



**Northumbria
University**
NEWCASTLE

WELCOME TO NORTHUMBRIA.

A GUIDE FOR NEW APPRENTICES - JANUARY 2025

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WELCOME TO NORTHUMBRIA

We are delighted that you have chosen to pursue your apprenticeship with us.

Northumbria University is a leading institution, built on commitment to excellence and innovation in research and teaching. We provide a high-quality learner experience and foster professionally based practices that transform the economic, social, and cultural landscape of our region and beyond. Apprenticeships are integral to our mission and are a key feature of our academic portfolio. Since introducing our first apprenticeship programme in 2015, we have continued to expand and are now recognised as one of the UK's leading higher education providers.

We understand the challenges of balancing academic responsibilities and workplace demands. Rest assured, we offer comprehensive support from the beginning of your journey with us to ensure the successful completion of your apprenticeship and to prepare you for a prosperous career. Additionally, we will help you access university facilities, activities, and experiences that will enhance your learning experience.

We wish you an enriching and successful time at Northumbria University.

Dr Lynette Shotton, Interim Dean of Apprentices, Associate Professor; PFHEA.



GETTING STARTED AT NORTHUMBRIA

GET TO KNOW YOUR STUDENT PORTAL.

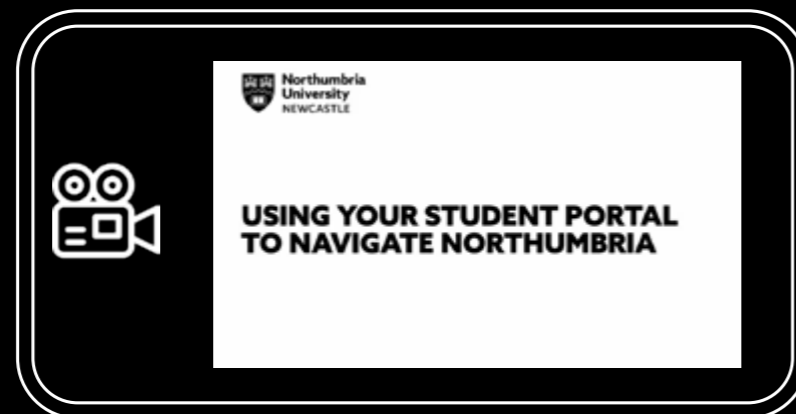
We know that there is a lot of information to take in during your time at university – so to help you navigate your Northumbria journey, your **Student Portal** brings all of the knowledge, advice and support you need together in one place.

Available online, on mobile and desktop devices, you will use your Student Portal to:

- Visit **Ask4Help Online** to access helpful articles with information to assist you throughout your student journey and to submit enquiries to access support from specialists.
- View your timetable.
- Reach your virtual learning environment (Blackboard).
- Connect to the digital Library.

- Keep up to date with the latest Northumbria news stories.
- Complete essential tasks such as enrolment.
- Update your personal details when required, for example your term-time address.

Watch our **short video** below for an overview of how to navigate Northumbria using your Student Portal.



IMPORTANT:

If you have not received your login details please contact **Applicant Services**.

If you have lost your login details or need to re-set your password, please **contact IT services**.





**BEFORE YOU
ARRIVE**

VISITING OUR CAMPUS

As an apprentice, you will be required to attend campus regularly. The frequency and pattern will depend on your programme. You might go to university one or two days per week, or in short blocks, such as a week at a time.

Northumbria has two distinct campuses. The largest, City Campus, is centrally located in Newcastle upon Tyne. Coach Lane Campus, set in a leafy suburb, is just 3 miles from City Campus.

It's a good idea to plan your journey in advance. There are many fantastic public transport options available to get you here. Please see the article [Travelling to campus by public transport](#) in Ask4Help Online in your Student Portal to find out more.

Road: If you are travelling by car, and using a Sat Nav, please use the following postcodes:

Postcode for City Campus West: **NE1 8ST**

Postcode for City Campus East: **NE2 1UY**

The University address for our Coach Lane Campus is:

**Northumbria University
Coach Lane Campus
Benton
Newcastle upon Tyne
NE7 7XA**

Please note that Sat Nav devices using the above postcode will direct travellers to a next-door residential estate.

Visit: nationalhighways.co.uk.

Please be aware that as a green campus there is limited parking on-site. Please see the Ask4Help Online article [Parking at Newcastle City Campus and Coach Lane Campus](#) for further information.

For alternative parking options, please see the article [Using alternative parking near campus](#).

Cycling: For information on cycling to campus, please see [Cycling to Newcastle City Campus and Coach Lane Campus](#) in Ask4Help Online in your Student Portal.



BEFORE YOU ARRIVE

PREPARING TO STUDY

PREPARING FOR ACADEMIC STUDY

For information about preparing yourself academically for your upcoming studies, visit our [Preparing to Study](#) guide.

