Introduction

The University of Newcastle upon Tyne is a large and vigorous institution with a strong commitment to sustaining and further developing a graduate culture. It has more than 3,000 registered postgraduate students of whom around a third are engaged in research and the remaining two thirds are following taught programmes. Overall, one quarter of the registered students are from countries other than Britain. One of the University's fundamental aims is to achieve excellence in its research and teaching activities and the quality of the programmes of study offered is constantly monitored to ensure that a learning environment of the highest quality is maintained. Both staff and students of the University play an important part in ensuring that excellence is achieved in postgraduate research and study.

This document highlights aspects of the relationship between the University and postgraduate students. In doing so it indicates the nature and level of support you may reasonably expect to receive, whether as a registered student or an applicant, identifies those services the University feels it can deliver, and sets out what the University believes it can expect of you, as a research student or a student following a taught postgraduate programme, in the joint pursuit of high standards. The document is intended to supplement and not to replace the University's regulations or other documents specifying formal procedures or requirements which must be observed.

Your relationship with the University

The University is committed, both now and in the future, to maintaining and attempting constantly to improve the quality of teaching and the level of support it offers to its students in a spirit of partnership and mutual agreement. Whether you are engaged in postgraduate research or are following a taught postgraduate programme of study, the University wishes to maximize the contribution you can make to your chosen discipline and to the research culture of the University. You can expect members of staff to be familiar with and work within the spirit of this document, and to behave towards you in a courteous and fair manner. You can also expect that all personal information which the University has about you will be treated in a responsible and confidential way, and that it will normally only be divulged to those who may need to have it for the purpose of their jobs in the University or with your permission.

The University is committed to listening to, taking account of and responding to the needs of its postgraduate students, both in academic and pastoral terms. It will provide opportunities, where appropriate, for student representation/consultation on its formal decision-making bodies and on relevant departmental committees and, in return, will expect the student representatives to understand and share responsibility for the decisions taken.
Application

The University welcomes applications from suitably-qualified postgraduate candidates of all backgrounds, cultures and beliefs and those who have special needs.

As an applicant to the University you can expect:

• to receive on request a current Prospectus giving accurate information about the University, the programmes of research and taught study that it offers, entry requirements, teaching and assessment methods, academic facilities, accommodation, support services and leisure and sporting facilities;

• to receive, where available, on request the relevant and current departmental brochure(s) giving more detailed information about individual departments and their current research interests and taught programmes;

• the University to consider your application on academic grounds and without discrimination in respect of religious belief, ethnic origin, gender, marital status, sexual orientation or disability.

Before applying to the University it is desirable if you can:

• consult a current Postgraduate Prospectus and relevant departmental brochure(s);

• find out as much as possible about the University and your choice of research or study contacting, where appropriate, the relevant member(s) of staff.

When applying, it is expected that:

• you will provide full and accurate information about your academic background and other factors relevant to your application;

• you will submit your application in good time for entry to your chosen programme of study – ideally this should be as soon as possible in the academic year preceding your preferred academic year of entry to the University;

• you will approach your referee(s) in good time so that reference(s) are submitted to the University promptly;

• you will, if you have a disability or have special needs, inform the University at the time of your application, or as soon as possible, of any special needs for which you require support services or facilities.

Admission

Applications for admission to postgraduate programmes of study are handled by the Admissions Office, or by the Faculty of Medicine office for programmes in medicine, dentistry and biomedical sciences. They will pass your application to the department(s) to which you are applying who will:

• make Acceptance decisions only on academic grounds and on the basis of individual merit, taking account of the nature of the programme, departmental research interests, and available facilities and equipment.

The University:

• will honour the terms of any offer of a place made to you provided the offer has been made on the basis of accurate information supplied by you and your referee(s).

The University expects that:

• you will respond promptly to any invitation to attend for interview;

• you will give adequate notice if you are unable to attend any interview that has been arranged;

• you will respond promptly in writing to any offer(s) of a place made to you.
Registration

The Student Office is responsible for giving you clear advance information on how to register.

In order to make the procedure as efficient as possible:

- you should read the advance information before you register, and ensure that you bring any necessary documents and photographs with you;
- if you are undertaking a degree by research, you should normally register at the beginning of the academic year;
- if you are following a taught programme, you will be required to register with the University at the start of the programme which will normally commence at the beginning of the academic year;
- you should consult with your supervisor or personal tutor before registering.

