



St. George's University
SCHOOL OF MEDICINE
GRENADA, WEST INDIES



**Northumbria
University**
NEWCASTLE

YOUR WELCOME GUIDE

INFORMATION AND GUIDANCE FOR NEW STUDENTS - JANUARY 2026

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WHERE YOU BELONG

You come to university to learn, but there is so much more to experience.

Newcastle is consistently ranked as one of the best cities in the UK for students. You are at the start of an incredible experience. New place, new people. With over 100,000 students across the North East, Newcastle is the perfect place to start your student journey.

Northumbria has modern facilities, extensive course choices, and it is based in a cosmopolitan city with a vibrant student community. What more do you need?

Making the most of Northumbria means opening your mind, learning by doing, embracing the community, and shaping an

adventure that is completely yours. You are not just getting an education; you are building a foundation for lifelong success.

Whether you love sport or culture and creativity, want to make a difference or be part of a global community, this is where you belong.

Through societies, volunteering, team sports and our alumni society, this is your chance to challenge yourself, build your confidence, try new things, and meet new people with different ideas and viewpoints.

**Welcome to Northumbria!
Welcome to St. George's
University (SGU) School of
Medicine!**



INTRODUCTION TO PARTNERSHIP

Since 2007, the St. George's University (SGU) of Grenada School of Medicine/Northumbria University international partnership has welcomed more than 2,500 medical students to Newcastle.

The inception of the partnership came about from SGU's second Vice Chancellor, Dr. Keith B. Taylor (1989-1998). Dr. Taylor's vision for international expansion was spurred by the reality of a shrinking world of medical education, which led not only to the growth of SGU but also the creation of the Windward Islands Research and Education Foundation (WINDREF) in 1994.

As you begin your studies in Newcastle, you will be enrolled in either the four-year MD program or the five- and six-year MD track. The program and tracks offered in Newcastle are equivalent to those delivered in Grenada, offering you the opportunity to learn in a different healthcare environment.



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I AM NORTHUMBRIA

At Northumbria we welcome talented, curious, confident, and creative students and staff from all around the world.

We want you to embrace life at Northumbria, explore new opportunities, get involved and be part of our community of inclusive, like-minded people just like you, who are making a difference.

Our culturally diverse environment will stimulate ideas, innovation, and debate to enhance your learning and student experience.

We are passionate about what we do, and we are proud of our community – and yours. By joining Northumbria, you are joining a global family; we have alumni and staff from over 170 countries. Our alumni stay connected to Northumbria to offer future talent new opportunities. So even after you graduate, you will always be a part of Northumbria.

Visit the [I Am Northumbria Hub](#).



I AM SGU

SGU is truly an international institution, not only with its diverse student body and faculty, but the unique opportunity to begin your medical education in Grenada or the UK.

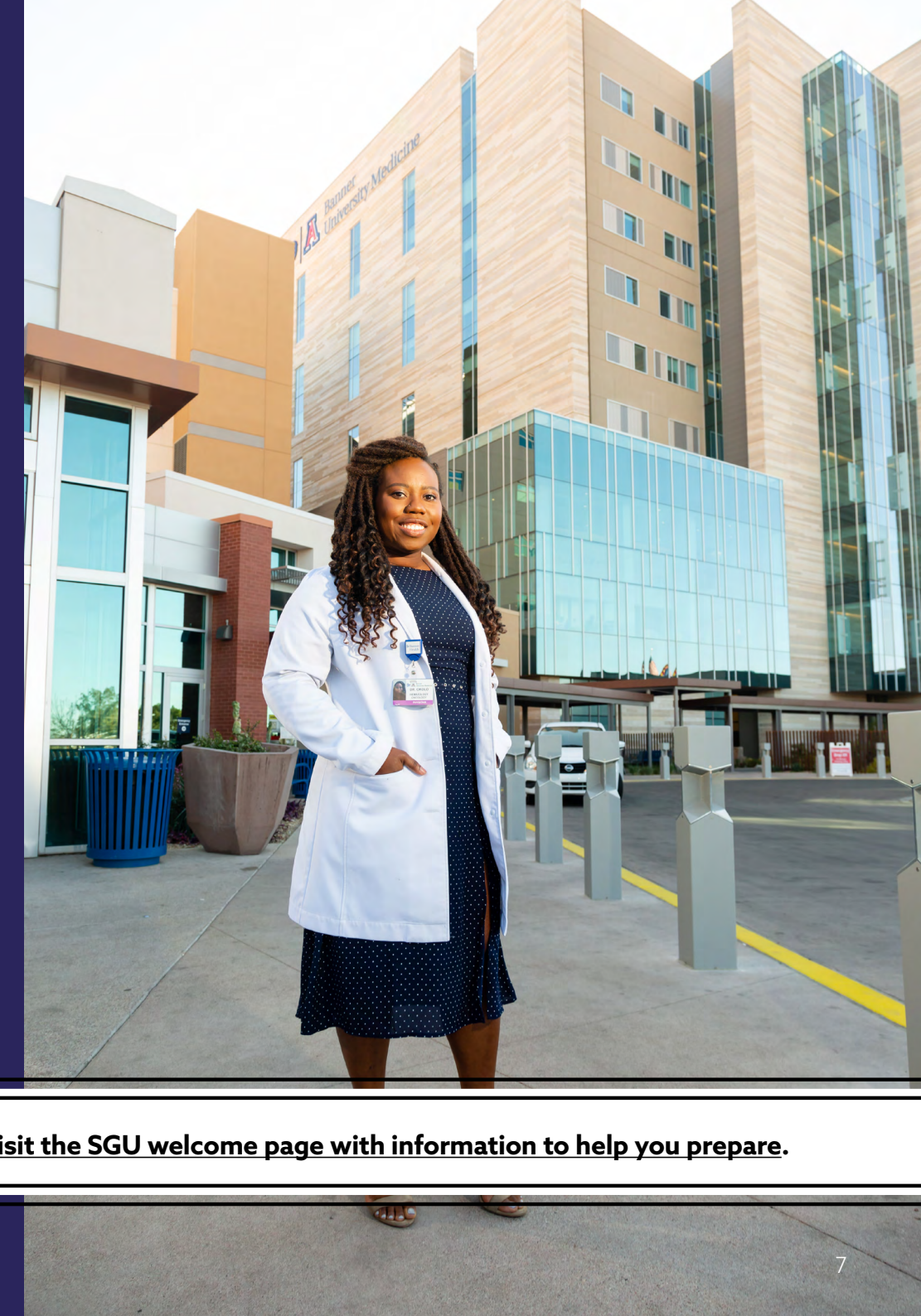
Founded as an independent **School of Medicine** in 1976, SGU opened its doors to students beginning in January 1977. It has evolved into a centre of international education, drawing students and faculty from over 150 countries to the Caribbean island of Grenada, West Indies.

