School of Engineering
Overseas Immersion Programme
Handbook
2019
3.9.9 Sport including University Sport Centre Access 15
3.9.10 Spectator Sport 15
3.10 Advice for Emergencies 15
  3.10.1 All Emergencies 15
  3.10.2 Dental emergencies 16
  3.10.3 Mental health emergencies 16
  3.10.4 Insurance 16
  3.10.5 Crime and Personal Security 16
  3.10.6 Emergency Taxi Service 16

4. STUDENT SUPPORT AND GUIDANCE 17
  4.1 Student Information Point 17
  4.2 School Support and Faculty Contacts 17
  4.3 Student Wellbeing Service 17
  4.4 Nightline 17
  4.5 Student Advice Centre 17
  4.6 University Disability Support Unit 17
  4.7 Equal Opportunities 17
  4.8 Dignity At Work And Study 17
  4.9 Your Responsibilities 18

5. QUALITY MANAGEMENT 18
  5.1 Student Opinion and Feedback 18

6. OTHER INFORMATION 18
  6.1 Multidisciplinary Project 18
  6.2 Photo competition 19
  6.3 Student Trips 19
1. INTRODUCTION

1.1 Welcome
We are very much looking forward to welcoming you to Newcastle for the Overseas Immersion Programme (OIP) in July 2019.

Our students in Singapore are very important to us and we hope that you take every opportunity to immerse yourself in the culture and experience of studying in Newcastle. For some of you, this will be your first time outside of Singapore so is a great chance for you to experience a different city, culture and lifestyle. There are around 229 students expected to attend and you will be arriving via various routes with some even take the opportunity to travel in Europe before or after the OIP.

A great deal of work has gone into the preparation for the visit by colleagues in order to ensure that your experience is the same as the Newcastle students. I hope that you make the most of this opportunity and enjoy the programme and activities provided.

We look forward to seeing you soon.

Yours sincerely

Professor Phil Taylor
School of Engineering - Head of School

1.2 Welcome to Newcastle!
The Overseas Immersion Programme (OIP) is designed to:

- Give you a sense of affinity with Newcastle University, the city of Newcastle and the surrounding region
- Provide an opportunity for you to experience UK culture
- Give you the opportunity to experience teaching and research facilities that you will not have access to in Singapore
- Contribute to the development of your personal skills such as independence, adaptability and team working

We hope you will make the most of the opportunity and that your stay here will be both happy and productive. This handbook is a brief introduction to living in the North East of England.

1.3 Newcastle University History
The University can trace its origins to a School of Medicine and Surgery, established in Newcastle in 1834, and to Armstrong College, which was founded in the city in 1871 for the teaching of physical sciences.

These two colleges formed one division of the federal University of Durham, the Durham Colleges forming the other division. The Newcastle Colleges merged to form King's College in 1937 and, in 1963, when the federal University was dissolved, King's College became the University of Newcastle upon Tyne.

Sustained expansion since 1945 has resulted in the development of a modern University campus, around the original Armstrong College buildings, on a 45-acre site close to the centre of Newcastle.

Newcastle University has a core student population of around 26,600, with around 5,900 staff.
2. STUDYING IN NEWCASTLE

For the most up-to-date information about Newcastle University visit the University website.

2.1 The Structure of Newcastle University
The University is led and managed by the Vice Chancellor (Professor Chris Day) and Executive Board. The core academics functions are: research and innovation; teaching and learning, and the student experience; engagement and internationalisation.

Core functions occur in three academic faculties:
- Faculty of Humanities and Social Sciences (HaSS)
- Faculty of Medical Sciences (FMS)
- Faculty of Science, Agriculture and Engineering (SAsE)

2.2 Attendance
It is extremely important that you attend and engage with all scheduled sessions. It is considered good manners for students to turn up on time so that sessions can start on time and cover all that is needed. Please ensure that your mobile telephone is switched off in classes. Please be punctual for all sessions and ensure you swipe your smartcard when entering a room on campus.

We use the SMART card scanners located throughout campus to record attendance and your attendance at timetabled sessions. Paper attendance lists will be used for sessions which are in locations where scanners are not available.

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

Further information can be found on posters displayed in building foyers and located next to card readers.

Card readers scan the microchip in your SMART card so close contact with the reader is required, remove cards from wallets and purses and have them ready – watch for the green light flashing!

2.2.1 Illness
All students who are absent from programme activities due to illness must inform the School via email at: oip@ncl.ac.uk. All documentation relating to your illness will be filed confidentially. We request that students keep a copy of any evidence of their illness, for example, receipts for medication purchased.

2.3 Smartcard
All students registered on the Overseas Immersion Programme should already have a University Smart Card and a IT Service login name and password. We advise you to carry your Smart Card with you at all times on the University campus. It allows you access to the University libraries. The computing login name and password will give you access to the University computer network from any of the University computer clusters.

