MEng/BEng (Hons) Architectural Engineering Full-time
MEng/BEng (Hons) Building Services Engineering Part-time
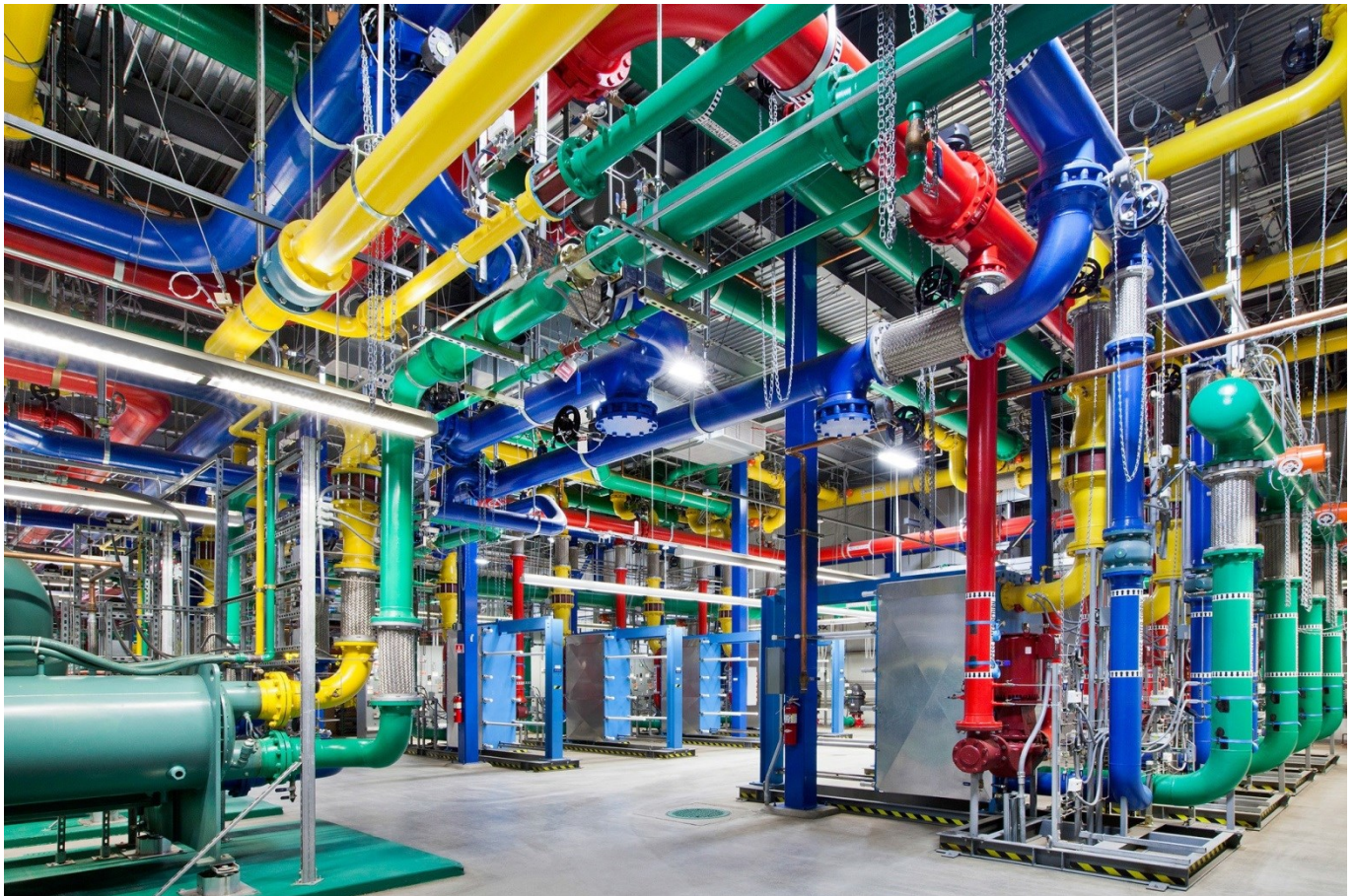
Image Courtesy of Google

The Programme Team

Programme Leader

Each programme has a programme leader, who is ultimately responsible for its smooth running and organisation.

