

# Student Financial Support Fund

**UK Students**  
2018/19

## What is the Student Financial Support Fund?

It may provide financial help to students

**Who:**

- experience unexpected financial difficulties
- have a low income and struggle to cover their essential living costs

**It:**

- is designed to ensure all applications are looked at consistently
- is discretionary and is not an automatic entitlement – **you should not regard this as guaranteed income**

## Who can apply?

You can apply

**If you:**

- are a registered 'home' / UK student
- are registered on a full time undergraduate or postgraduate course
- are registered on a part-time course which is equivalent to at least half a full time programme
- have taken out the full amount of statutory funding (e.g. student loan / NHS Bursary) you are entitled to and have received the first instalment

We give priority to students

**Who:**

- have children
- who are on maternity leave (where other sources of funding have ceased)
- who are mature students with existing financial commitments, including priority debts
- who have a low income
- who have caring responsibilities
- who have entered university from care
- who are from a Foyer or who are homeless
- who receiving the final year loan rate, and who are in financial difficulty

Other categories of students may also receive awards

**To submit your application please telephone 0191 208 3760 or 0191 208 5679 between the hours of 9:00am – 4:45pm to request an appointment with the Financial Support Assistants to check through your completed application. YOU MUST bring ALL supporting documentation when you attend your appointment.**

## About your application:

<b>How is my application assessed?</b>	All awards are entirely at the University's discretion taking account of guidelines set by the University's Student Discretionary Awards Forum. <b>There is no entitlement to an award or to the allocation of a specific amount.</b>
<b>How do I know my application will be assessed fairly?</b>	For detailed information about the assessment process see the Student Financial Support Fund Policy and Supplementary Guidance available on our website: <a href="http://www.ncl.ac.uk/students/wellbeing/finance/hardship/studentfinancialsupportfund/overview.htm">www.ncl.ac.uk/students/wellbeing/finance/hardship/studentfinancialsupportfund/overview.htm</a>
<b>Can I apply for help with tuition fees?</b>	The Student Financial Support Fund cannot assist with the payment of tuition fees. Please contact Tuition Fees on 0191 208 5520 if you are experiencing problems with paying your fees.

## Completing the form:

- **When completing the form please refer to the instructions opposite each page in order to complete each part of the form accurately.**
- Inaccurate or incomplete information **will delay** your assessment and will result in your application being declined.
- Ensure that **all relevant requested documentary evidence** is provided along with your form as failure to do this will prevent submission and assessment of your application and delay the outcome.
- If you need assistance or have any questions while completing the form please contact the Financial Student Team on 0191 208 3760 or 0191 208 5679 or send your query via the online enquiry form which is available at <https://my.ncl.ac.uk/students/contact>

### Part 1: Your personal details

- Ensure that you complete the correct application form - **you must be classed as a UK student and ordinarily resident in the UK without being subject to any restriction on the period for which you may stay** to be eligible to apply. If you are unsure please contact the telephone number above for clarification of your status while studying.
- Please use the number from your **smartcard** when completing the Student ID number.
- Ensure that you give a very brief explanation of your disability and its effects on your studies if the answer is yes to any of the questions in that section.

# Application for support from the Student Financial Support Fund

Academic year 2018/19

For UK home, undergraduate, postgraduate, full time and part-time students.

## Part 1: Your personal details

Student ID number (9 digits) \_\_\_\_\_ Undergraduate  Postgraduate

Surname (in full) \_\_\_\_\_

First name(s) (in full) \_\_\_\_\_ Nationality \_\_\_\_\_

Gender Male  Female

If you prefer to use your own term, please describe it here: \_\_\_\_\_

Date of Birth: dd/mm/yy

Marital Status: Single  Married / living with partner

Address during Semester:

Address during Vacation time (if different):

\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Postcode \_\_\_\_\_

Postcode \_\_\_\_\_

Email \_\_\_\_\_

Mobile Phone \_\_\_\_\_

(the outcome of your assessment will be sent to this email address)