Your department will provide you with information on what is expected of you and what facilities and services are available in the department and University.

Accommodation

The University, through its Housing Office, provides designated postgraduate accommodation and sets aside a number of places for postgraduates in accommodation made available to all students. Research postgraduates have priority for places in designated postgraduate accommodation. Accommodation in Student Houses or University Flats for students with partners is at present extremely limited and suitable accommodation in the city can be difficult to find; therefore you are advised to approach the Housing Office as early as possible. The Housing Office is committed to making continuing efforts to improve the quality of accommodation for all the University’s students.

University Accommodation

Prior to the start of your programme of study:

- the Admissions Office will send you details of how to apply for University accommodation and how the available places are allocated.

You can expect the Housing Office:

- to provide you with accurate information about the type, availability, standard and cost of the University accommodation on offer on request;
- to determine the levels of rents in University accommodation after consultation with student representatives from the Union Society;
• to be sensitive to the specific social and financial needs of postgraduate students;
• to deal with any complaint about University accommodation fairly and as quickly as possible;
• to make any offer of University accommodation in writing and to include details of the terms on which it is offered;
• to advise you whenever possible in advance of any repairs or improvements to buildings which are likely to affect your use of your accommodation, and to have these carried out with the minimum possible inconvenience to you;
• to advise you of the procedure to be followed and the obligations placed upon you if you decide to vacate your University accommodation before the end of your contract;

and you can expect:
• staff and students to respect your privacy subject to the terms on which the accommodation is occupied and subject to University regulations and health and safety requirements.

If you decide to live in University accommodation, you are expected:
• to read carefully the terms on which it is being offered before signing a housing contract, as you will be required to comply with them. In particular, you will be required to pay all accommodation charges in full by the due date(s);
• to behave reasonably and respect the rights and privacy of other residents, staff and the local community, and to respect the property itself;
• to consider making appropriate arrangements for the insurance of your personal belongings.

If you decide to refuse the offer of accommodation, or if there is any reason why you may not be able to comply with the terms on which it is made, you are expected:
• to advise the Housing Office as soon as possible.

Private Sector Accommodation

The Housing Office provides information about private accommodation.

The Housing Office will:
• provide details of properties which have had safety checks carried out under a local Accreditation Scheme and have been confirmed as meeting required standards in terms of security, fire precautions, gas and electrical safety;
• offer support and advice if you opt to live in the private rented sector;
• give advice on how to enter into agreements concerning the occupation of non-University accommodation and about any problems which may arise from the occupation of such accommodation;
• give as much help as possible should you have cause to seek redress for any complaint you may have about the private accommodation you occupy;
• seek feedback on the standard of accommodation you have rented and will constantly try to improve the quantity, quality and cost of available private accommodation;
• regularly review the service provided.

In order to benefit from this service, the University expects you:
• to behave reasonably in private accommodation;
• to respect the rights and privacy of other residents and the local community;
• to respect the property itself;
• to make appropriate arrangements for the insurance of your personal belongings.
**Academic Obligations**

The University is committed to maintaining and enhancing the quality of its learning environment, to sustaining excellence in research, and to providing high-quality teaching within a caring and supportive structure. It also tries to give clear information about the objectives and requirements of its postgraduate programmes and to maintain fair and efficient assessment and examination procedures.

**When you begin your studies you can expect that:**

- you will be able to participate in induction programmes provided at departmental and faculty level;
- your department will give you clear instructions about submission deadlines, feedback on your academic progress and suggestions for improvement;
- your department or your degree programme director, where possible, will notify you in advance of any unavoidable changes to any aspect of your programme of study;
- your department will provide you with a high standard of teaching or supervision and academic advice which is relevant to your programme of study.

**To enable you to undertake your studies you can expect that your department will provide the best and most appropriate facilities, working accommodation and equipment that it can, including:**

- access to suitable photocopying facilities;
- dedicated computing facilities within departments for postgraduate students whose research projects specifically require the use of computers as computing tools;
- working space in a shared office for every full-time research student;
- desk space to be shared by part-time students;
- a shared base room for postgraduates following taught programmes.
In order to gain the most from your chosen programme of study, you are expected:

- to comply with University regulations, including degree programme regulations and standard guidelines, as set out in the University Calendar or elsewhere;
- to comply with any other requirements set out in the degree programme handbook;
- to read carefully all information provided by your department about your studies;
- to seek guidance from appropriate staff about problems and on points which are unclear;
- to pursue your academic work with positive commitment;
- where required, to attend and prepare adequately for classes, tutorials or seminars and to contribute actively to your chosen programme of study;
- to meet all deadlines and to submit on time all work required by staff who supervise or teach you;
- to advise staff if illness or some other reasonable cause has prevented you from attending the University or from adhering to deadlines given for the completion or submission of work;

If you are undertaking a research degree you can also expect that:

- you will have detailed discussions about your research studies with your supervisor in accordance with the University’s guidelines for the supervision of research students;
- you will be able to participate in a programme of research training encompassing both generic and discipline-specific skills.

