



**Northumbria
University**
NEWCASTLE



WELCOME TO NORTHUMBRIA.

A GUIDE FOR NEW APPRENTICES - JANUARY 2026

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WELCOME TO NORTHUMBRIA

Starting university can be momentous. I would like to personally welcome you to our Northumbria University community. You are now a vital part of a friendly, diverse, and supportive environment where your ideas, goals, and individuality are truly valued.

Your first year is a time of discovery. Be curious as you open yourself to new learning, meet new people, and take on new opportunities. It is completely understandable to feel both excited and a little uncertain. Please remember, you are not alone.

We are here to support YOU throughout the entirety of YOUR student journey.

At Northumbria, learning goes far beyond your chosen area of study. It's about developing your critical thinking skills and engaging with experiential learning. You will have the chance to join the Students' Union, student societies, explore the vibrant city of Newcastle upon Tyne and the surrounding region, and take advantage of a wide range of experiences and opportunities. All of this is here to help you thrive academically, professionally, and personally.

This is YOUR time to explore, challenge yourself, and shape YOUR future. Make the most of all we offer at Northumbria. YOUR presence is invaluable—remember, YOU add to Northumbria's extraordinary community of students, academics, and professional support staff. Thank you for being part of Northumbria.

Again, please remember—never hesitate to ask for help when you need it. WE ARE HERE FOR YOU!

Jane Arnfield
Dean of Students



GETTING STARTED AT NORTHUMBRIA

GETTING STARTED

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

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

FORGOTTEN YOUR PASSWORD?

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

FORGOTTEN YOUR USERNAME

Please use the **IT Chat**.

IMPORTANT

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

BEFORE YOU ARRIVE CHECKLIST

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

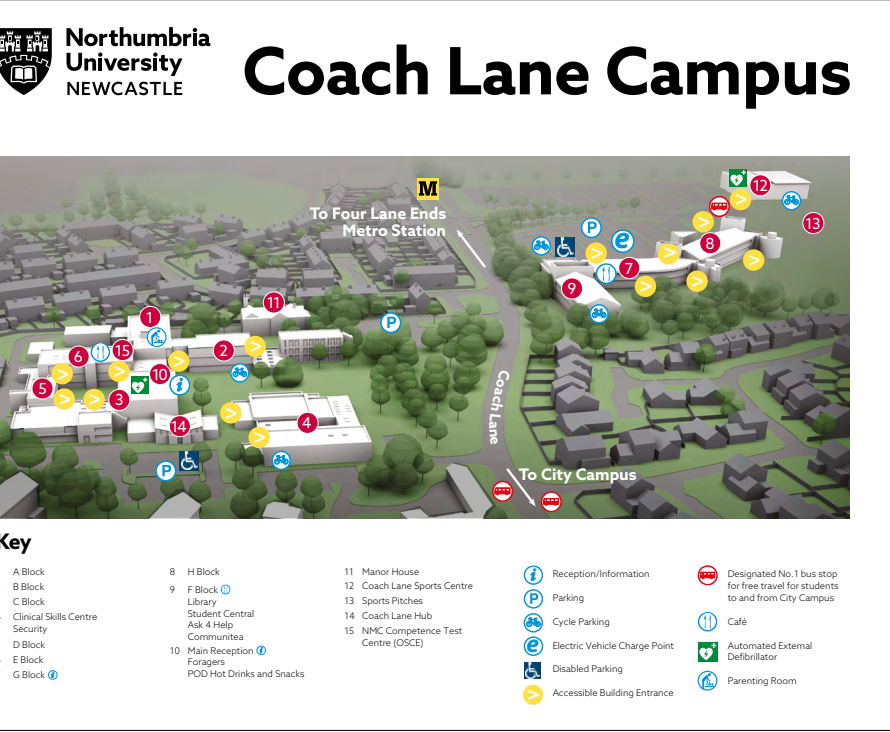
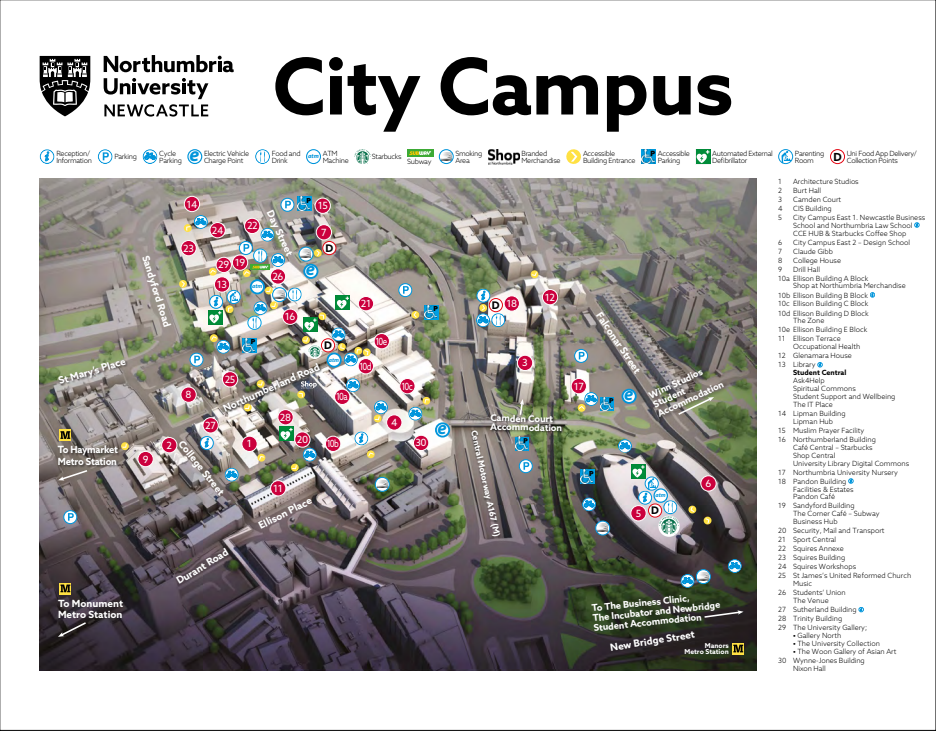
WHEN YOU ARRIVE CHECKLIST

