



# Welcome Guide

## 2023-24.

An introductory guide  
for new students.

University of  
Northampton

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# Welcome to the University of Northampton.

We are delighted to welcome you to the University of Northampton and hope you enjoy your studies with us. This booklet provides you with information about some of our facilities and useful tips to guide you through your first few weeks.

## Student Support.

### Student Information Desk

The Student Information Desk (SID) is your first place to go to for help, information and advice. They will be able to support you in the following ways:

- changes to personal information
- change of address
- council tax enquiries
- administrative matters, e.g. changes to your course or module, the process for withdrawals or study breaks
- NILE queries
- providing student letters
- providing information about specialist student service teams: ASSIST, Counselling and Mental Health, Financial Guidance, International Student Support, Student Support and Advice.

### Contact the SID:

Where: **Ground Floor, Learning Hub**

Phone: **01604 892833**

Email: **sid@northampton.ac.uk**

### Student Support and Advice team

The Student Support and Advice team offers friendly, professional and confidential advice and guidance during your studies.

If you're struggling with your studies, have had a change of circumstances, are experiencing life events, or are thinking of leaving the University, they can support you. The team can help you understand the academic rules and regulations and work alongside other specialist support services to ensure you have full access to the support you need.

The Student Support and Advice team are based in the Learning Hub and offer a drop in service during term time.

Email: **studentsupportofficers@northampton.ac.uk** or call **01604 892600**.

## Student matters.

### Changing your course

If you are feeling unsure about whether you have chosen the right course or module and you wish to change, you should speak to your Personal Academic Tutor, programme leader or a Student Support Officer. If you are thinking of changing your course then you can request to do this within the first two weeks of your first term of study. You will need to speak to the programme leader of the new programme to ensure that there are spaces available and that you meet the entry requirements.

### Finance queries

The Financial Guidance Team in the Learning Hub can help with student finance queries including information on loans, scholarships and bursaries. They also provide budgeting guidance and may offer short-term loans and additional funding to those experiencing financial hardship.

Telephone: **01604 893299**

Email: **money@northampton.ac.uk**

Visit: **northampton.ac.uk/financial-guidance-team** or **moneymatters.northampton.ac.uk**

For help with tuition fee queries and payment of rent for Halls of Residence, please contact the Income Team on **income@northampton.ac.uk** or call **01604 892327**.

### Personal Academic Tutor

You should regard your Personal Academic Tutor as an important source of advice, certainly the first person to call on for any general problems or uncertainties that you may have. You will be allocated a Personal Academic Tutor at the start of your studies and you can find out who your Personal Academic Tutor is by clicking on MyEngagment in the MyNorthampton app.

### Student ID card

You need to wear your student card at all times while you are on campus.

Your student card will:

- Provide access to teaching and study spaces for your programme
- Provide access to library resources
- Allow access to Students' Union events.

If you lose your card, you will need to pay to replace it. Please search for Finance Payment Portal at **northampton.ac.uk** and select 'Pay for Replacement ID Card'. Replacement ID cards are to be collected from Senate Reception.

### Timetables

Your timetable is available online once you have enrolled and your modules have been confirmed. This will take at least two working days after enrolment.

You must check your timetable daily for the first few weeks of term as the timetable is subject to change. Please access your timetable through the MyNorthampton app or on the new students website **northampton.ac.uk/student-life/new-students/timetables/**

Your timetable will show:

- the module code (all modules have a code plus a letter (e.g. L for lecture, S for seminar, P for practical, etc)
- the following number refers to the lecture/seminar group you are in
- the academic week numbers (teaching will start in week one following Welcome Week) and finally room number.

If you have any problems, visit **askus.northampton.ac.uk/faq/259085**

### Council Tax

Full time students should not have to pay council tax. You are a full time student if you meet all the following criteria:

- your course lasts at least one academic year
- you study for at least 24 weeks of that year
- you study a minimum of 21 hours each week (this includes tuition and self-study time).

When you become fully enrolled at the beginning of each academic year, we will send you an email with a Certificate of Full Time Status for Council Tax purposes and an enrolment confirmation. Look out for this email and keep it safe.

Please use your Certificate of Full Time Status to prove your exemption from paying council tax. The enrolment confirmation page is for your information only.

For any queries or address changes please contact **counciltax@northampton.ac.uk**



# Health and wellbeing.

## Doctors' surgery.

You should register with a doctors' surgery as soon as possible so you can avoid any delays if you need treatment.

We have a doctors' surgery at Delapré Place, Waterside Campus (opposite The Market). If the doctors is closed, you should contact 111 for advice only. Please only use the 111 service if your problem cannot wait until surgeries are open.

If you are living in the town centre you will have a choice of local doctors' surgeries.

You can find local doctors on the NHS website at [nhs.uk/service-search/find-a-gp](https://www.nhs.uk/service-search/find-a-gp)

## Counselling and Mental Health Services

If you are struggling to adjust to life at university, or are experiencing mental health difficulties, you are not alone. The Counselling and Mental Health Team offer confidential and professional services to help with personal and emotional issues that may impact on your studies.

