



**Northumbria  
University**  
NEWCASTLE



# **WELCOME TO NORTHUMBRIA.**

A GUIDE FOR NEW APPRENTICES - 2025/26



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# WELCOME TO NORTHUMBRIA

**A very warm welcome to Northumbria University – and congratulations on starting your apprenticeship with us.**

At Northumbria, we pride ourselves on being a forward-thinking, inclusive university that delivers excellence in teaching, research, and real-world impact. Apprenticeships are at the heart of what we do – they reflect our commitment to developing skilled, confident professionals who are equipped to meet the demands of today's dynamic workplace.

Since launching our first apprenticeship programme in 2015, we've grown to become one of the UK's leading providers of higher and degree apprenticeships. We continue to expand our offer to meet the evolving needs of industry, employers, and learners – and we're proud of the strong partnerships we've built along the way.

We know that balancing work and study can be demanding, but you won't be doing it alone. From day one, you'll have access to a dedicated network of academic, professional, and pastoral support. You'll also benefit from a vibrant university community, with opportunities to get involved, develop new skills, and make the most of everything Northumbria has to offer.

This is an exciting chapter – one that will open up new opportunities. Along the way, you'll also build valuable professional networks and make lasting connections with peers from across different sectors. I'm delighted you've chosen to take this step with Northumbria, and I look forward to seeing where it leads you.

**Professor Sarah Soppitt**  
Dean of Apprentices





# **GETTING STARTED AT NORTHUMBRIA**

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# GETTING STARTED

Once you have successfully completed your **Aptem onboarding** you are ready to begin your apprenticeship journey at Northumbria. A lot of resources will be available during induction week welcoming you to Northumbria. Please ensure that you attend all timetabled activities!

Before you arrive in Newcastle and during your induction week there will be a number of key tasks to complete to help you get your studies off to the best possible start. Please visit the **Getting Started on your Apprenticeships** web pages for instructions on the key tasks that you need to complete, including how to access your timetable. Use the checklists below to make sure that you are prepared for your first day on your course.

**FORGOTTEN YOUR PASSWORD?**

Reset your password using **DUO** or via the **IT Chat** (all numbers) - available 24/7.

**FORGOTTEN YOUR USERNAME**

Please use the **IT Chat**.

## IMPORTANT

- Before you enrol, you **must** have completed your **Aptem onboarding**.
- You also **must** ensure that both you and your employer have reviewed and signed the **Training Plan and Apprenticeship Agreement in Aptem** before the start of your program. Failure to sign these documents may result in a delay in beginning your apprenticeship.

### BEFORE YOU ARRIVE CHECKLIST

- Enrol and notify us of any support requirements
- Install DUO Multi-Factor Authentication (MFA) on your mobile phone to access university systems
- Read this guide!

