## APPENDIX 1 – Key Dates of the University 2012-2013

### 2012

| SEP  | 18-21 | International Student Welcome |
|      | 22-23 | Accommodation Move in Weekend  |
|      | 23-26 | Student Union Freshers Week and University Welcome Week |
|      | 24    | Autumn Term and Academic Year starts |

| OCT  | 4-6   | Graduation Ceremonies |
|      | 14    | End of Autumn Term - break for Christmas |

### 2013

| JAN  | 7     | Spring Term starts – return from Christmas break |
|      | 14-25 | Semester 1 Examinations (including Saturday, 19 Jan) |

| FEB  |    | Spring Term |
|      | 15    | End of Spring Term - commence Easter break |
|      | 15    | Summer Term starts – return from Easter break |

| MAR  | 15    | End of Spring Term - commence Easter break |

| APR  | 15    | Summer Term starts – return from Easter break |

| MAY  | 20-31 | Semester 2 Examinations (including Saturday, 25 May) |

| JUN  | 1-7   | Semester 2 Examinations (including Saturday, 1 June) |
|      | 14    | End of Summer Term and Academic Year |

| JUL  | 8-16  | Graduation Ceremonies |
|      | 19-30 | Summer Breaks (including Saturday, 24 Aug) |
Welcome

Dear Student,

I am delighted to welcome you to Newcastle University. I hope that your time here will be both successful and enjoyable. The University has an excellent academic reputation and offers good graduate employability prospects. National awards as well as student surveys confirm the overall quality and value of a degree course at Newcastle.

During your studies here, you will learn that your degree is much more than the elements of your programme. There are many different facilities and diverse support services on campus that you can use to enhance your degree and your time here – everything from an award-winning library to a business incubator, as well as outstanding sports facilities, clubs and societies. Please take full advantage of these resources and opportunities.

We suggest you keep this booklet as a reference of useful information. If you lose your copy, you can get a replacement from student services or you can view it on the web pages at www.ncl.ac.uk/students/progress/student-resources/guide. You should also refer to your Degree Programme Handbook. Postgraduate research students should refer to the Handbook for Research Students which contains a wealth of information about the nature and level of support they may expect to receive during their studies.

Please read the Student Charter at the beginning of the booklet and you will learn what you can expect from the University and, in turn, what the University expects of you as a proactive and self-reliant learner. Being absolutely sure what is expected of you and knowing what the University is committed to providing for you, will enhance your opportunities for success.

Remember to use your personal tutor to discuss any problems you may have, whether academic or personal, which may affect your academic progress. These staff can address your concerns themselves or can put you in touch with University or other professional services.

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While you are at University you may notice some building work. We are proud of the investment in our estate and our student services, but realise that there may be some disturbance until work is complete. I am sorry if you experience any problems due to the work, but hope that you will agree that our investment will make the University a better place for all students. For more information, please have a look at the information booklet on our plans http://www.ncl.ac.uk/about/campus/ developments/. We are very proud of our student service facilities in King’s Gate, which provides one of the best student facilities in the UK. The proximity of King’s Gate to the Union Society developments. We are very proud of our student service facilities in King’s Gate, which provides one of the best student facilities in the UK. The proximity of King’s Gate to the Union Society.

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Our vision is of Newcastle as a civic university with a global reputation for academic excellence.

Profound challenges confront societies in the UK and throughout the world and addressing those challenges has brought an enhanced sense of purpose and focus to our work.

This commitment to ‘Excellence with a Purpose’ is reflected in our key aims which are:

• to be a world-class, research-intensive university
• to deliver teaching and facilitate learning of the highest quality
• to play a leading role in the economic, social and cultural development of the North East of England.

To read more about our Vision see: www.ncl.ac.uk/about/values/publications.htm

Students are key partners in achieving these aims because University success depends upon student success. To encourage student success, the following summary of commitments has been agreed by the University community and signed off by the Vice-Chancellor and the President of the Students’ Union. The principles apply to all students, regardless of their course or mode of study. This Student Charter has been developed after detailed review and consultation with key academic staff and Students’ Union representatives. The document is reviewed annually. Important appendices to the Student Charter are the Supplementary Statements of Student Rights and Responsibilities.

Newcastle University undertakes to:
• require its employees to demonstrate high standards of professional conduct
• treat students as full members of the University community
• require its employees to treat students professionally
• promote equal opportunity for all students
• work in partnership with students to shape their University experience.

Newcastle University undertakes to provide:
• high standards of teaching, support, advice and guidance
• access to activities that will develop graduate and research skills and enhance personal development and employability
• access to professional support services for advice on health and wellbeing, accommodation, finance and careers.
• access to excellent library and IT facilities
• support for student election of representatives and participation in academic and programme development.

**Newcastle University undertakes to provide students with the following information:**
• published programme costs, payment options and deadlines, and an estimate of necessary additional costs
• a programme handbook which outlines any professional requirements, contact hours, mode of course delivery, assessment criteria, examination arrangements and regulations, academic guidance and support, and appeals and complaints procedures
• clear deadlines and timeframes for feedback on submitted work
• appropriate periods of notice for planned changes to the timetable and curriculum.

**Students undertake to:**
• demonstrate high standards of personal conduct in their interactions with the University and the local community
• treat staff and their fellow students respectfully.
• attend orientation and induction sessions and meetings with tutors
• familiarise themselves with information provided by the University and follow recognised procedures
• be punctual, attend all timetabled sessions and participate fully in classes and group learning activities
• take responsibility to manage their learning and ensure that they regularly spend sufficient time in private study
• obtain agreement from their academic unit, where possible in advance, for essential absences
• submit assessed work by stated deadlines, collect marked work and learn from feedback
• participate in opportunities to develop and improve provision, such as supporting student representatives and completing feedback forms
• respect the physical environment within and beyond the University.

**The Students’ Union undertakes to:**
• promote high standards of student personal conduct
• support student engagement with the local community
• support all students to ensure they receive equal treatment and are aware of their rights and responsibilities
• support student representation in a wide range of contexts to ensure that students contribute to the development and improvement of provision
• work in partnership with the University to ensure that student views inform the development and improvement of provision, and the wider student experience
• assist students with academic and welfare problems
• represent the interests of all Newcastle University students at local and national level
• encourage student personal and professional development by provision of a range of information and media, sports clubs, societies and activities.
HISTORY OF THE UNIVERSITY

The University can trace its origins to a School of Medicine and Surgery (later the College of Medicine), established in 1834, and to Armstrong College, founded in 1871 for the teaching of physical sciences.

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

The first Chairs at the Colleges were not only in fundamental disciplines such as mathematics, chemistry, physics, arts and literature, but also in the regionally important applied sciences such as geology, mining, naval architecture, engineering and agriculture. Newcastle became a brand name worldwide, known as a hub of industrial activity, with a strong civic university as its intellectual underpinning.

The combination of being globally ambitious and regionally rooted underpins Newcastle University’s vision for the future.

We believe in, and strive for, world-class academic excellence – but excellence with a purpose.

We work not only on the supply side of knowledge creation and dissemination, but also respond to the demand side of societal challenges. We are not only a large employer and a magnet for tens of thousands of young people, but an integral part of civil society. That is the hallmark of a civic university.

We believe that our success as a civic university will in itself become an exportable commodity, since the search for such a combination of global excellence and local relevance is one replicated in many places in the world.
STRATEGIC OBJECTIVES
As a university, our objectives are:
• to be among the top 20 universities in the UK for research quality and power
• to achieve student satisfaction ratings of 90% or better in all subjects
• to focus on selected societal challenge themes
• to maintain a significant international profile
• to maintain financial and environmental sustainability

CAMPUS DEVELOPMENT
The University is mid-way through a ten year programme of building and development work and has invested over £200 million in its estate over the last few years to bring about an exciting and vibrant transformation of its buildings, infrastructure and public spaces, creating a campus for the twenty-first century. Superb new facilities enhance Newcastle University’s position as one of the leading teaching and research institutions in the UK.