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

YOUR CAMPUS

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

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



GET TO KNOW YOUR STUDENT PORTAL.

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

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

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

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

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

IMPORTANT:

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

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

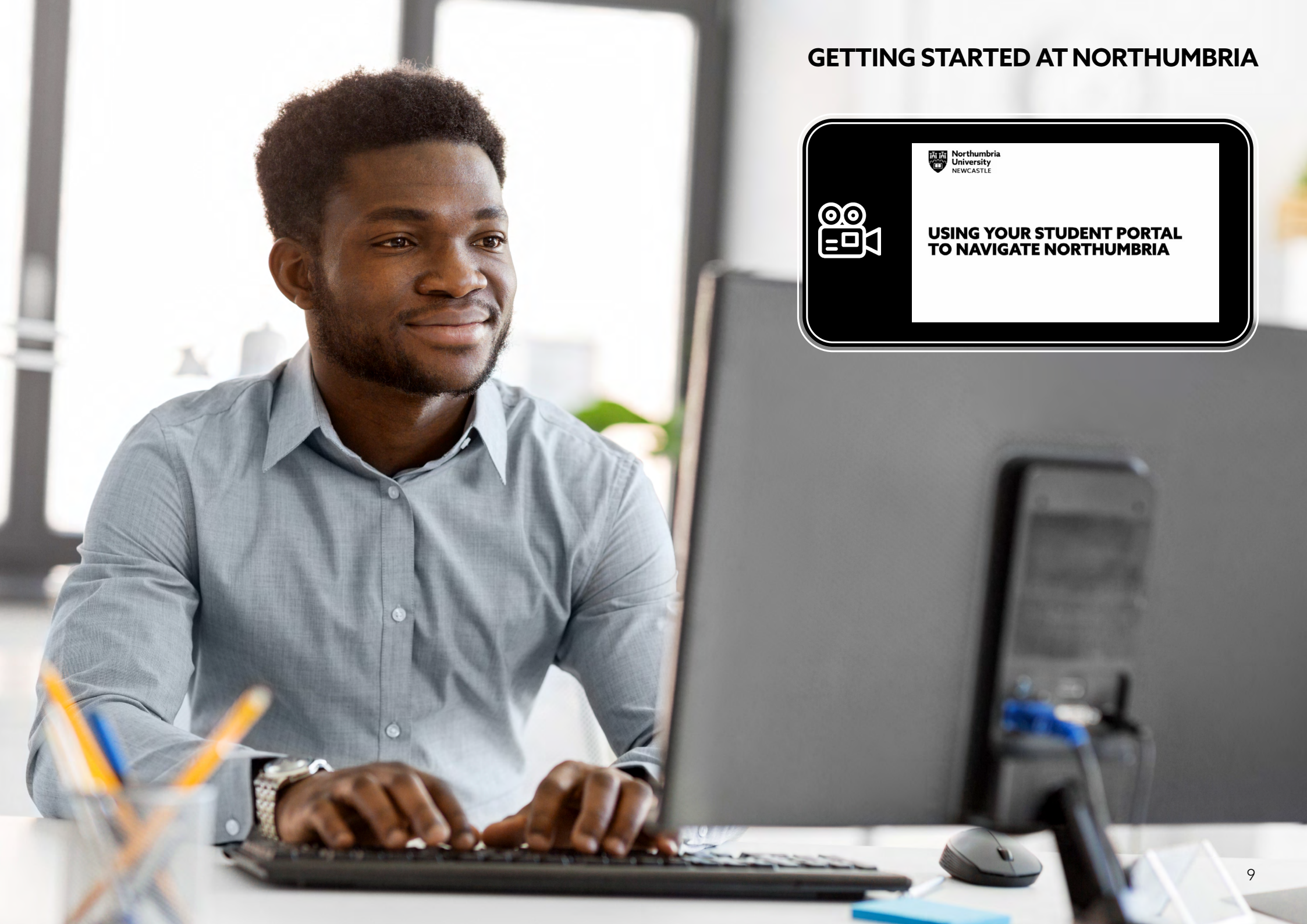
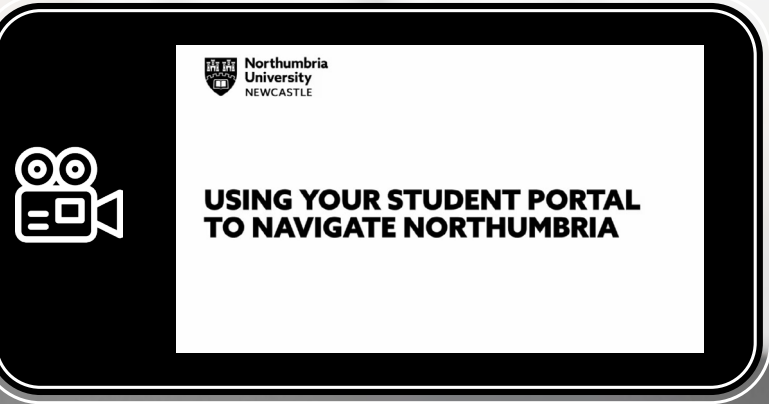
Get to know Aptem

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

You will use Aptem to:

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

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





**BEFORE YOU
ARRIVE**

PLAN YOUR JOURNEY TO CAMPUS

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

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

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

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

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

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

The University address for our Coach Lane Campus is:

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

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

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

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

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

For alternative parking options, please see the article **Using alternative parking near campus**.

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



BEFORE YOU ARRIVE

PREPARING TO STUDY

PREPARING FOR ACADEMIC STUDY

For information about preparing yourself academically for your upcoming studies, visit our **Preparing to Study** guide.

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

YOUR DIGITAL INDUCTION

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

This is the first stage of your induction so there will be some digital tools that you will not have access to yet. Once enrolled, you will be able to access the second stage of your digital induction via Blackboard. Please note, access to Blackboard may take up to 48 hours following enrolment.