The programme leader for the Architectural Engineering and Building Services Engineering programmes is Jess Tindall.

Year Tutors

The role of year tutors is to co-ordinate the teaching, coursework, visiting speakers, attendance, etc. and generally ensure the smooth running of the course.

The Year Tutors are:

Year 1 Paul Staiss & Shen Wei

Year 2 Stephen McGlen

Year 3 Chika Udeaja (Placement)

Year 4 Jerry Edge

Year 5 Jess Tindall

Teaching Team

The main staffs you will come across are as follows:

Name	Room	Tel	Email
Dr Jerry Edge	WJ201	227 4728	jerry.edge@northumbria.ac.uk
Stephen McGlen	WJ201	243 7064	stephen.mcglen@northumbria.ac.uk
Dr Antonio Moro	PB102	227 3941	antonio.moro@northumbria.ac.uk
Dr Bobo Ng	WJ201	243 7181	bobo.ng@northumbria.ac.uk
Paul Staiss	WJ211	227 4699	paul.staiss@northumbria.ac.uk
Jess Tindall	WJ303a	227 4415	jess.tindall@northumbria.ac.uk
Dr Chika Udeaja	WJ207	227 4175	chika.udeaja@northumbria.ac.uk
Prof. Chris Underwood	WJ206	227 3533	chris.underwood@northumbria.ac.uk
Dr Shen Wei	WJ201	227 5374	shen.wei@northumbria.ac.uk

Programme Administration

Each programme has a dedicated programme support team who are responsible for the administration of your programme. Your Programme Support Coordinators are Catherine Hambley and Linda Scott, both based in room B201, Ellison Building. Their contact details are shown below and if you are having difficulties reaching them you can also call the Faculties general enquiry line on 0191 227 4722.

Name	Tel	Email
Catherine Hambley	0191 227 3518	catherine.hambley@northumbria.ac.uk
Linda Scott	0191 227 3428	linda.scott@northumbria.ac.uk

Guidance Tutor

You will be allocated a guidance tutor, a member of academic staff who has the duty of providing you with advice on academic, procedural and (where desired and appropriate) personal matters. Where possible, you will retain the same guidance tutor throughout your time at Northumbria University.

You will be expected to consult with your guidance tutor during induction week, and regularly thereafter, including whenever modular or progression results are available.

In addition you may ask for a meeting with your guidance tutor at any time.

Appointments

Academic staffs teach on many modules/programmes and you are strongly advised to make an appointment via email if you wish to see them. Occasionally you may be able to have an immediate appointment, but don't be disappointed if you are asked to return at a mutually convenient time. Please contact staff to cancel if you are unable to make the arranged appointment.

Email and Blackboard

The main means of contact for staff with students are email and the Blackboard Portal.

You will be allocated an email address automatically by the University once you have enrolled. Do remember that your Northumbria email address will be the one that is used to make contact with you by both academic and non-academic staff within the University, so make sure that you check it regularly, particularly if you also use a personal email account. Students are requested to manage their email account effectively by deleting read mail and emptying the deleted items folder on a regular basis. Please only use your Northumbria email account for your studies and ensure that your mail box does not become full. Messages cannot be received once the capacity is reached and this could lead to you missing something important.

Students are reminded that it is important that they keep their contact and home addresses up-to-date, to ensure they receive correspondence. Students are requested to amend their details via MyNorthumbria or by advising the Student Support Team.

Blackboard

Blackboard is Northumbria's managed learning environment (MLE) for staff and students.

It is based upon the Blackboard learning platform and allows students, amongst other things, to access learning over the internet, communicate with one another and their tutors, and take online assessments. Incorporated within Blackboard are access to Library Services, the Students' Union, Student Support Services and many other facilities. For most students Blackboard provides their first and best port of call on the internet.