### Accommodation

	YES	NO	
Living with your parents or guardian?	<input type="checkbox"/>	<input type="checkbox"/>	
Living with a partner?	<input type="checkbox"/>	<input type="checkbox"/>	
Living with parents and a partner / child?	<input type="checkbox"/>	<input type="checkbox"/>	
A home owner?	<input type="checkbox"/>	<input type="checkbox"/>	
Living alone in council or private rented accommodation?	<input type="checkbox"/>	<input type="checkbox"/>	
Living in shared accommodation?	<input type="checkbox"/>	<input type="checkbox"/>	If yes, how many live in your house? _____
Living in halls of residence?	<input type="checkbox"/>	<input type="checkbox"/>	Catered <input type="checkbox"/> Self-catered <input type="checkbox"/>
Are you a Foyer resident?	<input type="checkbox"/>	<input type="checkbox"/>	
Are you a care leaver over 18?	<input type="checkbox"/>	<input type="checkbox"/>	

### Disability/Medical Conditions

	YES	NO
Do you consider yourself to have a disability or chronic medical condition?	<input type="checkbox"/>	<input type="checkbox"/>
Does this impact on your studies?	<input type="checkbox"/>	<input type="checkbox"/>
If yes to either of above, please explain the nature of your disability / condition	_____	
Have you applied for Disabled Students' Allowances?	<input type="checkbox"/>	<input type="checkbox"/>
Are you applying for financial assistance to help pay for support not covered by the DSAs?	<input type="checkbox"/>	<input type="checkbox"/>

## Part 2: Your dependants

- Ensure that you list **anyone** financially dependent on you: this is usually a child but may be a dependant adult.
- If you are required to make maintenance payments to an ex-partner then please include the relevant amount in your income and expenditure breakdown.

## Part 3: Programme details

- If you are an over-running student (i.e. if you have not completed your studies in the usual time for your degree) explain why in Part 10 of the application form.
- If you have chosen not to take out your full entitlement student loan / grant (if eligible) you will not be eligible to apply to the Student Financial Support Fund until you have done so.
- Postgraduates are also expected to have applied for, and be in receipt of, their full Postgraduate Master's or Postgraduate Doctoral Loan entitlement (if eligible). They are also expected to have funding in place to cover tuition fees and living costs for the duration of their programme. Please explain your reasons in Part 10 of the application form if this is not the case.

## Part 2: Your dependants

Do you have any children or adults who are financially dependent on you? Yes  No

If yes, how many Please list below:

Name:	Age (if under 18)	Relationship to you	Do they live with you?

## Part 3: Programme details

Full time  Part-time  if part-time, how many credits

Course Title i.e. BSc, PhD \_\_\_\_\_ Course Name \_\_\_\_\_

School (do not abbreviate) \_\_\_\_\_

Start date of your current programme d d / m m / y y End date of your programme d d / m m / y y

Year of Study:

1  2  3  4  5  6

Is this a repeat year?

YES  NO

Is this your final year?

Are you over-running?

If you receive an SFSF award and are planning to attend the Summer 2019 or December 2019 congregations are you happy for us to pass your details over to the Awards Team so you can be considered for assistance with some of your congregation costs?

YES  NO

**For Full time undergraduates only:** Have you taken out your full entitlement from the Student Loans Company?

Is your Student Loan 'financially assessed'?

If not, why? \_\_\_\_\_

**For Postgraduate Students only:** How are your studies financed? \_\_\_\_\_  
(i.e. Postgraduate Master's / Doctoral Loan, self, research council, Professional Career Development Loan, scholarship etc.)

## Part 4: Student Financial Support Fund Payment details

Payments of awards are made by BACS credit transfer. Please give details of the bank account you wish to use for this purpose:

Name of Bank / Building Society	Sort Code	Account Code (8 digits)

## Part 5: Bank Accounts & Credit / Store cards

- List **all** accounts - **even if you have closed an account or stopped using a particular account** during this academic year. **You will be expected to provide proof of closure for any account that you have closed during this academic year.**
- If your finances are linked with a partner / spouse, you are living with a partner / married **you must list all of your partner's accounts and provide 3 months statements** for your partner's account/s as well as your own.

**If it is discovered that you hold bank accounts and / or credit cards which you have not declared or provided statements for, your application will be disqualified, you will not be eligible to apply for hardship funding in future and you will be subject to the University's disciplinary procedure:**

<https://www.ncl.ac.uk/students/progress/Regulations/Procedures/>

- State the **maximum interest free overdraft limit** agreed with your bank and your **current balance** at the time of handing in your form. Please indicate if this overdraft is interest free.