Projects currently under way include:
• a new building for Newcastle University Business School www.ncl.ac.uk/nubs/about/facilities/newbuilding.htm
**KING’S GATE**

This flagship building was formally opened in February 2010 by HRH The Duke of York KG. It brings together the University’s award-winning student and administrative services, resulting in a more integrated service for students and staff, and providing some of the best student facilities to be found anywhere in the UK.

For further information on the campus developments, visit [www.ncl.ac.uk/about/campus/newcastle](http://www.ncl.ac.uk/about/campus/newcastle)

Maps of the Campus and City can be viewed at [www.ncl.ac.uk/about/visit/maps.htm](http://www.ncl.ac.uk/about/visit/maps.htm)

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**LIFE AT NEWCASTLE**

Starting university can be an exciting time, especially if you are in a different country. One of the world’s leading travel websites has named Newcastle upon Tyne the best University city in the UK.

MSN Travel website [http://travel.uk.msn.com/inspiration/photos.aspx?cp-documentid=149582526&page=10](http://travel.uk.msn.com/inspiration/photos.aspx?cp-documentid=149582526&page=10) is full of praise for the city and the lifestyle it offers to students, saying: ‘For students, the low cost of living, the ease of finding accommodation, proximity to the sea and dramatic countryside, famed nightlife and gregarious Geordie hospitality mix to create a pretty punchy cocktail.’

Newcastle University is a smoke free campus.
ACCESSING STUDENT SERVICES

My.Ncl.Ac.Uk/students/kingsgate
Enquiry form: https://my.Ncl.Ac.Uk/students/contact

King’s gate building provides access to many student services in a single location. The careers service is on level one, and on level two you can access a wide range of other services; accommodation, student wellbeing, finance etc. The interaction team is your first point of contact for all services on level two.

Student services located in king’s gate include:
• Academic support and information
• Accommodation
• Career & work (level 1)
• Fees funding & finance
• Health & wellbeing
• Exchange and study abroad programmes
• Visa support

LIBRARY SERVICES

Robinson, Walton and Law Libraries
www.ncl.ac.uk/library

• You can study in the Robinson Library 24hrs a day in term time or until 9 or 10pm in Walton and Law.
• You can borrow from over a million books, thousands of journals and more than 100,000 e-books
• Core texts are available for 4 hour loan from our Student Texts Collection, bookable in advance for your convenience
• Subject Library Guides http://libguides.ncl.ac.uk bring together all the key resources for your subject, and you can use them on your mobile too

• Need a computer? Use one of the hundreds of PCs available in Library clusters
• Wireless networking in each Library – bring in your own laptop or borrow one from us
• Want to read on the move? Borrow an e-book reader from the Robinson Library
• Writing an essay and don’t know where to start? Come to the Information Desk or speak to your Liaison Librarian and our friendly staff can help you find information for your research
• Struggling to use our databases? Library staff run classes for all subject areas to help you get the best out of our resources
• Want a quiet place to study? There are silent and quiet zones in each Library
• Need to do group work or practice a presentation? There are bookable group study rooms and informal group study zones in each Library
• Discover our Special Collections – rare and historic books, manuscripts, maps and illustrations, in the Robinson Library
• And remember, if you have any questions or need any help please speak to a member of Library staff – we’re here to support you throughout your course
ENGLISH LANGUAGE SUPPORT
E: insessional@ncl.ac.uk
www.ncl.ac.uk/students/insessional

In-Sessional English Language Programme
If you do not have English as your first language, you may be able to attend classes to improve your academic English skills and support your academic studies. These classes are provided free of charge by INTO Newcastle University for eligible non-native speaker students registered on degree programmes at Newcastle University.

All non-native speakers take the University English Language Assessment (UELA) as soon as they arrive at the University. This free assessment consists of a listening and a writing section. The UELA helps us to advise whether you will benefit from the free In-Sessional programme classes and which classes you should take. After the UELA, you are given a level of 1, 2 or 3 for listening and writing. The In-Sessional programme supports students at UELA levels 1 and 2 with their academic writing skills and students at UELA levels 1, 2 and 3 with their listening and speaking skills. Students who are at UELA level 3 in writing may need to go to the University’s Writing Development Centre for help with their academic writing.

The UELA and In-Sessional programme are an important part of Newcastle University’s support for international students and are designed to ensure that all non-native speaker students achieve their maximum potential in their academic study. Students can register for up to 4 hours of In-Sessional classes per week as well as attending up to 8 hours of open lecture sessions.

You can choose from non-credit bearing classes (in addition to academic study) and credit-bearing modules (to earn credits as part of your degree programme). The classes include Academic Writing; Listening and Speaking; Grammar; Pronunciation and Dissertation Writing.

The INTO centre also runs one-to-one advisory sessions to help level 1 and 2 students with individual language problems.

Further information is on the In-Sessional website: http://www.ncl.ac.uk/students/insessional or in the In-Sessional English Language Programme brochure which is available from the INTO Newcastle University Centre in the INTO Building, Newcastle University.

INTO Newcastle University also run preparatory English programmes throughout the year for students who wish to study English intensively before starting their degree programmes.

ELMO is Newcastle University’s own multimedia, online resource which provides Academic English language support for international students.
ELMO is a bank of self-study materials that is available free for you to use wherever you are in the world. ELMO is used extensively by thousands of students studying throughout the day and night, seven days a week, 365 days a year! Even some native English speakers have used the site to help develop their academic writing style. This innovative, multimedia, self-study site is the only one of its kind in the UK. www.ncl.ac.uk/langcen/facilities/elmo.htm

Students can use the 130 work stations equipped with PCs, DVD players and audio recording equipment. The PCs are campus networked as well as having specific language learning software. There are also talk shops and group work areas, plus a Tandem notice board where speakers of different languages can make contact. The Centre is also part of the Clan tandem network. The Centre has two language learning websites:

www.universed.co.uk
http://linguacast.ncl.ac.uk

On the Centre’s home webpage (see heading) there are downloadable files to help students with punctuation and English grammar. There is also a searchable catalogue of resources. You can book a session with advisor who will help you find materials suitable for your specific needs, and to plan your independent learning.

Membership is free to all Newcastle University students and staff: you need to bring your Smartcard to register and to use the facilities.

The centre is located off the Quadrangle Gardens.

Can you afford not to learn another language?

LANGUAGE RESOURCE CENTRE

www.ncl.ac.uk/langcen/

It is well known that those who are able to speak more than one language have an important advantage, both in life or in their career. Even if you are not able to learn languages as part of your degree programme you are still welcome to use the award-winning Language Resource Centre, whose ever-growing stock is housed in the oak-panelled tranquility of the Old Library Building. Here you will find a very wide selection of language learning materials suitable for the independent study of over 50 languages, at all levels. There are over 1000 foreign language films on DVD or video, and the centre has 24 satellite TV stations for broadcasts in a variety of other languages.
Newcastle University IT Service
Claremont Tower, Ground Floor,
www.ncl.ac.uk/itservice

Getting started
Each University member is given a Login Name and password (usually sent via email prior to your arrival). Your Login Name and password allow access to most IT services.

University email
All students have a personal Newcastle University email account. Remember to check your account regularly; it’s used for all official University email. Details on how to access your account on or off campus can be found at http://www.ncl.ac.uk/itservice/email/

Keep your work safe
Each student is given 4GB of personal Filestore (computer disk space) known as your Home Folder; it’s a secure place to keep your coursework. On a University PC your Home Folder is the H: drive or ‘Documents’. You can access your Filestore off campus using the Remote Application Service (RAS). See www.ncl.ac.uk/itservice/software/ras

Computer cluster rooms
There are over 1400 PCs in computer clusters across campus. You can use any of these PCs if the room is not being used for teaching. Some clusters open evenings and weekends, and some have 24 hour access via your Smartcard. Visit www.ncl.ac.uk/itservice/clusters

Mobile friendly IT apps
You can use your Smartphone to find the nearest cluster with available PCs, view your personal timetable or contact your tutor. Visit http://m.ncl.ac.uk/iss/

Using your own computer
You can connect your own computer to the Internet via the campus network. Almost all rooms in Halls have docking points and wireless is widely available across campus, see www.ncl.ac.uk/itservice/connect. We run a free Laptop Clinic to help you get online and for general IT advice; visit the Old Library cluster, Monday to Friday 09:00 - 16:00.

