The University of Newcastle upon Tyne is a large and vigorous University. One of its fundamental aims is to achieve excellence in its teaching activities, and to that end it provides both flexibility and diversity within its undergraduate degree programmes. Their quality is constantly monitored to create the best possible learning environment for the University's students, and both staff and students have important parts to play.

The purpose of this document is to highlight the standard of service which an undergraduate or prospective applicant may reasonably expect to receive, to identify those services which the University feels it can deliver, and to set out what the University believes it can expect of undergraduates in the joint pursuit of high standards. A similar document to this, entitled *Postgraduate Newcastle*, is available for postgraduate students. Neither of these documents is intended to replace the University Regulations or other procedure documents which specify formal University requirements which must be observed.

The principal areas which have a direct impact upon the learning experience at Newcastle are considered in the following pages. In each case the reader (referred to as 'you') will find an explanation of what the University believes it can do towards delivering good service.

There are also references to behaviour or conduct expected of students. The Student Officers, on behalf of the student body, have participated fully in the compilation of this booklet, and it is normal University practice to provide opportunities for student representation in the decision-making process, both in departments and through membership of central University committees.

While we aim to develop our services on a continuing basis, and to review and update this document at regular intervals, if you feel that the University has not reached the standard of service set out in this document, or if you wish to highlight an area in which the University could improve its service, you are invited to bring this to its attention. The University has a number of formal procedures in place to deal with specific difficulties. Details of how to use these, and about the way in which complaints about other issues can be made, are given at the end of this booklet.
The University is committed, both now and in the future, to delivering and developing its services to applicants and undergraduates in a spirit of partnership and mutual agreement. You can expect members of staff to be familiar with, and work within the spirit of, this document, and to treat you courteously and as fairly as possible. You can also expect that all personal information which the University has about you will be treated in a responsible and confidential way, that it will normally only be divulged to those who may need to have it for the purpose of their jobs in the University or with your permission. A similar policy exists in relation to the disclosure of examination marks.

In responding to students' needs the University is committed to listening to, and taking account of, student opinion, and to having a caring attitude to its students. It will provide opportunities, where appropriate, for student representation/consultation on its formal decision-making bodies, and on relevant departmental committees and, in return, will expect the student representatives on those committees to understand and share responsibility for the decisions taken.

The University believes that students and staff are entitled to work and live in a safe environment, free from fear, intimidation and harassment, and that they are entitled to freedom of speech, and to pursue their political and religious beliefs within the law. Similarly, students and staff are expected to respect the entitlement of others to speak and act freely within the law also.

The University makes positive efforts to widen the opportunities for access to higher education at Newcastle for candidates of all backgrounds, cultures and beliefs. This includes candidates who are mature, who come from overseas, or from ethnic minorities, or who have special needs. The University organizes Visit Days for prospective applicants to provide an opportunity to see the University and many departments have interviews and/or 'Open Days' for schools and colleges. An 'Access Day' is organized for mature applicants and for others from non-traditional backgrounds. Access and bridging courses exist to assist those applicants who do not hold the standard qualifications for entry.

As an applicant you can expect:

♦ to receive on request a current Prospectus giving accurate information about the University, its degree programmes, entry requirements, teaching and assessment methods, academic facilities, support services, and leisure and sporting facilities;

♦ to receive on request the relevant and current departmental brochure(s) giving more detailed information about individual departments and degree programmes, including the names and University telephone
ADMISSION

numbers of individuals who can be contacted in connection with enquiries about individual degree programmes;

- the University to issue a clear statement of the University's policy on access for mature students and on other applicants with non-traditional qualifications and to organize an 'Access Day' for mature applicants and others from non-traditional backgrounds;

- that consideration of your application will be on the basis of equal opportunity and without discrimination in respect of religious belief, ethnic origin or sexual orientation.

(See also Equal Opportunities section below.)

