ac.uk/nes

The School has three receptions based in the Agriculture, Bedson and Ridley Buildings. Opening hours are as follows:
Monday – Thursday 08:30 – 17:00
Friday 08:30 – 16:30
Most of your queries will be answered by our friendly team in the building receptions. These are part of the School’s Operations Team. The undergraduate degrees in SNES are managed via four Clusters. Please identify which cluster your degree belongs to as this will determine which reception is your main point of contact.

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<tr>
<th>Cluster</th>
<th>Degrees</th>
<th>Reception location</th>
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<tbody>
<tr>
<td>Agricultural and Earth Sciences (AESC)</td>
<td>Agriculture, Animal Science, Applied Plant Science, Environmental Science (incl. MEnv programmes)</td>
<td>Agriculture Building, ground floor. <a href="mailto:agriculture.reception@ncl.ac.uk">agriculture.reception@ncl.ac.uk</a> 0191 208 6900</td>
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<tr>
<td></td>
<td>Earth Science (incl. MEarth programmes)</td>
<td>Ridley Building 2, 4th Floor room 4.46 <a href="mailto:ridley.reception@ncl.ac.uk">ridley.reception@ncl.ac.uk</a> 0191 208 6441</td>
</tr>
<tr>
<td>Applied Social Sciences (ASSC)</td>
<td>Agri-Business Management, Countryside Management, Rural Studies, Food Business Marketing and Management, Food Marketing and Nutrition</td>
<td>Agriculture Building, ground floor <a href="mailto:agriculture.reception@ncl.ac.uk">agriculture.reception@ncl.ac.uk</a> 0191 208 6900</td>
</tr>
<tr>
<td>Biological and Marine Sciences (BMSC)</td>
<td>Biology, Marine Biology, Marine Biology and Oceanography, Marine Zoology, Zoology</td>
<td>Ridley Building 2, 4th Floor room 4.46 <a href="mailto:ridley.reception@ncl.ac.uk">ridley.reception@ncl.ac.uk</a> 0191 208 6441</td>
</tr>
<tr>
<td>Chemistry (CC)</td>
<td>Chemistry, Medicinal Chemistry</td>
<td>Bedson Building, Basement, room B50 <a href="mailto:bedson.reception@ncl.ac.uk">bedson.reception@ncl.ac.uk</a> 0191 208 7055</td>
</tr>
</tbody>
</table>

In addition to the Operations Team in the building receptions, the School has a Learning and Teaching Team. These staff will support the ‘behind the scenes’ processes for your learning and teaching. You will likely meet these staff at Student Staff Committees or will liaise with them over more complex issues that are referred from the reception locations.

### 1.3 On-line resources

#### 1.3.1 Student Self Service Portal (S3P)

S3P is your Student Self Service Portal, use this system if you want to;
- Register on your programme of study
- Keep details (addresses, etc.) up to date
- Pay fees online
- View and print documentation to confirm student status (e.g. for council tax purposes)
- Confirm module choices for the next academic year
- Report an absence to the School
- Submit a Personal Extenuating Circumstance (PEC) form
- Find out who your personal tutor is

Further detail is available here: [http://www.ncl.ac.uk/students/progress/student-resources/s3p/](http://www.ncl.ac.uk/students/progress/student-resources/s3p/)

You can log in here: [https://s3p.ncl.ac.uk/login/index.aspx](https://s3p.ncl.ac.uk/login/index.aspx)

Remember that S3P does not use your campus log-in details. You will need your campus username and a DIFFERENT password.
1.3.2 Blackboard
Blackboard (https://blackboard.ncl.ac.uk) is the university’s Virtual Learning Environment. It provides teaching resources for each of your modules. You can expect to find information about the module programme, assessment and how to contact the module leader; for most modules there will be lecture materials such as PowerPoint slides, links to recordings of the lectures (made by the university’s ReCap system) and links to reading lists. Some assessed work is submitted via Blackboard.

Besides resources for modules, Blackboard also contains Communities that provide resources that are not associated with particular modules for which you are registered. All students have access to the School of Natural Sciences Community.

1.3.3 NESS
NESS (https://ness.ncl.ac.uk) is the university’s system for recording marks. You can use NESS for the following:
- Find out your marks for assessed work. Please note that marks may not be available on NESS immediately when work is marked. To find out coursework marks, you may be expected to pick up work or look at on-line feedback. Exam marks will be released once they have been agreed for all modules. You will be informed when they are released.

Module marks, but not the marks for individual pieces of assessment, are available from S3P.

1.3.4 ePortfolio
ePortfolio (https://portfolio.ncl.ac.uk/) is used to record meetings with tutors (see section 2.1) and other members of academic staff. It is also a tool for reflective learning (see http://www.ncl.ac.uk/ltds/elearning/eportfolio/).

1.3.5 The university mobile apps
The university has mobile phone apps for iPhone, Android and Windows Phone. Among other useful features, these allow you to view your timetable, manage your library account, and find where PCs are available in university clusters. For further details see http://www.ncl.ac.uk/itservice/mobile/.

1.4 Academic year, terms and semesters
The basic structure of BSc degrees is as follows:
- Three Stages, each lasting one academic year, with an optional placement year (M level degree programmes will have 4 stages)
- Three Terms (Autumn, Spring and Summer) in each year with vacations at Christmas, Easter and over the summer.
- Teaching and assessment is organised into two Semesters in each year with an examination period in January and one in May/June. Each semester consists of 12 teaching weeks followed by examination weeks. Teaching of a module normally occupies 11 weeks of the semester, the remaining week being used for revision classes prior to examinations.
- You are expected to be in attendance for all teaching and examination weeks during the semesters.
- In each Stage you must study and pass modules to a total value of 120 credits.
- A 10 credit module is considered to require 100 hours of your time, including attendance at lectures and practicals, writing up lectures and practicals, completing other coursework, private study, and revision for exams. Modules carrying more than 10 credits require the equivalent proportionate amount of your time.
- Examination for a module will take place at the end of the semester in which it is taught. Modules taught over two semesters may be examined both at the end of Semester One and
at the end of Semester Two. This means you have limited time for revision and must therefore assimilate and revise as you go along.

- To graduate with an Honours Degree you must pass the sufficient number of modules to earn 360 credits.
- You will have one opportunity to resit any failed Modules. Resit exams for both Semester One and Two modules take place in August.

1.5 Term and Semester and Exam Dates

http://www.ncl.ac.uk/regulations/docs/term-dates/#currentandfutureyears

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<tr>
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<th>Spring Term</th>
<th>Autumn Term</th>
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<tr>
<td>Semester One</td>
<td>Monday 6 January 2020 to Friday 24 January 2020 (including Saturday 18 January)</td>
<td>Monday 23 September 2019 to Friday 13 December 2019</td>
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<tr>
<td>Semester Two</td>
<td>Monday 18 May 2020 to Friday 5 June 2020 (including Saturday 23 May and Saturday 30 May)</td>
<td>Monday 27 January 2020 to Friday 12 June 2020</td>
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<tr>
<td>Resits</td>
<td>Monday 17 August 2020 to Friday 28 August 2020 (including Saturday 22 August)</td>
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Examination dates: 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.

University Exam dates https://www.ncl.ac.uk/exams/exam-dates/#examdatesandtimetable

You must ensure that you are available during all term time periods and examination periods. Until you know you have passed all your modules, make sure you are available for the resit period. Note that your programme may include field courses that take place outside term time (during Easter Vacation, at the end of the summer term after your exams have finished in June, or in September before Welcome Week).

1.6 University Timetables

You should use the student timetables website (http://www.ncl.ac.uk/timetable) or the Newcastle University mobile app (see https://services.ncl.ac.uk/itservice/teaching-services/mobile/universityapp/) to access your timetable, as well as information on how to find your way around campus, locate teaching rooms and buildings, and link your timetable to your smartphone. There is also a guide for students on understanding the timetable here: http://www.ncl.ac.uk/timetable/StudentTimetableGuide.pdf.

Please note that the timetable is subject to change during the semester, especially at the beginning of each semester, so please check the website or your timetable feed regularly.

Except in exceptional circumstances, e.g. if a lecturer calls in sick, you will be notified of changes to the published timetable at least 48 hours in advance via email/Blackboard.

The university timetable uses a system of numbering weeks throughout the year, starting from the first week in September. The following table shows the system.
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<th>Teaching Week</th>
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<td>Semester 1 Teaching (Start)</td>
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<td>22</td>
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<td>27/01/20</td>
<td>Semester 2 Teaching (Start)</td>
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1.7 Transition
You may be full of excitement and confidence, or in fear and trepidation, or somewhere in between; all these emotions are perfectly normal. You might have come straight from school, had a year or more out, or be a mature student concerned about academic work. Whatever your situation you are unlikely to be the first. University will be different from school not least because you have chosen to and are paying to come, but also because you are now responsible for your own learning. Your lecturers won’t be chasing you for work or fussing about your grades as your teachers may have. Assessments will be different, you can no longer learn mark schemes and you will have to become critical thinkers. You may be away from home and in control of your domestic arrangements for the first time.
If you have problems though, there will be help available. You can see your tutor, your lecturer or your DPD. There’s help outside the school at, for example, MathsAid, the Writing Development Centre or Student Wellbeing (see below). But if you are not sure who to go to or can’t find who you need you can go to one of the senior tutors (see section 2.4). Most importantly, don’t struggle on your own, ask for help if you need it.

1.8 The Student Charter
Newcastle University and the School aim to provide a high standard of teaching and a rich academic environment in which to learn and study. Therefore, much of a staff member’s time is devoted to teaching. You should, however, be aware of other academic engagements – both research and outside engagement - that staff members undertake, which makes calls upon their time. The Student Charter (https://www.ncl.ac.uk/pre-arrival/regulations/#studentcharter) clarifies exactly what you can expect from the University during your time on campus.
In summary, you can expect the University and the School to:
- Provide a modern curriculum and high standards of teaching
- Provide relevant information about the degree programme and individual modules
- Provide opportunities for you to develop graduate and research skills
- Provide access to an excellent library and IT facilities
- Work with you to listen to student feedback and shape the University experience
- Publish information on programme costs, payment options and any additional costs
- Provide deadlines for assignments and timeframes in which you will receive feedback
- Notify you in advance of any changes in the curriculum and timetable
- Provide academic and personal support through the personal tutoring system and professional support services
- Ensure that all assessments are relevant and well-matched to each stage of your study.