Printing
All cluster rooms have black and white A4 printers; larger rooms have colour and A3 printers. All students are given a print credit allocation at the start of each academic year. You can buy more print credits online at http://printing.ncl.ac.uk or buy a cash voucher from the Robinson Library main counter.

IT help and support
Contact the IT Service Desk on (0191 222) 5999 or email it.servicedesk@ncl.ac.uk
Staffed Service Desks can be found in the Old Library and Robinson Library clusters.

It’s important to be aware of the Conditions of Use for the University’s computing facilities. All users are bound by these rules, learn more at www.ncl.ac.uk/itservice/rules
If you have been offered in University owned accommodation, you should have received an online Contract and reference to a Terms & Conditions booklet which covers everything you need to know about your new home. You will also complete the E-Welcome, an online accommodation induction which is part of the online contract which must be completed before you can collect your keys. If prior to your arrival, you are unhappy with your room allocation, you can register for a room swap on our Facebook page www.ncl.ac.uk/accommodation/current/swaps.htm. If after the start of term, you wish to request a move to another room, transfer forms will be available, but moves are subject to certain restrictions and charges and cannot be guaranteed. If you have been offered accommodation in managed partnership accommodation, you will have different contractual terms and should make yourself familiar with these.

If you have not yet found suitable accommodation, you should contact the Accommodation Service. If no University room is available, they will offer assistance in finding alternative accommodation. They also provide professional advice on a whole range of accommodation issues.

Those who leave University accommodation for non-University accommodations remain responsible for the rent until the end of the contract or until the room is re-let to another student (a “successor”) who is not, at that time, paying rent to the University.

The Private Sector Team in King’s Gate offers information and advice to students on all aspects of searching for & living in private rented accommodation. Advice is offered on popular students areas, rent levels, what to look for in a property, & landlord / tenant obligations. They operate NUsstudenthomes a Property Management Service whereby privately owned houses/flats in popular areas are leased from owners and then rented to groups of students. Staff arrange accompanied viewings to these properties making the initial property search much easier. Details of properties are available online at www.ncl.ac.uk/accommodation/current/private/search with properties being advertised from December & throughout the academic year. Single rooms in properties sharing with other students are also advertised. No administration fees are charged and water rates and personal belongings insurance are included in rents.

New for September 2012 is Barker House an exclusive purpose built 105 block of student en-suite accommodation in Shieldfield, near to the City Centre. Further details on this scheme are available at www.ncl.ac.uk/accommodation/private/nustudenthomes/barkerhouse/
FINANCIAL HELP INCLUDING COUNCIL TAX AND TRAVEL INSURANCE

King’s Gate
www.ncl.ac.uk/students/wellbeing/finance

The Student Financial Support Team is part of the Student Wellbeing Service and administers various financial support schemes to assist students as well as providing information, advice and guidance about student finance related matters.

ACCESS SCHOLARSHIPS
www.ncl.ac.uk/students/wellbeing/finance/funding/ukstudents/bursaries/access/index.htm

UK and non-UK EU undergraduate students entering the University in 2012 who have applied for income-assessed student finance and are liable to pay the £9,000 tuition fee are eligible to be considered for a non-repayable Access Scholarship worth up to £2,000 which includes a £1,000 tuition fee discount and £1,000 cash bursary per year of study. Non-UK EU students will only be eligible to receive the £1,000 fee discount per year. Students are automatically assessed for this bursary on the basis of their household income using the information they provide to Student Finance England (or EU equivalent). The cash bursary will be paid in three instalments on 12th December 2012, 20th February 2013 and 17th April 2013.

NATIONAL SCHOLARSHIPS
www.ncl.ac.uk/students/wellbeing/finance/funding/ukstudents/bursaries/national/index.htm

English domiciled and non-UK EU undergraduate students entering the University in 2012 who have applied for income-assessed student finance and who are liable to pay the £9,000 tuition fee are eligible to be considered for a non-repayable £3,000 National Scholarship which includes a £2,000 tuition fee discount and £1,000 cash bursary in year 1, and a further £1,000 fee discount and £1,000 cash bursary in years 2, 3 and 4. Non-UK EU students will receive £2,000 fee discounts in years 1 and 2 and £1,500 fee discounts in years 3 and 4. Students are automatically assessed for this bursary on the basis of their household income using the information they provide to Student Finance England (or EU equivalent). The cash bursary will be paid in three instalments on 10th December 2012, 18th February 2013 and 15th April 2013.

*Year 2 and later cash bursaries are funded through a separate scheme which is subject to approval by The Office for Fair Access (OFFA) during early summer 2012.
The Access to Learning Fund can provide funding on a discretionary basis, to assist registered UK full-time undergraduate and postgraduate students who are struggling to cover their living costs due to unexpected circumstances. ALF cannot assist students with the cost of tuition fees. Some part-time students may also be eligible to apply.

The Financial Assistance Fund (FAF) can provide short term funding on a discretionary basis to registered full-time international and non-UK EU students who are experiencing severe financial difficulties as a result of unexpected circumstances. FAF can only provide funds towards basic living costs and is not able to assist with the cost of tuition fees. Students must be able to show that they had adequate funding in place when they commenced their course to cover the cost of all tuition fees and living expenses for the whole of the period to be spent at University. Some part-time students may also be eligible to apply.

A large number of partial and full scholarships are offered to undergraduate and postgraduate international students from all countries outside the EU. All international postgraduate students who are offered a place to study at Newcastle are eligible to apply for at least one of our University scholarships. All scholarships and discounts for international students must be applied for in advance of coming to the University.

Faculties and/or Schools may occasionally offer other studentships and bursaries. Please refer to individual Faculty and School handbooks.

Newcastle University is approved by the US Department of Education to participate in the William D Ford Federal Direct Loan Program, enabling eligible American students to access financial support. US Federal student loans (for undergraduates and postgraduates) are administered centrally by the Student Financial Support Team. Further information about Federal Aid can be found here:
MANAGING YOUR MONEY

Information, advice and guidance about managing your money, sources of funding and other student finance related matters is available from the Student Finance Adviser. The Adviser offers one-to-one appointments, as well as running weekly drop-in sessions to assist students.

Managing your money can seem like a daunting task but by planning ahead and working out a realistic budget it can help to reduce the stress often associated with money to help you to make the most of your time at University. Tables are available at the back of this guide to help plan income and expenditure for the forthcoming academic year. There are also lots of useful online resources and ideas to help students take control of their finances.

www.ncl.ac.uk/students/wellbeing/finance/advice.

If students require debt management advice they can contact the Student Advice Centre located in the Students’ Union. Contact details on page 28.

COUNCIL TAX

Council Tax is a system of local taxation collected by local authorities. Most students are entitled to some form of exemption or discount, but this depends on individual circumstances.

www.ncl.ac.uk/students/wellbeing/finance/information/counciltax.htm.

Students who are exempt from paying Council Tax will need to submit a Student Exemption application form to their local council as well as submitting a Student Certificate which provides details about their course. Students living within the Newcastle City Council area can complete an online exemption/discount form at: www.newcastle.gov.uk/core.nsf/a/counciltaxinfo. Contact Newcastle City Council T: 0191 278 7878 Email: council.tax@newcastle.gov.uk.

Student certificates can be obtained from:

- For undergraduates and postgraduates:
  Student Services, Level 2, King’s Gate
- For medical students: Medical Faculty Student Office
- For dental students: Dental School Office
TRAVEL INSURANCE

Newcastle University provides free travel insurance for all registered Undergraduate students who are travelling overseas on official University business. This includes the course related part of your journey. You will need to arrange private cover for any periods of holiday. Please refer to the links below for more specific information including policy conditions and exclusions.

