

International Colleague Welcome Pack

Effective from

This policy applies to:	UK	
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1 Introduction

A very warm welcome to Newcastle University

Newcastle University is a truly international university. We value our international colleagues and students, because they enrich University life culturally and socially, making our campus a more vibrant place to be.

We are committed to working with our partners across the city and region to ensure that Newcastle continues to be a welcoming place for all around the globe. We are proud to be participants in the #WeAreInternational Campaign that brings together universities to promote the importance of international students and international collaborations in the UK. Full details about this campaign can be located [here](#).

Getting Started

This guide had been designed to give you some essential information to help ensure your arrival to the UK and the University goes as smoothly as possible. It includes information about the University, life in the UK and travel/transport.

Upon joining the University you will be asked to complete the Colleague Induction, further information on this can be found [here](#). *Please Note - this is an internal webpage*

The main University website and Colleague Homepage both host lots of information, which we recommend you spend some time reading. The main University website can be found [here](#).

Welcome Event

You will be invited to attend a University Welcome Event within your first few months of employment. The main aim of the event is to provide participants with an overview of the University's strategic objectives as well as an understanding of how the University functions.

2. University Information

Colleague Services within the University

Library

Newcastle University Library consists of four main libraries:

The **Philip Robinson Library** is the main campus library and has resources for all subjects except medicine and law.

The **Marjorie Robinson Library** rooms are located close to the Philip Robinson and is a digital library providing space to study, think, learn and collaborate.

The **Walton Medical and Dental Library** is in the Medical School and serves the needs of the Medical, Dental and Biomedical Sciences.

The **Law Library** is located in the Law School and provides extensive resources for all those engaged in learning and researching law.

Information on the University Library services can be found [here](#).

IT Services

The NUIT Service provides and supports the main computing and IT facilities at the University. More information on NUIT can be found [here](#).

People Services

On the People Services website you can find the contact details for your local People Services Team.

There is also information on all Colleague Policies and links to Occupational Health, Organisational Development, Health & Safety and Equality, Diversity & Inclusion.

Salaries/Finance

If you have a query with your salary, you can contact either your local People Services Team or our Payroll Department on payroll@ncl.ac.uk.

The University uses online payslips, which can be accessed using your username and password via MyApps.

Sports Services

The University Sports Centre is one of the most modern in the University Sector. Membership is available to colleagues as well as students. More information on the University Sports Centre, including membership prices, can be found [here](#).

NCL Rewards

NCL Rewards is a website dedicated to employee benefits and special discounts for University colleagues, giving you access to 6,500 discount offers at national and local retailers. Further information on the NCL Rewards scheme can be found [here](#).

2. New Life in the UK

Finding Accommodation

The North East offers a wide variety of housing, which is still amongst the most affordable in Britain.

What you will need

Guidance on documentation you will be required to present to potential Landlords and further information on the 'Right to Rent Check' process can be found on - <https://www.gov.uk/prove-right-to-rent>.

Should you wish to purchase a property you will need to contact the mortgage lender directly to find out what documentation is required. Most will likely ask for at least three payslips.

University Accommodation

The University has a limited amount of colleague accommodation but may be able to offer a range of options depending on availability/length of stay. There is availability for short stays, longer stays and some options that may be specific to academic colleagues.

Information can also be found on the **University's accommodation pages**.

All rents include heating and lighting charges. Personal belongings are not covered under any insurance policy. We therefore strongly advise you arrange your own insurance cover for the duration of your stay.

Due to very high demand for this type of accommodation, rooms are very limited so we encourage you to make an advance booking. More information on short-term accommodation offered by the University is available **here**.

Finding a School

If you have children, you may wish to combine your search for accommodation with finding a school. It is recommended that you research and make enquiries regarding which schools you would like to apply to, but applications for state schools are considered on where you live.

A list of local state (free) schools in the Newcastle area can be found on the **Newcastle City Council website**. If you live or are looking to live outside of Newcastle, you will need to contact your local authority for a list of local schools. Find your local authority **here**.

The information on independent (fee-paying) schools in the area is located via [this webpage](#).

Typically, the school system in England is structured as follows:

Type of School	Stage	Age	
Nursery	Foundation	3 – 4	
Reception	Foundation	4 – 5	
Primary	Key Stage 1	5 – 7	
Primary	Key Stage 2	7 – 11	
Secondary	Key Stage 3	11 – 14	
Secondary	Key Stage 4	14 – 16	GCSE
Sixth Form	Key Stage 5	16 - 18	A-Levels

Please note that there are also a number of Middle Schools in Newcastle, North Tyneside and Northumberland.

