

[INSERT FACULTY]



**Northumbria
University**
NEWCASTLE



[INSERT DEPARTMENT]

[INSERT PROGRAMME TITLE]

[INSERT AWARD]

[INSERT YEAR/S] Programme Handbook

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This handbook provides you with information regarding your programme and where to find help and support during your time at Northumbria.

Programme Information

Programme Highlights and Aims

[INSERT FROM PROGRAMME SPEC]

Professional, Statutory and Regulatory Bodies (PSRB)

[INSERT FROM PROGRAMME SPEC]

Programme Learning Outcomes

[INSERT FROM PROGRAMME SPEC]

Programme Structure

[INSERT FROM PROGRAMME SPEC]

Results

Following Programme Assessment Boards (PAB), you can access your Student Module Record Form (SMRF) via your Student Portal on specified dates. Marks received before a PAB are subject to change and are not confirmed until they have been ratified by the PAB. For information around results release dates for your programme ask your programme leader.

For further information regarding your results, search '*understanding your academic results*' in the Help and Support Search in your Student Portal.

Option Modules

If your programme offers option modules you will be notified of the process for selection and allocation at the appropriate time within the academic year. Module information is indicative and is reviewed annually therefore may be subject to change.

The University will use reasonable endeavours not to make any changes to your programme, either before you start or during the academic year for which you enrol. However, there are occasions where some changes may be necessary to assist and support the proper delivery of educational services.

Support from Your Academic Team

Our pastoral support is designed to ensure that you can conduct your studies to the best of your abilities. We endeavour to ensure that you always know exactly what is expected of you during your studies. Staff will help you develop the skills required to plan, manage, and review your learning, and will support you should you encounter any issues which hinder you. This is supported by Module Leaders, Dissertation Supervisors, and by your individual Personal Tutor. A central principle of this system is to develop your autonomy in order that you develop a well-honed ability to work independently upon graduation.

You will find details and further information on your programme representative and personal tutor on the student portal.

Hours of Study, Attendance and Timetable

Hours of Study

Your degree programme is made up of a number of modules. Each module has a specific number of credits attached. Credits identify the total number of hours you are expected to apply to the module. Each credit represents 10 hours of learning. You will be expected to study a minimum number of hours, for example, 600 hours per semester of full time study.

The work you are expected to do for each module is made up of the following activities:

1. **Contact Hours:** These are the lecturers, seminars, workshops and tutorials shown on your timetable for each module
2. **Directed/Independent Study:** This is the time you will spend preparing for seminars, writing up your

seminar and lecture notes, reading the recommended texts and articles, meeting with fellow students on group work and carrying out your own research

3. **Assessment:** This is the time you will be required to devote to complete the module assessment, which may include examinations, assignments, portfolio, presentations and group reports

You can access your timetable via the Student Portal.

Why is attendance important?

Regular attendance at taught sessions is really important. Research shows a high correlation between attendance and achievement at University. As set out in your [Student Charter](#), the University asks you to engage actively with your learning opportunities both inside and outside of the University. We expect you to be an independent learner and an active participant in your own learning, and to take responsibility for achieving your learning outcomes and potential.

Engagement in group work, seminars and tutorials is a key element for both learning and the development of interpersonal skills.

Why do we monitor attendance?

When you begin your studies, you will notice that we monitor student attendance at all timetabled sessions.

The University takes a proactive and positive approach to supporting your engagement with your studies and attendance on your Programme. Student attendance data, and other student engagement data which you have consented to provide, enables the University to identify where you may need some additional support to 'stay on track'. We strongly believe in providing the best possible student experience we can, and we know that sometimes life can become complicated. If we are concerned about your attendance, we may contact you to see if everything is okay, and how we may help. Your lecturers, or your Student Engagement Team may contact you in-line with our [Attendance Monitoring Policy](#).

