YOUR PROGRAMME

HANDBOOK 25/26.

|  |  |
| --- | --- |
| **Faculty of xxx** |  |
| **Department of xxx** |
| **Apprenticeship Standard *insert name of standard, reference code and version*** |
| **Programme Title xxx** |
|  |  |

A collage of people in different professions

Description automatically generated

A building with glass walls and a circular building

AI-generated content may be incorrect.PROGRAMME INFORMATION  
  
This Handbook provides you with information about your programme and where to find help and support during your time at Northumbria University.

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**What is an Apprenticeship?**

Apprenticeships are developed by employers, universities, and professional bodies working in partnership and combine working with studying part time at a University.

A Degree Apprenticeship (DA) brings together two qualifications – the apprenticeship as defined by Skills England (formerly the Institute for Apprenticeships and Technical Education (IfATE).and an academic qualification, either undergraduate or postgraduate. See [Apprenticeship standards / Institute for Apprenticeships and Technical Education](https://www.instituteforapprenticeships.org/apprenticeship-standards/?) for information on the knowledge, skills and behaviours and assessment plans linked to the apprenticeship standards.

A Higher Apprenticeship (HA) is a work-based learning programme at a high skill level. It can provide you with a clear pathway to achieving your career ambitions. See [Apprenticeship standards / Institute for Apprenticeships and Technical Education](https://www.instituteforapprenticeships.org/apprenticeship-standards/?) for information on the knowledge, skills and behaviours and assessment plans linked to the apprenticeship standards.

As an apprentice you must be employed throughout your programme, you will spend part of your time at university and the rest with your employer.

**Apprenticeship Standard**

A range of sectors offers apprenticeships, and each sector is bound by a sector specific apprenticeship standard. The standard sets out the occupation/job role, what the apprentice will be doing and the skills they will develop in order to complete the apprenticeship. Your apprenticeship standard is *insert name of standard here*. You will find details of how the academic elements of the programme map to the knowledge, skills and behaviours of the standard on the programme Blackboard site.

**Training Plan**

The apprenticeship Training Plan is a mandatory document and should be signed by you, your employer, and the University prior to the start of the apprenticeship. The document sets out a list of expectations from you, and how the University and your employer will support you and additional information about the programme. It is a ‘live’ document which will be continually reviewed, used to inform discussion on progress review (tri-partite) meetings and kept up to date with any material changes to your work or learning environment. An up-to-date Training Plan is a compulsory requirement for this programme and failure to sign this document may result in you being withdrawn.

**Programme Highlights and Aims**

Copy from last year’s handbook but check for updates

**Professional, Statutory and Regulatory Bodies (PSRB)**

Copy from last year’s handbook but check for updates

**Programme Learning Outcomes**

In undertaking this programme, you are expected to achieve the Knowledge, Skills and Behaviours as outlined in the Skills England Apprenticeship Standard for *insert name of standard and IfATE web link* The following learning and educational outcomes are mapped to this Standard and on completion of each stage (level) of the programme, prior to progression to the next stage, you will be expected to successfully achieve these.

Copy from last year’s handbook but check for updates

**Programme Structure**

Copy from last year’s handbook but check for updates

**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.

Where possible, we will not 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.

**Hours of Study, Attendance, Engagement and Timetable**

### Hours of Study

The work you are expected to do for each module is made up of the following activities. See further details on this in the ‘Off the Job Training’ section further down.

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.
4. **Other:** This could include any other activity directly linked to learning aligned to the KSBs of the apprenticeship standard and will be shown on your Training Plan. See below for more information on off the job training hours.

You can access your timetable in your [Student Portal](https://myportal.northumbria.ac.uk) and via the NU Connect app.

**Off-the-Job Training (OTJ)**

Off-the-job training (OTJ) is a statutory requirement for an English apprenticeship. It is an essential component, and a legal requirement, of an apprenticeship. DfE defines off the job training as:

*“It is training which is received by the apprentice within their practical period, during the apprentice’s normal working hours, for the purpose of achieving the knowledge, skills and behaviours of the apprenticeship they are undertaking. By normal working hours we mean the hours for which the apprentice would normally be paid, excluding overtime.*

*It is not on-the-job training, which is training received by the apprentice for the sole purpose of enabling the apprentice to perform the work for which they have been employed. By this we mean training that does not specifically link to the knowledge, skills and behaviours set out in the apprenticeship”.*

Further information can be found on GOV.UK - [off-the-job training](https://www.gov.uk/government/publications/apprenticeships-off-the-job-training)

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

To comply with funding rules, off-the-job training hours will only be eligible if they are taken in the apprentice’s normal working hours, over the planned duration of the training practical period within the apprenticeship. The apprentice must meet the planned hours before passing through Gateway. Note that these planned hours must meet or exceed the minimum off-the-job training hours as published in DfE funding rules.

The planned hours can be found on your Training Plan and from the beginning of the programme you will be expected to record the amount of time you spend in off the job training, using Aptem. Note that any ineligible activity, including any that is done outside of normal working hours, will be discounted from your OTJ log.

This training can include:

* The teaching of theory e.g. lectures, role playing, simulation exercises and online learning.
* Practical training e.g. shadowing, mentoring, industry visits and participation in competitions.
* Learning support.
* Time spent writing assessments/assignments (not exams).
* Revision (where this is specifically required for achievement of the apprenticeship).

Examples of OTJ activity on this programme may be:

**Programme team to complete these examples with specifics to the actual apprenticeship and include links to any BB materials you may have available.**

Training that must not be included:

* Initial assessment and onboarding activities
* English and maths standalone qualifications (where required, these must be delivered in addition to the minimum off-the-job training requirement)
* Training to acquire knowledge, skills and behaviours that are not required by the apprenticeship standard
* Progress reviews
* Examinations and other on-programme testing (e.g. linked to a qualification or the EPA)
* Training which takes place outside the apprentice’s normal working hours;

**Why is attendance and engagement important?**

Regular attendance at taught sessions is important. **Research shows a high correlation between attendance and achievement at university**. As set out in your [Student Charter,](https://www.northumbria.ac.uk/about-us/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 learning and developing your interpersonal skills and ability to collaborate, which is valued by your employer.

