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SUMMARY OF CONTENTS

Section One - information that you will need or may wish to know when you arrive at the University.

Section Two - some details about advice and support services available to all students, many of which you are likely to need to use during the course of your studies.

Section Three - advice on certain topics such as health, finance, study skills that will be of concern to all students, as well as advice relating to topics which may not be of universal interest (for example, sport, information for international students, University contingents of the armed services).

Section Four - other University documents which deal with specific policies or procedures that should be followed in the rare event that things go wrong.

FOREWORD FROM THE VICE-CHANCELLOR
Dear Student

I am delighted to welcome you to the University of Newcastle upon Tyne and hope that your time here will be both successful and enjoyable.

The purpose of this Student Handbook is to provide you with the information you are most likely to require. It details the support and other services available to you within the University. However, it also contains a wealth of other information which will be of help to you throughout your time here. If by chance you lose your copy, you will be able to obtain another from the Registrar’s Office at 6 Kensington Terrace, or from the Faculty of Medical Sciences Office.

Naturally I hope that you do not encounter any difficulties, academic or personal, during your time at Newcastle. If, however, you ever think you need help, please seek it, and in good time. The sooner you bring a problem to our attention, the better our chance of resolving it satisfactorily.

Should you wish to use the University’s Robinson Library during the summer vacation before beginning your studies, please apply to the enquiry desk in the Library, taking this Handbook with you. Similarly, you are most welcome to use the Union Society and its facilities before registering - this can be done either with a First Year Conference card or by taking this Handbook, together with a passport-size photograph, to the General Office in the Union, where you will be issued with a temporary member’s card.

Yours sincerely

Professor C R W Edwards
Vice-Chancellor

SECTION ONE: WHEN YOU ARRIVE
Contact Information

University of Newcastle upon Tyne
Newcastle upon Tyne
NE1 7RU
United Kingdom.
Telephone: 0191 222 6000

Website: www.ncl.ac.uk

The main University switchboard is open from 8.30 am - 5.30 pm Monday to Thursday and 8.30 am - 5.15 pm on Friday. Emergency calls only outside these hours may be made to 0191 222 6817.

Note: please make sure that you inform the Registrar’s Office and your School of any change of address. ‘Change of address’ forms are available from the Registrar’s Office Reception, from the Robinson Library, and elsewhere.

Dates of Terms and Semesters, 2004–05

First Semester – Monday 13 September 2004 to Friday 21 January 2005
Second Semester – Monday 24 January 2005 to Friday 10 June 2005
Autumn Term – Monday 13 September 2004 to Friday 10 December 2004
Easter Term – Monday 10 January 2005 to Friday 18 March 2005
Summer Term – Monday 18 April 2005 to Friday 10 June 2005

The Christmas vacation falls between the Autumn and Easter Terms - ie within the first semester; the Easter vacation falls between the Easter and Summer Terms –ie within the second semester.

Smart Cards
You should by now have registered and received your Smart Card. All students need a Smart Card to use the University Library, Sports Centre, some Computing Service facilities and the Students’ Union. Your Smart Card will contain a digital photograph and brief details including your name, programme of study and card expiry date. You will keep your Smart Card for the duration of your studies and will need to go through the process of Registration at the start of each new academic year. There will be no charge for your Smart Card, but if you lose it there will be a replacement charge of £10.

**Union Society Membership**

Under the terms of the *Education Act 1994* you have the right to opt out of membership of Newcastle University’s students’ Union, known as the Union Society. As a new student, you will have until the end of the fourth week from the start of term to decide whether or not you wish to be a Union Society member. You will have to abide by your decision for the remainder of the academic year, so please consider the options carefully before you decide. The Union Society is situated in a building which is held in trust solely for students, and is run by student officers elected annually by the student members. Membership of the Union Society is free to full-time students and is given automatically unless students indicate their wish to opt out at Registration.

Non-members of the Union Society retain the right to make use of all of the Union’s facilities and services with the following exceptions: they will not be permitted to vote in elections or at student meetings or to stand for election to Union offices; they will not be permitted to become office-bearers in student societies or Athletic Union clubs; they will not receive discounts at local and national commercial and retail outlets which are consequent on the Union Society’s membership of the National Union of Students.

The *Education Act* requires us to draw to your attention the existence of certain documents relating to the work of the Union Society. These are:

- (a) The *Code of Practice* issued by the University which sets out the manner in which the Act is to be implemented at the University of Newcastle upon Tyne and which is intended to ensure that the Union Society operates fairly and democratically and is accountable for its finances.

- (b) A guide to restrictions imposed on the activities of the Union Society by the law relating to charities.

- (c) The *Code of Practice* issued by the University (revised in 1999) relating to freedom of speech under the terms of the *Education Act* (1986).

Copies of these documents are available from the Union Society or the Registrar’s Office at 6 Kensington Terrace.

**SECTION TWO: ADVICE AND SUPPORT SERVICES**
Tutorial System

Undergraduates

The tutorial system is central to the welfare services provided by this University. It exists to form a link, on a personal basis, between a student and the University. Each undergraduate student will be assigned a personal tutor who will usually be chosen from the academic staff directly concerned with the teaching of their subjects. In addition, Heads of School and degree programme directors exercise a more general supervision over student progress within schools.

You should feel free to turn to your tutor for advice and help on all matters, both academic and non-academic, which may affect your progress while at University. Such meetings will normally be treated as strictly confidential. In addition to general pastoral care and advice on such academic matters as choice of modules, a tutor is often the best person to support a tutee in dealings with University bodies in such matters as requests for concessions, appeals against academic decisions and applications for financial assistance.

The University requires each undergraduate student to see their tutor at the beginning of each semester and at such other times as the tutor may require – for example, many tutors will wish to see their tutees at least twice each term, However, if the relationship is to be of real benefit to you, it is important to maintain regular, close contact with your tutor. A good tutor-student relationship demands some effort from both sides. Not only is it essential that you tell your tutor about anything, such as illness, which might seriously affect your progress, but by keeping your tutor well informed, you can ensure that he or she will be able to write accurate and helpful references.

Occasionally the relationship between a student and tutor breaks down. In such cases it may be best for a change to be made. Either the student or tutor can ask the appropriate Head of School to make the necessary change.

Postgraduates

Postgraduate students on taught programmes are assigned a personal tutor who undertakes a similar role to that of undergraduate tutors. It is important that regular contact with tutors is maintained.

Postgraduate research students are assigned supervisors. Again, it is very important that students maintain frequent contact with their supervisors who are there to offer pastoral support as well as to monitor academic progress and provide advice on the planning and progress of a student’s research.
In the rare event that the relationship between a postgraduate student and tutor or supervisor breaks down, advice may be sought from the Head of School or the Faculty’s Dean of Postgraduate Studies, or from the Graduate School Office for its appropriate Faculty.

**Student Counselling Service**

The Service is free and available to undergraduates and postgraduates, including International students, at any time during their University career. Counselling by email or telephone is also available. The Service can offer individual counselling and group work. The Service is confidential which means that what you say to the counsellor can not normally be discussed with any other person.

Students come to discuss any personal and emotional difficulties. These concerns may be about self, family or friends or relationships. They may involve current situations or problems from the past that continue to affect you.

The Counselling Service works to the Ethical Framework for Good Practice of the British Association for Counselling and Psychotherapy.

**Making Contact**

The Service is available throughout the year. The office is usually open 9.00 am to 5.00 pm weekdays, with some later appointments available. Appointments can be made by calling into the office, by telephone or by email. There is an answer-phone service when staff are unavailable. Your first appointment is normally between 30 – 45 minutes, subsequent sessions will be approximately an hour long.

The Service is on the first floor and anyone anticipating problems with access may contact the secretary who will make the necessary arrangements. There is an induction loop available.

Tel: 0191 222 7699  
Email: student-counselling@ncl.ac.uk

For further information see our web page: [http://www.ncl.ac.uk/student.counselling](http://www.ncl.ac.uk/student.counselling).

**Student Financial Support**

The Student Financial Support Section of the Student Welfare Service administers discretionary financial support schemes for UK and overseas students, details of which are given below. For further information or advice, please contact the Section at: Registrar’s Office, 6 Kensington Terrace, Newcastle upon Tyne, NE1 7RU, or telephone 0191 222 6152 / 7247 or e-mail: student.welfare@ncl.ac.uk.

**Access to Learning Funds (UK Students only)**

Universities receive Access to Learning Funds from the government each year so that they can provide selective help, at their discretion, to students who have financial
difficulties. Broadly speaking, full-time and most part-time students are eligible to apply for Access to Learning Funds if they meet the residency rules applied by Local Education Authorities when assessing eligibility for assistance towards fees. Details of the residency rules are provided on Access to Learning Fund application forms. All undergraduate and PGCE students seeking assistance from the Fund must have applied for their maximum Student Loan entitlement and must be able to show that they need financial assistance and have fully explored alternative ways of supporting themselves.