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:
http://www.ncl.ac.uk/ltds/governance/modules/dph/introductory/charter/.

As a University student, you must take responsibility for your own studying and learning. The emphasis in lectures will be on presenting facts and ideas, but you are expected to make the best use of the information that is presented to you. This requires regular attendance at all sessions in your timetable and submission of all assignments by the due dates. It also requires considerable study outside formal contact hours. In particular, the Student Charter clarifies exactly what is expected of all students.
• In summary, you are expected to: Attend and participate in all timetabled activities
• Familiarise yourself with all information provided by the University and follow recognised procedures
• Take responsibility for your own learning and devote the necessary time in private study to understand and learn the material
• Submit all work on time and collect your feedback when it is returned
• Seek help if you are encountering any difficulties and tell your personal tutor of any health or personal problems that could affect your work
• Work with your student representatives to ensure that you make staff aware of any problems or things working well in the School
• Complete feedback forms such as module evaluations and surveys to help the School and University improve

As a University student, you are expected to maintain the highest levels of behaviour and consideration toward other students, staff and members of the wider community. The University expects students to conduct themselves in a reasonable and appropriate manner at all times, both on and off campus, to foster mutual respect and understanding. This includes:
• Behaving and communicating in ways that are unlikely to offend others
• Complying with all reasonable requests from staff
• Being considerate to neighbours, especially in relation to noise levels and rubbish
• Acting within the law

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 via the following link https://www.ncl.ac.uk/students/progress/Regulations/Procedures/disciplinary/

1.9 Communicating with staff by email
Your University email is your main means of contact with the University and is useful, for example, to discuss concerns about progression, to seek clarification about module topics, and to confirm an appointment for a planned meeting. Please bear in mind that you are not the only person contacting your tutor or module leader and, although they are available and willing to help, they, like you, have a lot of demands on their time. Staff should normally use the “out-of-office” system if they are away for a number of working days. If you receive an “out-of-office” message and need information or help urgently, please contact your appropriate building reception using your university email address only.

1.10 Tablets
All Stage 1 (and Stage 2 Direct Entry) students starting within the School of Natural & Environmental Sciences will be provided with a Samsung Galaxy tablet to aid your studies throughout your degree. You will receive the tablet and guidance on how to use it during Induction week. You will be expected to bring your tablet (with adequate charge) to teaching sessions, however tablet use in practical classes varies across the School and you will be informed of these local rules by the practical leader. Throughout the academic year there will be regular informal drop-in sessions led by other students for any queries about tablet use. You will be informed in advance of the times and venues of these optional sessions.
2. STUDENT SUPPORT

We hope that your time at Newcastle University is trouble free, but we are aware that a number of common academic and personal issues may arise. The people and services listed in the following section should be able to help. You should also check your student homepage.

Additional information for international students can be found in The International Student Handbook:
http://www.ncl.ac.uk/flipppingbook/international/student-handbook/.

2.1 Peer Mentoring

All new undergraduate students will be assigned a peer mentor prior to starting University or upon arrival at the University. The goal of peer mentoring is to enable all students to make a smooth transition to feeling at home and settled in the University community – academically, socially and culturally – through access to advice and support from an experienced peer.

Your peer mentor can serve as a role model and help you to understand what is expected of you at University. Your mentor should be very approachable and can help answer questions that you might not want to ask staff. Your peer mentor can also tell you about the social scene at the University and in Newcastle and to help to answer practical questions about budgeting, sport facilities, the library, taking lecture notes, accommodation etc.

The University has a policy that explains peer mentoring schemes (http://www.ncl.ac.uk/ltas/assets/documents/qsh-peerment-principles.pdf).

2.2 Personal Tutors

When you arrive at University you will be assigned a personal tutor. This is an academic member of staff who acts as your first point of contact with the University, as he/she can provide you with information or advice that you may need throughout your academic career.

The role of a personal tutor, as described in the Framework for Personal Tutoring (http://www.ncl.ac.uk/ltas/assets/documents/qsh-personaltutoring-fwk.pdf), is to facilitate students’ personal and academic growth. The personal tutor is there to help with any issues you may have, from personal problems that could be affecting your studies, to giving advice when picking modules, to simply being available for a chat.

At a bare minimum, you should see your personal tutor once during Semester 1 of your first year (usually within the first four weeks) and then after that your tutor will offer you a meeting at least once a semester. You should take the initiative to schedule meetings with your personal tutor if you need to talk about any difficulties.

It is possible to change your personal tutor if you are unhappy for any reason or if you would prefer to have a female or male personal tutor. You don’t have to give any reasons for changing your tutor. If you want to find out more about the procedures for changing your tutor contact your appropriate building reception.

Formal tutor meetings with students will be recorded through the University’s ePortfolio (either you or the tutor can initiate a meeting, through email, phone or ePortfolio). The record can be made after the meeting, and the only requirement is that the record states when the meeting took place. You can also make notes on your meetings and keep them in ePortfolio – this is a good place to keep track of your concerns and any decisions that you’re making with the help of your personal tutor. You can be assured that the meeting record on ePortfolio is strictly confidential, and only those people who
attended the meeting (and possibly the Senior Tutor) will be able to see your notes.

The personal tutor system depends upon both you and your personal tutor contributing to the relationship: a personal tutor can’t help you if you do not show up to a meeting, and you need to be open and honest with your tutor in order to receive the best advice. At the end of your degree, you can ask your personal tutor to provide you with references. For these to be good references, your personal tutor needs to know you well enough to write them. This means that you should attend all arranged meetings, respond promptly to emails, and keep your personal tutor informed if you have any concerns.

2.3 Degree Programme Directors (DPD)
The Degree Programme Director (DPD) is responsible for the structure, content and standards of your degree programme. His/her role may involve module development, changes to course content, and recruitment activities. Your personal tutor may refer you to the DPD to discuss academic issues.

2.4 Senior Tutor
The Senior Tutor acts as a coordinator between the School and central University services. In SNES, we have a number of Senior Tutors: Helen Adamson for students in the Agricultural and Earth Sciences cluster and Applied Social Sciences cluster, Andrew Pike/ Cristina Navarro Reguero for students in the Chemistry cluster and Jane Delany/Roy Sanderson for students in the Biological and Marine Sciences cluster. They act as a second point of contact if your personal tutor is absent from the University and may provide support for you and your tutor if any complicated issues arise. The Senior Tutor focuses on supporting students who may have personal circumstances that are affecting their overall performance, rather than specific academic issues.

2.5 Obtaining support from your Personal Tutor, DPD, Senior Tutor or Student Services
Your Personal Tutor is always the first point of contact for all matters relating to academic and personal issues. A good way to make contact with your Personal Tutor is by setting up a meeting via ePortfolio, but you can also email them directly. If your Personal Tutor is away from the University on business or has not been able to respond to your problem, then you need to go to your appropriate building reception. Staff there will then be able to direct you to who you need.
2.5.1  Student Services (King’s Gate) including Student Wellbeing
You may be directed to Student Services at King’s Gate. King’s Gate building provides access to many services you may need, all in one single location. There are a number of services available; you can find an explanation of the key services on your student home page and some information below https://my.ncl.ac.uk/students/kingsgate (cut and paste this URL into your browser as it will not work as a direct link).

When you arrive at King’s Gate, you should go first to the Interaction Team (I-Team) on Level 2. Both drop-in and pre-booked appointments are available. The services available include;

**Academic Information:**
- Advising of change of circumstances – including taking a leave of absence or transferring programmes
- Obtaining documentation such as Transcripts of Study and Council Tax Exemption Certificates

**Accommodation**
- Gaining advice and information on a range of accommodation issues including transfers and re-lets
- Managing rent accounts and obtaining associated debt advice

**Finance**
- Making payments for all Tuition Fee and Accommodation charges

**Financial Support**
- Advice and information about sources of funding and managing finances, including short-term emergency loans

**Counselling & Mental Health Support**
- Confidential support and help available

**Disability/Specialist Learning Support**
- Advice, information and guidance available on a range of support e.g. Disabled Students’ Allowance and examination arrangements

**Exchanges/Study Abroad Information**
• Advice and guidance to students who wish to participate in the Erasmus Programme or the Non EU Exchange
• Programme and guidance to incoming Exchange and Study Abroad students

**Visa Support**

• A range of assistance from student visa renewal to advice on the immigration implications of changes of study plans

### 2.6 Student Advice Centre at the Students’ Union

The Student Advice Centre is a service of the Students’ Union staffed by professionals who specialise in student concerns. They can help you by providing information; listening to any problems; advising on the options open; helping you resolve difficulties; and referring you to any relevant agency (they cannot recommend any commercial companies however). They may even take on your case for you, even to the representation stage. You can browse through a range of information, help yourself to leaflets and obtain forms (benefits, help with NHS charges, Access to Hardship Funds, etc.). More information is available from the Student Advice Centre website: [www.nusu.co.uk/sac](http://www.nusu.co.uk/sac)

The Student Advice Centre cannot provide immigration advice to International students. If you have immigration questions, you should contact the Visa and Immigration Service (VIS) at King’s Gate for advice.

The Student Advice Centre is situated on the ground floor of the Students’ Union Building. Opening times may vary throughout the year so you could check the weekly schedule before dropping by: [https://www.nusu.co.uk/support/sac/openingtimes/](https://www.nusu.co.uk/support/sac/openingtimes/)

During term-time, you may drop in for a brief session with one of the advisers, but for complex or serious problems (requiring more than 20 minutes to discuss), you should make an appointment.

You can also telephone 0191 239 3979; or e-mail: student-advice-centre@ncl.ac.uk

Note that anything you say to any of the staff will be treated in strictest confidence and not disclosed without your consent; also that the Union, including the Student Advice Centre, is independent of the University structure and primarily concerned with its members’ welfare.

