

# UNDERGRADUATE HAND BOOK

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

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

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

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

**Professor Jo Robinson**  
**Head of School**

<https://www.ncl.ac.uk/eill/>



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## School of English Literature, Language and Linguistics (SELLL) – An Overview

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### The Running of the School

The Head of the School is Professor Jo Robinson.  
The Deputy Head of the School is Dr Helen Freshwater.  
The Director of Education is Dr Stacy Gillis.

The School has three subject areas:

- Professor Neelam Srivastava is the Subject Head of English Literature
- Dr Heike Pichler is the Subject Head of Linguistics and English Language
- Professor Lars Iyer is the Subject Head of Creative Writing

There are two Degree Programme Directors (DPDs) who oversee your progression and will work, on occasion, with the Senior Tutors:

- Dr Mark Byers is the Degree Programme Director for Literature and Creative Writing and looks after Q306, QV31 and QW38
- Dr Adam Mearns is the Degree Programme Director for Language and Linguistics and looks after Q100, Q300, Q302, and Q1+ degrees (Linguistics with a foreign language)

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

There are two Seniors Tutors who oversee pastoral care:

**Stage 1:** Dr Emily Murphy  
**Stages 2 & 3:** Dr James Cummings

### 2021-2022 Key Dates

<b>Autumn Term</b>	Monday 20 September 2021	Friday 17 December 2021
<b>Spring Term</b>	Monday 10 January 2022	Friday 25 March 2022
<b>Summer Term</b>	Monday 25 April 2022	Friday 17 June 2022
<b>Semester 1</b>	Monday 20 September 2021	Friday 28 January 2022
<b>Semester 2</b>	Monday 31 January 2022	Friday 17 June 2022

The undergraduate academic year is organised into three terms. Major holidays (Christmas and Easter) occur between terms. The undergraduate academic year is ALSO organised into two semesters. Induction will take place in the week commencing 20 September 2021. Each semester will have 12 weeks, 11 teaching weeks, with an enrichment week in Semester 1 and a revision/buffer week in Semester 2. There will be an inter-semester week break, following the Semester 1 assessment period and prior to the start of Semester 2.

You are expected to participate in all timetabled activities and engage in classes and group learning activities.

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

If you do not pass at the first attempt, you may be required to take an additional resit examination or assessment at the end of August. You have the right to one resit attempt for any module you have failed. If you have deferred an exam or assessment (e.g. due to illness), this will be taken during the resit period. Stage 3 students do not have the right to a second attempt.

Term and semester dates current and future years:

<https://www.ncl.ac.uk/regulations/docs/term-dates/#currentandfutureyears>

### 2021-22 Exam Dates:

Semester One	Monday 10 January 2022 to Friday 21 January 2022 (including Saturday 15 January)
Semester Two	Monday 23 May 2022 to Friday 10 June 2022 (including Saturday 28 May) <i>(no exams 2-5 June due to extended bank holiday)</i>
Resits	Monday 22 August 2022 to Friday 2 September 2022 (including Saturday 27 August)

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### Summary of Programme Commitments

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Average number of contact hours:	Three hours per module per week is usual. This excludes the guided self-study and reading you are expected to do. Please check the exact commitments of individual modules in the module catalogue: <a href="https://www.ncl.ac.uk/module-catalogue/">https://www.ncl.ac.uk/module-catalogue/</a>
Mode of delivery:	The bulk of teaching in SELLL is done in lectures and seminars. We also use study groups, workshops and tutorials. As above, the delivery plan for individual modules can be found in the module catalogue.
Normal notice period for change to the timetable, including rescheduled classes:	Two weeks is the normal notice period for rescheduling classes.
Normal notice period for changes to the curriculum or assessment:	Changes to the assessment and/or the curriculum are generally not made once the module has commenced except in unprecedented circumstances.
Normal deadline for feedback on submitted work:	During assessment periods, teaching staff mark work across multiple modules and stages of the degree, and aim to have feedback to students within 20 working days in Semester 1. This usually means four weeks, not including weekends or public holidays. Feedback on assignments completed at the end of Semester 2 are returned after the meeting of the UG Board of Examiners (this may be slightly longer than 20 working days).
Normal deadline for feedback on examinations:	20 working days from the end of the assessment period in Semester 1 and after the meeting of the

	UG Board of Examiners in Semester 2.
Assessment methods and criteria:	Please see: <a href="https://www.ncl.ac.uk/eill/students/assessment-feedback/">https://www.ncl.ac.uk/eill/students/assessment-feedback/</a>
Academic guidance and support:	For information on where to get support, please see the section on Health and Wellbeing in this handbook.

## University Timetables

The University app is the easiest and most up-to-date way to access a teaching timetable personal to you (<https://services.ncl.ac.uk/itservice/teaching-services/mobile/universityapp/>). It is important that you only attend the sessions shown on your timetable. You can also view a module, programme and personal timetable on the Student Timetables website ([www.ncl.ac.uk/timetable](http://www.ncl.ac.uk/timetable)) and find further information to understand your timetable and navigate the teaching campus.

Timetables will show you the date, time and location of classes taking place on campus, all other timetabled classes will be online and live using Zoom or Teams. Your School will provide information on how to engage with online learning.

Your classes can take place most days and between the hours of 09.00 and 18.30, Monday to Thursday, and 09.00 and 17.30 on Friday. Check your timetable daily for the first few weeks as it can be subject to change. Inform your School of any problems with your personal timetable.

## The Student Charter and the Newcastle Offer

Newcastle University and the School aim to provide a high standard of teaching and a rich academic environment in which to learn and study. More information on the Student Charter is available online: <https://www.ncl.ac.uk/student-welcome/regulations/#studentcharter>.

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 <https://www.ncl.ac.uk/student-progress/> in force for the time being in so far as they concern me'. The Student Discipline procedure can be accessed here: <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: <https://www.ncl.ac.uk/its/governance/modules/dph/introductory/> (note you must be logged on to read this).