The MD tracks and program feature the same outcomes and provide a strong foundation for SGU's future physicians. During the last two years of your medical education, you will have the option to complete clinical rotations in the US or UK.

At SGU, you can enjoy a thriving multicultural environment and comprehensive range of modern facilities and services designed to support you academically, personally, and professionally.



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Visit the [SGU welcome page](#) with information to help you prepare.



**BEFORE YOU
ARRIVE**

BEFORE YOU ARRIVE

DAY TO DAY LIFE

Here are some commonly asked questions about what to expect when living in the UK.

What will the weather be like in Newcastle?

Newcastle has cold, rainy winters and mild, relatively rainy summers. Weather can be unpredictable, and you may experience four seasons in one day.

Winter days are short with daylight from around 08:00 to 16:00. The weather is cloudy, humid, and windy, with frequent rain and occasional snow. The coldest nights can drop to -7°C (19°F). Summers are mild or cool, with highs of around 19°C (66°F). Heatwaves rarely reach Newcastle. Days are long with daylight from around 05:00 to 19:00.

What to wear in the winter:

- A warm waterproof coat
- Warm waterproof shoes or boots
- Scarf, hat and gloves
- An umbrella

What to wear in the summer:

- A light jacket or raincoat
- An umbrella
- Sunscreen
- Sunglasses



BEFORE YOU ARRIVE

What are the rules around smoking and vaping?

Smoking is prohibited in all enclosed workplaces, public buildings, and on public transport. Smoking is not permitted on campus, including the use of electronic cigarettes or vapes, with exception to the designated smoking shelters.

Can I drive in the UK?

Newcastle is a compact city, so it is easy to get around on foot or by public transport. It is also ideally situated to visit many sights in the UK by train and coach, so driving a car is not a necessity.

If you do plan to drive in the UK, you will need to consider many factors such as insurance, tax, and an MOT for your vehicle as well as whether your licence is valid in the UK. For more information, please see the [**UK Council for International Student Affairs \(UKCISA\) website**](#).

Can I drink the water?

Tap water in the UK is among the best in the world and is the most popular drink for people at home. Water fountains are located around campus for you to use.

Online courses

The British Council have created a free online course to help you get ready for life in the UK: [**Prepare to live and study in the UK**](#). They also offer a free course about mental health and wellbeing: [**Managing your wellbeing when studying in the UK**](#).

ACCOMMODATION

All SGU students live at Trinity Square, a residence building that is a 20-minute walk or a quick Metro ride to campus.

Trinity Square is considered on-campus living, and SGU students share a self-contained apartment accommodating five people. You will have your own double en-suite bedroom and be allocated a single-gender apartment, wherever possible.

Here are some questions you may have:

Is there a supermarket nearby?

Yes, there is a large supermarket nearby where you can buy household items and groceries.

When will my place in Trinity Square be guaranteed?

When the housing offer and tenancy agreement are signed.

How secure is the accommodation?

The reception and check-in area are staffed 24/7 with either an on-site reception team or

security personnel. Additionally, there is CCTV in the common room areas throughout the campus to ensure student safety.

Can I stay at Trinity Square for the summer holidays?

Most tenancies last 43 weeks and exclude the summer vacation. You can apply for summer accommodation (subject to availability), with details shared after April—including for January starters.

Summer accommodation is limited and may require moving rooms. If summer accommodation is unavailable, you must vacate at the end of your tenancy and arrange storage if needed.

What happens at the end of the tenancy agreement?

You have the opportunity to renew your tenancy agreement.

FAQs

For more information, [read our accommodation FAQs](#).



Scan or click the QR code to view our accommodation guide.