Announcements

Routinely we will send information via email or Blackboard. In either case, please note that we only use your university provided email address ending in *@northumbria.ac.uk*

You should find a 'Module' on Blackboard entitled:
BB12017 MEng/BEng Building Services Engineering Programmes
All students, on both full and part time courses, are assigned to this 'module' and it is where we make programme wide announcements. These include notification of guest lectures, site visit opportunities, placement and job adverts etc… You are advised to keep an eye on the messages posted on the Announcement area of this site.

Room Locations

Much of your teaching will take place in Ellison Building, but you may be required to go to other parts of the University for classes. The information below should help you to understand your timetable.

Building key

CCE1 – City Campus East
CCED – City Campus East Design
CLC – Coach Lane Campus
DH – Drill Hall
EB – Ellison Building
EBA – Ellison Building A Block
LIP – Lipman Building
NB – Northumberland Building
PB – Pandon Building
SQ – Squires Building
SQX – Squires Annexe
SW – Squires Workshop
WJC – Wynne Jones Centre

Room number

(IT) denotes a computer lab
(TLT) denotes a tiered lecture theatre
(Sp.) denotes a specialist area
(CR) denotes a courtroom
(LL) denotes a language lab

Normally the first number in the room code corresponds to the floor the room is located on eg:
NB**1**21 describes Northumberland Building Room 121 on the 1st floor
NB**2**12 would be on the 2nd floor etc.

Ellison Building is a special case in that it has five 'blocks' (or wings) which are given the labels A, B, C, D and E. When you see a room code for Ellison Building it should always have a letter following the EB (Ellison Building) code and this is what shows you which Block the room is located in.
 e.g. EB **A2**18 describes a room on the second floor of Ellison Building 'A Block'.

Programme Structures

In line with other academic institutions, Northumbria University operates a modular system of programmes. Each undergraduate degree is made up of academic levels – Levels 4, 5 and 6 to BEng (Hons) plus level 7 for integrated Masters MEng.

Level 4: Fundamentals

Level 4 modules introduce students to a range of foundation subject areas to ensure a base knowledge and understanding of the main programme subject areas in order to underpin the whole academic programme. Additionally the aim is to develop an insight into the structure of the industry and the professions operating within the Built Environment. Project activity aims to provide the bridge and link between all discrete subject areas to explore the holistic dimension of the building process from inception to completion.

Level 5: Systems

Level 5 modules extend the factual knowledge and understanding in each of the main subject areas and are intended to increase a student's ability to take responsibility for their own learning.

Placement Year: Experience

A professional placement year is available for those who wish to take up the opportunity. Searching for and securing a placement is good preparation for negotiating a graduate position at the end of the programme. Placements often greatly benefit full time students by presenting opportunities to gain experience and insight into 'real world' practices and problems. Not only does this reinforce the learning from years one and two but it also helps to develop their interpersonal skills and overall effectiveness.

Level 6: Analysis

This consolidates Levels 4 and 5 and provides an academic challenge for the student as demonstrated by an ability to deal with decision-making at strategic levels, identification and analysis of problems and the ability to synthesise solutions. A major focus of activity will be the Design Project module where opportunities will be provided for each student to demonstrate their full range of personal transferable skills.

Level 7: Leadership

At Level 7, modules are designed to develop a more reflective and critical approach to design. Emphasis within the modules is on design practice and ways in which the process could be improved, on developing a greater understanding of the design inputs which affect building performance through advanced modelling, and on the key skills needed for effective management in the design consultancy. The Level 7 dissertation is a piece of original research-oriented work.

Modules

Each module on the course carries credit points.

Single module   = 10 credit points
Double module   = 20 credit points
Triple module   = 30 credit points

Each 10 credits represents 100 hours of student workload which on average equates to about 6–7 hours per week of lectures, seminars, preparation, directed and independent learning, revision, assessment, etc. Staff contact time will be approx. 10–15 hours per week. For a full time student your own self-managed study time should amount to approx. 30–35 hours per week and either half or two thirds of this amount for part time students depending upon the year of study.