Undergraduate
www.ncl.ac.uk/internal/finance/insurance/cover/travel_ug.htm

Please also refer to the Foreign and Commonwealth Office (FCO) Website and adhere to their guidance/recommendations:-


It is very important that you read all of the information contained on the above web pages, and follow the instructions as failure to do so may result in your claim being declined.

Please direct any queries regarding this policy to: insurance@ncl.ac.uk
MEDICAL AND EMERGENCY INFORMATION, HEALTH, PERSONAL SAFETY AND DENTAL CARE

Be aware of your own health and safety and the wellbeing of your friends and fellow students. If you suspect flu, a hangover or even meningitis – please “look out for your mate.” Getting medical help early can save a life.

Remember the following emergency numbers and put them into your mobile phone:

- Universal Emergency Number for Fire, Police, Ambulance 999 (can be dialled free from a call box or mobile)
- Emergencies on Campus - 0191 222 6666 (24 hours a day, 7 days a week)
- University Security Team - 0191 222 6817
- Northumbria Police – 101 (for non emergencies or general information)
- NHS Direct – 0845 4647
- NHS Walk in Centre – Newcastle, Byker, Molineux Street Medical Centre, Molineux Street, Newcastle Upon Tyne, Tyne and Wear, NE6 1SG, 0191 275 5863
- NHS Walk in Centre – Ponteland Road, Ponteland Road Health Centre, 169 Ponteland Road, Newcastle Upon Tyne, NE5 3AE, 0191 271 9030
- NHS Walk in Centre – Westgate Road, Newcastle General Hospital, Westgate Road, Newcastle upon Tyne, NE4 6BE, 0191 282 3000

Walk in Centres in Newcastle offer non appointment access to treatment of minor illnesses, injuries and ailments.

The service sees residents of Newcastle and North Tyneside who are of age 2 and over. The service also treats patients who are not registered with a GP, or are in the area temporarily.

ACCIDENT AND EMERGENCY CENTRES

Royal Victoria Infirmary,
Queen Victoria Road,
Newcastle upon Tyne,
NE1 4LP
T: (0191) 233 6161.
Open 24 hours.
www.newcastle-hospitals.org.uk/services/accident-emergency.aspx

North Tyneside General Hospital
Rake Lane
North Shields
NE29 8NH
T: 0844 811 8111

South Tyneside District Hospital
Harton Lane
South Shields
NE34 0PL
T: 0191 404 1000
NHS DENTIST

For dental emergencies, visit the Newcastle Dental Hospital, on Richardson Road (behind the Royal Victoria Infirmary, which is adjacent to the University).

Emergency clinics take place from 8.30am - 5.00pm, Mondays to Fridays. Patients will be seen on a first-come-first-served basis.

T: (0191) 282 4693

HOW TO REGISTER WITH A GP

It’s important that you register with a GP practice for the time you are living in Newcastle – particularly if you will live the majority of the year in the city. GP practices can help with the majority of your health needs and are experienced in providing healthcare services to young adults. It’s particularly important to register if you have a long term health condition such as asthma or diabetes.

Pick a GP practice convenient to where you live as you may need to visit the practice when you are feeling unwell.

GP practices see patients between 8.30am and 6pm, Monday to Friday and most practices are now opening on a Saturday morning as well as running some early morning or evening surgeries. Check with your practice for the times and days they run clinics.

To find a local practice that you can register with contact the North East Family Health Services Agency on 0191 2754200 or access NHS Choices at www.nhs.uk where you can enter your postcode to find practices close to where you live.

If you or one of your housemates becomes ill between 6pm and 8.30am you should call the GP out of hours service on: 0300 123 4343 and a healthcare professional will advise you on the best course of action.
GENERAL SAFETY
Newcastle upon Tyne is considered a safe city to live in. However, as in any city, you must take care to keep yourself and your possessions safe. Use the following tips:

**Keep yourself safe:**
- Don’t walk around alone late in the evening or when it is very dark. If out alone, stick to well-lit, busy streets and consider carrying a personal alarm (available from the Student Support Officer in the Students’ Union). Let somebody know where you are going and what time you expect to be back.
- Use expensive electrical equipment discreetly. Try not to draw attention to your laptop, mobile phone or ipod.
- ICE your Phone – The Ambulance Service initiated a campaign to put “In Case of Emergency” (ICE) numbers into their mobile phones. Putting ICE along with a name and number will enable the emergency services to contact your next of kin in the event of an emergency.

Keep your home and possessions safe:
- Even if you live in University halls or flats, don’t allow people you don’t recognize to follow you into the building, even if they say they are visiting a friend. If they are genuine, their friends will let them into the building.
- Make sure that you lock your bicycle securely – for advice see www.societies.ncl.ac.uk/bug/

For more information and advice about safety see: www.ncl.ac.uk/estates/services/security.

WRITING DEVELOPMENT CENTRE
The Writing Development Centre is based in the Robinson Library.
www.ncl.ac.uk/students/wdc
E: wdc@ncl.ac.uk
T: 0191 222 7659

The Writing Development Centre aims to promote good writing across the disciplines and help undergraduate and postgraduate students to develop their academic writing skills in a supportive environment.
The Centre offers tuition, guidance and advice on all aspects of academic writing, including:

• understanding assignment and examination questions
• planning, structuring and revising assignments
• using reading sources without plagiarism
• developing an argument writing critically
• writing theses and dissertations
• using grammar and punctuation accurately and effectively
• learning from feedback on previous assignments

Each semester, we run a programme of lectures and workshops on different aspects of academic writing. For information about our teaching schedule, please see the ‘Group Teaching’ section of our website.

We also offer a one-to-one support service. If you think you would benefit from individualised feedback or advice on your written work, you can book an appointment with an academic writing tutor. To book online, visit the ‘One-to-one support’ section of our website. A drop-in service is also available.

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**MATHS AID**

E: mathsaid@ncl.ac.uk  
T: 0191 222 6444 (10am–4pm, weekdays)  
www.ncl.ac.uk/students/mathsaid

The team can be found in Room 201 on Level 2 (the entrance level) of the Robinson Library, next to the main computer cluster. Boasting several years of experience, the purpose of Maths-Aid is to provide guidance to students from any discipline, with priority given to those in their first year, on their numerical and mathematical skills in a friendly and supportive environment, offering:

• Free and confidential advice
• One-to-one help from friendly and experienced tutors
• Guidance for aptitude and numerical skills tests
• A wide range of helpful leaflets and booklets, covering most common areas
• Help on more advanced topics

If you need some maths and stats help, please drop in to the office anytime between 10am and 4pm, Monday to Friday – no appointment is necessary! For more information on what Maths-Aid could offer you, please visit our website on www.ncl.ac.uk/students/mathsaid. We look forward to seeing you soon!
**EXAMINATIONS, TRANSFERS AND PROGRESSING FROM YOUR 1ST YEAR**

Most examinations are centrally organised through the Student Progress Service. There are three main exam periods during the year, one at the end of semester one, one at the end of semester two, and the resit exam period in August. In addition, some exams and other assessments will take place at different times during the year depending on your programme of study. The Student Progress Service may also deal with transfers from one degree programme to another and give advice regarding matters of progression from one Stage to the next, however, generally your first point of contact should always be your personal tutor or other contact in your school. Graduation ceremonies are also organised through the Student Progress Service.

To contact the Student Progress Service see the information at my.ncl.ac.uk/students/kingsgate or submit an enquiry form from https://my.ncl.ac.uk/students/contact

Postgraduate Medical students should contact the Postgraduate Office in the Medical School if they need to change programme or have a progression problem.

Graduate School Office, Medical School
T: 0191 222 7002
E: medpg-enquiries@ncl.ac.uk

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**VISA ADVICE**

www.ncl.ac.uk/students/progress-visa

The Visa Team offer free, impartial and confidential information and advice for students on a wide range of visa and immigration enquiries. Throughout the year a number of information sessions are run to assist with the renewal of student visas. For further information visit the Student Services Helpdesk in King’s Gate.