### 2.7 Circumstances affecting your studies

Sometimes things happen that are beyond our control – illness, personal problems, etc. If things start to affect your studies, you need to let someone know, and remember there are processes in place to help you.

If you are ill at any point while at University, you should inform your personal tutor as soon as possible. If you are absent for any part of any working days (Monday through Friday) and miss scheduled teaching because of illness or for other reasons, you must report this on the absence portal via S3P by filling in a Student Absence Notice form. If you are absent for more than five working days, you must obtain a medical certificate from your doctor and attach it to the Student Absence Notice form as well.

The Student Notice of Absence form should also be used for absences other that 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 circumstances have affected your studies, as below. 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.

More information about sickness and absence procedure is available here: http://www.ncl.ac.uk/students/progress/Regulations/SPS/Attendance/sickness.htm.

2.7.1 Personal Extenuating Circumstances (PEC) Form
If you believe that your study or ability to complete assessments is being adversely affected by significant and unavoidable personal extenuating circumstances, you should advise your 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. You are advised to carefully read the Guidance for Submission of Personal Extenuating Circumstances which can be found on the Student Progress Webpages at http://www.ncl.ac.uk/students/progress/student-resources/help/ before submitting a PEC application.

You are strongly encouraged to discuss significant personal circumstances with your personal tutor or other member of staff. Tutors may be able to advise on how to phrase the application or whether alternate sources of help may apply. Also, your tutor may be able to provide a statement of support, which will be taken in to account when a case is considered.

The PEC form enables the School to consider each case on its merits and, if possible, make an appropriate adjustment. Possible adjustments 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 – generally a deferral to August;
- A deferral of the assessment to a later normal occasion;
- Permission to set aside (ignore) attempts at assessments;
- Permission to sit an extraordinary examination – i.e. setting an examination at an unusual time;
- 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* – e.g. potentially allowing you to pass the stage despite having failed a module; allowing you to pass a module by discretion; altering your degree classification where there is evidence to support this decision.

*Section 22 h) in the policy states that this is not relevant to those undergraduate students starting or restarting Stage 1 during the 2018/19 academic year onwards. The policy can be found by following this link: https://www.ncl.ac.uk/students/progress/Regulations/Procedures/change/PEC.htm

NB - personal extenuating circumstances cannot result in existing marks being changed.

It is your responsibility to report any significant personal or extenuating circumstances that have had a substantial impact on your performance in your studies or in your assessments/examinations immediately, and in advance of an assessment deadline or by the School published deadline for consideration by a Personal Extenuating Circumstances Committee (PECC) or Board of Examiners (BoE).
It is your responsibility to provide evidence to back up your 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. It is recognised that this can be difficult, but a request is more likely to be approved if evidence is available – particularly evidence of the impact on the specific module/assessment at the time of the assessment. Please also note the following:

Section 11 of the PEC policy states that in accordance with the Data Protection Act 2018, students are advised that they should not disclose personal data of another person/s in their PEC submission unless they have been given permission by them to do so, and this is also submitted with the disclosed evidence.

Requests for adjustments that relate to the following, are not normally accepted as the basis of a PEC application:
- Instances where an appropriate adjustment has already been made;
- Retrospective report of illness or other extenuating circumstances, without good reason;
- Ongoing medical conditions/disabilities including learning disabilities, or mental health conditions for which the student is already receiving reasonable adjustments via a Student Support Plan (SSP);
- Transport problems, excepting those where it can be shown that adequate time had been allowed;
- Unspecified anxiety or examination stress;
- Minor infection or illnesses such as coughs, colds, stomach upsets, headaches or hay fever, unless supported by specific medical evidence;
- Distress relating to a family pet;
- Holidays, house moves, sporting or other social commitments;
- Known employment or financial responsibilities;
- Problems with personal computers, printers or other technology;
- Where the circumstances could have been avoided, particularly due to poor time management.

PEC forms are considered throughout the year. If you are applying for an extension, an exemption or deferral of an exam, you should receive a decision within a few days. Decisions about Board of Examiners’ discretion are made by the PEC Committee after each exam period. If you are asking for Board of Examiners’ discretion, please submit your online form via S3P (with supporting evidence) no later than:

<table>
<thead>
<tr>
<th>Semester</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Semester 1</td>
<td>Sunday 26 January 2020, 12 noon</td>
</tr>
<tr>
<td>Semester 2</td>
<td>Sunday 7 June 2020, 12 noon</td>
</tr>
<tr>
<td>Semester 3</td>
<td>Sunday 30 August 2020, 12 noon</td>
</tr>
</tbody>
</table>

**2.8 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 Wellbeing (http://www.ncl.ac.uk/students/wellbeing/about/student/).

If you transfer from one programme in the University to another, you may also be able to transfer the credits and marks that you have earned. You will need to discuss this with the Degree Programme Directors of both programmes.
Permission to make these changes often depends upon approval from the Degree Programme Director.

More information on the relevant procedures and the forms you may need to fill in is available here: https://www.ncl.ac.uk/students-progress/Regulations/Procedures/change/. Your personal tutor should be able to help you complete these forms if necessary.

2.9 Complaints, Appeals and other Procedures
The Student Complaints and Resolution Procedure is the University’s formal complaints process under the Student Charter. It is intended to allow students to make a complaint about the School, a service, a member of staff within the University. The procedure applies to all formal complaints, including those related to harassment or racial equality. You can seek advice on the complaints procedure from Student Progress Service: https://www.ncl.ac.uk/students-progress/Regulations/Procedures/complaints.htm

A complaint can be made on nearly any aspect of your academic studies, but you should be prepared to provide evidence to support any allegation. Please note: a complaint cannot be used to seek to overturn the academic decision of examiners. The complaints procedure has a three-stage process. You are expected to try to resolve your complaint informally with the individual or service concerned under Level 1 of the procedure before a formal complaint under Level 2 is submitted. If you remain unhappy after receipt of your Level 1 outcome or you consider your complaint is still not resolved, you can submit a complaint under Level 2 of the complaints procedure by submitting the Complaints Form and supporting evidence to casework@ncl.ac.uk.

If you want to complain about another student at the University you should contact the Casework Team by emailing casework@ncl.ac.uk: the email should contain a full explanation as to the nature of the concern, with supporting evidence. Student Progress Service may invite you to a meeting as part of the investigation. The allegation will normally be investigated under the University’s Disciplinary Procedure.

There is a separate Student Academic Appeals Procedure is for appeals against the decisions of the Boards of Examiners (except those related to assessment irregularities), Personal Extenuating Circumstance (PEC) Committees, and sanctions imposed under Unsatisfactory Progress procedures. More information is available here: https://www.ncl.ac.uk/students-progress/Regulations/Procedures/appeals.htm

Academic Queries and Appeals may only be made on the following grounds:

a) Grounds for academic appeal following Board of Examiners Decisions:
   - Personal Extenuating Circumstances (PEC) that you were unable to disclose in advance of the Board of Examiners meeting via a Personal Extenuating Circumstances (PEC) application, or were unable to provide evidence for at that time, or of which you were previously unaware.
   - Procedural irregularity on the part of the examiners
   - Bias or prejudice on the part of an examiner or examiners.
   - That the decision reached was perverse in that it was one which no reasonable person or body could have reached on the available evidence.

b) Grounds for academic appeal following PEC Committee Decisions:
   - Procedural irregularity or other error on the part of the PEC Committee
   - Bias or prejudice on the part of the PEC Committee.
   - That the decision reached was perverse in that it was one which no reasonable person or body could have reached on the available evidence.
c) Grounds for academic appeal following an Unsatisfactory Progress Decision:
   - Evidence which was not available or considered previously
   - Procedural irregularity
   - Bias or prejudice
   - That the decision reached was perverse in that it was one which no reasonable person could have reached on the available evidence.

d) Grounds for academic appeal following a DPD Request Decision:
   - Evidence which was not available or considered previously
   - Procedural irregularity
   - Bias or prejudice
   - That the decision reached was perverse in that it was one which no reasonable person could have reached on the available evidence.

Note: An appeal relates to the decision of the examiners and should not be used to raise general complaints about tuition or support over the length of your degree programme.

You are expected to make every effort to raise your assessment/progress query, in writing, with your School directly concerned in the first instance. Impartial advice on both procedures may also be sought from the Student Progress Service. Assistance with submitting a formal complaint or an appeal may be sought from the appropriate officer of the Students’ Union, from the Student Advice Centre, or from a Personal Tutor.
3. TEACHING AND LEARNING

3.1 Board of Studies (BoS)
The BoS is the body which oversees teaching and learning activities for degree programmes and it is chaired by a member of staff. The BoS is responsible for maintaining the standards of degree programmes and responding to issues relating to learning and teaching, including those raised by Student Staff Committees. Student course representatives are also invited to attend the relevant BoS.

3.2 Degree Programme Aims, Specifications and Regulations
The Degree Programme Regulations for your programme explain which modules are compulsory, core, and/or optional on your degree programme. In the Degree Programme Specifications, information is given about the learning outcomes, specifying the skills and knowledge that students are expected to develop over the course of the programme. In addition, modules will have specific skills and knowledge outcomes. All degree programme regulations and specifications are updated each year and are available here: http://www.ncl.ac.uk/regulations/programme.

3.3 Modules
A module is defined as an element within a programme of study. The normal undergraduate academic year will comprise 120 credits. Students’ learning time is expected to total 100 hours per 10 credits.

Component modules are classified as "compulsory", "optional" or "core":
- **Compulsory** modules are those which you must take to fulfil the requirements of your Degree Programme.
- **Core** modules are those which you must pass to be allowed to proceed.
- **Optional** modules are those which you choose to take because they suit your interests and career aspirations.

You can look up information on each module in the Module Catalogue (http://www.ncl.ac.uk/module-catalogue/). This provides key information, including the number of credits, the aims and learning outcomes of the module, an outline of the syllabus and types of teaching activities, types of assessment, and the number of contact hours. It also explains how many hours you are expected to spend doing independent study, including lecture follow-up, completing coursework, doing background reading, and revising for your exams.