The Degree Award

Credit Requirements

To obtain a degree, a student must achieve a set number of credit points as follows:

360 credit points = BEng (Hons)

480 credit points = MEng

520 credit points = MEng sandwich degree (as above with 40 credits for placement)

Educational Aims of the Programme

The programmes are intended to be professionally focussed giving a broad education which provides sufficient specialised knowledge to equip graduates for a future professional career. The MEng programme is designed to meet the educational objectives and academic requirements for Chartered Engineer (CEng) Status. These programmes have been accredited by the Chartered Institution of Building Services Engineers under licence from the UK regulator, the Engineering Council.

Programme Philosophy

A fundamental understanding of theoretical studies including Physical Sciences and Mathematics is supported by relevant examples taken from the building systems industry. The fundamental principles are applied through design calculation methods and computer aided design to the specialist technology needed in the building services engineering systems. Technical proficiency and knowledge is developed through application of theoretical studies in design and practice project work which simulates the professional environment. The supervised industrial placement in the building services engineering industry consolidates and extends the knowledge in engineering, design and management. The programmes have a major demonstration of design and practice at each level of the programme.

Part-time Programmes

The part-time programmes follow the same structured modular system as the full-time course. Lectures and seminars are hosted together with full-time students where possible.

Each programme is also studied in the wider context of the natural and built environment and is informed by current and prospective professional practice as well as research and academic debate. There is a professional focus which aims to equip graduates with those personal and professional skills that are necessary for employment, whilst broadening understanding of the changing needs of society. The concept of sustainable development of the built environment is explored, as is the maintenance of appropriate ethical standards and the regulatory framework within which the work is conducted.

Each programme aims to develop a range of abilities within each student to enable them to:

- work collaboratively within an interdisciplinary environment.
- be independent thinkers and learners.
- demonstrate the appropriate use of IT.
- challenge routine and influence change
- evaluate data and solve problems
- manage information
- communicate effectively

Learning Outcomes for:
MEng /BEng (Hons) Architectural Engineering (Full-time)
MEng /BEng (Hons) Building Services Engineering (Part-time)

Knowledge and Understanding

On completion of this programme, the Architectural Engineering/Building Services Engineering student will be able to demonstrate the:

- Theoretical mathematical foundation of building services engineering systems
- Theoretical science foundation of building services engineering systems
- Assessment of the aural, visual and thermal environment
- System elements and their function (including new technologies)
- Management styles, organisational structures and team working theories, and their limitation
- Methods of mathematically modelling building services engineering systems

Intellectual Skills

On completion of this programme, the Architectural Engineering/Building Services Engineering student will be able to:

- Evaluate a system design with respect to client specification and regulatory compliance
- Evaluate the interaction between building services engineering systems and building design
- Interpret a building and its components within software models
- Explain the importance of environmental issues for the building services sector
- Critically evaluate research within an area of the building services discipline
- Evaluate the design methodology, and critique that methodology

Practical Skills

On completion of this programme, the Architectural Engineering/Building Services Engineering student will have knowledge of: Design of

- building services systems from feasibility/concept to detailed design
- Use of standard approaches to design documentation and drawings Health
- and safety issues and regulations
- Selection of appropriate systems, and system components
- Methods of building design performance
- Application of a problem-solving approach to complex design problems
- Common software packages used for building analysis and building services system design

Transferable/Key Skills

On completion of this programme, the Architectural Engineering/Building Services Engineering student will be able to:

- Develop, monitor and update a programme of research
- Communicate through a variety of methods (report, design drawings, oral presentation, laboratory report) appropriate to the audience
- Work within a team to complete group tasks

There is a national requirement that all programmes of study have a publicly available 'Programme Specification'. The Programme Specification provides an account of the 'Learning Outcomes' of a programme of study (broadly – the student's capabilities by the end of the programme) and how these are to be achieved in a structured way by progression through the programme.