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**CAREERS SERVICE**

**The Careers Service**

Student Services, Level 1, King’s Gate, T: 0191 222 7748
www.ncl.ac.uk/careers

Newcastle University's award-winning Careers Service can help you make the most of your unique skills and experiences. Whether you plan on embarking on a graduate career, going on to further research or starting your own business, we offer a range of support to help you realise your potential while you are studying and for up to three years after you graduate.

**Advice**

Our information officers and careers advisers are here to offer one-to-one advice, guidance and the information you need to explore your existing plans or generate new ideas. No appointment is required.
Information
There’s lots of information and useful resources on our website and in the Careers Service which will give you an idea of the opportunities out there. Our team of advisers can help you make the most of this information.

Developing potential business ideas
If you have a business idea and want to take it further, then visit the Careers Service for a chat with one of our business start-up advisers. You can also make use of the Elevator – our creative thinking space that’s equipped with office facilities. Lots of activities take place across both semesters to develop your enterprise and entrepreneurial skills, including Newcastle University’s Apprentice. The Rise Up Pitch gives you the chance to meet influential business advisers and investors across the Region and take your business idea to the next level. Visit the ‘Self Employment’ section of our website for more details.

Skills and experience to add to your degree
Develop your skills and gain practical experience by taking part in extra-curricular activities or undertaking work experience. Look out for the ncl+ logo around campus – it highlights a range of activities that will all add to your degree. You’ll find work experience opportunities on our website and staff can help you find more specific openings. We also run Newcastle Work Experience (NWE) – a scheme which offers paid placements within local businesses, and some within the University.

Graduate with the skills employers are looking for
The Career Development Module gives you the opportunity to gain credit towards your degree by completing one of our work-related modules – you can help out in a local school, the community or the University, or use your part-time job to build up a bank of skills that employers are looking for. Take a look at the ‘Developing skills’ section of our website.

We also offer NCL2100: Exploring Enterprise, Entrepreneurship and Employability, a module which will enhance your employability by developing your personal enterprise and entrepreneurial skills, through working creatively on solutions to real life challenges.

Meeting employers
Networking with employers may sound scary, but it can give you a head start when it comes to landing a job or developing your business idea. The Careers Service can help you make contacts, e.g:

• through ‘Graduate Connections’, an online database of over 600 graduates now employed in a wide range of jobs and professions. You can read their profiles or contact them directly for information, advice and insight about the work they do and how to follow in their footsteps.
• by talking directly to employers at events we organise, which range from large-scale recruitment fairs to smaller workshops and sector specific insights. Networking events run throughout the year. For dates, times and details see our website.
Part-time and temporary jobs
We advertise part-time, temporary and vacation jobs that can fit around your studies. As well as earning some extra cash, you’ll also gain a valuable addition to your CV. For more information, visit our website and register with our online jobs database, Vacancies Online. We also run JobsOC, an on-campus recruitment agency offering casual jobs across the University.

Graduate vacancies
Regional, national and international based employers regularly host presentations and attend recruitment fairs on campus. This is your chance to meet them face-to-face and find out more about their placement opportunities and graduate jobs. Check our website for the latest events and graduate vacancies.

Making applications
We run workshops throughout the year which cover all aspects of applying for jobs, from writing your CV to participating in assessment centres. You can also get personal advice and feedback on your CV, job and further study application forms, covering letters, interviews and business-related applications, on any weekday without an appointment.

STUDENT WELLBEING
Enquiry Form https://my.ncl.ac.uk/students/enquiries
T: 0191 208 3333
www.ncl.ac.uk/students/wellbeing

The Student Wellbeing Service provides information, advice and guidance on a wide range of student support issues. This support has been designed to enable students to maximise their potential whilst at University. The service is free, confidential and available to all students.

COUNSELLING, MENTAL HEALTH SUPPORT & GROUPWORK
King’s Gate, Level 2
Newcastle upon Tyne NE1 7RU
Enquiry Form https://my.ncl.ac.uk/students/enquiries
T: 0191 208 3333
www.ncl.ac.uk/students/wellbeing

You can come and meet with someone if there is something bothering you and you want to talk about it. An initial assessment will include a discussion about the options available to best help in your current situation. Initial, half-hour appointments are available over a five day period from the point of contact by phone, web form or in person at the King’s Gate helpdesk on Level 2. After the initial assessment, if you choose to continue accessing support, you may attend 1:1 or group sessions provided by
• Counsellors
• Student Wellbeing Advisers
The type of approach offered, depends on the identified difficulties are and how they might best be addressed. This will be discussed fully with you.

**Disability support**

King’s Gate, Level 2
Newcastle upon Tyne NE1 7RU
Enquiry Form https://my.ncl.ac.uk/students/enquiries
www.ncl.ac.uk/students/wellbeing

If you have a disability / long term medical condition we would encourage you to contact the Student Wellbeing Service as soon as possible. This will enable us to discuss any additional support that you may require e.g. facilitating examination arrangements.

The government provides funds for UK disabled students through the Disabled Students’ Allowances to assist students who, because of their disability, incur extra costs. Applications for Disabled Students’ Allowances should be made through Student Finance England (or the equivalent body if you live in Scotland, Wales or Northern Ireland).

Further details can be found at:
www.direct.gov.uk/en/DisabledPeople/EducationAndTraining/HigherEducation/DG_10034898

Advice and help on all aspects of claiming Disabled Students’ Allowances can be obtained from Disability Advisers within the Student Wellbeing Service.

**Specific learning difficulties**

(e.g. dyslexia,dyspraxia) & Asperger’s syndrome

King’s Gate, Level 2
Newcastle upon Tyne NE1 7RU
Enquiry Form https://my.ncl.ac.uk/students/enquiries
www.ncl.ac.uk/students/wellbeing

If you have a specific learning difficulty, such as dyslexia or dyspraxia, or Asperger’s syndrome please contact a Specialist Learning Adviser within Student Wellbeing as soon as possible and provide us with a copy of your most recent psychological assessment report. If you do not have a current report we can help you to arrange an assessment. We can also discuss any support that you may require e.g. additional time in examinations. The government provides funds for UK disabled students through the Disabled Students’ Allowances to assist students who, because of their disability, incur extra costs. This could include funding for assistive technology, one to one study skills support, or a study mentor. Applications for Disabled Students’ Allowances should be made through Student Finance England (or the equivalent body if you live in Scotland, Wales or Northern Ireland).

Further details can be found at:
www.direct.gov.uk/en/DisabledPeople/EducationAndTraining/HigherEducation/DG_10034898

Advice and help on all aspects of claiming Disabled Students’ Allowances can be obtained from Specialist Learning Advisers within the Student Wellbeing Service.
UCAN

(University Centre for Assessment at Newcastle)
King’s Gate, Level 2
Newcastle upon Tyne NE1 7RU
T: 0191 208 3178
E: assessments@ncl.ac.uk
www.ncl.ac.uk/students/wellbeing

UCAN has been set up to meet the assessment needs of disabled students who are studying or have applied to study in higher education. Through shared good practice, experienced staff deliver full academic needs assessments which can enable access to funding e.g. Disabled Students Allowance through Student Finance England and other funding bodies.

The hardware loans scheme
www.ncl.ac.uk/hardwareloans

The Hardware Loans Scheme aims to provide assistive equipment to visitors, staff and students with a disability or health condition. Equipment includes high visibility screens and large key keyboards, portable hearing loops, and back supports. Some equipment is restricted and you may require a referral from a Disability Adviser.

CHAPLAINCY

19/20 Windsor Terrace
T: 0191 222 6341
www.ncl.ac.uk/chaplaincy
Including contact details for faiths not mentioned below.