If you have forgotten to bring your Smart Card with you, you can get a replacement from the Philip Robinson Library (cost of a replacement card is £10.00).
2.4 Libraries
The University Library comprises the Philip Robinson Library, the Marjorie Robinson Library Rooms, the Law Library (based in the Law School), and the Walton Library (in the Medical School). You can use all four libraries and your University smartcard functions as your Library card. Please remember to bring it with you as you will need it to gain access through the security barriers.

Across the libraries, there are over 3,200 study spaces, comprising silent areas, bookable group study rooms and social learning areas. There are over 820 desktop PCs across the libraries, and you can also borrow laptops and other equipment. Wifi is available throughout our buildings. Skype is available on our loanable laptops and in the dedicated Skype spaces on level 1 and 2 of the Philip Robinson Library and Skype rooms in the Marjorie Robinson Library Rooms.

We hold over a million print books, with access to over 1.8 million electronic books. We provide access to over 42,000 electronic and print journals, and 300 online databases. Some materials are held off campus in our Research Reserve: a state-of-the-art storage facility which houses lesser-used print materials. Journal articles are delivered electronically from here through our Desktop Delivery Service. You will meet your Library Liaison team during the OIP at the Library workshop and we will show you how to make the best use of Library resources whilst you are here and when you return to Singapore. Please see your subject guide for an overview at any time.

Library Help on the Library website provides different ways for you to ask for help around the clock, including live chat, email, telephone, text and tweets, together with a database of frequently asked questions. Each Library also has helpdesks where you can ask staff for help, together with roving staff. To contact your Liaison team directly please email lib-sage@ncl.ac.uk at any time or call in to the Liaison offices in the Philip Robinson Library (level 4) during office hours (Monday-Friday 9am-5pm). You will find lots of extra information, including up-to-date opening hours, on our Library website and via our social media channels.

Newcastle City Central Library near Saville Row also has a good collection of novels, videos, tapes and books about local subjects as well as a full reference section.

2.5 Computing Facilities
Newcastle University IT Service (NUIT) provides most of the University’s computer services. Services are described on their website. The Newcastle University IT Service (NUIT) can be contacted as detailed on their website.

2.6 Photocopying
There are photocopiers with scanning facilities available across all the libraries and in the Students’ Union. To pay for photocopying you need to add credit to your printing account (you will need to login with your Newcastle University username and password). Then simply swipe your smartcard on the photocopier and the cost will be deducted. You can also add credit by paying a minimum of £10 in cash at the Philip Robinson Library Service Desk (level 2).

2.7 Newcastle University’s Student Union
The Student Union is an organisation run by students for students, providing extracurricular activities to meet new people and add to your CV, as well as academic and accommodation representation. Anyone who is registered on a programme at Newcastle University is automatically a member. The Student Union provides the social focus on campus with events, day trips and all sorts of exciting opportunities to get involved in to provide a fully rounded student experience.

Situated in the centre of campus, the Student Union building has been owned by students since 1925. Facilities include:

- 24-hour computer clusters and social learning areas
• brand new Student Advice Centre
• a dedicated sports, societies and volunteering area
• revamped bar serving food and drinks
• huge gig and event space
• Subway sandwich shop, Dominio’s Pizza, Humpit, Shijo, banking services and ATMs
• Starbucks café with facilities to work and relax
• Union shop selling student essentials
• IT repair centre
• print design service
• SCAN – volunteering charity

The Student Union is democratically run by six sabbatical officers and every student has one vote to decide who these are. Student Union Council is where all the decisions are made – there are around 66 students who are able to vote on these decisions.

2.8 Health and Safety

Up-to-date information on safety matters across the University as well as the current management standards we adhere to can be found on the Occupational Health & Safety website.

Across the School of Engineering, each laboratory, workshop and pilot plant has specific local rules and regulations to follow at all times. Further information relating to these areas will be provided during school based induction session for those areas.

2.8.1 Fire – Following the fire action plans located on the walls around all buildings.

In case of fire, the following steps should be followed:

A. You should make yourself familiar with the location of the fire exits and fire doors in all the buildings in which you are to be based (Campus fire assembly points)
B. On discovery of a fire, SOUND THE ALARM!
C. Leave the building by the nearest available exit (closing doors and windows where possible)
D. Do not use the lifts. Do not stop to collect belongings. Do not attempt to use a fire extinguisher if you are not trained. Do not re-enter the building
E. Report to your assembly point
F. Only re-enter the building when instructed to do so by the Fire Marshal

2.8.2 Emergency Numbers within the University

For any emergency requiring assistance from within the University, telephone 0191 208 6666 or 6666 from a University telephone. This is an internal university number that will take you through to campus Security, where they will help locate the appropriate person or people to help (this includes dialling 999 for the Police, Ambulance or Fire Services on your behalf).

