

**School of Health, Community &  
Education Studies**

**School Handbook**



**For Academic Year**

**2010/11**

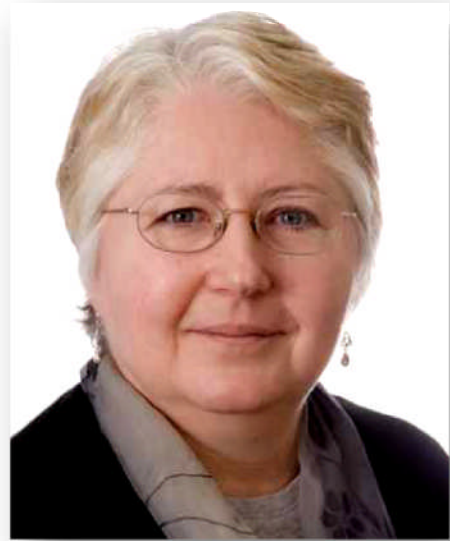
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## Dean's Welcome

***Professor Kathleen McCourt, FRCN***



Our School of Health, Community and Education Studies brings together a comprehensive range of expertise in the caring and enabling professions.

Having no fewer than 8,000 full and part-time students, we are the largest School in Northumbria University.

Our academic staff, supported by library and learning service staff, administrators and technicians provide a comprehensive range of programmes and research in health, nursing, teacher education, social work and social care, midwifery, occupational therapy, physiotherapy, operating department practice and public health. What we guarantee, are learning experiences recognised as excellent within recent teaching quality assessments, across all our programmes.

If you have accepted a place on one of our many programmes or are considering it, may I welcome you to our School at Northumbria University and wish you every success in your future studies.

***Professor Kathleen McCourt FRCN***

***Dean of School***

## Section 1: Handbook Introduction

***This Handbook contains useful advice and information if you are a student studying at the School of Health, Community and Education Studies. It is intended to be read in conjunction with your Programme Handbook.***

This Handbook is designed to provide a guide to your Programme of study at Northumbria. It should be read alongside the University Student Guide which contains more general information about being a student at Northumbria and in conjunction with your Programme Handbook. It does not provide all the information that you will need, although it attempts to tell you where most of that information is to be found. Much of the further information that you will need can be found in comprehensive and definitive form on the Northumbria website. Please log in to 'MyNorthumbria' at <https://my.northumbria.ac.uk/login.jsp>.

## Section 2: Introduction to the School

### 2.1 About the School of Health, Community and Education Studies (HCES)

This component of your Handbook provides you with some information about the School of Health, Community and Education Studies (HCES).

HCES provides a comprehensive range of expertise which underpins initial and ongoing education programmes for those working in the caring and enabling professions. The School is based on the University's Coach Lane Campus.

The regional profile of the School as a provider of pre and post qualifying programmes in the areas of Health, Education and Social Care requires us to be responsive and proactive in the design, content and delivery of our programmes. The majority of our programmes are accredited/recognised by relevant professional, statutory and regulatory bodies and the success of the School is based on strong partnership relationships with a variety of stakeholders including consumers, collaborators, commissioners, regulators, employers and placement providers. Partnerships are also fostered with other Schools within Northumbria University and with other organisations locally, nationally and internationally.

As stated in the University's Equality and Diversity Strategy, the School is committed to recruiting ***'a diverse student body from the UK and from the wider international community and to provide a supportive and tolerant community in which they can make the most of their educational and social opportunities'***. Many students are recruited from within the region but the School also attracts students from outside the region, and continues to increase its numbers of overseas students. Our staff include academics (the majority of teaching staff hold an initial professional qualification and will have practice based experience as well as an educational qualification), researchers, administrators, library and learning resource staff, technicians catering and caretaking staff.

HCES aims to undertake original collaborative research in a supportive and inclusive environment, generating knowledge of the art and science of practice, service and policy for both professionals and service users which have regional, national and international significance.

The School's work is governed by the University's mission, values and strategies and in turn, it generates its own learning and teaching, research and staff development strategies to guide its work alongside an annual Academic Development Plan.

## 2.2 Our Learning and Teaching Values

In keeping with the stated University values of equality, diversity, collegiality and a concern for the ethical behaviour and welfare of individuals and society, we have set out the following specific value statements, which underpin the context of our School learning and teaching activities.

The HCES learning and teaching objectives originate from a collaborative learning community, which:

- listens to the voices of students, staff and partners in order to share ideas and enhance individual and organisational knowledge.
- values the contribution of staff, students and partners in a culture which promotes growth, innovation and creativity.
- Is inclusive and responds to diversity in designing, delivering and supporting curricula to meet the needs of our students and partners.
- celebrates and disseminates achievement and good practice.

Various specialised teaching facilities exist at Coach Lane including the Clinical Skills Centre and to ensure that all students get equity of use it is important that such areas are treated with respect and consideration. You will be given detailed guidance on appropriate use of such facilities relevant to your particular programme of study.