## Attendance

The University wishes to support all students to the completion of a programme of study and we know that good engagement with their programme plays an important part in successful outcomes. It is important that all students adhere to the regulations and terms of the Student Charter <https://www.ncl.ac.uk/student-welcome/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 resident in the UK and to report to UK Visas and Immigration, any student who is located in the UK

who is not engaging with their studies and may be presumed to have withdrawn and be reported to the Home Office.

Attendance at classes and engagement with online learning activities via Canvas is monitored to help us to identify, contact and support at an early stage any student whose lack of interaction gives us cause for concern. Most degree programmes will monitor all in-person classes. We use the SMART card scanners located throughout campus to record attendance and your attendance at timetabled classes is recorded when you scan your SMART card on entering the room.

If you are unable to attend for any length of time (more than 3 days absence), you should notify your School by promptly submitting an absence request form along with any necessary evidence. You can do this through S3P:

<https://www.ncl.ac.uk/students/progress/student-resources/s3p/absencereq.htm>

International students should also seek approval for vacations or plans to leave the UK in the summer period, as this may have implications for your visa.

A significant number of absences could mean that 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 <https://www.ncl.ac.uk/student-progress/policies/policies/attendance/> for more information on University attendance requirements.

### **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.

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## Degree Programme and Module Information

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### Single Honours Degrees

We offer single honours degrees in:

- English Literature (Q306)
- English Literature with Creative Writing (QW38)
- English Language (Q302)
- Linguistics (Q100)

### Joint Honours Degrees

- English Language and Literature (Q300)

We offer joint honours degrees in conjunction with the School of History, Classics and Archaeology:

- English Literature and History (QV31)

Joint honours degrees in linguistics with an additional language are offered in conjunction with the School of Modern Languages:

- Linguistics with Chinese or Japanese (Q1T4)
- Linguistics with French (Q1R1)
- Linguistics with German (Q1R2)
- Linguistics with Spanish (Q1R4)

### Key Definitions

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

[Programme Regs 2021 - University Regulations - Newcastle University \(ncl.ac.uk\)](https://www.ncl.ac.uk/regulations/programmeregandspec/programmereg2021/#School+of+English+Literature%2C+Language+and+Linguistics)

and in the Undergraduate Carousel outside the School Office.

- **Degree programme specifications** – the specifications for each degree programme contain information on the aims, learning outcomes, teaching and learning methods and assessment strategies specific to each programme. SELLL degree programme specifications are available here:  
<https://www.ncl.ac.uk/regulations/programmeregandspec/programmereg2021/#School+of+English+Literature%2C+Language+and+Linguistics>
- **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 present-in-person sessions on campus.
- **Synchronous** – learning, teaching and assessment activity that happens at the same time for all involved.
- **Non-synchronous** – learning, teaching and assessment activity that can be undertaken by those involved at different times.

## Course Structure

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

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

## Sensitive Material in UG Lectures, Seminars, Reading Lists

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

## Modules and Module Choice

The Degree Programme Regulations for your programme explain which modules are compulsory, core, and/or optional on your degree programme. You can look up information on each module in the Module Catalogue (<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 contact 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.

Stage 1 students with optional modules will complete a module [request form](#) before the end of Teaching Week 1. All students will be provided with information to help you select your optional modules.

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

## 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 opportunities to develop these through various aspects of your university experience, including your programme and also through your extracurricular activities. The University maps these attributes according to the Graduate Framework <https://www.ncl.ac.uk/careers/planning/graduateframework/> and offers all students the opportunity to gain additional recognition of these through the ncl+award <https://www.ncl.ac.uk/careers/awards/nclplusaward/#about>.

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. Identifying attributes that have been linked to your programme, and other experiences, will help you to recognise those which you can mention in future interviews and on your CV.

## Personal Tutoring

When you arrive at University, will you 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
- Your Peer Mentor, if you are a new Undergraduate student
- The University's [Student and Staff Wellbeing](#)
- University guidance on Covid 19 <https://enquire.ncl.ac.uk/en/covid-19-faqs>

During each year you are expected to have **a minimum of four contacts** with your Personal Tutor – your School will provide you with details of how these sessions will run. The first of these will be in your induction period, to explain how your course will be organised, and to help you 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 and Staff Wellbeing <https://www.ncl.ac.uk/wellbeing/>

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 or vice versa. You don't need to give any reason for changing your tutor, and your School will be able to explain the procedures for doing so.

If you undertake a placement as part of your undergraduate study at Newcastle, you will be supported throughout the year either by your personal tutor or perhaps a placement tutor within your School or Careers Service.

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.

## **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 Coordinator 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 period. Mentors will then arrange further meetings throughout the first semester.

Peer Mentoring is valued by the University and in order to recognise the hard work of Peer Mentors, a Thank You event is held at the end of Semester 1 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.

Further information about Peer Mentoring for Mentees and Peer Mentors can be found at: <https://www.ncl.ac.uk/library/resources-and-study-support/peer-mentoring/>

The University has a policy that explains peer mentoring schemes (<http://www.ncl.ac.uk/ltds/assets/documents/qsh-peerment-principles.pdf>) (You must be logged in to access this link).

## **Other Sources of Support in Our School**

Your personal tutor should always be your first point of contact if you have questions or concerns, but they 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. Their 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. They also act as a second point of contact if your personal tutor is absent from the University and may provide support for you and your tutor if any complicated issues arise. The Senior Tutor focuses on supporting students who may have personal circumstances that are affecting their overall performance, rather than specific academic issues.

## School and University Websites

The School website <https://www.ncl.ac.uk/eIII/> is full of important information relating to your degree including submission deadlines, regulations and style guides. The website is updated regularly.

Canvas is also a good place to look for information about your modules. Each module you study has its own Canvas page where module leaders will upload their module guide, lecture slides, assessment information and much more. Canvas is also where you will go to submit most of your assessments electronically: <https://canvas.ncl.ac.uk/login/> (please use Chrome - Canvas is not supported by Internet Explorer).