As all University buildings can be accessed by members of the public, all our premises are vulnerable to casual theft. NEVER LEAVE VALUABLES UNATTENDED. If you see someone acting strangely please let your supervisor know or telephone campus Security on 0191 208 6817.

2.8.3 First Aid

The University has trained first aiders in all campus buildings so there will always be someone on hand who is qualified to help you if you need First Aid. If, however, someone is badly injured, ring for an ambulance immediately on 9-999 from an internal phone or call 6666 to alert campus Security.

2.8.4 Accidents

If you have an accident on University premises please inform your School Office who will then complete an accident report form on your behalf as soon as possible after the event.
2.8.5 Smoking
All University premises are no-smoking areas.

3. STAYING IN NEWCASTLE

3.1 Transport
Nexus provides information on all forms of local transport in the North East. You can also get bus timetables from the Travel Centre in the Haymarket Metro Station, and a wide range of timetables from the Central Library.

3.1.1 Meet and Greet Arrival Service at the Airport
Please note that there will be a meet and greet arrival service at the airport on Monday 8th July between 08:00 and 17:00 only.

There will be a Newcastle University Team to greet you including staff and students. You will find us opposite the International Arrivals exit with a Singapore flag.

*We will be meeting the students who arrive on flights during the allocated time only* and will be providing free travel for students from the airport to your University accommodation. *We will not be meeting students at the airport outside of the times above.*

We are unable to meet students making their way to Newcastle by alternative methods such as train, ferry and bus.

Please note we are unable to meet delayed flights and if this occurs we advise that you book a taxi.

Students are *not advised* to travel through Dublin, Belfast or any other Irish Airport as you will not have the correct immigration permission to register at Newcastle University in the United Kingdom. This is because visitors from Dublin will arrive via the domestic area in Newcastle Airport and will not get their passport stamped.

If you do arrive via this route then:
After collecting your baggage, students are to approach the Ambassadors at the NU stand to inform them. If arriving outside of the flight times above, please look for the airport duty manager or immigration officer to get your passport stamped. *Failure to do this may result in problems departing from Newcastle.*

An [interactive terminal map](#) can be found online.

If you arrive outside the agreed airport meet and greet arrival times then please make your way to the airport taxis stand shown on the picture below. You will be able to get a taxi from this stand to your accommodation safely.
Please note that the cost of this taxi will not be covered by the University and is expected to be around £22 / $44 Singapore Dollars so we would encourage students to book onto the suggested flights.

If you would like to book a cheaper taxi then please try: Blueline at 0191 262 6666 although you will need to do this from a UK payphone.

### Terminal Map

3.1.2 **Buses within Newcastle**
Most areas are well served. Information is available from the Travel Centre at the Haymarket Metro Station. [Bus timetables](#) are available online.

3.1.3 **Metro**
Areas north, south and east of the city are well served by the [Metro](#) light railway. You can opt to pay as you go or purchase a POP card for the duration of your stay.
For more information, visit the [local travel shop](#) during your visit.

3.1.4 **Coaches**
Most coaches leave from the Coach Station, St James’s Boulevard. They are usually slower but cheaper than trains (National Express Enquiries: 0871 781 8181).
Or you can travel very cheaply within the UK via the Megabus. You will need to pre-book and make sure you check carefully the collection point.

3.1.5 Trains
National Rail provides the best way to get out of the city to the west, and to get to Durham and Sunderland. Long distance fares are high, but lower if:

- You book an **Advance** trip at least a week in advance. You can also book two weeks in advance and reduce the fare even further. This is the cheapest option, but you cannot change your train reservation.
- You buy a **Supersaver** return ticket (available on most trains on most days, but not, for example, on Fridays or on early trains to London).
- You have a **16-25 Railcard**; this costs £30 and gives you a one-third reduction on all tickets, including Supersavers (for families travelling together a **Family Railcard** is a better deal).
- **Rail Enquiries:** 03457 484950 or book on-line.

3.1.6 Air Travel
Newcastle has a rapidly expanding international airport with frequent flights both within and outside the UK. There are a number of budget airlines that fly from Newcastle, e.g. EasyJet, Jet2, Flybe, and extremely cheap flights can make it convenient for weekends or holidays to visit friends or simply travel during your stay here.

Up-to-date information about destinations and airlines is available on the [Newcastle Airport website](#). Links are given to the airline websites where you can normally book and pay online. Flights are often cheaper when booked well in advance and if you travel on weekdays or at unusual times.