## 2.3 Coach Lane Campus Map and Travel

A map of the Campus can be found at:

[http://www.northumbria.ac.uk/brochure/visit/campus\\_branch/clc\\_campus/coach\\_campus/?view=Standard](http://www.northumbria.ac.uk/brochure/visit/campus_branch/clc_campus/coach_campus/?view=Standard)

Rooms are allocated letters relating to the block they are in (A, B, C, D, E, F, G, and H) and the floor (0 for ground floor, 1 for first, etc).

Students travelling between City and Coach Lane are encouraged to take advantage of the free University bus service – the timetable to be found at

[http://www.northumbria.ac.uk/brochure/visit/campus\\_branch/ncle\\_cmp/cityclcbus/](http://www.northumbria.ac.uk/brochure/visit/campus_branch/ncle_cmp/cityclcbus/)

## 2.4 Where you can eat

Refectory – Main Building, Coach Lane Campus West

Semester Time Opening Hours: Monday to Thursday, 08:00 – 18:30  
Friday, 08:00 – 18:00

Vacation Time Opening Hours: Monday to Friday, 08.00 – 17:00  
Friday, 08:00 – 16:30

Coffee shop - Coach Lane Campus East

Semester Time Opening Hours: Monday to Thursday, 08:30 – 17:00  
Friday, 08:30 – 16:00

Vacation Time Opening Hours: Monday to Friday, 08:30 – 16:00

Students' Union – Coach Lane Campus West

Semester Time Opening Hours\*: 08:30 – 18:30

(\* Please note that opening hours are subject to change)

## 2.5 Cash-point and Cash-back Facilities

A Link (no charge to withdraw) cash-point is situated on the West side of the campus adjacent to the reception area. The Students' Union Costa Coffee bar also provides a cash-back facility.

## Section 3: Student Services at Coach Lane Campus

The Student Services Centre at Coach Lane is based in Allendale Building on the West site of the Campus (opposite Rutherford Hall) the centre is open over the whole academic year.

### 3.1 Opening Hours

Monday to Thursday: 09.00am - 5.00pm  
Friday: 09.00am - 4.30pm

Students based at Coach Lane are also welcome to use Student Services Centre at the City Centre Campus, where the Reception is on the Ground Floor, Northumberland Building.

### 3.2 Wellbeing Service

The Wellbeing Service encompasses Disability Support and Welfare and International Support, at Coach Lane, the following is available:

Student Adviser (Welfare and International Support). Information and advice on:

- UK Student funding
- Student Loans
- Welfare Benefits
- Access to Learning Fund
- Scholarships
- Bursaries
- Childcare support
- Visa and immigration issues
- Visa renewal
- Working in the UK
- Post study work
- Police registration
- Travelling outside the UK
- General student welfare
- Settling in to the University and the local area
- Keeping healthy & keeping safe
- Effective budgeting
- Programme change, transfer/withdrawal/suspension
- One Planet Social Activities Programme
- Meet and Greet service for international students
- Friends International
- Welfare & International Support

There is a permanent Student Adviser (Welfare & International Support) based at Coach Lane Campus, appointments can be made on request but are not always necessary as the Adviser normally offers daily drop-in sessions. For details of duty times call into Student Services or telephone 0191 215 6590.

The Student Adviser (Welfare & International Support) can also give advice by email if this is more convenient.

Email [sv.welfareandinternational@northumbria.ac.uk](mailto:sv.welfareandinternational@northumbria.ac.uk).

### 3.3 Access to Learning Fund

The Access to Learning Fund (ALF) is money given to the University by central government to help meet the living costs of UK students who are experiencing financial hardship. Students may apply to ALF at any point during the academic year. However, if you are worried about money, you should speak to a Student Adviser (Welfare & International Support) about your concerns in the first instance.

Although applications are processed at the main City Campus, students based at Coach Lane can access information about ALF and collect and submit applications via the Student Services Centre, Allendale Building.

### 3.4 Careers and Employment Service

The Careers and Employment Service offers guidance and support on career planning, employment and further, no matter what stages of your academic course you are at, to help you achieve a successful outcome following your studies. You are welcome to arrange an appointment with the Careers Adviser based at Coach Lane or alternatively, you may use the facilities at City Campus, where an extensive range of services and resources is also available. A range of careers information resources is also available in the Student Services Centre, Allendale Building, Coach Lane. To arrange an appointment, please contact the Student Services Centre, telephone 0191 215 6950 or Careers and Employment Service on 0191 2274204.

Careers Advisers also give advice via email, if this is more convenient, [sv.careers@northumbria.ac.uk](mailto:sv.careers@northumbria.ac.uk). See the Career and Employment Service web pages for more details <http://www.northumbria.ac.uk/careers>.

### 3.5 Counselling

Counselling provides an opportunity to talk in confidence and without judgement about any personal matter, which may be causing concern. What you have to say to your counsellor is treated in confidence and is not discussed with any tutors, GPs, partners or parents. Northumbria Counsellors work to the Ethical Framework of the British Association for Counselling and Psychotherapy which requires this.