PLAN YOUR JOURNEY

Once you have secured your place, obtained your visa, and confirmed your accommodation, you should arrange your journey to Newcastle.

Air: If possible, you should buy a plane ticket to Newcastle International Airport. The airport is a 15-minute taxi ride from Newcastle City Campus or 35 minutes by Metro (underground train).

We also offer a Meet and Greet airport transfer service for students arriving to study in Semester 1 (Autumn). The service is available for flights arriving before 9pm (21:00) GMT and must be booked at least seven days in advance. For further information and to book, please visit [Meet and Greet](#).

If you fly to an alternative airport, you will need to plan your onward journey to Newcastle via a domestic flight, [train](#), or [coach](#).

Rail: You can travel to the UK by train on the [Eurostar](#) from mainland Europe. As Eurostar terminates in London, you will need to plan your onward journey to Newcastle by plane, [train](#), or [coach](#).

Sea: Several [ferry](#) providers offer sailings to the UK from mainland Europe. You will need to plan your onward journey from the port to Newcastle by plane, [train](#), or [coach](#). The nearest port to Newcastle is North Shields, a 20-minute taxi ride or 35-minute journey by [bus transfer](#). Ferries arrive daily from Amsterdam.



WHAT TO BRING

Use our checklists to make sure you pack all the important documents and items you need for arrival:

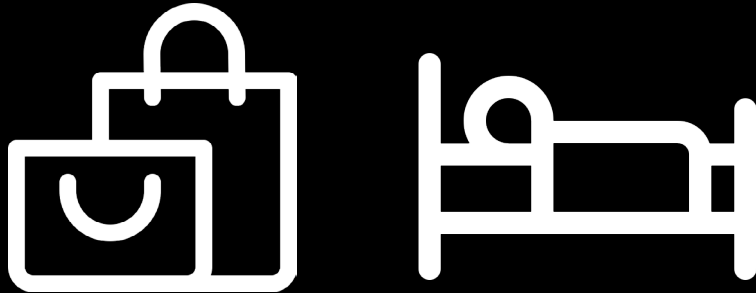
PACKING CHECKLIST

- Warm clothes, including a waterproof winter coat (there are shops in Newcastle City Centre if you need to buy winter clothes)
- Gadgets (mobile phone, charger, universal adapter, and laptop or tablet if you have one)
- Things that remind you of home – family photos, favourite book, cuddly toy
- Essential toiletries only – you will be able to purchase larger items from local shops
- Any prescribed medication to last until you have registered with a local doctor

DOCUMENTS CHECKLIST

- Passport
- Driving License
- Your visa decision letter or email.
- Short-term (30 day) visa vignette (if applicable)
- Plane ticket (or ticket for ferry/train)
- Your letter of acceptance from Northumbria which includes your Confirmation of Acceptance of Studies (CAS) number
- Evidence that you have enough money to support yourself while studying in the UK. For example, recent bank statements, proof of scholarship, or a sponsor's letter
- Vaccination certificates and x-ray certificate if required
- Accommodation confirmation
- Currency (it is safer to carry debit/credit cards than cash, but it may be good to have small amounts of cash on hand)
- Original or certified copies of academic documents (e.g., previous results, IELTS)
- Photocopies of documents (to keep as a backup)

- **Luggage**
Be mindful of what you pack, as excess baggage fees can be costly. It is also a good idea to purchase travel insurance to cover any potential loss or damage to your luggage.
- **Restricted items**
Remember not to bring **restricted entry products** if you are travelling from outside the UK.
- **Bedding, towels and other necessities**
You will need to pre-order bedding and towels for your arrival, as these are not supplied in university accommodation. You can order items in advance via **UniKitOut**. Use the promo code **NORTHUM10** for a **10% discount**. Or purchase items from Newcastle City Centre.
- **University owned accommodation**
Visit the **accommodation FAQs** to find out what you need to bring.



GET TO KNOW YOUR NORTHUMBRIA STUDENT PORTAL

Life as a student is a busy one. As well as your academic studies, you may also be living independently for the first time, managing your money, work, building relationships, taking care of your health and wellbeing, and developing your social life and interests.

It can be a lot to juggle, but we are here to support you. At Northumbria, we have brought together all the information and resources you need to manage your studies and student life in one place: your **Northumbria Student Portal**.

You will have access to your Student Portal as soon as you accept your place at Northumbria. Log in to the Northumbria Student Portal using the username and password sent to your personal email. From the dashboard, you can enrol with us, see your personal information, and if applicable, access your timetable and programme site. You can also keep up to date with the latest Northumbria news, check your accommodation fees and much more.

The Student Portal is also your route into Ask4Help Online, the digital version of your Ask4Help frontline support service, and the quickest and most efficient way to find answers and contact us.

Search our self-help articles by keyword or category for the answers you are looking for on everything from your programme, money and finance, accommodation and your campus, through to international support, looking after your health and wellbeing, and making the most of being part of Northumbria's vibrant community.

Once you have enrolled on your programme, you can use Ask4Help Online to access specialist support. Simply scroll to the bottom of any help article and select the option to submit your question. You can check for updates and replies in My Enquiries.

Please see our **video** on how to use your Student Portal to navigate Northumbria.