You will experience a variety of types of teaching during your time at University, each of which has different learning objectives and each of which will contribute to your learning experience in different ways. The main forms of teaching you will encounter are explained at: http://www.ncl.ac.uk/ltds/assets/documents/res-contacthours-mofs.pdf.

3.3.1 Choosing modules
- The modules available to students are determined by the degree programme regulations and may be subject to availability. In some programmes, Degree Programme Directors are able to give permission for students to take a small number of modules from outside those listed on the regulations, provided there is a good reason.
- In Stage One, all students who have optional modules must complete and submit a module registration form by the end of Induction Week which records their choice of modules for the entire academic year.
- In Stages Two and Three students go through module pre-selection early in the summer term. Module choices are then confirmed at the beginning of the next academic year.
• Changes to module selection are possible after term has started, subject to the written permission of the Degree Programme Director. Students are required to fill out a Module Amendment Form which can be collected from your appropriate building reception. This must be signed by the Degree Programme Director and submitted to your appropriate building reception.

Transfers between modules are normally arranged by the end of the second week of the semester. Transfers beyond this date are only permitted in exceptional circumstances.

3.4 Placements and Study Abroad

Placement and study abroad opportunities are available in the School, including placements/study abroad that is credit-bearing and that which is non-credit bearing. Opportunities are available for you to transfer onto a programme with a placement or study abroad opportunity (depending on your subject). If you are interested in exploring a placement opportunity please speak to your Degree Programme Director initially who will direct you to the appropriate support.

Further information, including your responsibilities can be found at: https://internal.ncl.ac.uk/placements/

3.5 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 timetabled sessions in a punctual manner. The University also has a legal obligation to monitor the attendance of international students and to report to the UK Visa and Immigration, any student who is not attending regularly.

Attendance at classes is monitored to help us to identify, contact and support at an early stage any student whose attendance record gives us cause for concern. On some degree programmes most or all classes are monitored, and in others just a proportion. We use SMART card scanners located throughout campus to record attendance and your attendance at timetables classes is recorded.

If you are unable to attend for any reason, you should notify your School by promptly submitting an absence request form along with any necessary evidence. You can do this through S3P. International students should also seek approval for vacations or plans to leave the UK in the summer period, as this may have implications for your visa.

A significant number of absences could mean that you School may consider that you are not making ‘satisfactory progress’ and action may be taken under the University General Regulations and could result in termination of your programme of study. 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 you UK visa being curtailed.

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

Recording your attendance at class

All students are asked to record their attendance by simply 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. Remove cards from wallets and purses (to avoid the reader scanning any other contactless cards you may carry) and have them ready before arriving at class.

Five things you need to know to successfully record your attendance:
1. **Swipe your card EVERY TIME** you enter a room which has a scanner – place your card against the card reader and **watch for the green light flashing!**
2. **Make sure you always carry your card**
3. **Attend your timetabled classes to avoid being marked as absent**
4. **Remember you only need to swipe ONCE** if classes follow each other in the same room
5. **Thirty minutes before your class and up to thirty minutes before the end is your time to scan.**

Further information can be found on posters displayed in building foyers and located next to card readers [www.ncl.ac.uk/timetable/Recordingyourattendance.pdf](http://www.ncl.ac.uk/timetable/Recordingyourattendance.pdf).

**PLEASE READ CAREFULLY**

1. **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.
2. **Always carry your smart card.** If you forget it, or have lost it, you will be marked as absent.
3. **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.**

Lost your SMART card? [http://www.ncl.ac.uk/itservice/smartcards/newreplacementcards/](http://www.ncl.ac.uk/itservice/smartcards/newreplacementcards/)
4. ASSESSMENT METHODS AND FEEDBACK

Assessments will be made in a number of ways, as is appropriate to each module. The modes of assessment used in each module, and the rationale for them, are given on each module outline.

Marks are given for:

- papers taken during examination periods at the ends of semesters. Unless stated otherwise on the paper, each answer will be given equal weight. Thus, it will always pay you to give each answer an equal time.
- assigned work such as essays, problems, poster presentations and talks.
- submitted work from laboratory and field classes.
- in-course computer-driven assignments.

All work for submission during modules will have deadlines which will be made clear to you by the teaching staff. **If you fail to meet these deadlines, marks will be deducted from your assessment (details are in the following section on Submission of Work).**

4.1 Examinations

Acquired knowledge is tested at the end of each module and, in most cases, is in the form of University examinations under conventional limited-time, unseen and closed-book conditions. Despite the pressures of this system, exams have the merit of concentrating attention on answers to specific questions and of being an unambiguous test of individual comprehension and understanding of module material under uniform conditions. Although formal examinations are highly concentrated and somewhat 'artificial', they do encapsulate skills and abilities which mirror important aspects of 'the real world'. Many graduates will be expected to be able to respond to unfamiliar questions at short notice, without the time to research or refine their answers. Students are encouraged to practise their examination techniques and to learn to cope with the pressures involved.

University exam period dates are usually published at least a year in advance and can be accessed via: [https://www.ncl.ac.uk/exams/exam-dates/](https://www.ncl.ac.uk/exams/exam-dates/). For 2019/20, Semester 1 exams will fall between 13 January and 24 January 2020; Semester 2 exams fall between 18 May and 5 June 2020/ Re-sit exams will take place from 17 August to 28 August 2020. Please note that examinations can be scheduled on Saturdays during main periods. You are expected to be available for examination at the University during all of the main periods.

The University publishes a provisional exam timetable about 2 months in advance, so that you can check there are no clashes between your modules. A final exam timetable is published about 6 weeks before the exam period. It is your responsibility to check the dates, times and locations of your exams carefully on your timetable.

Prior to your exams you must also read and understand the Exam Rules and Guidance which explain how you are expected to behave during exams, what you can and cannot take into an exam: [http://www.ncl.ac.uk/exams/rules](http://www.ncl.ac.uk/exams/rules)

The University has a calculator policy for examinations. Students can only use three models of calculator (Casio FX-83GTPLUS, Casio FX-85GTPLUS, or Casio FX-115MS – or any discontinued models of the same calculator i.e. any calculator model that begins with ‘Casio FX-83’, ‘Casio FX-85’ or ‘Casio FX-115’).

When you are revising for your exams, you will almost certainly find it helpful to obtain copies of
recent examination papers; these are available on the University website
https://www.ncl.ac.uk/exams/past-papers. Sample papers should be provided by the lecturer for new
courses.

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 Wellbeing Service as soon as possible (http://www.ncl.ac.uk/students/wellbeing/disability-
support/support/examinations.htm).

Examinations will generally take place on (or close to) campus, although there are exceptions to this
rule. International students, for example, may apply to take a resit exam in their home country. More
information is available from the Exams Office and in the University Policy on Off-Campus
Assessments (https://www.ncl.ac.uk/exams/overseas/).

4.2 Other assessment methods
There are important skills, intellectual abilities and educational objectives that can be tested better
through in-course assignments than through final examinations.

Assignments serve three important purposes:

a) to assess the performance of the student in accumulating knowledge and in appreciating and
understanding the content and implications of module material;
b) to provide practice in applying and expressing understanding of the module; and

c) to act as a feedback mechanism between lecturer and student on progress and development of
understanding of the module material.

There are no formal School guidelines for these in-course assignments. Module leaders will inform
students of the methods to be used. Some in-course assignments may be assessed formatively, i.e.
they do not contribute to the module mark. The purpose of such assignments is to help you achieve
the module’s learning outcomes. Students are expected to make full use of assignments, even if they
do not contribute directly to the assessment for the module.

4.3 Submission of assessed work
All work submitted for assessment must be handed in to the appropriate building reception or
submitted online as directed by the module leader. You will find submission information on the
Blackboard Community site. Submission dates will be made available to you when the semester
starts so you can plan your schedule.

Assessments which are submitted over the word/page limit will be penalised as below:

- If over 10%, students will lose 10% of the available marks
- If over 20%, students will lose 20% of the available marks
- If over 30%, students will lose 30% of the available marks, and so on.

There is a 10% margin of error for which no penalty will apply.

Your degree programme may include modules led by other Schools, which may have unfamiliar
requirements and may use alternative referencing systems. Pay careful attention to the
requirements for each assignment.
4.4 Late submission of assessed work

The University has a set policy for late submissions, so you should be careful to submit all assessments well in advance of the deadline, planning your workload to enable you to do so. If work is submitted late but within 7 calendar days of the deadline, it will be capped at the pass mark (40 for undergraduate programmes and 50 for postgraduate programmes). If you submit a piece of work more than 7 days after the deadline, it will receive a mark of zero.

There are two circumstances in which late work will always receive a zero: if your piece of work is marked on a non-discriminatory marking scale (i.e. pass/fail or merit/pass/fail), or if you are submitting work for a resit assessment.

There may be pieces of coursework for which no late submission is allowed. You will receive prior notification in these instances.

If you have a valid reason for submitting your work late (e.g. illness), you should submit a PEC form; there is more information on this form earlier in the handbook. Computer failures and transport problems are not considered a legitimate excuse for late submission (unless NUIT has confirmed a University-wide computer failure).

4.5 Feedback on in course assignments and examinations

You will receive feedback on all of your coursework and exams. University policy states that feedback on coursework must be returned within 20 working days (Monday-Friday, not including Bank Holidays or University closure days); exam feedback must be returned 20 working days from the end of the exam period. Some assignments (such as major project reports) are exempted from this policy. If feedback is going to be returned late for any reason, you will be informed in advance and told when you should expect to receive your feedback.

If marks and feedback have not been received within 20 working days (excluding University closure days and bank holidays), students should make this known to staff in the appropriate building reception who will advise the Head of School. The School is required to provide an explanation for the late return of the work and to state when it will be returned. Please note that if a submission deadline changes, then the date for return of marks and feedback will change accordingly.