Financial Assistance Fund (for International Students including EU students)

The University provides limited funds to help international students who are facing severe financial hardship. Awards from the Fund are made on a discretionary basis and any international student studying a degree programme at the University is eligible to apply. Applicants must be able to show that their financial difficulties have arisen through unforeseen and exceptional circumstances since it is a condition of registering for a programme of study at the University that students have ensured they have adequate funds to cover tuition fees and living expenses for their whole period of study. Students should not apply to the Fund until they have first explored other ways of supporting themselves.

Further Information

Further details about the Access to Learning Fund or Financial Assistance Fund and how to apply are attached to the application forms which will be available from the end of September from the Registrar’s Office Reception, 6 Kensington Terrace, Newcastle upon Tyne, and from the Student Advice Centre, First Floor, Union Society Building, King’s Walk. They may also be downloaded from the University’s Welfare website (see address below). For information about additional funding for student parents, see the section on Childcare Support on page 9.

Further details about all of student financial support schemes administered by the Section can be found on the University’s welfare website at: www.ncl.ac.uk/student-support

Mature Student Support

Mature Student Support is a free and confidential service available to all mature undergraduate students (21 and over on entry) and can be accessed, during term time and vacations, by telephone, e-mail or by visiting the mature student website. This service provides support, advice and information and is available for anything you might need to know. The Mature Student Support Officer offers one to one advice sessions to identify the support you may need and/or is able to signpost you to other appropriate services.

The Student Advice Centre (Floor One of the Union Society) has a dedicated Mature Student Adviser offering specialist financial advice.

First year mature students can also opt to have their own mentor. Mentors are second year mature students who are aware of the issues new students can face. They are
available to help you find your feet at the start of term, can often offer advice and support with study skills, and above all, can act as a friendly face in your early days at University. If you are interested in having your own mentor, or require any further information on mature student support at Newcastle University, please do not hesitate to get in touch.

Telephone: 0191 222 5525,     E-mail: mature-student-support@ncl.ac.uk
Website: www.ncl.ac.uk/student-support/mature.htm

Postgraduate Student Support

The Postgraduate Student Support Officer, based at 6 Kensington terrace can provide dedicated support and advice to current and prospective postgraduates including:

* Information about anything you might need to know or need help with, from a simple question about University service, or funding, to practical or personal problems.
* A free and confidential service available in term times and vacations, by telephone, email or appointment.
* Referral to other welfare services where appropriate.
* Mentoring schemes for research postgraduates (this is not available in all schools as yet – contact us to find out if it is available to you).
* A method by which you can air concerns and problems about postgraduate study at the University.

Contact the Postgraduate Support officer, Student Welfare Service. Tel: 0191 222 3479, Email: postgraduate-student-support@ncl.ac.uk.

This project is part-funded by the HEESF and HEFCE.

Support for Student Parents

A range of financial support measures is available to assist student parents with the cost of fees for childcare provision. The funding is awarded at the discretion of the Student Financial Assistance Committee and there are no guarantees of funding. The level of financial assistance provided is based on financial and personal circumstances, the status of the student, and applicants are expected to have applied for all other forms of student funding available to them. All childcare must comply with the requirements of the Children Act 1989 and subsidies awarded are paid direct to the childcare providers.

To be eligible for a childcare subsidy, students must be registered at the University either as a full-time student, or as a part-time student whose course is equivalent to at least 50 per cent of a full-time course (that is, 60 credits annually where these apply). Students on pre-sessional courses are not eligible to apply.

All enquiries for Childcare Funding should be addressed to the Childcare Support Officer who will advise you which is the appropriate source of funding for you and supply the appropriate application pack. Applications should be made in June or July prior to the beginning of the academic year in September. Late applications are accepted but a waiting list may be in operation.
For further information about childcare funding and childcare facilities contact: The Childcare Support Officer, 6 Kensington Terrace, Newcastle upon Tyne, NE1 7RU. Telephone 0191 222 3599 or e-mail: childcare@ncl.ac.uk.

The University of Newcastle Children’s Loan Equipment Scheme (UNCLE)

This scheme is provided by the Union Society. A supply of basic safety equipment for young children is available for hire by students registered at this University. The items available, which are not necessarily new, 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. Please make an appointment and bring with you a chequebook, cheque guarantee card and your University Smart Card. A refundable deposit is required. All items remain the property of the Union Society and must be returned at the end of the loan period.

Contact the Union Society: Telephone: 0191 239 3962 or E-mail: uncle.union@ncl.ac.uk.

Provision for Students with Disabilities

The University is striving to improve the services and facilities available for students with disabilities. There is a Disability Support Service in the Robinson Library with specialist staff who can offer advice, guidance and support to students who have a disability or specific learning difficulty. It is important to contact the Disability Support Service as early as possible to ensure that any requirements for special provision (including alternative examination arrangements or extra exam time) are known well in advance. If you have any queries or wish to discuss any concerns you may have, contact the Disability Support Service, 0191 222 7623 or e-mail Disability Support@ncl.ac.uk. For further information about the Disability Support Service visit the website www.ncl.ac.uk/DisabilityServices.

The government provides funds for disabled students through the Disabled Students’ Allowance to assist students who, because of their disability, incur extra costs. Applications for Disabled Students’ Allowance should be made through your LEA (or the Student Support Agency if you live in Scotland and the Department of Education for Northern Ireland if you live in Northern Ireland).

Further details are available in the Department for Education and Skills booklet entitled Bridging the Gap obtainable from your LEA. Advice and help on all aspects of claiming Disabled Students’ Allowance can be obtained from the Disability Support Service. Alternative formats of this section can be obtained on request.

Student Progress Section

The Student Progress Section is the part of the Academic Office whose work is directly...
concerned with students, from arrival to graduation. The Student Progress Section administers registration, student progress matters eg concessions and appeals, examinations, congregations, liaison with local education authorities, Student Loans Company and sponsors, and many other matters affecting students while they are at the University. Administrative staff in the Student Progress Section are responsible for particular areas of work relating to different faculties.

Although your first source of help and advice should normally be your tutor, the staff in the Student Progress Section or Faculty of Medical Sciences offices are available to see students and to help them with some of the problems which may arise over, for example, transfer from one degree programme to another, or the academic position of a student under University or faculty regulations.

The relevant offices are as follows:

<table>
<thead>
<tr>
<th>Undergraduate programmes in:</th>
<th>the Faculty of Science, Agriculture and Engineering</th>
<th>Student Progress Section at 6 Kensington Terrace Telephone: 0191 222 6587 E-mail: <a href="mailto:student-progress@ncl.ac.uk">student-progress@ncl.ac.uk</a></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>the Faculty of Humanities and Social Sciences (HASS)</td>
<td>Student Progress Section at 6 Kensington Terrace Telephone: 0191 222 6587 E-mail: <a href="mailto:student-progress@ncl.ac.uk">student-progress@ncl.ac.uk</a></td>
</tr>
<tr>
<td>the Faculty of Medical Sciences</td>
<td>Medicine – Medical Student Office, Medical School, Framlington Place</td>
<td></td>
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<td></td>
<td>Dentistry – School of Dental Sciences Office, Dental School, Framlington Place</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Science degrees – Undergraduate Education Support Office, Medical School, Framlington Place</td>
<td></td>
</tr>
<tr>
<td>Postgraduate Programmes in:</td>
<td>the Faculty of Science, Agriculture and Engineering</td>
<td>SAGE Graduate School Office Agriculture Building Telephone: 0191 222 6086 E-mail: <a href="mailto:sage.gradschool@ncl.ac.uk">sage.gradschool@ncl.ac.uk</a></td>
</tr>
<tr>
<td></td>
<td>the Faculty of Humanities and Social Sciences</td>
<td>HASS Graduate School Office Daysh Building Telephone: 0191 222 5503 E-mail:</td>
</tr>
</tbody>
</table>

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For further information about the range of issues dealt with by the Student Progress Section, please see: www.ncl.ac.uk/spo

Student Advice Centre

The Student Advice Centre (or SAC as it is commonly referred to) is a free, confidential and professional service of the Union Society. The SAC offers information, advice, assistance and representation should you need it on a wide range of issues including:

Financial: Grants, fees, loans, taxes, debt, banking matters, benefits and tax credits.
Legal: Criminal and civil matters, compensation claims, insurance, consumer matters.
Housing: Checking of contracts, disputes with landlords/tenants, repairs, deposit refunds, eviction, re-housing.
Academic: Changes of course, appeals, concessions, complaints.
Personal/family: Sickness, disability issues, harassment.
Health: Sexual health issues, drug related problems, help with health costs.
Employment: Advice on employment rights and tax.
Disciplinary: Advice on sanctions imposed by the University and / or Union Society.
International Student Issues: Including immigration issues and rights. A visa renewal scheme to assist in extending student’s leave to remain is in operation, as is assistance with registering with the police.