The Student Engagement Team are highly-experienced, professional support members of staff, who can work with you to ensure you receive the right guidance and support from the University, should you ever need it. They work with your Personal Tutor, Module Tutor and Programme Leader, and a range of confidential University Services and Procedures such as:

- Counselling and Mental Health
- Disability and Dyslexia Support

- Financial Support
- Welfare and Health support
- International Student Support
- Changes to your Circumstances
- Chaplaincy and Faith Advice
- Personal Extenuating Circumstances
- Requesting an Extension to an Assessment (Late Approval)

You can find out more about these by visiting the Help and Support Section of your [Student Portal](#) at any time.

The University also has a legal obligation to monitor the attendance of its international students under its Tier 4 licensing agreements.

Staff Student Programme Committees (SSPC)

Programme Representatives are elected by you during Programme Rep Election Week, usually held close to the start of teaching, to represent the views of students on your programme to the University. They are there to take forward any programme-wide feedback and let the University know what students are enjoying on the programme, or what students would like to see improved. The Programme Representatives will be invited to one Student Staff Programme Committee (SSPC) per semester, usually around November/December and March/April. At this committee they will represent you and deliver your feedback so you are strongly encouraged to make your views known to them.

In the spirit of continuous improvement we aim to promptly address the issues you raise and actions are normally monitored through the SSPC and annual programme review. The SSPC is a formal, minuted meeting of academic, technical and professional support staff and student representatives. Minutes will be posted on Blackboard after the meeting.

Employability on Your Programme

Your programme at Northumbria is relevant to the workplace and already has employability embedded, so from day one you are gaining sought-after skills that will make you much more employable when you graduate.

You are gaining transferrable employability skills through project work and practical problem solving through real-world examples. You are getting experience of and insights into the workplace through external visits and groupwork, and you are building skills to enhance your employability by learning how to promote yourself

in the competitive job market through reflection and action planning. You have access to the Graduate Futures team, which provides online and face to face support with your career planning, applications, interviews and job and placement search, as well as virtual and on campus events delivered by expert staff and employers keen to recruit Northumbria students.

You may also have access to placement and study abroad opportunities on your programme, as well as support to start your own business.

To give yourself an edge over other graduates you can also get involved in opportunities outside of your course. Find out how you can get hands-on experience and gain further skills to make yourself more employable.

To access the link below you must first sign in to your [Student Portal](#).

[Careers and Employment](#)

Degree Apprenticeship Information

Workplace Support

Apprentices will be supported by a workplace mentor as outlined above. There will be regular tripartite meetings between the University, the employer and the apprentice to monitor and discuss progress, particularly in relation to the initial needs analysis plan. These will be quarterly as a minimum. There will also be an Employer Apprentice Coordinator to oversee apprentices and their experience in the workplace and resolve immediate issues as well as liaising with the University.

Workplace Mentor

Workplace Mentors will be familiar with the apprenticeship programme and its workplace requirements. They will facilitate the workplace learning opportunities to enable you to meet the requirements of the apprenticeship standard. You will meet them during induction and if you are new to the workplace they will assist with orientation. They will participate in tripartite meetings between you and the University, acting on behalf of the employer and take part in any elements of assessment required by the programme/apprenticeship assessment plan, including skills assessment. They will also liaise with the Employer Apprenticeship Coordinator and University as necessary, but particularly if any problems are encountered. The University will ensure that Workplace Mentors are prepared for their role.

Workplace Coach

Your University individual Workplace Coach will provide specialist apprenticeship support to facilitate effective learning, in line with the appropriate occupational competencies and apprenticeship standards. They will support you during your learning and provide feedback in reviewing your evidence of your practice at work for submission as part of your Apprenticeship End-Point Assessment. They will participate in tripartite meetings with you and your Workplace Mentor to discuss and review your progress and ensure timely decisions which adhere to apprenticeship rules and requirements, and regulatory body standards.

Changes to the Apprenticeship or Employer

The University is required to notify any changes relating to the employer or breaks in learning. You may take a break in learning where you plan to return to work but this must be agreed with your employer. Examples could be medical treatment, parental or personal reasons (but not annual leave). Should you be made redundant the University will make reasonable efforts to find you a new employer. If we are unsuccessful and you are more than six months away from completion, we will need to record you as having left learning.