Your time at University marks great changes in your life. Faith and spirituality can form an important part of these changes. Some people make decisions while at University to commit themselves to particular faiths or life stances. Some question the faith they grew up with. Others want to take the opportunity to explore spiritual questions and grow and develop as spiritual people. Chaplains are people who are “in the university but not of it”. The Chaplaincy is here to help and support you in doing any of these things and also to be part of the general support offered to all members of the University community.

The Chaplaincy Team is currently made up of several Christian chaplains, a Buddhist, and a Jewish chaplain, and is committed to religious tolerance, diversity and respect. We welcome people of all faiths or none, and are here for all students and staff.
Your Chaplains are:

**Revd Catherine Lack**  
(Coordinating & Anglican chaplain)  
0191 222 6341 (chaplaincy)  
07582 033125 (mobile)  
catherine.lack@ncl.ac.uk

**Professor Bill Clegg**  
(Baptist)  
07528 948776  
bill.clegg@ncl.ac.uk

**Fr Dominic White, OP**  
(Catholic chaplain)  
07932 409777  
dominic.white@ncl.ac.uk

**Miss Mia Fox**  
(Catholic chaplain)  
07713 259173  
mia.fox@ncl.ac.uk

**Revd Rob Hawkins**  
(Methodist)  
07985 544997  
rob.hawkins@ncl.ac.uk

**Mr Stephen Richardson**  
(Assistant Methodist Chaplain)  
07762 440 811  
stephen.richardson@ncl.ac.uk

**Revd Sujatin Johnson**  
(Buddhist)  
07785 738617  
sujatin@amidatrust.com

**Rabbi Aaron Lipsey**  
(Jewish)  
077937 46454  
aaron.lipsey@ncl.ac.uk

The University Muslim Prayer Room is in the King George VI Building  
0191 222 5658

We offer support in confidence, no matter what your problem might be, and are also here to offer resources to help you to grow in your time here at the University.

We have the Mandela room, which is bookable by groups or individuals; a library that students and staff are welcome to borrow from; an office, and tea and coffee making facilities. It is a great place to come to relax, meet a Chaplain, have a coffee, or have some space. Access to the chaplaincy is by smartcard, or whenever a Chaplain is present, so if you want to pop in it’s best to ring or email us to let us know you’re coming. Our notice-board and website have details of activities and events.

We keep in touch with many churches and other places of worship; and with all of the major faith groups in the city, as well as a number of other voluntary organisations. We have produced a “Rough Guide” to places of worship in Newcastle, covering all the major world faiths. If we can’t help, we can normally point you in the right direction. The Chaplaincy – the place and the people – is here for you.
Newcastle University offers a range of student exchange opportunities. Students can undertake a fully recognized period of study of between three months and one year at another European University through the Erasmus programme. On certain degree programmes, students can also undertake a Work placement as part of the Erasmus Programme.

The Non EU Exchange Programme provides students with the opportunity to study outside of Europe, for example in Australia, Canada, China, Hong Kong, Singapore, South Korea, Japan, and USA.

Studying overseas can be a life changing experience. Immersing yourself in another culture will help you learn more about yourself and help you develop your personal skills, as well as help you develop and deepen your understanding of the academic subject which you are studying.

Below are just some of the benefits to be gained from participating in the Erasmus programme:

• Stand out in the job market
• Return more motivated, independent and confident
• Acquire new or improved language skills
• Learn a range of life-skills not taught in the lecture theatre
• Gain new perspectives on an academic subject

• Gain an international network of friends
• It counts towards your degree – it is not a gap year
• It is a fun and challenging experience

**NEWCASTLE UNIVERSITY STUDENTS’ UNION (NUSU)**

Newcastle University Students’ Union is student led and offers a range of services and opportunities aimed at making your student experience the best it can possibly be. The services listed below are a guide to what the Union offers; further information is available through our Union Reception on 0191 239 3900, or on website at www.nusu.co.uk

Your Student Representatives

NUSU is led by elected student officers. Officers give advice and support on a range of issues and represent every sector of the student community. They can represent you at the highest levels within the University. All students are eligible to run/be elected for roles.

Full-time sabbatical officers:

**President**
T: 0191 239 3916  
E: president.union@ncl.ac.uk

**Welfare & Equality Officer**
T: 0191 239 3917  
E: welfare.union@ncl.ac.uk

**Education Officer**
T: 0191 239 3963  
E: education.union@ncl.ac.uk

**Activities Officer**
T: 0191 239 3964  
E: activities.union@ncl.ac.uk
Athletic Union Officer
T: 0191 239 3923
E: au.union@ncl.ac.uk

Editor of the Courier
T: 0191 239 3940
E: editor.union@ncl.ac.uk

Part-time officers:
For all part time officers, Tephone 0191 239 3900

Students with Disabilities Officer
E: swd.union@ncl.ac.uk

International Students Officer
E: international.union@ncl.ac.uk

Lesbian, Gay, Bisexual, Transgender (LGBT) Officer
E: lgbt.union@ncl.ac.uk

Racial Equality Officer
E: ar.union@ncl.ac.uk

Postgraduate Students Officer
E: postgraduate.union@ncl.ac.uk

RAG Officer
E: rag.union@ncl.ac.uk

Community Officer
E: community.union@ncl.ac.uk

Campaigns Officer
E: campaigns.union@ncl.ac.uk

Convener of Disciplinary Committee
E: disc.union@ncl.ac.uk

Chair of Union Council
E: chair.union@ncl.ac.uk

Convenor of Debates
E: debates.union@ncl.ac.uk

Ethics & Environment Officer
E: environment.union@ncl.ac.uk

Executive Officers without Portfolio
E: exec.union@ncl.ac.uk

Gender Equality Officer
E: gender.union@ncl.ac.uk

Freshers’ Week Organisers
E: freshers.week@ncl.ac.uk

Mature and Part time Students Officer
E: mature.union@ncl.ac.uk

NSR Officer
E: nsr.stationmanager@ncl.ac.uk

Student Parent and Carers Officer
E: parentcarers.union@ncl.ac.uk

Your Wellbeing
NUSU runs a number of welfare related services which complement those of the University.
At some point during your studies, you may need to seek independent advice or assistance. The Student Advice Centre is a free, confidential and professional service of the Students’ Union. The friendly staff can offer specialist advice, representation and assistance on a range of issues, including: finance, legal, consumer, housing, academic, and personal matters. The SAC also work with other specialist services, such as the NHS for sexual health and HPV vaccines.

LIVECHAT is an online advice service, check out the SAC website for further information. The SAC’s service is independent of the University, and strictly confidential.

The Baby Equipment Service for Students (BESS) has a supply of basic safety equipment for young children available for hire by registered students. The items available are not necessarily new, and include cots, highchairs, fireguards, stair gates, and baby alarms. There is a membership fee plus a small charge per item for each three month’s loan.
Nightline is a confidential, nonjudgmental telephone service for students who need some information, advice or just a chat. It runs from 8.00 pm to 8.00 am on 0191 261 2905. The number is printed on the back of each student Smartcard.

The Student Nightbus is a service provided by NUSU to ensure that you get home from campus safely in the evening. It costs just 70 pence so it will save you a lot of money on taxis after a night out or a long library or gym session.

The service runs Monday to Friday from pick-up points at the STUDENTS’ UNION, ROBINSON LIBRARY, and the MEDICAL SCHOOL, from 7pm and takes you directly to your door (within the specified boundaries).

Wallet sized Nightbus timetables are available to collect from all receptions at halls of residence, the Students’ Union, Library and Medical School.

Your Opportunities

NUSU looks to maximise the number of available opportunities for students to participate in activities that enhance personal development and life skills. These include: our Athletic Union which offers a spectrum of sporting opportunities and supports over 60 different sports clubs; our 150 different Societies which give members the chance to pursue their own interests, be they political, cultural or social; Student Community Action Newcastle (SCAN) which is our volunteering sub-charity for students who wish to participate in community and charitable projects; and The Courier Newspaper, Newcastle Student Radio and Newcastle University TV which offer opportunities to develop skills in media. We also need volunteers to help run Freshers’ Week, RAG Week, become Course and Hall Reps, and sit on our Students’ Union Council.