As an applicant you are expected:

- to consult a current Undergraduate Prospectus and relevant departmental brochure(s);

- to find out as much as possible about the University and your chosen degree programme;

- to provide full and accurate information about your academic background and other factors relevant to your application;

- to observe the UCAS rules and procedures including meeting required deadlines;

- if you are disabled, to provide information on the nature of your disability at the time of application, or as soon as possible thereafter, so that help/advice can be given to you and the necessary support services can be organized if required;

- to attend any interview to which you are invited, or if unable to come, to contact the University as soon as possible to make alternative arrangements.

Admission to the University is handled by the Admissions Office, in accordance with the UCAS rules and procedures for all undergraduate candidates, except those in medicine and dentistry which are dealt with by the Faculty of Medicine office. In the case of disabled candidates it may be necessary for the Admissions Office to inform you of problems which may exist in reconciling a particular disability with a programme of study or access to a particular building.

You can expect the Admissions Office:

- to give you a fair, courteous and efficient service, which also seeks to maintain quality and consistency in its dealings with candidates, schools and colleges;

- to operate within UCAS rules, to give full and fair consideration to all applications, and to transmit departmental decisions to UCAS normally within two days of their receipt;
to recognize 'kite marked' access courses and to give consideration to alternative entry qualifications, subject to the University's normal matriculation requirements;

to ensure that departments, wherever the nature of the course and/or the facilities available permit, make Acceptance decisions concerning disabled candidates only on academic grounds and on the basis of individual merit, irrespective of disability;

to honour the terms of any offer of a place to you provided the offer has been made on the basis of accurate information supplied by you and/or your referee.

You are expected:

- to respond promptly in writing to any offer(s) of a place made to you.
The University is committed to providing a range of housing so as to ensure a good choice of accommodation suited to the needs of its students. In session 1997-98 this includes about 5,000 places in property owned or managed by the University. The Housing Office also offers support and advice for students opting to live in the private rented sector.

You can expect:
- the University to provide a diverse range of secure, good quality accommodation suitable for students;
- accurate information about the type, availability, standard and cost of the accommodation offered to you;
- clear information from the Housing Office before the beginning of your first year of study on how to apply for available University accommodation and on how places are allocated;
- a fair, sympathetic and efficient allocation procedure;
- that any offer of University accommodation will be in writing and will include details of the terms on which the accommodation is offered;
- staff and students to respect your privacy in your accommodation, subject to the terms on which the accommodation is occupied and subject to University regulations and health and safety requirements;
- to be advised, whenever possible in advance, of any repairs or improvements to buildings which are likely to affect your use of your accommodation, and for these to be made with the minimum possible inconvenience to residents;
- to be advised of the procedure to be followed and the obligations placed upon you if you wish to vacate University accommodation before the end of your contract;
- the University to determine the cost of accommodation after consultation with Union Society representatives;
- any complaint you may have about your accommodation to be dealt with sympathetically and as expeditiously as possible.

You are expected:
- to read, and comply with, the terms on which you accept University accommodation;
- to behave reasonably in University accommodation in respecting the needs of other residents, staff and the local community, and to respect the property itself;
- to inform the Housing Office as soon as possible if you intend to refuse an offer of University accommodation or if there is any reason why you may not be able to comply with the terms of the offer.
The Housing Office provides information and advice about private accommodation.

You can expect:
- to be able to obtain accurate and up-to-date information from the Housing Office on private accommodation vacancies;
- to get advice on how to enter into agreements about, or on problems that can arise from, the occupation of non-University accommodation;
- the Housing Office to invite feedback on the standard of the accommodation you have rented and to try to improve the quantity, quality and cost of available private accommodation;
- the Housing Office to seek to develop and to review regularly the services it provides;
- to receive as much help as the Housing Office can give to seek redress for any complaint you may have about the private accommodation you occupy.

You are expected:
- to behave reasonably in private accommodation in respecting the needs of other residents and the local community and to respect the property itself.

The University is committed to maintaining and enhancing the quality of its learning environment. It aims to provide high-quality teaching within a caring tutorial system, and to make teaching both student-centred and relevant to students’ future employment needs.

It also tries to give its students clear information about the objectives and requirements of their degree programmes, and to maintain fair and efficient assessment procedures and examinations.