Engagement and OTJT active learning on the apprenticeship programme, even if you aren’t scheduled to attend a taught session, is equally important. The Department for Education (DfE) expects apprentices to regularly engage with learning contributing to the achievement of the knowledge, skills and behaviours (KSBs) of the apprenticeship standard. You must continue to actively engage with learning throughout your programme, including during University vacation periods. If you have a period of non-engagement of one calendar month or more, **you must** inform us and your employer as soon as possible because you will be required to take a break in learning until you are able to re-engage with the programme.

### How do we monitor attendance and engagement?

When you begin your studies, you will notice that we monitor apprentice student attendance at all timetabled sessions on campus:

* **You must register your attendance using your Smartcard at each of your timetabled on campus sessions**, including at the beginning of any back-to-back sessions in the same room.
* You can register online on the same day if you forget or lose your Smartcard.

You are also required to update all components of your Learning Plan on Aptem, in line with the schedule agreed on your Training Plan. This will also be monitored for engagement. It is important to note that by completing these components, for all taught activity, that you are confirming to both your employer and the University, that you attended.

### Find out more about how to **[register your attendance or notify us of an absence via your Student Portal.](https://myportal.northumbria.ac.uk/Help-and-support/My-Programme/Absence-Management/Registering-your-attendance-and-notifying-us-of-absence)**

### How will you be supported if your attendance drops or stops?

We take 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 us 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 and your employer to see if everything is okay, and how we may help. Your lecturers, or your Student Success Team may contact you in-line with our [Student Attendance and Engagement Monitoring Policy.](https://www.northumbria.ac.uk/about-us/university-services/student-library-and-academic-services/quality-and-teaching-excellence/student-engagement/academic-engagement/)

**If you are having difficulties attending and engaging and need support now, please** [record any absences and raise an enquiry to let us know](https://myportal.northumbria.ac.uk/kbarticle/KA-01586)**. Remember to also check your University email account regularly and respond to any concerns raised. This will ensure you receive the right support quickly.**

The University also has a legal obligation to monitor the attendance of its apprentice students under the Department for Education (DfE) Apprenticeship Funding rules and the Ofsted Education Inspection Framework (EIF).

**Failure to register your attendance may be considered as non-attendance and may lead to withdrawal from your programme, please see the above policy for details. Remember, it is your responsibility to register your attendance to maintain an accurate attendance record.**

**Your Timetable**

The University core teaching day is 09:00–18:00 Monday to Friday. Evening provision may take place between 18:00–21:00, most likely in cases of part-time or some postgraduate provision.

As an apprentice student, you can expect us to:

* Provide you with information on when and how you will access your timetable and who can provide you with help, should you need it.
* Provide you with a personal timetable in an electronic format that is clearly presented and is accessible anytime and from anywhere.
* Provide you with your finalised personal timetable a minimum of two weeks in advance of the start of teaching on your course (subject to date of full enrolment).
* Only change your timetable when there are exceptional circumstances that make this unavoidable, and if this does happen, communicate this to you and update your timetable effectively and efficiently.
* Ensure that appropriate accommodation is allocated to support the specified learning and teaching activity.
* Provide well-maintained and equipped teaching spaces that are fit for purpose, supported by weekly maintenance checks.
* Identify unallocated teaching and learning space so that students can take advantage of this for learning activities.

In return, we expect you to:

* Attend all your scheduled learning and teaching activity on time.
* Update your contact details to allow us to inform you promptly of any change or additional information regarding your timetable.
* Regularly check for any messages or updates we may send you.
* Leave teaching and learning accommodation as you would wish to find it.

**Changes to Apprenticeship or Employer**

The University must notify any changes relating to the employer or if an apprentice has a change in circumstances, to the DfE.

If there any changes to your employment including a change of employer, nature of your role, or hours of employment/working pattern you must formally notify the University via Ask4Help immediately in order that your Training Plan can be updated and re-issued for signature. This also applies if you need to take a break in learning.

**Break in Learning**

If you are unable to engage in OTJT active learning on your programme of study for a period of one calendar month or more, this is considered as a break in learning, and you must notify us immediately.

You may take a break in learning where you plan to return to work and the apprenticeship programme, but this must be agreed with your employer and discussed with your Programme Leader and Coach, prior to taking a break. Examples of a break could be medical treatment, parental or personal reasons (but not annual leave).

It is a funding requirement from Department for Education (DfE) that OTJT active learning (off the job training) must take place every calendar month of the practical period. Failure to update your Training Plan on Aptem could result in the University applying an enforced break in learning.

**Redundancy**

Should you be made redundant, you should contact Ask4Help immediately and provide an official redundancy/dismissal notice or other evidence to support this, e.g. an email informing employees that the business is closing. The University will make reasonable efforts to support you to find a new employer. Apprentices can access the University Graduate Futures Team for career support. If unsuccessful in finding a new employer within 12 weeks and you have more than 75% of the practical period left to complete on the programme, or are more than six months away from completion, we will need to record you as having left learning and you will therefore be withdrawn from the programme, in line with DfE Funding rules. If this happens, the University will issue a record of apprenticeship part completion.

If you have less than 75% or are within six months of the final day of the practical period, you may still be able to continue but this will be considered on a case-by-case basis.

**Change of Employer**

If you change employer at any time, you must ensure that your new employer is willing to support you on the apprenticeship in order to remain on the programme. You must inform the University immediately, via Ask4Help, that you are changing employer has and provide details including name of company, name and contact details of appropriate person, and prospective start date with the new employer.

If your circumstances change after you start your programme, our Student Success 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](https://www.northumbria.ac.uk/study-at-northumbria/support-for-students/staying-on-course/).

Please note if you are considering a break in learning or withdrawal, you must discuss this with your Employer, Programme Leader and University Coach first.

**Maternity, adoption and shared parental leave**

The DfE Funding rules outline arrangements for this. Should you wish to use KIT/SPLIT days to continue with apprenticeship OTJ training, please contact Ask4Help for further advice.

## Apprentice Student Voice

At Northumbria University, we are committed to partnering with our apprentice students to enhance your academic experience. Our student engagement initiatives are led by the University's Senior Management in collaboration with the Students’ Union, ensuring that your feedback is central to shaping your journey here.