## Part 6: Debts

- Please note that we will not usually take into account money that you owe to family members or friends.
- Student Loans Company debts should not be included.
- List your debts and give details of repayment plans / agreements that have been set-up. Please supply evidence along with your application.
- Please note that future commitments are not debts at the time of application.

## Part 7: Fees

- If you are unsure of this year's current fee for your course please contact Tuition Fees on 0191 208 5520 or send your query via the online web-form which is available at <https://my.ncl.ac.uk/students/contact>
- Where applicable, undergraduate students must have applied for a Tuition Fee Loan before applying to the Student Financial Support Fund as it is expected that any available income is used to cover living costs. Please explain in Part 10 of the application form if you have not done so.

## Part 5: Bank Accounts & Credit / Store cards

Please give details for each account that you (and your partner / spouse, where applicable) hold – even if not used regularly

Name of Bank / Building Society	Account Number	Type of Account	Maximum authorised overdraft facility	Current Balance
Credit / Store card		Amount Owing	Account held by:(you / partner / joint)	

**IMPORTANT:** You **MUST** attach the last 3 month's bank statements for **ALL** accounts listed above. All income must be annotated and any expenditure over £100 must be briefly explained (annotated) on the copies of the statements you provide.

## Part 6: Debts

Please give information on all existing debts (*excluding Student Loan Company*), including how much is owed and to whom. Provide supporting evidence.

**Priority debts:** rent / mortgage arrears, council tax, fines, secured loans, utility charges, hire purchase / conditional sale for goods that are essential for you to retain, national insurance contributions, Tax and VAT & Payday Loans.

**Non priority debts:** Credit card bills, bank overdrafts, personal loans, family debts, debts to friends.

Priority debt:	Amount Owing	Repayment details:
Non-priority debt:	Amount Owing	Repayment details:

## Part 7: Fees

What was the total cost of your tuition fees for this academic year? £ \_\_\_\_\_  
(regardless of whether paid by you, your parents, or a fees loan)

How much of the above fees were paid by you or / and your parents? (if applicable) £ \_\_\_\_\_

*Undergraduate and PGCE students only:*

How much Tuition Fee Loan did you take out from the Student Loans Company for your fees? (if applicable) £ \_\_\_\_\_

If you did not apply for your full tuition fee loan entitlement who paid your fees? (if applicable) \_\_\_\_\_

## Parts 8 and 9: Income and Expenditure

Please use the contact details on the back of page 1 if you need assistance completing these sections. Inaccurate or missing information will delay your assessment and will lead to your application being refused

### Assessment Period

You should calculate your income and expenditure over the relevant assessment period: this is usually **the number of weeks you are in attendance on your course** (usually 39 weeks for undergraduates and 52 weeks for postgraduates). Some courses such as PGCEs and the latter years of MBBS and BDS differ in length - you should check with your School if you are unsure of how long your academic year is.

If you are a non-final year undergraduate student and you have children or you are unable to work due ill health / disability you should complete your income and expenditure over 43 weeks.

**ALL income and expenditure (from ANY source) must be included.**

### Income

*Only enter the amount for the FULL academic year not weekly or monthly amounts.*

- Use the figures on your entitlement letter from Student Finance England or equivalent assessment authority to enter the correct amounts for any **Statutory Funding** you are receiving
- Students in receipt of **Benefits** should calculate the benefits received over the assessment period only.
- \*Enter all income (from any source) for you and your **Partner** (if living together) for your full assessment period. The calculation will factor in any money available to you including the majority of statutory, personal and institutional income you receive.
- Enter all **Savings** that you had **at the beginning** of your academic year. You should state the amount available to you on the first day of your academic year and **not** the sum remaining at the time of submission. *Do **not** enter negative amounts i.e. overdrafts, credit card debt etc.*
- For detailed information about how we will treat your income see the Student Financial Support Fund Policy and Supplementary Guidance:  
[www.ncl.ac.uk/students/wellbeing/finance/hardship/studentfinancialsupportfund/overview.htm](http://www.ncl.ac.uk/students/wellbeing/finance/hardship/studentfinancialsupportfund/overview.htm)



**IMPORTANT: DO NOT ENTER WEEKLY OR MONTHLY AMOUNTS. You MUST calculate each item of income and expenditure over the correct number of weeks.**

39 weeks  43 weeks  52 weeks  Other (If other please state no. of weeks.....)

