

Undergraduate Study Guide 2020-2021

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Section A: Introductory Information

How to use the Study Guide

The aim of this Study guide is to provide information about your studies with useful links to relevant procedures and signposts for where to go for additional support.

The information included in this guide is relevant to students on all Undergraduate programmes within Newcastle University Business School (NUBS) – at both Newcastle and London campuses. It should be read in conjunction with your Programme Handbook which is available via your Programme Community site on Canvas.

1. Welcome Message & Key Contacts

A very warm welcome to Newcastle University Business School. We hope that your time with us will be both successful and highly enjoyable.

This handbook aims to provide you with all the information you need to make your learning experience in the School as rewarding as possible. Please take time during the Induction period to read through this guide, ask questions to make sure you understand and know where the information is for future reference. It sets out important information about your degree programme, tells you what we expect from you, and explains what you can expect from us. It also tells you where to go if you have questions or problems.

The content of this guide does not cover every situation that might come up, so please don't hesitate to ask our colleagues if you need help or information. We are here to help and support you and we are very happy to help and support you. Your contacts are your Personal Tutor, the Degree Programme Director (DPD) for your particular degree programme, your lecturers and the Professional Services staff in the Education Team. There is always plenty of help available.

Contact details for the key contacts on your programme are provided in your Programme Handbook which will be provided to you by your DPD and made available on your Programme Community site on Canvas.

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

Professor William Maloney
Interim Director
Newcastle University Business School

2. Key Dates

2020-21 Semester and Term Dates:

Autumn Term	Monday 28 September 2020	Friday 18 December 2020
Spring Term	Monday 11 January 2021	Friday 26 March 2021
Summer Term	Monday 26 April 2021	Friday 18 June 2021
Semester 1	Monday 28 September 2020	Friday 29 January 2021
Semester 2	Monday 1 February 2021	Friday 18 June 2021
Semester 3	Monday 21 June 2021	Friday 17 September 2021

The Undergraduate Academic Year is organised into three terms and major holidays (Christmas and Easter) occur between terms. The Undergraduate Academic Year is ALSO organised into two Semesters spread over these terms

For new Undergraduate students' Semester 1 will include 1 week online induction, 2 weeks blended induction and for returning students 2 weeks of induction will commence on 5 October 2020. There will be 9 teaching weeks commencing on 19 October 2020 including 2 enrichment weeks. Semester 2 will follow a similar pattern and more specific details will be provided within Semester 1.

You are expected to participate in all timetabled activities and engage in classes and group learning activities whether online and/or on campus depending on your choice of attendance mode.

Examination dates: There is no examination period at the end of Semester 1 2020-21 however, some modules will be assessed by exam at the end of Semester 1 and you will be informed of this by the relevant Module Leader where applicable. Most examinations are scheduled at the end of Semester 2 (May/June). Your DPD will provide you with an assessment schedule in the second week of each Semester though the timetable of any Semester 2 exams will be available through <https://www.ncl.ac.uk/exams/exam-dates/#examdatesandtimetable>. Provisional dates for the 2020-21 exam periods are below. **You must ensure that you are available during all term time periods and all examination periods.**

2020-21 Exam Dates:

Semester Two	Provisional - Monday 24 May to Friday 11 June 2021 (including Saturday 29 May and Saturday 5 June)
Resits	Provisional - Monday 23 August to Friday 3 September 2021 (including Saturday 28 August)

Please note that if you do not pass at the first attempt, or if you have to defer any of your exams (e.g. due to illness), you may be required to take any resits or deferred examinations during the August period.

3. University Timetables

Once registered on your programme, you can access a personalised timetable using the [University app](https://services.ncl.ac.uk/itservice/teaching-services/mobile/universityapp/) (<https://services.ncl.ac.uk/itservice/teaching-services/mobile/universityapp/>) which also has information on moving around campus safely, managing your Library and print accounts and finding places for private study. You can also view module, programme and individual timetables on the student timetables website (www.ncl.ac.uk/timetable) where there is a guide on how to understand your timetable (www.ncl.ac.uk/timetable/StudentTimetableGuide.pdf) and links to maps of the teaching campus.

If your degree programme has an optional component, your DPD, Stage Co-Ordinator, or Personal Tutor will advise you on the best module options to suit your academic interests.

Different types and amounts of student learning hours, including synchronous (i.e. live and timetabled) online sessions, structured online learning (such as lecture material) and the amount of self-directed study can differ between subjects. You can expect to engage in synchronous online sessions on most days Monday to Friday from 9am. If you are attending any on campus sessions these could be timetabled on any day between the hours of 9am and 6.30pm Monday to Thursday and 9am and 5.30pm on Fridays.

Please note that timetables can change at short notice during the year – so please check the website and your app regularly.

4. The Student Charter and the Newcastle Offer

Newcastle University and the School aim to provide a high standard of teaching and a rich academic environment in which to learn and study. To this end, you will find that much of a staff member's time, particularly during term-time, is devoted to all the aspects of teaching and supporting online learning. You should, however, be aware of the other academic activities – both research and outside engagement – that staff members undertake and which make 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 at Newcastle University. In summary, you can expect the University and 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 (including remote access during 2020-21)
- Work with you to listen to student feedback and shape the University experience
- Publish clear information on programme costs, payment options and any additional costs
- Provide clear deadlines for assignments and timeframes in which you will receive feedback
- Notify you in advance of any planned changes to 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

As a University student, you must take responsibility for your own approach to studying and learning. The emphasis during scheduled and non-scheduled online activities will be on providing information 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 (whether in person or online) and submission of all assignments by the due dates. It also requires considerable study outside formal scheduled and online structured learning activities. 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 review your feedback when it is provided
- 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 (as and when requested) such as module/programme evaluation forms 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 always expects students to conduct themselves in a reasonable and appropriate manner, both on and off campus as well as within online learning environments, 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/>

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/> (note you must be logged on to read this).

5. Attendance

The University wishes to support all students to the completion of a programme of study and we know that good engagement with their programme plays an important part in successful outcomes. It is important that all students adhere to the terms of the Student Charter (<https://www.ncl.ac.uk/pre-arrival/regulations/#studentcharter>) and interact with learning activities and attend all timetabled sessions provided in a punctual manner. The University also has an obligation to monitor the attendance of international students and to report to UK Visa and Immigration, any student who is located in the UK who is not engaging with their studies and may be presumed to have withdrawn.

Attendance at classes and engagement with the Canvas activities is monitored to help us to identify, contact and support at an early stage any student who lack of interaction gives us cause for concern. For those attending classes on campus, you should scan your Smartcard to register attendance at the scanner in the teaching room/lecture theatre. Engagement with online activities will be monitored through engagement with Canvas.

Schools can use a combination of the information provided by the reports to make a judgement on whether a student is not interacting with the teaching provided. In such circumstances, School colleagues can send emails from the Student Attendance Monitoring System (SAMS) to correspond with students about the importance of engagement, and identify students who may require additional wellbeing support.

International students residing and studying in the UK who appear, through lack of interaction with their programme, to have withdrawn from their studies may be reported to the Home Office and this is likely to result in the curtailment of their visa.

International students studying in Newcastle should also seek approval for vacations or plans to leave the UK in the summer period, as this may have implications for your visa. Due to the current COVID-19 situation, we advise you to check the latest Government guidance when considering international travel: <https://www.gov.uk/foreign-travel-advice>

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

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

6. 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 your student status (e.g. for council tax purposes)
- Confirm module choices for the next academic year
- Report an absence to your School.
- Submit a Personal Extenuating Circumstance (PEC) form

Further details are available here: <http://www.ncl.ac.uk/students/progress/student-resources/s3p/>

You can log on here: <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.