You may also be able to access your [reading list](#) in advance of your course start date.

YOUR DIGITAL INDUCTION

Learn the basics of all the apps, digital tools and software needed to help you succeed in your studies at Northumbria University.

This is the first stage of your induction so there will be some digital tools that you will not have access to yet. Once fully enrolled you will be able to access the second stage of your induction in your Blackboard programme site.

Please access the [Student Digital Induction](#) article in Ask4Help Online on your Student Portal for further details.

Videos to help you get started:

- [Activate your University IT Account](#)
- [Activate DUO security](#)



BEFORE YOU ARRIVE

CONSIDER YOUR FINANCES

An apprenticeship lets you gain industry experience and earn a qualification while receiving a salary, just like any other employee. Your employer and the government will cover any tuition fees for your apprenticeship, allowing you to graduate debt-free.

Since an apprenticeship is like a real job, you won't be eligible for student loans. You will still need to manage your daily expenses, such as living costs, housing, and travel, on your own.

The [Money and Finance](#) section of Ask4Help Online in your Student Portal contains lots of helpful information about managing your money. To access specialist support, please submit an enquiry via the article [Accessing support and resources to manage your Money](#).



ACCESSIBILITY SUPPORT

We recognise that every student's journey is unique and we are proud of and committed to supporting our diverse community.

If you have accessibility requirements, we are here to provide you with advice, guidance and support to ensure you have a positive experience and achieve your full potential whilst studying at Northumbria.

We have a range of specialist staff who will work with you, your academic department and central services, to recommend and put in place available support and adjustments. You can find out more by browsing the **Support and Wellbeing** section of Ask4Help Online on your Student Portal.

During the University application process, you will have been asked about your support requirements. You will be asked again during the enrolment task. However, you can contact us at any point in your student journey to request support or make changes to your requirements through **Ask4Help Online** on your Student Portal.





WHEN YOU ARRIVE

SECURITY AND EMERGENCY CONTACTS

The safety of our students and staff is our number one priority. Please follow the steps below to keep yourself and your peers safe.

It is essential that you carry your **University Smartcard** at all times while on campus. This is for attendance, identification and security purposes. Your Smartcard is for your use only, you must not lend it to anyone else. If you lose your Smartcard, please report this to **Ask4Help**.

Please download the University **SafeZone app**. The app connects you directly to University's Security team when you need help at City and Coach Lane Campuses. If you are off campus it will offer to connect you to 999 emergency

services. Our security team monitor SafeZone 24 hours a day.

Our security team work in partnership with Northumbria Police and have a dedicated Police Liaison Offer who you can contact for information and advice directly or during a **Police drop-in session**.

The University is committed to being a community that is welcoming and respectful. You can report any instances of unacceptable behaviours that you have experienced, witnessed or are aware of using our **Unacceptable Behaviours reporting tool**. This is so that we can address any instances of these behaviours and offer you the right support should you need it.

CONTACTS:

For emergencies **on campus** you should call Campus Security who will coordinate the police, ambulance or fire service.

How to contact Campus Security:

- Emergency number: **0191 227 3200**.
- General enquiries: **0191 227 3999**.
- Or contact Campus Security via the **SafeZone app**.

In an **off campus** accident or emergency:

- Call **999** to contact the police, ambulance or fire services.

If you need help fast but it's not an emergency:

- Call **111** if you need medical help.
- Call **101** if you need to contact the police.



WHEN YOU ARRIVE

WELCOME WEEK ACTIVITIES

YOUR INDUCTION WEEK TIMETABLE:

You should familiarise yourself with your induction timetable. Please ensure you attend all of the sessions in order to get your journey with us off to the best start! You can use our [Campus Maps](#) to navigate to where you need to be.

Your timetable is available to view online and you will need to login using your Northumbria student email address and password. You can also view your timetable using the NU Connect App or on your Student Portal. See our [Getting Started at Northumbria](#) web pages for more information.

ADDITIONAL DATES FOR YOUR DIARY

- **Northumbria Welcome Event and Tea Party - Friday 24 January, 15:30 – 17:00**
Location: Domain, Students' Union, City Campus
To help you settle in and make friends, come along to the Welcome to Northumbria Event and Tea Party. Hear from key University services, meet other new students, and enjoy tea, coffee and cake.
- **Refreshers Fair - Wednesday 29 January, 11:00 – 15:00**
Location: Domain, Students' Union, City Campus
Come along to our January Refreshers Fair and find out about the many student societies you can join - from Computer and Video Games to Film and Rock. Take advantage of our special January offer where all society memberships are half price.