You will receive feedback in a variety of ways: written on your work, given verbally in lectures or tutorials, or provided on Blackboard or NESS. Feedback may come from lecturers, from your student peers, or from yourself (learning to give yourself feedback is an important skill that you will continue to use after University). You are expected to use your feedback by looking at your work, the criteria for the work, and the feedback comments and thinking about how you can improve in future assessments. For example, your feedback may comment on the structure or content of your work; consider these comments carefully and any suggestions on improvements you can make. It is expected you will incorporate these changes into your next pieces of work, for example, if there are comments about your referencing of sources, make sure you check what is expected carefully before submitting another piece of work.

Feedback on exams may be given in the form of general feedback to the entire cohort, usually through Blackboard or NESS. This feedback is focused on identifying what made good answers and poor answers on the exam and providing feedback on exam strategies. You do have the right to request individual feedback, and students who are resitting exams should contact module leaders for feedback at least four weeks before the resit exam.
“Moderation Boards” take place in February and June after exams have been marked. Their purpose is to check that marking is fair. Occasionally, the Moderation Board may decide that marks should be changed. Therefore, all marks returned to students are provisional until the final Board of Examiners meeting at the end of the Academic Year.
The Faculty of Science, Agriculture and Engineering has a set of generic marking criteria that markers use in order to decide the appropriate mark for a piece of work. These are intended as a guideline and will not necessarily apply equally to all pieces of assessed work (for example, presentational issues are likely to be less important for an answer to an examination question than for a project dissertation). The Faculty expects that examiners will use the whole of the marking scale and will interpret these criteria in the context of the specific learning outcomes of the module or piece of assessed work, as indicated in the Module Outline Form.

Where appropriate, more specific marking criteria may be used and in such cases they should be made available to students in advance of the assignment.

The comments on your assessed work should help you to understand why the final mark was awarded based on the criteria used.

<table>
<thead>
<tr>
<th>Criterion</th>
<th>Mark range</th>
</tr>
</thead>
<tbody>
<tr>
<td>Knowledge and understanding:</td>
<td>0-24 25-34 35-39 40-49 50-59 60-69 70-79 80-100</td>
</tr>
<tr>
<td>accuracy, completeness and relevance</td>
<td>Contains very little material addressing the topic. Incomplete and/or incoherent.</td>
</tr>
<tr>
<td>Use of evidence</td>
<td>Little or no appropriate use of evidence.</td>
</tr>
<tr>
<td>Problem investigation and solving</td>
<td>Does not show ability to investigate problems.</td>
</tr>
<tr>
<td>----------------------------------</td>
<td>-----------------------------------------------</td>
</tr>
<tr>
<td>Application of concepts</td>
<td>Does not show awareness of concepts.</td>
</tr>
</tbody>
</table>
4.7 Marking and moderation
You should have absolute confidence that the marks you receive are fair and consistent across markers. All assessments that are worth a significant part of your final mark are reviewed in advance to ensure that the instructions are clear and the questions are reasonable for a student at your level.

Depending on the assignment, your work may also be moderated. This means that a second marker will look at the mark and feedback given by the first marker and ensure that it is fair and accurate. Several different processes for moderation are used by the School, including sampling (looking at a sample of pieces of work across grade boundaries) and second marking (where a second marker looks at every piece of work).

All marks that are returned to you are provisional and subject to review and potential moderation prior to the final Board of Examiners meeting. Each taught programme of study (undergraduate and postgraduate) has a Board of Examiners (BoE) which is responsible for decisions about the outcomes of assessment of students on the programme. The BoE has a substantial degree of discretion. This means that it may award a degree classification higher than that determined by the marks alone. This can be due to medical or special personal circumstances and this is one of the reasons why it is important to submit PECs. The Board may also, in certain circumstances, deem individual students to have passed particular modules in which they have obtained a fail mark.

The University has a policy on moderation processes, available here:
http://www.ncl.ac.uk/ltds/assets/documents/qsh-assmt-modscal-pol.pdf

A local moderation policy for SNES will be uploaded to the Blackboard community site.

4.8 How assessment affects your progress
Your progress depends on your assessment marks, as explained in your degree programme regulations. Should you fail any number of modules, you are allowed the opportunity to resit these examinations in August. If you satisfy the examiners with your performance on the resit, you will have a pass mark of 40 recorded for that module.

You are registered for an Honours Degree Programme, which consists of 120 credits in each of the three Stages (Years), i.e. 360 credits in total. The expectation is that you will pass all 360 credits and graduate after three years with an Honours degree. However, there are other possible exit points after having passed 120 credits (Higher Education Certificate), 240 credits (Higher Education Diploma), or 300 credits (Pass degree). The requirements for these various exit points are given in the Undergraduate Progress regulations: http://www.ncl.ac.uk/regulations/docs.

The simplest way to proceed from Stages 1 to 2 or from 2 to 3 is to pass all 120 credits in that Stage with a mark of at least 40% at the first attempt (January for Semester 1 examinations and May / June for Semester 2).

If there are good reasons to do so, as in the case of medical or other circumstances which significantly affected your performance, the Board of Examiners may allow you to pass modules even though compensation is not possible. This is called passing by ‘discretion’. It requires the proper documentation of your problems on a PEC Form together with any supporting evidence (e.g. doctor’s note).

Your degree class is awarded on the basis of your overall final percentage mark as follows:
<40% : Fail (but see below concerning Pass Degree)  
40–49%: Third Class Honours  
50–59%: Second Class Honours, Second Division (2:2)  
60–69%: Second Class Honours, First Division (2:1)  
70%+: First Class Honours  

Failure of up to 20 credits in your final year does not affect your right to an Honours Degree. If you fail more than 20 credits, but your final average is at least 35% and you pass at least 60 credits at Stage 3 and 300 across all three Stages, you will be awarded a Pass Degree. If your marks are below this standard but you pass 240 credits you will be eligible to receive a Higher Education Diploma, or for 120 credits a Higher Education Certificate.

Final year students who obtain a Pass Degree are entitled to one resit attempt for any failed modules. The highest classification that can be achieved after resits is 3rd Class Honours and resit marks stand even if they are lower than the marks obtained at first attempts.

4.9 Failure to make satisfactory progress

Under the University Regulations, students failing to make satisfactory progress may under extreme circumstances have their programme of study interrupted or terminated. Any of the following may constitute failure to make satisfactory progress and all may be taken into account in considering the student’s case:

- failure to attend for interview with the tutor assigned to the student at the commencement of each semester, and at such other times as the tutor may require;
- failure to attend regularly the programme of study;
- failure to perform adequately in work prescribed for the degree programme;
- failure to submit written work required under the degree regulations (whether or not such work counts for assessment purposes) at the required time;
- failure to attend examinations or to satisfy the examiners in the examinations prescribed under the degree regulations; provisional examination results may be used as such evidence.
- failure to attend English language assessment and attend in-sessional English language classes as directed by the degree programme director.
- failure to attend briefings relating to health and safety, especially as they apply to laboratory work, and to pass any assessments in relation to these briefings that are designed to ensure that students are safe to operate in the environment to which such briefings apply.

You are responsible for making yourself familiar with the official University and Faculty regulations: [http://www.ncl.ac.uk/regulations/docs/](http://www.ncl.ac.uk/regulations/docs/)

4.10 Assessment Irregularities and Disciplinary Procedures

As part of the Student Charter, you have agreed to follow University procedures and to maintain the highest standards of behaviour. The University is committed to ensuring that assessments are fair for all students, and it has established a procedure for dealing with situations in which one student uses improper means to ‘get ahead’ on an assessment. These situations are called assessment irregularities, and they may include (but are not limited to), the following:

- Copying from or conferring with other candidates or using unauthorised material or equipment in an examination room
- Impersonating or allowing another to impersonate a candidate
- Introducing examination scripts into the examination process otherwise than in the course of an examination
- Permitting another student to copy work
- The falsification (by inclusion or suppression) of research results
• Plagiarism, defined as the unacknowledged use of another person’s ideas, words or work either verbatim or in substance without specific acknowledgement. It is also possible to plagiarise yourself if you submit the same work for multiple assignments or do not acknowledge ideas or words that you have submitted previously
• Procurement of assessment material i.e. contract cheating/custom essay writing.
• Dishonesty

If an assessment irregularity is suspected, the University’s assessment irregularity procedure will be followed. The policy can be found in full here: https://www.ncl.ac.uk/students/progress/Regulations/Procedures/assessment.htm

More generally, at Newcastle we value high standards of academic conduct. Conduct is an important part of maintaining and developing our reputation. Good academic conduct reflects the values which underpin academic life, such as honesty, integrity, a shared community of ideas and respect for others’ work. The Academic Skills Kit (https://internal.ncl.ac.uk/ask/) provides a range of resources which may help with academic writing. There is also information on appropriate style and referencing guides here: http://libguides.ncl.ac.uk/referencing

You can expect to receive a briefing on academic conduct and the referencing guidelines that you are expected to follow. You are in turn expected to do the following:
• Maintain high standards of academic conduct
• Show a commitment to academic honesty in your work
• Be familiar with and apply the guidance provided by your School on proper referencing and good academic practice
• Avoid plagiarism.

The Student Disciplinary Procedure will apply to any student who is alleged to have breached the University’s code of conduct. More information is available here: https://www.ncl.ac.uk/students/progress/Regulations/Procedures/disciplinary/. This procedure applies to any student who breaches academic codes of conduct as well as non-academic situations (disruption, anti-social behaviour, theft and fraud, violent behaviour, sexual misconduct, harassment, hate crime, criminal offences, etc.)

4.10.1 Plagiarism

With so many sources of information available to students, particularly on the internet, it is more important than ever that you ensure that any material or ideas that you use in your assessed work are properly acknowledged. The University takes plagiarism and academic conduct very seriously, and you are expected to learn how to use sources appropriately. To help avoid possible accusations of plagiarism it is important that any material used in your assessed work is properly referenced. You will be given guidance on how to refer to, or quote from, other sources within the main body of your text and how to put together a reference list or bibliography at the end of your assignment.

Plagiarism is defined as the unacknowledged use of another person’s ideas, words or work. At one extreme, plagiarism is simply a form of cheating, such as where the whole or a significant part of work submitted towards an examination or degree is the unacknowledged work of another, copied slavishly from a book or research paper. At the other extreme, plagiarism may occur accidentally, through poor standards of scholarship, or may concern insignificant parts of submitted work. Plagiarism can occur in both an examination script and in assessed coursework.