Special Educational Needs

A pupil is defined as having Special Educational Needs (SEN) if they have a learning difficulty that requires special educational provision to be made for them. Most schools should include information about their SEN provision in their prospectus. There are also SEN schools in the wider area. You can find more at the [Newcastle City Council website](#).

League Tables

The league tables provide information on the achievements of pupils in local schools and how they compare with other schools in the area and in England as a whole. The information contained in league tables provides only part of the picture of each school's overall achievements. The tables should, therefore, be considered alongside other information such as Ofsted reports (see below), school prospectuses and Governors' Annual Reports. Maintained schools must provide parents with prospectuses and Governors' Annual reports on request.

Office for Standards in Education (Ofsted)

Ofsted inspect all schools in England. They also inspect childminders and nurseries. Schools are inspected approximately every 3 years, so you should ask for the Annual or Governors report direct from the school.

The reports can also be obtained from the [Ofsted website](#). The purpose of these inspections is to report not just on the academic achievements (like the league tables), but also on how the pupils are taught, how well the school is led and managed, how it has improved since the last visit, areas for improvement, etc.

Childcare

While Newcastle University does not provide childcare or nursery facilities, there are several nurseries located on or close to the campus, including Childsplay ([webpage available here](#)) and Northumbria University Nursery ([webpage available here](#)). Newcastle City Council runs five community nurseries, which are located across the city and provide high quality and affordable early years childcare. More information about these nurseries can be accessed [here](#). All local authorities provides various support and information services for families, which give free and impartial information on the full range of childcare services and resources.

An out of school scheme offers care and play for children aged 5-12 years after school and during school holidays. Some schemes have employees who collect children from local schools if not held on the premises. All clubs must be registered and inspected if they run for 2 hours or more per day. Charges vary across the country and in accordance with what is provided. Out of school, schemes are registered with OFSTED.

A nanny offers care for your child in your own home. Trained nannies will have a recognised childcare qualification such as NNEB or BTEC Nursery Nursing. Currently nannies do not have to register with OFSTED; however, they can become part of the Voluntary Ofsted Childcare Register. A nanny can live in the family home or come to work daily. The salary will depend upon qualifications, age, experience and what is expected within daily routine.

An au pair is usually a foreign student who lodges with a family and provides care for your child up to 5 hours per day. They are usually 17-18 year olds with no formal childcare training, their work is governed by the Home Office. An au pair would expect approximately £70 -85 per week. You also provide the au pair with accommodation and all meals.

Crèches offer short term, informal provision for young children, while parents concentrate on other activities such as shopping, learning or leisure.

Council Tax and Local Authorities

Whether you rent or buy a property in England, you are required to pay Council Tax. Council Tax is the system of local taxation used to fund the services provided by the local government. The amount that you need to pay depends on where you live and the band your property has been allocated.

The full list of Council tax charges will be available on your local authority website. You can find your local authority by visiting the Council tax webpage on the **Government website**.

The total amount due will be shown on a bill that is sent to you, and you can usually pay by direct debit in 10 monthly installments. The installment date (which will be stated on your bill) is the date by which it should have reached your Council Tax account, so you should make arrangements to ensure that the money arrives in time. If you wish to pay annually, payment must be made when the first monthly installment is due.

Local authorities provide a range of public services such as schools, health services, police, fire and rescue, local MPs, registering of births, deaths and marriages and refuse collection.

Banking

When arriving in Newcastle you may wish to set up a new bank account, you may choose any bank or building society with a UK operation to which your salary can be paid. There are a number of large high street banks located in close proximity to the University. To find out more about this you can contact your People Services Team.

Many high street banks specialise in looking after the needs of international citizens. Not only can they take care of your day-to-day banking requirements when you move abroad, but they also offer products and services tailored to your needs.

To open an account simply ask the University People Services section for an introduction letter when you arrive in Newcastle, this will provide confirmation of your employment with the University and confirmation of your new UK address.

Opening a Bank Account

Typically when applying for a new bank account you will be required to provide the following documents:

- Proof of identification
- Introduction letter (which can be provided by your People Services Team)
- An original bank/credit card statement from your existing providers. This statement must be addressed to you at your residential address and be no more than 3 months old. Your residential address can be where you lived prior to moving to the United Kingdom.