Throughout your studies, you’ll have multiple opportunities to provide feedback on your programme through surveys sent directly to you. These surveys are completely confidential and offer you a platform to share your thoughts on your programme so far, as well as providing any constructive feedback you feel has benefit. You can access surveys easily through the Survey Portal**,** on Blackboard, via email, or through messages from your module tutor or programme leader.

For more information about the surveys and how your feedback shapes our programmes, visit the [article on your Student Portal](https://myportal.northumbria.ac.uk/Help-and-support/Student-Life/Get-Involved/Having-your-voice-heard-on-your-teaching-and-learning). Additionally, we encourage you to share your thoughts directly with your tutors or Programme Representatives at any time.

Programme Representatives are an essential part of the University and student experience. There are over 1,000 programme reps, across all programmes, including yours. These Reps are elected by you at the start of teaching during Programme Rep Election Week and trained by your Students’ Union.

Programme Representatives work with the academic staff to raise issues and offer feedback regarding their programmes, these reps are involved in discussion on how to improve the student experiences for all students. The Programme Representatives will be invited to a meeting or forum led by your Programme Leader to represent the views of your peers once a semester, usually around November/December and March/April.

In the spirit of continuous improvement, we aim to promptly address the issues you raise, and actions are normally monitored by your Academic Department in the form of action notes and written reports. The discussion forum usually consists of academic, technical, and professional support staff and student representatives from across the programme.

You can contact your rep through the [Student Portal](https://myportal.northumbria.ac.uk/).

**Data Sharing**

As outlined in the Student Privacy notice and the Training Plan, we may share data with your employer and other professional and regulatory bodies such as DfE and Ofsted, in relation to attendance and progress on the programme. A copy of the Student Privacy notice can be found [here](https://northumbria-cdn.azureedge.net/-/media/services/legal/gdpr/pdf/privnot/studentprivacynotice.pdf?modified=20230907110911)**.**

**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 are 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’.

**Achievement of Level 2 qualifications in English and Mathematics**

As part of the initial assessment, it must be determined whether an apprentice will study towards a standalone English and/or maths qualification as part of their apprenticeship. The Department for Education (DfE) states that for all apprentices aged 16-18 when beginning their apprenticeship, they **must** hold or achieve an approved level 2 qualification in both English and/or maths before they can successfully complete the apprenticeship. This is the equivalent of a Grade C/4 GCSE. Other qualifications can be accepted but only those on the approved published list found [here](https://www.gov.uk/government/publications/english-and-maths-requirements-in-apprenticeship-standards-at-level-2-and-above).

For apprentices aged 19+ who do not hold a suitable equivalent qualification when beginning the apprenticeship, English and/or maths is an **optional** part of the programme, unless it is a regulatory requirement by a professional body and/or your employer wishes you to undertake these qualifications.

For any apprentice student who requires but 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 aged 16-18 at the start of the apprenticeship, you will need to successfully achieve a level 2 qualification prior to apprenticeship Gateway. For 19+ apprentices, you will need to show evidence that you have attempted a level 2 assessment prior to Gateway. We will work with a designated level 2 provider to facilitate both an initial diagnostic test (where applicable) and the assessment leading to the required qualification. The diagnostic test will determine the level of support an individual apprentice student will need to successfully achieve the required qualification, and this support will be delivered by the designated level 2 provider.

To comply with DfE Funding Rules, you must engage with active learning for the level 2 qualification, as outlined in your Training Plan. You will be required to log your active learning for these qualifications on Aptem.

**Gateway and End-point Assessment (EPA)**

All apprenticeship programmes include an End-point Assessment, which is mandatory, in addition to any assessment for the academic qualification and it is expected that you undertake this. You have not completed your programme successfully until you have undertaken and passed EPA. Failure to attempt EPA may incur a cost which will be charged to your employer.

You will progress to EPA once you have met the minimum duration of an apprenticeship, submitted an accurate and up to date off the job training (OTJ) log, satisfied the gateway requirements set out in the assessment plan and your employer, and the University (where appropriate) agrees you have attained sufficient knowledge, skills, and behaviours.

‘Gateway’ is the period of time that sits between the end of the on-programme delivery (often referred to as the practical period) and the EPA. The Gateway is a major milestone and is there to satisfy that documented requirements are met and that you as the apprentice, your employer and the University agree that you are ready for EPA. Your employer will have the final decision on your readiness for EPA. The criteria for Gateway vary from apprenticeship Standard to Standard and are identified in the assessment plan which can be found *insert link to IfATE standard*

EPA is a holistic and independent assessment of the knowledge, skills and behaviours (KSBs), which have been learnt throughout an apprenticeship programme. It is essential to give the employer confidence that the apprentice completing the programme can perform in the occupation they have been trained in. The requirements for EPA are set out in the assessment plan for the specific standard which can be found *insert link to IfATE standard assessment plan*

It is the final assessment of all apprenticeship programmes and is mandatory. Depending on the type of apprenticeship programme you are studying, i.e. fully integrated, integrated or non-integrated, this assessment may be in addition to an academic qualification, e.g. BA Honours. You have not fully completed your programme and will not receive the University certificate until you have attempted and/or passed EPA.

**Statutory/Fully Integrated**

This type of EPA means that it is fully embedded into the academic award so once the degree is achieved, there is no additional work to do. This applies to apprenticeships that have a statutory regulator. IfATE’s (now Skills England) definition of a statutory regulator is “one that has undisputed control of admittance of professionals into an entire occupation that Parliament has said must be regulated”. You will be deemed to have formally completed the apprenticeship programme on official Registration with that regulator, e.g. Nursing and Midwifery Council (NMC). Many of the healthcare apprenticeship Standards are fully integrated.

**Integrated**

This type of EPA means there is a separate piece of work to do which is credit bearing and will contribute to your academic award classification. Normally, you will complete a certain number of credits before going through Gateway, then go on to do one final piece of work which is the EPA. The University will act as the EPA organisation. On successful completion you will receive both University and apprenticeship awards and certificates.

**Non-integrated**

This type of EPA takes place after the required number of credits for a particular academic award is achieved along with all other Gateway criteria. An independent EPA organisation outside of the University and who you employer has agreed to use, will carry out EPA. Note that for some programmes, achievement of Gateway criteria may happen a considerable amount of time following achievement of credits for an academic award. **For non-integrated apprenticeship programmes, the End Point Assessment should be completed to attain a University award (see section 3.3.1 of** [Northumbria Academic Regulations for Taught Awards)](https://www.northumbria.ac.uk/about-us/university-services/student-library-and-academic-services/quality-and-teaching-excellence/assessment/assessment-regulations-and-policies/).