3.1.7 Travelling via Hire Car
We do not recommend travelling via hire car. If you do decide to travel via hire car then please be aware that you will need to pay for car insurance for all those who are driving as well as any parking fees.

Remember to watch for speed cameras as you will be responsible for any fines you incur.

When hiring the car, you will need to provide a contact address for yourself in Singapore and not the Newcastle University Address.

3.2 Accommodation
You will be housed in a self-catered, en suite room at Park View Student Village which is a short walk from the main campus. Flats are shared by six, seven or eight students; each flat has a central communal lounge/kitchen and your bedroom has its own adjoining bathroom. Internet connection is available in all bedrooms and there is on-site laundry, providing washing and drying machines (additional costs apply); clothes should not be hung up to drip dry.

Weekly rent is **£137.83** with an additional **£45** for the provision of your bedding. The contract period will begin on Monday 8 July 2019, with participants expected to depart by 10am on **Wednesday 24 July 2019**. The reception for your accommodation will be open on **Monday 8 July 2019** between 8am and 6pm. If you expect to arrive after 6pm and prior to 8am the following day, Estate Security Service will cover reception and they will issue your keys. You will need to show a copy of your Accommodation Offer/Key Release upon arrival.

You will be sent information on your accommodation prior to your arrival in Newcastle, including the total accommodation charges and information on how you can pay. **Please note:** you will be required to pay your accommodation charges in full, prior to arrival – the offer/contract will provide further details.
It is essential that all students adhere to the accommodation Terms and Conditions, which form part of the accommodation contract, as failure to do so can lead to serious consequences including fines.

**Please note:** accommodation is for OIP students only and you are not allowed to bring additional overnight guests. Smoking and vaping are NOT permitted and safety equipment should NOT be compromised (this includes window restrictors; smoke alarms; fire extinguishers – these are in place to keep all residents safe).

Virtual tours are available online.

#### 3.2.1 Reporting Faults
You should report any faults or damage as soon as possible. You can do this by:

- Downloading our Repair Reporting app
- **Calling into** your reception during opening hours
- Emailing reception at park.view@ncl.ac.uk
- Submitting a repair request form for your residence: https://forms.ncl.ac.uk/view.php?id=1631947

There is further information online regarding reporting faults this includes required repairs, issues with internet connection and expected response times. If you have any additional requests i.e. you would like to provide information on a convenient time to carry out the repair or if you require a female member of staff to be in attendance whilst the repair is carried out, please state this when reporting your repair.

#### 3.2.2 Accommodation Contacts
Park View Student Village Reception (contactable during reception hours): +44 (0) 191 208 8445
Estate Security Service (outside reception hours): +44 (0) 191 208 6817

#### 3.3 UK Currency
To help you become familiar with our currency before you arrive, here is a guide to the coins and notes we use in the United Kingdom.

One hundred pence (100p) makes one pound (£1). The notes we use are £5, £10, £20, and £50. Make sure you are familiar with the different colours and values of notes, otherwise you could be spending more money than you intend to!

Please note: most shops do not accept £50 notes so please get any £50 notes exchanged at the bank for £10 or £20 notes when you arrive.

To convert your currency into UK currency, the [XE website](https://XE.com) is very useful.

#### 3.4 Cost of Living
Information relating to Newcastle student living costs is available [online](#).

#### 3.5 Shopping

##### 3.5.1 Shop Opening Times
Shops are usually open from 9:00am until 5.30pm from Monday to Saturday and some larger shops may stay open later. Some local food shops and supermarkets are open until 10pm, but close earlier on Sunday. Large shopping centres such as the [Metrocentre](#) and [Eldon Square](#) are also open on Sunday from 11:00am to 5:00pm.
3.5.2  **Buying Food at the University**
There is a snack bar on the ground floor of the Phillip Robinson Library and hot and cold meals are available in the Student Union, Central based in the Hadrian Building, the INTO building and the Courtyard Restaurant at lunch time. The Student Union is open daily in term-time but may be closed for certain periods during vacations. However, there are many places close by in the City Centre where you can buy meals inexpensively.

3.5.3  **Buying Specific Food Western**
If you want to cook for yourself you can buy food at the Tesco Extra Supermarket on Percy Street, the large Tesco on Clayton Street, or Sainsbury’s Local on Northumberland Street or the Sainsbury’s Supermarket on Gallowgate, off Percy Street. The other alternative is to get the Metro to Gateshead and visit the large Tesco Supermarket there. The cheapest place to buy most types of food is the Grainger Market in the city centre, which is open 9:00am to 5:30pm every day apart from Sunday.

**Halal, South and South-West Asian:**
There are a number of shops on the West Road, Stanhope Street and Brighton Grove; the best-known is the Brighton Oriental Food Supermarket in Fenham, just out of the city centre or the Newcastle Halal Foodstore (West Road). Halal produce can also be found at the Punjab Food Store on Heaton Road.