7. Safety measures on campus during the coronavirus (COVID-19) pandemic

When you are able to join us on campus you will be issued with a safety pack containing a thermometer, a reusable and washable face covering and a refillable hand sanitiser bottle, together with instructions on how to use them. You will be able to refill the personal hand sanitisers, free of charge, from the many hand sanitiser dispenser units across campus.

Our priority is to make sure we are maintaining the highest level of campus safety, so we've put in place targeted cleaning measures and COVID-19 regulations across all our facilities, computer clusters and catering outlets. Extensive safety measures can be seen across campus, for example screens and barriers will be installed where required to support physical distancing, wipes and hand sanitiser will be available at various locations across campus. We will have an early warning system to detect potential COVID-19 outbreaks in the University community.

We will be asking all students and staff to closely monitor for symptoms of COVID-19 including checking your temperature if you think it is high. If symptoms are apparent you will be able to report this via the student app and the data received will be analysed to try and identify trends that may point to an outbreak in the University community.

We are also introducing a one-way system on campus and in our buildings and, for the first few weeks of term, volunteers will be on hand to answer any queries you might have about moving around campus safely and being safe at university.

All buildings will be deep cleaned before reopening, and we will continue to regularly thoroughly clean high contact areas including door handles, handrails, and buttons in lifts.

We are also using the SafeZone app, which can connect you to our University Security Team at any time if you need help.

Further information is accessible on the Student Enquiries section of the University website:

<https://enquire.ncl.ac.uk/student-support-health-and-wellbeing>

<https://enquire.ncl.ac.uk/life-at-newcastle-university#staying-safe>

Do I have to wear a face mask on campus?

From 7 September 2020 you will be required to wear face coverings on campus when in a teaching location, moving around premises, or coming within 2m contact with another person.

We ask that you wear a face mask on campus during the following scenarios:

- When walking around corridor and buildings
- When walking through busy areas where it is difficult to maintain the 2m distancing rule
- In lecture theatres and seminar rooms
- In shops on campus
- In areas where wearing a face covering is an additional mitigating measure. You will see signs in these areas

It is not essential to wear a face mask whilst outside, in labs, workshops and studios, or whilst eating or playing sports, but you are welcome to do so.

There are exemptions for those who are not able to wear a face-covering including people with breathing difficulties and people with disabilities that make it difficult to wear a face covering.

What should I do if I am exempt from wearing a face-covering?

You may be exempt from wearing a face-covering if you are unable to put on, wear, or remove one because of a physical or mental illness, or impairment, or disability, or if it causes you severe distress. If you are exempt, you may choose to use an exemption badge or card to present if you are asked about face coverings. Alternatively, you can use the hidden disabilities sunflower lanyard or cards (<https://hiddendisabilitiesstore.com/shop.html>).

You can access exemptions badges and cards to print at the link below:-

<https://enquire.ncl.ac.uk/what-should-i-do-if-i-am-exempt-from-wearing-a-face-covering>

Although the exemption cards and badges may be helpful, you are not obligated to carry or display an exemption badge and you should not be expected to produce these as evidence of exemption.

What is the Safezone App, and how do I access it?

Find out more about the Safezone App and how it can help to keep you safe on campus.

Due to the reduced number of students and staff on campus, and our commitment to campus safety, if you are on the University campus we would encourage you to download and 'check in' to the 'SafeZone' app. This is a free app that connects you directly to the University security team should you need help.

The app allows you to get urgent help if you or someone near you ever feels threatened, or you can call for First Aid. When you raise an alarm, the on-campus security team staff will be alerted to your situation and location so that they can co-ordinate the help you need quickly and ensure the safety on our students on campus.

SafeZone only shares your location when you ask for help or check-in, it does not track you at other times, so your privacy is respected. You can find out more about SafeZone's features, and download the app at <http://www.safezoneapp.com>

8. Access to Business School buildings

The Business School are currently operating reduced access to buildings as a temporary measure due to the current COVID-19 situation. This will be reviewed on an ongoing basis. Current access hours are as follows for all Undergraduate and Masters students in the Business School.

Newcastle University Business School

Monday – Friday

8am - 7pm

Smartcards will be required to gain access from 5.30pm (when Reception closes) until 7pm.

The Frederick Douglass Centre

Monday – Friday

8am - 5.30pm

Our Level 5 Student Enquiries desk in the Hub (5.07) is temporarily closed due to the current COVID-19 situation but in person queries can be directed to ground floor reception, Business School @ Barrack Road, 10am-2pm, Mondays to Fridays.

This will be reviewed on an ongoing basis and you will be notified of any changes. You can also reach your Programme Support Team via the contact details given in your Programme Handbook on Canvas.

Section B: Degree Programme and Module Information

1. Overview and Important Definitions

This section provides information related to all Undergraduate programmes. It is important you that understand this information and read it in conjunction with your specific Programme Handbook.

Key Definitions:

Module – an element within a programme of study. The size of the module (relative to the programme as a whole) is measured with reference to your learning time. The normal undergraduate academic year is 120 credits. Your total learning time is expected to total 100 hours for each 10-credit module.

Compulsory modules – modules that you must take to fulfil the requirements of your degree programme.

Core modules – those modules which you must PASS to be allowed to proceed.

Optional modules – those which you choose to take because they suit your interests and career aspirations. Not all programmes will have option modules – further details can be found in your Programme Handbook.

Aims – each programme will have a set of aims that explains the overall goals of the programme. These aims will relate to programme structure, student outcomes, placements (where relevant), and accrediting bodies (where relevant). Modules will also have a set of aims that explain the primary objectives of each specific module.

Learning Outcomes – each programme will have a set of learning outcomes that specifies the skills and knowledge that students are expected to develop over the course of the programme. Modules will also have specific skills outcomes and knowledge outcomes that specify what you will learn and what skills you will develop on each module. Information regarding programme

aims and learning outcomes will be available on your Canvas community.

Degree Programme Regulations – explain which modules can be taken, programme-specific progression rules (i.e., how to ensure that you advance to the next stage), and programme-specific degree classification rules (i.e., how your final degree classification will be determined). All degree programme regulations are available here: <http://www.ncl.ac.uk/regulations/docs/>

Degree Programme Specifications – the specifications for each degree programme contain information on the aims, learning outcomes, teaching and learning methods and assessment strategies specific to each programme. All degree programme specifications will be available here: <http://www.ncl.ac.uk/regulations/programme/>

Present-in-Person (PIP) – on campus activities.

Face-to-face – synchronous activities in which students and/or lecturers are interacting at the same time. These may be online or PiP sessions on campus.

Synchronous – learning, teaching and assessment activity that happens at the same time for all involved. These can be face-to-face or may be via chat functions/discussion boards within the module Canvas site.

Non-synchronous – learning, teaching and assessment activity that can be undertaken by those involved at different times. Most of your lecture material for 2020-21 will be provided to you in this way.

You will receive access to a number of **Canvas Communities**:

Modules: You will have access to a Canvas site for each academic module you are studying

NUBS Undergraduate Information: This Canvas Community "UG Business School Community" will host information relevant to all undergraduates in the Business School. You will also receive email communications from this community with information about opportunities you might be interested in.

NUBS Programme Information: You will also be added to a Canvas Community specific to your degree programme. This will include information such as your degree programme handbook, information about any accreditation available to you and information from your Student Voice Committee (SVC). You will also receive email communications from this community with information about opportunities you might be interested in.