Your Community

The newly developed Students’ Union is located at the heart of the University campus community. The iconic building provides a range of services aimed at delivering the perfect place for social interaction of any kind, through the provision of free activity space, state of the art meeting rooms and entertainment.

The Students’ Union underwent an £8 million refurbishment in 2010. The Students’ Union provides a variety of services including food and bar outlets plus some offerings such as Subway and Madventurer as well as Newcastle on campus computer support service. The Union Shop sells everything from stationary to a wide range of food items, newspapers, , Newcastle University branded clothing and memorabilia. . Open early throughout the week we pride ourselves on delivering a first class convenient service. The Students’ Union hosts a full range of entertainment with big name bands, club nights and much more including opportunities to organise private parties, functions, conferences or your own bespoke events, all of which are competitively priced.
Membership of Newcastle University’s Students’ Union (NUSU) is free; although there is the potential to incur a £1 liability per member should the Students’ Union ever cease to exist, as it is a company limited by guarantee. Under the terms of the Education Act 1994 you have the right to opt out of membership of the Students’ Union if you so wish. New students have until the end of the fourth week from the start of term to decide. Communication between the Students’ Union and members will usually be by electronic means (including distribution of the annual report) unless members notify otherwise. Students who wish to opt out or be contacted by other means should notify the General Office in writing.

Non-members of the Students’ Union retain the right to make use of all of the Union’s facilities and services but are not permitted to vote in elections or at student meetings or to stand for election as a Student Union Officer; they may not become office-bearers in student societies or Athletic Union clubs; they do not receive those discounts at local and national commercial and retail outlets which are consequent on the Students’ Union membership of the National Union of Students. The Education Act requires us to draw your attention to the Students’ Union Code of Practice www.ncl.ac.uk/students/progress/assets/documents/USCodeofPractice.pdf and the Code of Practice issued by the University relating to freedom of speech www.ncl.ac.uk/students/progress/student-resources/regulations/speech.htm. Copies of these documents are available from the Students’ Union.
SPORT AND PHYSICAL WELLBEING AT THE UNIVERSITY

The University Sports Centre
Richardson Road (behind Richardson Road flats)
T: 0191 222 7225/7474
E: sport@ncl.ac.uk
www.ncl.ac.uk/sport/

Athletic Union Officer
Students’ Union
T: 0191 239 3923

The Centre for Physical Recreation and Sport and the Athletic Union provide excellent facilities and an extensive programme of competitive and recreational sporting activities for students of all abilities, whether you wish to take up a sport for the first time or are participating for fun, fitness or serious competition.

All students at the University are eligible to become members of the Athletic Union (AU) and are able to join any of its 59 sports clubs which are student led and run by the Students’ Union. These range from traditional sports such as hockey, rugby and football, to more adventurous activities such as mountain biking, parachuting and sub-aqua. If we do not have a sport for you, you have the opportunity to set up your own club.

University representative teams compete in the inter university British Universities & Colleges Sport (BUCS) competitions (achieving a 2010/11 BUCS national ranking of 15th from 144 competing HE institutions) as well as local leagues.

There is also an extensive intra mural competition in which groups of students within the University form teams and compete against each other in Football, Netball, Rugby and Hockey. The recreation program consists of exercise, dance and mind and body classes. For those not wishing to be organized, sports centre membership enables casual booking of indoor activity space for 5 a side football, badminton, squash, basketball etc.

The University has an extensive portfolio of outdoor pitches (26 grass and 2 artificial) based at its four outdoor sites as well as a water sports centre at Newburn.

Indoor facilities are located at the University Sports Centre consisting of a six court sports hall, two large multipurpose rooms, dance studio and the 125 station state of the art health and fitness suite (Please note there are different membership packages available for you to select the type of membership that most suites you). Additional to the health and fitness suite, there is a new strength and conditioning suite.

For high-performing athletes we offer a range of professional support aimed at ensuring that these athletes achieve both their academic and sporting goals. The Elite Athletes Squad is a specific support organisation for up to 20 high-performing student athletes that include an annual lecture programme, full medical and physiotherapy screening and the support of a personal tutor. In addition the Centre for Physical Recreation and Sport awards up to 40 sports scholarships annually.
CULTURAL OPPORTUNITIES
– FREE MUSEUMS, LECTURES, MUSIC

Museums
Situated on the edge of campus, the spectacular Great North Museum: Hancock, which opened in May 2009, brings together the North East’s premier collections of archaeology, natural history and geology to create one of the most internationally significant and diverse collections in the country. World-class natural history collections are displayed alongside priceless Bronze Age, Roman, Greek and Etruscan artefacts, and the collections are supported by comprehensive archives, giving them great intellectual value. Mummies from Ancient Egypt, a planetarium, a large-scale interactive model of Hadrian’s Wall and a life-size T rex skeleton are among the Museum’s other highlights. The Great North Museum also incorporates the Hatton Gallery, on the main University campus. The Hatton is home to an impressive and important permanent collection of paintings, sculpture, print-making and drawing, and is highly-regarded as a venue for historical, modern and contemporary art exhibitions. Admission to both venues is free.

Web links to further information:
The Great North Museum
www.twmuseums.org.uk/greatnorthmuseum

Hatton Gallery
www.twmuseums.org.uk/hatton

Public Lectures
Newcastle University’s Insights series is one of the largest programmes of free public lectures in the country. It regularly attracts leading speakers in a wide range of fields, from the UK and abroad. For further information about the lectures, visit: www.ncl.ac.uk/events/public-lectures

Music
There are various musical ensembles, including a Symphony Orchestra, a Vocal Ensemble, a Bach Choir and a Viol Consort, which are open to all students to join. Auditions for the Symphony Orchestra are held during Freshers’ Fayre at the end of September and again at the end of January. For further information about auditions or the other ensembles, please contact Olivia Cameron on 0191 222 8463 or o.h.cameron@ncl.ac.uk

Information about the Jazz Orchestra and Wind Band can be found on the Students’ Union webpage.

For information about the Student Choir and Orchestra, please contact l.m.brown1@ncl.ac.uk

In addition to our lectures and concert series, the Newcastle Centre for the Literary Arts (NCLA) annual programme of literary events brings world-class, international writers to the North East. See www.ncl.ac.uk/ncla/events/ for information. The University’s Culture Lab http://culturelab.ncl.ac.uk/home also hosts a range of public events that
include concerts in partnership with local organisers, poetry readings in partnership with NCLA, and film screenings. The University campus is also home to Northern Stage, the North East’s largest producing theatre company www.northernstage.co.uk.

**EQUALITY AND DIVERSITY**

T: 0191 222 8794/3440
www.ncl.ac.uk/diversity

The University’s Equality and Diversity commitment is to develop a fully inclusive University community which recruits and retains talented staff and students from all sectors of society. You are part of that talented group of students. Your talent will be nurtured, ensuring that it can be developed within a positive and supportive culture that encourages everyone to flourish and reach their potential. Strong positive relationships will be developed between staff, students and external stakeholders (including contractors and visitors) and a common vision promoted where diversity is valued by all. Everyone must be treated with dignity and respect.

No prospective student or student, job applicant or employee, should receive less favourable treatment on any grounds which are not relevant to academic ability potential and attainment for students or to good employment practice for employees. The University’s Single Equality Scheme describes how we will put these commitments into practice. The Scheme and other resources about UK law, University policies and the Diversity Consultation Framework (which includes Student’s Union representatives) can be seen on the Diversity website. www.ncl.ac.uk/diversity.

**ATTENDANCE**

As part of your commitment to your studies you are expected to “be on campus or at your placement whenever required by your programme, and actively participate in all sessions specified for your programme” (Student Charter). Students who attend all of their classes tend to do better in their assessments. Students who don’t attend classes may be deemed to be making unsatisfactory progress and withdrawn. Students must therefore keep their school informed of any absence. Students should also submit sick notes if appropriate. See www.ncl.ac.uk/students/progress/student-resources/regulations.