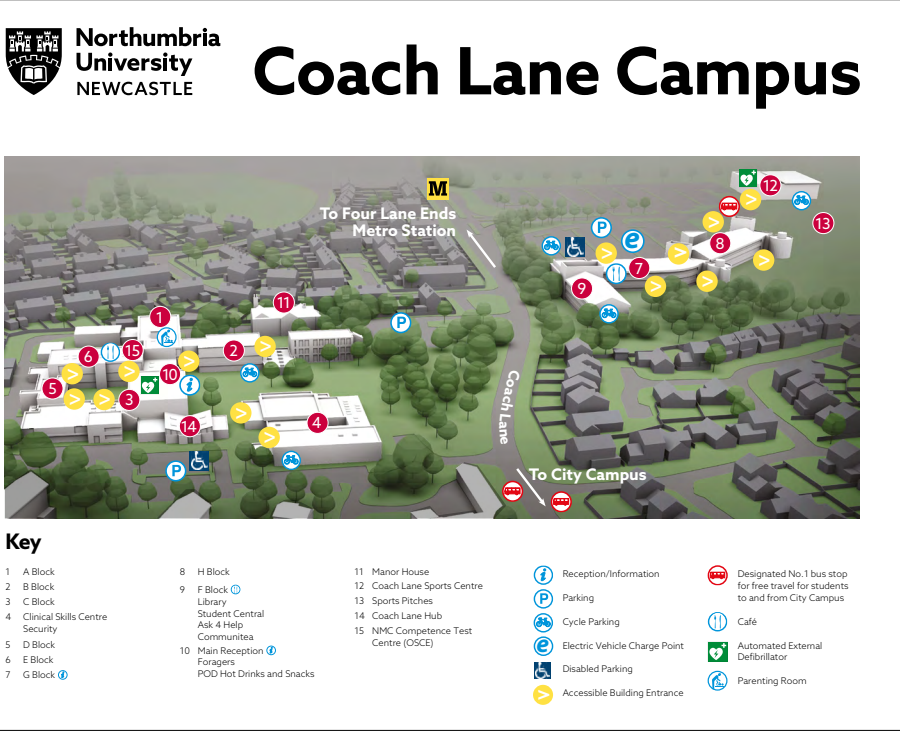
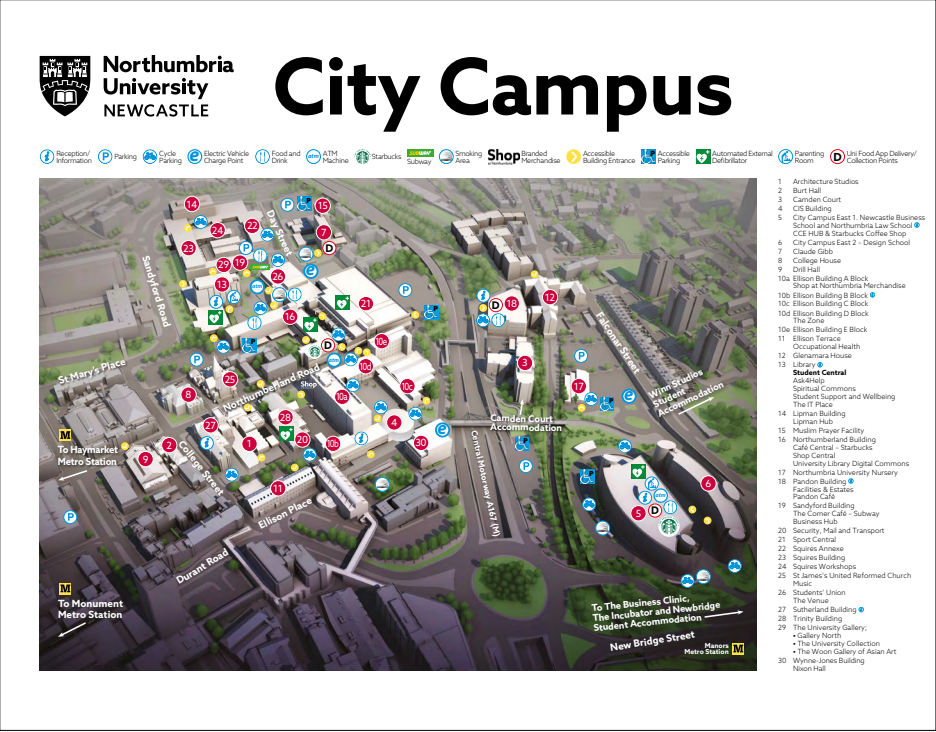
### WHEN YOU ARRIVE CHECKLIST

- Collect your Smartcard
- Access your timetable
- Take part in induction
- Complete your mandatory Consent and Bystander training

# YOUR CAMPUS

Our **campus maps** help you to locate buildings and facilities as well as food and drink outlets. You can start to navigate Northumbria by clicking on each of the maps below to enlarge it.

In partnership with **AccessAble** we also provide detailed Access Guides to our campuses. Our Access Guides cover much more than just automatic doors and ramps; you'll find information on lighting, colour contrast, signage and background noise. They also include photographs, accessibility symbols and detailed measurements. Most importantly, all the details have been checked in person, so you can be sure you'll get all the facts you need.