2. Modules and Module Choice

Your Programme Handbook and Degree Programme Regulations explain which modules are compulsory, core, and/or optional on your degree programme. You can look up information on each module in the Module Catalogue (<http://www.ncl.ac.uk/module-catalogue/>). This module page will provide key information, including the number of credits, the types of assessment, the types of teaching activities, and the number of learning hours. It also explains how many hours you are expected to spend in independent study, including lecture follow-up, completing coursework, doing background reading, and revising for your exams. The module outline will also explain the aims and learning outcomes of the module and provide you with an overview of the syllabus.

Very few NUBS programmes have optional modules at Stage 1, but if your programme offers them you will be asked to complete module selection during Induction, and all students will be provided with information to help you select your optional modules. You can request to change optional module at the start of teaching. The deadline for this is the end of the first week of teaching, which for Semester 1 and yearlong modules is Friday 23 October. If you wish to transfer between modules, you should contact your Programme Support Team via the email address in your Programme Handbook.

The Module Catalogue is rolled forward to the next academic year in March of each year. All continuing students (except for final year students) use S3P to register for the next stage around Easter each year. The S3P system knows what programme you are studying and will only let you select the modules associated with your programme to the value of the credits for the stage of your programme.

3. Teaching and Learning Hours

Your programme will provide you with a stimulating curriculum and a supportive teaching and learning environment. The approach to teaching and learning on your programme may be different for each module and will reflect the Learning Outcomes and module content.

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 University has definitions of the key types of teaching (<http://www.ncl.ac.uk/ltds/assets/documents/res-contacthours-mofs.pdf>), but the amount and types of learning time vary quite a bit between modules, stages, and programmes. Academic staff will outline the approach taken for each module at the start of teaching or during Induction. If you are unsure, please ask for clarification from the Module Leader or discuss with your Personal Tutor.

4. Graduate Framework

Your University programme is primarily intended to educate you in a particular discipline, but it will also provide training in transferable skills and personal development through a set of graduate attributes. You will have opportunity to develop these through various aspects of your university experience and through your programme. The University maps these attributes according to the Graduate Framework <https://www.ncl.ac.uk/careers/planning/graduateframework/>

Your programme will be clearly linked to a series of graduate attributes, some of which will be present in learning and teaching activities and some of which will be assessed. You will be able to identify these attributes by looking at the skills outcomes noted in the Programme Specification for your programme (<https://www.ncl.ac.uk/regulations/programme/2020-2021/>) and in information about your modules in the module catalogue (<http://www.ncl.ac.uk/module-catalogue/modules.php>). Identifying the attributes that have been linked to your programme and experience will help you to recognise those which you can mention in interviews and on your CV.

5. Additional Costs

You will not have to pay any compulsory additional costs for your degree programme.

6. Placements and Study Abroad Opportunities

Information about placement and study abroad opportunities can be found in your Programme Handbook and on the NUBS Undergraduate Canvas Site under "Mobility Opportunities".

There will be several opportunities to find out more about this during the academic year via information sessions, presentations, drop-in sessions, both virtually and in the Employability Hub (Ground Floor within NUBS) and via our the communications we send out on a regular basis. We encourage you to attend these sessions and please do get in touch if you have any questions.

If you have any questions, please email the Student Experience team at nubs.placementandstudyabroad@ncl.ac.uk and we would be happy to arrange a time to meet you.

Section C: Student Support

1. Personal Tutoring

Once you are a fully registered student, during the Induction Period you will be assigned a Personal Tutor, who will help you make the most of your experience with us and support your academic career. Your personal tutor will be an academic member of staff and they will be your first point of contact with the University when you need advice or guidance.

Information about your Personal Tutor, including their email address, is included on the Student App, and this also includes

information on:

- Your School Office, for example if you need to contact your personal tutor and do not get a timely reply from them
- The University's [Student Health and Wellbeing Services](#)
- [University guidance on COVID-19](#)

During the academic year you are expected to have a minimum of four contacts with your Personal Tutor – your DPD will provide you with details of opportunities to engage with your Personal Tutor. The first session will be in your Induction period and will help you to get to know your tutor and other classmates and begin to explore how you can get the most from your wider university experience.

In addition to these meetings, your Personal Tutor is available to discuss academic issues that crop up throughout the year, and so please do contact them if you are seeking advice. They will either be able to help you themselves or will refer you to specialist services in the University. Your Personal Tutor will explain how to contact them in your first meeting.

If you have worries or are anxious, you may wish to raise these with your Personal Tutor, or you may feel it is more appropriate to contact our Student Health and Wellbeing Services. The Business School offers 'in-house' Student Wellbeing Support, which is exclusively available to you, as one of our Business School students. Further information is available in the next section on 'Other Sources of Support in Your School'.

If you wish, it is possible to change your Personal Tutor, for example, if you have a male Personal Tutor and would feel more comfortable with a female one. You do not need to give any reason for changing your tutor and your School will be able to explain the procedures for doing so.

Inevitably, what you get out of personal tutoring depends upon you and your Personal Tutor both contributing to the relationship: a Personal Tutor can't help you if you do not engage with them, and you need to be open and honest with your tutor in order to receive the best support.

At the end of your degree, you can ask Personal Tutors to provide you with references for employment or further study. For these to be useful, 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. Peer Mentoring

The University is committed to offering Peer Mentoring to all Undergraduate students entering their degree course, across all campuses. The aim of Peer Mentoring is to enable all students to make a smooth transition to their programme of study, successfully integrating into University life. The mentoring scheme takes place over the first semester. Through direct access to the advice and support of a more experienced peer, new students are supported academically, socially and culturally.

Peer Mentors are all volunteers and are usually students in stage two or three of the same degree course. Peer Mentors will receive training before starting their role. A Staff Co-Ordinator for each School is available for help and advice throughout the year. Peer Mentoring begins by mentors contacting their mentees before the start of their programme, with an initial meeting taking place during Induction. Mentors will then arrange further meetings throughout the first Semester.

Peer Mentoring is valued by the University and to recognise the hard work of Peer Mentors, a Thank You event is held in November/December where prizes are awarded to the best Peer Mentor in each Faculty. Nominations for these awards come directly from their mentees. There is also an award for Staff Co-Ordinator of the year as nominated by the Peer Mentors.

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

All new Undergraduate students will be assigned a Peer Mentor who will make contact with you during the Induction period or the first week of Semester 1. The goal of peer mentoring is to enable all students to make a smooth transition and to feel settled into the University community – academically, socially and culturally – through access to the advice and support of a more

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 will 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 help to answer practical questions about budgeting, sport facilities, the library, taking lecture notes, accommodation etc.

Your Peer Mentor will set up a social media network (using tools such as Facebook or Yammer) to help support this process so remember look out for information from them. For more information on how the Peer Mentor scheme works, what to expect from a Peer Mentor and how to get the most out of the scheme, please see this link <https://www.ncl.ac.uk/library/resources-and-study-support/peer-mentoring/mentees/>

3. Other Sources of Support in Your School

Your Personal Tutor should always be your first point of contact if you have questions or concerns, but he/she may point you in the direction of other people in the School.

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.

The **Senior Tutor** acts as a coordinator between the School and central University services. He/she also acts 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.

Stage Co-Ordinators: Stage Co-Ordinators are there to support the DPD with student-focused activities relating to a specific stage of the programme. The DPD will act as the Stage Co-Ordinator for final year students.

Director of Undergraduate Studies: The Director of Undergraduate Studies works with colleagues and provides leadership in Undergraduate programmes and in the quality assurance of learning and teaching, to ensure that NUBS provide a high-quality Undergraduate student experience. The role involves working closely with the Director of Excellence in Learning and Teaching (DELT), the Education Team, all Undergraduate DPDs, Senior Tutors and of course, students.