The SELLL **Online Chat** is available Tuesdays and Thursdays from 10.00 am to 12.00 noon term time only. Website: [Current Students - English Literature, Language and Linguistics - Newcastle University \(ncl.ac.uk\)](https://www.ncl.ac.uk/current-students/english-literature-language-and-linguistics-newcastle-university) To access the chat, scroll down and click on the **Contact Us** icon on the right side.

For any other queries please email: [english@ncl.ac.uk](mailto:english@ncl.ac.uk)

## Communication

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

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

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

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

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

## **Mobile Phones**

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

## **Social Spaces**

There is a Student Common Room on the first floor of Percy which contains 16 PCs and some sofas. Noticeboards outside the Common Room detail activities organised by various student societies during term time.

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## **Societies and Social Activities**

Newcastle has a thriving culture of student societies covering all areas of interest. Within the School we have the Creative Writing Society. You can find out more about these societies at the Fresher's Fair or by visiting the Students Union website:

<https://www.nusu.co.uk/getinvolved/societies/list/>

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## **Placements and Study Abroad Opportunities**

The School has undergraduate exchange links with several universities on the European Continent and North America and there are opportunities available for you to spend a Semester abroad.

The placement year usually takes place between Stage 2 and 3 of your studies and involves completing a 120 credit year long module with support from the Careers Service. You can find more information here: <https://www.ncl.ac.uk/careers/workexperience/placements/>

Undergraduate students also have the opportunity to undertake a 9-12 month work placement, managed by the Careers Service. This usually takes place after your penultimate year of study and extends your degree programme by one year. It also involves completing a 120 credits year-long module, supported by the Careers Service. For more information see: <https://www.ncl.ac.uk/careers/workexperience/placements/>

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## Health and Wellbeing during your Academic Studies in the School of English Literature, Language and Linguistics

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Alongside your academic progression and achievements, all of the staff in the School of English want to ensure that your health and wellbeing thrives during your time with us. Various people are available in the School to provide support and signpost you to support structures that are available both on and off campus.

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



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



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



You may also wish to seek advice from Student Services. Their **telephone lines are open** from: 09.00 to 17.00 Monday, Tuesday, Thursday and Friday and 10.00 to 17.00 Wednesday only. Telephone **0191 208 3333**. You can also use the web enquiry form: [student enquiry form](#).

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

<https://www.ncl.ac.uk/elll/students/assessment-feedback/academic-consultation/>

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

### Student Health and Wellbeing

Student Wellbeing can offer advice and support on:

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

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

## Urgent Health and Wellbeing Concerns

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

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

There is 24 hour support from Talk Campus [24/7 Support - Student and Staff Wellbeing - Newcastle University \(ncl.ac.uk\)](https://www.ncl.ac.uk/247-support-student-and-staff-wellbeing)

If you have a **wellbeing related emergency outside of normal opening hours**, please visit our [Urgent Help page](#).

## Anonymity

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

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

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## Circumstances Affecting your Studies

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

If you are ill at any point while at University, you should inform your personal tutor as soon as possible. If you are absent for more than three working days (Monday through Friday), you should complete an Absence Request Form through S3P:

<https://www.ncl.ac.uk/students/progress/student-resources/s3p/absencereq.htm>

If you are absent for more than seven working days, you must obtain a medical certificate from your doctor and upload it onto S3P with your Absence Request.

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

In exceptional circumstances e.g. during a public health emergency the University may need to implement temporary changes to the absence notification process, such as to indicate remote learning. Any changes and instructions will be promptly communicated to students via e-mail.

If you believe that your absence has affected your academic performance in an assessment (coursework or exam) or prevented you from attending a required session, you should inform your personal tutor. You should also fill in a Personal Extenuating Circumstances (PEC) form

to explain how your illness has affected your studies. If your circumstances are particularly sensitive and you do not want any details to be known, even to your tutor, then you can provide a confidential letter and information in a sealed envelope for the Chair of the School PEC Committee. Please hand this in at the School Office.

More information about the sickness and absence procedure is available here:

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

## 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 should advise their School by completing the online Personal Extenuating Circumstances (PEC) Form via S3P as close as possible to the time that the problem arose and in advance of any imposed School deadline (ideally 3 days), so that appropriate adjustments can be considered. Before submitting a PEC application students are advised to carefully read the Guidance for Submission of Personal Extenuating Circumstances which can be found on the Student Progress Webpages at:

<https://www.ncl.ac.uk/students/progress/Regulations/Procedures/change/PEC.htm>

Students should note that PEC applications submitted on either a Saturday or Sunday will be not be processed until the following week.

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 taken into account when a case is considered.

The PEC form enables the School to consider each case on its merits and, if possible, make an appropriate adjustment. Possible assessment 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 are not appropriate or could further exacerbate the situation for the student:

- recommending support for discretion at the Board of Examiners –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 - personal extenuating circumstances 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 Board of Examiners (BoE).

It is the student's responsibility to provide information on the impact and dates affected. Please note that from the 21/22 academic year evidence will once again be required to support PEC applications. Evidence should outline the problems faced and the period of impact –e.g. 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:

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

Personal Extenuating Circumstance (PEC) Policy and Procedure:

<https://www.ncl.ac.uk/students/progress/Regulations/Procedures/change/PEC.htm>  
<https://www.ncl.ac.uk/academic-skills-kit/assessment/understanding-assessment/personal-extenuating-circumstances/>

### **Change of Circumstances (Transfer, Suspend Studies or Withdraw)**

Sometimes circumstances do change, and you may decide that you want to transfer degree programmes, interrupt 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 Degree Programme Director of both programmes.

Permission to make these changes often depends upon approval from the Degree Programme Director.

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

here: <https://www.ncl.ac.uk/students/progress/Regulations/Procedures/change/>

Your personal tutor should be able to help you complete these forms if necessary.

## **Complaints & 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>

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## **Assessment and Feedback**

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### **Methods of Assessment**

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

### **What are Markers Looking for?**

The Criteria of Assessment can be found on the School website:

<https://www.ncl.ac.uk/eill/students/assessment-feedback/> We recommend you take some time to read through this so you understand how your work is marked and what the marks mean for your degree classification.