Contact:  
[counsellors@northampton.ac.uk](mailto:counsellors@northampton.ac.uk)  
or [mha@northampton.ac.uk](mailto:mha@northampton.ac.uk) and visit our wellbeing blog:  
[blogs.northampton.ac.uk/wellbeing](https://blogs.northampton.ac.uk/wellbeing)

## Support for students with additional needs and disabilities

ASSIST (the Additional Student Support & Inclusion Services Team) offer support for students with additional needs, including medical conditions, disabilities, and neurodiverse conditions like dyslexia, autism and ADHD.

ASSIST can support you with the enrolment process and provide campus orientation - find the team at the start of the enrolment route.

ASSIST can also provide support during your studies, such as:

- helping with your DSA application
- providing specialist one-to-one support
- exam adjustments
- in-class help.

To contact ASSIST:  
Email: [assist@northampton.ac.uk](mailto:assist@northampton.ac.uk)  
Phone: **01604 892390**

## Keeping safe

The University takes your health and safety very seriously and will make all reasonable efforts to ensure that the University is a safe place for you to live and study. Our Security and Community Safety Team provide round the clock security response and support that can be called upon 365 days a year.

If you require first aid attention or would like to report an incident or suspicious activity, please contact Security and Community Safety on the emergency number **01604 892777**.

All other safety and security enquiries can be directed to:

- Waterside Campus: **01604 892269**
- St John's Halls of Residence: **01604 892941**
- Scholars Green Student Village: **01604 893839**.

Alternatively please contact [safety@northampton.ac.uk](mailto:safety@northampton.ac.uk) or [campussecurity@northampton.ac.uk](mailto:campussecurity@northampton.ac.uk)

For more information, visit our safety and security webpages: [northampton.ac.uk/keeping-you-safe-on-campus](https://northampton.ac.uk/keeping-you-safe-on-campus)



# SafeZone

## Stay safe at the University of Northampton



**HELP**  
For when you need non-emergency assistance.

**FIRST AID CALL**  
For when you need medical assistance.

**EMERGENCY**  
If you feel threatened or need urgent assistance.



**MASS NOTIFICATIONS**  
If there is an incident, be the first to know.

**CHECK-IN**  
For lone working, share your position with security personnel for your personal safety.

**PRIVACY**  
SafeZone® does not reveal your identity unless you call for help.



The SafeZone app is available free for all students and staff, and operates across all our locations and facilities.

### HOW TO GET SAFEZONE

- 1 To download the app, please go to [safezoneapp.com](https://safezoneapp.com) and follow the simple instructions for your device.
- 2 Once you have downloaded the app, you MUST sign-up for your University's campuses. Once you are signed-up for SafeZone, if you make a call or send an alarm, it will be received by the University's Security and Safety Team. They will know your location and act on your request.

**FREE APP**  
FOR YOUR PERSONAL  
SAFETY & SECURITY  
Download on



Learn more at [safezoneapp.com](https://safezoneapp.com)

# IT Services.

## Your University Account

- During enrolment you will need to set up your university account and additional security measures to access university systems and resources.

## University Wi Fi

- You can access the student Wi Fi (UoN Student) with your university account
- We also have a dedicated gaming network for games consoles, smart TVs, speakers etc.

## Printing and scanning

- You will find printers across all of our sites and you can access them using your university account

## Laptops

- If you do not have your own laptop, or do not wish to bring it to campus when you visit there are loanable laptops available on site. You will need your student ID card and library PIN to borrow one.

## IT Support

If you have an IT related query:

Online guides: [askus.northampton.ac.uk](http://askus.northampton.ac.uk)

Visit us on the ground floor of the Learning Hub.

Phone: **01604 893333**



# Library services.

## Joining the library

You are automatically registered as a library user when you start your course and your student ID card is also your library card.

## Opening hours

The Learning Hub at Waterside is open 24/7, 365 days a year (the building is on access control (student ID card) between 8pm and 8am). Library staff are based at the enquiry desk on the second floor. Visit our website for the latest information and to see daily staffed hours.

[libguides.northampton.ac.uk](http://libguides.northampton.ac.uk)

## Library help

If you have a library related query:

Visit: [askus.northampton.ac.uk](http://askus.northampton.ac.uk)

Email: [libraryhelp@northampton.ac.uk](mailto:libraryhelp@northampton.ac.uk)

Phone: **01604 893089**

## Support for additional needs

We appreciate that some of you may find using library services overwhelming, particularly if you have a disability, medical condition, specific learning difference or are experiencing personal or mental health issues. Our staff are consistently welcoming and highly knowledgeable. Their primary aim is to enable, support and enhance your use of the library and our range of resources, facilities and services, so please ask if you need any help.

If you feel your needs are complex and you require more tailored support in order to make the best use of our library resources and services, send us an email.

[LLS.support@northampton.ac.uk](mailto:LLS.support@northampton.ac.uk)

## Finding e-books, books and other resources

- NELSON (Northampton Electronic Library Search ONLINE) provides you with free access to thousands of e-resources, including e-books, videos, newspapers and online journal articles, as well as letting you know which books we hold in print. You can search NELSON at [nelson.northampton.ac.uk](http://nelson.northampton.ac.uk) You will need to use your University account to access the online e-books and online journal articles.