The SAC’s aim is to help you to make the best of your situation, no matter what your problem may be. The SAC remains independent of the University and anything you say to the staff is treated with the strictest confidence. The SAC is located on the first floor of the Union. The Centre is open all year around and also some evenings and weekends during term time. Office hours are Monday to Friday, 10.00 am to 4.00pm (but closed for staff meetings on Wednesday mornings during term time). During vacations it is closed all day Wednesday as well as Monday and Friday afternoons after 2.00 pm.

Please contact the Union Society Reception desk for information, or to make an appointment with an Adviser for more complex issues. Appointments cannot be made via email. Contact details are: telephone 0191 239 3979 (external direct) and 5424 ext 1079 (from within the University) or fax 0191 239 3986.

Accommodation Office
This office is responsible for the following:

* processing of all applications for University accommodation
* creating tenancies for the University flats
* arranging room transfers
* billing of accommodation charges
* credit control
* managing a property leasing service
* advertising private sector accredited vacancies
* providing general professional advice on a whole range of accommodation issues

If you require information about individual sites, or how to apply for University or private accommodation, you should contact the Accommodation Office for a copy of the Student Accommodation 2004-05 brochure, or refer to the University website at www.ncl.ac.uk/accommodation.

Ending Your Tenancy

If you take up a place in University accommodation you will be provided with a tenancy agreement until the end of the academic year (the minimum agreement is from 9 September 2004 until 11 June 2005). You may apply to extend your stay until the end of August 2005 if you wish to do so. However, there is no guarantee that you will be offered the same room and/or site. If you withdraw from University or fail to register you will still be required to pay the full rent due for the termly billing period in which you leave, that is until 8 September 2004, 8 January 2005, 16 April 2005 or 11 June 2005. Those who leave University accommodation for non-University accommodation remain responsible for the rent until the end of the tenancy agreement or until the room is re-let to another student who is not, at that time, paying rent to the University.

If you are a Postgraduate research student, studying towards a PhD or MPhil, you can give 28 days formal notice to end the tenancy early prior to the end of your period of registered study at Newcastle or if you intend to leave the University for research purposes, and the liability to pay rent terminates after the 28 day notice period. You must provide an official letter of support from your school before the notice can be accepted.

Changing Your Accommodation

If you find your accommodation unsatisfactory you may apply for a transfer to more suitable University accommodation. If you are living in self-catered accommodation and wish to change your room, you should contact the Accommodation Office. A fee of £25 will be charged for second and subsequent moves in all University accommodation. Applications to move from catered to self-catered accommodation should be made at the hall at which you are living and will only be accepted within the first six weeks of a tenancy and will incur a further charge of £200.

University Accommodation after Your First Year
Some students prefer to stay on in University accommodation for their second and subsequent years but the number of rooms available to continuing students depends on the number of expected new students in September. Therefore we cannot guarantee you a room in University accommodation beyond your first year. Information on availability of accommodation for continuing students will be available in January 2005.

If you are offered accommodation for a second or subsequent year in self-catered accommodation, your tenancy agreement will start in June 2005 and end in June 2006. You will be required to pay rent for every day of the tenancy agreement, which includes the summer period. This means you must stay in your accommodation over the summer vacation and keep your belongings in your accommodation during this time.

Private Sector

Most second and third year undergraduate students live in privately rented accommodation, sharing houses and flats in various areas of the city. We recommend any student looking for this type of accommodation use the services of the Accommodation Office or refer to the relevant pages at www.ncl.ac.uk/accommodation/. Details of owners and properties are available online or from Accommodation Office staff who can provide advice on rent levels and tenancies. All advertised vacancies meet the standards required by Newcastle’s Accreditation Scheme. It is strongly recommended that you use the Accommodation Office to find accommodation as other sources may not meet Accreditation Standards.

University Property Management Service

The University operates a Property Management Service whereby privately owned houses are leased from owners and then rented to groups of students or student families. All properties within the service meet the Accreditation Scheme standards and are at rent levels that fall within the normal student budget. The Service can offer one to seven bedroom accommodation in many areas of the city. This Service is very popular with continuing students who decide to share with groups of friends and students with children who prefer to live off campus. A number of properties are reserved each year for new student families. New properties are taken on each year and the Accommodation Office will try to match student-housing requirements to available existing property. Please contact us directly for more information.

Opening Hours

The Accommodation Office is open 9.00 am to 4.30 pm Monday to Friday
Telephone number: 0191 222 6360
Fax number: 0191 222 6313
E-mail: accommodation-enquiries@ncl.ac.uk.

Chaplaincy

The Chaplaincy is both a place and a team of people. We welcome people of all faiths or none, and are here for all students and staff. We are a resource for you, for your questions, your hopes, your dreams, and are here for you when you want to talk, to pray, or simply to have some space. Through all that we do, spirituality, prayer, counselling,
teaching, and different activities and programmes, we seek to put faith into action and enrich the University community with the story of God.

The Chaplaincy building is at the heart of the campus, just across the car park from the Union Building. You get in through a brown door on the ground floor. We have a common room, with a small library, a quiet room, a few meeting rooms and a kitchen. It is a great place to come to relax, meet friends, have a coffee, or have some space. We also have the cheapest photocopying in the University! The Chaplaincy is open every day during term time between 9.00 am and 5.00 pm and a Chaplain is around each day. Our notice-board and website have details of the weekly activities and events.

We keep in touch with many churches and with all of the major faith groups in the city and also with a number of other voluntary organizations. Even 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.

The Chaplaincy’s web page can be found at: www.ncl.ac.uk/chaplaincy or you can call us on 0191 222 6341.

Your Chaplains are:

Revd Mark Vasey-Saunders (Anglican)  Revd Paul Merton (Baptist)
University ext 6341 or, 0191 274 2556 (work) or
from outside the University, 0191 272 0647 (home)
0191 222 6341 or e-mail: paul.merton@ncl.ac.uk
0191 2399775 (home)
e-mail: mark.vasey.saunders@ncl.ac.uk

Revd David Russell and  Revd Rob Hawkins (Methodist)
Sr Anne Donockley (Catholic) 0191 281 2309
University ext 8596 or email: rob.hawkins@ncl.ac.uk
0191 2399527 (David) or
0191 2811053 (Anne) 0191 281 4676 (work) or
0191 281 5006 (home);
e-mail: david.russell@ncl.ac.uk
anne.donockley@unn.ac.uk

Revd Nigel Watson  e-mail: n.g.watson@ncl.ac.uk
(United Reformed Church)

Major Heather Yates (Salvation Army)  Revd Sujatin Johnson (Buddhist)
07952275673  sujatin@amidatrust.com
 e-mail: Heather.Yates@ncl.ac.uk

Lay Chaplains

Prof Bill Clegg  Dr David Golding
0191 222 6649 0191 222 6671
w.clegg@ncl.ac.uk  d.w.golding@ncl.ac.uk
Dr Pauline Pearson    Mrs Sue Vernon
0191 245 4209    0191 21-43064
p.h.pearson@ncl.ac.uk   s.j.vernon@ncl.ac.uk

Honorary Chaplains

Revd Bryan Vernon    Rabbi Dovid Cohen (Jewish orthodox)
0191 222 8945    0141 5778246
b.g.vernon@ncl.ac.uk                 dcoh@arts.gla.ac.uk

Rabbi Ian Morris (Jewish Reform)
0113 266 5256
MorrisLeeds@compuserve.com

The University Mosque is in the King George IV Building
Contact 0191 232 6889.

Contact may be made via the Chaplaincy with other groups, or directly as follows:

Buddhist
Harnham Buddhist Monastery,
Belsay, Northumberland NE20 0HF.
Telephone 01661 881612.

Hindu
Hindu Temple, 172 West Road,
Newcastle upon Tyne NE4 9QB.
Telephone 0191 273 3364.

Lutheran Church
Martin Luther Kirche,
Copland Terrace, Shieldfield,
Newcastle upon Tyne NE2 1YB.
Telephone 0191 232 3295.

Sikh
Sikh Temple, Tindal Close,
Newcastle upon Tyne NE4.
Telephone 0191 273 8011

University Library

The University Library Service is provided from three libraries: the main Robinson Library, the Walton Library in the Medical School and the Law Library. Once you are registered with the University Library you may use all of the services provided by any of these libraries. Your University Smart Card also functions as your Library Card.