<b>Part 8: Income*</b> (you / you and your partner)		<b>Part 9: Expenditure</b> (you / you and your partner)	
<b>Money from parents/family</b> <small>Including gifts and inheritance</small>	£	<b>Food*</b>	£
<b>Student Loan</b>	£	<b>Household consumables*</b> <small>(e.g. toiletries, laundry)</small>	£
<b>Maintenance Grant /Special Support Grant</b>	£	<b>Clothes &amp; Personal*</b> (e.g. haircuts)	£
<b>Access / Opportunity / National Scholarship / Promise Scholarship</b> <small>(do not include fee discount element)</small>	£	<b>Gas / Electricity / Water (utilities)*</b> (your share)	£
<b>Academic Prizes</b>	£	<b>TV Licence*</b> (your share)	£
<b>NHS Bursary / Grant / LSF</b>	£	<b>Internet / Broadband *</b> (your share)	£
		<b>Contents insurance*</b>	£
<b>SAAS Dependent / Independent Bursary</b>	£	<b>Socialising / Sport / Entertainment*</b>	£
<b>Scholarship / Grant / Trust / Charity</b> <small>(specify below)</small>	£	<b>Mobile 'Phone*</b>	£
		<b>Tuition Fees</b> (paid by you / parent / partner) <b>Not SLC Tuition Fee</b>	£
<b>Professional Career Development Loan</b>	£	<b>Accommodation</b> 18/19 Rent <input type="checkbox"/> Mortgage <input type="checkbox"/> Hall fees <input type="checkbox"/> 19/20 Agency Admin Fees <input type="checkbox"/> Deposit <input type="checkbox"/>	£
<b>Paid work (after tax, NI etc)</b>	£	<b>Medical / Dental / Optical</b> (please specify)	£
<b>Savings at the start of the academic year</b> <small>(Do not enter negative amounts i.e. overdrafts)</small>	£	<b>Insurance</b> Please specify type of insurance below:	£
<b>PGCE Teaching Bursary</b>	£		
<b>Childcare Grant</b>	£	<b>Transport - Local</b>	£
<b>Adult Dependants Grant / Parents Learning Allowance</b>	£	<b>Transport – Travel home</b>	£
<b>Benefits &amp; Tax Credits</b> <small>(specify below)</small>	£ £ £ £	<b>Car Costs</b> (road tax, fuel, insurance, MOT etc.)	£
		<b>Course Costs</b> (e.g. books, photocopying, equipment, travel to graduate job interviews)	£
		<b>Compulsory course related field trips</b>	£
<b>Child Maintenance</b> (from former partner)	£	<b>Council Tax</b>	£
<b>Partner's Earnings (net)</b> (if co-habit / married)	£	<b>Disability costs not covered by DSA</b> (e.g. £200 contribution for computer)	£
<b>Partner's Income</b> (other than earnings )	£	<b>Essential minimum debt</b> (only enter minimum repayments over academic year)	£
<b>17/18 returned accommodation deposit</b>	£	<b>Registered Childcare Costs</b>	£
<b>Other</b> (please specify below)	£	<b>Other</b> (please specify below)	£
<b>TOTAL INCOME</b>	£	<b>TOTAL EXPENDITURE</b>	£

\*Included in Composite Living Figure – see notes for more detailed information.

## Parts 8 and 9: Income and Expenditure Continued

### Expenditure

For detailed information about how we will treat your expenditure see the Student Financial Support Fund Policy and Supplementary Guidance: [www.ncl.ac.uk/students/wellbeing/finance/hardship/studentfinancialsupportfund/overview.htm](http://www.ncl.ac.uk/students/wellbeing/finance/hardship/studentfinancialsupportfund/overview.htm)