Student Wellbeing Team: NUBS offer 'in-house' Student Wellbeing Support which is exclusively available to you, as one of our students. This service enables you to book direct appointments with a trained Counsellor (Lisa) or Mental Health Adviser (Emer). This is in addition to the central support you can access via the University's Student Health & Wellbeing service. Further information about the support available from our counsellor and mental health adviser can be found on the UG/PG Business School Canvas Communities.

If you feel you may require support with a mental health issue, you can request an assessment appointment. During the assessment appointment, Student Health and Wellbeing will discuss the range of support available to you and which option might best suit your needs. This may include options such as:

- time focused counselling
- signposting to other specialist services, either within the University or externally

These appointments are available straightaway via Microsoft Teams or via a telephone appointment. In the future, you will continue to be given the option of telephone appointments or appointments can be held in person in either the Frederick Douglass Centre, Kings Gate or in the Student Union - you can choose your preferred location to suit yourself.

You can book and cancel your own appointments at: studenthealthandwellbeing.ncl.ac.uk. You should click on Student Login and use your University student login details. Alternatively, you can email sws.therapyappointments@ncl.ac.uk and they can arrange the appointment for you.

Drop-in service exclusively for NUBS students: NUBS also offer a new drop-in support service designed for situations where you do not need a regular appointment but you may want to speak to someone about an issue that might be impacting upon your health and wellbeing.

You can now book a 20-minute slot to speak with our Counsellor who can give you advice and guidance on what health and wellbeing services to use. Examples of some of the things that might be on your mind could include:

- I find myself worrying about my academic work. Is it just me or does everyone worry?
- I spoke with my family at the weekend and now I really miss them! Is this normal?
- At the weekend I argued with my friend and now it's really on my mind! Who could I speak to about it?
- After watching the news this week, I'm really worried about my future. What should I do?
- I'm struggling to cope with current changing circumstances. How can I manage this?

To book a drop-in slot, please contact: Sws.therapyappointments@ncl.ac.uk

Student Support Plan (SSP):

Students who have an on-going mental health condition can access a Student Support Plan (SSP) which details reasonable adjustments that can be made to academic courses e.g. extra time in exams. To be eligible for a Student Support Plan, you will need to provide recent medical evidence from your medical practitioner detailing your diagnosis, that it is an on-going condition, and the impact it has on your studies.

When you submit your medical evidence you will be contacted by Emer who is a Mental Health Adviser specifically for Business School Students. Emer will arrange a mutually convenient time for you to meet, this will most likely take place via Microsoft Teams or Zoom.

- For any non-urgent questions or to submit your medical evidence please contact Emer on MentalHealthAdvisor@newcastle.ac.uk

For SSPs relating to disabilities or specific learning difficulties, please contact:

- specialistlearning@newcastle.ac.uk
- disabilityadvisor@newcastle.ac.uk

Key Wellbeing Contacts

For urgent questions or concerns during office hours (9am-5pm Monday-Friday) please utilise the Wellbeing Consultancy service by emailing wellbeingconsultancy@newcastle.ac.uk. This service can be used by anyone who has a concern about a student at the University.

Please see our Emergency and Out of hours information on our website if you have concerns in relation to your own safety or the safety of someone else: <https://www.ncl.ac.uk/wellbeing/urgenthelp/#emergencyandoutofhourscontacts>

4. Student App

The free Newcastle University app helps you to manage your student life.

- Manage your Library Account direct from your device
- View your personal timetable
- Subscribe to University and NUSU news channels
- Searchable Campus Map
- View your exam timetable when it becomes available
- Find available PC's on campus
- Check your print credits
- Contact staff

You can access the app by logging into a cluster room PC on campus or download it from the relevant app store (Apple App Store and Google Play). Search for 'Newcastle University'.

Further information is available at: <https://services.ncl.ac.uk/itservice/teaching-services/mobile/universityapp/>

5. Student Services (King's Gate)

King's Gate building provides access to many student services you may need, in one place, however all services can also be accessed online too.

For on campus access our Student Services Desk is on **Level 2** and is your first point of contact for any questions or information about Academic Support, Accommodation, Fees/Funding/Finance, Health/Wellbeing, Exchange/Study Abroad and Visa Support. The Careers Service is on **Level 1**, and will help you with areas such as placements, internships, on-campus jobs, the ncl+ award, finding a graduate role, getting advice on your CV or job applications, and if seeking guidance on what to do when you graduate.

Both online and face to face appointments are available. Check the [Student Services website](#) for further information and online booking

In addition to the central University Careers Service, the Business School provides more support to undergraduate students. Information on this will be provided during the Induction Period as well as on the School's undergraduate Community Canvas site. If you have any questions, then please contact: nubs.employability@newcastle.ac.uk.

6. Student Advice Centre

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 online (e.g. housing, finance, academic, personal etc). More information is available from the SAC website: www.nusu.co.uk/sac

Due to the COVID-19 outbreak appointments are currently offered online only and can be booked via the [SAC website](#).

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.

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.

Section D: Circumstances affecting your studies

1. If You Are Ill or Cannot Study for Personal Reasons

Where illness or other reason prevents you from studying for more than three working days, you should complete a Student Notice of Absence form via [S3P](#) as soon as possible.

The form is not compulsory, but if a teaching event is monitored and there is no authorised absence notice then the absence will be recorded as unauthorised. The form can be used to report sickness or absence for shorter periods i.e. when you need to be away from University study for personal reasons.

If you believe that your absence has affected your academic performance in an assessment (coursework or exam) you should also fill in a Personal Extenuating Circumstances (PEC) form to explain how your illness has affected your studies. Please see the section below on the PEC process. If your circumstances are particularly sensitive and you do not want any details to be known, even to your tutor, then you can send a confidential email to the Chair of the School PEC committee.

If illness prevents you from studying for more than seven calendar days, you should obtain a medical certificate from your doctor and forward it to your academic school or tutor/supervisor as soon as possible. Along with a PEC application, if appropriate.

The Notice of Absence form can also be used to notify us that you intend to study remotely for Semester 1. When accessing the form please follow the instructions below:

- choose the absence reason 'other' from the dropdown selection
- indicate in the text box this is due to 'Covid' along with confirmation you will study remotely and details of your particular circumstances
- Enter the date range for your absence from Campus as the dates of Semester 1 i.e. 28/9/2020 to 29/1/2021.
- Once submitted, the form will be sent to your school and your student record will be updated to show that you are studying remotely.

If your circumstances change and you are able to attend in person before the end of Semester one, please contact your Programme Support Team to let them know of your change of circumstances.

More information about sickness and absence procedure is available here:

<http://www.ncl.ac.uk/students/progress/Regulations/SPS/Attendance/sickness.htm>.

2. Personal Extenuating Circumstances (PEC)

Students who believe that their study and ability to complete assessments, is being adversely affected by significant unforeseen and unavoidable Personal Extenuating Circumstances (PEC) should advise their School by completing the online PEC Form via [S3P](#) as close as possible to the time that the problem arose and in advance of any imposed School deadline, so that appropriate adjustments can be considered. Students are advised to carefully read the Guidance for Submission of PEC which can be found on the Student Progress Webpages at <https://www.ncl.ac.uk/students/progress/Regulations/Procedures/change/PEC.htm> before submitting a PEC application.

Students are strongly encouraged to discuss significant personal circumstances with their 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, tutors may be able to provide a statement of support, which will be considered when the PEC Committee meet to discuss your case.