This section of the handbook is based on the Programme Specification for your programme. The full and definitive version can be found at www.northumbria.ac.uk/programmespecs then search for Architectural Engineering or Building Services Engineering.

Full-time Programme

Architectural Engineering – MEng/BEng(Hons)

In line with other academic institutions, Northumbria University operates a modular system of programmes. Each undergraduate degree is made up of academic levels – Levels 4, 5, and 6 to BEng(Hons) and level 7 to Integrated Masters MEng

Year 1 (Level 4) – Fundamentals

Semester 1	Environmental Analysis BE1144 (10 credits)	Construction Technology BE1271	Fundamental Mathematics MS0405	Parametric Modelling BE1230	Electrical Principles BE1143	Energy: Thermofluids BE1142
Semester 2	Energy: Heat Transfer BE1141 (10 credits)	(20 credits)	(20 credits)	(20 credits)	(20 credits)	(20 credits)

Year 2 (Level 5) – Systems

Semester 1	Further Mathematics for Building Services Engineers MS0279 (10 credits)	Heating Systems BE1166	Air Conditioning Systems BE1167	The Design of Lighting within Buildings BE0850 (10 credits)	Electrical Systems 1 BE1147	Passive Design Project BE1238
Semester 2	Architectural Engineering Acoustics BE1237 (10 credits)	(20 credits)	(20 credits)	Energy Performance of Buildings BE1185 (10 credits)	(20 credits)	(20 credits)

Year 3 Placement Year – Experience

Professional Placement EE0500 (40 credits)

Year 4 (Level 6) – Analysis

Semester 1	Architectural Engineering Design Project BE1240	Environmental Control BE1239 (10 credits)	Electrical Systems (2) BE1151 (10 credits)	Low Carbon Systems BE1148	Renewable Energy Systems BE1149	Project Design and Construction Management BE1187
Semester 2	(30 credits)		Data Analysis BE1186 (10 credits)	(20 credits)	(20 credits)	(20 credits)

Year 5 (Level 7) – Leadership			
Semester 1	System Modelling and Analysis BE1153 (20 credits)	Management for Low Carbon Consultants BE1156 (10 credits)	Sustainability Policies and Practices BE1189 (10 credits)	Research Methods BE1190 (20 credits)
Semester 2	Conceptual Design Analysis BE1155 (30 credits)		Building Services Engineering Dissertation BE1157 (30 credits)

Part-time Programme

Building Services Engineering – MEng/BEng(Hons)

The part-time MEng degree takes seven years to complete and the part-time BEng takes five years to complete. (These timescales reduce if a student joins with advanced entry having completed a qualifying award elsewhere first.)

Year 1 (Level 4) – Fundamentals		
Semester 1	Environmental Analysis BE1144 (10 credits)	Construction Technology BE1271 (20 credits)	Fundamental Mathematics MS0405 (20 credits)
Semester 2	Energy: Heat Transfer BE1141 (10 credits)		

Year 2 (Level 4) – Fundamentals		
Semester 1	Parametric Modelling BE1140 (20 credits)	Electrical Principles BE1143 (20 credits)	Energy Thermofluids BE1142 (20 credits)
Semester 2			

Year 3 (Level 5) – Systems

Semester 1	Further Mathematics MS0279 (10 credits)	Air Conditioning Systems BE1167	Heating Systems BE1166	Electrical Systems (1) BE1147
Semester 2	Engineering Systems Acoustics BE1150 (10 credits)	(20 credits)	(20 credits)	(20 credits)

Year 4 (Level 5) – Systems / Year 4 (Level 6)

Semester 1	The Design of Lighting Within Buildings BE0850 (10 credits)	Systems Design Project BE0750	Low Carbon Systems BE1148	Renewable Energy Systems BE1149
Semester 2	Energy Performance of Buildings BE1185 (10 credits)	(20 credits)	(20 credits)	(20 credits)