DEPARTMENTAL OBLIGATIONS

You can expect:
- to be offered a detailed departmental ‘induction’ about your programme of study;
- to be given a clear indication of the aims and objectives of your degree programme and clear information as to what your department expects of you;
- clear information on all modules available so as to enable you to make well-informed module choices;
- a high standard of teaching and academic advice relevant to your degree programme;
clear instructions about submission dates for required course work and prompt feedback on all aspects of your academic achievement and suggestions for improvement;

advance notification, where possible, of changes to a programme of study;

to receive fair, equitable and courteous treatment from staff and students in your department;

your department to provide the best and most appropriate facilities, accommodation and equipment that it can for the teaching programme concerned.

You are expected:

to comply with University and departmental regulations;

to read carefully the departmental information provided about your course;

to seek guidance from appropriate staff about problems and on points which are unclear;

to pursue your academic work with positive commitment;

to attend and prepare adequately for classes and tutorials/seminars and to contribute actively to group discussions/work;

to make appropriate use of the study facilities provided;

to check the mail delivery points in your department on a regular basis so as to ensure that you have received communications from the University or your department;

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

to advise your department and the Student Office if you change your local or home address;

to submit on time all work required by staff who teach you;

to advise staff if illness or some other reasonable cause has prevented you from adhering to the deadlines given.

DEPARTMENTAL CONSULTATION

You can expect:

to be consulted about the quality and relevance of the teaching curricula;

to be given the opportunity to be represented on the departmental staff/student committee;

to be given a sympathetic hearing if there are improvements to departmental courses or facilities you wish to suggest;

to participate in student consultation and discussion in your department.
Academic work is assessed in a variety of ways. This includes formal examinations which usually take place at the end of each semester.

You can expect:
- clear information about how the modules in your degree programme will be assessed, and an explanation of the criteria used for assessment;
- assessment of all kinds to be carried out in a fair, efficient and professional manner;
- to receive reasonably-prompt feedback from staff on your submitted course work and on your overall academic progress;
- to receive advice on possible alternatives open to you in the event of examination failure;
- clear guidance on your right to initiate a review of your examination results or their academic consequences, and how to do this if you wish to.

(See also Student Support and Examination sections below.)

You are expected:
- to make yourself aware of information provided about assessment and examinations;
- to comply with the University’s rules and procedures for conduct in examinations;
- to inform your head of department, your tutor, a senior tutor or the Student Office of any personal circumstances affecting your examination performance;
- to ensure you make appropriate arrangements to retake your examinations if necessary.

You will be allocated to a personal tutor at the time you register. Your tutor will be a member of academic staff who teaches in your, or a closely-related, area of study and will provide a personal link between you as a student and the University.

You can expect your tutor:
- to provide support and advice about your studies and to give you an opportunity to discuss your academic progress on a confidential basis;
- to make arrangements to see you on a regular basis and without undue delay if you request this;
- to offer help if you have medical, financial or other problems which may affect your studies, to give you advice if you are considering changing or abandoning your course, and to assist you to be referred appropriately if you need assistance from the Student Office, the Student Counselling Service, the Student Advice Centre or the Newcastle University Careers Service.
The University recognizes that, in order to ensure that its students gain the maximum possible benefit from University life, the availability of a range of high-quality, responsive student support services is essential. These include a free and confidential Counselling Service, financial advice and help, an examination service run by the Student Office, a Careers Service, library services provided by the Robinson Library, and other learning facilities, including the Computing Service, the Language Centre, and various museums and galleries.

STUDENT COUNSELLING

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

You can expect the Student Counselling Service:

- to publish clear information about the Service and how to use it;
- to provide a free and confidential service via trained counsellors working within the Code of Ethics and Practice of the British Association for Counselling;
- to seek to ensure that no student faces an undue delay before seeing a counsellor, and that urgent cases are given first priority;

You may request:

- a change of tutor, if you wish to do so, by asking your head of department, or a senior tutor. Alternatively the Student Office can help to arrange this with your department.