The Robinson Library is within easy walking distance of all schools and provides excellent study facilities. It has long term-time opening hours during the week and is open at weekends. The Library is well-stocked, with over a million books and around 5,400 current journal titles, as well as an extensive collection of early, rare or otherwise notable books. In addition to its print resources, the Library subscribes to over 5,000 electronic journals which can be accessed throughout the campus via the University network. This network gives access to a wide range of local, national and international databases. The Robinson Library houses over 200 networked computer workstations which provide students with access to word processing, statistical and database
software, as well as linking to all the online library services mentioned above.

All three campus libraries operate a Student Texts Collection which contains additional copies of the most essential texts on student reading lists. These items have much shorter loan periods than the books in the main collections to ensure that everyone has a chance to see them. Library staff are available in all three campus libraries to help students make the best use of library services and resources. Each faculty has an experienced Library liaison team who can advise on the most appropriate information resources for your subject. Faculties introduce students to their liaison team during Induction week, when you will be timetabled to go to the Library and follow a self-guided tour to introduce you to the sections relevant to your needs.

The Library has also produced a brief introductory film, which you can view via the Library website: www.ncl.ac.uk. Please check with your School for details. Anyone wishing to register with the Library before the start of the first semester should bring this Student Handbook to the Library. You will be given temporary membership which will last until you formally register with the University in September. Please note that this service is only available between 9.00am – 5.00pm Monday to Friday.

Information Systems and Services (ISS)

ISS provides computer services for all students via cluster rooms which are located throughout the University. The PC service provides (Summer 2004) over 1,300 PCs in 43 clusters. The operating system is Microsoft Windows XP. The service is completely integrated, with access to central filestore, Internet, email and print services. A very wide range of software is available, providing facilities for teaching, research and for personal development. A separate Unix service is provided on central systems and via Linux workstations.

Cluster Rooms are open to all members of the University each weekday: some are open for extended hours and at weekends. Laptop docking stations and wireless access points are available in a growing number of locations across campus. The two main Cluster Rooms have Help Desks, and there is also a telephone and email Helpline if you experience difficulties elsewhere.

As one of the primary sites for the UK’s academic SuperJANET network, this University has always had exceptionally good network connections.

All new students are handed a booklet “Welcome to ISS” when obtaining their University Smart Card: be sure to get your copy. This provides a brief overview of the computing services, and guides you through your first login. The many services of the ISS are described in documents which are available in the Cluster Rooms, and more significantly on the web page www.ncl.ac.uk/iss/

Contact: ISS Reception, Ground Floor, Claremont Tower (ext. 8039).

The Careers Service

Careers Advice
Careers advisers can offer advice and guidance on all aspects of your career – course change, recognizing what you can offer, researching and assessing your options, applying for jobs and preparing for interviews. They are available for short consultations without appointment weekdays between 11.00am and 4.30am except Thursdays. We also offer small group feedback on CV’s and individual feedback on application forms. These sessions require a pre-booked appointment.

Careers Information
Information officers are available to offer immediate advice and help you make the most of the resources in the information room and on the web. The Careers Service information room contains an extensive range of paper and web based materials on career choice, occupations, employers, working abroad, work experience and finding and applying for jobs. Materials in alternative formats are available at reception. The Careers Service website is a comprehensive careers reference site which includes details of events, appointments booking facilities and links to useful careers sites.

Sessions and Events
Careers workshops are run in different venues across campus, mostly at lunchtime, and cover CV’s, application forms, interviews, assessment centres and aptitude tests. Employer presentations and fairs on campus offer an opportunity for you to talk informally to both employers about work experience and graduate employment opportunities, and recent graduates working in a variety of functions to gain a real insight into their work and environment.

For more details, see the ‘What’s going on?’ wall planner and our website. You can register your career interests on our website to receive regular email notification of relevant events.

Finding Job Vacancies
Especially for Newcastle students, ‘Vacancies Online’ advertises work experience, voluntary positions and paid employment. You can register to receive email alerts of relevant opportunities at www.careers.ncl.ac.uk/vacancies.

Open
Monday – Thursday 9.00am – 5.00pm
Friday 9.00am – 4.45pm
Including vacations

The Careers Service is located on the 2nd Floor, Armstrong Building, Tel: 091 222 7748
www.careers.ncl.ac.uk

Language Centre

The Language Centre at Newcastle University provides opportunities and support for language learning for all members of the University. The Language Centre provides a range of English Language programmes for international students as well as providing resources and facilities for language learning in general.

English for International Students
International students whose native language is not English are required to take an English test prior to registration. This is not a pass/fail test and has no effect on student’s registration. Recommendations about further courses in English will then be made. The Language Centre offers a range of courses in English for Academic Purposes (e.g. Academic Writing, Listening and Speaking, Presentation Skills, Dissertation Writing). These are available free of charge to registered students. We hold advisory sessions throughout the year to help with more specific, individual problems. Please refer to the In-Sessional English Language 2004 – 05 brochure (available from the Language Centre).

In addition, the Language Centre offers a variety of programmes in ‘English for University Study’ on a fee-paying basis. These programmes help international students to prepare for degree level studies in the U.K. The Language Centre also runs an English Language Summer School with a focus on general English and cultural experience of the U.K.

Languages Learning Resources

Even if you cannot study a language as part of your degree, we can still help you. For those who cannot attend classes, or in addition to classes, there is an Open Access Centre where students can pursue the study of languages on their own time, 9.00 am - 8.00 pm Monday – Thursday, 9.00 am – 5.00 pm Friday.

Open Access Centre: Our Open Access Centre is fully equipped with video, satellite TV and computers for the independent study of almost 50 languages. Advisers are on duty to help with independent language learning. Membership is free to current students of this University. You need to show your Smart Card to register to use the facilities. Access is then through turnstiles activated by your Smart Card.

Contact Information

Location
Main Language Centre (Courses and English testing), Level 4 Old Library Building (opposite Merz Court). Monday – Friday 9.00 am to 4.30 pm.

The Open Access Centre is located at Level 2 Old Library Building (entrance opposite the Armstrong Building at the top end of the Quadrangle). Term time: Monday to Thursday 9.00 am to 8.00 pm, Friday 9.00am to 5.00 pm. Vacations: normally Monday to Friday 9.00 am to 5.00 pm but please check.

Telephone: 0191 222 7355 (Language Centre) 0191 222 7490 (Open Access Centre)

Email: Language.Centre@ncl.ac.uk Open.Access@ncl.ac.uk

Also see our website at: http://www.ncl.ac.uk/langcen/

Students’ Union
Students' Union Officers

The Union Society is run by more than 25 student officers who are elected each year by a cross-campus ballot in which all members (students) can vote. The officers can offer advice and support on a range of issues and represent every sector of the student community.

There are six full-time Sabbatical Officers:

- Communications Officer: 0191 239 3916 e-mail: comm.union@ncl.ac.uk
- Welfare Officer: 0191 239 3917 e-mail: welfare.union@ncl.ac.uk
- Athletic Union Officer: 0191 239 3923 e-mail: au.union@ncl.ac.uk
- Education Officer: 0191 239 3963 e-mail: educ.union@ncl.ac.uk
- Finance and Administration Officer: 0191 239 3964 e-mail: fa.union@ncl.ac.uk
- Editor of the student newspaper: 0191 239 3940 e-mail: courier.news@ncl.ac.uk

There are various part-time officers:

- Students with Disabilities Officer: 0191 239 3918 e-mail: swd.union@ncl.ac.uk
- International Students Officer: 0191 239 3918 e-mail: international.union@ncl.ac.uk
- Lesbian, Gay, Bisexual Trans (LGBT) Officer: 0191 239 3918 e-mail: lgb.union@ncl.ac.uk
- Anti-Racism Officer: 0191 239 3918 e-mail: ar.union@ncl.ac.uk
- Postgraduate and Mature Students (PGMS) Officer: 0191 239 3918 e-mail: pgms.union@ncl.ac.uk
- Charities Officer: 0191 239 3920 e-mail: rag.union@ncl.ac.uk
- Campaigns Officer: 0191 239 3918 e-mail: campaigns.union@ncl.ac.uk
- Convenor of Disciplinary Committee: 0191 239 3902 e-mail: disc.union@ncl.ac.uk
- Union Chairperson: 0191 239 3902 e-mail: chair.union@ncl.ac.uk
- Convenor of Debates: 0191 239 3902 e-mail: debates.union@ncl.ac.uk
- Environment Officer: 0191 239 3918 e-mail: environment.union@ncl.ac.uk
- Executive Officers without Portfolio: 0191 239 3918 e-mail: exec.union@ncl.ac.uk
- Freshers' Week Organisers: 0191 239 3920 e-mail: freshers.week@ncl.ac.uk

Union Society Reception: 0191 239 3900

Students' Union Services

The Union Society of Newcastle University is one of the few unions in the country to own its building. This has distinct advantages, not least the fact that it gives the management team more discretion to implement services generally wanted by the student membership.
There is a variety of food and bar outlets within the building providing Fairtrade coffee, salads, sandwiches, pizzas, burgers etc. The Union offers one of the largest and best value selections of food and drink in the city and can cater for all dietary requirements. The Union also operates Campus Coffee and a popular café at the Robinson Library.