Your work must follow the School Style Guides and observe word limits. The Style Guides can also be found on the School website: <https://www.ncl.ac.uk/eill/students/ug-resources/>

### **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 <https://www.ncl.ac.uk/eill/students/assessment-feedback/>

Across the University, Schools and module leaders ask students to submit their coursework in a variety of ways (i.e., through Canvas or, NESS). 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! Deadline dates and times might be different in other schools.

Only the Degree Programme Director 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.



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

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

For information on how to submit your work, submission deadlines and Canvas instructions, please visit the School website: <https://www.ncl.ac.uk/eill/students/assessment-feedback/>

## Plagiarism

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

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

The University takes plagiarism and academic conduct very seriously, and you are expected to know how to reference other sources correctly. More guidance on Plagiarism is available here: <https://www.ncl.ac.uk/academic-skills-kit/good-academic-practice/plagiarism/>

## 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 you submit work late a sliding scale of late penalties will be applied. A fixed penalty of a 5% deduction of the final agreed mark, for every calendar day that the work is submitted late. Deductions will accrue daily for either a 7 day period, or until the mark reaches the pass mark (40 for undergraduate modules, 50 for integrated masters and PGT modules, and the relevant pass grade for non-modular programmes). Work submitted after 7 calendar days will be given 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).

- 'Stuck in traffic', 'late train', or 'computer cluster was closed' are not valid excuses for lateness — you need to build in a safety margin. It is your responsibility to submit your work on time and to keep a back-up of your work at all stages.
- Follow the instructions in Canvas for electronic submission **carefully**.
- Please also make sure that what you submit is the complete and final version of your

work. We cannot, for instance, accept a bibliography that you accidentally missed off or another version if you submitted the wrong version.

- If, for good reason, you are unable to submit your work on time, you should seek an Extension by submitting a PEC form.
- If you are experiencing technical difficulties submitting a piece of work please contact [english@ncl.ac.uk](mailto:english@ncl.ac.uk) **before the deadline** with a screenshot of the issue.

## 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 of the main periods.

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 and details what you can and cannot take into an exam: <http://www.ncl.ac.uk/exams/rules>

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 as soon as possible:

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

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/>

## What's the marking process, and what feedback do I get?

Most assessed work in the School is marked and then moderated. The purpose of moderation is to confirm that, broadly speaking, the academic standards applied by the first marker are reasonable and consistent.

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

— oversee the whole examining process and sample work to check overall fairness of assessment and marking.

- **Scaling** - in rare cases, a whole set of marks for a module assignment may be scaled, i.e. systematically adjusted to represent student achievement more fairly. This will normally take place before you receive your marks, but it can happen afterwards (though well in advance of the meeting of the UG Exam Board).
- **Re-marking** - because of the rigors of the system, it is not University policy to allow re-marking.
- **Feedback** - module leaders and/or other staff are available to provide feedback. Academic consultation and feedback hours can be found on the school website: [Academic Consultation and Feedback Hours - English Literature, Language and Linguistics - Newcastle University \(ncl.ac.uk\)](https://www.ncl.ac.uk/academic-consultation-and-feedback-hours-english-literature-language-and-linguistics-newcastle-university-ncl.ac.uk/)
- The **Moderation and Scaling Policy** for SELLL is available here: <https://www.ncl.ac.uk/eill/students/assessment-feedback/>
- The University's **Assessment Irregularities Procedure** can be found in full here: <https://www.ncl.ac.uk/students/progress/Regulations/Procedures/assessment.htm>

## Recognition of Prior Learning and Credit Transfer

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

## Student Representation and Feedback

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

The SELLL Student Voice Committee (SVC) meet throughout the academic year to discuss opportunities and challenges arising across the School. Made up of staff and student representatives, the committee work to address key strategic issues and investigate new ideas. All SELLL students are encouraged to get involved, either by running as a course representative or by contributing to discussions within their own constituency. Students can find out who their course reps are online: <https://www.ncl.ac.uk/eill/students/assessment-feedback/student-voice/> and contact them via e-mail, or the Newcastle University App.

If you would like to raise anything anonymously with the SVC, you can do so by submitting an anonymous suggestion: <https://form.jotform.com/203493135144046>. This form is also available on the NCL App and by scanning the QR Codes displayed in and around the Percy Building.

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

## Mechanisms for Ensuring the Quality of your Degree

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

- Annual Monitoring and Review: <http://www.ncl.ac.uk/ltds/assets/documents/gsh-amr-policy.pdf>
- Learning and Teaching Review: <http://www.ncl.ac.uk/ltds/assets/documents/gsh-ltr-policy.pdf>
- External Examining: <http://www.ncl.ac.uk/ltds/governance/examiners/>

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

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

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## Resources

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### The Philip Robinson Library

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

### The Marjorie Robinson Library

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

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

## Archives and Other Resources

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

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

## Newcastle Centre for the Literary Arts

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

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

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

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

## Writing Support

The School provides information about correct presentation through School Style Guides, which all written work in the School should follow. These are available via the School website: <https://www.ncl.ac.uk/eill/students/ug-resources/>  
Academic tutors' feedback and consultation hours provide an excellent opportunity to seek personal guidance on your writing.

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

Keep up to date with news and events: <https://www.ncl.ac.uk/eill/news-and-events/>

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## Careers Service and Student Leadership Programme

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Whether you're seeking a graduate career, thinking of doing further study, or interested in starting a business, the Careers Service can help you realise your potential. They provide free careers advice and support while you're studying, and for three years after you graduate, with services including career planning, CV and application support, information on finding work

experience and placements, interview preparation, networking and more. Further information is available on their website: <http://www.ncl.ac.uk/careers/>

Students also have the opportunity to gain paid work experience that fits around their studies through the SELLL Student Leadership Programme. The programme runs three routes: Student Employability Bloggers; Café Leaders; and Event Workers.