GET TO KNOW YOUR SGU STUDENT PORTAL

During your time in the UK, you still need to monitor your SGU Student Portal for notifications and updates.

Student Self-Service on Banner:

SGU uses **Student Self-Service on Banner**, where you can view schedules, registrar information, and student accounts online in one convenient location.

Your student ID number, username, and a temporary password will be emailed to the address you provided once you have been accepted. All correspondence from the University will be delivered to your SGU email address once activated.

To access Student Self-Service:

- Log in to the **SGU Student Portal** (the link can be found under the *Students* tab on the main navigation bar of the website).
- Once logged in to the portal, click on the icon labelled *Student Self-Service* in the toolbar on the left-hand side of your screen. You do not need to log in again.
- The main Student Self-Service page is where you can find and update your personal information. Once you arrive on campus, you will be prompted to provide a local address and cell phone number. You will also be able to view financial information, class schedules, and other helpful information.



WHEN YOU ARRIVE

WHEN YOU ARRIVE

GETTING STARTED

A number of resources will be available during Welcome Week. You will hear from your Vice-Chancellor, Deputy Vice-Chancellor, representatives from your faculty and other colleagues from across the University.

Be sure to visit our **Getting Started at Northumbria** web pages. Here you will find information on a number of tasks that you will need to complete to get your Northumbria journey off to the best possible start.

KEY TASKS TO COMPLETE...

- COMPLETE YOUR ENROLMENT
- ACTIVATE YOUR NORTHUMBRIA EMAIL ACCOUNT
- ACCESS YOUR TIMETABLE
- COLLECT YOUR SMARTCARD
- COMPLETE YOUR DIGITAL INDUCTION
- ACCESS YOUR E-LEARNING PLATFORM
- COMPLETE YOUR MANDATORY CONSENT AND BYSTANDER TRAINING

Visit our **Getting Started at Northumbria** web pages.



WHEN YOU ARRIVE

COLLECT YOUR SMARTCARD

As an incoming student, you will be issued an official Northumbria University Smartcard. You need your Smartcard to access campus buildings, classes, and university transport.

Submit a photo for your Smartcard:

Please use our photo capture app to upload a picture at any time prior to enrolment.

Failure to submit a photo will result in a missing photo hold being placed on your account, which will prevent your enrolment.

If you have trouble uploading your photo or have any questions, please speak to your admission

counsellor directly or email: globaladmission@sgu.edu

Collect your Smartcard:

During Welcome Week, collect your Smartcard from Drill Hall Reception. If you arrive late to campus, you can collect your Smartcard from the Ask4Help Desk located in Student Central on the ground floor of City Campus Library.

Drill Hall Address:

Drill Hall
University of Northumbria
Northumberland Road
Newcastle-upon-Tyne
NE1 8JG



Refer to this guidance to upload your photo.

YOUR E-LEARNING PLATFORM

As soon as you enrol, we recommend accessing your e-learning platform, where you will find essential information to help you prepare for the year ahead. Your platform depends on your programme:

Which e-learning platform do I use?

- 6-year MD track students – Blackboard
- 5-year MD track students – Blackboard in Semester 1 and MyCourses (Sakai) in Semester 2
- 4-year MD programme students - MyCourses (Sakai)

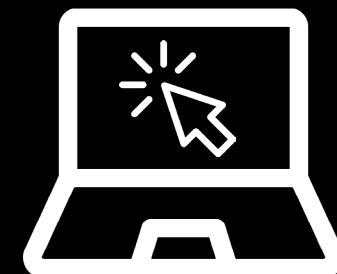
Blackboard: Northumbria's virtual learning environment

On Blackboard, you can:

- Access your Programme Site
- Receive a welcome from your faculty and programme leader
- Learn how your induction will work
- Find your Programme Handbook

How to access: As part of your **Digital Induction**, you will receive guidance on how to navigate and use Blackboard effectively.

Important: Access to Blackboard may take up to 2 working days after you enrol.



MyCourses (Sakai): SGU's learning management system

MyCourses (Sakai) supports all learning modes (face-to-face, blended, and online). The platform is used for:

- Course organisation and curriculum management
- Student engagement and performance tracking
- Collaboration and grade transfer to the Registrar
- Integration with educational technologies

How to access: Find MyCourses (Sakai) on the **SGU Student Portal** under the QuickLaunch section.

Additional resources

All SGU students also have access to the **Preparing to study** online guide to help you develop essential academic skills for your studies.



Find out more about your **Digital Induction** and access our online **Preparing to study** guide.



GETTING SETTLED

LIVING IN THE UK

We give a warm welcome to all our international students who study here at Northumbria.

To help you settle into life at Northumbria University, we offer free, confidential guidance and support on a wide range of issues including:

- Immigration/visa issues (for example, extending your visa)
- Working in the UK as an international student
- Advice on opening a bank account
- Driving in the UK
- How to register with a local doctor or dentist
- Travelling outside the UK
- What to do if you lose your passport or visa
- Other passport or visa problems

Consistently voted one of the UK's favourite student cities, Newcastle is a great place to start your studies. You will be in great company, with a cosmopolitan community of university-goers from across the globe.

The city is known for its great local and high street shopping, iconic landmarks, friendly locals, and rich history. No matter who you are, or what you enjoy, Newcastle will feel like home from day one.