There are counsellors based on campus offering:

- Individual appointments
- Group workshops and seminars on various issues.

Appointments to see a counsellor can be made by calling at Reception in Allendale Building or by telephoning the Counselling administrator on (0191) 227 4576 or ext 4576 for internal calls.

### 3.6 Disability Support

The Disability Support service provides advice covering:

- Information, advice, guidance and support for prospective and current disabled/dyslexic students
- Advice on Disabled Student Allowance
- Advice on University support for disabled/dyslexic students
- Advice on individual exam arrangements
- Screening tests for dyslexia
- 1:1 specialist multisensory tutorials for students with dyslexia
- Bank of loan equipment

A Student Adviser (Disabilities) will normally be available by appointment on a weekly basis at Coach Lane.

A Dyslexia Support Tutor is based at Coach Lane on a permanent basis and is available to see students by appointment. For further information or to book an appointment telephone: 0191 215 6590 or Email: [sv.disability@northumbria.ac.uk](mailto:sv.disability@northumbria.ac.uk).

### 3.7 Student Services Information Room

The Student Services Information Room is available in the Centre: it is open for students during office hours without an appointment. The Information Room provides a key point for general information on a wide range of student focused issues, facilities include a quiet study section with access to PC's and a wide range of resources including:

- Health
- Security
- Budgeting
- Student Funding
- Careers related reference materials including software packages and careers leaflets covering issues such as CV writing, application forms and what to do with your degree. Careers video/DVDs, eg, interview techniques will also be available
- Assistive software and specialist resources are available for students with dyslexia and disabilities
- Careers & Employment Services
- Counselling Support
- Wellbeing Service
- Information leaflets
- A small study section with access to PC's

### 3.8 Multi Faith Chaplaincy

Chaplains are appointed by local churches to serve the needs of the whole university community. The Chaplains are available to students of all faiths and regularly visit Coach Lane Campus.

The Catholic chaplain performs a Mass at Coach Lane Campus in the Quiet Room on the first Tuesday of the month (unless there are holidays).

A Multi faith Quiet Room was established in November 2006 on Coach Lane Campus West. The Quiet Room, which is managed by the University Multi Faith Chaplaincy, is open to all students and staff for individual prayer, worship and quiet reflection. For further information or to contact the Chaplain please call into the Student Services Centre or telephone 0191 215 6590.

## Section 4: Support For Your Learning

Assessment is a key element of all programmes and is designed to enhance learning, measure progress and contribute to final awards. All modules contain a summative assessment task for which a final grade or mark is awarded. In addition, each module will contain formative assessment activities which will support learning and help you prepare for the summative task.

You will be provided with constructive feedback on both formative and summative assessment in a variety of ways which may include group as well as individual feedback. More detailed information about how you will receive feedback will be provided at programme level but you should normally expect this within twenty one working days of submission.

### 4.1 Assessment criteria

These will be provided in programme and/or module handbooks.

### 4.2 Procedure for submitting assignments

Assignments are to be handed into the Student & Staff Wellbeing Office, Room C011, Coach Lane Campus West. The office is open from 8.30am–5.00pm on Monday to Thursday and 8.30am–4.30pm on Fridays.

Unless otherwise stated in the Programme Handbook, assignments normally have to be handed in to the office by 4.00pm at the latest, to enable academic staff to collect for marking by the end of the working day. This does not apply to evening programmes.

You are required to complete an appropriate Assignment Front Sheet relevant to their Programme of study. There are separate sheets for the following Programmes:

- BA Joint Honours
- ITT Education
- BSc (Hons) Social Work
- Pre-Registration Health
- BSc Midwifery

All other Programmes use the standard submission form.

Forms should be completed with the following information:

- Student Name\*
- Registration Number (this can be found on student smartcard)
- Programme Title
- Module Title
- Module Code (this is extremely important as all assignments are filed using this code)
- Module Leader/Marker
- Year/Level you are doing (Pre-registration Nursing students, please put your intake, e.g. March 2008)
- The date the assignment is due to be handed in
- \*Student signature

*\* Where marking is done anonymously students will be advised of alternative arrangements.*

All forms will be checked by staff in the Student and Staff Wellbeing team to ensure they have been completed correctly, then date stamped and a receipt will be given as proof of submission.

### 4.3 Procedure for collecting assignments

When collecting an assignment the stamped receipt should be produced as this has all the relevant information required to locate the marked assignment. Your smartcard can also be used. Other forms of identification accepted are your Students' Union card or your photo driving license.

### 4.4 How to arrange extra time for course-work (extensions/late submissions)

You will be provided with a submission date for all assessed coursework which will have been devised to allow sufficient time for completion of the work before the deadline. If there are good reasons why you are unable to meet the agreed deadline, you should discuss this with your Programme Leader to ascertain if they are in agreement. You will then be in a position to complete an 'Application for Authorisation for Late Submission of Assessed Work' which will include a revised date for submission. This form is available from the Student Wellbeing Office and authorisation must be obtained before the published submission date. Your work will then be marked in full. Work submitted after the published deadline without approval or prior arrangement will be awarded a mark of zero.