If you are following a taught programme you can also expect that:

- you will be provided with clear information and guidance where you have a choice of subjects/project work so as to enable you to make an informed choice;
- where you are required to do project work, you will be given the opportunity to discuss the choice of the subject to be undertaken.
to make appropriate use of the study and research facilities provided and, if required to share facilities, to do so with due regard for your fellow students;

to check the mail delivery points in your department (including electronic mail if you have registered as a user) on a regular basis so as to ensure that you have received communications from the University or your department;

to reply to communications from the University or your department as appropriate;

to advise your department and the Student Office if you change any details submitted on registration, ie your name, your local or home address.

If you are undertaking a research degree, you are also expected:

to familiarize yourself, and comply, with the Guidelines for Research Students – your supervisor should give you a copy of this at your first meeting and it will be sent to you by the Student Office in each successive year of your registered study. The Guidelines may also be obtained on request from your supervisor or from the Student Office;

to consult your supervisor regularly about your research and your progress;

to retain accurate and contemporaneous records of your research and maintain high standards of academic conduct in accordance with the Guidelines for Research Students;

to maintain records relating to your research in an appropriate manner according to the level of confidentiality required.

If you are undertaking a taught programme, you are also expected:

to consult your tutor regularly about your progress.

(See also section on The Role of Supervisors and Tutors.)

Departmental Consultation

Within your department you can expect:

to be consulted about the quality and relevance of the research or teaching curriculum of your chosen programme of study;

to be given the opportunity to be represented on any appropriate departmental staff/student committee(s);

to be given a sympathetic hearing if you have suggestions for improvements to departmental programmes or facilities;

to participate in student consultation and discussion.
Progress and Assessment

Academic progress is assessed in a variety of ways. This includes submitted work, projects, formal examinations, dissertations, individual or group presentations and theses.

You can expect:
- that assessment of whatever kind will be carried out in a fair, efficient and professional manner;
- to receive reasonably-prompt feedback from staff on work that you submit for assessment and on your overall academic progress;
- to receive advice on possible alternatives open to you in the event of lack of academic progress;
- to receive clear guidance on your right to initiate a review of your examination result(s) or their academic consequences.

If you are undertaking a research degree, you can also expect:
- to complete, in conjunction with your supervisor, an annual report on your progress and any problems that may have affected it;
- to receive clear information and guidance from your supervisor about the submission of your thesis and the requirement for an oral examination;
- to undergo periodic reviews of your academic progress and to participate in the presentation of papers on your research to fellow students and staff.

If you are undertaking a taught programme, you can also expect:
- to receive clear information about how the elements of any taught degree programme will be assessed, and an explanation of the criteria used for assessment.

In return, the University expects that:
- you will make yourself aware of information provided about assessment and examinations;
- you will comply with the University's rules and procedures for the conduct of examinations;
- you will inform your supervisor, tutor or degree programme director of any personal circumstances affecting your academic performance, whether it relates to the progress of your research, the preparation of submitted work such as a project, essay, dissertation or thesis, or to a formal written or practical examination;
- you will make appropriate arrangements to re-take your examinations or re-submit work where this has been required.
Examinations

You can expect:

- examinations, including oral examinations, to be conducted in a fair, efficient and professional manner in accordance with the relevant University regulations, conventions and procedures;
- to be advised of the nature, timing and location of examinations;
- that Examination Pass Lists will be prepared as quickly as possible after any examination;
- where necessary or appropriate, to receive feedback from staff, including detailed guidance in any case involving the re-submission or revision of your thesis or dissertation.

- to ensure that you know the dates, times and locations of examinations/oral examinations;
- to comply with the University’s published rules governing the Conduct of Examinations, which are displayed on departmental and University notice boards;
- to inform either your supervisor or tutor, head of department, faculty postgraduate sub-dean or the Student Office of any personal circumstances which may have adversely affected your performance relating to examined work.