To access specialist international student support please visit [**Ask4Help Online**](#).



For more information about everything Newcastle has to offer, check the latest updates on the [**Newcastle Gateshead Tourism website**](#).

NORTHUMBRIA STUDENTS' UNION

Your Students' Union aka NSU is here to have a positive impact on the lives of all students and to make sure that your time at Northumbria is the best it can be!

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 have been elected by students to represent your uni experience. You can contact them via Instagram [@sabbteam](https://www.instagram.com/sabbteam) or via the [NSU website](https://www.nsu.co.uk).

The NSU website has all the Freshers' Week info you will need to get the most out of starting at Northumbria this year, with a full programme of events.

You will find out more about NSU during your induction. In the meantime, visit the [website](https://www.nsu.co.uk) to get regular updates or follow NSU on socials:

- [instagram.com/northumbriastudentsunion](https://www.instagram.com/northumbriastudentsunion)
- [Facebook.com/mynsu](https://www.facebook.com/mynsu)
- [mynsu.co.uk](https://www.mynsu.co.uk)



SGU'S TAYLOR COLLEGE

The School of Medicine College system was created in 2018 and named after influential physicians and scientists in history. It consists of Blackwell, Galen, Hippocrates, McIndoe, Peabody, Curie, Fleming, Metrodora, and Taylor Colleges.

Taylor College's mission is to create a diverse collegiate environment where you receive comprehensive support, both socially and academically, as you develop the knowledge, skills, compassion, and integrity required to be a practicing physician.

Our aim is to place student wellness, personal interactions, and the development of a professional identity at the centre of the curriculum and learning experience.

Whether adjusting to life in the UK or Grenada, we offer a home for student support and development.

As a Northumbria and SGU student, you are automatically part of Taylor College. You continue within the system throughout your student journey both in the UK and Grenada.

Be sure to attend the Taylor College welcome event to learn more about our social and developmental activities.



NORTHUMBRIA SPORT

We are Northumbria Sport, the sport and physical activity arm of Northumbria University.

We are committed to student wellbeing and ensuring students can access a wide variety of sport and physical activities within our two impressive sport facilities and specialist external facilities for sports such as equestrian or golf.

Sport Central based at City Campus, boasts a state-of-the-art gym, studio, six lane 25m swimming pool, sauna, steam room, four sports halls and climbing wall.

Coach Lane Sports Ground based at Coach Lane Campus has a sports hall, four grass football pitches as well as three multipurpose artificial pitches, which accommodate a range of sports such as American Football, Hockey, Lacrosse,

Football, Rugby Union, and Rugby League.

We cater for all – from those who are looking to try a new sport for the first time, to student athletes seeking a competitive edge. We offer opportunities in over 35 different Sport Clubs, Intramural Leagues and a completely FREE Just PLAY programme open to all students of all abilities. Our programmes are student centred, and we have volunteering and internship opportunities available in roles including club committees, coaching, marketing, strength and conditioning and much more.

Our dedicated website, app and social media channels highlight the range of activities on offer and how you can get involved.

Visit the **Northumbria Sport website** or download the NU Sport app.



UNIVERSITY LIBRARY

As a Northumbria student, you have full access to all University Library resources. Northumbria's Library Collection encompasses both print and online resources, including over 1 million ebooks and an extensive ejournal collection of more than 57,000 titles.

Your Library offers a range of flexible learning spaces on campus where you can think, read, study, collaborate, and be inspired. You will need your University Smartcard to use these spaces and borrow from the collection.

The Library works in partnership with your module tutors to ensure you can locate the materials you need through the **Online Reading List Service**. Online resources are immediately accessible via your list, along with information about the location and availability of print materials. Your list can also be accessed from your modules on Blackboard or through the reading lists link on **University Library Online**.

Library Search provides a single search box to discover and access millions of books, journal articles, newspaper articles, audio-visual material, datasets,

and other scholarly resources in Northumbria's print and digital Library Collection. Library Search can also be widened to search for resources outside the Library Collection with the ability to request resources 'on demand' through the Inter Library Loan service.

You can borrow items by using the self-service machines at both the City Campus and Coach Lane libraries.

The University Library can help you develop your skills and succeed in your studies. **Skills Plus** is the library's collection of online learning materials, including academic and digital skills videos, written guides, and interactive tutorials. **Northumbria Skills Programme** sessions take place regularly on campus and online, covering topics such as essay writing, searching for information, and referencing.

If you have an individual query, you can email us, attend a drop-in, or talk to us online. There is no need to book.



Access our **Undergraduate Library Induction Guide**.



HELP AND SUPPORT

ASK4HELP

Ask4Help is your frontline student support service - available online, on campus, and by telephone. We are here for you 24 hours a day, 7 days a week during term time, ready to assist with a wide range of enquiries. Many questions can be resolved immediately, and if your issue requires more in-depth support, we will ensure it reaches the appropriate specialist.

Each year, Ask4Help handles thousands of enquiries with a commitment to our core value: Every Student Counts. We are proud to hold the Cabinet Office Customer Service Excellence (CSE) accreditation, which recognises our consistently high standards of service.

We understand that university life is about becoming independent,

but that does not mean you have to manage everything on your own. Ask4Help is here to support you, offering reassurance that assistance is always available—at any time, day or night.