- **Student Employability Bloggers** - Responsible for promoting opportunities to help SELLL students start to shape their careers beyond University. They manage a blog: <https://sellcareers.wordpress.com/> and the School's Instagram account: @NCL\_English.
- **Event Workers** – primarily assist with University Visit Days, including Open Days and Offer Holder Days, talking to prospective students and promoting the School. In addition to Visit Days, Events Workers may also assist with Induction activities and other major public events held in the School.

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## Health, Safety and the Environment

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

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

In the case of discovering a fire:

- Sound the fire alarm
- Leave the building by the nearest available exit
- Ring 999 and then security on 0191 208 6666

The School's Safety Officer is Sherelle Coulson.

Email: [sherelle.coulson@ncl.ac.uk](mailto:sherelle.coulson@ncl.ac.uk) Tel: **0191 208 7199**.

Location: School Office, 3<sup>rd</sup> Floor.

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

Please also observe the following:

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

utmost care.

- **Smoking** (including the use of electronic cigarettes) – a No Smoking policy operates throughout the Percy Building, and the whole University campus is a No Smoking zone.
- **Security** – please report any suspicious intruders to the School Office immediately. The Percy Building is open to undergraduates 8.00 am – 6.00 pm during term-time. The front door of the Percy Building is Smart Card controlled and you will not be able to enter the building outside of these hours.
- **First Aid** – Melanie Birch (School Office) and Caroline Ede (School Office) are trained first-aiders. A First Aid box is located on the 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> floors, near the stairwell/lift areas.
- **Medical and Dental Practices** – You should register with a doctor on arrival at University.

## Do your Bit for the Environment

- Virtually all items you discard can be recycled on campus, especially paper, plastic bottles, glass, cardboard and food waste. Please make full use the recycling containers around the Percy Building and elsewhere. Do ensure that the correct items go in the correct containers, and do not throw anything recyclable in the general waste bins.
- All members of the School are expected to reduce their carbon footprint as much as possible. One way to do this is to be as economical as possible in your use of paper, and you should therefore print all your work out double-sided, i.e. printed on both sides of the paper. If you forget, however, please *don't* print out another copy. Please also ensure that if you are buying paper for your own printer, it's 100% recycled, and preferably made from post-consumer waste.

## Health and Wellbeing

<p><b>Student Health and Wellbeing Service</b> Level 2, King's Gate</p>	<p>Student Welfare and Counselling Service</p> <ul style="list-style-type: none"> <li>▪ Welfare support for students experiencing mental health distress</li> <li>▪ Welfare support for academics, friends and family who are worried about students who may be in mental health distress</li> <li>▪ Assessment appointments with a counsellor for students struggling with emotional life concerns which cause unmanageable emotional or psychological distress, to establish where needs are best met</li> <li>▪ Links to appropriate internal or external support services</li> <li>▪ Online self-help and guided therapy programmes, psychoeducational groups and time-focused counselling</li> <li>▪ Wellbeing Workshops on a number of topics including Confidence building, Anxiety management and Mindfulness.</li> </ul> <p>Website: <a href="http://www.ncl.ac.uk/students/wellbeing/">http://www.ncl.ac.uk/students/wellbeing/</a></p>
<p><b>Disability Service</b></p>	<ul style="list-style-type: none"> <li>▪ Access to one-on-one support to identify support and adjustments</li> <li>▪ A tailored Student Support Plan</li> <li>▪ Advice and support with applications for Disabled Students Allowances (UK students only)</li> <li>▪ Tailored one-to-one specialist study skills for students with Specific Learning Difficulty (Dyslexia) and Autism Spectrum Conditions</li> <li>▪ Transition and social support</li> <li>▪ Advice and information about diagnostic assessment</li> </ul>

	<ul style="list-style-type: none"> <li>Advice and information for academic colleagues</li> </ul> <p>Website: <a href="https://www.ncl.ac.uk/wellbeing/supportservices/disabilitysupport/#overview">https://www.ncl.ac.uk/wellbeing/supportservices/disabilitysupport/#overview</a></p>
<b>Student Financial Support Service</b>	<ul style="list-style-type: none"> <li>UK Undergraduate &amp; Postgraduate Opportunity Scholarships to support lower income and widening participation students</li> <li>Vice-Chancellor's Scholarships to support international and EU students as well as a number of external and donor funded scholarship schemes</li> <li>Student Financial Support Fund, Financial Assistance Fund &amp; Emergency funding to help students experiencing financial difficulties</li> <li>Tailored one-to-one budgeting sessions and weekly drop-in sessions. Advice and support with student loan funding including US Federal Loans</li> <li>Summer Research Scholarship Scheme and Student Expeditions Scheme</li> </ul> <p>Email: <a href="mailto:student.fin-supp@ncl.ac.uk">student.fin-supp@ncl.ac.uk</a>  Website: <a href="http://www.ncl.ac.uk/student-financial-support/">www.ncl.ac.uk/student-financial-support/</a></p>
<b>Hate Crime and Sexual Violence Prevention and Survivor Support Service</b>	<ul style="list-style-type: none"> <li>We do not tolerate hate crime, sexual violence, harassment, or discrimination</li> <li>We aim to eliminate these behaviours, and we support survivors</li> <li>You can report your concerns anonymously, or ask to speak to an advisor.</li> <li>We are survivor led – we will never force you to report to the Police, or to make an official complaint to the University</li> </ul> <p>We offer:</p> <ul style="list-style-type: none"> <li>Specially trained Sexual Violence Liaison Officers</li> <li>Signposting to Hate Crime Advocacy services</li> <li>Information and resources to inform your decisions</li> <li>Weekly on-line drop-ins to ask questions about support options</li> </ul> <p>Email: <a href="mailto:svlo@ncl.ac.uk">svlo@ncl.ac.uk</a>  You can report at: <a href="https://reportandsupport.ncl.ac.uk">https://reportandsupport.ncl.ac.uk</a></p>
<b>Chaplaincy and Pastoral Care Service</b>	<ul style="list-style-type: none"> <li>Listening Ear - email: <a href="mailto:pastoral.support@ncl.ac.uk">pastoral.support@ncl.ac.uk</a></li> <li>Walk &amp; Talk - with up to 5 others (45mins). Sign up <a href="https://www.ncl.ac.uk/wellbeing/supportservices/faithandspiritualitysupport/get-involved/walk-and-talk/">Eventbrite</a></li> <li>Website: <a href="http://www.ncl.ac.uk/wellbeing/supportservices/faithandspiritualitysupport/get-involved/walk-and-talk/">www.ncl.ac.uk/wellbeing/supportservices/faithandspiritualitysupport/get-involved/walk-and-talk/</a></li> <li>Faith Support - Email: <a href="mailto:chaplaincy@ncl.ac.uk">chaplaincy@ncl.ac.uk</a></li> <li>Quiet spaces and prayer facilities: <a href="https://www.ncl.ac.uk/wellbeing/supportservices/faithandspiritualitysupport/faith-facilities/">https://www.ncl.ac.uk/wellbeing/supportservices/faithandspiritualitysupport/faith-facilities/</a></li> <li>Weekly email with updates for the whole University community. Sign up to the email list <a href="#">here</a></li> </ul>
<b>Student Advice Centre</b> Ground Floor, Student Union Building.	<p>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 may even take on your case for you. More information is available from their website: <a href="https://www.nusu.co.uk/support/sac/">https://www.nusu.co.uk/support/sac/</a></p> <p>During term-time, you may drop in for a brief session with one of the advisers, but for complex or serious problems (requiring more than 20 minutes to discuss), you should make an appointment.</p>