Unless the apprenticeship has been identified as an ‘integrated standard’, the University or your employer will select an external 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.

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 on ‘non-integrated’ standards.

**Results**

Following an examination Board, you can access your University Academic Results via your Student Portal on specified dates. Marks received before an Examination Board are subject to change and are not confirmed until they have been ratified by the Examination Board. For information around results release dates for your programme ask your Programme Leader.

For further information regarding your results, please see the [Results and Awards](https://myportal.northumbria.ac.uk/Help-and-support/My-Programme/Results-and-Awards) section in Ask4Help Online on your Student Portal.

In addition to receiving results for the academic element of your programme, you will also receive a separate grade for your apprenticeship, once End-point Assessment has been successfully completed.

Degree certificates and invitation to a graduation ceremony will only be issued at the end of the progamme, i.e. once EPA has been attempted and/or completed. As noted in the section above, for apprentices on non-integrated apprenticeship programmes, this means that you may achieve the required number of credits for an academic award but may not be eligible for the certificate or invited to a graduation ceremony until attempting and/or completing, EPA.

**‘On-programme’ Support**

As an apprentice it is important not only to gain an academic award but to develop personally and professionally through your time as an apprentice. The programme team will support your professional and personal development within programme review meetings. The University also supports your personal development through our services such as Student Support and Wellbeing and Graduate Futures. You can find further information on your programme Blackboard sites and in details in the sections below.

**Support from your Academic and Coach Teams**

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 Workplace Coach. On some programmes, you may also have a 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 completion of your apprenticeship and graduation.

You will find details and further information on your programme representative and personal tutor (if appropriate) in your [Student Portal](https://myportal.northumbria.ac.uk). Go to ‘My Info’ on the left, followed by ‘My Course’ at the top. You will find your Personal Tutor, Programme Leader, Workplace Coach and Course Reps on this page.

**Workplace Support**

Apprentices will be supported by a Workplace Mentor. There will be regular progress review (sometimes referred to as tripartite) meetings between the University, the employer and the apprentice to monitor and discuss your progress on the programme and any support requirements. These will usually be quarterly as a minimum. There may also be an Employer Apprentice Coordinator within your organisation to oversee apprentices and their experience in the workplace and resolve immediate issues as well as liaising with the University.

**Workplace Mentor**

Your employer will provide you with a Workplace Mentor. Your mentor will be someone who understands the apprenticeship programme and your role as an apprentice in the workplace. They will facilitate the workplace learning opportunities to enable you to meet the requirements of the apprenticeship standard. They are a key contact and source of support for you, and they will participate in progress review meetings between you and your University Workplace Coach.

**Workplace Coach**

The University provides a Workplace Coach who will provide support and guidance to keep you on track and give you the best possible chance of completing the programme successfully. Your coach will facilitate at least four progress review meetings per year with you and your Workplace Mentor to discuss and review your progress against agreed action plans. They can also signpost you to specialist support if needed and ensure you and your employer comply with apprenticeship rules and Regulations.

**Progress Reviews**

To ensure you are making the appropriate progress, you will be invited by your University Workplace Coach to regular meetings, at least every three calendar months. These meetings are held between you, your Workplace Mentor, and your Workplace Coach to ensure appropriate progress is made, and any required support is available and in place. The meetings will review your progress against the knowledge, skills and behaviours identified in your apprenticeship standard, and that you are using your OTJ time appropriately. You will be given the opportunity to raise any concerns or barriers to progress and actions will be identified and reviewed at the next meeting.

Progress review meetings are a unique and important part of your apprentice programme. They enable a holistic view of your apprenticeship by bringing together the class-based and work-based elements. As such, attendance is compulsory and lack of engagement in these meetings may result in an enforced break in learning and subsequent withdrawal from the programme.

# Help and Support

**HOW TO ASK4HELP AT NORTHUMBRIA**

**Ask4Help** is the name of your frontline student support service. We are able to resolve a large number of your enquiries straight away but, if you need more in-depth support, we'll make sure your enquiry reaches the right specialist team. We are here for you 24/7 during term time, and usually from 8am until midnight, 7 days a week at other times (this can change during public holidays). You can Ask4Help online, by phone or in person.

**Ask4Help Online**

The quickest and most efficient way to get the answers you need is by checking the knowledge articles in [**Ask4Help Online**](https://myportal.northumbria.ac.uk/Help-and-support) on [**your Student Portal**](https://myportal.northumbria.ac.uk/)**.** You can search the articles by keyword or category to find the answers you are looking for. If an article doesn’t give you all the information you need, you can submit an enquiry using the free text box at the end. Your enquiry will then go straight to the team with the expertise to respond.

Once you’ve submitted your enquiry, you’ll see a new notification to confirm it’s been received - this is displayed as a red number next to the bell in the [**top right of the screen**](https://myportal.northumbria.ac.uk/Help-and-support) and in [**My Enquiries**](https://myportal.northumbria.ac.uk/Help-and-support/My-Enquiries). You can then track the progress of your enquiry and view any responses to it.

**Ask4Help By Phone**

You can Ask4Help by phone on the numbers below. We must confirm your identity before we can access your personal data, so you will be asked a series of security questions when you call us. If you would like to arrange for us to speak to somebody on your behalf, you must first give us permission to do so (third party consent). See [**Nominating someone to discuss your University activities with us**](https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmyportal.northumbria.ac.uk%2FHelp-and-support%2FStudent-Life%2FSafety-and-Conduct%2FNominating-someone-to-discuss-your-University-activities-with-us&data=05%7C01%7Cmarketa.gray%40northumbria.ac.uk%7C6d99b0ac970847e3229a08db732ff6e9%7Ce757cfdd1f354457af8f7c9c6b1437e3%7C0%7C0%7C638230422059399211%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=zF%2BroQXjc1sG1qNmtSMiRgUIDt31dZCmCyk62TvgM%2FM%3D&reserved=0) for more information and to arrange this.