Please note: by law, the University is not able to provide financial advice to you.

Benefits, Tax and National Insurance

Benefits

Overseas individuals may be able to claim some social security benefits. The social security benefits system is complex and eligibility is based on various circumstances. Each case is dealt with on an individual basis. The DWP (Department for Work and Pensions) [website](#) offers further and more detailed information for people coming from abroad.

There are some benefits you can get only if you have paid National Insurance (NI) contributions, and there are some which do not rely on NI contributions. National Insurance is a system of taxes, and its related social security benefits.

You will usually pay NI contributions in the UK if you earn above a certain amount. These contributions help to pay for some social security benefits. If you have never lived in the UK before, you will not normally have paid NI contributions. This will usually mean that you cannot get benefits that are based on NI contributions.

However, if you have paid the equivalent of NI contributions in another country, this can sometimes help you to qualify for benefits in the UK. This only applies to some benefits, and only to countries in the European Economic Area (EEA) and countries that have a social security agreement with the UK.

National Insurance Number

Children born and resident in the UK are assigned a National Insurance Number (NINO), which allows for NI contributions to be tracked. Every employee at Newcastle University requires an NINO.

If you are new to the UK, you will need to apply for a NINO so that any contributions that you make to the UK National Insurance Scheme can be recorded. To arrange for your NINO application please contact 0800 141 2075. Alternatively, you can apply for a NINO [here](#).

The UK Tax System

Broadly, the UK charges tax on:

- Income arising in the UK, whether or not the person to whom it belongs is resident in the UK
- Income arising outside the UK which belongs to people resident in the UK
- Gains accruing on the disposal of assets anywhere in the world, which belong to people resident or ordinarily resident in the UK.

Special rules apply in some circumstances, but generally the amount of income tax and capital gains tax you have to pay depends on whether you are resident and/or ordinarily resident in the UK, and in some cases your domicile. For further information, please refer to the HM Revenue and Customs residence, domicile and remittance basis information document.

You can access HM Revenue and Customs Customer Service by telephoning 0844 306 9181
Opening hours: Mon-Fri: 08.00 – 20.00 and 08.00 – 18.00 on Saturdays.

PAYE (Pay As You Earn)

PAYE is a scheme for the collection of income tax due from earnings of an individual. In this scheme, tax is deducted by the employer before wages or salary is paid to the employee.

Health and Wellbeing

The National Health Service (NHS)

The National Health Service (NHS) is the publicly funded healthcare system in the United Kingdom. The NHS usually pays for the majority of health expenses. To find out about what free NHS treatment, including maternity care, you would be eligible for you can visit [this webpage](#).

Registering with a Doctor and Dentist

It is advisable that you register with a local doctor (General Practitioner, GP) and Dentist. You can locate your nearest GP and Dentist by visiting the [NHS Choices website](#). This site also provides information on finding local Opticians and Pharmacies. You can find a GP, Dentist, Optician and Pharmacy by entering your postcode and town in the section provided. You can also telephone 111 to find out more about your health or a health service.

Please note: The emergency number in the UK is 999. This number connects to the emergency services and should only be used when:

- There is a danger to life
- A crime is in progress
- Police attendance is immediately required

Sports Services

The University Sports Centre is one of the most modern in the University Sector. Membership is available to colleagues as well as students. Colleagues are offered rolling memberships of the Sports Centre. Rolling memberships enable employees to gain a full 12 months membership of the Centre from their date of application. For more details about membership, please see the Sports Centre website [here](#).

Visa Requirements

You may require a visa from the UK Visa and Immigration Service (UKVI) to take up your role with the University. If this applies to you, a member of the People Services team will contact you to guide you through the process. You might also find it useful to have a look at the [UKVI website](#).

6. Getting Around

Travel and Transport to Newcastle

Newcastle International Airport

Newcastle International
Woolsington
Newcastle upon Tyne
NE13 8BZ

Customer Information: 0871 882 1121

Flight Information: 0871 882 1131

Email: enquiries@newcastleinternational.co.uk

Travelling to Newcastle by Train

Direct train services operate from most cities in Britain to Newcastle's Central Station. There are many low price ticket deals available depending on your own circumstances and the times you wish to travel, your local train station will have details of these. Travelling times are to:

London 2.45 hours; Edinburgh 1.25 hours; York 1 hour. Train service operators serving Newcastle directly are Virgin Trains East Coast, Cross-country, TransPennine Express and Northern.