Once the carbonised form has been completed by the student and relevant Academic member of staff, you should bring the form with your assignment to the Student Wellbeing Office, where it will be stamped and you will receive a receipt.

### 4.5 Personal Extenuating Circumstances

University regulations allow students to draw to the attention of the Examination Board any Personal Extenuating Circumstances (PECs) that may have significantly affected their performance in examinations or other forms of assessment. Student PECs claims must be submitted in writing on the PECs form in accordance with the published deadlines (normally in the semester or re-sit period in which the work was assessed) and need to be accompanied by a completed form from the member of academic staff supporting your application. PECs forms should normally be submitted to the appropriate School Office. It is essential that appropriate medical or other independent documentary evidence be provided. Your tutor or School administrative staff will be able to advise you with regard to the evidence required to support your claim.

The following are examples of circumstances which normally are not accepted as PECs:

- Stress or anxiety during the revision or examination period (unless corroborated by medical evidence as a chronic condition)
- Non-serious domestic or personal disruptions (for example holidays, weddings, moving house)
- Study related circumstances (equipment failure, failure to take copies of stolen or corrupted work, misreading exam timetables, etc.)
- Employment commitments of full-time students

If you become so stressed that you become unwell at any point during the revision or exam period you should discuss this with your tutor. Forms can be accessed at:

<http://www.northumbria.ac.uk/sd/central/ar/lts/assess/assproc/?view=Standard>

To download the full 'Student Guide to Extenuating Circumstances Effecting Assessed Work', please access this link <http://www.northumbria.ac.uk/static/worddocuments/ardocs/studextcircs.doc>.

This document will guide you and help you identify which of the following applications you need to make:-

- late approved submission of assessed coursework
- personal extenuating circumstance
- technical extenuating circumstance
- ongoing disability/medical condition

Further information is available on this page

<http://www.northumbria.ac.uk/sd/central/ar/qualitysupport/assess/assproc/assdocstud/>.

#### 4.6 Referencing your work

The following guidelines have been drawn up to ensure consistency in referencing standards across the School of Health, Community and

##### **Recommended method**

You should ensure that individual module and programme guidelines are followed. Normally all staff and students within the School use the Harvard method of referencing, adapted by Northumbria University as stated in **Cite them right**.

##### **Reading lists**

It is extremely important that reading lists given to students follow the Harvard method in order that a good example of referencing is set. All reading lists must be submitted to Library and Learning Services for checking each year to ensure accuracy, currency and availability of material.

##### **Clarification**

For clarification of referencing inconsistencies please refer to the following advice:

##### **Quick guide to referencing**

<http://www.northumbria.ac.uk/static/5007/llspdf/referencing.pdf>

##### **Cite them right**

<http://www.northumbria.ac.uk/sd/central/library/resources/referencing/cite/>

##### **Skills Plus actively develop your learning**

Within the Elearning portal, click on **Study Skills** in the top menu

Click on **Skills Plus: actively develop your learning (click on enrol if this is the first time of using it)**

Click on **Information skills** in the left hand menu.

Click on **How to reference**

Click on **Harvard referencing tutorial**

##### **Endnote**

EndNote allows citations to be added to word processed documents and produces a bibliography in Northumbria Harvard format which conforms to Cite them right.

Endnote can be accessed from **Desktop Anywhere**.

Help with Endnote is available in:

##### **Skills Plus actively develop your learning**

Within the Elearning portal, click on **Study Skills** in the top menu

Click on **Skills Plus: actively develop your learning (click on enrol if this is the first time of using it)**

Click on **Information skills** in the left hand menu.

Click on **How to reference: Endnote**

### ***Incorrect referencing***

Incorrect referencing/use of literature in assignments leads to plagiarism and should be penalised as stated in the Programme Regulations in the Course Handbook with appropriate written feedback given to the students.

### ***TurnitinUK***

TurnitinUK is the plagiarism detection system used at Northumbria University. The software compares submitted work with its database of sources and produces an Originality Report which highlights any matching text found. Students are only able to access the system if a Turnitin assignment has been set up for them by their tutor on Blackboard. More information on plagiarism and Turnitin can be found on Skills Plus.

Within the eLearning portal, click on **Study Skills** in the top menu

Click on **Skills Plus: actively develop your learning** (click on enrol if this is the first time of using it)

Click on **Study Skills** in the left hand menu.

Click on the **Plagiarism** folder

## **4.7 Plagiarism and how to avoid it**

Plagiarism is the copying of ideas, images or words directly or indirectly from another source without fully acknowledging that source, thereby taking credit for the specified material. It is treated as academic misconduct in Higher Education and disciplinary procedures are in place to deal with anyone engaging in plagiarism. You are expected to take reasonable precautions to guard against unauthorised access by others to your own work.