Newcastle upon Tyne +44 (0)191 227 4646

**Ask4Help In Person**  
We have Ask4Help service desks on campus in Newcastle, where you can come and speak to us in person.

Newcastle upon Tyne  
City Campus: Student Central, City Campus Library [**see Campus Map here**](https://www.northumbria.ac.uk/-/media/933dddba047d4717aea910d5e5daf5af)  
Coach Lane: Student Central, Coach Lane Campus Library [**see Campus Map here**](https://northumbria-cdn.azureedge.net/-/media/services/campus-services/documents/pdf/coach-lane-campus-map-feb-2022-master.pdf?modified=20220408140010)

**Student Life and Wellbeing**

We realise that alongside your academic life, you will be managing your day-to-day life, including money and budgets, and your relationships, friendships and family responsibilities. From time to time when juggling such demands, specialist advice and support is invaluable for all of us. Our friendly and specialist advisors are here to offer support, whatever your needs and circumstances.

Student Life and Wellbeing encompasses specialist teams which offer free, impartial and confidential advice on the following:

* **Accessibility and Inclusion**, encompassing support for disabled students and those with additional support needs.
* **Mental Health and Wellbeing**, including one-to-one therapeutic interventions, drop-ins and online self-help.
* **Student Life**, including financial support, wellbeing and health advice and chaplaincy and faith advice.

Find out more in [Ask4Help Online](https://myportal.northumbria.ac.uk/Help-and-support) on your [Student Portal](https://myportal.northumbria.ac.uk/Help-and-support)

**University Library**

Your University Library is here to support your academic success by providing you with expert help and high-quality resources. [University Library Online](https://library.northumbria.ac.uk) is your gateway to all Library services, which have been designed to support you throughout your apprentice student journey. Apprentice students also have a dedicated web page [here](https://library.northumbria.ac.uk/c.php?g=706433).

As an apprentice student at Northumbria, you have full access to the [libraries](https://library.northumbria.ac.uk/findtherightspace/libraries) at City Campus and Coach Lane. City Campus Library and the University Library Digital Commons (located off the main quad) are open 24/7 during term-time, and Coach Lane Library also has generous [opening hours](http://library.northumbria.ac.uk/opening-hours). You’ll need your University smartcard in order to access the Libraries through the secure gates and to borrow library books.

The Libraries provide a variety of different learning spaces, so you can [find the right learning space for you](https://library.northumbria.ac.uk/findtherightspace/home), whether you prefer focussed individual study, free from distractions or working as part of a group. There are open access PCs and Macs as well as spaces where you can use your own device. WiFi is available throughout the University Library. The University Library’s online [Reading List service](https://northumbria.rl.talis.com/) gives you access to the materials you will need for your modules. The Library works in partnership with your Module Tutors to ensure you have access to your required reading. If you cannot find your online reading list, please contact your Module Tutor.

[Library Search](http://www.northumbria.ac.uk/librarysearch) gives you access to millions of books, e-books, journals, newspapers, audio-visual materials, datasets and other scholarly resources within the Library collection. Sign in with your University username and password to view your account, place a request or save favourite searches or links. You can also use [Library Search](http://www.northumbria.ac.uk/librarysearch) to look for resources outside the collection, which you can request ‘on demand’ through the [Inter Library Loan](http://library.northumbria.ac.uk/ill) service or [recommend](http://library.northumbria.ac.uk/recommend)as additions to the Library collection.

The Library can help you [develop your learning skills](https://library.northumbria.ac.uk/develop-your-learning-skills/) to support your academic work and help you become an independent and effective scholar.

The [Northumbria Skills Programme](https://library.northumbria.ac.uk/develop-your-learning-skills/taught-sessions) supports you to develop critical thinking and analysis, effective searching techniques, academic writing, and how to reference and avoid plagiarism. [Teaching sessions](https://libcal.northumbria.ac.uk/calendar/skills_development_calendar?cid=7980&t=d&d=0000-00-00&cal=7980&ct=33767,33768&inc=0) are held throughout the academic year in-person and online, many sessions have a hands-on element so you can practice your skills with the support of our Skills team..

[Skills Plus](https://library.northumbria.ac.uk/skillsplus) is a comprehensive resource for self-guided study support, available anytime, anywhere. It offers a wide range of guides on key academic skills, including using Library Search, understanding academic integrity, and evaluating sources—plus much more. Whether you need help with research, referencing, or critical thinking, Skills Plus provides clear, practical guidance to support your studies at your own pace.

For personalised help and support, there are [drop-in sessions](https://libcal.northumbria.ac.uk/calendar/skills_development_calendar?cid=7980&t=d&d=0000-00-00&cal=7980&ct=33787&inc=0) multiple times a week, online or on campus. There’s no need to make an appointment, just drop-in when you need to.

You can keep up to date with the Library via [Library News](https://library.northumbria.ac.uk/librarynews) (subscribe for email alerts about the latest posts) and by following us @NorthumbriaLibrary on [Instagram](https://www.instagram.com/northumbrialibrary), [Threads](https://www.threads.net/@northumbrialibrary), and [BlueSky](https://bsky.app/profile/northumbrialibrary.bsky.social) to receive the latest Library updates, collection news, and tips on how to use the Library effectively.

We use your feedback about the Library to develop our services for you. If you have any comments on what you like, suggestions about what we could do better or if there is something you need that we aren't providing at the moment, [please let us know](http://library.northumbria.ac.uk/yoursay-form) through Your Library, Your Say or through your [Student Representatives](https://library.northumbria.ac.uk/sspc/studentreps).

**Academic Integrity and Academic Misconduct**

Artificial Intelligence (AI) tools, like ChatGPT, Grammarly, and others, can be powerful resources to support your learning and improve your assessments. However, using them responsibly and ethically is very important and it is therefore crucial you adhere to standards and policies with academic integrity. AI can help with things like improving grammar, helping with structure format, organising ideas, and generating suggestions. However, the main content, analysis, and conclusions in your work must always be your own. **AI should not be used to do the core work for you**, unless the assessment guidelines specifically allow it. You must ensure that the content you submit is your own original work and verify any information that has been generated by AI tools. **If you use AI tools in your work, you must acknowledge it and explain how and where you have used it.** This is a key part of academic integrity. For quick guidance on how to reference AI tools properly, including declaration examples, visit the [University Library’s AI referencing guide](https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Flibrary.northumbria.ac.uk%2Fc.php%3Fg%3D690936%26p%3D5237243&data=05%7C02%7Ckerry.douglas%40northumbria.ac.uk%7C6b25c0cf2ff8448dee8308dd87ec105f%7Ce757cfdd1f354457af8f7c9c6b1437e3%7C0%7C0%7C638816170758851835%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=y1MWFlX4C3VGWrgRIT2XG0RzaN42iIpuTQ8tqB0L7RQ%3D&reserved=0).