You are expected:

- to keep any appointments you have made with your tutor or let him/her know, normally in advance, if this is not possible;
- to advise your department and the Student Office if you change your local or home address;
- to consult your tutor about any difficulties which may be affecting your studies.
within its resources, to offer students appropriate counselling sessions, including long-term counselling where necessary;

- to ensure that under normal operational circumstances both male and female counsellors are available to assist students using their Service.

You are expected:

- to attend any appointment you have made with the Service or to notify it if you are unable to attend.

OTHER STUDENT ASSISTANCE

Student assistance may also be obtained from the Student Office which offers an efficient, courteous and helpful service to students who have progress difficulties, financial problems and/or other problems of a general nature relating to their study while at University. The services offered by the Student Office include administration of the following:

- Student Loans and Access applications in accordance with the national schemes;
- the Financial Assistance Fund;
- Faculty and Senate concessions relating to both admissions and academic progress;
- examinations;
- academic appeals by students.

You can expect the Student Office:

- to deal with student enquiries and difficulties in a fair and courteous way and as promptly as possible once all the necessary information has been provided about a specific problem;
- to provide clear information about the operation of the Student Loan and Access schemes as these are administered at Newcastle, and also on the Financial Assistance Fund available to those who are not eligible for Loans or Access help;
- to provide clear information on how to apply for a Student Loan or Access grant or a Financial Assistance award;
- to offer whatever advice and assistance it can in the event of a problem with your Student Loan or Access application;
- to process applications to the Student Loan Company as efficiently and promptly as possible;
- to process applications to the Access Fund or the Financial Assistance Fund as fairly.
EXAMINATIONS

efficiently and promptly as possible, once it is in possession of all the necessary information relevant to your application;

♦ to notify you of the outcome of your Access application normally within one week of a decision being made;

♦ to advise you how and when to appeal against an Access decision if you wish to do so.

You are expected:

♦ to bring all necessary documentation with you when applying for a Student Loan;

♦ to provide full and accurate information on the relevant application form for your Student Loan, or your Access or Financial Assistance award;

♦ to try to budget carefully and to seek advice if appropriate;

♦ to read the guidance notes carefully and observe them in applying for Access or Financial Assistance Funds;

♦ to complete application forms fully and accurately, providing any relevant supporting documents as requested;

♦ to advise the Student Office of any relevant change in your financial circumstances.

Formal examinations for most students are organized through the Examinations Office. Separate arrangements are made in the Faculty of Medicine.

You can expect:

♦ examinations to be conducted in a fair, efficient and professional manner in accordance with the published rules governing the Conduct of Examinations;

♦ to have access, via University and/or departmental notice boards, to a provisional examination timetable well in advance of the relevant examination period;

♦ to have access, via University and/or departmental notice boards, to a final examination timetable;

♦ that Examination Pass Lists will normally appear within 48 hours of the issue of decisions by the Board of Examiners, provided that no problems or examination irregularities have occurred;

♦ to be able to obtain feedback from staff on your performance following the issue of Pass Lists and the distribution of marks to individual departments by the Examinations Office.

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

You are expected:

◆ to study the provisional and final examination timetables carefully;
◆ to check that your module entries have been properly recorded and that there are no examination 'clashes' or omissions in the provisional timetable;
◆ to report any apparent clashes or omissions to the Examinations Office immediately;
◆ to inform your head of department, a senior tutor or the Examinations Office at least 24 hours before the relevant examiners' meeting, of any personal circumstances which may have adversely affected your performance during an examination;
◆ to comply with the University's published rules governing the Conduct of Examinations, which are displayed on departmental and University notice boards.

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

You can expect the Careers Service:

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

You are expected:

◆ to make early and most appropriate personal use of the Careers Service, its information, advice, facilities and organized events.
The University recognizes that international students and students with different ethnic and educational backgrounds have distinctive needs. It aims to provide a sympathetic environment and appropriate support for these groups, and welcomes the contribution they make to the life of the University.

**INTERNATIONAL STUDENTS**

The University and its International Office are committed to responsible recruitment of students from overseas, and seek to ensure that the University community as a whole is sensitive and responsive to their differing needs.