The Academic Regulations for Northumbria Awards (ARNA – see section 7.2) include a full description of how plagiarism and other forms of academic misconduct such as cheating or ghosting, are defined and dealt with. Students should be aware that these forms of misconduct are taken very seriously, and can lead to grave consequences for any student found guilty of them. Students in HCES are reminded that academic misconduct can also be viewed as professional misconduct and as breaching professional Codes of Practice:

<http://www.northumbria.ac.uk/sd/central/ar/lts/assess/assproc/?view=Standard>

For information on how to **recognise and avoid plagiarism**, visit the Library and Learning Service's Plagiarism page at <http://www.northumbria.ac.uk/sd/central/library/help/guides/studyskills/plag/>, or access an interactive tutorial in Skills Plus, available from the Study Skills tab in the eLearning Portal.

## **4.8 Assurance of Confidentiality/Anonymity in Assessed Work**

In the submission or other presentation of module assessment, all efforts must be made to protect the identity of individuals, workplaces and employing authorities, including within appendices, bibliographies and evidence within workplace portfolios.

The identification of one or more individuals in either a written assessment or other form of assessed presentation to examiners or others without prior written informed consent could constitute a breach of the Data Protection Act 1998 and/or relevant Professional Statutory Regulatory Body regulations and may lead to referral in that assessment. The identification of workplaces or employing authorities could also constitute a breach of required confidentiality/anonymity if it leads to the identification of, or harm to, those organisations.

Any exceptions to this expected standard for formative and summative assessment must be clearly stated in the guidelines for that specific assessment.

## Penalties

Instances where the identification by name of an individual or individuals has taken place, other than...

- with informed consent or;
- by the citation of published work or;
- by information in the public domain;

...will normally result in the maximum of the pass mark for the module. However, in instances considered to be of a serious nature, this may result in a mark of zero\*

Instances where identification of workplaces or employing authorities has taken place, other than...

- where this has been agreed between the student's employer and the relevant Programme Manager or
- through the citation of published work or
- through information in the public domain

...may result in the work receiving a maximum of the pass mark for the module\*

**\*The final decision as to the degree of severity and the penalty awarded rests with the Examination Board.**

**Programme information will provide specific guidance on penalties and responsibilities of students**

### **For the reference of programmes regulated by professional, statutory or regulatory bodies:**

In addition, in both pre and post qualifying programmes where the professional body has stipulated that it would be unacceptable, a breach of confidentiality or anonymity in assessments may constitute professional misconduct. In such cases the University may be obliged to report breaches to the relevant professional, statutory or regulatory bodies.

## 4.9 Programmes and Placements

The majority of undergraduate programmes in HCES include a placement component. The School values its partnerships with employers and external organisations in providing these placements as they are a key element of preparing for professional practice. More detailed information about placements will be found in your programme handbook and on the Placements website at [www.northumbria.ac.uk/hcesplacements](http://www.northumbria.ac.uk/hcesplacements).

ARC-WEB is a system that enables students to log-in to their own personal placement record online and view placement allocations, as well as evaluate their placement online. This system is now available to all pre-registration health, and Allied Health students and at the time of print, plans are underway to roll the system out to Social Work and Education Students. Further information about ARC-WEB can be obtained from the Placements website.

Please note, that for Pre-Registration Health students, it is not acceptable to wear the placement uniform when travelling to and from a hospital.

The Practice Placements office is located in room B104 on the West side of Coach Lane Campus.

#### 4.10 Module Exam Boards (MEBs)

These boards ratify the outcomes of the modules you have studied and the majority of them will be held towards the end of the academic year. However, because programmes in this School start at various points throughout the year, module exam boards are held at regular intervals.

Dates for HCES MEBs can be found on HCES staff/student eLP site.

Remember you can access your ratified mark electronically following the MEB (the Student Marks Record Form or SMRF) by using the e-vision facility on SITS.

#### 4.11 Progression and Award Boards (PABs)

These are normally scheduled to occur once a student has completed a level of study. Your academic profile over the year is discussed which informs decisions relating to progression to the next level of study or to the final award and its classification. Dates for School Progression and Awards Boards can be found on HCES staff/student eLP site.

#### 4.12 Congregation

Ceremonies where you are presented with your final award and celebrate successful completion of your studies take place at the City Hall in July and December. Given the volume of students receiving awards arrangements are complex, so it would be helpful if you completed and returned relevant paper work concerning the ceremony as soon as you are able.