Personal and sensitive information should not be shared with AI tools to safeguard privacy. Students are accountable for protecting their data and adhering to academic integrity guidelines. More information on staying safe and protecting data can be found on the [Using AI responsibly and ethically](https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmyportal.northumbria.ac.uk%2FHelp-and-support%2FIT%2FDigital-Learning%2FUsing-AI-responsibly-and-ethically&data=05%7C02%7Ckerry.douglas%40northumbria.ac.uk%7C6b25c0cf2ff8448dee8308dd87ec105f%7Ce757cfdd1f354457af8f7c9c6b1437e3%7C0%7C0%7C638816170758899552%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=4QqW4rp6pqrAgcfCsTjRsPW1tEhNmGSamA0ese9Doos%3D&reserved=0) article, in your Student Portal. By following University guidance, you can use AI as a valuable tool while staying within the rules of academic integrity, avoiding academic misconduct and ensuring you are not infringing the right of any third party.To understand our regulations around academic integrity more, you can read the University’s [Academic Misconduct Policy](https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fnorthumbria-cdn.azureedge.net%2F-%2Fmedia%2Funiversity-policies%2Fpolicy-master-versions%2Facademic-misconduct-policy.pdf%3Fmodified%3D20241010123945&data=05%7C02%7Ckerry.douglas%40northumbria.ac.uk%7C6b25c0cf2ff8448dee8308dd87ec105f%7Ce757cfdd1f354457af8f7c9c6b1437e3%7C0%7C0%7C638816170758917865%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=uEuo0XeLYQiZgS2WTshjbJgaOucV2KTz3mxYBlztd0w%3D&reserved=0). **If you're ever unsure, it's best to check with your academic tutors.**

**Careers Development**

We understand an apprenticeship is a unique pathway, combining on-the-job learning as well as academic learning. Because of this, there may be times when your studies and work feel like a combination of exciting and daunting as you adjust to your programme and employment at the same time. The Careers team have developed a bespoke arrangement of activities to support you both with your on-programme development as well as future career aspirations. You will also have an opportunity to discuss your career development in the regular progress reviews with your Northumbria Workplace Coach and Workplace Mentor.

To access more information on the link below you must first sign into your [Student Portal.](https://myportal.northumbria.ac.uk/)

**Graduate Futures Support**

You have access to the [Graduate Futures](https://eur02.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.northumbria.ac.uk%2Fgraduatefutures&data=05%7C01%7Cgabrielle.jones%40northumbria.ac.uk%7C4222cc3e780b4b3715fb08db47f50de1%7Ce757cfdd1f354457af8f7c9c6b1437e3%7C0%7C0%7C638182890040965641%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=bg6iMdNOZQR7qgyfdg5MGH4arkMl4ZOXrLQXjBY8ed0%3D&reserved=0) service throughout your studies and for up to five years after graduation. Support is available online or face to face, covering career decision-making and planning applications interviews and job and placement search. This support includes all aspects of work, from part-time jobs, internships, and voluntary work to graduate roles. Events throughout the year that are delivered in-programme and centrally by Graduate Futures and employers, with access to session recordings available via the [CareerFlix Careers Online page](https://northumbria.careercentre.me/u/lm0t0jwp). You can also book a one-to-one appointment at a time convenient to you.

Explore and book all Graduate Futures support via the [Graduate Futures Higher and Degree Apprenticeships](https://northumbria.careercentre.me/Resources/CustomPage/16826), [Graduate Futures Northumbria](https://eur02.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.northumbria.ac.uk%2Fgraduatefutures&data=05%7C01%7Cgabrielle.jones%40northumbria.ac.uk%7C4222cc3e780b4b3715fb08db47f50de1%7Ce757cfdd1f354457af8f7c9c6b1437e3%7C0%7C0%7C638182890040965641%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=bg6iMdNOZQR7qgyfdg5MGH4arkMl4ZOXrLQXjBY8ed0%3D&reserved=0) or your Student Portal. These pages also include direct access to the Student and Graduate Enterprise Team, if developing your enterprise skills, a business idea or starting your own business is what you’d like to explore. You can also access the Graduate Futures online e-learning and vacancy platforms ([Careers Online](https://eur02.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.northumbria.ac.uk%2Fcareersonline&data=05%7C01%7Cgabrielle.jones%40northumbria.ac.uk%7C4222cc3e780b4b3715fb08db47f50de1%7Ce757cfdd1f354457af8f7c9c6b1437e3%7C0%7C0%7C638182890040965641%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=uhxdequHd5V5ErwXGXL277hw5XQW8%2BAtySzRqb3FmF8%3D&reserved=0) and [JobsOnline](https://northumbria.targetconnect.net/unauth)). Further in-programme employability content is available on your Blackboard Employability Organisation, which includes relevant session recordings and announcements highlighting key Graduate Futures support for you. To keep up to date find Graduate Futures on [Instagram](https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.instagram.com%2Fnugraduatefutures%2F&data=05%7C01%7Cgabrielle.jones%40northumbria.ac.uk%7C4222cc3e780b4b3715fb08db47f50de1%7Ce757cfdd1f354457af8f7c9c6b1437e3%7C0%7C0%7C638182890040965641%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=ZZG5OtHznZJVLkgiK%2F1dPNmCw8gXpXde17uRkRLXoeM%3D&reserved=0), [Facebook](https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.facebook.com%2FNUGraduateFutures&data=05%7C01%7Cgabrielle.jones%40northumbria.ac.uk%7C4222cc3e780b4b3715fb08db47f50de1%7Ce757cfdd1f354457af8f7c9c6b1437e3%7C0%7C0%7C638182890040965641%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=hlytOb0Zq5P3r5fXGu28hGieTjtZ0aUbIJZ0wSuMLs4%3D&reserved=0), [Twitter](https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Ftwitter.com%2FNUGradFutures&data=05%7C01%7Cgabrielle.jones%40northumbria.ac.uk%7C4222cc3e780b4b3715fb08db47f50de1%7Ce757cfdd1f354457af8f7c9c6b1437e3%7C0%7C0%7C638182890040965641%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=1ol1%2BN%2FKyZFrpmRDID8V26UEauAxFOnqaLCMfrlgMqU%3D&reserved=0), [LinkedIn](https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.linkedin.com%2Fshowcase%2Fnorthumbriagraduatefutures%2F&data=05%7C01%7Cgabrielle.jones%40northumbria.ac.uk%7C4222cc3e780b4b3715fb08db47f50de1%7Ce757cfdd1f354457af8f7c9c6b1437e3%7C0%7C0%7C638182890040965641%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=7lJ16K3rG10Es9YY8a%2BQAI09oEDWVAXD9zRrQoJTupc%3D&reserved=0) and [YouTube.](https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.youtube.com%2Fchannel%2FUCx3Xu2lf1LkDYmib42y8y2Q&data=05%7C01%7Cgabrielle.jones%40northumbria.ac.uk%7C4222cc3e780b4b3715fb08db47f50de1%7Ce757cfdd1f354457af8f7c9c6b1437e3%7C0%7C0%7C638182890041121901%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=FpOYhgVDsXQ3eEn7KgLSeE6Cb%2FTO8YWGYsixAMidy6s%3D&reserved=0)

