Accessing Student Services
King’s Gate building provides access to many student services in a single location.
- The Interaction Team is your first point of contact for all Services on Level 2
- Pre-booked appointments for Student Services
- Customers on Level 2 can take a ticket and wait to be called to the Help desk
- Visit the Express desk (no ticket required)
- Visit the Cash desk
- Wait in the comfortable Interaction Area

Mission statement
To deliver an excellent and professional service to all our stakeholders and to provide co-ordinated, accessible support throughout the student academic journey.

What you can expect from us and what we expect from you:
- Using Student Services at King’s Gate
- Confidentiality statement
- Building’s Code of Conduct Policy

https://my.ncl.ac.uk/students/kingsgate

Our opening hours are:
Monday 9.00am – 5.00pm
Tuesday 9.00am – 5.00pm
Wednesday 10.00am – 5.00pm
Thursday 9.00am – 5.00pm
Friday 9.00am – 5.00pm

Where are we located?
Student Services are located in the King’s Gate building on the main city-centre campus. The main Student Services entrance to Level 2 is next to Northern Stage and opposite the Students’ Union Building. There is also an entrance at Level 1 (where Careers are based) from Barras Bridge.

Your views about the services
Your views about the services we provide are very important to us and will help us make improvements where required. We welcome your comments; please let us know about the quality of the service you have received.

The postal address is:
Student Services
Newcastle University
King’s Gate
Newcastle upon Tyne
NE1 7RU
https://my.ncl.ac.uk/students/kingsgate

Other student services
The following student services are based elsewhere on campus:
- computing and IT
- learning resources
- library
- postgraduate research
- sport
- Students’ Union

Details are available at
https://my.ncl.ac.uk/students

Please contact Student Services if you require this leaflet in an alternative format.
Academic Support and Information
We offer information and advice on a broad range of issues to all students. You may wish to discuss changes in your circumstances or just explore other options available to you. Documentation and advice are available in the areas below and individual appointments can also be made if you require a confidential or more detailed discussion.

We can help with the following:
- programmes offered by the University and admission procedures
- student registration
- research student support
- Smartcard issuing (Student ID card)
- timetabling
- examinations
- University policies/procedures and regulations
- changes of circumstance such as: - programme transfers - leave of absence - withdrawal from studies
- documentation - transcripts of study - Council Tax Exemption Certificates - bank letters - verifications - graduation

... and if there are other issues that you do not know how to address, or who to speak to, we may be able to help you.

Accommodation
We have an extensive range of catered and self-catered University-owned and managed partnership accommodation, with something to suit every requirement and budget. We offer a Property Management Service,NUaccommodation, whereby we lease properties from owners and rent them to students, and we have a comprehensive selection of privately advertised property.

We can help with the following:
- allocation of University accommodation, including room swaps and transfers
- general advice on a range of accommodation concerns, such as tenancy issues and re-lets
- management of rent accounts and associated debt advice
- provision of staff accommodation, both short and long term
- NUaccommodation – our Property Management Service
- advertising vacant properties in the private sector
- private-sector contractual advice before, during and after tenancies

Careers and Work
The Careers Service on Level 1 exists to help you make the most of your unique skills and experiences, whatever your ambitions, values, degree subject or stage of study. Whether you are seeking a graduate career, going on to further study or starting your own business, we offer a range of support to help you realise your potential while you are studying and for up to three years after you have graduated (and indefinitely for business start-up support).

We can offer you:
- information on occupations and employers
- advice on working life during and after your degree
- business start-up resources

We can help you with:
- working out what to do next
- starting enterprise, entrepreneurial and employability skills
- finding placements, internships, part-time jobs and work experience, building up your contacts and networks
- developing your business ideas and getting them off the ground
- marketing your skills and yourself in CVs and job applications
- finding graduate vacancies and postgraduate courses

Fees, Funding and Finance
The Careers Service on Level 1 exists to help you make the most of your unique skills and experiences, whatever your ambitions, values, degree subject or stage of study. Whether you are seeking a graduate career, going on to further study or starting your own business, we offer a range of support to help you realise your potential while you are studying and for up to three years after you have graduated (and indefinitely for business start-up support).

We can offer you:
- information on occupations and employers
- advice on working life during and after your degree
- business start-up resources

We can help you with:
- working out what to do next
- starting enterprise, entrepreneurial and employability skills
- finding placements, internships, part-time jobs and work experience, building up your contacts and networks
- developing your business ideas and getting them off the ground
- marketing your skills and yourself in CVs and job applications
- finding graduate vacancies and postgraduate courses

Health and Wellbeing
Counselling and Mental Health Support
Confidential support is offered to students who want help with personal problems and mental health difficulties that are affecting their work and general wellbeing.

We can support you through:
- counselling
- group work
- life skills
- mental health support

Disability and Specialist Learning Support
Advice, information and guidance is available to prospective and current students with a disability, a long-term medical condition or a specific learning difficulty such as dyslexia or Asperger’s syndrome.

We can provide you with advice on:
- Disabled Students’ Allowances (DSA)
- examination arrangements
- study skills support
- psychological assessments
- physical access issues
- loan equipment
- personal/individual circumstances

UCAN
The University Centre for Assessments at Newcastle (UCAN) meets the assessment needs of disabled students across the region, to enable them to access Disabled Students’ Allowances.

We can provide you with assessment service to students with a range of difficulties including:
- visual/hearing impairments
- medical conditions
- mental health difficulties
- specific learning difficulties

Information and advice on:
- payment methods, including: online payments; bank transfers; credit card payments; traveller’s cheques; cheques (also called drafts); cash payments; and payment by foreign currency
- international banking transactions
- exchange rates

Financial Support
Information, advice and guidance is available to all students who have a finance-related issue.

Through drop-in sessions and one-to-one appointments we can offer:
- funding to alleviate unexpected financial difficulties
- Short-Term Emergency Loans
- information and advice about sources of funding and managing finances

Support for UK students:
- Access to Learning Fund
- University and Achievement Bursaries

Support for non-UK EU students:
- Financial Assistance Fund
- International Scholarships
- US Federal Loans

We can offer advice and guidance to incoming Study Abroad, Erasmus students, and to Newcastle students wishing to participate in an exchange programme.

We can support you through:
- advice to incoming students on issues involving your study period at Newcastle
- contacting the Student Support Unit
- application advice and relevant documentation to outgoing students

Visa Support for International Students
We offer advice and support on immigration issues to all international students registered at Newcastle University. We offer both individual appointments and drop-in sessions. We also offer some workshops.

We offer help with the following:
- student visas and guidance on student visa renewal
- student-depndent visas and guidance on student-depndant visa renewal
- submission of student visa applications through the ‘Student Batch Scheme’ subject to Agreement on student visa renewal
- advice on immigration rules for work during studies
- guidance on working in the UK after studies
- guidance on Police Registration
- guidance on Schengen Visas
- guidance on changes of study plans