More information can be found at:

<http://www.northumbria.ac.uk/sd/central/ar/spa/acc/congregations/?view=Standard>

#### 4.13 Post Graduate Research (PGR) Students

The main channel of support for PGR students is through your ongoing supervision. This should be through monthly meetings (or other means of contact if you are working remote to the University). In addition there are regular student forum meetings as well as seminars within the Community, Health and Education Studies Research Centre (CHESs). Further details of University wide support and training opportunities are available from the Graduate School:

<http://www.northumbria.ac.uk/researchandconsultancy/graduateschool/>

## Section 5: Make Your Voice Count: Your Right to Representation

The University is committed to listening to your views on your programme of study, and responding to them. There are a number of avenues open to you:

- 5.1 You will often find that your concerns can be resolved through informal contact with your tutor, so it is usually best to contact them in the first instance.
- 5.2 Students can also take any course-related issues to their Course Rep (ask your tutor if you're unsure who they are). Course Reps can act as a conduit between University Staff and students, and can raise issues with staff if you wish to remain anonymous. They also feed back any major issues to School Reps, who have regular contact with your elected Sabbatical Officers and catch ups with Module Tutors and Programme Leaders
- 5.3 All Students are invited to attend the School Student Wellbeing Committee, where they will be able to discuss issues of concern or interest to them with tutors in a slightly more formal way.
- 5.4 The Programme Committee has overall responsibility for the maintenance of a Programme or group of Programmes. Three students will be selected by those students already on the Programmes to be members of this committee and to represent their interests. This Committee will also consider module and Programme evaluation and these documents will feed into School and University monitoring processes.
- 5.5 At School level, a Learning and Teaching Committee is responsible for 'supporting and stimulating' learning and teaching in the School. Included in its broad remit is the task of formally approving all new or changed programmes or modules within the School. Students in the School will have representatives on this committee.
- 5.6 At University level, the important committees, including Academic Board and the University Learning and Teaching Committee, all have student representatives nominated by the Students' Union.
- 5.7 The Student Practice Placement Forum provides a forum for students and staff from all programmes to explore common issues impacting on student practice placement experience and recommend solutions for approval by the School's Student Affairs Committee.
- 5.8 Last but by no means least you will be asked to contribute to various student surveys and we would particularly encourage you to complete the National Student Survey which you will be asked to complete towards the end of your Programme.

## Section 6: University Services

### 6.1 Library Facilities

Facilities available can be found at: <http://www.northumbria.ac.uk/sd/central/library/>. Please also refer to your University Handbook for further information.

### 6.2 Health and Safety

Students need to be considerate of the health and safety of others and themselves. This includes such matters as familiarising themselves with fire regulations and drills, obeying smoking regulations (The School enforces a strict no smoking policy on Campus), and reporting any matters relevant to health and safety of students and staff to a member of staff.

A suite of health and safety related policies can be accessed via the website, here [http://www.northumbria.ac.uk/sd/central/estates/healthandsafety/hs\\_pol/?view=Standard](http://www.northumbria.ac.uk/sd/central/estates/healthandsafety/hs_pol/?view=Standard)

In case of accident/incident, students can access the appropriate reporting information as follows <http://www.northumbria.ac.uk/sd/central/estates/healthandsafety/ra/?view=Standard>

The University Health and Safety Advisor can be contacted on 0191 2274100.

### 6.3 Transport/Parking

Students travelling between City and Coach Lane are encouraged to take advantage of the free University bus service – the timetable to be found at [http://www.northumbria.ac.uk/brochure/visit/campus\\_branch/ncle\\_cmp/cityclcbus/](http://www.northumbria.ac.uk/brochure/visit/campus_branch/ncle_cmp/cityclcbus/)

Students travelling to Coach Lane Campus by car are required to use the pay and display car park on the East side of the Campus. Places do fill during busy periods and parking may not always be available. Students are required not to park on the residential housing estates or on the main highway.

### 6.4 IT facilities

Details of IT terminals at CLC can be found at: <http://nuweb.northumbria.ac.uk/terminals/terminalsAtCoachLane.php>

You can also borrow a laptop for use within the CLC library. Further information about our award winning IT service can be found on the University website at <http://www.northumbria.ac.uk/sd/central/its/>

## Section 7: Regulations

### 7.1 Handbook of Student Regulations

The Handbook of Student Regulations includes information such as:

- Student Disciplinary Rules and Procedures
- Principles and Procedures relating to Student Appeals against Examination/Assessment decisions
- Procedures for requiring a student to withdraw from the University for unsatisfactory academic progress and the procedures for a student to appeal against them
- Student Complaints Procedure

The Handbook can be consulted at:

[http://www.northumbria.ac.uk/sd/central/uso/stud\\_reg\\_handbk/?view=Standard](http://www.northumbria.ac.uk/sd/central/uso/stud_reg_handbk/?view=Standard)

### 7.2 Assessment Regulations for Northumbria Awards (ARNA)

Assessment Regulations for Northumbria Awards (ARNA) are the standard regulations which apply to all of the University's academic programmes. Any variations from ARNA have to be specifically approved for a particular programme.