**Students’ Union**

Your Students’ Union, representing your academic interests. Independent of the University, the role of the Students’ Union is to represent the views of all students and ensure your experience at Northumbria is the best it can be.

The Union is led by students.  
Each year students elect a team of six [**Sabbatical Officers**](https://mynsu.co.uk/sabbteam) who lead the Union, set policy and aim to bring about change for students. They work with university staff right up to the Vice Chancellor and sit on the Board of Governors.   
  
You can drop in and see the Sabbaticals on the ground floor of the Students’ Union at City Campus or find details about all reps.

Each year we recruit and train over 1,000 student representatives that represent students across the university, including Programme Reps and Leadership Reps including Equality Reps. These Reps represent students and work with the SU and university on feedback and enhancing the student experience – you can find out more about these positions [here](https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmynsu.co.uk%2Fstudent-voice&data=05%7C02%7Cj.dadamo%40northumbria.ac.uk%7Ce2b54562420f4eb534b508dd5d9aa77c%7Ce757cfdd1f354457af8f7c9c6b1437e3%7C0%7C0%7C638769640991010920%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=ZnT%2Fy8Fg6KTYmxyrbeeRZpx8Lozlvx%2B8uKt9OfP9Leg%3D&reserved=0)**.**

Becoming a representative is a great opportunity to learn more about the university, develop your professional understanding and gain valuable experience of working within the field you are studying, one that will enhance your CV and employability. Speak to the [Students’ Union Student Voice Team](https://mynsu.co.uk/student-voice) about becoming a Rep.  
   
If you need [advice](https://mynsu.co.uk/advice-centre) and support about a matter to do with your course, from submitting a complaint to dealing with an accusation of academic misconduct to raising your personal circumstances with the Union, our advice service is here to help. We also offer students free advice on housing related issues and a wide range of [welfare](https://mynsu.co.uk/advice-centre/your-wellbeing) support including training in Mental Health First Aid.

The Union does a lot more than representing students.

We have over [100 societies](https://mynsu.co.uk/Activities/SocietiesCentre) with thousands of members offering students opportunities a chance to spend time on the hobbies and passions that motivate you outside the classroom. We also give students spaces for food and drink, to relax and work through our two venues, Habita and Greenhouse Coffee, both on the ground floor of the Union in the Quad, opposite the Library. Open every day from breakfast to midnight, Habita offers a full range of student friendly prices for food and drink, shows wide range of sport on our many big screens and hosts regular entertainment with Karaoke and Quiz nights.

**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 Marshall 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](https://www.northumbria.ac.uk/about-us/health-safety-resources/university-policies-and-guidance/) and in the **Safety and Conduct section** of your Student Portal.

Information to help you stay safe whilst on campus, including details of the free SafeZone app, can be found [Using the SafeZone App](https://myportal.northumbria.ac.uk/Help-and-support/Student-Life/Safety-and-Conduct/Using-the-SafeZone-App) or [Stay Safe](https://www.northumbria.ac.uk/about-us/health-safety/stay-safe/).

**Safe Online**

While working and learning online can have many benefits, it is important that we are aware of the risks and take appropriate steps to protect ourselves online. Please follow the link to further information designed to support you with your online working

[Introduction to the Safe and Effective Use of IT at Northumbria University](https://rise.articulate.com/share/3JqgQrRqtXbYzED8vin79VHeroAL_wC8#/)

**Key Policies and Information**

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

[Handbook of Student Regulations](https://www.northumbria.ac.uk/about-us/leadership-governance/vice-chancellors-office/legal-services-team/handbook-of-student-regulations/)

[Student Terms & Conduct Expectations](https://www.northumbria.ac.uk/governance/terms-and-conditions/)

[Guidance for Students](https://www.northumbria.ac.uk/about-us/university-services/academic-registry/quality-and-teaching-excellence/assessment/guidance-for-students/)

[Assessment Regulations and Policies](https://www.northumbria.ac.uk/about-us/university-services/student-library-and-academic-services/quality-and-teaching-excellence/assessment/assessment-regulations-and-policies)

* **Academic Misconduct**
* **Examinations**
* **External Examiner**. External Examiners are appointed to provide independent confirmation of academic standards and student achievement. They also ensure the assessment process is rigorous, fair and equitable to all students. This means we can be confident that a Northumbria award is comparable to a similar award from another UK university. The following are appointed as external examiners to your programme.

|  |  |  |
| --- | --- | --- |
| **NAME** | **POSITION** | **INSTIUTION** |
|  |  |  |
|  |  |  |

**In line with national guidance, students (or their representatives) must not attempt to contact an external examiner.**

External examiners submit a written annual report and may meet with a group of students to discuss their experience on the programme. External Examiner reports, and action taken in response, will be shared with students via eLP.