**Chinese:**
There is a good supermarket called Tsang’s Supermarket in Percy Street near the University selling a good range of Asian foodstuffs as well as good value cooking utensils. Stowell Street, locally known as ‘Chinatown’ offers a group of shops, supermarkets and restaurants.

**Japanese:**
HiYou located in Newgate Street is a supermarket stocking traditional Chinese food and drink, as well as Japanese, Korean, Filipino and Thai food. There is also a selection of Japanese restaurant in China Town area that are are worth a visit.

**Vegetarian:**
Vegetarian food items are clearly marked with a “V suitable for vegetarians” label, often printed in green, on the packaging. This label can be found on everything from confectionary to staple food supplies.

3.5.4  **Book Shops**
The official University book shop, and the nearest to the campus, is Blackwells. Waterstones is another reputable bookstore, and has a branch in the centre of Newcastle, near the Monument.

3.5.5  **Pharmacists**
The main pharmacist in the city centre is Boots, which is located in Eldon Square. As well as selling medication, the pharmacist is allowed to give advice on a number of minor medical ailments and to prescribe remedies. There is a smaller branch of Boots on Northumberland Street, opposite the Haymarket Metro Station.

3.5.6  **The Post Office and telephones**
The nearest post office to the University is located in a shop at the top of Northumberland Street (near the Haymarket Metro), which is open 9:00am to 5:00pm, Monday to Friday and closes at noon on Saturdays. There is also a Post Office on the first floor of WHSmith further down Northumberland Street.

Local call charges, are available online. Phone cards are available from the Post Office, information is available online.
3.5.7 Banks
The seven major banks in the UK are Barclays, HSBC, Lloyds Bank, TSB, Santander, Royal Bank of Scotland and NatWest. All have branches near to the University campus, and there is a branch of Santander in the Student Union Building.

3.6 Religion
The officially established Christian church in Britain is the Church of England. The University Chaplaincy welcomes people of all faiths and works closely together with representatives of other world faiths. There are chaplains of many different Christian denominations, as well as Jewish Chaplains and a University Mosque on campus, and the Chaplaincy can provide details and contacts with all the world faiths who meet in the city. If you have any questions about the Chaplaincy or require any other information please visit their website.

There are several prayer rooms on campus which are open to all students and staff. This includes a multi-faith prayer room in the University Chaplaincy located in the Agriculture building and a dedicated Muslim prayer room in the King George VI building.

There is a vibrant and varied faith community in and round Newcastle and there are many locations for expressions of worship in the city. Click on this link for a guide to local places of worship, including churches, temples, synagogues and mosques. There is also a thriving Council of Faiths, and chaplains are happy to put you in touch with people of any faith.

3.7 Places of Interest in the North East
This section lists some places of interest close to Newcastle that are reasonably easy to reach by public transport. The tourist information site provides further information.

- There are many parks in Newcastle, such as Jesmond Dene and Gosforth Park. Both can be reached by bus from Haymarket Bus Station. Leazes Park, Brandling Park or Exhibition Park are nearer to the University.
- The Metrocentre in Dunston (bus from Eldon Square Bus Station or train from Central Station) has many large shops, a multiplex cinema and a wide variety of restaurants.
- The Quayside has bars, cafés and a photographic gallery (Amber, Side Gallery). Also look out for the famous Tyne Bridge and the Blinking Eye’ Millennium footbridge which crosses the river to Gateshead where you will find the Baltic Arts Centre and Sage Music Centre.
- Part of the 'new castle', built in 1082 from which Newcastle is named is the Keep in St Nicholas Street near the Central Station.
- Tynemouth, Whitley Bay and South Shields are all on the Metro line and are pleasant seaside towns with beaches. Tynemouth also has a castle and ruined abbey. On Saturdays and Sundays there is a market in Tynemouth’s Metro Station. From South Shields there is a nice walk along the coast to Marsden where there are impressive limestone caves and islands. There is also a bar (The Grotto) built into the cliff face where you can have a drink on the beach.
- About 40 miles north of Newcastle, but easily accessible by bus and train, Alnmouth is an attractive quiet seaside town. Amble and Seahouses are livelier seaside places close to the impressive castle and river walks at Warkworth. Alnwick is also worthy of a visit. This small market town offers shops, gardens and a castle.
- West of Newcastle there are many attractive villages. For a quiet day out take the train from the Central Station to Corbridge (Roman museum, river walks, old church), or Hexham (historic market town, abbey and river walks). Hadrian’s Wall: at Housesteads, about 40 miles west of Newcastle, is a key fort on the Wall which was once the north-western border of the Roman Empire (about AD 160).
- Durham is a Historic cathedral city 15 miles south of Newcastle.
- Holy Island offers beautiful scenery, a castle and the remains of Britain’s earliest Christian communities. It is on the coast approximately 50 miles north of Newcastle.
• **The Lake District** is a picturesque region in the North West of England. It offers beautiful lakes surrounded by small mountains, and was once home of the famous English poet, William Wordsworth.