The Role of Supervisors and Tutors

If you are a research student, you will be allocated a supervisor, and if you are following a taught programme, you will be allocated a tutor at the start of your programme of study. This will be a member of academic staff who has expertise in your chosen area of research or who teaches in your, or a closely-related, area of study. Your supervisor or tutor will provide a personal link between you and the University.

The main roles of your supervisor or tutor are:

- to provide support and advice about your studies and to give you an opportunity to discuss your academic progress on a confidential basis;

(Note: in some cases marks awarded for submitted work or Semester 1 examinations are provisional pending consideration by the Board of Examiners. Feedback will normally be given on such marks with the proviso that these may be subject to later modification by the Examining Board.)

It is your responsibility:

- to ensure that you know the procedures and dates for submitting work for assessment, such as projects, essays, dissertations or theses;
- where you are undertaking a taught programme of study, to check with the department that you have been entered for the appropriate examinations;
In order to benefit from the supervisor or tutor arrangement, it is important that:

- you see your supervisor or tutor on a regular basis - in the case of research students, the regularity of meetings will depend to some extent on the nature of your research and your academic progress and you should jointly agree the frequency with which meetings should take place;
- if you are undertaking a research degree, you read the Guidelines for Research Students 
  (see also the section on Academic Obligations);
- you prepare in advance for pre-arranged meetings with your supervisor or tutor;
- you keep any appointments you have made with your supervisor or tutor or let them know in advance if this is not possible;
- you consult your supervisor or tutor about any difficulties, academic or personal, which may be affecting your studies;
- you advise your department and the Student Office if you change your name or your local or home address.

In the event of your supervisor or tutor leaving the University or being absent for an extended period, you can expect:

- your head of department to nominate a suitable replacement.

Study Facilities

Aside from the facilities which are available in departments, there are general facilities which are available to all registered students.

Libraries

The Robinson Library, together with its divisional and sectional libraries in Medicine and Dentistry, Law, Architecture, Fine Art and Computing, provides a full range of traditional borrowing facilities, an Inter-Library Loans system, co-operative arrangements for access to other local academic libraries (ie Sunderland and Durham Universities), a wide range of audio-visual material, microcomputer workstations for word processing and access to the University's network, and a Liaison Librarian service with linkage to academic departments for book and periodical purchase.
You can expect the University Library:

- to put users at the centre of their service and create a service responsive to their needs;
- to aim to provide a helpful and friendly service and to treat users with respect and courtesy;
- to provide the fullest possible service at all times within the constraints of available resources;
- to be aware of and assist users with special needs, such as part-time users, users with young children, users with disabilities and users whose first language is not English;
- to display Library rules and regulations clearly, publicize the services and opening hours and keep users informed of changes;
- to be committed to the continual improvement of its service in partnership and consultation with its users with the aid of a suggestions book, comments forms and regular user surveys.

Computing

The University Computing Service provides fully-networked computer services on three types of system – Windows-based PC, Unix and Apple Macintosh – distributed in cluster rooms throughout the University (two of which are in halls of residence). Cluster rooms are open to all members of the University each weekday; some are open for extended hours and at weekends. Staff and postgraduates are permitted 24-hour access to the main cluster room. A wide range of software is available on each type of system, ranging from specialized requirements, such as image processing of molecular modelling, to everyday essentials like electronic mail, word processing and spreadsheets. Printing facilities consist of fast draft printers, draft colour plotters, high-speed, high-quality black and white laser printers, and high-quality colour plotters. The draft facilities are available at every cluster of workstations, and usage is free. The high-quality printers are accessed via the network and printing must be paid for and collected at the main Computer Service building in the centre of the campus. The various services of the UCS are described in documents which are widely available in the cluster rooms and on the World Wide Web.

Provided that the rules for use of the computing facilities are followed, you can expect:

- consistent quality in terms of computing service, reliability and accessibility;
• the equipment to be freely available for those who are entitled to use it;
• the rooms in which equipment is located to be suitable places for academic work to be undertaken;
• the resources to be fairly distributed.

**Language Centre**

The Language Centre provides members of the University with opportunities for learning languages, including taught programmes, a range of pre-sessional intensive programmes in English for overseas students (which students can apply to attend prior to the commencement of their studies and which involve the assessment of competence in spoken English in order to meet the standards required to undertake postgraduate studies) and facilities for private study.