Plagiarism may involve the use of material downloaded from electronic sources such as the internet. The inclusion of a source in a bibliography may not provide sufficient attribution of another’s work.
Students are sometimes unclear as to what use may be made of the work of others in the field without raising concerns about plagiarism. Any student who is in doubt on this matter should consult his or her DPD or the appropriate Module Leader. In most cases, the adoption of appropriate standards of scholarship will avoid any such concerns.

The following general guidelines may assist:

1. Passages copied verbatim from the work of another must be enclosed in quotation marks. A full reference to the original source must be provided. The substitution of a few words in an otherwise verbatim passage will not remove the need to use quotation marks and to provide a full reference.
2. Students must always give due acknowledgement to the sources of ideas or data which are not their own and which are not truly in the public domain (for example, because they are novel or controversial) or are not widely held or widely recognised.
3. Ideas and data which are the student’s own or are truly in the public domain may be included without attribution, but should be expressed in the student’s own words.
4. Students must take care to distinguish between their own ideas or work and those of others. Any ambiguity in such a distinction could give rise to a suspicion of plagiarism. Where the student’s work is the result of collaborative research, the student must take care to acknowledge the source of data, analysis or procedures which are not their own.

The University makes use of software known as Turnitin, which can detect and identify instances of plagiarism in assessed work. This means that your coursework assessments may be submitted to Turnitin (directly by you, or by a member of staff). Turnitin checks work against a database of web pages, academic articles and books, and other students’ papers (from Newcastle and other universities) and highlights any matches between your work and those other sources. Matching text does not necessarily mean that you have plagiarised, since you may have correctly referenced text from another source.

You will be told when you need to submit your assignment to Turnitin and how to do it. There are some file restrictions, and you will be given guidance on this. You should always ask your module leader if you have any questions about a specific assignment.

4.10.2 Fabrication of research results
This relates particularly to project work and student dissertations and warns against the use of fabricated or falsified research results. The fabrication of research results includes: claims, which cannot reasonably be justified, to have obtained specific or general results; false claims in relation to experiments, interviews, procedures or any other research activity; the omission of statements in relation to data, results, experiments, interviews or procedures, where such omission cannot reasonably be justified.

4.10.3 Syndication
Syndication is a common problem among students and may constitute an assessment irregularity. Syndication is the unauthorised preparation of work within a group when it is intended that there should be individual work and assessment. In SNES it is common for students to be given group assignments or projects and these will be clearly identified. All such submissions should carry the names of all contributing students and should contain clear acknowledgement of contributions made by other students. If you do collude with other students to prepare a piece of work jointly, but pass it off as an individual effort, this is illegal and will usually be detected.

4.11 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 and/or relevant experience. You may be able to apply for credit transfer if you have credits from a UK university.

If your application for RPL is successful, you will not have to take the module/modules identified in your application. However, any previous marks (at another University) will not be counted toward your Newcastle degree classification. If you receive credit transfer, you will be considered to have ‘passed’ the module; if you receive RPL, you receive no credit for the module, but will be exempt from taking it. It may not always be to your benefit to apply for RPL or credit transfer, since it means that you will have fewer modules that count toward your final degree classification.

If you successfully apply for RPL or credit transfer, you could request permission from your DPD to study modules from outside the degree programme, up to a full credit load. If you do so, these modules will count toward your final degree classification.

More information about RPL and credit transfer will be available from your School, including information on how to apply and whom you should contact if you have questions. The University policy is available here: [http://www.ncl.ac.uk/ltds/assets/documents/qsh-ct-rpl-pol.pdf](http://www.ncl.ac.uk/ltds/assets/documents/qsh-ct-rpl-pol.pdf)
5. **ENSURING THE QUALITY OF YOUR DEGREE, 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. There are a number of ways that you can provide feedback, including stage evaluations (surveys), student participation on committees and through your programme or School student representatives. It’s important that you take 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 always 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 as a result of your opinions – on the ‘You Said - We Did’ section of the Blackboard Community [https://blackboard.ncl.ac.uk/](https://blackboard.ncl.ac.uk/) and the University website [https://internal.ncl.ac.uk/yousaidwedid/](https://internal.ncl.ac.uk/yousaidwedid/). The University explanation of how it works in partnership with students is available in the Policy on Student Representation: [http://www.ncl.ac.uk/ltds/assets/documents/qsh-studentrep-pol.pdf](http://www.ncl.ac.uk/ltds/assets/documents/qsh-studentrep-pol.pdf).

5.1 **Stage Evaluations and module feedback**

At the end of each semester, you will be asked to complete an evaluation. These evaluations are used to find out about your experiences, assess the positive features of your programme, and identify anything that could be improved in the future. You will be asked questions about aspects of your experience including library and electronic resources, assessment and feedback across the programme, personal tutoring, student representation, etc.

It’s important in these evaluations that you are specific about what is positive and/or negative, that you are realistic, and that you focus on the issue, not the person (don’t say anything offensive about a person involved on the module or programme). It also helps if you suggest solutions – we will take these seriously.

You will receive a link to evaluations through email and you can then complete the survey online, anonymously. You will find links to your evaluations in the ‘My EvaSys’ panel in Blackboard (on the My Institution page) – these links only appear when there is an evaluation open and ready for you to complete it.

You will also be given opportunity to feedback on your modules at the end of the semester. It is intended that in 2019/20 this will be combined with the stage evaluations we mention above. You may also be given opportunity during the module delivery to offer feedback. Please look out for these opportunities.

More information about evaluations is available here [https://internal.ncl.ac.uk/yousaidwedid/surveys/](https://internal.ncl.ac.uk/yousaidwedid/surveys/)

5.2 **National Surveys**

The University participates in national student opinion surveys: National Student Survey, Postgraduate Taught Experience Survey and Postgraduate Research Experience Survey.

- **The National Student Survey (NSS)** – The NSS contributes to public accountability, helps inform the choices of prospective students, and provides data that allows informed decisions to be made to enhance the Undergraduate student experience. The NSS typically runs...
February through April annually. It includes all full-time and part-time UK, EU, and international final year undergraduate students studying at Newcastle main campus and Newcastle University London (NUL), including eLearning students based in the UK. The University runs a Newcastle Student Survey through EvaSys which is designed for students who meet the basic NSS requirement, but are based outside of the UK at Newcastle University Medicine Malaysia (NUMed), or are non-UK based eLearners. Newcastle University International Singapore (NUIS) is surveyed by SIT under the Joint Degree Programme. The NSS excludes incoming and exchange students. See https://www.officeforstudents.org.uk/advice-and-guidance/student-information-and-data/national-student-survey-nss/ for more information.

For more information about our student opinion surveys go to http://www.ncl.ac.uk/ltds/student/opinion/; also, see how the University has listened to previous feedback by going to: https://internal.ncl.ac.uk/yousaidwedid/. Official invitations from the University asking you to participate in national surveys will be sent to you from studentsurveys@ncl.ac.uk.

5.3 Student-Staff Committee (SSC)
You will have an opportunity to elect academic student reps within your School and you may wish to put yourself forward to be a rep yourself! Academic student reps are a crucial link between the student body and staff since they find out what other students are thinking and can work with University staff to help improve the student experience.

Course Reps are elected by their peers and will attend their Student-Staff Committee on their behalf. SNES will have one SSC per Cluster of programmes. The SSC is chaired by a student and may also have a student secretary. All students are able to contribute to their Student-Staff Committee’s agenda – just tell your Course Rep what you think should be discussed! The Student Chair and Student Secretary are also asked to attend the Board of Studies, which oversees teaching activities in the School.

School Reps are appointed by the Students’ Union to represent their School at the Faculty Education Committee (FEC). They will also feedback any new key initiative from the University and Faculty that will affect students across the School at Student Staff Committees. Each School should have one undergraduate, one postgraduate taught, and one Postgraduate Research School Rep. These reps take opinions from the student body to a bigger Faculty committee and have a direct voice in decisions that are being made across the Faculty.

The Students’ Union provides training and support for Course Reps, Student Chairs and Secretaries, and School Reps. They also run Hall and Community Rep schemes – more information about student representation is available here: https://www.nusu.co.uk/yourvoice/reps/

Information on who the Course reps are will be added to the Blackboard community each academic year as will minutes from the SSC meetings throughout the year.

5.4 Internal and External Quality Assurance
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 standard. The key mechanisms are described below:

Annual Monitoring and Review (AMR) – Every year, programmes are asked to comment on what
went well and what could be improved (and to provide evidence). Each programme is also required to develop an action plan that lists new projects and activities to improve the degree programme. This AMR is reviewed at Faculty level each year and at University level to identify effective practice to share or issues to address. See the University policy for more information: http://www.ncl.ac.uk/ltds/assets/documents/qsh-amr-policy.pdf.

- You can engage with AMR and external examining through the student representation system (and by participating in School and Faculty committees).

**Learning and Teaching Review (LTR)** – Approximately every six years each School or subject area is reviewed by a panel of University staff and one external member who is a discipline specialist. This review examines the teaching and learning process and speaks with students and staff about their experiences of the programme. For more information see: http://www.ncl.ac.uk/ltds/assets/documents/qsh-ltr-policy.pdf. You can engage directly with 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.

**External Examining** – Each programme will have at least one external examiner, someone who works at a different University or in industry. The function of external examiners is to provide assurance that in their expert judgement the standards of all awards at Newcastle are comparable to those in similar subjects in other universities in the UK and with relevant external references. External examiners are asked to review programme aims and learning objectives, as well as assessment questions and feedback. In order to ensure quality education and maintenance of its awards, the University places significant reliance on its external examiners by:

- Requiring them to provide independent and impartial advice, as well as informative comments on the University’s standards and on student achievement in relation to those standards.
- Drawing upon their professional advice and expertise and giving full and serious consideration to their reports.

For further information http://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 Boards of Studies, Student Staff Committee, and Faculty Education Committees.