• One of the oldest cities in England is **York**, approximately 90 miles south of Newcastle, with many historic buildings, museums (especially the Railway Museum), unusual shops, street theatre, and one of England’s finest cathedrals.

• **Cragside**, near Rothbury, is about 40 miles north of Newcastle. It offers the estate of one of Newcastle’s great industrialists of the 19th century, with huge gardens, a mansion and an early hydro-electric scheme.

• The atmospheric capital of Scotland, **Edinburgh**, is approximately 120 miles north of Newcastle. A castle, a royal palace, excellent shops and art galleries make it “The Athens of the North”.

• **Whitby** and **Robin Hood’s Bay** are attractive Yorkshire seaside spots.

• **Barnard Castle** is a delightful country town some 40 miles south of Newcastle with interesting antique shops and **Bowes Museum**, which is housed in a mock French chateau.

### 3.8 Maps

Campus and city maps can be found at the [University’s website](#). More detailed maps are available online or at a local bookshop (Blackwells).

### 3.9 Entertainment

The [NewcastleGatehead](#) website, has information about many events and things to do in Newcastle. There is also a local magazine, which you can pick up from various shops and entertainment venues across the city, called The Crack which lists events, music gigs and cultural activities. You will have received a mini-guide on arrival. Other suggestions of what to see and do in Newcastle include:

#### 3.9.1 Music

Concerts of classical and popular music are held regularly in the **City Hall**, the **Utilita Arena**, the **O2 Academy** and the **Sage Music Centre**. For jazz, try the **Jazz Café** in Pink Lane.

#### 3.9.2 Theatre

There are several theatres in Newcastle: the **Northern Stage** (opposite the Student Union), the **Theatre Royal** on Grey Street, which is visited by many major national drama and dance companies, the **Tyne Theatre and Opera House** on Westgate Road, the **Live Theatre** on the Quayside, which shows more modern and experimental drama, and the **People’s Theatre** on Stephenson Road in Heaton.

#### 3.9.3 Cinema

The cinemas in the City Centre are **The Gate**, **Tyneside Cinema** and **Everyman Cinema**.

#### 3.9.4 Pubs and Nightclubs

British people like going out to the pub in the evening usually in a group. You don’t have to drink alcohol and it needn’t be expensive. **Student nightlife in Newcastle information**.

#### 3.9.5 Museums

There is a museum on the University Campus: **The Great North Museum**, which has recently been refurbished.

Within the North East there are also the Science and Technology Museum, **Newcastle Discovery Museum**, Blandford Square, Newcastle; **Jarrow Hall**, home of the Saint known as the Venerable Bede, who lived around 700 AD and the **Centre for Life**, Times Square, Newcastle which takes a contemporary look at science. **Beamish Museum** is an award-winning working museum of life in North East England at the beginning of the last century.
3.9.6 Art Galleries

The Laing, in Higham Place, Newcastle has a permanent collection of nineteenth-century and modern British art, and good touring exhibitions. In Gateshead you will find the Baltic Centre for Contemporary Art which is housed in a former flour mill https://www.baltci.art

The University’s Hatton Gallery and the Northumbria University Gallery often have interesting exhibitions of current art; the Hatton also has an excellent collection of African art and some Italian masters.

3.9.7 Television and Radio

There are five terrestrial TV channels. BBC1, ITV and Five have general popular programmes, whilst BBC 2 and Channel 4 often aim at more specialised audiences.

The BBC operates national radio channels and the local Radio Newcastle. You can also pick up the local independent stations Metro Radio, Capital and Century and the national independent music station Classic FM.

You do not need a licence to watch the television in the communal area in your flat, but you will need a licence if you wish to watch live television on your laptop. If you are not licensed you risk prosecution and a fine.

3.9.8 Newspapers

Newspapers in the UK are not controlled by the government. They are privately owned and may express the views of the editors or owners. The large-format newspapers are called the “serious press” or “broadsheets” and cost under £1 each (although newspapers on a Sunday are much fuller, with supplements and magazines and tend to cost more). Some of these are now also available in a smaller ‘Berliner’ version. The “tabloids” contain less serious news.

3.9.9 Sport including University Sport Centre Access

The University Sport Centre which is based near the Richardson Road halls of residence, is home to a Health and Fitness Suite, Multipurpose Activity Areas and a Sports Hall. Students participating in the immersion programme are eligible to take up one of the Sport Centre’s 30 day summer membership options. You will need to take your student Smart Card with you when visiting the Sport Centre.