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

- an extension to the hand-in date for a piece of work
- an exemption for a minor item of course work
- a deferral of the assessment to the next normal occasion – 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)

And, where the above adjustment is not appropriate or could further exacerbate the situation for the student

- recommending support for discretion at the Board of Examiners (BOE) – e.g. potentially allowing you to pass the stage despite having failed a core module; allowing you to pass a module by discretion; altering your degree classification where there is evidence to support this decision.

NB - PEC cannot result in existing marks being changed.

It is the student's responsibility to report any significant personal or extenuating circumstances that had a substantial impact on their performance in their studies or in their 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 BOE.

It is the student's responsibility to provide information on the impact and dates affected with evidence to back up their PEC application. Evidence should outline the problems faced and the period of impact – e.g. doctor's notes, a statement of support from a tutor, letter from an employer etc. 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 and at the time of the assessment. Requests for adjustments that relate to the following, are not normally accepted as the basis of a PEC application:

- i. Instances where an appropriate adjustment has already been made
- ii. Retrospective report of illness or other extenuating circumstances, without good reason
- iii. Ongoing medical conditions/disabilities including learning disabilities, or mental health conditions for which the student is already receiving reasonable adjustments via a Student Support Recommendation (SSR)
- iv. Transport problems, excepting those where it can be shown that adequate time had been allowed
- v. Unspecified anxiety or examination stress
- vi. Minor infection such as coughs, colds, headaches, or hay fever, unless supported by specific medical evidence
- vii. Distress relating to a family pet
- viii. Holidays, house moves, sporting or other social commitments
- ix. Known employment or financial responsibilities
- x. Problems with personal computers, printers, or other technology
- xi. Where the circumstances could have been avoided, particularly due to poor time management.

3. 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: <https://www.ncl.ac.uk/wellbeing/>) or the Student Advice Centre (<https://www.nusu.co.uk/support/sac/>).

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 DPD of both programmes.

Permission to make these changes often depends upon approval from the DPD.

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.

4. Complaints and Appeals

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

The Student Academic Queries and Appeals Procedure is for appeals against the decisions of the BOE's (except those related to assessment irregularities), PECC, 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 BOE Decisions:

- PEC that you were unable to disclose in advance of the BOE meeting via a 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 PECC Decisions:

- Procedural irregularity or other error on the part of the PECC
- Bias or prejudice on the part of the PECC
- 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 the 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.

To submit a Level 1 appeal or complaint to NUBS, please contact: nubs.resolution@ncl.ac.uk

Section E: Assessment and Feedback

1. Coursework Submission

University policy states that all submission deadlines must be published by the end of the second teaching week each Semester.

You should take note of these deadlines at the beginning of each Semester and make sure you carefully plan when you will complete each assignment.

Across the University, Schools may ask students to submit their coursework in a variety of ways. Before submitting make sure that you know exactly how to submit and if you need to submit multiple copies – this is especially important if you are taking modules in different Schools!

Only the DPD has the authority to approve changes in coursework submission deadlines once they are published. If a deadline does change, you will be given sufficient notice and a reason for the change.

In NUBS we expect coursework for all NUBS modules (e.g., ACC/LAC, ECO/LEC, MKT/LMK, BUS/LBU or NBS/LBS modules) to be submitted electronically via Turnitin (through Canvas). If any piece of assessment is exempt from this, you will be notified of this via the module Canvas site.

Each assessment will have an assessment brief that explains what you need to do and how it links with the learning on the module. A mark scheme will also be provided that explains how the assessment will be marked with examples of good work.

Before assignments are submitted the module team will offer pre-submission support included in lectures seminars or part of pre-assessment clinics. Please check your Module Handbook and module assessment material on your module Canvas site for details.

The assessment requirements for each module are clearly stated on Canvas – detailing the Semester, type of assessment (essay, examination etc.) the weighting (if there is more than one assessed element) and the word count.

More information about University policies on coursework submission and the return of feedback is available here:

<https://www.ncl.ac.uk/itds/assets/documents/qsh-assmt-assessedwork-policy.pdf>

2. Plagiarism

The University makes routine plagiarism checks on all appropriate pieces of work. This means that your coursework assessments will be automatically submitted to an electronic text matching software system. Your work will be checked against a database of web pages, academic articles and books, and other students' papers (from Newcastle and other universities) and any matches between your work and those other sources highlighted. Matching text does not necessarily mean that you have plagiarised, since you may have correctly referenced text from other source.

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

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

Turnitin is a software program which searches a huge database of journals, past student work and much of the internet to find strings of text which match with a piece of student work. When a student submits a piece of work to Turnitin a report showing these matches is produced for the relevant academic staff. This can then be assessed to see if the matches are common phrases, correctly referenced, or not correctly referenced and require follow-up with the student.

3. 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. If work is submitted 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 re-sit assessment.

There may be pieces of coursework for which no late work 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 transportation problems are NOT considered a legitimate excuse for late submission (unless NUIT has confirmed a University-wide computer failure).

4. Examinations

University exam period dates are available on the Exams & Awards web pages (<https://www.ncl.ac.uk/exams/exam-dates/>). Please note that examinations can be scheduled on Saturdays during the main periods. You are expected to be available for examination at the University during all the main periods (which in 2020-21 will be Semester 2 and resits in August). Due to the current COVID-19 situation during 2020-21 you may be assessed by online take-home exam. Specific guidance on these exams will be provided by the University in due course.

The University publishes a provisional exam timetable around 8-10 weeks in advance, so that you can check there are no clashes between your modules. A final exam timetable is then published around 6-8 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. This provides instructions for what to do before, during and after the exam: <http://www.ncl.ac.uk/exams/rules>. [Further guidance for any online exams will be provided by Module Leaders.](#)

The University has a calculator policy for examinations. Students can only use calculators from the Casio FX-83, Casio FX-85 and Casio FX-115 ranges. No other model of calculator is permitted.

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.

When examinations do take place on University campus these are generally in University venues or locations nearby, although there are exceptions to this rule. International students, for example, may apply to take a re-sit exam in their home country. More information is available from the Exams Office: <https://www.ncl.ac.uk/exams/overseas/>. Please note the situation will be different during 2020-21 and you will be updated on the latest arrangements for your modules.

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 (<https://www.ncl.ac.uk/wellbeing/supportservices/disabilitysupport/#overview>)

For online take-home exams, if you usually have adjustments such as extra time and rest breaks as part of a Student Support Plan (SSP), you can build these in to how long you spend completing your home exams and assessments within the specified time period (usually 24 hours). The Module Leader will provide you with guidance on how long you are expected to work on the assessment for (usually between 1 and 3 hours depending on the module). There is no expectation that these assessments should take longer than 'normal' exams. You can spend longer than the expected time to complete the assessment to accommodate your individual requirements, but you are expected to submit your answers by the specified deadline.

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 re-sit exam in their home country. More information is available from the Exams Office: <https://www.ncl.ac.uk/exams/overseas/>. In the 2020-21 Academic Year exams may not be held on campus and instead be online. Further information will be provided throughout the year by your teaching team.

The Degree and Assessment Regulations form part of the University Regulations which are available at:

<https://www.ncl.ac.uk/regulations/docs/2020/>. These are the formal regulations under which you are assessed, and your degree awarded. You are expected to read these and make yourself aware of their implications.

5. Feedback on Assignments

You will receive feedback on all your coursework and exams. University policy states that feedback on coursework must be returned within 20 working days (i.e. normally four weeks, not including Bank Holidays or University closure days). Some assessments may be exempt from this requirement. Exam feedback must be returned 20 working days (i.e. normally four weeks) from the end of the exam period; if this date falls during summer holidays, then it must be received at the start of the next Semester/Term. If feedback is going to be returned late for any reason, or if an exemption from the University's feedback policy applies to your programme, you will be informed in advance and told when you should expect to receive your feedback.