ARNA is on the University website at

<http://www.northumbria.ac.uk/sd/central/ar/lts/assess/>

### 7.3 Research Ethics and Governance Handbook

The Research Ethics and Governance Handbook contains information about the policy and procedures for conducting research activity. The University strives to promote the highest standards of ethical practice in research activity and academic integrity and this Handbook advises on legislative requirements and recommended practice. The Handbook can be consulted at:-

<http://www.northumbria.ac.uk/researchandconsultancy/sa/ethgov/>

The school posts information about research and research ethics at:

<http://www.northumbria.ac.uk/sd/academic/sches/research/861565/?view=Standard> Of particular interest to all researchers is the 'Doing Research' document. This works alongside the University Research Ethics and Governance Handbook and helps researchers through the various stages of ethical review within the school and includes a section on navigating the NHS REC system.

### 7.4 Research Degree Regulations

Regulations for Doctoral degrees (PhD, Professional Doctorates and MPhil) and the University Code of Practice for postgraduate research students can be found on the Graduate School Website:

<http://www.northumbria.ac.uk/researchandconsultancy/graduateschool/>.

## Section 8: Important University/School Policies & Guidelines

Please visit the Academic Registry and University Secretary's Office for details of University wide policies and Guidelines that are applicable to all students:-

<http://www.northumbria.ac.uk/sd/central/ar/>  
<http://www.northumbria.ac.uk/sd/central/uso/>

### 8.1 Guidelines for Acceptable Conduct in Taught Classes, Study Spaces, Libraries and Other Learning Environments

The university is committed to creating an environment conducive to learning that will benefit all students. Feedback received from students has suggested the following points for good practice and courtesy to fellow learners and all members of university staff.

- **Be quiet in lectures and places set aside for quiet study**
  - ❖ *Chatting disturbs the speaker (staff or student) and disrupts the concentration of others*
  - ❖ *Noise Levels, especially in larger lecture theatres, quickly accumulate to unacceptable levels*
  - ❖ *Respect the library zones which are designed to offer students a choice of quiet group study or silent individual study*
  
- **Switch off mobile phones**
  - ❖ *Making or receiving calls or using the camera facility on your mobile are always unacceptable*
  - ❖ *Texting in class annoys other learners and your tutor*
  - ❖ *Respect library zones which are designed to permit the use of mobile phones without disturbing others*
  
- **Keep to time**
  - ❖ *Coming into lectures and seminars late often disrupts the whole class, so if you are late please enter the room with the minimum of disruption*
  - ❖ *If you are more than 10 minutes late, you may not be permitted to join the class.*
  - ❖ *The same rule applies if you need to leave early, do so with the minimum of disruption and as a courtesy let your tutor know in advance*
  
- **Come prepared and ready to work**
  - ❖ *This is particularly important in the case of seminars and group work where other learners depend upon your input*
  
- **Dispose of your litter properly**
  - ❖ *For the benefit of all users, please ensure that you leave all learning spaces tidy and litter free*
  - ❖ *Respect the need to keep library study areas fit for use and do not bring hot food into the libraries*
  
- **Use of electronic devices in taught sessions**
  - ❖ *Always seek permission in advance to use electronic devices in taught sessions*

### **Additional Guidance**

There may be additional guidance, related to health, safety and professional issues in connection with laboratory, studio, library, open access, IT and clinical spaces, which should be taken into account in relation to acceptable behaviour. Please check your Programme or School Handbook for relevant information, and see below for a link to regulations related to the use of Library and computing facilities <http://www.northumbria.ac.uk/sd/central/library/about/membership/>

### **Please Note**

***If staff consider your behaviour to be unacceptable you may be asked to provide relevant student identification and also to leave. If you have concerns about the application of these guidelines, please talk to your tutor or your Course Rep or the Students' Union Advice and Representation Centre.***

These guidelines can be accessed in full via the School website:

<http://www.northumbria.ac.uk/sd/academic/sches/current/?view=Standard>

## **8.2 Statement on the Use of Social Website Discussion Forums & Online Social Networking Sites**

Modern Communications Technology offers individuals, wherever they are world wide, the opportunity to exchange information and opinions, to get to know one another and to form communities. This is clearly a positive development, encouraging debate and better understanding between people. Well-known examples of this exciting new medium are provided via web sites such as Facebook and MySpace. Students at Northumbria are encouraged to exchange information and to provide feedback on their experience here at the University, and there are a number of ways they are able to do this. These include the Virtual Learning Platform Blackboard, course representatives, personal tutors, other student forums as well as through engagement in the National Student Survey.

Used properly, social networking sites such as Facebook are a great way to find old friends, join interest groups and share information. However, all students who are studying at Northumbria University School of Health, Community and Education Studies, should remember that anything posted on a social networking site is in the public domain.

It is important for all individuals to be mindful of the effect, that statements posted on any medium accessible by others, may have. Such statements could be in print or on the web, referring to the University, its students and/or staff. It may also be in the case of a placement experience, referring to any member of placement staff, or service user.

Any statement posted onto a public forum must comply with both the University's rules and regulations (section 3 of the University's *Handbook of Student Regulations* and any other policies and procedures notified to you), and, with civil or criminal law. Defamatory or damaging statements made about individuals or organisations may be subject to potential proceedings under civil or criminal law and the University's own regulations.