3.9.10 Spectator Sport

The Newcastle Gateshead website has up to date information about specific sporting events.

3.10 Advice for Emergencies

3.10.1 All Emergencies

In case of fire, a crime taking place, a serious accident or sudden illness requiring urgent medical attention, check the address of the place where you are (if you are using a public telephone it is written on the phone) and telephone the number “999”. You do not need any money. The operator will reply ’Which service?’ to which you say Fire, Police, or Ambulance. The operator will connect you to the service, who will ask for the address; you should give it like this model:

27 Stanhope Street (S-T-A-N-H-O-P-E, or even S for sierra, T for tango, A for alpha, etc.)

If you discover that something valuable has been stolen, lost or damaged, or need to inform the police of something else, telephone 101. The police operator will ask you which area you are in and you reply ”City Centre”, ”Fenham”, etc. You will then be connected to the nearest police station.
In cases of accident it is also possible to take someone to the Emergency Department of a hospital. The nearest is the Royal Victoria Infirmary (RVI) on Queen Victoria Road. For minor medical injuries and ailments there is a Walk In Medical Centre on Westgate Road (telephone (0191) 282 3000). The Centre is open every day from 8 am to 8 pm and no appointment is needed. Please be aware that there can be a lengthy waiting time of several hours.

There is also a confidential, emergency health phone line open 24 hours a day, every day for advice and health information: NHS Direct telephone 111.

Depending on your travel insurance cover, you may make a claim for the missing valuables with the original copy of the policy report and medical expenses with the original copy of the invoice / receipt.

In the case of an emergency, please contact your local hospital. Here are the contact details for local accident and emergency (A & E) departments:

- **RVI Accident and Emergency**
  - Queen Victoria Road, Newcastle, NE1 4LP
  - Telephone: 0191 233 6161
  - Open 24 hours

- **NHS helpline** - 111. Telephone this number for medical advice over the telephone.

### 3.10.2 Dental emergencies

Newcastle Dental Hospital - an emergency clinic operates Monday to Friday (apart from bank holidays) from 9.00am each morning. You should arrive by 8.30am when patients are allowed to be received. You are strongly advised to attend as early as possible as only a limited number of patients can be seen on a first come first seen basis.

### 3.10.3 Mental health emergencies

- For mental health emergencies see [Counselling and mental health Support](#)
- [The Samaritans](#), [MIND](#) (National Association for Mental Health)
- [CALM](#) (Campaign Against Living Miserably) - targeted at young men aged between 15-35

### 3.10.4 Insurance

We advise you most strongly to take out a comprehensive insurance policy for the duration of your stay.

### 3.10.5 Crime and Personal Security

Please remember that Newcastle is a large industrial city with its fair share of social problems. Night life is usually friendly and lively, if noisy. Crime here is no worse than in most other similar European cities, but please note the following:

- Do not carry large amounts of cash with you and try not to show your wallet/purse too much in public places.
- Always go in groups at night, never alone. Think about helping other people home.
- The Metro stops around midnight. If you are out later than that, take a licensed taxi home.

### 3.10.6 Emergency Taxi Service

The Student Union has arranged an emergency service with a local taxi company (Budget Taxis) for students who need to get home safely but don’t have sufficient money to pay their taxi fare. If you have your Student Smart Card with you, phone the taxi company on (0191) 298 5050 and quote NEW02. Give the driver your Smart Card (the driver will keep this). If you do not have your Smart Card with you, phone (0191) 208 6817 and quote your student number. In either case your library account will be frozen until you receive an email from the Student Union asking you to pay your taxi fare and, if relevant, collect your Smart Card.
4. STUDENT SUPPORT AND GUIDANCE

4.1 Student Information Point
During the OIP your first point of contact is your Lead Ambassador.

If you require any advice or have any feedback about Student Ambassadors, please email: oip@ncl.ac.uk

4.2 School Support and Faculty Contacts
If you are having difficulty with any aspect of your programme (academic or social), or if you have a financial problem, please don’t hesitate to contact the School of Engineering contacts - as follows:

Overseas Immersion Programme Coordinators
Telephone: +44 (0)191 208 5456; +44 (0)191 208 3670
Email: oip@ncl.ac.uk

Learning & Teaching Manager, Susan Lawson
Telephone: +44 (0)191 208 5853
Email: oip@ncl.ac.uk

4.3 Student Wellbeing Service
Student Wellbeing provides information, advice and guidance on a wide range of student support issues to enable all students to maximise their potential whilst at University. Services include: financial support, counselling, disability support, support for international students and faith services.