Ask4Help Online

If you are looking for quick answers, visit Ask4Help Online on your Student Portal. You will find over 300 help and support articles, covering topics ranging from academic queries to campus life.

- Search by keyword or category to find guidance and answers to frequently asked questions.
- If you still require assistance, you can submit an enquiry using the enquiry box at the end of any article.

Contact Ask4Help:

- Online: Access support and browse knowledge articles via **Ask4Help Online** on your Student Portal.
- In person: Visit the **Ask4Help desk at Student Central, City Campus Library or at Coach Lane Campus Library.**
- By phone: Call Ask4Help on **+44 (0)191 227 4646.**

In addition to Ask4Help, SGU Academic Admin Office staff at Drill Hall are on hand to provide a first point of contact to answer any queries you may have, or signpost you in the right direction to deal with any issues.

You can contact the SGU Academic Admin Office by email, and the team aims to respond within 24-48 hours of receiving an email: **AdminOfficeNU@sgu.edu**

The SGU Academic Admin Office is open Monday – Friday.

Find the answers you are looking for and access the support you need during your time at Northumbria.



SGU ACADEMIC SUPPORT

SGU also has student support services you can access while studying in the UK.

The Department of Educational Services (DES) plays a key role in supporting all students at SGU, with the academic and professional success of our students as our primary goal.

Comprised of many dedicated academic professionals, DES's unique and highly effective faculty is the largest on campus.

Many of SGU's students avail themselves of the support offered through the department's innovative programs, including time management, note-taking skills, and utilising technology effectively in teaching and learning.

Most fundamentally, DES can assist you—both individually and in groups—as you prepare for course and licensure examinations.

DES is a central and established part of the academic culture at SGU, and the department works closely with all schools and programs, as well as with the Office of Student Affairs (OSA), to provide custom-tailored support regarding academic and non-academic issues.

You can access many of the resources directly through the DES pages on the **SGU Student Portal** or by requesting an appointment through Drill Hall reception.

Find out more about SGU academic support. 



SGU GENERAL SUPPORT

From orientation to graduation, the Office of Student Affairs (OSA) provides support and guidance in non-academic areas to all SGU students.

Helping you achieve academic success and encouraging you to exhibit the highest standards of professionalism in your chosen fields are at the very centre of what we do.

We do this by enabling you to freely access our services and support mechanisms that you need to achieve your professional goals and enhance your personal growth throughout your tenure at SGU.

If you have cognitive or non-cognitive concerns, a wide range of support services is available to you, and the OSA serves as your advocate in

accessing the necessary services on or off campus. For additional ongoing support, the OSA assigns you a faculty adviser as part of its Faculty Adviser Programme. Your adviser becomes personally acquainted with your goals, strengths, and challenges, and serves as a source of support and advice throughout your time at SGU.

The OSA supports over 80 student organisations that enhance student life by promoting a variety of activities: religious, cultural, professional, political, social, and academic.

Office location: Drill Hall
Office hours: 9.00am – 4.30pm
Email: studentaffairsnu@sgu.edu

 **Discover more about our student organisations here.**

PERSONAL WELLBEING AND SUPPORT

We realise that alongside your academic life, you will be managing your day-to-day life, including money and budgets, living in a new city or country, 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 trained and accredited practitioners are here to offer support, whatever your needs and circumstances.

We offer a range of specialist expertise in areas such as:

- Accessibility
- Spiritual Care
- Mental health and wellbeing
- Physical health and wellbeing
- Enhanced support for specific student groups
- Personal welfare

Access information and guidance via **Ask4Help Online**.



SGU FINANCIAL AID

The cost of a private medical education is a concern for many students. SGU offers a variety of scholarships to help defray the costs of medical education.

The Office of Institutional Student Financial Assistance can help you with financial planning, budgeting, and support with management of educational debt.

Eligible international students may be able to access the SGU Institutional Student Loan (ISL) and bursaries to assist. Our dedicated team at the Office of Institutional Student Financial Assistance can walk you through the process.

If you have any concerns about paying for medical school, you can contact SGU's Financial Aid Counsellors via phone or email.

Contact:
Financial Aid can be reached Monday - Friday from 9.00am - 5.00pm.

US/Canada toll-free:
1 (800) 899-6337 ext. 1232

Worldwide:
+1 (631) 665-8500 ext. 1232

Email: isfa@sgu.edu



For financial aid support, please email: isfa@sgu.edu



IT SUPPORT

You will be making extensive use of digital technology during your time at Northumbria. This may include accessing course materials through Blackboard, connecting your personal devices to the University network both on and off campus, and using specialist software and digital resources to support your studies.

To help you get started, we encourage you to explore the **Student Digital Induction** web pages. These pages provide a comprehensive overview of the digital tools and services designed to support your learning and enhance your University experience.

Your Northumbria username and password is provided in your enrolment letter.

There are nearly 4,000 computers available on campus, plus spaces to use your personal devices. You get £10 free print credits every year to print, copy, and scan from any printer on campus. You can also use Mobility Print off campus to send work to print and scan, to then collect when you arrive.

WiFi is available across all campuses, meaning you can bring your own laptop or mobile device and stay connected.