Year 5 (Level 6) – Analysis

Semester 1	Heating and Air Conditioning Control Systems BE0856 (10 credits)	Building Services Design Project BE0637	Electrical Systems (2) BE1151 (10 credits)	Project Design and Construction Management BE1187
Semester 2		(30 credits)	Data Analysis BE1186 (10 credits)	(20 credits)

Year 6 (Level 7) – Leadership		
Semester 1	Systems Modelling and Analysis BE1153 (20 credits)	Management for Low Carbon Consultants BE1156 (10 credits)
Semester 2	Conceptual Design Analysis BE1155 (30 credits)	

Year 7 (Level 7) – Leadership		
Semester 1	Sustainability Policies and Practices BE1189 (10 credits)	Research Methods BE1190 (20credits)
Semester 2	Building Services Engineering Dissertation BE 1157 (30 credits)	

Independent Learning

Level 6/7 modules enable students to apply the knowledge and understanding acquired at Level 4 and 5 to the development of an in- depth understanding of engineering issues. Modules at this level also allow students to critically reflect on practice through applied study. The emphasis is on the students developing an analytical understanding through application and evaluation. Increased independent learning and the setting of tasks aim to facilitate this. The teaching and learning approach at Level 6/7 encourages discussion and debate and allows students to develop their capacity to evaluate relevant issues. Students are expected to be self- motivated and to work within a culture of student-centred and independent learning and, to this end, to take responsibility for their own learning, particularly at this final stage of a degree programme.

Each of the modules represents a notional student workload (NSW) of 100 hours for every 10 credit points. Each module will have an apportionment of the NSW for lectures, seminars and assessment, together with time for directed and independent learning. It is important to realise that this directed and independent learning is an essential aspect of your learning. It is your responsibility to ensure that you carry out the required independent and directed learning to support the teaching contact time.

At Level 7 the emphasis for independent learning is more focused on critical reflection of the research literature and design work. Students are expected to undertake a significant amount of independent learning in searching for relevant literature and carry out individual research for their dissertation. Project-based reflection and critique encourages students to reflect on the linkages between different design elements and the design process as a whole.

Assessment Regulations For Northumbria Awards

The Assessment Regulations for Northumbria Awards (ARNA) are the standard regulations which apply to all of the University's academic programmes. For full details please go to the www.northumbria.ac.uk/arna

External Examiners

The Quality Code for Higher Education requested details of external examiners be published in our documentation. Listed below is an outline of the external examiners currently in place:

Name	Job Title	Company
Jayne Bainbridge	Senior Mechanical Engineer	RPS Planning and Development
Dr Christina J Hopfe	Programme Director, Low Carbon Building Design and Modelling	Loughborough University

Module Descriptors

Module descriptors give information about each module (subject) delivered on your programme.

How to Obtain a Module Descriptor from the University's Website

Log into the Northumbria University website at http://northumbria.ac.uk/. Click on:

1. My Northumbria
2. Module Search
3. Type in module code
4. Click on 'Go'

Or alternatively, type the following address into your browser: **http://nuweb.northumbria.ac.uk/live/webserv/mod.php**

Assessment Processes Explained

Why are assessments necessary?

Assessment makes an essential contribution to your education. It acts to motivate you to focus and reflect on your learning and to apply and synthesise your knowledge. It also permits you to gauge your progress and act to address any weaknesses. Assessment methods are therefore an integral part of the learning process. From the University's perspective, it enables your tutors to stimulate effective learning, monitor your progress, measure your attainment, maintain standards on the programme, and determine your final degree classification.

How can you be sure that the assessments are appropriate and relevant?

The mix of assessments across each programme is carefully selected to enable students to demonstrate a range of skills and knowledge which become progressively more challenging level-by-level. Assessment techniques are chosen to fit the subject discipline and reflect the expectations of employers and accreditation bodies. Each assessment task is aligned with module and programme learning outcomes and contributes in part to the development of discipline- specific knowledge and understanding, academic, practical or transferable skills.

How can you be sure that the assessments which are set are fair?