**You can expect the Language Centre:**

• to treat you with courtesy and respect and to respond in a friendly, helpful and efficient manner;
• to endeavour, within the resources available, to meet your language-learning needs;
• to provide you with clear, up-to-date information on all services and notify you of any changes (including opening hours);
• to respond within 10 working days to any written expression of dissatisfaction with any aspect of the service;
• to listen to any suggestions you may have for additions or improvements to the services.

**In return, you are expected:**

• to be courteous to and respect the staff and other users of the Language Centre;
• to treat equipment and materials with respect and make sure these are returned in good condition;
• to register to use the language-learning facilities, inform the Language Centre of any changes in your registration details, and produce your user registration card every time you use the Language Centre facilities.

(See also the section on Students with Families.)
Museums and Galleries

The University houses the Hatton Gallery, the Museum of Antiquities, the Hancock Museum of Natural History and the Shefton Museum of Greek Art and Archaeology. These are open to the public and to staff and students and form an important resource for research in and teaching of fine art, archaeology, natural history and classics respectively.

You can expect all of the services listed above:

- to seek to maintain the highest standards of service for all their users;
- to consider carefully comments and suggestions on the service provided;
- to respond sympathetically to requests from users.

In order to get the most benefit from these services, it is important that you:

- respect the staff offering the above services;
- respect the property, stock and equipment in these centres and services;
- respect the rights of other users of these facilities;
- observe the rules and regulations obtaining in the Library, the Computing Service, the Language Centre, the Hatton Gallery, the Museum of Antiquities, the Hancock Museum and the Shefton Museum of Greek Art and Archaeology.

Careers Advice

Newcastle University Careers Service aims to provide information and guidance to enable students to develop the skills necessary to apply successfully for future employment or further courses of study.

The Careers Service will make available to you:

- a high-quality, student-centred service responsive to the needs of students and changes in the employment scene so as to assist you to take responsibility for your own future career;
- comprehensive information on occupations, employers, job vacancies and postgraduate courses, encompassing traditional and non-traditional graduate career choices for both home and international students;
- immediate, brief individual consultations for guidance or information;
• access to in-depth careers guidance, normally within one week of your enquiry;
• advice on job applications and interview techniques;
• a programme of employer selection interviews, employer presentations, careers information days and recruitment fairs;
• a confidential, impartial service with equal treatment for all students regardless of gender, ethnic background or other distinctions;
• a quality service which is maintained by various means including regular reference to customer satisfaction exercises.

**Student Support**

The University recognizes that, in order to ensure that its students gain the maximum possible benefit from University life, the availability of a range of high-quality, responsive student support services is essential.

**Student Counselling**

The Student Counselling Service provides counselling to students who wish to discuss personal concerns.

*You can expect the Student Counselling Service:*  
• to provide a free and confidential service via trained counsellors working within the Code of Ethics and Practice of the British Association for Counselling;  
• to seek to ensure that no student faces an undue delay before seeing a counsellor, and that urgent cases are given first priority;  
• to offer you a number of counselling sessions appropriate to your needs, including long-term counselling where necessary;  
• to ensure that under normal operational circumstances both male and female counsellors are available to assist students using their service.

**If you make arrangements to see a counsellor, you are expected:**  
• to attend any appointment you have made with the Service or to notify it, ideally in advance, if you are unable to attend.
Other Student Assistance

Assistance with problems relating to academic progress, finances or more general matters may be obtained from the Student Office. The Student Office is responsible for administering, amongst other things, Access Funds in accordance with the national schemes; the Financial Assistance Fund; academic concessions relating to both admissions and academic progress; examinations; requests for academic appeals.

The Student Office will:
• deal with student enquiries and difficulties in a fair and courteous way and as promptly as possible once all the necessary information has been obtained about a specific problem;
• provide clear information about the operation of the Access Funds scheme, as administered at Newcastle, and also on the Financial Assistance Fund available to those students who are not eligible for help from the Access Funds;
• provide clear information on how to apply for Access Funds or a Financial Assistance award;
• offer whatever advice and assistance it can in the event of a problem with your Access Funds or Financial Assistance application;
• process applications to the Access Funds or Financial Assistance fund fairly and as efficiently and promptly as possible once it is in possession of all the necessary information relevant to your application;
• advise you how and when to appeal against an Access Funds decision if you wish to do so.