It is particularly important that all international students attend their classes or notify their school of any absence. This is because the University must report international students who stop attending their classes to the UK Border Agency. Absence from classes could therefore affect a student’s visa.

Schools may keep registers or ask students to confirm their attendance in other ways. Students are advised to familiarize themselves with the attendance policy in their School or Institute.
IF THINGS GO WRONG

Most students encounter few, if any, problems during their period of study at the University, but sometimes things can go wrong. There are processes in place to help you. Generally your first point of contact should be your personal tutor. The following gives details of services available to you if you do have difficulties, and you are urged to seek advice as soon as a problem occurs.

PERSONAL EXTENUATING CIRCUMSTANCES (PEC)

The most important thing you can do is to tell your school about the problems you are having. To do this, complete a PEC form. PEC stands for Personal and Extenuating Circumstances. This one form will be a way of telling the School about the problems and requesting a number of different types of adjustment – such as extensions, exemptions, deferrals, board of examiner discretion.

A PEC form should be submitted to the School Office as soon as possible so that the appropriate adjustment or referral to other services can be made.

PEC Procedure, guidance and form available at: www.ncl.ac.uk/students/progress/student-resources/help.

STUDENT COMPLAINTS PROCEDURE

The Student Charter sets out the standards of service you can expect to receive from the University. If you are dissatisfied with the service received from a member of staff or from a University school or service, you should initially discuss the matter with that individual or the head of school/service.

If you are still not satisfied, the University has a complaints procedure, available from www.ncl.ac.uk/students/progress/student-resources/regulations/complaints.htm. This procedure may also be used if you wish to complain about the behaviour of another student and have not been able to resolve the problem informally.

ACADEMIC APPEALS

There is a procedure for requesting a review of your assessment or degree results. If you wish to appeal against the Board of Examiners, you are advised to discuss the matter first with your tutor or supervisor or with your degree programme director or module leader.

The appeals form and supplementary guidance is available at: www.ncl.ac.uk/students/progress/student-resources/regulations/appeals.htm.
MISCONDUCT
The University deems misconduct on the part of its students to be very serious, whether they relate to a student’s academic work or general behaviour inside or outside the University.

All complaints and reports of offences committed by students are carefully investigated and dealt with in accordance with the Student Disciplinary Procedures, available at: www.ncl.ac.uk/students/progress/student-resources/regulations/disciplinary.htm

ASSESSMENT IRREGULARITIES
There is a separate procedure for dealing with alleged cheating in assessments, available at: www.ncl.ac.uk/students/progress/student-resources/regulations/assessment.htm. Investigations into reported irregularities may lead to students being disciplined. Your attention is drawn particularly to the issue of plagiarism.

Guidance about standards of academic conduct including plagiarism is available at: www.ncl.ac.uk/right-cite.

PUBLIC INTEREST DISCLOSURE (WHISTLEBLOWING)
The University has a policy and procedure to assist employees and students who believe that they have evidence of malpractice or impropriety which it would be in the public interest to disclose. Members of the University are expected to use the policy and procedure in the first instance rather than report their concerns to a third party outside the institution. The Policy and Procedure on Public Interest Disclosure is available on the University’s website at: www.ncl.ac.uk/hr/policy/conduct.

WITHDRAWING FROM THE UNIVERSITY
Occasionally students decide to withdraw from the University. If you have doubts about continuing with your studies, you are advised to discuss the matter with your tutor as soon as possible. If you decide to withdraw, you should inform your tutor and inform, if applicable, your LA and Student Finance England. You are also advised to contact the Student Progress Service and if you are living in University accommodation, Student Services. If you have paid tuition fees you should also contact Student Services to find out whether any refund is due to you or how much you may owe to the University.
GOOD ACADEMIC CONDUCT

Newcastle University expects students to be committed to academic honesty. The following paragraphs highlight key areas that you should consider. Further comprehensive information about good academic conduct is available at: www.ncl.ac.uk/right-cite and the assessment irregularities procedure is available at: www.ncl.ac.uk/students/progress/student-resources/regulations/assessment.htm.

**Plagiarism**

Plagiarism is defined as the use of the work of others without acknowledgement. This covers not just using words, but also, for example, concepts, ideas, data, designs, images, computer programmes and music. Note in particular that it refers to ideas, not just to words, so even if you express someone else’s ideas in your own words, the source of the idea must still be acknowledged.

**Why do we have this requirement?**

Good academic work is expected to draw on other sources, but these must be acknowledged. This enables others to see where the ideas you use have come from, which actually lends added authority to your work. It also allows readers to follow up these sources directly, if they wish. It involves being honest about what is your work and what is the work of others. Think how you would feel if someone used your work without acknowledging it. Furthermore students who plagiarise are gaining an unfair advantage over their honest colleagues.

**Auto (self) Plagiarism**

This applies when work (or similar) has already been submitted for an assessment at Newcastle or elsewhere. This should not apply to draft copies of research work; if you are unsure, please speak to a member of staff for clarity before submitting your work.

**Why do we have this requirement?**

This may be considered to be an attempt to gain double credit for the same piece of work and is unfair and dishonest.
Collusion
Collusion is defined as the submission by two or more students of the same or similar pieces of work (or parts of pieces of work) which are presented as the individual’s own solely authored work. This could arise from students working together to complete the work, or by one student allowing another to copy his/her work; note that ‘allowing’ includes tacit permission. Copying without the author’s permission is not collusion, but taking another student’s work without permission is theft and constitutes a disciplinary offence.

Why do we have this requirement?
Apart from formal group work, any work you submit is expected to be your own. It is your degree and it is clearly dishonest to submit work which is not your own. It is also dishonest to help another student gain credit for work that is not their own.

Proof reading
As the work you submit should be your own work, there are limits to the extent to which you should use a proof reader. A proof reader may point out typographical, spelling or grammatical errors, but may not correct them.

Why do we have this requirement?
The key issue here is to what extent the ideas within the work are truly your own work. If proof reading becomes rewriting, then the work is no longer compleTy your own.

Falsification of Research Results
You are also expected to be honest in submitting research results, which should not be falsified. This could happen through including fictitious or false data, or by suppressing results, perhaps because they don’t match prior expectations.

Why do we have this requirement?
In universities we rely on researchers being totally honest about their results, otherwise their conclusions and any action taken in consequence of their findings will be flawed. How would you feel if one of the sources you were using had been dishonest about research results, when you are relying on them?
Examinations
In relation to University examinations, you should not:

• breach the University’s examinations policies- www.ncl.ac.uk/examinations/RULES.htm
• copy from or confer with other candidates in the examination
• confer with others outside the examination room whilst an examination is in progress
• use unauthorised material (e.g. notes) or equipment (e.g. electronic devices for storing text or audio material) in an examination room
• present yourself as another student or allow anyone else to present themselves as you in the examination room
• introduce examination scripts for marking other than in the course of an examination or possess a University examination script book outside of an exam room.
• refuse to comply with the instructions of the invigilators.
• Intentionally disrupt the examination process or disturb other examination candidates.

Other aspects of good academic conduct
You should not:

• permit another student to copy, verbatim or in substance, your formative or summative assessed coursework (this includes providing an opportunity for another student to copy work, even if it was not the explicit intention that the work should be copied).
• be party to any act, other than for a bona fide academic reason, allowing the sharing of any formative or summative assessed coursework on a website or in any other medium (the fact that work has already been assessed when it is so copied or shared does not negate the offence).
• procure or attempt to procure assessed work created by another person. Students are expected to produce their own work and therefore any submission of work by another person constitutes improper means. An attempt to procure such work shall be treated as an attempt to use improper means and may be considered as dishonesty.
• act dishonestly. Any attempted assessment irregularity including that detected before submission of the work, is considered an attempt to use improper means and may be considered as dishonesty.

Why do we have these requirements?
It is important that assessment is fair and that students are rewarded for their own achievement. Otherwise it is unfair on the overwhelming majority of honest students.