	<p>Telephone 0191 239 3979;  Email: <a href="mailto:student-advice-centre@ncl.ac.uk">student-advice-centre@ncl.ac.uk</a>  They 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.</p>
<b>Sport and Fitness</b>	<p>Get involved in sport and exercise at Newcastle.</p> <ul style="list-style-type: none"> <li>▪ Gym fitted with the latest high performance equipment for strength and cardiovascular training.</li> <li>▪ Group fitness classes.</li> <li>▪ Inclusive sport programme designed to remove barriers to sport, allowing everyone, including those with disabilities, to enjoy being more physically active.</li> <li>▪ Competitive sport programme open to all abilities.</li> </ul> <p>We schedule our sports and fitness programmes so you can fit in training around your lectures. Discover how you can get involved in sport and fitness at Newcastle here! <a href="https://www.ncl.ac.uk/sport/">https://www.ncl.ac.uk/sport/</a></p>

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## Resources

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<b>University IT Service (NUIT)</b>	<ul style="list-style-type: none"> <li>▪ <b>Get Started with IT</b>  Before you begin your programme, you'll receive your username and password. You'll use these to access most University IT Services and campus WiFi. It's a good idea to <a href="#">register for Self-service Password Resets</a>.</li> <li>▪ <b>University Email Account</b>  Every student has a Newcastle University email account for official University emails. Log in at <a href="http://office365.ncl.ac.uk">office365.ncl.ac.uk</a>.  To set up on your mobile, laptop or tablet: <a href="http://go.ncl.ac.uk/itservice/email">go.ncl.ac.uk/itservice/email</a></li> <li>▪ <b>Your Document Storage</b>  Your 'Documents' folder (H: drive) is a secure place to save your work, it's accessible from any University PC or off-campus via <a href="http://filr.ncl.ac.uk">filr.ncl.ac.uk</a>. You also have 5TB of personal file storage in Microsoft OneDrive; download the app or access your files online at <a href="http://office365.ncl.ac.uk">office365.ncl.ac.uk</a></li> <li>▪ <b>Newcastle University App</b>  The Newcastle University app is a great way to manage your student life, you'll also use it to create your digital University Smartcard. The app features your timetable, find a PC on campus, manage your library and print accounts and contact your tutor. It's free to download from your app store.</li> <li>▪ <b>University WiFi</b>  WiFi is widely available across campus and University-owned Halls. Select the Newcastle-University network and enter your username and password to connect. See <a href="http://go.ncl.ac.uk/itservice/connect">go.ncl.ac.uk/itservice/connect</a></li> <li>▪ <b>University PCs</b>  Computers can be found in cluster rooms across campus. The Newcastle University app can help you find a cluster with available PCs. See <a href="http://go.ncl.ac.uk/itservice/clusters">go.ncl.ac.uk/itservice/clusters</a></li> <li>▪ <b>Printing</b></li> </ul>
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	<p>You can print to cluster room printers from your laptop, tablet or mobile at <a href="http://nuprint.ncl.ac.uk">nuprint.ncl.ac.uk</a></p> <p>Every student is given a free allocation of print and copy credit at the start of the academic year. You can check your print funds or buy more credits at <a href="http://printing.ncl.ac.uk">printing.ncl.ac.uk</a></p> <ul style="list-style-type: none"> <li>▪ <b>Photocopying</b> is available from most libraries.</li> <li>▪ <b>Using Your PC away from Campus</b> you can access your files and some University software at <a href="http://filr.ncl.ac.uk">filr.ncl.ac.uk</a>. If you're unable to access a cluster, the Student Windows Virtual Desktop also gives access to popular University software and OneDrive, via your PC or tablet. See <a href="http://go.ncl.ac.uk/itservice/wvd">go.ncl.ac.uk/itservice/wvd</a>.</li> <li>▪ <b>Software</b> is available for your PC at no personal cost or a reduced price, See what's available at <a href="http://go.ncl.ac.uk/itservice/studentsoftware">go.ncl.ac.uk/itservice/studentsoftware</a>.</li> <li>▪ <b>Canvas</b> is the Virtual Learning Environment at Newcastle. It's used to deliver teaching and support your learning and has 24/7 access. Website: <a href="http://canvas.ncl.ac.uk">canvas.ncl.ac.uk</a>.</li> <li>▪ <b>IT Support</b> Student IT Guide: <a href="https://www.ncl.ac.uk/itservice/studentguide/">https://www.ncl.ac.uk/itservice/studentguide/</a> Policy on 'Use of IT Facilities': <a href="https://services.ncl.ac.uk/itservice/rules/">https://services.ncl.ac.uk/itservice/rules/</a> <b>Email:</b> <a href="mailto:it.servicedesk@ncl.ac.uk">it.servicedesk@ncl.ac.uk</a> <b>Website:</b> <a href="http://www.ncl.ac.uk/itservice/">http://www.ncl.ac.uk/itservice/</a></li> </ul>
<p><b>Academic Skills Kit (ASK)</b></p>	<p>The Academic Skills Kit is an online resource which provides advice on developing your academic skills and information about where you can go for support.</p> <ul style="list-style-type: none"> <li>▪ Assessment</li> <li>▪ Writing</li> <li>▪ Study Skills</li> <li>▪ Good academic practice</li> <li>▪ Numeracy, maths and statistics</li> <li>▪ Information and digital skills</li> </ul> <p>Website: <a href="http://www.ncl.ac.uk/ask">www.ncl.ac.uk/ask</a></p>
<p><b>Writing Development Centre</b></p>	<p>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:</p> <ul style="list-style-type: none"> <li>▪ Understanding assignment questions, marking criteria and feedback</li> <li>▪ Critical thinking, critiquing and reviewing literature</li> <li>▪ Planning and structuring writing</li> <li>▪ Avoiding plagiarism</li> <li>▪ Exams and Revision (excluding take-home exam papers, except in general terms)</li> </ul> <p>We offer <b>one to one tutorials</b> 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. Website: <a href="https://www.ncl.ac.uk/library/subject-support/wdc/">https://www.ncl.ac.uk/library/subject-support/wdc/</a></p>
<p><b>Maths-Aid</b></p>	<p>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:</p> <ul style="list-style-type: none"> <li>▪ mastering mathematical methods</li> <li>▪ revising and practice for tests and exams</li> <li>▪ understanding statistical tests and packages</li> </ul>