If your circumstances change after you start your course, our Student Transition Team is here to help you access support that would be helpful to you, and enable you to make an informed choice about what to do next. More information can be found online at [Change of Circumstances](#).

End Point Assessment

The end-point assessment is a holistic and independent assessment of the knowledge, skills and behaviours, which have been learnt throughout an apprenticeship programme. The requirements for end-point assessment are set out in the assessment plan for the specific standard. You can only take the end-point assessment once you have met the minimum duration of an apprenticeship, satisfied the gateway requirements set out in the assessment plan and your employer and the University agree you have attained sufficient skills, knowledge and behaviours.

Unless the apprenticeship has been identified as an 'integrated standard', the employer will select an apprentice assessment organisation to deliver the end-point assessment. Although the University will be involved in arrangements for end-point assessment, the assessment itself will be independent. The end-point assessment requirements are set out in the assessment plan for the **Standard [INSERT APPRENTICESHIP STANDARD LINK FROM IFA WEBSITE]**

Some assessment plans give the employer and the provider specific roles but having been involved in delivering the programme, Northumbria University cannot make end-point assessment judgements for that same group of apprentices.

Data Sharing

As outlined in the student Privacy notice which can be found [here](#) and the Commitment Statement, we may share data with your employer in relation to attendance and progress on the programme.

Confidentiality

This is a work-based programme and as such it is likely you will complete a substantial amount of work relating to the workplace. In line with data protection and professional practice requirements you should give very careful consideration to issues of confidentiality within submitted work. The following statement provides important guidance which you should follow. Issues of confidentiality will be checked by the tutor assessing your work. Where confidentiality and anonymity is considered to have been breached you may be subject to an academic misconduct process.

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 work-based portfolios.

The identification of one or more individuals in either a written assessment or other form of assessed presentation/evidence to examiners or others without prior written informed consent could constitute a breach of the General Data Protection Regulation (Regulation (EU) 2016/679) 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 would be clearly stated in the guidelines for that specific assessment.

Here are some practical tips for ensuring confidentiality is maintained:

- ◆ It is essential that you confirm your plans with your Workplace Mentor and Module Tutor so that they are aware of the work you are doing;
- ◆ You must gain the permission for any workplace data you plan to use in an assessment;
- ◆ Individual identity must be protected by removing names from any documents you submit. You may refer to individuals by using a pseudonym;
- ◆ Under no circumstances must any client details be included in your work.
- ◆ You should remove the name of your workplace from your work. You can refer to your workplace by the nature of the work rather than by its name e.g. 'a large legal firm in a city location', or 'a local authority'.

Commitment Statement

You will need to sign a tripartite Commitment statement (Apprentice, Employer and University) at the start of the programme during induction and at regular intervals throughout your programme. This Commitment Statement sets out each party's obligations and will be revisited at regular intervals throughout your programme.

The key elements of the Commitment statement are as follows:

- Details of the apprenticeship, including start and end-dates
- Details of end-point assessment arrangements including apprentice assessment organisation (where applicable)¹.
- Attendance requirements
- Off the job learning/study time arrangements
- Key milestones for mandatory or other qualification achievements
- Details of additional costs which are not funded by ESFA or employer
- Arrangements for recognising and recording prior learning
- English and maths funding and delivery details (if required)
- Roles and responsibilities of the employer, provider and apprentice/tripartite arrangements
- Employer: Commitment to wages
- Employer: time off to study in the working day
- NU degree apprentice support and guidance arrangements
- NU process for resolving any queries or complaints
- Escalation process for queries and complaints to ESFA through the apprenticeship helpline. Additionally, the complaint can be escalated to the ESFA through the apprenticeship helpline. Email: nationalhelpdesk@apprenticeships.gov.uk. Telephone 08000 150 600.