Individual assessment tasks are written by Module Leaders and are subject to peer-review by other staff in the Department before they are agreed and distributed to students. In addition, External Examiners, who are colleagues from other Universities and (for professionally accredited programmes) from industry, are appointed to ensure that the standards at Northumbria University are appropriate, and a key role is to review the assessment questions and marking schemes.

How do we inform you about the criteria we use to judge your work?

Generic grade descriptors by level of study are supplied within your Faculty Handbook. These reflect the increasing demands and expectations of standards as students' progress through their programme. In addition, you are supplied with specific assessment criteria at the module level as part of your coursework specifications.

How do we undertake marking?

Marking involves staff allocating marks according to defined marking criteria that have been approved in advance. Assessments may be marked by a single staff member or by a team of markers (depending on the size of the module). These are invariably the staff who delivered the module and their expertise in the subject discipline is assured. If the work is marked by a team, initial meetings and sample marking is undertaken to establish common expectations in relation to the marking criteria to minimise variations across markers.

How do you know that marking is fair?

Once all the marking has been completed for an assessment, a sample of the work is selected for 'moderation'. The sample size is proportional to the number of scripts and is selected from the whole range of marks. Student work is anonymous during the marking and moderation process and your name will only be revealed once all the marks have been agreed following the sample check. Prior to the Examination Board, the External Examiner also verifies the appropriateness of the marks awarded within the sample, and it is only at the Exam Board stage that the marks are fully approved. If there are disparities between markers during the moderation process, then additional work may be sampled and third markers may be called upon to resolve any differences. By the end of the whole process the Exam Board must report that it is satisfied that the marks that have been awarded are a true reflection of the quality of the work.

Why does it take 4 weeks to mark your work?

Although 20 working days (4 weeks) may seem to you like a long time for work to be marked and returned to you, it is important that we allocate sufficient time for staff to carefully consider the work, so that the mark allocated fairly reflects the quality of your submission. Tutors' marking workloads have to be considered in relation to the other academic duties they have to perform. We estimate that, on average, each assessment takes approximately 20-30 minutes to mark and provide feedback. In addition, once marked, all assessments have to be moderated (see above) to ensure fairness and consistency.

What level of feedback should you expect?

Feedback is a vital part of your learning process and will occur throughout your engagement with academic staff. Informal levels of feedback will often occur in lectures, seminars, lab work and project activities, and through the use of in-class activities and questioning. More formal feedback occurs during the assessment process and usually involves staff writing comments on scripts that are returned to students. Whilst there will invariably be differences in the styles that individual staff members adopt to provide feedback, their comments should serve 3 main purposes: (1) to explain the mark awarded; (2) to identify strengths within the work; and (3) to indicate areas that could be improved on for future work.

What should you do with the feedback you receive?

It is imperative that you collect all your assessment scripts so that you benefit from the feedback comments provided by the tutors. Your feedback provides you with the key opportunity to use assessment to improve your learning. Hence, if you have any problems understanding the feedback on your work, you should arrange a meeting with the staff member to clarify their comments.

It is important to review the comments you have received on all your work to identify any consistent issues that have arisen across several pieces of assessment.

This will help you formulate an action plan to deal with recurring weaknesses affecting your attainment. The Skills Plus programme managed by the University Library is an extremely valuable resource for students who require general advice such as 'Writing Assignments', 'Preparing for Exams' or 'Thinking Critically'

Library

The libraries at City Campus and Coach Lane provide access to a wide range of print and electronic resources including over half a million print books, over 700,000 eBooks and more than 50,000 electronic journals. More details can be found on the University Library website: http://library.northumbria.ac.uk/home

 City Campus Library (number 14 on City Campus map) is housed near the Student Union building (number 30 on City Campus map).

Coach Lane Library is situated on the East Side of the Campus, in F Block (number 16 on Coach Lane Campus map).

City Campus library is open 24/7 during term time and from 9am to midnight during vacation times. Coach Lane library is open 7am until midnight (Monday to Friday), 9am until midnight (Saturday and Sunday). Opening hours are prominently displayed in the foyers of the library buildings, any changes are advertised on the Library website and on social media. Opening hours vary during bank holidays and are subject to change, so please check before you travel.