You are expected:
• to provide full and accurate information on the relevant application form for your Access Funds or Financial Assistance award;
• to try to budget carefully and seek advice if appropriate;
• to read carefully the guidance notes and observe them and to complete application forms fully and accurately, providing supporting documents as requested if applying for Access Funds or Financial Assistance awards;
• to advise the Student Office of any relevant change in your financial circumstances if you have applied for or been awarded Access Funds or Financial Assistance.

(See also the section on the Student Advice Centre.)

International Students

The University recognizes that international students and students with different ethnic and educational backgrounds have distinctive needs. It aims to provide a sympathetic environment and appropriate support for these groups, and welcomes the contribution they make to the life of the University. The University and its International Office are committed to responsible recruitment of students from overseas, and seek to ensure that the University community as a whole is sensitive and responsive to their differing needs.

As an international student you can expect:
• the International Office to provide clear and helpful information about the University and life on Tyneside before you arrive in Newcastle;
• the International Office, in conjunction with the Union Society and the Student Advice Centre, to offer an informative orientation programme for new international students;
• the University to encourage members of staff to develop awareness of the cultural differences of students so that international students receive fair and sensitive treatment;
• the University to encourage departments to have a named academic to undertake responsibility for the academic welfare/supervision of international students, bearing in mind that they may need a different level of support from that given to 'home' students;
Mature Students

The University welcomes the contribution that mature students make to University life.

As a mature student you can expect:

- the University to encourage academic and other staff to be sensitive and responsive to your needs;
  - the Union Society to elect an officer to represent mature students within the Union Society and the University, and to be sensitive to their needs and requirements.

Students with Families

The University wishes to provide an environment which is sensitive to the needs of students with families, and aims to develop services suited to their needs.

You can expect:

- the Housing Office to provide information about family accommodation available both within the University and the private sector (see also the section on Accommodation);

International students can also expect the Union Society:

- to provide a specialist advice service through the Student Advice Centre;
- to elect an International Students' Officer to represent students from overseas within the Union Society and the University;
- to offer opportunities to join or form a club or society through which you can meet other students from your home country and discuss common concerns.

(See also the section on the Students' Union below.)

You are expected:

- to provide full, clear and accurate information in support of your application for childcare support or family accommodation;
• to let the Union Society’s Childcare Co-ordinator or the Housing Office know of any relevant change in your circumstances;
• to attend any appointment you have made, or contact the relevant office in good time to make alternative arrangements.

**Students with Disabilities**

The University is committed to developing an environment in which students with special needs can pursue their intellectual and personal development with appropriate central and departmental support services.

**You can expect the University:**

• to encourage awareness of disability issues among University staff and students;
• to work with you to address your needs as far as possible in relation to your proposed programme of study and access to particular buildings;
• to ensure that there are no insurmountable practical barriers to study, applications are considered solely on academic and individual merit;
• to try to ensure that there is a named contact person within each department who can refer you to other agencies for advice and support;
• to review and develop its provision for disabled students so as to work towards making University programmes accessible to all.

**If you have a disability or special needs, it is important that you:**

• inform the University at the time of your application, or as soon as possible, of any special needs for which you require support services or facilities.

**Equal Opportunities**

The University aims to ensure equality of opportunity for applicants and for all its students in research, teaching, learning and assessment, and in the provision of services. The University aims to create conditions whereby students are treated solely on the basis of their merits, abilities and potential, regardless of age, socio-economic background, religious belief, ethnic origin, gender, marital or family status, sexual orientation or disability.

**In carrying out these aims, you can expect:**

• the University to publicize and to review regularly its Code of Practice on Equal Opportunities for students and staff;
• the University to ensure that members of staff are familiar with, and adhere to, its commitment to equality of opportunity for students;
• the Student Office to publicize and monitor the University’s Student Policy on Sexual and Racial Harassment;
the University to maintain a sensitive and structured process for dealing with complaints made under the University’s Policy on Sexual and Racial Harassment or its Code of Practice on Equal Opportunities.

**In return, you are expected:**

- to familiarize yourself with and observe the University’s Code of Practice on Equal Opportunities and its Policy on Sexual and Racial Harassment.

### The Students’ Union

The Union Society is Newcastle University’s Students’ Union, owned and run by students. It provides representation for its members locally, nationally and within the University, and it also provides entertainment, clubs and societies, catering and bars. Charity events are organized through Rag and community action through SCAN (Student Community Action Newcastle). The Union Society also provides a professional and independent Student Advice Centre and administers the University’s childcare service.