**As an international student you can expect:**

- the International Office to provide clear and helpful information about the University and life on Tyneside before you arrive in Newcastle;
- the International Office, in conjunction with the Union Society and the Student Advice Centre, to offer an informative orientation programme for new international students;
- the University to encourage members of staff to develop awareness of the cultural differences of students so that international students receive fair and sensitive treatment;
- the University to encourage departments to have a named academic to undertake responsibility for the academic welfare/supervision of international students, bearing in mind that they may need a different level of support from that given to 'home' students;
- the University to provide English language facilities appropriate to the needs of international students and their families;
- the University to respect your faith and to do what it can to let you practise it.

**International students can also expect the Union Society:**

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

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

The University encourages applications for undergraduate study from mature students and welcomes the contribution they make to University life.

Mature students can expect:
- the University to provide a sympathetic environment for mature students;
- the University to ensure that academic and other staff are sensitive and responsive to the needs of mature students and that sympathetic support is available while you are settling in to academic life;
- the Union Society to elect an Officer to represent mature students within the University, and to be sensitive to their needs and requirements.

STUDENTS WITH FAMILIES

The University aims to provide some accommodation for married students and students with families and to assist where possible with other needs such as childcare.

You can expect:
- to obtain from the Housing Office information about available suitable accommodation for families (see also section on Accommodation above);
- to receive on request from the Union Society as clear and accurate information as possible about the cost and availability of childcare in Newcastle and about the Childcare Fund;
- the Union Society’s Childcare Co-ordinator to provide advice and information about childcare facilities in the Newcastle area and to administer the Childcare Fund subsidy scheme;
- the Childcare Co-ordinator to treat all applications fairly, efficiently and in confidence;
- the Childcare Co-ordinator to make efficient use of the funds available for childcare support and to provide a childcare advice service that is responsive to students’ needs;
- the University and the Union Society in partnership to continue to develop and monitor the provision of childcare support and subsidies.

You are expected:
- to provide full, clear and accurate information in support of your Childcare Fund application;
- to let the Union Society’s Childcare Co-ordinator know of any relevant change in your circumstances;
- to attend any appointment you have made, or contact the Co-ordinator in good time to make alternative arrangements.

STUDENTS WITH DISABILITIES

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

- the University to encourage awareness of disability issues among University staff and students;
- the University to ensure that applications are considered solely on academic and individual merit, irrespective of disability, except insofar as it may not be possible to reconcile a particular disability with a course of study or access to a particular building;
- the University to try to ensure that there is a named contact person within each department who can refer you to other agencies for advice and support;
- the University to review and develop its provision for disabled students so as to make as many University courses as is reasonably practicable, accessible to all.

You are expected:

- to inform the University at the time of your application or as soon as possible, of any special needs for which you require support services or facilities.
- to provide a welcoming atmosphere;
- to run efficient trading areas;
- to provide total customer satisfaction for its members.

**STUDENT ADVICE**

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

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

**You are expected:**

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

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

**The Union Society and its staff aim:**

- to provide the best representation and welfare services a student Union can.
Learning Facilities

The University provides students with a diverse range of learning facilities to complement their studies. While it is not possible to include reference to each department's provision, some of the general facilities available to all students are detailed below.

Library

The University Library, named the Robinson Library, together with the Walton Library (Medical School) and the Law Library, offer a courteous, informative and high-quality service. They provide a full range of traditional borrowing facilities, a prompt and efficient Inter-Library Loans system, and a liaison Librarian service with linkage to academic departments for book and periodical purchase. The electronic catalogue of the Library's holdings can be accessed from within the Library, from across the University campus and nationally via the Janet network. The Library is committed to the continual improvement of its service in partnership and consultation with its users and welcomes student and staff suggestions for improvements.

Computing

The University Computing Service offers distributed computing facilities consisting of PCs, Unix workstations and timesharing systems, Macintoshes, specialized peripherals and a wide range of software. The complete service is integrated by means of an advanced high-speed network with clusters of machines being situated in all major building complexes. The campus network provides access to facilities such as the Library catalogue, Internet and the World Wide Web. There is a helpline which can provide information on a wide range of topics ranging from beginners' questions to consultations on computing strategy.