**Only enter the amount for the FULL academic year not weekly or monthly amounts.**

- When estimating costs for items such as **Food, Household, Clothes and Personal, Mobile Phone and Socialising / Entertainment & Leisure** work out an estimated spend per week and multiply by the number of weeks in your academic year to calculate the amount for your full assessment period.
- Expenditure items marked with an \* are figures included in a Composite Living Cost (CLC). The CLC depends upon your circumstances such as if you are a single student, live with a partner or have children; a fixed amount will be used when assessing your application. CLC's ensure that all applications are treated fairly regardless of individual lifestyle choices.
- Mobile phone costs are usually included in the relevant CLC figure but where it is a necessity, such as if you have children, this cost will be factored in as a separate cost up to our agreed cap.
- Accommodation, travel, childcare and course costs will be capped taking into account local rates agreed by the University.
- Please explain (and provide evidence of) any **Compulsory course related field trips** in Part 10 of the form.
- You should include car insurance, maintenance, tax, repairs, MOT and running costs if you own and run a car. Costs associated with travel by car may be accepted as reasonable but only if you can demonstrate that your circumstances (e.g. young children, disability which affects mobility) mean that you require a car or that travel by car is cheaper for you than public transport. **Normally single students will not be expected to own or run cars.** Special circumstances should be detailed in Part 10 of the form.
- Do **not** enter debts owed to family or friends or full debt repayments in **Essential Minimum Debt**. Only the *minimum* repayments (e.g. interest payments) for any money owed should be entered in this box.
- If you incur childcare costs you **must** ensure that you include an estimate of these costs for your full assessment period as well as evidence from your childcare provider. Only consider costs incurred with registered childcare providers will be considered. Allowable childcare costs will be capped.
- If you will incur / have incurred additional travel costs due to unexpected circumstances (e.g. family illness / bereavement / personal illness) or to attend placement / graduate interviews please provide a breakdown of these costs in addition to your usual travel costs and any supporting evidence as it may be possible to factor some of these costs in to the assessment
- If you will incur / have incurred additional 'start-up' costs you may wish to provide a breakdown and evidence of these as it may be possible to factor some of these costs in to the assessment. This may include situations such as having to move out of accommodation unexpectedly and relocating to a new property due to a significant breakdown in relations with family / partner / housemates or may be as a result of having a baby.

**Part 10: In support of your application:**

Please provide a supporting statement, as concisely as possible, explaining the reasons for your application and why you need support from the Fund including any exceptional circumstances.

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Please explain what measures you have taken to help yourself out of your difficulties.

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How much do you feel you need from the Fund to enable you to manage? £ \_\_\_\_\_

## Re-applications

Assessments for the Student Financial Support Fund are for the full academic year. Most students will only need to make one application in any academic year.

For any subsequent application you must show that your circumstances have changed significantly since your original application and be able to clearly demonstrate how your income and expenditure has changed. You should contact us to discuss your circumstances in the first instance if you think you need to reapply. If eligible for reassessment you will be given a reassessment application form. You may be asked to submit evidence to help determine your eligibility for reassessment. The decision to undertake a reassessment is at the discretion of the Student Financial Support Team. Where applicable, if you have failed to change your behaviour or have not acted on advice outlined in the outcome letter from your first application no reassessment will be undertaken.

### Summer

Some undergraduate students, depending on their circumstances may reapply for assistance in the summer vacation by completing a summer application form if their previous application was not assessed over 52 weeks. You should contact the Team in the first instance to discuss your circumstances during the summer.

## Appeals

If you think we have assessed your application incorrectly and not in line with our agreed policy you must request a review meeting before you can submit an appeal. A review meeting is less formal than an appeal and will give you the opportunity to discuss your application with a member of the Student Finance Support Team. You must attend a review meeting before submitting an appeal. Only one Review Meeting will be offered in any academic year.

If you would like to submit an appeal you will need to complete an appeal form which will be made available after your Review Meeting. **You should submit an appeal within one month of receiving your letter of outcome.** You will need to outline the reasons for your appeal and provide relevant supporting documentation. All applications are considered by the Manager of the Student Financial Support Team or the Director of the Student Health and Wellbeing Service. **You should note that not liking the original outcome is not grounds for appeal.**

If you need help to prepare an appeal, you can contact the Student Advice Centre for assistance. It would be helpful to take a copy of your original application with you when you meet your Adviser.