	Website: <a href="https://www.ncl.ac.uk/academic-skills-kit/where-to-go-for-support/maths-aid/">https://www.ncl.ac.uk/academic-skills-kit/where-to-go-for-support/maths-aid/</a>
<b>INTO Newcastle In-Sessional English</b>	Free academic English classes for Newcastle students whose first language is not English. Website: <a href="http://www.ncl.ac.uk/students/insessional/about/insessional.htm">http://www.ncl.ac.uk/students/insessional/about/insessional.htm</a>
<b>Careers Service</b>	Newcastle University's award-winning <a href="#">Careers Service</a> can help you make the most of your unique skills and experiences during your studies and for three years after you graduate. There's lots of information and useful resources on our <a href="#">website</a>  See also "Careers Service and Student Leadership Programme" in this document. START UP: <a href="https://www.ncl.ac.uk/careers/startup/">https://www.ncl.ac.uk/careers/startup/</a> Work experience opportunities: <a href="https://mycareer.ncl.ac.uk/home.html">https://mycareer.ncl.ac.uk/home.html</a> Careers Modules: <a href="https://www.ncl.ac.uk/careers/modules/">https://www.ncl.ac.uk/careers/modules/</a> Placements: <a href="https://www.ncl.ac.uk/careers/modules/careersserviceplacementyearmodule/">https://www.ncl.ac.uk/careers/modules/careersserviceplacementyearmodule/</a> Recruitment and workshops: <a href="https://mycareer.ncl.ac.uk/unauth">https://mycareer.ncl.ac.uk/unauth</a>
<b>Health and Safety</b>	See "Health, Safety and the Environment" in this document. <ul style="list-style-type: none"> <li>▪ The University is legally required to carry out <a href="#">risk assessments</a> <a href="https://newcastle.sharepoint.com/hub/orghas/Pages/safety_risk.aspx">https://newcastle.sharepoint.com/hub/orghas/Pages/safety_risk.aspx</a> 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.</li> <li>▪ Each Faculty will provide a health and safety induction and training for students.</li> <li>▪ 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.</li> <li>▪ <b>Fire Alarm instructions:</b> <a href="https://newcastle.sharepoint.com/hub/orghas/Pages/safety_FireAction.aspx">https://newcastle.sharepoint.com/hub/orghas/Pages/safety_FireAction.aspx</a></li> <li>▪ <b>Security team</b> 24 hrs Tel: 0191 208 6666 Non-emergencies Tel: 0191 208 6817 or email: <a href="mailto:security@ncl.ac.uk">security@ncl.ac.uk</a></li> <li>▪ To report any physical defects on campus Tel:0191 208 7171 or email: <a href="mailto:ess-helpdesk@ncl.ac.uk">ess-helpdesk@ncl.ac.uk</a></li> <li>▪ <b>Safezone</b> is a free app that connects you directly to University Security. If you raise an alarm or call for help, on-campus Security will be alerted so they can help you quickly and effectively. <a href="https://www.safezoneapp.com/">https://www.safezoneapp.com/</a></li> </ul>