NORTHUMBRIA SPORT EVENTS

Keep yourself fit and healthy and meet like-minded students through Northumbria Sport. Here is a snapshot of what is happening:

- **Just TRY Week (w/c 27 January)** - Try out a Northumbria Sport Club this January for free. All you need to do is turn up; no booking necessary. What's more, when you join a Sport Club in January it'll be 50% off! Find out more on our [A-Z Sport](#).
- **New Year Fitness Offer** - Northumbria Sport are running a fitness membership offer to get a five-month membership for just £90 (running January – May 2025). This will give you access Sport Central's recently refurbished gym, group exercise classes, swimming pool, sauna and steam room as well as discounts on facility hire and climbing wall sessions. To join visit our [webpage](#).

WHEN YOU ARRIVE

YOUR STUDENTS' UNION

Your Students' Union is here to make sure that your time at Northumbria is the best it can be. In fact, it's the Northumbria Students' Union (NSU) mission to have a positive impact on the lives of all students.

NSU is the centre of student life on our campus. It has outstanding hang out spots, social bars, the best coffee shop on campus, free microwaves, workspaces, meeting rooms, and a podcasting studio.

NSU is run by a team of six students called the SABB Team who've been elected by students to represent your Uni experience.

Find out more about activities, events and getting involved with the NSU through the [Finding out about your Students' Union](#) article in Ask4Help Online on your Student Portal.





GETTING SETTLED

HELP AND SUPPORT

Now that you have completed your enrolment and induction, you will start your academic studies and settle into your apprenticeship. The content below provides you with information about support available to you during your studies. [Ask4Help Online](#) on your Student Portal contains a range of articles providing you with self-help information to assist you throughout your apprenticeship journey. You can also access support from staff by completing the enquiry box at the end of each article.



MENTAL HEALTH AND WELLBEING

For support with your **mental health and wellbeing** – access self-help material, workshops and one to one support from professionals.*



ACCESSIBILITY SUPPORT

To find out about support we can offer around **accessibility requirements**, and put this support in place by agreeing a Student Accessibility Plan.



EQUALITY, DIVERSITY AND INCLUSION

Access to specialist support as a student carer, care leaver, estranged student or Sanctuary Scholar.



SPIRITUAL CARE

For **advice and support** around faith, belief, religion and spirituality, engaging with events and finding local places of worship.



WELFARE SUPPORT

To access information, advice and guidance around **welfare issues**, including housing, funding and staying safe.

*Please note the university does not operate an emergency mental health service – if you are in a crisis situation, please call 999.

LIFE AS AN APPRENTICE

As an apprentice you will be balancing work alongside studies. We understand that your time is precious and we invite you take part in the various activities and events on offer at Northumbria as an optional addition to your apprenticeship experience.



BE PART OF IT

Northumbria University, Northumbria Sport, and the Students' Union have joined together to offer a variety of **events and activities** designed to help you socialise, get active, make friends, and ensure you have the best experience possible during your time at Northumbria.



EVENTS

At Northumbria, our events program features public lectures, gallery exhibitions and installations, performances, conferences, and sports fixtures. Many of these events are free and open to the public. Check out our **Calendar** to see what's on and to book your spot.



ACADEMIC STUDIES

You can also access **Ask4Help Online** to support you with your academic studies and future career planning:

Get support with developing your **Study Skills**.

Discover more about the **University Library** and connect to the Library website.



FINANCIAL WELLBEING

Studying can be expensive. Get **information and support** with the cost of living through Ask4Help Online on your Student Portal.



BE ACTIVE - NORTHUMBRIA SPORT

Northumbria Sport provides access to a variety of sports and activities at Sport Central, City Campus and Coach Lane Sports Ground. There's lots of ways to get active including Fitness Memberships, Group Exercise Classes, Sport Clubs, Intramural Leagues, FREE Just Play programme and volunteering and internship opportunities. Facilities include a gym, studio, swimming pool, sauna, steam room, sports halls, climbing wall and several artificial and grass pitches.

FURTHER SUPPORT

If you have any questions or queries, please contact **Ask4Help**.

Ask4Help is the name of our frontline student support service, available online, on campus and by telephone. We can resolve a large number of your enquiries straight away - where you need more in-depth support, we'll make sure your query reaches the right team.

- Browse knowledge articles and access support through **Ask4Help Online** on your Student Portal.
- Call Ask4Help on **0191 227 4646** (available 24/7 during term time).
- Visit Ask4Help on campus at the **Ask4Help Service Desk** in Student Central, City Campus Library (building 13 on the City Campus map) or the Ask4Help Service Desk at Coach Lane Campus Library (building 9 on the Coach Lane Campus map).





The information given in this guide is for guidance only. In compiling it, the University has taken every care to be as accurate as possible, but all information is subject to change. It is not to be taken as imposing upon the institution any obligation to provide, or to continue to provide, any course, service or amenity described herein. Date of publication, December 2025.