Language Centre

The Language Centre provides taught courses in a wide range of languages, including English. There are also facilities for private study, including an Open Access Centre, four language laboratories, books, video re-play machines, and micro-computers running computer-assisted language learning software. The Centre also has satellite television equipment and receives foreign television programmes in several languages including French, German, Spanish and Italian.

Museums and Galleries

The University houses the Hatton Gallery, the Museum of Antiquities, the Hancock Museum of Natural History and the Sheffon Museum of Greek Art and Archaeology. These are open to the public and to staff and students and form an important resource for the teaching of fine art, archaeology, natural history and classics respectively.
You can expect the Services listed above:

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

You are expected:

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

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

You can expect:

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

You are expected:

- to observe the University's Code of Practice on Equal Opportunities and its Policy on Sexual and Racial Harassment.
The University is committed to the provision of a wide variety of sport and leisure facilities. These facilities, and the services which are provided, are under continuous development and review. In working together, the Centre for Physical Recreation and Sport and the Union Society's Athletic Union provide you with every opportunity at any point of your University career to become involved with sport at the level of your choice in the sports continuum of foundation, participation, competition and excellence.

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

You can expect:

- the University to provide and maintain plant and systems of work that are safe and without risks to health;
- the University to maintain any place of work under its control in a condition that is safe and without risks to health, including the means of safe access and egress;
- the University to ensure the safe use, handling, storage and transport of articles and substances;
- the University to provide such information, training and supervision as is necessary to ensure the health and safety of students and staff in the University;
- the University to maintain constant vigilance over its

Health and Safety and related policies and arrangements.

You are expected:

- to observe the University's Health and Safety and related policies and arrangements and similarly to observe any departmental health and safety arrangements;
- to take all reasonable care for your own health and safety and that of others who may be affected by your actions;
- as regards any duty or requirement statutorily imposed on the University, to co-operate as far as is necessary to enable that duty or requirement to be complied with;
- to be aware that failure to comply with health and safety requirements may lead both to disciplinary action by the University and prosecution by the Health and Safety Executive.
ENVIRONMENT

The University is committed to the principles of environmental protection and sustainable development in all its activities.

You can expect:

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

You are encouraged:

◆ to support the University’s efforts in respect of energy, recycling, the use of public transport and the use of environmentally-safe products.

PROBLEMS AND COMPLAINTS

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

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

◆ Equal Opportunities Policy;
◆ Student Policy on Sexual and Racial Harassment;
◆ Review Procedure for Undergraduate Examinations;
◆ Examination Irregularities Procedure;
◆ University Disciplinary Procedures.

If you need to use any of these documents you should, in the first instance, ask your tutor or your head of department for advice or help, or you can get advice from the Head of the Student Office at the address below.
If there are other problems which you have, or problems which you feel have not been resolved with the person or service concerned, you can consult your tutor or your head of department for advice, or you can write to the Head of the Student Office at the address given below. Every attempt will be made to deal with your complaint as sympathetically as possible and to give you prompt help once all the relevant information has been obtained.

Head of Student Office
Registrar’s Office
University of Newcastle
6 Kensington Terrace
Newcastle upon Tyne
NE1 7RU

Once you have successfully completed your degree programme you are eligible to receive your degree at the appropriate degree Congregation or to receive your degree 'in absentia'. On graduation you automatically become a member of the University’s Alumni Association which exists to develop closer links between the University and its graduates, helping them to maintain an active interest and involvement in University affairs. The Association provides several different ways in which alumni can keep in touch, via regional branches throughout the world, departmental groups, hall associations and year-group reunions. The University offers a range of benefits to alumni including regular newsletters, use of the library and sports facilities, and continued use of the Careers Service. You may in turn wish to help the University in areas such as student recruitment or careers advice. The Alumni Association is free of charge to Newcastle graduates. We hope that graduates will play an active part in its continued expansion.