The Union hosts a full range of entertainment, with something to suit everyone: big name bands, at least two club nights a week, bar quizzes and much more. It also offers the opportunity to organize private parties, functions and conferences in the Union Building at the cheapest prices in town.

The Union Society offers many other facilities including the Union Shop which sells everything you might need from stationery to household products. The Shop also houses a Post Office where you can pay your bills and television licence. In addition there is a Print Shop, Endsleigh Insurance brokers, a Book Shop where students can buy and sell text books and a Hair Salon, all offering quality services at student-friendly prices.

The Athletic Union offers a spectrum of sporting facilities and supports over 60 different clubs. In addition, the Union funds 150 different societies, giving its members the chance to pursue their own interests, be they political, cultural or social, so there’s always something to get involved in.

The Student Job Shop is part of the Education Unit and can help you to find suitable part-time employment or vacation work. The Education Unit is also a source of academic advice, representation and training for students, and i-want-more area is the place to go to find out about the range of activities available outside of studies.

The Student Advice Centre (SAC) is located on the first floor of the Union. It provides free, impartial, professional advice on a range of issues such as health, housing finance, immigration, legal and consumer issues (see page12) for more details of the services provided by the SAC).

The Student Bus runs from 7.00 pm till late Monday to Friday during term time. It picks up at the Robinson Library, the Medical School and the Union, and drops you at your doorstep. Yearly passes or pay-as-you-go are at extremely reasonable prices and priority is given to lone female students.

**Nightline**

If you need some information, advice or just a chat, Nightline is a confidential, non-judgmental telephone service offered by the Union Society. It runs from 8.00 pm to 8.00 am, telephone 0191 261 2905. The number is printed on the back of each student Smart Card.

**Students’ Union Website**

For more information about the Union Society and the services it offers, visit the website at: www.unionsociety.co.uk or e-mail: union.society@ncl.ac.uk
SECTION THREE: OTHER USEFUL INFORMATION

Use of Personal Data

At Registration, all students should receive a document entitled *Use of Students’ Personal Information*. This sets out the variety of purposes for which personal information collected by the University is used. Students are asked to sign at Registration a declaration to the effect that they have read the statement and agree to their personal data being used as outlined. If at any stage you require another copy of the document, it is available from the Student Progress Section at 6 Kensington Terrace, or from the website at [www.ncl.ac.uk/spo](http://www.ncl.ac.uk/spo).
Standards of Academic Conduct

The University requires all students to maintain high standards of academic conduct and, in particular, to avoid conduct amounting to cheating in examinations, the fabrication of research results or plagiarism.

Cheating in examinations includes: copying from or conferring with other candidates; the possession or use of unauthorized material or equipment; and the impersonation of an examination candidate. Candidates, who knowingly permit themselves to be impersonated, or their work to be copied, will be regarded as cheating. Any student suspected of cheating in examinations will be dealt with under the University’s Assessment Irregularities Procedure and may also be subject to disciplinary action as determined by the Registrar in accordance with the University’s Disciplinary Procedures approved by Council.

The fabrication of research results includes: claims, which cannot reasonably be justified, to have obtained specific or general results; false claims in relation to experiments, interviews, procedures or any other research activity; and the omission of statements in relation to data, results, experiments, interviews or procedures, where such omission cannot reasonably be justified. Any student who is suspected of having fabricated research results in relation to submitted and assessed work which contributes to an examination or degree result, will be dealt with under the University’s Assessment Irregularities Procedure and may also be subject to disciplinary action as determined by the Registrar in accordance with the University’s Disciplinary Procedures.

Plagiarism is the unacknowledged use of another person’s ideas, words or work. At one extreme, plagiarism is simply a form of cheating, such as where the whole or a significant part of work submitted towards an examination or degree is the unacknowledged work of another, copied slavishly from a book or research paper. At the other extreme, plagiarism may occur accidentally, through poor standards of scholarship, or may concern insignificant parts of submitted work. Plagiarism may involve the use of material downloaded from electronic sources such as the Internet. Students are sometimes unclear as to what use may be made of the work of others in the field without raising concerns about plagiarism. Any student who is in doubt on this matter should consult his or her tutor or supervisor. In most cases, the adoption of appropriate standards of scholarship will avoid any such concerns. The following general guidelines may assist:

1. Passages copied verbatim from the work of another must be enclosed in quotation marks. A full reference to the original source must be provided. The substitution of a few words in an otherwise verbatim passage will not obviate the need to use quotation marks and to provide a full reference.

2. Students must always give due acknowledgement to the sources of ideas or data which are not their own and are not truly in the public domain (for example, because they are novel or controversial) or are not widely held or widely recognized.

3. Ideas and data which are the student’s own or are truly in the public domain
may be included without attribution, but should be expressed in the student’s own words.

4. Students must take care to distinguish between their own ideas or work and those of others. Any ambiguity in such a distinction could give rise to a suspicion of plagiarism.

5. Where the student’s work is the result of collaborative research, the student must take care to acknowledge the source of data, analysis or procedures which are not their own.

Students who are suspected of having made the unacknowledged use of another person’s ideas, words or work in submitted and assessed work which contributes to an examination or degree result, will be dealt with under the University’s Assessment Irregularities Procedure and may also be subject to disciplinary action as determined by the Registrar in accordance with the University’s Disciplinary Procedures. The procedure is available at www.ncl.ac.uk/spo.

Medical Matters

Medical Care

Students are required by the University Regulations to register with a medical practice. There are many NHS medical practices in Newcastle, the names and addresses of which are available from Newcastle Health Authority and the Student Advice Centre. A list of medical practices in the areas most commonly lived in by Newcastle students is given in the Appendix of this Handbook (see page 36).

The University has a special relationship with the Saville Medical Group. Students can of course register with any practice of their choice, but if they choose to register with the Saville Medical Group they can do so during Registration week when representatives from that practice are available in the University Ballroom.

Dental Care

It is advisable for students to register with a dental practice. There are many NHS dental practices in Newcastle, the names and addresses of which are available from Newcastle Health Authority.

An independent dental practice, the King’s Walk Dental Practice, is situated at the city end of Claremont Road (entrance from the Playhouse car park). It is open from 9.00 am to 7.00 pm on Mondays and Tuesdays, 9.00 am to 5.00 pm on Wednesdays and Fridays, and 9.00 am to 6.00 pm on Thursdays. It offers a full NHS service to students and NHS and private services to members of staff and the general public. All students under 19 years of age are automatically exempt from charges. Other students can collect application forms for exemption certificates (HC1) from the practice in advance of their appointment in order to avoid charges.

To make an appointment, telephone 0191 222 0725 or 0191 222 6000, ext 6283, fax
Procedure to follow in the case of illness

(The following advice applies to most students in the University. Students on some programmes of study (e.g., medical and dental students) may be required to follow slightly different rules about notifying relevant staff of illness, and will be provided with the necessary information by their schools or faculties.)

If illness prevents you from studying at any time whilst you are a student at the University, you should inform your tutor or supervisor immediately. If you are absent from the University through illness for more than three working days, you must obtain a Self-Certification of Illness form from your tutor/supervisor or school office or from the University’s website at www.ncl.ac.uk/spo and return the completed form to your tutor/supervisor as soon as you are able to return to your studies. If illness prevents you from studying for more than seven working days, you must obtain a medical certificate from your GP and forward it to your tutor/supervisor as soon as possible. It is also advisable, if you have to miss examinations as a result of illness, that you see your GP whilst you are ill and obtain a medical certificate as evidence of the illness.

In cases where you believe that illness has affected your academic performance, for example in examinations, you should inform your tutor/supervisor (or degree programme director if the former is unavailable) of the circumstances. In such cases, you should, in addition to providing a Self-Certification of Illness form or medical certificate from your GP, provide a statement with the certificate explaining how you believe your illness has affected your studies. If you are unsure at any stage about the possible consequences of illness on your academic progress, you should consult your tutor/supervisor for advice.

Health and Safety

Every year university students are injured, and most years there are fatalities in the education sector. Almost all of these incidents are readily avoidable without preventing activities being undertaken. On rare occasions activities are stopped because they generate excessive risks so cannot be permitted to continue without substantial additional controls being put in place.

The University Safety Policy, and considerable amounts of guidance, is on the University Safety Office website at: www.ncl.ac.uk/interal/safety. Further guidance and local rules can be obtained from School Safety Officers or from the University Safety Office. Every School has a School Safety Policy, and some labs may also have specific Local Rules.