**You can expect the Union Society:**

- to represent the interests of postgraduate students, both within the University and externally;
- to value postgraduates as an important part of the student community;
- to elect a Postgraduate and Mature Students’ Officer;
- to provide a social focus for postgraduate student life through the Postgraduate Common Room;
- to ensure that social activities are provided through the Postgraduate and Mature Students’ Society and First-Year Conference.

**You are encouraged:**

- to take advantage of the services, activities and opportunities for involvement provided by the Union Society.

### Student Advice Centre

**You can expect the Student Advice Centre:**

- to provide a non-judgmental, independent, confidential and free advice service, with qualified staff;
- to provide you with clear information about what you can expect of its service via its ‘Description and Standards of Service’ document.

**If you seek the assistance of the Centre, you are expected:**

- to attend any appointment you have made with the Student Advice Centre or to contact the Centre in good time to make alternative arrangements.

### Leisure Facilities

The University is committed to the provision of a wide variety of sport and leisure facilities. These facilities and the services which are provided are under continuous development and review. In working together the Centre for Physical Recreation and Sport and the Union Society’s Athletic Union provide you with every opportunity to take part at any point of your University career.

### Teaching and Demonstrating Duties

Some departments are able to employ postgraduate students to carry out teaching and demonstrating duties. Normally only full-time registered postgraduate students are eligible, and non-European Union students must first obtain permission from the Employment Service before undertaking such duties if they are to work more than six hours per week (form OSS 1, Application to Employ an Overseas
Student, should be obtained from the local Department of Employment Office in order to apply for a permit. The hours of work and rate of pay vary according to the nature of the work. The University’s policy is that the maximum number of hours of teaching and demonstrating duties undertaken by any one student should not normally exceed 108 hours at the standard rate or 60 hours at the special rate of pay in any one academic year, although the actual number of hours being offered may be much less than this. As a guideline, 1995-96 rates of pay are £8.45 per hour for normal duties and £15.20 per hour for duties requiring more preparation.

If your department offers teaching and demonstrating duties, you can expect that:

- the available work will be distributed as equitably as possible amongst those eligible;
- your head of department will provide clear instructions on the duties to be performed and continuing supervision;
- your head of department will ensure that you are advised of the number of hours that you are expected to undertake and the rate of pay;
- the rate of pay will bear some relationship to academic rates of pay;
- payment (for which you may be liable to deductions for National Insurance and tax) will be made under contract on a monthly basis directly into your bank or building society account through the University’s payroll system;
- when carrying out the duties to which you have been appointed, you will be covered for insurance purposes by the University’s policy.

You are expected:

- to carry out your duties in a professional manner in accordance with the requirements of the post.

**Intellectual Property Rights**

Any intellectual property generated by a student during the course of their work remains their property unless otherwise agreed. However, where a student is funded from a research contract or by external sponsorship, whether in full or in part, the student is normally required to assign intellectual property to the University as one of the conditions of the studentship and, in return, the University agrees to regard the student as though they were a member of staff should any exploitable results arise.

Students should be aware of the importance of keeping results and commercially-obtained information confidential on a 'need to know' basis.

**Data Protection**

The Data Protection Act lays down certain requirements to which the University must adhere. These requirements relate to the holding, processing and disclosure of personal data (ie data about a living individual, including expression of opinions about him or her) stored on computer, word processor or computer discs where the intention is to store the data for use in an amended form or at a date subsequent to the original preparation of the data.

You can expect:

- that your supervisor or tutor will be responsible for the registration and deregistration of computerised personal data used by you.

In return, it is expected that you will:

- keep your supervisor or tutor informed of any new data that you intend to use, any stored data that you intend to amend or start using again, and any data that you delete.
Copyright Licence Agreement

Students using photocopying facilities should familiarize themselves with the Copyright Licence Agreement which is displayed at photocopying areas in the University's main library and divisional and sectional libraries in Medicine and Dentistry, Law, Architecture, Fine Art and Computing.

Health and Safety

The University willingly accepts its statutory duty to ensure, as far as is reasonably practicable, the health, safety and welfare at work of all its employees and students. There is a University Health and Safety Policy to which all staff and students must adhere. Individual departmental health and safety requirements must also be observed strictly including the University rules relating to Radiation and Microbiological Hazards.