Off the Job Training

¹ It is recognised that in the early months of the new funding system, not all apprentice assessment organisations will be known at the start of the apprenticeship. The commitment statement will be updated to include these details as soon as they have been confirmed.)

Off the job training is a key element of a degree apprenticeship. ESFA defines off the job training as:

“Off-the-job training is training received by the apprentice, during the apprentice’s paid hours, for the purpose of achieving their apprenticeship. It is not training delivered for the sole purpose of enabling the apprentice to perform the work for which they have been employed.

Off-the-job training is a statutory requirement for an English apprenticeship.

Off-the-job training must be directly relevant to the apprenticeship framework or standard, teaching new knowledge, skills and behaviours required to reach competence in the particular occupation.

To comply with funding rules at least 20% of the apprentice’s paid hours, over the planned duration of the training period within the apprenticeship, must be spent on off-the-job training.”

This 20% calculation can be found on your Commitment Statement and you will be expected to record the amount of time you spend in off the job training, electronically.

This training can include:

- The teaching of theory e.g. lectures, roles playing, simulation exercises and online learning
- Practical training e.g. shadowing, mentoring, industry visits
- Learning support and time spent writing assessments/assignments

Achievement of Level 2 qualifications in English and Mathematics

The Education and Skills Funding Agency states that for all students undertaking a level 3 or higher apprenticeship, it is a national requirement that they must hold or achieve an approved level 2 qualification in both English and mathematics before they can successfully complete the apprenticeship.

For any student who does not hold, or is unable to evidence, these qualifications, we will identify the best way to support you to either achieve or evidence the appropriate level of qualification before completion of the apprenticeship.

If you need to complete a level 2 qualification, NU will work with a designated level 2 provider to facilitate both an initial diagnostic test and the assessment leading to the required qualification. The diagnostic test will determine the level of support an individual student will need to successfully achieve the required qualification and this support will be delivered by the designated level 2 provider.

Help and Support

Your Student Portal

Your Student Portal provides a single point of access to a range of self-help information and guidance on topics such as careers and employment, accommodation, international, IT, money and finance, your course, student life and support and wellbeing. You can also route queries through to Ask4Help and our network of support professionals.

Link to Student Portal <https://myportal.northumbria.ac.uk/>

University Library

Your University Library is here to support your academic success by providing you with expert help and high quality resources. On campus you have access to unique learning spaces, designed using student feedback and giving you a choice of places to read, think, focus collaborate and be inspired. Half of the library learning spaces are equipped with PCs or Macs, and self-service laptops give you additional choices in how you might want to work. There is WiFi throughout the University Library if you want to connect your own device.

Your online reading list service provides access to all the materials you are directed to read as part of your programme modules. For wider reading and research, Library Search offers a single point of discovery for exploring and accessing our extensive collection of print books, ebooks, journals, databases of subscribed scholarly content, primary source material and digital archives. You can also access wider global resources on demand via our Inter Library Loans service.

The Skills Development Team is available to offer support and advice for your academic work. If you need help with searching for information, academic writing, or referencing the Northumbria Skills Programme (NSP) is here to help you develop these and other learning skills. Alongside these workshops we offer one to one support by telephone, email, Skype, or MS Teams. We also provide a range of online help guides in a variety of formats through Skills Plus (library.northumbria.ac.uk/skillsplus).

To access videos and other content from our NSP workshops you can self-enrol in our Northumbria Skills Programme Blackboard organisation (organisation ID is LR007BC).

If you have questions about developing your learning skills then please get in touch (library.northumbria.ac.uk/develop-learning-skills/learning-skills).

Access the University Library online through your Student Portal, or direct at northumbria.ac.uk/library

Students' Union

Your Students' Union, representing your academic interests.

Coming to University is a big investment, of time, money and effort that will affect the rest of your life. The Students' Union represents all students, helping them resolve problems they encounter through its work with the University. Independent of the University, it trains and supports over 1,000 students a year to represent Northumbria.