**Changes to your programme** – The University recognises that students invest time and personal effort in their studies and need timely dialogue and clarity of options when changes occur. Your School will act transparently and enter dialogue with students to identify options and minimize the impact on students affected by changes to programmes. For further information, see https://www.ncl.ac.uk/ltds/assets/documents/qsh_PolicyProgChange.pdf
6. IMPORTANT SCHOOL CONTACTS

<table>
<thead>
<tr>
<th>School of Natural and Environmental Sciences Contacts</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Professor Robert Edwards</strong>&lt;br&gt;<a href="mailto:robert.edwards@ncl.ac.uk">robert.edwards@ncl.ac.uk</a></td>
</tr>
<tr>
<td><strong>Dr Andrew Beard</strong>&lt;br&gt;<a href="mailto:Andrew.Beard@ncl.ac.uk">Andrew.Beard@ncl.ac.uk</a></td>
</tr>
<tr>
<td><strong>Dr Ethan Hack</strong>&lt;br&gt;<a href="mailto:Ethan.Hack@ncl.ac.uk">Ethan.Hack@ncl.ac.uk</a></td>
</tr>
<tr>
<td><strong>Mrs Kate McGill</strong>&lt;br&gt;<a href="mailto:Kate.McGill@ncl.ac.uk">Kate.McGill@ncl.ac.uk</a></td>
</tr>
<tr>
<td><strong>Mrs Louise Hurst</strong>&lt;br&gt;<a href="mailto:Louise.Hurst@ncl.ac.uk">Louise.Hurst@ncl.ac.uk</a></td>
</tr>
<tr>
<td><strong>Miss Vicky Coulson</strong>&lt;br&gt;<a href="mailto:Victoria.Coulson@ncl.ac.uk">Victoria.Coulson@ncl.ac.uk</a></td>
</tr>
<tr>
<td><strong>Mrs Carol Andrew</strong>&lt;br&gt;<a href="mailto:carol.andrew@ncl.ac.uk">carol.andrew@ncl.ac.uk</a></td>
</tr>
<tr>
<td><strong>Mr Mark Bendall</strong>&lt;br&gt;<a href="mailto:mark.bendall@ncl.ac.uk">mark.bendall@ncl.ac.uk</a></td>
</tr>
<tr>
<td><strong>Mr Neil Parkin</strong> - <a href="http://nuservice.ncl.ac.uk">http://nuservice.ncl.ac.uk</a></td>
</tr>
<tr>
<td><strong>Mr Paul Roberts</strong> - <a href="http://nuservice.ncl.ac.uk">http://nuservice.ncl.ac.uk</a></td>
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<tr>
<td><strong>Mr Mark Roberts</strong> - <a href="http://nuservice.ncl.ac.uk">http://nuservice.ncl.ac.uk</a></td>
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7. UNIVERSITY SERVICES

7.1 Summary of useful contacts for student support:

King’s Gate
Provides access to many services you may need, all in one single location.
More information is available here: https://my.ncl.ac.uk/students/kingsgate.

<table>
<thead>
<tr>
<th>Accommodation and Hospitality Services</th>
<th>Chaplaincy</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Accommodation Service provides:</td>
<td>The Chaplaincy is a team of chaplains working together, appointed by faith communities recognised by the University and affiliated to the Student Wellbeing Service. The Chaplaincy is committed to working with students and staff of different faiths as well as those with no religious beliefs. They work to make the University a place of</td>
</tr>
<tr>
<td>• Student accommodation for prospective students and assistance for current students</td>
<td></td>
</tr>
<tr>
<td>• Advice on private accommodation options</td>
<td></td>
</tr>
<tr>
<td>• Landlord help and guidance</td>
<td></td>
</tr>
</tbody>
</table>
| **Location:** Level 2, King’s Gate Building  
**Telephone:** 0191 208 3333  
**Email:** Via online enquiry form at: [http://www.ncl.ac.uk/enquiries/](http://www.ncl.ac.uk/enquiries/)  
**Website:** [www.ncl.ac.uk/accommodation](http://www.ncl.ac.uk/accommodation) |
| religious tolerance and respect. |
| **Location:** Agriculture Building Ground Floor  
**Telephone:** 0191 208 6341  
**Email:** chaplaincy@ncl.ac.uk  
**Website:** [http://www.ncl.ac.uk/students/chaplaincy/](http://www.ncl.ac.uk/students/chaplaincy/) |
| **Support for:**  
- Childcare  
  **Location:** Student Wellbeing, King’s Gate Building  
  **Telephone:** 0191 208 3333  
  **Email:** welfare.union@ncl.ac.uk.  
  Web: [http://www.ncl.ac.uk/students/wellbeing/about/studentparents/](http://www.ncl.ac.uk/students/wellbeing/about/studentparents/)  
- Mature Students  
  **Location:** Student Wellbeing, King’s Gate Building  
  **Telephone:** 0191 208 3333  
  **Email:** maturesociety@ncl.ac.uk.  
  Web: [http://www.ncl.ac.uk/students/wellbeing/about/studentparents/](http://www.ncl.ac.uk/students/wellbeing/about/studentparents/) |
| **Student Progress Service**  
The Student Progress Service delivers key progress events for students including registrations, examinations, academic progression, graduation ceremonies and postgraduate admissions. It also provides services relating to visa renewal, complaints, appeals and disciplinary cases.  
**Location:** King’s Gate Building  
**Telephone:** 0191 208 3333  
**Email:** Via online student enquiry form  
**Website:** [http://www.ncl.ac.uk/students/progress/](http://www.ncl.ac.uk/students/progress/) |
| **Fees, Funding and Financial Support Team**  
The Fees, Funding and Financial Support Team offers a responsive and preventative approach to help students to maximise their University experience, regardless of their financial background or available resources. They offer information and advice to students and prospective students on:  
- Discretionary and statutory financial support schemes  
- Eligibility criteria and how to apply for funding  
- General student finance related topics  
- Money management and budgeting  
**Location:** King’s Gate Building  
**Telephone:** 0191 208 3333  
**Email:** Via online student enquiry form  
**Website:** [http://www.ncl.ac.uk/students/wellbeing/finance/index.htm](http://www.ncl.ac.uk/students/wellbeing/finance/index.htm) |
| **International Office**  
The International Office provides information and advice on:  
- Newcastle programmes and how to apply  
- English language requirements  
- The equivalence of overseas qualifications  
- Erasmus/Study Abroad information  
It also provides an orientation welcome programme and airport collection service.  
**Location:** King’s Gate Building  
**Telephone:** 0191 208 3333  
**Email:** Via online student enquiry form: [http://www.ncl.ac.uk/forms/enquiries/](http://www.ncl.ac.uk/forms/enquiries/)  
**Website:** [http://www.ncl.ac.uk/international/](http://www.ncl.ac.uk/international/) |
| **Language Resource Centre**  
The Language Resource Centre provides materials and facilities for the research, learning, teaching and practice of over 50 foreign languages and is available to all students and staff of the University.  
**Location:** Old Library Building  
**Telephone:** 0191 208 7535  
**Email:** language.resource@ncl.ac.uk  
**Website:** [http://www.ncl.ac.uk/langcen/](http://www.ncl.ac.uk/langcen/) |
| **Students’ Union**  
**Location:** Students’ Union, King’s Walk  
**Telephone:** 0191 239 3900 |
| **Nightline**  
Nightline is the confidential listening and information service run for students by students.
7.2 Libraries
The University Library Service provides access to a wide range of resources, services and study spaces as well as professional expertise to help you to be successful in your studies and research. The Robinson Library is open 24 hours a day during term-time, and the Marjorie Robinson Library Rooms, Walton and Law libraries are open until late.

The libraries house over 0.8 million books, subscribe to over 42,000 journals and provide access to more than 1.8 million ebooks. Library Search (libsearch.ncl.ac.uk) can be used to locate books, ebooks, journal articles and a lot more information using a single search. High demand items can be found in the Student Text Collection (STC) and are bookable online. The Philip Robinson Library also houses the Special Collections (www.ncl.ac.uk/library/specialcollections), which are made up of rare and historic books, manuscripts, maps and illustrations.

The Library’s Subject Guides (http://www.ncl.ac.uk/library/subject-support/) bring together tailored, subject-specific information, resources and databases and are the best place to start your exploration of the Library’s resources for your specific discipline.

The libraries are excellent places to study. They have a range of silent and quiet areas plus group and collaborative learning spaces. They collectively house over 820 computers. Wi-Fi is also available so you can use your own devices or borrow one via our Laptop Loan Scheme.

The library’s online study space monitor (http://www.ncl.ac.uk/library/about/study-space-availability) is a good way of checking availability.

Library Staff are available at information points and service desks to help you to find the information you need. They also offer workshops and one to one consultancies to help you improve your information skills. Alternatively you can use our online Library Help service 24/7 (libhelp.ncl.ac.uk) to access support no matter where you are.

If you have any questions or need any help ask a member of Library staff or contact via us via LibraryHelp (libhelp.ncl.ac.uk) – we are here to support you through your course. For further information on Library services see www.ncl.ac.uk/library.

7.2.1 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 (Provision includes information literacy, revision strategies and academic writing, to time management, and maths and statistics. It signposts specialist support for, for example, international students or those with Specific Learning Difficulties. It also hosts a range of self-access online resources with advice and tips on various aspects of study. Please visit www.ncl.ac.uk/ask.

7.2.2 Writing Development Centre
Location: Level 2, Robinson Library
The Writing Development Centre’s role is to help you become a confident and successful independent learner. Our team of tutors specialises in issues around writing for assessment and
associated topics including:

- Understanding assignment questions and marking criteria
- Critical thinking, critiquing and reviewing literature
- Planning and structuring writing (incl. paragraphing)
- Academic writing style (incl. fundamentals of grammar)
- Avoiding plagiarism
- Managing time, work and writing (incl. writers block and procrastination)
- Exams and Revision (excluding take-home exam papers, except in general terms)
- Presentations and posters

We work closely with colleagues in other services such as the Library, Student Wellbeing and INTO who can also help you to develop your academic skills.