You will need to keep your smartcard with you to gain access to and leave the libraries. Your Smartcard is a universal card which not only gives access to the Libraries and other University buildings, but it also allows you to print, copy, scan, borrow books and make cashless payments.

The Library Catalogue can be accessed on and off-campus through the University Library website and the dedicated catalogue computers on each floor of both Libraries. The catalogue can be used to search for books and eBooks located in the University Library. It is quick and easy to use and will give you the information you need to locate the material on the shelves or read online. eBooks can be read on and off-campus, anytime, anywhere. NORA can be used to search for, and retrieve, up-to-date scholarly materials including articles, reports and statistics that are relevant to your studies. You can browse through all the online resources relating to your subject in one place including databases, journals and websites.

Students are entitled to borrow up to 15 items at any one time. Items can be issued using the self-issue machines on the ground floor of City and Coach Lane Libraries. You can renew your library books online through the MyLibrary section of MyNorthumbria or via the Library Catalogue.

Northumbria students can use other libraries such as the Robinson Library at Newcastle University and Newcastle City Library using the SCONUL access scheme. For more information see the Library SCONUL information page: http://library.northumbria.ac.uk/sconul-holiday

The Northumbria Skills Programme is a comprehensive skills programme designed to develop the key skills you need to succeed at university and beyond provided by the Library. It runs throughout the year and provides classroom style skills sessions on many topics including academic writing skills, giving accomplished presentations, and referencing your work correctly, as well as regular drop in surgeries. Some sessions are bookable; simply consult the timetable on the Northumbria Skills Programme website: http://library.northumbria.ac.uk/skillsdev-nsp

Skills Plus is the Library's collection of online learning materials, with a focus on digital literacy and study skills that can be accessed on and off-campus. Using these resources is an excellent way to develop your skills through a range of online tutorials with quizzes, video demonstrations and printable help guides. http://nuweb2.northumbria.ac.uk/library/skillsplus/topics.html?l3-0

If you need help or advice, on or off campus, you can contact Ask4Help. The Ask4Help service provides you with help and support to access a range of University services including Library, Disability Support, Student Finance and Careers. The quickest way to find answers to some of the most popular questions asked by students is to look at Ask4help online. You can also contact us by phone and speak to a member of our dedicated enquiry team or email us your questions.

www.northumbria.ac.uk/ask4help
ask4help@northumbria.ac.uk
0191 227 4646

Northumbria Students' Union (NSU)

Northumbria Students' Union (NSU) is here to make sure you have the best experience possible. NSU is one of the largest and most exciting Unions in the country and that's all because of YOU. We represent you, the student, on all levels, on the issues students are concerned about; receiving a great academic experience, being very employable when you graduate, being safe on campus and in the city and having a fantastic time while a student.

NSU is run by students for students. You can have your say in what NSU does and how it is run, by contacting your Sabbatical Officers or by coming along to Student Council

MEMBERSHIP: As a student of Northumbria University you are automatically a member of the Students' Union. We also sell NUS Extra Card from the Students' Union at both Coach Lane and City Campus giving you discounts in shops and online, but you don't need one to use any of our services.

DIVERSE: Your Students' Union is a place which brings together students from all walks of life, all parts of the country and the world and many different cultures. NSU provides lots of opportunities for you to Get Involved, make lasting friendships, increase employability and have FUN!

INDEPENDENT: NSU is independent of the University, with its own staff, services and decision-making structure. Run by students for students, providing the best services and opportunities for students we push for change from the University to deliver for students. Find our more at our You Said, SU Did page. If you need advice about academic appeals or other issues, we can help. Check out the Advice Page.

VALUE: Your NSU offers the best value for money, and everything you spend goes straight back into the Students' Union to fund all the activities that we run for you.

If you would like more information check out the website www.mynsu.co.uk or come and see us at our offices in City, Coach Lane and London.