# 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** 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**.

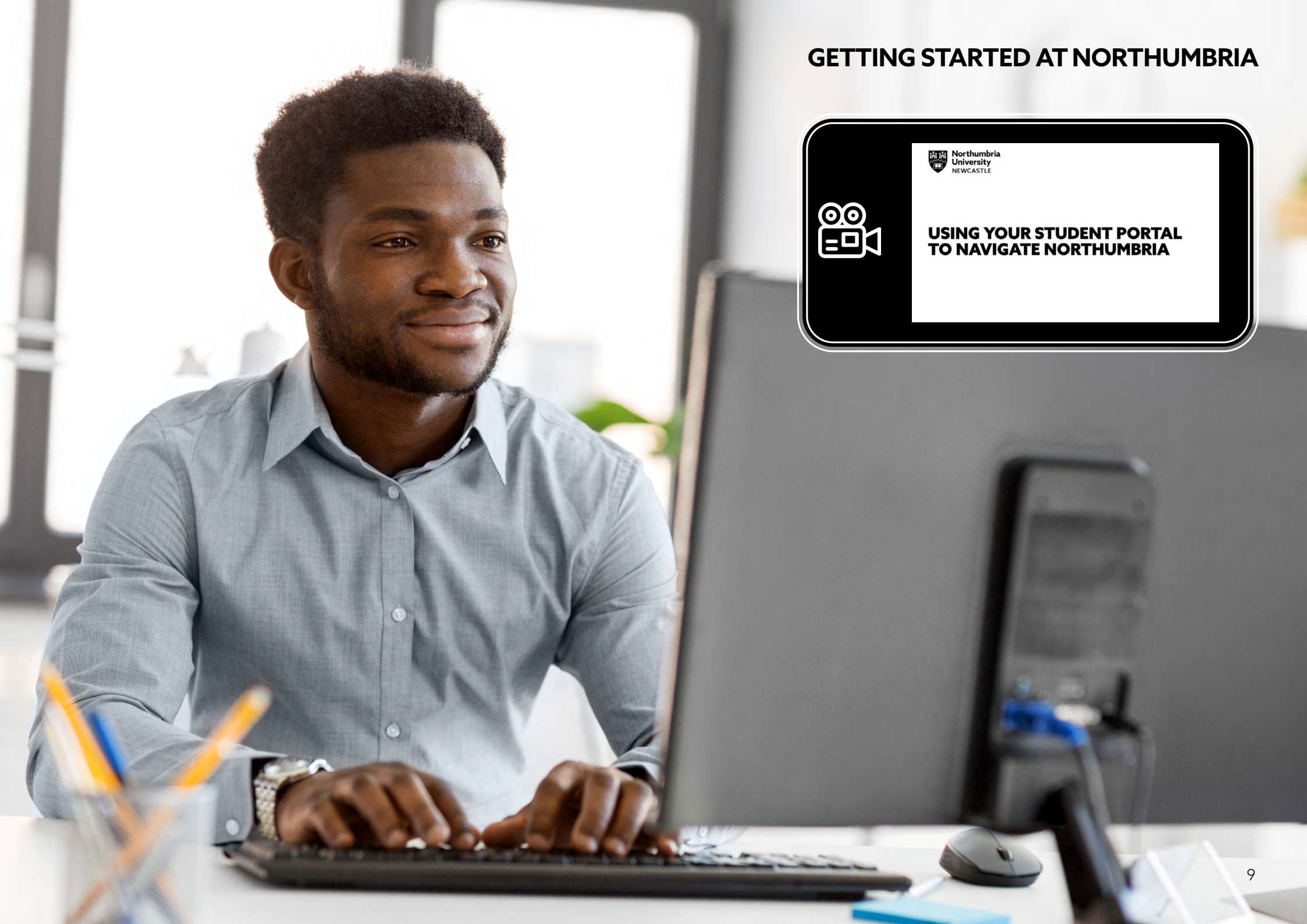
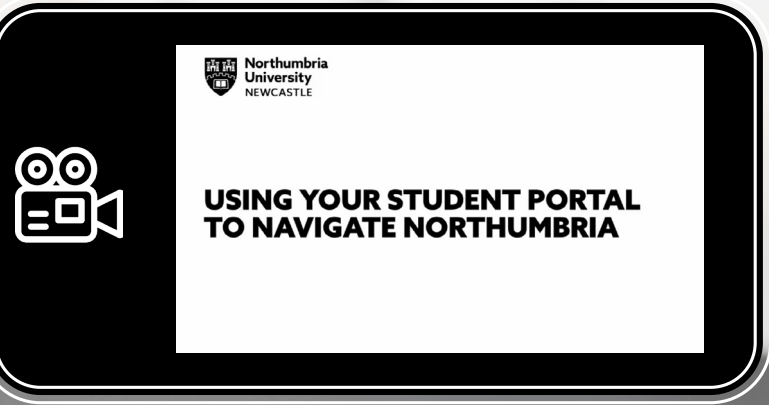
### Get to know Aptem

Aptem is Northumbria University's Apprenticeship Management System, used to track your apprenticeship journey.

#### You will use Aptem to:

- Sign key onboarding documents like the Training Plan and Apprenticeship Agreement
- Log Off-the-Job learning reflections and hours
- View and accept Progress Review Meetings

Visit the article **Understanding Aptem** in Ask4Help Online on the Student Portal for further information.







**BEFORE YOU  
ARRIVE**

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# PLAN YOUR JOURNEY TO 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 on 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 you to a next-door residential estate.

Visit: **Coach Lane Campus What3Words  
///seat.prime.coffee**

Visit: **[nationalhighways.co.uk](https://www.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 on 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.

Once you have enrolled, you can use your University username and password to access your **reading list**. For programmes starting in September 2025, reading lists will be available from 1 September. Please note, it may take up to 48 hours following enrolment to access University systems.

## 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 enrolled, you will be able to access the second stage of your digital induction via Blackboard. Please note, access to Blackboard may take up to 48 hours following enrolment.

Please access the **Student Digital Induction** article in Ask4Help Online on your Student Portal for further details.