Further information about train services to Newcastle is available from the National Rail enquiry line on **03457 484950** or from your local station. Overseas visitors should check with local travel agents about rail travel in Britain. A BritRail pass offers cheap and flexible fares to overseas visitors and is usually available from your tour operator or travel agent.

Metro services also operate from Central Station; the Metro station is underground and well signposted within the Station concourse.

By Road

The region is well served by the A1 (M) and the A1 from the south of England and London (journey time about 5 hours) although a frequently used alternative route is the M1 (Leeds) M18 and A1. From the North Sea ferry Terminal at Hull, take the A19 Tyne Tunnel route, which passes through York. From Manchester, Liverpool, Bradford and Leeds the M62 connects the M6 with the A1.

From the West Coast, the best route is the A69 Carlisle-Newcastle road, which takes you through the beautiful scenery of the Tyne Valley and Hadrian's Wall country. This route links the West Coast M6 to Birmingham and beyond to the South West via the M5 and the M4 into South Wales. This also is the fastest route from Glasgow and South West Scotland.

Travelling from Scotland is very picturesque with the beautiful border country scenery all the way from Edinburgh. The fastest route is the A1, which takes about 2 hours from the Scottish capital. Alternative routes would be the A68 from Edinburgh to Jedburgh onto A696, or the A697 from Coldstream allowing you to appreciate the scenery of the Borders and Northumberland to the full.

By Coach

Express and regular coach services to Newcastle are frequent. The London-Newcastle route is especially well served operating from Victoria Coach Station. National Express serves Newcastle from towns and cities throughout Britain - their website can be found [here](#).

Most major coach companies offer services to Newcastle from towns and cities throughout Britain. Coach travel offers exceptional value for money and there are frequent low-price fares available, with discounts for young travellers, students and senior citizens. Megabus now offer a daily services to and from Leeds (8 services/day) and London (4 services/day) departing from Neville Street. Tickets bookable are via [this webpage](#).

Many local coach companies in your locality may also offer package tours to Newcastle, check with your local press or coach station for details. Overseas visitors can normally obtain National Express tickets from local travel agents prior to travelling to Britain.

The Newcastle coach station is situated at St. James's Boulevard and there is parking nearby. The nearest Metro station is Central Station. There are coach stations at Sunderland, South Shields and Durham and stops at Washington.

International Ferry Terminal

The North Shields International Ferry Terminal at Royal Quays is approximately seven miles east of Newcastle via the A1058 and A19 and is well signposted.

DFDS Seaways - operate direct services to Holland. Sailings are from North Shields to Amsterdam (Ijmuiden), 7 days a week

International Passenger Terminal
Royal Quays
North Shields
Tyne & Wear, NE29 6EE

Tel: 08705 333 000 (Information & reservations)
Open Monday - Friday 9am - 5pm,
Saturday 9am - 12pm

Public Transport in the Region

Public Transport in the Region

Nexus is the Tyne and Wear Passenger Transport Executive. It provides plans and promotes public transport in Tyne and Wear. The [Nexus website](#) contains information about rail, bus, ferry and the metro including timetables and latest news.

For local travel enquiries you can also call Traveline on **0871 200 2233**. Lines are open 7.00 - 21.00 daily (excluding Christmas day). Traveline also have a SMS text messaging service, traveline-txt available via **84268** or accessible [here](#) - which sends travel information straight to your mobile phone.

Travelling to Work - University Car Parking

If you are planning to travel to commute by car, you can look into obtaining a car-parking permit via this [webpage](#). The permit allows you to park at the University Pay and Display car parks.

Discounted Colleague Scheme

The University has a detailed corporate public transport scheme, which offers discounts on travel cards and saver tickets across a number of public transport providers. Queries regarding discounted travel schemes can be directed to the Estates Support Service Helpdesk either by **telephone: 0191 208 7171** or by e-mail.

4. Other Useful Information

Religion and Belief

The University welcomes colleagues and students from all faiths and none. More information about the University's Chaplaincy service can be located [here](#).

Below is a list of some of the places of worship attended by colleagues in the past. The list is not exhaustive but may be helpful in providing a point of contact where individuals may get further information.