Every programme at Northumbria has a programme representative, a student from the course, elected by all members of the course in around the fourth week of teaching. Their role is to represent you to the programme staff. Large programmes may have two or three reps. These student reps are trained and supported by the Students' Union and will consult with you about the issues you face on the course, discuss them with programme staff and together we will try and find a solution.

Each department has its own Department Rep, as does each Faculty. Recruited and trained by the Students' Union, they meet monthly with the senior staff in the department and University on cross cutting issues and support programme reps in their work.

The five Sabbatical Officers who lead the Students' Union are elected by students every year. Their role is to represent the voice and views of students across the institution, working with the Vice Chancellor and Deputy Vice Chancellor and other senior staff. Two Officers each year sit on the University's Board of Governors. You can find the Officers in the ground floor of the Students' Union or contact them through our website.

You can find details of all of these reps in the MyReps section on your Student Portal.

In addition to the student representation, the Union also provides students with academic advice for students who need help in making a complaint, appeal or another issue to do with the student regulations. You can contact them at www.mynsu.co.uk

Finally, the Students' Union is the largest provider of extra curricular opportunities and placements on campus. When you come to graduate employers will expect to see evidence of both your academic skills and also your personal skills and abilities. Volunteering with the Union is a great way to help develop these skills and experiences that will help your CV stand out. This isn't something you should leave to your final year, but you can get involved at any time on your course. You can find out more at www.mynsu.co.uk

Key Policies and Information

You will find useful information and policies on a number of aspects around your on-course studies at:

[Handbook of Student Regulations](#)

[Guidance for Students](#)

- Assessment regulations and policies
- Academic Misconduct
- Examinations
- Late submissions and Personal Extenuating Circumstances (PECs)
- Appeals and Complaints

[Student Engagement](#)

- Student Surveys
- Student Charter
- Student Protection Plan

[Academic Engagement](#)

- Personal Tutoring Policy
- Educational Analytics
- Student Attendance Monitoring
- Northumbria Higher Education Achievement Report (HEAR)
- Northumbria Graduate Characteristics

[Ethics and Governance](#)

Academic Language Skills (ALS)

Academic Language Skills is an in-sessional academic study skills module delivered in each Faculty. It is offered at postgraduate and undergraduate level. Each Faculty has a named ALS coordinator and experienced academic language lecturers lead the Seminars.

ALS modules run in Semesters 1 and 2 each year. If you have any questions, please contact the ALS Module Leader attached to your Timetable. You can also check this if you call into your nearest Student Central location.

The formal sessions and interactive seminars are designed by these lecturers in conjunction with Faculty Programme Leaders to tailor the course to your specific study areas.

The aim of the ALS program is to help you achieve your full potential in your credit-bearing modules, by enhancing your academic written and spoken communication skills. We do not want to add extra work to your already busy schedule, so the vast majority of the learning will take place during the weekly seminars. You may be asked to complete some preparation tasks for some seminars but these will be kept to minimum. Most weeks, you will just come along and participate in the sessions.

Health & Safety and Security on Campus

To ensure your own safety and the safety of others, you must familiarise yourself with and adhere to all aspects of health and safety, both generally and more specifically, those that are most relevant to your programme and the areas you are working in. For any queries regarding health and safety or risk assessment within the Faculty please ask your Programme Leader.

First aid: The University provides a network of first aiders covering all sites. In the event of sudden illness or injury the first aiders should be the first point of contact.

Fire and Evacuation Procedures: Faculty staff acting as fire marshals have been nominated for all areas to ensure that everyone evacuates the building when the alarm sounds. On hearing or seeing the alarm you must leave the building quickly in an orderly manner and gather at the designated assembly point. You must not re-enter the building until you are told it is safe to do so by the Fire Marshal or Security Officer.

In an emergency, please use appropriate number:

- **First aid** 0191 227 3999
- **Emergency first aid** 0191 227 3200
- **Fire and evacuation** 0191 227 3200

More information is available in the [Health and Safety Policy](#).

Information to help you stay safe whilst on campus, including details of the free SafeZone app, can be found at [Safety on Campus](#).