Videos to help you get started:

- **Understanding 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 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 on your Student Portal contains lots of helpful information about managing your money. To access specialist support, please submit an enquiry via the article **Budgeting and money advice** in Ask4Help Online on your Student Portal.





BEFORE YOU ARRIVE

# 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 **Personal Support and Welfare** section of Ask4Help Online on your Student Portal.

During the University application process, and your Initial Skills Assessment, 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.

BEFORE YOU ARRIVE







# WHEN YOU ARRIVE

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# 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

Once you have completed your enrolment, your timetable will be available within two working days. It will include Welcome Week activities, your programme induction and teaching sessions. Attendance at your programme induction is mandatory. It will take place during the week beginning 22 September and typically lasts one day. To make the most of Welcome Week, you are also encouraged to attend all other scheduled sessions. If you cannot access your timetable by Monday 22 September, **please contact Ask4Help**.

8 - 15 SEPTEMBER

11 & 18 SEPTEMBER  
Campus Tours and activities for early arrivers and commuters.

MONDAY 22

22 - 26 SEPTEMBER  
Programme induction sessions at City Campus and Coach Lane Campus. **Check your timetable** for dates, times and locations.

22 - 24 SEPTEMBER  
NU Support Services Fair, Upper Sports Hall, City Campus - Coach Lane students invited too - drop in between 11:00 - 15:00, or **check your timetable** for your scheduled slot.

22 - 23 SEPTEMBER  
SU Freshers' Fair - 10:00 - 16:00, Students' Union, City Campus.

24 SEPTEMBER  
Big Fair: Societies and Volunteering Fair - 10:00 - 16:00  
Students' Union, City Campus.

25 SEPTEMBER  
Students' Union Societies and Stalls Fair, Coach Lane Campus.

24 SEPTEMBER  
Big Fair: Northumbria Sport  
Students' Union, City Campus.

22 SEPTEMBER - 3 OCTOBER  
Smartcard Collection, weekday drop-in 10:00 - 16:00  
Study Skills 1, Student Central, City Campus.

23 - 26 SEPTEMBER  
DBS Checks including Smartcard collection for specific Health and Wellbeing programmes. **Please check your timetable** and ensure that you attend your designated session.

23 - 26 SEPTEMBER  
Coach Lane Occupational Health Vaccinations for specific Health and Wellbeing programmes. Check emails for details.

25 - 26 SEPTEMBER  
Uniform Fitting for specific Health and Wellbeing programmes.  
Clinical Skills Centre 013 - please check your timetable and ensure that you attend your designated session.

FROM 15 SEPTEMBER  
Students' Union Activities.

22 - 29 SEPTEMBER  
Be Part of It Welcome and Freshers' Activities - The Quad, City Campus.

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

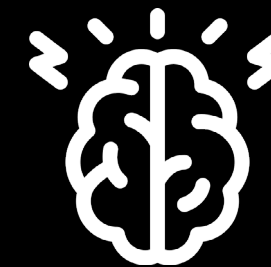
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# HELP AND SUPPORT

Now that you have completed your enrolment and induction, you will start your academic studies and settle into your apprenticeship. **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.



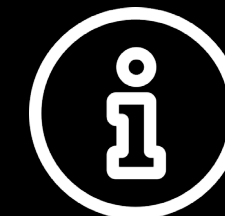
## MENTAL HEALTH AND WELLBEING

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 personal challenges.

\*Please note the university does not operate an emergency mental health service – **in an emergency** please call **999**.



## GETTING SETTLED

# LIFE AS AN APPRENTICE

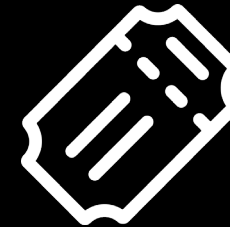
As an apprentice you will be balancing work alongside studies. We understand that your time is precious and we invite you take part in the various activities and events on offer at Northumbria as an optional addition to your apprenticeship experience.



### BE PART OF IT

**Be Part of It** is a programme of activities, exclusive to Northumbria University students offering heavily discounted tickets for a huge variety of activities from paddle boarding, cocktail making, trips around the UK and nights out at the theatre.

See our **Be Part of It** video.



### 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.

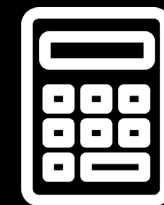


### ACADEMIC STUDIES

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

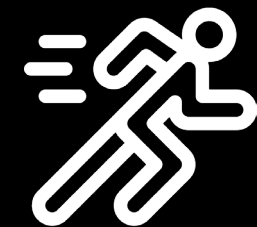
Get support with developing your **Study Skills**.

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.

You can also take part in the Big Week of Sport/Squad Selections which take place between the 27 Septembr and 5 October.

## FURTHER SUPPORT

# 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).







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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, August 2025.