MyAccess is a 'remote desktop', giving you access to files and software as if you were on campus.

You will have an Office 365 account while you study here. Giving you a 50Gb Northumbria email account, a 1TB OneDrive account to store files, and access to download free Microsoft Office software.

Accessing IT support

At Northumbria University IT Support is available 24 hours a day, 7 days a week, 365 days of the year via the IT Service Desk.

Contact the Northumbria IT Service Desk:

- Online: Use **IT Chat** to connect to a Service Desk agent and discuss your issue or request.
- By phone: Call the Service Desk on **+44 (0)191 227 4242** to discuss any urgent problems you're having.
- In person: Visit the IT Place, Student Commons, Ground Floor, City Campus Library, Monday to Friday, 09:30 - 15:00*

*Please note opening hours are subject to change - you can contact the IT Service Desk in advance of your visit on **0191 227 4242** or via **IT Chat** to confirm opening times.

For all SGU related IT queries, please email: **support@sgu.edu**

FORGOTTEN YOUR USERNAME?

Please use the IT **Chat**.

FORGOTTEN YOUR PASSWORD?

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

Duo Multi-factor Authentication (MFA)

To keep your Northumbria University IT account safe, we use a security app called Duo. This app helps protect your account by asking you to confirm your identity when you log in—usually by tapping a notification on your phone.

What you need to do:

- After you enrol on your course, you will get an email from Duo.
- Follow the instructions in the email to download the free Duo Mobile app to your smartphone.
- Set it up as soon as possible so you can access your University systems.

Important information about SIM cards

If you are arriving from outside the UK, you may need to get a UK SIM card for your phone. If you set up Duo before changing to a UK number, you will need to contact **IT Chat** to update your Duo account.

SGU CAREER GUIDANCE AND DEVELOPMENT

The Office of Career Guidance and Student Development (OCGSD) is staffed by associates of University Support Services, and faculty and alumni of SGU's School of Medicine.

The OCGSD is designed to assist you in your pursuit of obtaining postgraduate residencies and opportunities. To help you navigate the residency application process, you will be offered guidance on the information required for examination, clinical timelines, and obtaining postgraduate training.

For example, the OCGSD advises students on United States Medical Licensing Examination (USMLE) preparation, counsels students

in specialty and residency selection, interview skills, CV/PS preparation, and the residency application process in the US and UK.

The OCGSD also acts as a liaison with the Educational Commission for Foreign Medical Graduates (ECFMG).

OCGSD advisors provide an invaluable service and we cannot overemphasise the benefits of utilising their expertise. All conversations and communications are considered personal and confidential.



Click here for more information about career guidance.



STUDENT CENTRAL

Student Central, located within both the City Campus Library and Coach Lane Campus Library, is a dedicated space designed to support your academic success and personal wellbeing.

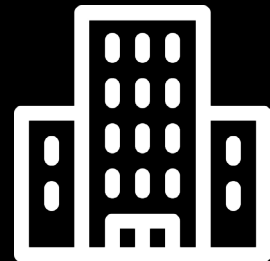
At its core is **Ask4Help** – your first point of contact for in-person assistance and referrals to a wide range of specialist services.

At City Campus, you will also find the Student Skills Centre, which hosts a variety of group support sessions, presentations, and training workshops to help you thrive at every stage of your academic journey.

The common areas on the ground floor provide relaxed, informal spaces ideal for group work and collaboration. These areas also host regular pop-up events, including employer stalls and student exhibitions.

For more focused support, private consultation rooms are available for one-to-one sessions with expert staff.

Adjacent to Student Central is the 24/7 Digital Commons – a state-of-the-art study environment equipped with modern IT facilities, giving you flexible access whenever you need it.



CAMPUS HEALTH AND SECURITY

The safety of our students and staff is our number one priority.

At Northumbria we are committed to supporting each other. We believe in the ethos – **it's on me, it's on you, it's on us** – which means we look out for each other, are good citizens in the community, and we all take responsibility for how we behave. And, as part of the Northumbria Community, we all have a role to play in keeping ourselves and our community safe.

The University of Northumbria Security Service, part of Campus Services, aims to work with students, staff and visitors to provide a safe and secure residential and working environment.

All staff and students also have access to a free app called SafeZone, which connects you directly to the 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 monitors SafeZone 24 hours a day.

For more information, visit the [**SafeZone website**](#).

Security also works in partnership with Northumbria Police and has a dedicated police officer who predominantly works out of the Security Office. You can contact **PC1141 Stuart Dixon** through the Security Department or via our [**Safety on Campus web page**](#).

You can contact the Security Team on:

- 0191 227 3999 for general enquiries
- 0191 227 3200 **for emergencies only**
- Email: [**CRSecurityTeams2@northumbria.ac.uk**](mailto:CRSecurityTeams2@northumbria.ac.uk)
- Security on Campus location: [**Ground Floor, Trinity Building, City Campus**](#)

FAQS

1. How do I enrol?
Your enrolment process consists of two key steps:

Step 1: Pre-registration – Complete this before arriving in the UK.

Step 2: Visa document upload – Upload your visa documents for verification as soon as you arrive in the UK.

