Northumbria University NEWCASTLE

Student, Library and Academic Services

Expert services working together to enable academic and student success

Illustrative activity for each service only

Academic Registrar and Director of Student, Library and Academic Services

Academic Support

**Academic Support
(Faculty Based Teams)**
- Start of year activity.
- Staff-Student Programme Committees.
- Quality and Standards within Faculty.
- Advice and guidance to academic staff.
- Assessment Planning.
- Results Management.
- Professional Suitability.
- DL support (where not Educational Partnership).
- Curriculum based employability clinics.

Educational Partnerships (CV Academic Support, Partnerships and Campuses, Distance Learning and Degree Apprenticeships (Employers)
As Academic Support above, plus:
- Management of CV provision: Ops manuals, travel coordination, tracking student numbers and income.
- Support for Amsterdam and London Campus Directors.
- Employer DA support and ESFA compliance.
- Support for strategic Educational Partners.

Graduate School
- Enrolment/Annual Progression/Examination/Committee support/Training/Research Council/Student systems.

Quality and Teaching Excellence

Approval and Revisions
- Programme/Module Approval/Revisions.
- Partnership development and QA - Validation/Franchise Arrangements; Dual/Joint Awards; Distance Learning Support Centres.

PSRB Accreditations/Reviews
- Planning and co-ordinating accreditation events/activities/ Supporting preparatory work/meetings, collating/drafting documentation.
- Accreditation maintenance.
- Review activities.

Governance and Enhancement
- Governance: Committees and sub-committees secretariat, policies.
- External examiners' and external assessors' appointments, reports, replacements and fee claims.
- Student learning and teaching surveys.
- Enhancement support: TQEF DTFEP.
- Professional Recognition Schemes including POSS, NUPRS, CATE and NTFS.

Apprenticeships
- Regulatory and monitoring maintenance and compliance.
- Systems and process training and development.
- Key lead and contact for apprenticeship Ofsted and IfATE.
- Maintenance of Institutional RoATAP.

Teaching Excellence
- Strategic leadership/support for Education Strategy initiatives across the University.
- Advice/guidance for academic practice.
- Engagement with academic staff to support enhanced Learning, Teaching and Student Experience in department.
- Academic staff development.

Registry Records and Returns

Registry Services
- Enrolment/smartcard processes.
- Programme/module/diet set-up.
- Progression and Award rules and mark schemes.
- User Training and support.
- DBS Administration.

Examinations and Awards
- Examinations, invigilators, orals, OMR
- Congregations.
- Parchments, transcripts, HEAR and verifications.

Timetabling
- Teaching Timetable and Room Bookings.

Returns and Information
- Statutory and PSRB Returns.
- Operational Reporting.

Business Process Development
- Business Analysis.
- Student Record System web design, workflow.

Data Management
- Archiving.
- Data quality and compliance.
- Data processes and structures within SRA.
- AR Super User for SITS.
- Data cleansing and Data roll overs.
- User access.

Northumbria Language Centre

Northumbria Language Centre
- In-sessional Academic Language Skills, including faculty aligned Academic Language Skills.
- Pre-sessional Language Skills, including summer schools and activity at London Campus.
- UniLang: German, French, Spanish, Italian, Japanese, British Sign Language.
- Degree teaching - International Business Management (French and Spanish); TESOL; humanities.
- Short Courses.
- Overseas Testing.
- International Foundation Programmes – Qatar and QA.

Student Life and Wellbeing

Duty of Care for Students
- Managing the University's Duty of Care support for students; minimising personal risk for students and supporting positive outcomes.
- Managing case conferences and cross-University support.

Mental Health Support
- Supporting positive mental health and wellbeing for students.
- Resilience, mindfulness and peer support opportunities for students.
- Therapeutic interventions including appointments with counsellors, mental health practitioners and guided self-help.

Disability and Inclusion
- Supporting students who disclose disability; support for DSA funding and managing adjustments (DSSRs).
- Digital inclusion.
- Specialist mentoring and support worker services.

Student Life
- Financial and immigration advice.
- 'Meet and Greet' service.
- Hardship funding.
- Managing serious welfare incidents, sexual violence and anti-social behaviour.
- Chaplaincy and faith advice.

Visa Compliance
- Managing visa compliance for the University.

Graduate Futures

Supporting Student Career Readiness
- Careers information, advice and guidance to students and recent graduates.

Partnership with Faculties
- Advising on curriculum development, embedding employability and supporting Faculty plans, targets and activities.

Employer Engagement
- Opportunities for students to engage with graduate recruiters.

Student and Graduate Enterprise
- Developing student enterprise skills and supporting those who want to start-up their own business.
- Student and graduate enterprise mentoring and support.

Student Placements and International Mobility
- Developing and maintaining placement/internship and study abroad /other international opportunities.
- Risk management and health and safety support for student placement or international activities.
- Sourcing and filling graduate internships in regional Small and Medium-sized Enterprises (SMEs).

University Library

Discovery and Access to Scholarly Knowledge
- Developing and providing physical and digital access to multidisciplinary Library Collection and wider resources.

Library Learning and Research Spaces to Meet the Needs of Students and Faculty
- Designing and managing the University's library space as unique scholarly environments to meet the needs of students and Faculty.

Skills Development
- Providing both students and Faculty with the opportunity to develop their digital scholarship and information literacy through comprehensive training delivered both face-to-face and online.

Open Scholarship and Research Insight
- Supporting scholarly communication and Open Access compliance of Northumbria's research data and outputs.
- Delivering new research insights for Faculty and decision makers across the University with our expertise in bibliometrics.

Copyright
- Providing information and guidance for students and Faculty on all aspects of Copyright.
- Managing copyright licences.

Student Engagement

Ask4Help
- 24/7 front line support to students on all their queries across all services.
- Receipt and return of assessments.

Maximising Student Engagement
- Managing student attendance.
- Retention and support from Educational Learning Analytics.
- Implementing disability adjustments.

Changes of Circumstances
- Management of student withdrawals, transfers and interruptions and changes to student status.

Support When Things Go Wrong
- Management of student complaints and support for appeals against assessment results.
- Student discipline.

Students in the Community
- Encouraging positive student engagement with the local community.

The Student Portal and Student Communications
- Managing the Student Portal content and Knowledge Articles.
- Creating marketing assets, resources and brand alignment.

January 2023