### Student Advice Centre:

Tel: 0191 239 3979

Email: [student-advice-centre@ncl.ac.uk](mailto:student-advice-centre@ncl.ac.uk)

**STOP .... STOP .... STOP ..... STOP.... STOP .... STOP .... STOP ....**

## Supporting Document Checklist

Please provide *copies* only – originals will not be returned and your application will not be assessed without them

- All pages** of your Student Finance England (or equivalent) entitlement letter for 2018/19 Student Loans Company funding. This document must contain your name for verification purposes. If you cannot find a copy of this document, please either contact your assessment authority or access your on-line student finance account where you can print off another copy.
- Last 3 month's continuous bank statements** from ALL the accounts listed in Part 5 as well as **statements from September 2018** for all accounts  
You must include a brief explanation next to ALL **income** transactions.  
You must include a brief explanation next to any **expenditure** over £100.  
If print-outs are provided they **must** contain your name and account number. Bank statements exported into excel spreadsheets will not be accepted.  
**You must provide proof of closure for any accounts that you have closed since registering for this academic year.**
- Last 3 month's continuous statements for all credit or store cards with a brief explanation next to all large or frequent transactions amounting to £100 plus
- Statements from September 2018 and the last 3 month's continuous statements / printouts for PayPal, Monzo Card, betting exchanges such as Smarkets, betting accounts, any crypto current accounts such as Bitcoin
- NHS Notification of Award (if applicable)
- Current signed tenancy / rent agreement for this academic year and proof of agency fees / deposit paid to secure accommodation for the next academic year (if relevant).
- Evidence of loans, earnings, tax credits or other benefits
- Evidence of Compulsory Field Trips and the cost of such trips and / or the cost of travel attending graduate interviews (email/letter from School/employer)
- Evidence of medical / dental / optical costs if incurred.
- Formal evidence such as a FIT note, a letter from a registered medical practitioner on headed papers, proof of admission to hospital if you are unable to undertake paid work due to ill health.
- Evidence of all debts listed and any agreed repayment plans
- Evidence from your childcare provider giving details of the costs you expect to incur during the academic year.
- Birth certificates for all of your children
- Evidence of Professional Career Development Loan / Research Council or other sponsor documentation relating to funding for your course (Postgraduate students).
- Please ensure that you have included your partner's income and / or earnings in the income column in part 8 and provided evidence of income (where applicable)

Please note:

Students may be referred for budgeting advice if deemed appropriate by the Assessment Team. Successful students who are referred for budgeting **must attend** a budgeting session before subsequent instalments of Student Financial Support funding will be released. Payments may be withheld if students do not attend agreed sessions.

Students may also be asked to provide additional bank statements prior to payment of subsequent instalments. If statements are not supplied; if there is evidence to show additional income has been received which was not declared at the time of submission; advice has not been followed subsequent instalments may be cancelled or reduced.

**CONFIDENTIALITY:** Please read the separate Information and Guidance Notes (V1) which outline how the data in your application will be processed, stored and shared in line with the GDPR. In most instances your application will only be seen by staff in the SFST. However, information from other University staff such as accommodation and tuition fees may be sought for a decision making purposes. On rare occasions, where it is suspected there is involvement in criminal activities such as money laundering, fraud or funding of terrorism we will report this to the Police.

## DECLARATION

I declare that I have:

- read the Information and Guidance Notes (V1);
- understand that more detailed information about the Fund can be found in the Student Financial Support Fund Policy and Supplementary Guidance available on the website:  
[www.ncl.ac.uk/students/wellbeing/finance/hardship/studentfinancialsupportfund/overview.htm](http://www.ncl.ac.uk/students/wellbeing/finance/hardship/studentfinancialsupportfund/overview.htm)
- that the information provided in my application is accurate and complete to the best of my knowledge.

I understand that:

- if applicable, in order to fully assess my application it is necessary to provide information and supporting documentation about my partner / spouse;
- providing false information or withholding pertinent information which could affect the accurate assessment and outcome of my application will automatically disqualify my application and could lead to me being subject to the University's disciplinary procedure:  
[www.ncl.ac.uk/students/progress/Regulations/Procedures/disciplinary/](http://www.ncl.ac.uk/students/progress/Regulations/Procedures/disciplinary/)

Signed

Date

**To submit your application please telephone 0191 208 3760 or 0191 208 5679 between the hours of 9:00am – 4.45pm to ask for an appointment with a Student Financial Support Assistant to check through your completed application. YOU MUST bring the requested documentation when you attend your appointment.**

## CONTACT DETAILS

### Student Financial Support Fund

Student Financial Support Team,  
Student Health and Wellbeing Service,  
Newcastle University,  
King's Gate,  
Newcastle Upon Tyne,  
NE1 7RU

Tel: 0191 208 3760 or 0191 208 5679 or send your query via the online web-form which is available at <https://my.ncl.ac.uk/students/contact>