You will receive feedback in a variety of ways: written on your work, given verbally in lectures or tutorials, or provided on Canvas. 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.

Feedback on exams may be given in the form of general feedback to the entire cohort. This feedback may include, for example, information on what made good answers and poor answers on the exam, statistical information to show you how you are doing compared to the rest of the cohort, and/or feedback on exam strategies. You do have the right to request individual feedback, and students who are re-sitting exams should contact Module Leaders for feedback at least four weeks before the re-sit exam.

For all assessed work you will be given a mark and feedback. In addition, the module team will offer the opportunity to discuss feedback and identify areas where you can improve.

Formative Feedback – feedback received before submitting work for assessment. This could be discussions in a lecture, seminar, tutorial, revision meeting or online surgery, either with staff or indeed your peers. Staff are not expected to read draft work (with the exception of work submitted for Dissertations) but you can always ask for quick verbal feedback on how you are planning to approach assessed work.

Summative Feedback – is given after assessment by academic staff with a mark awarded and may be given in writing, for essays or presentations, or verbally.

However, you can receive feedback in a variety of forms, both formative and summative, and you may also be required to give and receive feedback from your peers. This is all an essential part of your learning experience.

6. Marking Criteria

In the Business School all undergraduate assessments are marked adhering to the standard marking criteria below. Individual assessments may have marking criteria developed from this that are specific to the type or design of assessment (e.g. oral presentation, poster, or reflective account, report). The Business School uses the following marking criteria for Undergraduate modules. Specific information on the assessment criteria for each module will be provided on the relevant Canvas site.

CLASS	MARK RANGE %	UNSEEN EXAMS	ASSESSED ESSAYS/ASSIGNMENTS	DISSERTATION
FIRST	100 80	An outstanding answer displaying critical thought and insight or a high level of numerical accuracy and analysis	Excellent level of understanding and depth of material. No errors.	Publishable quality, valuable original contribution to the discipline. High level of achievement demonstrating insight throughout the project.

	79 70	Perceptive, focused use of good depth of material. Original ideas or structure of argument.	Perceptive, focused use of good depth of material. Original ideas or structure of argument. Evidence of insight and depth of understanding	Perceptive analysis using considered choice of research methods and techniques, supported by critical review of relevant literature, and presented in a well structured framework.
SECOND UPPER	69 60	Perceptive treatment of the issues plus a coherent presentation with evidence of a broader understanding	Thorough, clear treatment shows understanding of arguments, contribution and context.	Thorough investigation of research topic using appropriate methods and techniques, supported by thorough review of relevant literature, and presented in a well-structured framework.
SECOND LOWER	59 50	A "correct" answer based largely on lecture material. Lacking in relevant detail but presented in an adequate framework. Small errors allowed.	Pedestrian treatment. A "correct" answer, lacking evidence of broader understanding. Some small errors allowed.	Limited or superficial analysis with some use of appropriate methods and techniques. Brief review of relevant literature. Presented in an adequate framework.
THIRD	49 40	Based almost entirely on lecture material but unstructured and with increasing error component.	Very basic approach to a narrow or misguided selection of material. Lacking in background or flawed in argument.	Limited or superficial analysis with errors in application or interpretation, but broadly appropriate choice of methods and techniques. Limited review of literature. Presented in an adequate framework.
FAIL	39 30	Errors of concept and scope or poor in knowledge, structure and expression (as in a highly foreshortened answer with 3rd qualities)	Little or misdirected effort. Shallow and poorly presented. Lacking in conclusions or conclusions incorrect.	Little effort. Superficial write-up conveying little of the context or value of the research. Poor in knowledge, structure and expression.
	29 0	Significant inability to engage with the question or an answer to an imaginary question	Little or no adherence to assignment title	Significant inability to engage with research topic or very poorly defined topic. No reference to relevant literature. Very poorly structured.

7. Marking and Moderation Processes

You should have absolute confidence that the marks you receive are fair and consistent across markers. All assessments that are worth more than 30% of your final mark are reviewed in advance so that the instructions are clear, and the questions are reasonable for a student at Undergraduate level.

Depending on the assignment, your work may also be moderated. This means that another person will look at the mark and feedback given by the marker and ensure that it is fair and accurate. For coursework and examinations moderation within the School will normally be based on sampling (looking at a sample of pieces of work across grade boundaries) except for small modules where all work will be moderated. For Dissertations, the moderation process is different and involves 'blind' second marking (where a second marker marks the Dissertation separately from the first marker and then both discuss and agree the final mark based on the marking criteria).

All marks that are returned to you are provisional and subject to review and potential moderation prior to the final Board of Examiners (BOE) meeting. Each taught programme of study has a 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 modules in which they have obtained a fail mark.

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

Your work will normally be marked anonymously. Any exemptions to this policy will be outlined on the relevant Canvas module site. The Business School have a process for determining what can be marked non-anonymously. The School criteria have been approved by the School Education Committee and relevant Student Voice Committee and Board of Studies. All exemptions to the anonymous marking policy must be approved by the Business School Education Committee at the start of the academic year.

Your work could be used anonymously to support future students. There will be the option to opt out of this when you submit your work via Turnitin.

To ensure the quality of our programmes the University appoints External Examiners in line with UK requirements. They help to ensure that the overall standard of the programme award is in line with other University Degrees, evaluate the assessment and marking and make observations and recommendations about the curriculum. To do this they are provided with programme documentation, they review student performance and the marking process through samples of assessed work and meet with staff and students to discuss their experience. Your work may therefore be reviewed by an External Examiner.

8. How Assessment Affects Your Progress

Your progress within your programme depends on your assessment marks, as explained in the University Regulations available [here](#) and your degree programme regulations, available [here](#). The simplest way to proceed from one stage to another is to pass all credits in each stage. Should you fail any number of modules, you are allowed the opportunity to resit these examinations in August. Resit exams are normally held in August, though students may choose to take a year out from the University and re-sit at the next normal sitting during the academic year.

9. 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 or in an online exam

- 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

The University's assessment irregularity procedure 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>.

During the Induction Period you are expected to complete an online learning session on academic conduct provided by the University. This will provide you with guidelines on academic conduct and the referencing guidelines that you are expected to follow. This will be supported by additional guidance from your DPDs and Module leaders. 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.)

10. Recognition of Prior Learning and Credit Transfer

The University acknowledges that some students will start their time at Newcastle with prior experience – either of studying at other universities or from work. We want to recognise students' past work appropriately, so you may be able to apply for Recognition of Prior Learning (if you have credits from a non-UK university or relevant experience) or credit transfer (credits from a UK university).

If your application for RPL or credit transfer is successful, you will not have to take the module (or 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 (meaning that each one carries a greater weight).

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

The University policy is available here: <http://www.ncl.ac.uk/ltds/assets/documents/gsh-ct-rpl-pol.pdf>

The Business School Policy allows Undergraduate students to be admitted directly to Stage Two of some degree programmes on the grounds that they have achieved equivalent pre-requisite learning in previous study. The current School policy can be accessed here www.ncl.ac.uk/regulations/programme/learning-policies/. The first point of contact for queries about RPL or credit transfer would be the academic selector for the programme. Queries about the School policy can be addressed to nubs.educationteam@ncl.ac.uk

Section F: Student Representation and Feedback

1. Overview

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 several ways that you can provide feedback, including surveys, student participation on committees and through your programme or School student representatives. It is important that you take surveys and opportunities seriously and give your honest opinion. It is also important that you provide specific examples of what is 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.