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

Videos to help you get started:

- **Understanding your University IT Account**
- **Activate DUO security**



BEFORE YOU ARRIVE

CONSIDER YOUR FINANCES

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

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

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



BEFORE YOU ARRIVE

ACCESSIBILITY SUPPORT

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

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

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

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

BEFORE YOU ARRIVE





**WHEN YOU
ARRIVE**

SECURITY AND EMERGENCY CONTACTS

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

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

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

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

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

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

CONTACTS:

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

How to contact Campus Security:

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

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

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

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

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



WHEN YOU ARRIVE

WELCOME WEEK ACTIVITIES

Once you have completed your enrolment, your timetable will be available within two working days (please be aware that timetables will not be published until after 17 December). It will include Welcome Week activities, your programme induction and teaching sessions. Attendance at your programme induction is mandatory and to make the most of Welcome Week, you are also encouraged to attend all other scheduled sessions. Please check your timetable for the date of your programme induction. If you cannot access your timetable by this date, **please contact Ask4Help**.

ADDITIONAL DATES FOR YOUR DIARY

University Welcome Event - Wednesday 4 February, 15:00 – 17:00

Location: Domain, Students’ Union, City Campus

Start the year with a warm welcome! Discover everything the University has to offer while enjoying free refreshments—an ideal way to settle into campus life. To help you make friends and feel at home, come along to hear from key University services and meet fellow new students.

NORTHUMBRIA STUDENTS’ UNION (NSU)

Start the new year by getting involved with our exciting Winter Welcome events at NSU. Whether you’re looking to join a vibrant student society, visit the Refreshers Fair, make a difference through volunteering, or simply want to discover what else is happening on campus, there’s something for everyone.

There’s plenty of opportunities to meet new people, explore your interests, and make the most of your university experience. For full details and dates of all NSU Winter Welcome events **please visit the NSU website**.

NORTHUMBRIA SPORT

- Throughout January take advantage of our **New Year Fitness Offer** – Get a 5-month membership for just £100.
- From 19 January – Northumbria Sport’s FREE **Just PLAY** programme starts.
- w/c 26 January - Try out a Northumbria Sport Club this January for free with **Just TRY Week**. All you need to do is turn up; no booking necessary.
- Northumbria Sport’s **Daily Mile Challenge** takes place between 2 - 29 March. Walk, run, swim, cycle, or get creative with any activity that gets you moving for at least a mile each day – it’s free to take part.

YOUR STUDENTS’ UNION

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

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

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

Find out more about activities, events and getting involved with the NSU through the **Finding out about your Students’ Union** article in Ask4Help Online on your Student Portal.

WHEN YOU ARRIVE



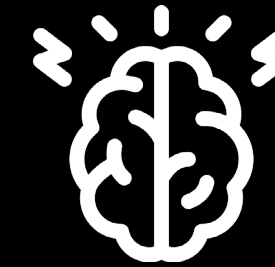


GETTING SETTLED



HELP AND SUPPORT

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



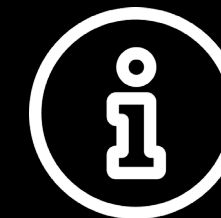
MENTAL HEALTH AND WELLBEING

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



ACCESSIBILITY SUPPORT

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



EQUALITY, DIVERSITY AND INCLUSION

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



SPIRITUAL CARE

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



WELFARE SUPPORT

To access information, advice and guidance around **welfare issues**, including housing, funding and personal challenges.

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

LIFE AS AN APPRENTICE

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



BE PART OF IT

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

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



EVENTS

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



ACADEMIC STUDIES

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

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

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



FINANCIAL WELLBEING

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



BE ACTIVE - NORTHUMBRIA SPORT

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

NORTHUMBRIA UNIVERSITY VALUES

At Northumbria University, we aim to provide an environment where all students can thrive - both academically and personally. We are dedicated to creating a community that is safe, inclusive, respectful and free from discrimination, harassment and victimisation.

Our **Student Charter** and our **Values and Behaviours** outline the standards we all agree to follow and we do not tolerate unacceptable behaviour.

We take a proactive approach to **keeping you safe** with campaigns and advice on key topics, including a wealth of information on how we **target and tackle harassment and sexual misconduct**. This includes details of how to report incidents, discover support pathways, and access our policies and procedures.

As part of your induction you are required to complete mandatory **Consent** and **Bystander** training. You will be directed to the training when you have enrolled. Completing this training helps build a respectful environment for all.

Further information and support can be found in **Ask4Help Online** on your Student Portal.





FURTHER SUPPORT

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

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

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





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