* **Short Extensions and Personal Extenuating Circumstances (PECs)**
* **Appeals and Complaints**. Note that in addition to the University process, there is a Department for Education (DfE) (formerly ESFA) escalation process for queries and complaints. Contact DfE Apprenticeship Service Support on 0800 150 600 or

[helpdesk@manage-apprenticeships.service.gov.uk](mailto:helpdesk@manage-apprenticeships.service.gov.uk)

[Student Engagement](https://www.northumbria.ac.uk/about-us/university-services/student-library-and-academic-services/quality-and-teaching-excellence/student-engagement/)

* **Student Surveys**
* **Student Charter**
* **Student Protection Plan**

[Academic Engagement](https://www.northumbria.ac.uk/about-us/university-services/academic-registry/quality-and-teaching-excellence/student-engagement/academic-engagement/)

* **Personal Tutoring Policy**
* **Educational Analytics**
* **Student Attendance Monitoring**
* **Student Change of Circumstances (ChoCs)**
* **Northumbria Higher Education Achievement Report (HEAR**)

[Ethics and Governance](https://www.northumbria.ac.uk/research/ethics-and-integrity/)

* Ethics Applications and Reviews
* Policies and Documentation
* Training and Guidance

[Careers and Employment](https://myportal.northumbria.ac.uk/Help-and-support/Careers-and-Employment)

[Student and Graduate Enterprise](https://myportal.northumbria.ac.uk/Help-and-support/Careers-and-Employment/Business-Start-up-and-Freelancing/Accessing-support-to-develop-enterprise-skills-and-start-your-own-business)

**Fundamental British Values (FBV)**

In 2014, the UK Government created five fundamental values that it identified as those that were unifying values, fundamental to British society and cohesion. The values were designed to balance freedom of thought, expression and choice in a liberal society with the need to maintain a safe and secure society. The five British Values are democracy, the rule of law, individual liberty, and mutual respect for and tolerance of those with different faiths and beliefs and for those without faith. These values underpin your apprenticeship journey, the development of the teaching and learning material, the learning environment. In partnership with the Northumbria Students’ Union, we developed the Student Charter [(Student Charter (northumbria.ac.uk))](https://www.northumbria.ac.uk/about-us/student-charter/) which states;

*"In partnership, Northumbria University and Northumbria Students’ Union encourages staff and student behaviours underpinned by values of equity, diversity and fairness. Collegiality and a concern for ethical behaviour and for the welfare of individuals within the University and wider society are paramount, as is upholding standards in order that students are justifiably proud of their achievements and the value of a Northumbria award.*

*We are committed to providing an outstanding experience for all our students. We hope you enjoy your time at Northumbria and achieve your full potential to take on the challenges of tomorrow”*

Further details in relation to FBV, and how it informs and shapes your own apprenticeship can be found on your programme Blackboard pages.

[Equality, Diversity and Inclusion](https://www.northumbria.ac.uk/about-us/equality-and-diversity/)

Northumbria University is proud to be a multi-cultural community. We value diversity and are determined to ensure that the opportunities we provide are open to all. Equality, Diversity and Inclusion (EDI) strongly underpins the University’s Strategy 2030.

Whilst we welcome the greater legislative protection which has been enacted in recent years at Northumbria we have long been aware that there is a compelling moral case for equality. Therefore, as well as implementing our legislative duties we are striving to create a community that positively welcomes diversity by aiming to embed equality, diversity and inclusion into everything that we do.

We intend to become a Higher Education Institution which is recognised for its good practice in this area and are fully committed to enabling the development of a culture where we maximise the potential of all our staff and students.

[Student Inclusion and Success](https://www.northumbria.ac.uk/study-at-northumbria/support-for-students/student-inclusion-and-success/)

At Northumbria University we value equal and fair access to Higher Education. We are committed to supporting students from all walks of life and are proud of the diversity of our student community. We strive to build an inclusive learning environment and equal opportunities for all.

Our Inclusion Practitioners are dedicated to helping students from underrepresented groups, who may require additional support during their student journey. We offer 1-1 support appropriate to your individual requirements, including academic, financial and wellbeing advice, support and guidance.

**Safeguarding**

Safeguarding is about protecting children, young people and vulnerable adults from abuse or neglect. Everybody has the right to be safe no matter who they are or what their circumstances

Safeguarding is a consideration for a range of University activities, and we are all responsible for the safety of under-18s and vulnerable adults.

The University's Safeguarding arrangements include risk–based policies and procedures that focus on University activities that involve children and vulnerable adults. The University has a dedicated structure of staff, made up of the Principal Safeguarding Officer (PSO), Designated Safeguarding Officers, and Safeguarding Champions, to facilitate reporting and management of Safeguarding related queries, reports and cases.

As an apprentice at Northumbria, you will receive training on Safeguarding and the Prevent Duty, to ensure you are familiar with your responsibilities, and to know how and where to report any concerns while at the University or on work placement.

For further information on the University’s approach to Safeguarding, including the reporting procedure and the contact details for Designated Safeguarding Officers and Safeguarding Champions, please consult the following links:

[Safeguarding](https://www.northumbria.ac.uk/about-us/leadership-governance/vice-chancellors-office/governance-services/safeguarding/)

[University Safeguarding Policy](https://northumbria-cdn.azureedge.net/-/media/services/vco/documents/pdf/policies/safeguarding-policy.pdf?modified=20240312152550)[University Safeguarding Procedure](https://northumbria-cdn.azureedge.net/-/media/services/vco/documents/pdf/policies/safeguarding-procedure.pdf)

**Prevent and Radicalisation**

Northumbria University has a duty under the government’s Prevent Duty Guidance to safeguard our student community against the risk of radicalisation. Prevent is a part of the government’s counter-terrorism strategy and aims to stop people from becoming terrorists or supporting terrorism.

There are three objectives of Prevent:

* tackle the ideological causes of terrorism
* intervene early to support people susceptible to radicalisation
* enable people who have already engaged in terrorism to disengageand rehabilitate.

Follow the link to find out more information about Prevent and the University's [Prevent Duty policies and arrangements](https://www.northumbria.ac.uk/about-us/leadership-governance/vice-chancellors-office/governance-services/prevent-duty/).