Student representation is a key part of how the University engages with students. The Student Representation Policy (jointly owned by the University and the Students' Union) aims to ensure that every student is represented in institutional decision-making processes and that every student can contribute to the enhancement of their programme and learning experience.

Further information regarding Student-Staff Committees (known in NUBS as Student Voice Committees) and Student Representation roles can be found via the following link <https://www.ncl.ac.uk/ltds/student/representation/>.

2. Stage Evaluations and module feedback

At various times in the year, 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 is 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 have many opportunities in the module teaching and online sessions among others to give feedback on your modules. You should also provide feedback on your modules via your student rep on the SVC. Please look out for these opportunities.

More information about evaluations is available here <https://www.ncl.ac.uk/ltds/student/yousaidwelisted/>

3. National Surveys

The University participates in national student opinion surveys including 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 educational experience. The NSS typically runs from February through to 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 NSS 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.

Official invitations asking you to participate in national surveys will be sent to you from studentsurveys@ncl.ac.uk.

4. Academic Student Representation

There are two different Academic Student Rep roles at in the Business School – Course Reps and School Reps.

Course Reps: You will have an opportunity to elect student Course Reps and you may wish to put yourself forward to be a Rep yourself! Student Course Reps are a crucial link between students and staff as they find out what other students are thinking and work with School staff to help improve the student experience.

Course Reps are elected by their peers and will attend their Student Voice Committee (SVC) on their behalf.

The SVC is led by a Student Chair and usually has a Student Secretary. All students can contribute to their SVC'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. Contact details for the Reps for your course will be added to your programme Canvas Community by the end of November 2020. You can also contact your course rep via the Student App.

School Reps are appointed by the Students' Union to represent their School at the Faculty Education Committee (FEC). They will gather student opinion from across your School by working with the Student Chairs and Student Secretaries of your SVCs and will present any key student topics at FEC. They will also feedback to SVCs any new key initiatives from the University and Faculty that will affect students across the School. For 2020-21 the Undergraduate NUBS School Rep are:

- Undergraduate: Lyubov Vlasheva (l.vlasheva@newcastle.ac.uk)

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 all the student representation roles is available on the Students' Union website: <https://www.nusu.co.uk/yourvoice/reps/>

Section G: Ensuring the Quality of Your Degree

1. Mechanisms for Ensuring the Quality of Your Degree

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

Annual Monitoring and Review (AMR) – Every year Schools are asked to comment on what went well and what could be improved (and to provide evidence) regarding programmes. Schools are also required to develop an action plan that lists new projects and activities to improve a 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/gsh-amr-policy.pdf>.

Learning and Teaching Review (LTR) – Approximately every six years each School or subject area is reviewed by a panel of University staff and at least 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. More for information, see:

<http://www.ncl.ac.uk/ltds/assets/documents/gsh-ltr-policy.pdf>.

External Examining – Each programme will have at least one External Examiner (EE), someone who works at a different University or in industry. The function of the EE is to assist the University by providing assurance that in their expert judgement the standards of all awards at Newcastle are at least comparable to those in similar subjects in other universities in the UK and with

relevant external referents. EE's are asked to review programme aims and learning objectives as well as assessment questions and feedback. To help ensure the quality of the education it provides and the maintenance of the standards of its awards, the University places significant reliance on its EE's by:

- Requiring them to provide independent and impartial advice, as well as informative comment 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, see: <http://www.ncl.ac.uk/ltds/governance/examiners/>.

You should not contact any EE 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 EE's by participation in Boards of Studies, Student Staff Committee, and Faculty Education Committees.

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

Section H: Resources

1. Tools for Study and Revision

A major difference between school/college and University is that we expect University students to take responsibility for their own learning and take the lead in sorting out any queries or problems you may have. If you have a question or a problem, speak to the relevant Module Leader, Lecturer, Seminar Leader or other member of academic staff or your Personal Tutor.

Module Leaders put the information you need about modules on Canvas on the individual module pages. So if you have a query about the structure of the module or the assessment required, look through the module information on Canvas - you will have a section called 'Assignments' where you will submit your assessments. Each Canvas module site also provides direct links to the University library and the Academic Skills Kit (ASK).

If you have a problem understanding any information about the module then you should speak to the teaching team for that module.

Seminars or workshops provide a good opportunity for you to assess how well you are understanding things and to ask questions if you are not. If you have a specific question that has not been covered, try to speak to the seminar leader at the end of the session. An alternative way to approach this is to e-mail the lecturer/seminar leader.

You can contact staff outside of lectures or seminars in several ways. The [NUBS website](#) has e-mail addresses for all academics and Canvas provides links to all teaching staff on the modules.

You will also have access to a programme specific Canvas Community for your degree programme and the NUBS Undergraduate Canvas Community for more general information about your studies and opportunities available to you.

2. University Library

The University Library Service provides access to a wide range of resources, services and study spaces as well as professional expertise to help you to be successful in your studies and research. It has over 0.8 million books, subscribes to over 50,000 journals and provides access to more than 0.5 million e-books. The Philip Robinson Library also houses the Special Collections (<https://www.ncl.ac.uk/library/special-collections/>) which are made up of rare and historic books, unique archives, manuscripts, maps and illustrations.

Library Search (<https://libsearch.ncl.ac.uk>) can be used to locate books, journal articles and a lot more information using a single search. The vast majority of the Library's e-resources are available to you remotely by simply navigating to them through [Library Search](#). 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.

Online subject guides have been published to bring together all the key resources for your subject together with a variety of guides on topics such as referencing. These are available at: <http://www.ncl.ac.uk/library/subject-support>.

Online Library help is available 24/7 at <http://libhelp.ncl.ac.uk/>. Staff can help you to find the information you need as well as help you improve your academic and research skills. Where more in depth assistance is required one to one consultancy appointments can be made with one of our Liaison Team.

Our four library buildings have a range of study and research spaces including group and individual study rooms. Wi-Fi is also available so you can use your own devices. Availability of study space and opening hours of each library can be checked via our website <https://ncl.ac.uk/library/>.

The Liaison Librarian for NUBS is Karen Crinnion who can be contacted at: lib-socsci@ncl.ac.uk

3. 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, academic writing, 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.

4. Writing Development Centre

The Writing Development Centre's role is to help you become a confident and successful independent learner. Our team of tutors offers advice and guidance on academic skills including:

- Understanding assignment questions and marking criteria and feedback
- 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

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 stage, 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 tutorials** (now online for 2020/21) 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-judgmental, supportive and strictly confidential. Appointments should be made online via our website. We also run a range of other activities throughout the academic year on core academic skills topics, and are invited by Schools and Faculties to offer subject-specific activities and resources as part of degree courses. We also maintain a range of **online resources** on academic skills and writing on the ASK-website.

To find out more or book an appointment please see our website <https://www.ncl.ac.uk/library/subject-support/wdc/>

5. INTO Newcastle In-Sessional English

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

- Free academic English classes for Newcastle students whose first language is not English
- The support ranges between lecture-style and workshop-format, covering reading, writing, listening and speaking. There are also one-to-one online writing tutorials, where you can meet a teacher for 25 minutes to discuss an assignment you are working on

The In-Sessional programme can provide both non-credit-bearing support and credit-bearing modules. INTO Newcastle runs dedicated In-Sessional non-credit bearing classes for Business School Undergraduate students. You will be registered on these automatically.

More information about the In-Sessional programme is available from the INTO website:
<http://www.ncl.ac.uk/students/insessional/about/insessional.htm>.