You are expected:

- to familiarize yourself with and observe the University's Health and Safety and related policies and arrangements and similarly to familiarize yourself with and observe all departmental health and safety arrangements;
- to recognize that you are responsible for ensuring that all potentially-hazardous experiments that you wish to carry out are properly vetted for risk and to take all reasonable care for your own health and safety and that of others who may be affected by your actions;
- as regards any duty or requirement statutorily imposed on the University, to cooperate as far as is necessary to enable that duty or requirement to be complied with;
- to be aware that failure to comply with Health and Safety requirements may lead both to disciplinary action by the University and prosecution by the Health and Safety Executive.

You can expect that the University:

- will provide such information, training and supervision as is necessary to ensure the health and safety of students within the University premises (and elsewhere when they are on official University business);
- will maintain, so far as is practicable, any place of work under its control in a condition that is safe and without risks to health, including the means of safe access and egress;
- will ensure that its employees will undertake the safe use, handling, storage and transport of articles and substances;
- will maintain constant vigilance over its Health and Safety and related policies and arrangements.
Immunization Policy

Students who undertake certain forms of laboratory or clinical research may be at risk from a number of microbial infections. To reduce or eliminate any possible hazard, all persons and laboratories handling or working with any micro-organism or material intimately associated with any micro-organisms, must adhere to the requirements outlined in the document ‘Safe Working with Micro-organisms’.

If you are at risk of infection from Hepatitis A or B or from Tetanus, you can expect:

- to be offered immunization;
- your head of department to ensure that adequate arrangements are in place to comply with the requirements;
- your supervisor, tutor and/or programme director to make you familiar with the recommendations laid out in the Safety Committee document;
- the Biological Safety Officers to ensure that your supervisor, tutor and programme director are discharging their responsibilities in this regard.

You are expected:

- to ensure that if you have accepted the offer of immunization, a complete course is undertaken;
- to comply with the recommendations of the Safety Committee document as communicated to you by your supervisor, tutor and/or programme director.

Environment

The University is committed to the principles of environmental protection and sustainable development in all its activities and has a published Code of Practice.

You can expect the University:

- to consider and monitor environmental concerns on the University campus;
- to encourage and facilitate the development of study modules that introduce students from as wide a range of academic disciplines as possible to aspects of environmental science;
- to provide accessible environmental consultancy expertise and to ensure that advice resulting from this expertise is widely disseminated within the University and, where appropriate, made available to the local community;
- to promote energy efficiency, recycling, the use of public transport, and the use of environmentally-safe cleaning materials, fertilizers and other such products within the University community.

You are encouraged:

- to familiarize yourself with the University’s Code of Practice;
- to support the University’s efforts in respect of energy, recycling, the use of public transport and the use of environmentally-safe products.

Problems and Complaints

The University has tried to describe the quality of research, teaching, support and other services and the standards you can expect. Every part of the University strives to achieve the highest possible standards. Occasionally, however, it may not be possible for the University to meet the standards it has set itself. If you encounter a problem, or have any cause for complaint, you should take up the matter in the first instance with the person concerned or the provider of the service.

The University has the following formal procedures to deal with specific difficulties:

- Equal Opportunities Policy;
- Student Policy on Sexual and Racial Harassment;
Graduation and Beyond

Once you have successfully completed your degree programme you are eligible to receive your degree at the appropriate degree Congregation or to receive your degree 'in absentia'. On graduation you automatically become, free of charge, a member of the University's Alumni Association and are able to participate in its activities and development. The Alumni Association exists to develop closer links between the University and its graduates, helping them to maintain an active interest and involvement in University affairs.

The Association provides several different ways in which you can keep in touch. You might prefer to join one of our regional branches throughout the world, or stay in contact with your fellow students and former lecturers via departmental groups. You might organize or participate in future reunions of your year group, hall of residence or even sports team. You may wish to help the University with student recruitment, or assist current students with careers advice.

The University in turn offers a range of benefits to alumni, including regular newsletters, use of the library and sports facilities, and continued use of the Careers Service. The Alumni Office, which supports the development of the Association, fulfils a co-ordinating role for all of the above activity.

The University hopes that you will want to play an active part in its continued expansion of the Alumni Association and that you will keep the Alumni Office informed of any changes of address.

Miss J M Kidd
Deputy Registrar
Registrar's Office
University of Newcastle
6 Kensington Terrace
Newcastle upon Tyne NE1 7RU.

(See also the sections on the Student Advice Centre and Student Support.)
University of Newcastle
Newcastle upon Tyne
NE1 7RU.

Telephone:
(STD 0191) 222 6000.

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