4.4 Nightline
Nightline is a confidential and anonymous information and listening service run by students for students.

4.5 Student Advice Centre
The Student Advice Centre in the Student Union gives advice on most non-academic problems. The Student Advice Centre (SAC) is a free, professional service of the Student Union, offering information, advice, assistance and representation should it be required on a wide range of issues including financial, legal, housing, academic, personal/family and employment. The SAC remains independent of the University and is strictly confidential.

SAC is located on Level 0 of the Union Building. The Centre is open all year round. Information can also be found on their website.

4.6 University Disability Support Unit
The University has a Disability Support Unit that offers advice, guidance and support for students with disabilities and specific learning difficulties (for example, dyslexia). If you have any queries or wish to discuss any concerns you may have, contact the Unit on (0191) 208 3333 or visit the website.

4.7 Equal Opportunities
All staff, students and visitors are encouraged to enjoy and celebrate the diverse culture to be found at Newcastle University. The University is committed to promoting equality to all its staff and students. It is the University’s policy to treat all people equally irrespective of race, ethnic origin, sex, marital or parent status, sexual orientation, religion, disability, age, political belief or trade union membership and activities. In achieving this aim the University has developed a number of policies to ensure discriminatory practices or behaviour are addressed and to promote equality of opportunity.

4.8 Dignity At Work And Study
The University has a Dignity at Work and Study Code of Practice. The purpose of this code of practice is to promote a working and learning environment and culture in which harassment and bullying are known to
be unacceptable. The code aims to ensure that if harassment or bullying do occur adequate procedures are readily available to deal with the problem with support and sensitivity so as to prevent it recurring.

The Code of Practice covers both staff and students and provides information on sources of advice and support.

4.9 Your Responsibilities
Please check your Newcastle e-mail address on a regular basis so that you can ensure you are aware of any updates during the immersion programme. Please note that attendance will be monitored.

Food and drink should never be taken into any of the teaching areas.

Please ensure that your mobile phone is always switched off when you are in lectures, seminars, library areas, or any other quiet study area.

5. Quality Management

5.1 Student Opinion and Feedback
There are a number of ways in which you have the opportunity to comment on the quality of the immersion programme. Your opinion is very important to us and your feedback is most welcome. In addition to the evaluation forms that you will be asked to complete, we hope that you will discuss any issues or problems with a member of staff in your School as soon as they become apparent.

6. Other information

6.1 Multidisciplinary Project
The multidisciplinary project is a collaboration opportunity for students during Overseas Immersion Programme (OIP).

This project aims to provide students from the NU-SIT joint degree programme an opportunity to participate in multidisciplinary learning and teaching during the Overseas Immersion Programme at Newcastle University. Students will work in multidisciplinary (from Marine, Mechanical, Electrical and Chemical Engineering) teams of 6 - 7 and work on a specific project conceived by the students themselves. Academic staff from respective engineering programme will also engage with students from various engineering programme on the project.

The OIP is a great opportunity to bring together students from the four Singapore engineering programme areas. This idea is also in response to student feedback received at past SSLC meetings, that they have little chance to interact with peers from other engineering schools (due to busy term timetables and also the operations across 2 campus locations in Singapore).

Academic staff in Singapore from Marine, Chemical, and Mechanical Engineering will be involved in this project and will serve as project advisors, helping to provide guidance on the subject and direction of the project. It is proposed that four academic staff from the Singapore team will also travel to UK during the OIP period to coordinate and supervise the projects in UK during the OIP. Academic staff from Newcastle will also be involved in providing guidance to students and help in the coordination of the event in Newcastle University.

Students will showcase their projects via presentation and technical competition during the 3 days of multidisciplinary project session. Details and photos of the event will be taken and highlighted in the form of a blogpost. The blog can then be highlighted and provide a platform to showcase our multidisciplinary approach to learning and teaching. The blog will be updated annually (if this project opportunity is offered in future years).
6.2 Photo competition
We are running a photo competition which students really enjoyed participating in last year; there are some great prizes, so we encourage students to participate. The winners will be announced at School Farewell Events (see details on your timetable) so be sure to attend this.

Please submit your chosen image (1 picture per student) to oip@ncl.ac.uk before Monday 22 July at 9.00am to be in with a chance of winning – good luck.

6.3 Student Trips
The School of Engineering have organised Student Trips on the following dates:
York - Saturday 13 July 2019
Edinburgh - Saturday 20 July 2019

The prompt departure time for both trips is 7:00am.
The pick up point for both trips will be on Claremont Road (in the layby outside The Great North Museum).

Travel for these trips are funded at no cost to you.

The deadline for signing up for Student Trips was: 10 May 2019.

Enjoy your time in Newcastle!

Overseas Immersion Programme webpage: www.ncl.ac.uk/singapore/students/immersion/
Please direct any queries to: oip@ncl.ac.uk