6. 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

Due to the current situation with COVID-19, drop-in sessions have been replaced by online one-to-one appointments. More information is available from the website: <https://internal.ncl.ac.uk/ask/where-to-go/maths-aid> where you can make an appointment.

7. IT Facilities

There are facilities available at School, Faculty and University level, and you can use this link to find available computers on campus: <http://m.ncl.ac.uk/>

If you have any questions about computing facilities or software, including email and printing, please check the NUIT information available to students: <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/softwaredeals/student/>

For students studying on campus in 2020-21 there are computer clusters across campus that students can use including in the Business School and Frederick Douglass Centre. Hours of opening are posted at the beginning of the teaching term and access will be subject to social distancing rules.

8. Careers Service

Newcastle University's award-winning [Careers Service](#) can help you make the most of your unique skills and experiences during your studies and for three years after you graduate.

Whether you want to gain experience, find graduate-level employment, start a business or work for yourself, or go on to further study or research - we offer a range of support to help you realise your potential and find your future.

Careers Guidance and Information

We have an Employability Team based within the Business School and our Careers Consultants and START UP Advisers are here to offer bespoke, confidential one-to-one guidance and the information you need to explore your existing plans or generate new ideas. There's lots of information and useful resources on our [website](#), which will give you an idea of the opportunities we can provide or point you to.

As well as one to one support, the team will also deliver weekly sessions on a whole range of topics including: Career planning, CV writing, networking, and interview skills.

If you have any questions or would further information on how to arrange a one to one appointment, then please contact: nubs.employability@newcastle.ac.uk.

Develop or grow your own business, freelance or portfolio career

If you would like to work for yourself, our START UP team can help you. Whatever stage you are at, our expert START UP Advisers will coach you to get started or scale up your business, freelance or portfolio career. www.ncl.ac.uk/careers/startup

Add further skills and experience to your degree

Develop your skills and gain practical experience by taking part in extracurricular activities or undertaking work experience.

<https://www.ncl.ac.uk/careers/awards/>

You will find paid work experience opportunities and internships on our website using My Career and staff can help you find more specific roles. <https://www.ncl.ac.uk/careers/workexperience/>

We also run JobsOC, an on-campus recruitment agency offering casual jobs across the University.

<https://mycareer.ncl.ac.uk/home.html>

Graduate with the expertise to get ahead

We have a range of modules you can take to help you gain valuable skills and experience. Designed to help you add to your degree, our modules are completed during term-time over your academic year. [Look at our modules](#)

Placements

To find out more about UG work placements, please visit your Programme Handbook for specific information relating to your degree programme. Further information about looking for a placement can be found on the NUBS UG Canvas Community. Please email: nubs.placementandstudyabroad@ncl.ac.uk if you would like to find out more about placements, what the NUBS requirements are for a placement year and how to start your placement search.

Meet employers

Networking with employers can give you a head start when it comes to landing a job or developing your business idea. You can find out more about these on our [events page](#). In accordance with current government guidelines on social distancing, our work with employers will be online in 2020-21 but will be under constant review.

Find full-time graduate vacancies

Regional, national, and international based employers regularly host presentations and attend recruitment fairs. This is your chance to meet them face-to-face or online and find out more about their placement opportunities and graduate jobs.

Check out [My Career](#) for the latest events and graduate vacancies

Make successful applications

We run workshops throughout the year which cover all aspects of applying for jobs, from writing your CV to participating in assessment centres.

You can also get personal advice, guidance and feedback on your CV, job and further study application forms, covering letters, interviews and business-related applications, on any weekday which can be accessed via [My Career](#).

9. Health and Safety

For details of safety measures on campus during the coronavirus (COVID-19) pandemic please see section A7 of this document.

Information is also available online at:

<https://enquire.ncl.ac.uk/student-support-health-and-wellbeing>
<https://enquire.ncl.ac.uk/life-at-newcastle-university#staying-safe>

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 manage health and safety.

The University has a [Health and Safety policy](#) as does each School or Institute. These provide important information on how health and safety is managed and consist of three sections:

- Statement of Intent - a commitment to protect the health and safety of all colleagues and students signed by the Vice Chancellor or Head of Unit
- Responsibilities - a summary of the health and safety responsibilities of colleagues and students. Students are expected to be responsible for their own actions and any activities which may adversely affect colleagues, 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, guidance](#) 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 read 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 Institutes 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. There may be other School or Institute colleagues 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 to your School office. Please do not try to hide or cover up mistakes or when things go wrong. We want you to report accidents and near misses so that we can all learn lessons and take steps to make sure they do not happen again.

In the case of discovering a fire or on hearing the fire alarm please [follow these instructions](#).

For other emergencies please contact the staff member in charge of the area or the Security team 24 hours a day on 0191 208 6666 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

The Business School Safety Officer is Neil Gardner.

Section I: Additional University Contact Information (Not Provided Above)

Additional Contact Information

Chaplaincy

The Chaplaincy is a team of chaplains working together, appointed by faith communities, recognised by the University and affiliated with the Student Wellbeing Service. The Chaplaincy is committed to working with students and staff of different faiths (and those of no faith) and to making the University a place of religious tolerance and respect.

Location: Agriculture Building

Telephone: 0191 208 6341

Email: chaplaincy@ncl.ac.uk

Website: <https://www.ncl.ac.uk/wellbeing/supportservices/faithandspiritualitysupport/#covid-19support>

Newcastle University IT Service (NUIT) – The University’s Central Computing Service

NUIT provides the University’s IT infrastructure (networks, servers, etc.) and provides most of the computer services used by staff and students (systems, software and computers for students)

Location of IT Service Desk: Old Library cluster (Monday to Friday 9am - 5pm)

Telephone: 0191 208 5999

Email: it.servicedesk@ncl.ac.uk

Website: <http://www.ncl.ac.uk/itservice/>

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
- Finance and Funding.

It also provides an orientation welcome programme and airport collection service.

Location: King's Gate

Telephone: 0191 208 3333

Website: <http://www.ncl.ac.uk/international/>

NUBS students can also contact nubs.placementandstudyabroad@ncl.ac.uk for information on Study Abroad and shorter term global opportunities organised by the School.

Language Resource Centre

The Language Resource Centre provides materials and facilities for the research, learning, teaching and practise of over 50 foreign languages and is available to all students and staff of the University.

Location: Old Library Building

Opening hours: Mon – Thurs (9am - 7.15pm) Fri (9am – 4.45pm)

Sat: Closed (apart from 25 April – 30 May, 10am – 4pm)

Telephone: 0191 208 7490

Email: language.resource@ncl.ac.uk

Website: <http://www.ncl.ac.uk/language-resource-centre/>

Nightline

Nightline is the confidential listening and information service run for students by students.

Telephone: 0191 261 2905 (8 p.m. to 8 a.m.)

Website: <https://www.nusu.co.uk/support/nightline/>

Students' Union

Location: Students' Union, King's Walk

Telephone: 0191 239 3900

Email: student.union@ncl.ac.uk

Website: <http://www.nusu.co.uk/>

Athena SWAN

NUBS values individual differences and the diversity that this brings. We want to ensure that no one is at a disadvantage because of who they are. An example of our commitment is through the Athena SWAN Bronze Award, which demonstrates the work we do towards gender equality. We are also supporting the University's work towards greater race, disability, LGBTIQ+, and faith, religion and belief equality and inclusion. We encourage student involvement in our work and if you would like to get involved as a representative on School structures in relation to any equality, diversity and inclusion issues, please contact Dr Joanne James at joanne.james2@newcastle.ac.uk.