The University's advice to all its learning community is therefore to exercise sensible restraint when engaging in discussion or other types of exchange using these media. What may be considered to be letting off steam about a situation within a learning environment, a placement setting, or at work, can potentially be read by someone who may take offence at the content of a posting. You should be aware that complaints from any person, either within or outside the university community, citing

incidences of misconduct in this context, will have to be investigated through the available disciplinary procedures. In addition, such misconduct may be subject to action according to civil or criminal law.

As a student within the School of Health, Community and Education Studies, you may have additional responsibilities and obligations towards a Professional Body. As part of potential disciplinary proceedings within the University, students may be subject to a Professional Suitability Board if found to have posted offensive, or otherwise inappropriate material. This may also mean that students requiring membership of professional body could be putting their registration at risk. The World Wide Web is a wonderful resource for accessing information, for making friends, for engaging in debate and for entertainment. Like any other medium, it is important to use it sensibly and with respect for others.

This statement can be accessed in full via the School website at <http://www.northumbria.ac.uk/sd/academic/sches/placements/policies/?view=Standard>

## Section 9: Communication

The University/School recognises the importance of keeping in touch with you and does this in a variety of ways including:

- The school newsletter, Showcase, is produced by the internal marketing team four times a year and whilst being circulated to external stakeholders is also placed in numerous positions around Coach Lane for your information
- Plasma screens are also placed in strategic locations around the campus, they display news flashes about forthcoming events here and at city campus
- Notice boards – on induction the position of notice boards relevant to your programmes will be indicated. You will also find notice boards relating to student support and wellbeing more generally scattered around the Campus
- eLearning portal (eLP) – academic staff may use the announcements component of the eLP on module/programme sites to disseminate information.
- Your university email address provides a further mechanism for communication
- The University Twitter
- Academic staff may also have pigeon holes where you can leave letters/notes

Should you wish to speak to a member of staff, contact details can be found on the University homepage and a message can be left on the individual's voicemail:

<http://www.northumbria.ac.uk/staff/phonebook/>

## Section 10: The Students Union

The Students' Union is run by students, and is independent from the University. The Student's Union exists to stand up for your rights and promote your interests locally and nationally.

Every year, five students are elected to be full-time sabbatical Officers, and run the Students' Union in your interests. In addition to the Sabbatical Officers, there are Course Reps, School Reps, Caucus Groups and a Student Council – all of which are newly appointed annually (see the Students' Union website for further information – web address at the end of this section).

***If you are interested in becoming a School or Course representative, please contact Northumbria Students Union (contact details provided at the end of this section).***

At Coach Lane our facilities include a bar and coffee shop, computer access till 9.00pm during term time, a chill out area, staff office and bookable training room, as well as lots of other opportunities for you to get involved and get the most from your student experience. Best of all, any profits we make from our shop and bar go straight back into events and facilities for you, making it the best value you'll find!

The following services are offered for students at Coach Lane Campus:-

- bar/coffee shop
- shop (including Well Read bookshop)
- computer access and chill out area
- NUS Extra Cards – £10 plus a passport picture, available at the Coach Lane Shop
- Staff available to assist with student complaints, appeals and other on-course issues
- Bookable training room for meetings, course rep training sessions, Skills Programme and Give it a Go events
- A regular Coach Lane Forum for you to voice your opinions on your campus experience and facilities
- Welcome Fair, family fun day and other induction events when you begin your course
- Quizzes and other entertainments
- Opportunities to get involved in student societies, volunteering and other activities

The Students' Union has full-time staff members who regularly spend time at Coach Lane who can advise you on University complaints and appeals, organise relevant Skills or Give it a Go sessions, help you set up or get involved in a society, or support you to start your own volunteer project. Coach Lane students are also able to use the facilities and attend activities at City Campus, which include live music, club nights and fun student events. Check out our website and information around the Students' Union for details of when each staff member is around, as well as activities on both campuses.

If you have any ideas or suggestions as to how your Students' Union could be improved, tell us! Come along to one of our regular Coach Lane Forums, speak to your Course or School rep, find a sabbatical officer, or why not stand for election yourself? Contact the Students Union on [su.enquiries@northumbria.ac.uk](mailto:su.enquiries@northumbria.ac.uk) or check out the following website [www.mynsu.co.uk](http://www.mynsu.co.uk)

Telephone the Students' Union Shop on 0191 215 3257 or Students' Union Office on 0191 215 6872.

## Section 11: Northumbria Alumni

Don't forget us when you leave!!! Your links with the University don't end on Graduation Day. Northumbria Alumni Association is here to keep former students (Alumni) in touch with all the news. It is your "rock to lean on – for life" and it is an exclusive club with around 85,000 Alumni worldwide.

Graduates of Northumbria and any of our constituent colleges can join for free. Don't miss out ... to stay in touch all you need to do is confirm your current details with us.

Register your details at: <http://www.northumbria.ac.uk/browse/naa/>