<b>International Office</b> King's Gate	<p>The International Office provides information and advice on:</p> <ul style="list-style-type: none"> <li>▪ The equivalence of overseas qualifications</li> <li>▪ Erasmus/Study Abroad information</li> <li>▪ Finance and Funding.</li> <li>▪ It also provides an orientation welcome programme and airport collection service.</li> </ul> <p><b>Telephone:</b> 0191 208 3333  <b>Website:</b> <a href="http://www.ncl.ac.uk/global-opportunities">Global Opportunities - Global Opportunities - Newcastle University (ncl.ac.uk)</a>  <b>Website:</b> <a href="http://www.ncl.ac.uk/international/">http://www.ncl.ac.uk/international/</a></p>
<b>Language Resource Centre</b> Old Library Building	<p>The award-winning Language Resource Centre encourages and celebrates cross-cultural experiences by providing a range of opportunities, resources and facilities for the practice and learning of languages for all students of the University. The Centre also runs institutional on-line tandem exchanges with universities abroad, operates the World TV and Film service (IPTV) and recruits student language ambassadors for engagement with schools in the region.</p> <p>For details about joining, accessing opportunities and the Centre's opening times see: <a href="http://www.ncl.ac.uk/language-resource-centre/">http://www.ncl.ac.uk/language-resource-centre/</a>  For World TV and Film see: <a href="https://iptv.ncl.ac.uk">https://iptv.ncl.ac.uk</a></p>
<b>Nightline</b>	<p>Nightline is the confidential listening and information service run for students by students.</p> <p>Telephone: 0191 261 2905 (8 pm to 8 am)  Website: <a href="https://www.nusu.co.uk/support/nightline/">https://www.nusu.co.uk/support/nightline/</a></p>
<b>Students' Union</b> King's Walk	<p><b>Telephone:</b> 0191 239 3900  <b>Email:</b> <a href="mailto:student.union@ncl.ac.uk">student.union@ncl.ac.uk</a>  <b>Website:</b> <a href="http://www.nusu.co.uk/">http://www.nusu.co.uk/</a></p>
<b>Visa Team</b> Level 2, King's Gate	<p>Visa and immigration advice, lost passport or Biometric Residence Permit card (BRP).</p> <p>Website: <a href="https://www.ncl.ac.uk/students/progress/visa/">https://www.ncl.ac.uk/students/progress/visa/</a>  Email: <a href="mailto:visa@newcastle.ac.uk">visa@newcastle.ac.uk</a></p>

### Links to Websites

Assessment and Feedback policy	<a href="https://www.ncl.ac.uk/ltids/assets/documents/qsh-assmt-assessedwork-policy.pdf">https://www.ncl.ac.uk/ltids/assets/documents/qsh-assmt-assessedwork-policy.pdf</a>
Assessment Irregularity Procedure	<a href="https://www.ncl.ac.uk/student-progress/policies/procedures/assessment%20irregularities/">https://www.ncl.ac.uk/student-progress/policies/procedures/assessment%20irregularities/</a>
Complains and Appeals	<a href="https://www.ncl.ac.uk/students/progress/Regulations/Procedures/complaints.htm">https://www.ncl.ac.uk/students/progress/Regulations/Procedures/complaints.htm</a>
Degree Programme Regulations	<a href="http://www.ncl.ac.uk/regulations/docs/">http://www.ncl.ac.uk/regulations/docs/</a>
Exam Rules	<a href="http://www.ncl.ac.uk/exams/rules">http://www.ncl.ac.uk/exams/rules</a>
Examination dates and timetable	<a href="https://www.ncl.ac.uk/exams/exam-dates/#examdatesandtimetable">https://www.ncl.ac.uk/exams/exam-dates/#examdatesandtimetable</a>
Graduate Framework	<a href="https://www.ncl.ac.uk/careers/graduateframework/">https://www.ncl.ac.uk/careers/graduateframework/</a>
Module Catalogue	<a href="http://www.ncl.ac.uk/module-catalogue/">http://www.ncl.ac.uk/module-catalogue/</a>
Ncl+ awards	<a href="https://www.ncl.ac.uk/careers/awards/nclplusaward/#about">https://www.ncl.ac.uk/careers/awards/nclplusaward/#about</a>
Newcastle Offer	<a href="https://www.ncl.ac.uk/ltids/governance/modules/dph/introductory/">https://www.ncl.ac.uk/ltids/governance/modules/dph/introductory/</a>
Past Exam Papers	<a href="https://www.ncl.ac.uk/exams/past-papers">https://www.ncl.ac.uk/exams/past-papers</a>
Peer Mentoring	<a href="https://www.ncl.ac.uk/library/services/peer-mentoring/">https://www.ncl.ac.uk/library/services/peer-mentoring/</a>
Personal Extenuating Circumstances	<a href="https://www.ncl.ac.uk/student-progress/circumstances/pec/">https://www.ncl.ac.uk/student-progress/circumstances/pec/</a>

Plagiarism guidance	<a href="https://www.ncl.ac.uk/academic-skills-kit/good-academic-practice/plagiarism/">https://www.ncl.ac.uk/academic-skills-kit/good-academic-practice/plagiarism/</a>
Student Advice Centre	<a href="http://www.nusu.co.uk/sac">www.nusu.co.uk/sac</a>
Student and Staff Wellbeing	<a href="https://www.ncl.ac.uk/wellbeing/">https://www.ncl.ac.uk/wellbeing/</a>
Student Charter	<a href="https://www.ncl.ac.uk/student-welcome/regulations/#studentcharter">https://www.ncl.ac.uk/student-welcome/regulations/#studentcharter</a>
Student Enquiries (FAQs)	<a href="https://enquire.ncl.ac.uk/en">https://enquire.ncl.ac.uk/en</a>
Student Essentials Website	<a href="https://www.ncl.ac.uk/students/student-essentials/">https://www.ncl.ac.uk/students/student-essentials/</a>
Student Representation	<a href="https://www.ncl.ac.uk/ltds/student/representation/">https://www.ncl.ac.uk/ltds/student/representation/</a>
Student Self Service Portal (S3P)	<a href="https://www.ncl.ac.uk/students/progress/student-resources/s3p/absencereq.htm">https://www.ncl.ac.uk/students/progress/student-resources/s3p/absencereq.htm</a>
Student Services	<a href="https://my.ncl.ac.uk/students/">https://my.ncl.ac.uk/students/</a>
Term and Semester dates	<a href="https://www.ncl.ac.uk/regulations/docs/term-dates/#currentandfutureyears">https://www.ncl.ac.uk/regulations/docs/term-dates/#currentandfutureyears</a>
Transfer, Suspend Studies or Withdraw	<a href="https://www.ncl.ac.uk/students/progress/Regulations/Procedures/change/">https://www.ncl.ac.uk/students/progress/Regulations/Procedures/change/</a>
University app	<a href="https://services.ncl.ac.uk/itservice/teaching-services/mobile/universityapp/">https://services.ncl.ac.uk/itservice/teaching-services/mobile/universityapp/</a>