Places of Worship

Bethshan Church

Park Road Church, Park Road
Sunderland, SR2 8HR
0191 564 2000
office@bethshanchurch.net

Brunswick Methodist Church

Brunswick Place
Newcastle, NE1 7BJ
0191 0191 232 1692
admin@brunswickmethodist.org.uk

Buddhist Centre

3rd Floor
Broadacre House, Market Street
Newcastle, NE1 6HQ
0191 261 1722
newcastlebuddhistcentre@gmail.com

City Church

The CastleGate, Melbourne St
Newcastle, NE1 2JQ
0191 233 2288

Heaton Baptist Church

Heaton Road
Newcastle, NE6 5HN
0191 265 7044

Hindu Temple

172 West Road
Newcastle, NE4 9QB
0191 273 3364

Jesmond Parish Church

Eskdale Terrace
Newcastle, NE2 4DJ
0191 212 7400

Jesmond Methodist Church

St George's Terrace
Newcastle, NE2 2DL
0191 281 2309

Jesmond United Reformed Church

Burdon Terrace
Newcastle, NE2 3AE
0191 281 4676
office@jesmond-urc.org.uk

Newcastle Central Mosque

Grainger Park Road
Newcastle, NE4 8RQ
0191 273 0262

Newcastle Unitarian Church

Ellison Place
Newcastle, NE1 8XG
0191 232 2348

Reform Synagogue

The Croft, Gosforth
Newcastle, NE3 4RF
0191 548 4450
info@newcastlereformsynagogue.co.uk

St. Mary's Cathedral (Catholic)

Clayton Street West
Newcastle, NE1 5HH
0191 232 6953
office@stmaryscathedral.org.uk

St. Nicholas Cathedral (Anglican)

St Nicholas Square
Newcastle, NE1 1PF
0191 232 1939
10.30 and 6.30

St Thomas the Martyr (Anglican)

Haymarket
Newcastle, NE1
0191 261 2284
10.30 and 6.00

University Muslim Prayer Room

King George VI Building

United Hebrew Congregation

Culzean Park, Graham Park Road
Gosforth
Newcastle, NE3 4BH
0191 284 0959

Westgate Baptist Church

366 Westgate Road
Newcastle, NE4 6NX
0191 272 0647
info@westgatebaptist.org.uk

Specialist Food Shops

There are a number of specialist food shops around Newcastle, which offer fresh, and cupboard ingredients from around the world. M A Brothers has the largest collection of spices in the North East of England.

AA & M Food Store

28 Westgate Road
Fenham
Newcastle Upon Tyne
NE4 9HB
0191 273 3232

Brighton Oriental Food Store

14-18 Brighton Grove
Fenham
Newcastle Upon Tyne
NE3 5NR
0191 273 1070

Fenham Continental Foods

39a Hadrian Road
Fenham
Newcastle Upon Tyne
NE4 9HN
0191 226 1639

HiYoU Supermarket

108 Newgate Street
NE1 5RQ
0191 232 2311

M A Brothers

173 Elswick Road
Elswick
NE4 6SR
0191 273 1016

Madina Food Store

35 Nunsmoor Road
Newcastle Upon Tyne
NE4 9AU
0191 272 1007

Naji Food Store

405-409 Westgate Road
Fenham
Newcastle Upon Tyne
NE4 6PB
0191 273 2757

Potraviny Polish Shop

75 Shields Road
Byker
NE6 1DL
07482351835

Punjab Food Store

170 Heaton Road
Newcastle Upon Tyne
NE6 5HP
0191 240 1999

Tsang Foods

27-31 Fenkle Street
NE1 5XN
0191 261 7979

Wing Hong Supermarket

45-51 Stowell Street
NE1 4YB
0191 233 1800

English Language Learning

The University is home to the award-winning Language Resource Centre (LRC) which provides specialist language learning facilities and access to self-study materials in over 150 languages. University colleagues can join free of charge and spouses/children for a fee of £48 per year.

For those wishing to further their knowledge of English they can access to the following facilities:

- A library of English language learning materials
- An international DVD collection
- Tablets with language learning apps and a dedicated external members only PC for accessing the internet
- Access to the tandem learning scheme (for finding a one-to-one speaking partner for exchanging language learning)
- Bookable private study spaces

Members may also book an introductory advisory session with a language specialists to help set out a tailored programme for self-access language study.

Disclaimer

Whilst Newcastle University has made every attempt to ensure the accuracy and reliability of the information contained in this document, this information should not be relied upon as a substitute for formal advice from the originating bodies and other sources. The purpose of this document is to provide information only and as not to recommend certain organisations.