Our approach is developmental – we don’t ‘check’, proofread or correct work for you, but we do help you understand the expectations of university study and develop effective strategies which will suit your subject and your own study preferences. We work with students at all levels from Undergraduate to Postgraduate and across all subjects. We can only offer advice on work submitted for assessment as part of a degree programme at Newcastle University.

We offer **one to one** based in the Writing Development Centre which focus in depth on a specific issue you want to work on. Tutorials with us are centred on your individual academic development and are non-judgemental, supportive and strictly confidential. We also maintain a range of online resources. To make an appointment, book a workshop or find out about our opening hours, please see our website: [http://www.ncl.ac.uk/students/wdc/](http://www.ncl.ac.uk/students/wdc/)

### 7.2.3 INTO Newcastle In-Sessional English

The INTO Newcastle In-Sessional team can provide information on:

- The University English Language Assessment (UELA)
- Free academic English language classes for Newcastle students whose first language is not English
- One-to-one English language tutorials (where you can meet with a teacher for 25 minutes to discuss specific problems)

The In-Sessional language programme can provide both ‘non-credit bearing’ support and ‘credit bearing’ modules. Your School will be able to tell you if you need to take a ‘credit bearing’ module. More information about the In-Sessional programme is available from the INTO website: [http://www.ncl.ac.uk/students/insessional/about/insessional](http://www.ncl.ac.uk/students/insessional/about/insessional)

### 7.2.4 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 including:

- mastering mathematical methods
- revising for exams with a quantitative element
- understanding statistical tests
- using SPSS - Statistical Package for the Social Sciences
- practising graduate numerical skills tests

More information is available from the website: [https://internal.ncl.ac.uk/ask/where-to-go.maths-aid](https://internal.ncl.ac.uk/ask/where-to-go.maths-aid) where you can make an appointment.
7.3 Resources and Facilities

7.3.1 Computing facilities
You are encouraged to use computing facilities for work-processing, data handling and analysis. The use of computers will also be incorporated into the teaching programmes for most modules and you will often prepare and submit coursework electronically. There are facilities available at School, Faculty and University level, and you can use this link to find available computers on campus: http://rm.ncl.ac.uk/

If you have any questions about computing facilities or software, including email and printing, please check the NUIT information at: http://www.ncl.ac.uk/itservice/studentitservices/.

Make sure you have a look at the software deals available to you as a student: https://services.ncl.ac.uk/itservice/core-services/softwaredesigns/student/

7.3.2 Careers Service
The Careers Service is situated in King’s Gate, Level 1.

Opening hours: Monday, Tuesday, Thursday, Friday 09:00 - 17:00
Wednesday 10:00 - 17:00
Term time drop-in sessions: Monday – Friday 11:00 – 16:30

Whether you are seeking a graduate career, going on to further study or starting your own business, the Careers Service can help you realise your potential. We provide careers advice and support while you’re studying, and for three years after you graduate. You can drop in to speak to us during the week, or visit our website (http://www.ncl.ac.uk/careers/) to start your career planning journey.

- We can help you to: Plan your career – https://www.ncl.ac.uk/careers/planning/
- Market your skills and experience in CVs and job applications and LinkedIn profiles – https://www.ncl.ac.uk/careers/applications/
- Build up your contacts and networks – https://www.ncl.ac.uk/careers/makingcontacts/
- Develop enterprise skills or start a business
- Find placements, internships or work experience
  https://www.ncl.ac.uk/careers/workexperience
- Find jobs and postgraduate courses

If you would like to work for yourself, START UP can help you to develop opportunities, explore ideas, work freelance or start your own business. We offer help at every stage, from pre-idea to launch and beyond. www.ncl.ac.uk/careers/startup

7.4 Health and Safety
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 visit http://www.ncl.ac.uk/ohss/

The University has a Health and Safety Policy (https://www.ncl.ac.uk/ohss/about/policy.htm) as does each School or Institute. This provides important information on how health and safety is managed and consists of three sections:
• Statement of Intent - a commitment to protect the health and safety of all staff and students signed by the Head of Unit

• Responsibilities - a summary of the health and safety responsibilities for each level of staff and students. Students are expected to be responsible for their own actions and any activities which may adversely affect staff, fellow students or visitors

• Arrangements - this is usually the largest part of the policy and contains detailed information on how the School or Institute manages health and safety. It will include reference to University management standards and any local arrangements. For example, it will tell you about the arrangements for health and safety training, risk assessments and traveling abroad. Students are encouraged to dip in and out of this part of the policy as needed.

The Health and Safety policy is an important document and students should make sure they have or know where to find a copy of their School or Institute’s policy.

• If students need any health and safety advice or information they should speak to their academic tutor in the first instance. In addition each School and Institute has a School Safety Officer (SSO) who is an invaluable source of local advice. The name and contact details of the SSO will be provided in the health and safety policy. In addition there may be other School or Institute staff who hold important health and safety roles relating to specialist subjects including: Biological Safety Supervisor;
  • Radiation protection supervisor;
  • Fire marshal and fire wardens;
  • First aiders;
  • Display screen equipment assessors

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

Each Faculty will provide a health and safety induction and training for students. The precise format and number of safety courses will be decided by each Faculty. Students are expected to attend health and safety training and may not be allowed to carry out certain high risk work activities until they have been trained.

Things sometimes go wrong whilst studying. Any accidents or near misses must be reported as soon as possible to the staff member in charge of the session/ area and also to your appropriate building reception. We will not blame individuals, please do not try to hide mistakes or cover up when things go wrong. We want you to report accidents and near misses so that we can all learn from our mistakes and take steps to make sure they do not happen again.

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
For other emergencies please contact the staff member in charge of the area or the Security team 24 hours a day on 86666 or for non-emergencies on 0191 208 6817 or security@ncl.ac.uk If you see any physical defects on campus these can be reported to the Estates Support Service helpdesk on 0191 208 7171 or ess-helpdesk@ncl.ac.uk.

Students within SNES can expect to be visiting farms, boats, businesses and research stations during their degree programmes, often in inclement weather. You are therefore advised to equip yourself with warm, waterproof clothing and footwear for use on these occasions. For laboratory classes, students must bring their laboratory coat which must be worn at all times when in the laboratory. Laboratory coats will be issued on return of the health and safety forms. Protective glasses are provided in the laboratory.

Undergraduate students are not allowed in University buildings outside normal opening hours and must vacate the premises immediately at closing times. Access to buildings is not permitted at weekends, or on any day when the University is officially closed, unless adequate supervision has been organised.

The School’s Health and Safety Officer is Mrs Rachael Savidis, email Rachael.savidis@ncl.ac.uk

7.5 Relevant Links Relating to Students
Overview: http://www.ncl.ac.uk/ltds/governance/modules/dph/

Introductory Information: http://www.ncl.ac.uk/ltds/governance/modules/dph/introductory/
- Key Dates: http://www.ncl.ac.uk/ltds/governance/modules/dph/introductory/dates/
- University Timetables: http://www.ncl.ac.uk/ltds/governance/modules/dph/introductory/timetable/
- Student Charter and Offer: http://www.ncl.ac.uk/ltds/governance/modules/dph/introductory/charter/
- Attendance: http://www.ncl.ac.uk/ltds/governance/modules/dph/introductory/attendance/
- Student Self-Service Portal (S3P): http://www.ncl.ac.uk/ltds/governance/modules/dph/introductory/s3p/

Degree Programme and Module Information:
http://www.ncl.ac.uk/ltds/governance/modules/dph/degreeprogramme/

Student Support: http://www.ncl.ac.uk/ltds/governance/modules/dph/studentsupport/
- Personal Tutoring: http://www.ncl.ac.uk/ltds/governance/modules/dph/studentsupport/personaltutoring/
- Peer Mentoring: http://www.ncl.ac.uk/ltds/governance/modules/dph/studentsupport/peermentoring/
- Student Services (King’s Gate): http://www.ncl.ac.uk/ltds/governance/modules/dph/studentsupport/studentservices/
- Student Advice Centre: http://www.ncl.ac.uk/ltds/governance/modules/dph/studentsupport/advicecentre/

What to do if things go wrong:
http://www.ncl.ac.uk/ltds/governance/modules/dph/ifthingsgowrong/
- Illness and PECs: http://www.ncl.ac.uk/ltds/governance/modules/dph/ifthingsgowrong/illnessandpec/
- Change of Circumstances:
Complaints and Appeals:  
http://www.ncl.ac.uk/ltds/governance/modules/dph/ifthingsgowrong/complaintsandappeals

Assessment and Feedback:  
http://www.ncl.ac.uk/ltds/governance/modules/dph/assessmentandfeedback/
- Coursework Submission/Late Submission:  
  http://www.ncl.ac.uk/ltds/governance/modules/dph/assessmentandfeedback/submission/
- Exams:  
  http://www.ncl.ac.uk/ltds/governance/modules/dph/assessmentandfeedback/exams/
- Feedback:  
  http://www.ncl.ac.uk/ltds/governance/modules/dph/assessmentandfeedback/feedback/
- Marking and Moderation:  
  http://www.ncl.ac.uk/ltds/governance/modules/dph/assessmentandfeedback/markingmoderation/
- Assessment Irregularities/Disciplinary Procedures:  
  http://www.ncl.ac.uk/ltds/governance/modules/dph/assessmentandfeedback/irregularities/

Student Representation and Comments:  
http://www.ncl.ac.uk/ltds/governance/modules/dph/representation/
- Module Evaluations:  
  http://www.ncl.ac.uk/ltds/governance/modules/dph/representation/evaluations/
- External Surveys:  
  http://www.ncl.ac.uk/ltds/governance/modules/dph/representation/externalsurveys/
- Student Representation:  
  http://www.ncl.ac.uk/ltds/governance/modules/dph/representation/studentrepresentation/

Ensuring the Quality of Your Degree:  
http://www.ncl.ac.uk/ltds/governance/modules/dph/ensuringquality/

Section H: Resources:  
http://www.ncl.ac.uk/ltds/governance/modules/dph/resources/

Disability Legislation:  
http://www.ncl.ac.uk/students/wellbeing/disability-support/legislation.htm
Single Equality Scheme:  
http://www.ncl.ac.uk/students/progress/Regulations/SPS/equality.htm