It is essential to complete both steps on time, as delays may impact your ability to begin your studies. Visa verification can take up to five working days. Once your enrolment is confirmed, it may take an additional two working days to:

- Access your Northumbria timetable.
- Collect your Smartcard (student ID).
- Access your Northumbria programme site.

Full instructions, including which visa documents to upload, are available in [Understanding the enrolment process](#) via Ask4Help Online on your Student Portal.

2. Where can I get help with enrolment?
You can submit an enquiry via the article [Understanding the enrolment process](#) in

Ask4Help Online on your Student Portal. If you are unable to submit an enquiry, you can contact Ask4Help in the following ways:

- **In person:** Visit the Ask4Help desk at Student Central, City Campus Library or Student Central, Coach Lane Campus Library.
- **By phone:** Call Ask4Help on **+44 (0)191 227 4646**.

3. What should I do if I have problems uploading my visa documents?
You can submit an enquiry via [Understanding the enrolment process](#) in Ask4Help Online on your Student Portal. If you are unable to submit an enquiry, you can contact Ask4Help in the following ways:

- **In person:** Visit the Ask4Help desk at Student Central, City Campus Library or Student Central, Coach Lane Campus Library.
- **By phone:** Call Ask4Help on **+44 (0)191 227 4646**.

4. What happens if my visa has incorrect or missing information?
It is essential to correct any errors or missing information in your student visa as soon as possible to avoid any impact on your ability to study or remain in the UK.

We review visa documents during enrolment. If we identify an issue, we will notify you and guide you on the next steps.

Common visa errors include:

- Incorrect personal details (e.g., name, date of birth).
- Wrong visa length.
- Incorrect working permissions.

If you find an error, inform us immediately by submitting an enquiry through the [Managing your student visa](#) article in Ask4Help Online on your Student Portal.

5. How do I view my timetable?
MD4: Access your timetable through Sakai (MyCourses).

5-year MD track: Access your timetable through [My Timetable](#) in Semester 1 and Sakai (MyCourses) in Semester 2.

6-year MD track: Access your timetable through [My Timetable](#).

6. Can I view my timetable before I enrol?
No – your timetable will only be available once you have fully completed enrolment. For international students, this includes uploading and verifying your visa documents. Please allow up to **two working days** after enrolment for your timetable to appear.

7. Is my timetable subject to change?
Yes – timetables are subject to change. While we aim to minimise adjustments, some changes may be necessary. Please check your timetable regularly to stay updated.

8. How do I know where my timetabled sessions take place?
MD4: This will be shared on SAKAI calendar ahead of the start of term.

5-year MD track: In Semester 1, your timetable will display a building code and room number. You can use the [NU Connect App](#), which has a GPS function to help you locate buildings on campus. In Semester 2, this will be shared in a timetable and emailed to you ahead of the start of term.

6-year MD track: Your timetable will display a building code and room number. You can use the NU Connect App, which has a GPS function to help you locate buildings on campus.

9. My timetable is blank or incomplete. What should I do?
If your timetable is blank, check the following:

- Have you completed enrolment (including visa verification for international students)?
- Have you waited **two working days** after completing enrolment?

If your timetable still has not appeared:

- **MD4:** report to the Admin Office, Drill Hall
- **5-year MD track:** In Semester 1, submit an enquiry via the form at the end of the [Accessing your timetable](#) article.

In Semester 2, report to the Admin Office at Drill Hall.

- **6-year MD track:** Submit an enquiry via the form at the end of the [Accessing your timetable](#) article.

10. How do I collect my Northumbria University Smartcard?
Once you have completed your enrolment, you can collect your University Smartcard. Please bring photo ID with you – such as a passport, driving licence, or Proof of Age Standards Scheme (PASS) card – so we can confirm your identity.

MD4: Collect your Smartcard from Drill Hall during Welcome and Induction Week. After that, you can collect it from the Ask4Help Desk, Student Central, City Campus.

5-year MD track and 6-year MD track:
Details of where to collect your Smartcard are published in the [Collecting your smartcard from campus](#) article in Ask4Help Online on your Student Portal.

11. How do I register my attendance?
Use the wall-mounted Smartcard readers inside teaching spaces. Tap your University Smartcard against the white square on the reader until a confirmation message appears.

You can register up to 30 minutes before each class starts. Registering earlier will not count.

If you have back-to-back classes, you must **register attendance separately** for each timetabled session.

For further details, please visit the [Registering your attendance and notifying us of absence](#) article in Ask4Help Online on your Student Portal.

12. How do I register my attendance if I forget my Smartcard?
You can self-register using the NU Connect app or the ‘My Attendance’ section of the Student Portal. Please follow the instructions in the [Registering your attendance and notifying us of absence](#) article in Ask4Help Online on your Student Portal. Self-registration should only be used in exceptional cases and must be completed on the same day.

13. My Smartcard is not working. What should I do?
Please visit Ask4Help for assistance. In the meantime, please follow the self-registration instructions in the [Registering your attendance and notifying us of absence](#) article in Ask4Help Online on your Student Portal.

14. Where can I get assistance with Federal Aid/ US Financial Aid?
For information and to access support, please visit the [Accessing your federal aid/US financial aid](#) article in Ask4Help Online on your Student Portal.



St. George's University
SCHOOL OF MEDICINE
GRENADA, WEST INDIES



Northumbria
University
NEWCASTLE

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.