The University, all staff and students have a legal duty to ensure that the University is a safe place. It is therefore important that everybody complies with the local rules and reports all incidents, defects etc to the School Safety Office or University Safety Office. If problems are not reported they may result in others being injured.
The biggest single risk to students at the University is from fire. There are automatic fire alarms in most buildings, with sensitive smoke detectors fitted in all the major campus buildings and the University accommodation. It is important to ensure that fire doors and smoke control doors (such as on kitchens) are kept shut, as this will both contain any fires and will prevent accidentally setting off fire alarms from cooking etc. The Fire Brigade are very worried about the excessive number of unwanted alarms at the University caused mainly by carelessness and propping open fire doors.

There are additional safety controls on work with chemicals, biological material, radiation and various machines. These are mainly administered within the schools by the School Safety Officers. These include restrictions on the use of certain materials and limitations on the use of some equipment. They also include local safety training courses before students are permitted to undertake some activities. These local rules must be complied with. Research students have additional guidance in the Research Student Handbook.

**Biological Safety**

For some programmes of study involving biological practical work, health surveillance or immunization may be required. Health surveillance may be necessary by virtue of:

1. The risks arising from the micro-organisms used in the project, or
2. The risks arising from the medical condition of the individual, or
3. Allergy risks arising out of the project (e.g. work with animals).

The arrangements for identifying and reporting a need for health surveillance and/or immunization are found in the University publication *Safe working with Biological Hazards*, which is found on the University Safety Office website.

**Sport Safety**

The University also regulates safety for sports activities. This is because some sporting activities are very high risk, and the governing bodies of these sports have introduced guidance that the University regards as being mandatory. Each official sports club must have a Safety Policy and must ensure that the provisions are followed. This is especially important for sports undertaken off campus. Further advice on this can be obtained from the Union Society Athletic Union Officer, the Centre for Physical Recreation and Sports Safety Officer or from the University Safety Office.

**Financial Information**

**Finance Office**

The Finance Office processes all payments from students and is also responsible for the payment of Maintenance and Bursary awards to postgraduate students. Student loans for undergraduate students are paid directly into your bank account by the student loan company. This applies to students who have made a successful application to their LEA and are registered at the University. If you are responsible for paying your own fees, or
you are a sponsored student, you must also deal with the Finance Office (see separate booklet *Pre-Arrival Information for New Students* for further details).

It is a condition of entry into the University that students have made adequate financial arrangements to cover the cost of all tuition fees and maintenance expenses for the whole of the period to be spent at University.

In case of any difficulty in paying fees due to the University, you should consult the Finance Office as soon as possible. Enquiries should be addressed to the tuition fees team in person at 1 Park Terrace, by telephone on 0191 222 5520 or by email to tuition-fees@ncl.ac.uk.

**The Council Tax**

**Please note that new rules have applied to students from 1st April 2004.**

For students the Council Tax has become a complex system of tax with liability based both on property value and the status of the occupants of each household. Our simplified advice is that you should not have to pay Council Tax if you:

- **live in University Halls of Residence, University flats** and, in Newcastle, **private properties managed by the University**, as no Council Tax bills should be levied.

- **live in a household of full-time students living in non-University accommodation**
  
  When a bill will be levied but the household are normally exempted on application to the council, and on production of a CT exemption certificate for each householder.

If you live in non-University accommodation on your own, or you share such accommodation with non-students (including a spouse or partner), part-time students or someone who has ceased to study full-time, please contact the Student Advice Centre to assess both your circumstances and whether you are liable to pay any Council Tax.

Spouses of non-EEA international students may have the student’s exemption extended to include them if they are non-British and non-EEA citizens and the terms of their immigration leave to remain in the UK exclude them from working or claiming benefit.

Students living within the Newcastle City Council area can apply for exemption using an [online form](#) available by entering “Council Tax Exemption” in the search field. For those students who still need them (for example for other local councils or to obtain a spouses exemption letter for International students), Student Council Tax exemption certificates can be obtained:

- for undergraduates; from the Registrar’s Office Reception, 6 Kensington Terrace from the beginning of September 2004, during normal office hours.

- for postgraduates; from their Postgraduate Faculty Office.

Please note that Certificates will usually be ready for collection approximately **five days** after applications are made.

Further details about Council Tax are given in leaflets produced by the [Student Advice Centre](#).
Information for International Students

International Student Handbook

Most of the information provided in this Student Handbook will be relevant and useful for international students. It is recognized, however, that international students may wish to have more details about certain subjects than are provided here (such as medical and financial matters). There will also be some subjects which will be of interest to international students but not to most UK students (such as immigration, or telephoning abroad). For this reason, a separate booklet for international students, the International Student Handbook, has been produced to provide the extra information we believe students from overseas will wish to see.

If you are an international student (ie a student from outside the UK), you should receive the International Student Handbook before you arrive in the UK. If not you may obtain one from the International Office (see below). The International Student Handbook is also available in pdf format on the web at www.ncl.ac.uk/international/coming-to-newcastle/handbook.phtml. You are encouraged to obtain a copy as soon as possible as it contains important information about the things new international students need to do before the start of term.

Other Sources of Help and Advice

International students may find the following sections of this handbook particularly useful:

Careers Service (page 18), Union Society (page 20) and I-want-more network (page21)

The Student Advice Centre produces a series of leaflets providing information on a variety of topics which may be of interest to you (for example, Immigration, Working in the UK, Extending Leave to Remain).

Sport in the University

The Centre for Physical Recreation and Sport

The Centre for Physical Recreation and Sport along with the Athletic Union (AU) are responsible for providing a wide range of sporting opportunities for all students at the University.

The Centre aims to maintain the position of Newcastle University as one of the top ten universities for sport in the country in terms of facility provision, performance of athletic union teams and the quality of service offered to its members. The strategy adopted to achieve this status will be in full consideration of the Sports Continuum, Sports Equity and Sport for All.

The latest development to consolidate this sporting reputation is the building of a new
£5.5million Sports Centre due to open in June 2005.

Details of the full range of services and facilities available to members and information on the new University Sport Centre are available by visiting our web site at:
http://www.ncl.ac.uk/cprs

Equal Opportunities

The University is committed to promoting equality of opportunity to all its staff and students. It is the University’s policy to treat all people equally irrespective of race, ethnic origin, sex, marital or parental status, sexual orientation, religion, disability, age, political belief or trade union membership and activities. In achieving this aim the University has developed a number of policies to ensure discriminatory practices or behaviour are addressed and to promote equality of opportunity including the Equal Opportunity Policy, Dignity at Work and Study Policy and the Race Equality Policy and Action Plan. Copies of these documents can be obtained from the Human Resources Office at 1 Park Terrace or by visiting www.ncl.ac.uk/diversity which is our website dedicated to all equality and diversity matters.

The University is involved with a number of initiatives to drive forward the Equal Opportunities agenda. The University is a member of the Agencies Against Racist Crime & Harassment (ARCH), which aims to reduce the number of racist incidents experienced in the city and improve support available to victims. For further information please contact the Student Welfare Service on 0191 222 6152 or by e-mail at student.welfare@ncl.ac.uk.

Race Equality

The Race Equality Policy commits the University to the elimination of unlawful discrimination, the promotion of equality of opportunity and to the promotion of good relations between people of different racial groups. Through its Race Equality Policy, the University aims to make race equality central to the way the University carries out all its public functions, so that it becomes an integral part of its policy development, the curriculum, teaching and learning, assessment, staff recruitment, training and career development, management, student support and guidance, admissions, access and participation, partnerships and community links, behaviour and discipline, service delivery, outsourcing, procurement and any other function.

Copies of this policy are available from the Human Resources Office, 1 Park Terrace or by visiting www.ncl.ac.uk/diversity. Please contact the Human Resources Section for more information on 0191 222 3440 or by e-mail at diversity@ncl.ac.uk

Study Skills

University study requires each individual student to take significant responsibility for organising their own work. Information and/or advice about study skills are available from a number of sources around the University. Some of these may prove helpful to you:
* the Robinson Library has a Study Skills section on Level 2, to the right of the issue desk. The section includes leaflets and books containing advice about improving your skills, and information on how to find additional resources;

* the Education Unit within the Union Society offers advice, and offers occasional training sessions aimed at specific groups of students;

* the Dyslexia Adviser can offer or manage one to one multi-sensory tuition/study skills support for students with dyslexia. The Dyslexia Adviser is based in the Disability Support Service in the Robinson Library.

In addition, many academic Schools provide specific study skills advice within the curricula and offer students the opportunity of practicing those skills in a subject-specific forum.

