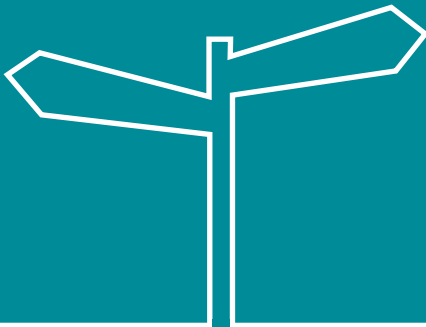


Welfare and International Support



About Welfare and International Support

We offer free, impartial, confidential and professional advice, guidance and information for current and prospective students.

Our team comprises professionally trained, dedicated advisers who will help with a wide range of practical issues including financial support and immigration advice.

WHO CAN USE OUR SERVICE?

We offer support to all current students – including all home/ UK students, EU students and international students and including students studying full-time, part-time and studying on a distance learning course.

We also work with prospective students and their families to ensure that they have up-to-date information on a wide range of issues, including student visas and the UK financial support system.

We offer advice, information, and training to University staff to help them in their roles supporting students.

ACCESS TO LEARNING FUND (ALF)

The Access to Learning Fund (ALF) is a government fund administered by the University. It is available to UK/home students who have taken out their full entitlement of funding and are experiencing genuine financial hardship. (Note that students from other EU countries or from overseas are not eligible to apply.)

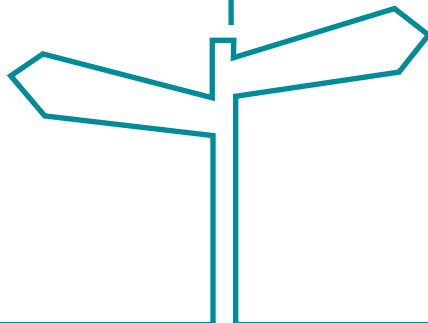
Awards do not have to be repaid and can help with costs such as accommodation, books and equipment, childcare, travel and utilities. However, awards cannot be made to provide the main financial support for your studies and students are expected to have explored all avenues of financial help before applying.

See contact details overleaf for collecting and handing in application forms.

HOW CAN WE HELP?

We offer advice and information on a wide range of practical issues including:

- Access to Learning Fund (ALF)
- Benefits
- Council tax
- Course change (and the financial implications of this):
 - Suspending your studies*
 - Transferring to a different programme / institution*
 - Withdrawing from your programme*
- Financial support:
 - Scholarships and bursaries*
 - Grants for help with living costs*
 - Loans for tuition fees and help with living costs*
 - NHS bursaries*
 - Postgraduate support*
- Health costs
- Insurance
- Immigration / visa queries (e.g. extending visas)
- Working in the UK as an international student
- Meet and Greet service – meeting international students on arrival at Newcastle airport
- Fast Friends – trips and social events for all Northumbria students
- Friends International – a university-wide befriending scheme
- Driving in the UK
- Registering with the police



How to contact the Welfare and International Support Team

ONLINE

- Email us direct at sv.welfareandinternational@northumbria.ac.uk
- Visit our website at www.northumbria.ac.uk/welfareandinternational

AT CITY CAMPUS

- Visit the Student Support and Wellbeing Centre, Ground Floor, Northumberland Building. The centre is open 9.00am to 5.00pm (Monday to Friday)
- Telephone us on **0191 227 4127**

We operate a drop-in service, which means that you don't need to make an appointment to speak to one of our Advisers. You can visit us and speak to an Adviser anytime from 10.00am to 4.00pm, Monday to Friday (apart from Wednesdays, when you can see an Adviser anytime from 1.00pm to 4.00pm).

AT COACH LANE CAMPUS

- Visit the **Ask4Help** desk in Coach Lane Library
- Telephone us on **0191 215 6590**

If you are a distance learner, or are studying a Northumbria University course outside of Newcastle (for example, at our London campus), please contact us to discuss different ways in which we can help you to access the information and support you require.



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www.facebook.com/nussw



**Ask4Help - Information and Advice 24/7 on or off campus.
Email, telephone or visit an Ask4Help point**

ask4help@northumbria.ac.uk
0191 227 4125
www.northumbria.ac.uk/ask4help



Please contact us if you require a copy of this publication in an alternative format – such as braille or large print.