**Crime Prevention and Personal Safety**

Crime-related incidents are extremely infrequent within the campus and most should be preventable through the exercise of greater care and more crime awareness. The main campus areas of the University are patrolled 24 hours a day by dedicated security staff who will be more than happy to advise you on personal safety and crime prevention matters. You can play an important part in crime prevention by simply taking care of your property. Opportunist crime is becoming one of the few avenues left open for criminals. With your help we can make the campus even safer. The list below is very basic but if you follow these guidelines it really can make a difference.

* Ensure that the communal front door to your accommodation is secure at all times.
* Use timers or internal lights when you are out to give the impression that your room is occupied. Also make sure your window is secured.
* Do not record your address on your key fob.
* Mark your property, especially if it is of high value, to make it more identifiable.
* Avoid carrying large amounts of cash and be particularly alert when using cash dispensing machines.
* If using a pedal cycle to and from the University, use the cycle racks provided and fit a good quality padlock and chain when unattended.
* If you see anyone acting suspiciously report the matter to the University security staff or to the Police.

During the first few weeks of your stay at the University you will receive a booklet on crime prevention and personal safety. Should you require any further assistance, please contact the Security Control Centre in the Armstrong Building or alternatively telephone 0191 222 6345.

**Travel Insurance for Students**

The University provides free insurance cover to registered students on organized University activities outside the United Kingdom including field study trips, exchanges and sporting activities*. Countries excluded from this are Afghanistan, Chechnya, Iraq,
Israel (including areas governed by the Palestinian Authority), Yemen and Saudi Arabia.

* If you wish to travel to these countries you must contact Glenys.Bailey@ncl.ac.uk (telephone 0191 222 6522) in advance of travel.

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<tr>
<td>1. Personal accident:</td>
<td>£20,000 in respect of death, loss of limbs/eyes, or permanent total disableness</td>
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<tr>
<td>2. Medical and emergency travel expenses:</td>
<td>£10 Million</td>
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<td>3. Personal liability:</td>
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| 4. Personal baggage:                                                          | Maximum £3,000  
                      | Any one article limit £1,000                                      |
| 5. Money/credit cards:                                                        | £1,500                                                           |
| 6. Cancellation curtailment:                                                  | £3,000                                                           |
| All sporting activities included. £50 excess applies to each section.         |                                                                   |

For further details, contact Mrs G Bailey in the Finance Department at 1 Park Terrace, telephone 0191 222 6522; e-mail: glenys.bailey@ncl.ac.uk or see: www.ncl.ac.uk/internal/finance/insurance/insurancedepartment.htm

**University Contingents of the Armed Services**

Membership of one of the University Service Units offers a unique opportunity to develop self-confidence, initiative, and leadership and communication skills in a challenging environment. It offers an excellent grounding for those considering a subsequent career in one of the Armed Services (or their Reserves); membership also allows those undecided about their future career choice the opportunity to sample Service life without committing themselves long-term. Training is comprehensive and demanding, but is accompanied by a very active and enjoyable social life. The Service Units demand a high level of commitment and physical fitness; British Citizenship is a prerequisite and entry is subject to selection. For further information visit the Unit stalls at Freshers’ Fair or contact the Service Units directly as indicated below:

**Northumbrian Universities’ Officers’ Training Corps – NUOTC**

At NUOTC you will become an officer cadet in the Territorial Army. No previous military experience is necessary, but you must have two or more years remaining at University and be less than 26 years old. Training begins with basic soldier skills, after which you will have the opportunity for specialist sub-unit military training e.g. cavalry, infantry or artillery. Training is centred on St Cuthbert’s Keep, Newcastle, on Wednesday evenings with some weekend activities taking place in local training areas. There is also a two week annual summer camp, generally based on a training area further afield. For more information telephone 0191 239 8826/8828/8823 or e-mail: nuotc@army.mod.uk.net.
Northumbrian Universities’ Air Squadron – NUAS

Membership of NUAS is open to full-time undergraduates who have at least two years remaining at University and who will be age 23½ or below on graduation.

Officer cadets are expected to attend on a regular basis and spend at least two weeks on continuous flying and/or ground training at a Royal Air Force station during the summer. During term time there are weekly training nights, and weekend training is conducted at RAF Leeming in North Yorkshire. All training is free, and cadets receive an attendance allowance plus a cash bounty at the end of the year if training requirements have been completed. For further details telephone 01677 423041, ext 7428 or e-mail: nuas@dial.pipex.com.

Northumbrian Universities’ Royal Naval Unit – NURNU

NURNU, based in HMS Calliope Royal Naval Reserve Training Centre close by the Millennium Bridge, Gateshead, is one of 14 such Units offering undergraduate students the opportunity to sample life in the Royal Navy. Training for NURNU midshipmen combines classroom instruction with practical sea experience and is held every Thursday evening during term time. Each student will normally also attend three sea training weekends plus a two week annual deployment in HMS Example, the Unit’s fast patrol craft. During the Easter and Summer vacations, HMS Example deploys to European waters. Midshipmen are paid for all training. For further information, write to the Commanding Officer, Northumbrian URNU, HMS Calliope, South Shore Road, Gateshead, Tyne and Wear NE8 2BE, telephone 0191 477 5584 or e-mail: coxn@nurnu.freeserve.co.uk
SECTION FOUR: 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. Section Two of this Handbook has given details of the people or services available to help you if you do have difficulties, and you are urged to seek advice or help as soon as a problem occurs. The University has a variety of policies and procedures relating to specific issues and you may request copies of these, or find them on the University’s website. Details of the documents available, and an indication of how to obtain them, are provided below. To obtain documents from the Student Progress Section call in at 6 Kensington Terrace, telephone 0191 222 6587, or e-mail: student-progress@ncl.ac.uk. Most of the documents mentioned below are also available from the Student Progress Section website at: www.ncl.ac.uk/spo.

Complaints Procedure

The University’s publications Newcastle University and You and Postgraduate Newcastle, both available on the website, set out the standards of service you can expect to receive from the University. If you are dissatisfied with the standard of service received from an individual member of staff or from a University school or service, you should, in the first instance, discuss the matter with the individual or the head of school/service concerned. If you are still not satisfied, the University has a complaints procedure. The complaints procedure should also be used in cases where you wish to complain about the behaviour of another student and have not been able to resolve the problem informally.

Academic Appeals
If you wish to appeal against the decision of a 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. There is a procedure for requesting a review of the decision of examiners.

Sexual and Racial Harassment

The University will not tolerate sexual or racial harassment on the part of any student or member of staff and has developed clear procedures on dealing with allegations of this nature. A Code of Practice for Staff and Students and a procedure for dealing with complaints of harassment are contained in a document entitled *Dignity at Work* available from the Student Progress Section at the above address and on the University’s website: [www.ncl.ac.uk/internal/hr/policy/dignity.htm](http://www.ncl.ac.uk/internal/hr/policy/dignity.htm)

Student Disciplinary Procedures

In the interests of individual students and the student community at large, the University treats misdemeanors on the part of its students very seriously, 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 its students are carefully investigated by the University and dealt with in accordance with the Student Disciplinary Procedures.

Assessment Irregularities

There is a separate procedure for dealing with alleged cheating in examinations or other assessed work, and investigations into reported irregularities may in some cases lead to students being disciplined under the Student Disciplinary Procedures. Your attention is drawn particularly to the issue of plagiarism (see Standards of Academic Conduct page). Plagiarism is normally defined in Degree Programme Handbooks where you should find advice on the correct way to acknowledge other people’s work in your own essays and other assignments. If you are still not sure what plagiarism entails, you should ask your tutor to explain or obtain a copy of the *Assessment Irregularities* procedure.

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 from the Registrar’s Office at 6 Kensington Terrace and on the University’s website at [www.ncl.ac.uk/internal/hr/policy/publicinterest.htm](http://www.ncl.ac.uk/internal/hr/policy/publicinterest.htm)

Withdrawing from the University
Occasionally students decide for a variety of reasons that they wish to withdraw from the University. If at any stage you begin to have doubts about continuing with your studies, you are advised to discuss the matter with your tutor as soon as possible as it may be the case that something you perceive as a problem can be overcome. If you do decide to withdraw, you should inform your tutor and inform, if applicable, your LEA and the Student Loans Company. You are also advised to contact your Student Progress Office (see page 11) for contact details. If you are liable for tuition fees or for any or all of the tuition fee contribution, you should contact the Finance Department to find out how much you owe to the University or whether any refund is due to you. Even if you withdraw before the first installment of a tuition fee contribution is due, you may still be liable to pay a certain amount to the University.

APPENDIX

List of General Medical Practices

The list below is a list of general practices in the areas of Newcastle where students live. The list is taken from a leaflet produced by the Student Advice Centre (see page 13) entitled Doctors which provides further information about choosing and registering with a doctor. A more comprehensive list, and more detailed information about the practices listed, are available at the Student Advice Centre.

Benwell:
Reissman, Anderson, Edgell and Owen
Ethel Street Surgery, 88 Ethel Street
Newcastle upon Tyne NE4 8QA
Telephone 219 5456

Drinkwater, Spencer, Kai, Freake and Whiteman
Adelaide Medical Centre, Adelaide Terrace,
Newcastle upon Tyne NE4 8BE
Telephone 219 5599

McConnell, Black, Bone, Taylor, Gallagher, Finklestone and Walker

Betts Avenue Medical Centre
2 Betts Avenue,
Newcastle upon Tyne NE15 6TQ
Telephone 274 2767 or 274 2842

Keenlyside, Spencer, Marwaha, Pearson, Price, Price and Needham
Holmside Medical Group
142 Armstrong Road
Newcastle upon Tyne NE4 8QB
Telephone 273 4009

City Centre:
Branlingham, Gray, Salkeld, Bromly, Kent, Flint, MacDonald, Robinson and Lamballe
The Saville Medical Group, 7 Saville
Place
Newcastle upon Tyne NE1 8DQ
Telephone 232 4274

Lloyd-Jones, Fraser and Coipel
The University Medical Centre
Claremont Road
Newcastle upon Tyne NE2 4AN
Telephone 232 2973

Elswick:
Garner, Turner, Stafford, Antoun, Pilkington and Brougham
Cruddas Park Surgery
178 Westmorland Road
Newcastle upon Tyne NE4 7JT
Telephone 226 1414

Cogan, Burton, Waugh and Ashley
Elswick Health Centre, Meldon Street
Newcastle upon Tyne NE4 6SH
Telephone 273 4102

Palmer, Francis, Heardman, Hanratty and Ferrier, West Road Medical Centre
170 West Road
Newcastle upon Tyne NE4 9QB
Telephone 273 6364

Fenham:
Cogan, Burton, Waugh and Ashley
Fenham Hall Medical Group
Fenham Hall Drive
Newcastle upon Tyne NE4 9XD
Telephone 274 3724

Moor (Male)
6 Wingrove Road
Newcastle upon Tyne NE4 9BQ
Telephone 273 1418

Sarma (Male)
2 Bentinck Road
Newcastle upon Tyne NE4 6UT
Telephone 273 3919

Dalal, Cookey, Thick and Chandriani
23 Dilston Road (Broadway Medical Group)
Newcastle upon Tyne NE4 5AB
Telephone 273 4421

Archer, Hall, Kelliher, Gallagher, Coates, Wilkes and Carman
Prospect House, Prospect Place
Newcastle upon Tyne NE4 6QD
Telephone 273 4201

Gosforth:
Anand, Saigal, Rabat-Nejad, Jackson and Ash
Elmfield Health Group
18 Elmfield Road
Newcastle upon Tyne NE3 4BP
Telephone 285 1663

Burdon and Turley
The Avenues Medical Group
27–29 Roseworth Avenue
Newcastle upon Tyne NE3 1NB
Telephone 213 2392

Dodds, Blades, Neilsen, Foo, Schwabe and Duke
The Grove Medical Group, 1 The Grove
Newcastle upon Tyne NE3 1NU
Telephone 285 6156

Winterton and Winterton
Gosforth Memorial Medical Centre
Church Road
Newcastle upon Tyne NE3 1TX
Telephone 285 1119

Dalal, Cookey and Parthasarathy
Broadway Medical Group
164 Great North Road
Newcastle upon Tyne NE3 5JP
Telephone 285 2460

Heaton:
McQuillin, Gregory, Waterston, Robson and Pearston
Cartington Terrace Medical Group
1 Cartington Terrace
Newcastle upon Tyne NE6 5RS
Telephone 265 5755

Home, Knight, Kerr and Todd
Hawthorn House Medical Centre
28–30 Heaton Road
Newcastle upon Tyne NE6 1SD
Telephone 265 5543 and 265 6246

White, Scott, Kattan and Flood
Falcon House Surgery
17–19 Heaton Road
Newcastle upon Tyne NE6 1SA
Telephone 265 3361

Steel, Lovedale, Leeder, Woolley and Netts
Medical Centre, 37A Heaton Road
Newcastle upon Tyne NE6 1TH
Telephone 265 8121

Proctor, Wilkins, Rutt and Brookes
The Surgery, 42 Heaton Road
Newcastle upon Tyne NE6 1SE
Telephone 265 5911

Emmerson, Stuart, Morrison and Higgins
41 Heaton Road
Newcastle upon Tyne NE6 1TP
Telephone 265 5509

Jesmond:
Wadge and Price
48 Osborne Road
Newcastle upon Tyne NE2 2AL
Telephone 281 4060

Edmunds, Cummings, Moore, Hughes and Pinnington
Holly Medical Group, 17 Osborne Road
Newcastle upon Tyne NE2 2AH
Telephone 281 4588

Conrad and Rye
5 Osborne Avenue
Newcastle upon Tyne NE2 1PQ
Telephone 281 0041

Borthwick, Darling, Lovedale and Browell
200 Osborne Road
Newcastle upon Tyne NE2 3LD
Telephone 281 4777

Longbenton:
Silva (Male), The Surgery
Emmerson, Stuart, Morrison and Higgins
31 West Farm Avenue
Newcastle upon Tyne NE12 8LS
Telephone 266 2215

Cartlidge, Burdon, Carr, Chalmers and Bell
The Avenues Medical Group
2 Swarland Avenue, Benton
Newcastle upon Tyne NE7 7TD
Telephone 215 0141

Shieldfield:
Smith and Silver
Shieldfield Health Centre
Stoddart Street
Newcastle upon Tyne NE2 1AL
Telephone 232 4872
Diary of Key Events in the University Calendar

August 2004

| Date | Event
|------|--------------------------------------------------|
| 16 M | Examination resit period begins
| 30 M | Public Holiday
| 26 Th | Examination resit period ends

September 2004

| Date | Event
|------|--------------------------------------------------|
| 13 M | Induction week begins
|      | Main Registration Period begins
|      | **SEMESTER 1 Autumn Term Begins**
| 14 Tu | All day Registration
| 15 W | All day Registration
| 16 Th | All day Registration
| 17 F | Half Day Registration period for initial module selection ends (*Choices may be changed up to the end of the third week of the Semester*)

December 2004

| Date | Event
|------|--------------------------------------------------|
| 8 W | Congregations
| 10 F | **Autumn Term Ends**
| 27 M | Public Holiday
| 28 Tu | Public Holiday

January 2005

| Date | Event
|------|--------------------------------------------------|
| 3 M | Public Holiday
| 10 M | **Spring Term Begins**
|      | **SEMESTER 1 assessment period begins**
| 21 F | **SEMESTER 1 ends**
<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>24 M</td>
<td>Period during which selection of modules for Semester 2 may be changed begins</td>
</tr>
<tr>
<td></td>
<td><strong>SEMESTER 2 Begins</strong></td>
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<td></td>
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<tr>
<td>February 2005</td>
<td>End of period during which module selection changed without concessions</td>
</tr>
<tr>
<td>11 F</td>
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<tr>
<td>March 2005</td>
<td><strong>Spring Term ends</strong></td>
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<tr>
<td>18 F</td>
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<tr>
<td>25 F</td>
<td>Good Friday Holiday</td>
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<tr>
<td>28 M</td>
<td>Public Holiday</td>
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<tr>
<td>April 2005</td>
<td><strong>Summer Term Begins</strong></td>
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<tr>
<td>18 M</td>
<td></td>
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<tr>
<td>May 2005</td>
<td><strong>Public Holiday</strong></td>
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<tr>
<td>2 M</td>
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<tr>
<td>6 F</td>
<td>Congregations (Honorary and Higher Degrees)</td>
</tr>
<tr>
<td>16 M</td>
<td><strong>SEMESTER 2 assessment and examination period begins</strong></td>
</tr>
<tr>
<td>30 M</td>
<td>Public Holiday</td>
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<tr>
<td>June 2004</td>
<td><strong>Semester 2 examination period Ends</strong></td>
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<tr>
<td>3 F</td>
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<tr>
<td>10 F</td>
<td><strong>Summer Term and SEMESTER 2 end</strong></td>
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<tr>
<td>17 F</td>
<td><strong>SEMESTER 2 assessment period ends</strong></td>
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<tr>
<td>July 2005</td>
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<td>5 Tu</td>
<td>All day Congregations</td>
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<td>All day Congregations</td>
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<td>9 S</td>
<td>am Congregations</td>
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<tr>
<td>August 2005</td>
<td><strong>Examination resit period begins</strong></td>
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<td>15 M</td>
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<tr>
<td>26 F</td>
<td><strong>Examination resit period ends</strong></td>
</tr>
<tr>
<td>29 M</td>
<td><strong>Public Holiday</strong></td>
</tr>
</tbody>
</table>