- There is no limit on the number of e-resources you can use. For print books and physical library items, you can borrow up to 20 items from the library stock in the Learning Hub. You will need your Student ID Card to borrow print material.

- You can find your reading lists within each of the NILE courses for your modules. You can also find your reading lists by searching for your tutor's name, module code or module title at [readinglists.northampton.ac.uk](http://readinglists.northampton.ac.uk)

- You can borrow a laptop for use on campus from the self-service lockers. You will need your student number and library PIN.

## Academic Librarians

- If you need help finding information and literature searching, or you want guidance on referencing, you can book an appointment to see your Academic Librarian or send us an email [librarians@northampton.ac.uk](mailto:librarians@northampton.ac.uk)



## Learning Development Team

Learning Development work with students to enhance and foster independence in academic, study, maths and statistical skills.

You might like some guidance on how to approach your assessment and you can talk to a Learning Development Mentor (a student) or a Learning Development Tutor via drop-in or a bookable tutorial. Find out more at: [mypad.northampton.ac.uk/lte/learningdevelopment/](http://mypad.northampton.ac.uk/lte/learningdevelopment/)

We also have a range of study packs available online at [skillshub.northampton.ac.uk](http://skillshub.northampton.ac.uk).

## NILE (Northampton Integrated Learning Environment)

NILE is the University's digital campus. It is a collection of online tools provided by the University to support your learning and assessment. NILE is an essential part of your studies and you will find yourself using it frequently during your time with us.

## Student Futures.

■ **Student Futures** is here to support you in developing the mindset, attributes, and skills that employers look for in successful graduates. As the only Changemaker Campus in England, and one of only 50 worldwide, we are unique in developing student employability through our specialist teams. To find out how we do this and what we can do to help, please visit, or contact the team.

■ Where: **Ground Floor, Learning Hub, Waterside Campus**  
Email: [studentfutures@northampton.ac.uk](mailto:studentfutures@northampton.ac.uk)  
Phone: **01604 892727**.

■ Our flagship **Changemaker Certificate and Employability Plus Awards** are unique to the University of Northampton and are embedded into the curriculum to support your personal development and employability whilst studying with us. It is about you graduating with more than just a good degree. Our process incentivises, rewards, and recognises your investment in a collection of co-ordinated activities embedded across campus both in and out of curriculum.

Each of your modules has its own NILE course, and you will also have a NILE course for your programme. The NILE courses for your modules contain all the key information about the modules you are taking, including information about your assignments. In your NILE courses you will find module guides, resources which have been uploaded by your lecturers, and online activities for you to take part in. You will also find other important information in your NILE courses, including reading lists, and, importantly, your assignment submission points. The NILE courses for your modules contain information about each specific module, whereas the NILE course for your programme has wider information about the programme of studies you have enrolled on.

You can access NILE via the Student Hub, or by going directly to [nile.northampton.ac.uk](http://nile.northampton.ac.uk)

And you can find out all about NILE, including how to access help and support at [libguides.northampton.ac.uk/Learntech](http://libguides.northampton.ac.uk/Learntech)

■ **Unitemps Northampton** - owned by the University of Northampton, Unitemps is our in-house recruitment consultancy, offering a wide range of temporary paid work opportunities both on and off campus. To get ahead of the crowd, register now by going to [unitemps.com](http://unitemps.com) or come and visit us in Student Futures.

### Whatever your ambitions, we're here to help you to achieve them.

Which is why: if you achieve a 2:2 degree or above and complete either the Employability Plus Gold programme or are awarded a Changemaker Certificate Level 3 during your time studying with us but still haven't found full-time employment 12 months after graduating, we will secure a three to six month paid internship to help build your CV, or support you into postgraduate study.

## Voting in local and General elections.

If you haven't registered to vote in Northampton before, please think about doing so as you settle into life at the University. If you're British, or a Commonwealth or Republic of Ireland citizen, you are entitled to register to vote in all elections in Britain.

For more information and frequently asked questions visit: [northampton.gov.uk/elections](http://northampton.gov.uk/elections)

## Travel and transport.

For full and up-to-date information about the University's travel and transport options, visit: [northampton.ac.uk/student-life/travel-and-parking/](http://northampton.ac.uk/student-life/travel-and-parking/)

To support the University's commitment to minimising our impact on the environment we encourage you to use sustainable transport. The University has its own subsidised bus service with UNO Buses and an edge of town Park and Ride service. Get the UNO app to see our many bus routes across Northampton.

In addition, we have many cycle stands and covered shelters for cycle parking - we encourage you to bring your bike with you. If you don't have your own bike, you can loan one from us for the term for a small fee and refundable deposit.

Please don't bring your personal E-Scooter with you, these are still illegal on the highway and therefore not permitted on campus. However, you'll find plenty of Voi E-Scooters about the place for hire.

Students residing at Waterside and St John's Halls often find they don't need a car, as the town centre is only a short walk away.

Those living at Scholars Green Student Village will receive a bus pass for the UNO 19 service which takes them to the shops, town centre and Waterside, free of charge Monday - Friday.

### Student parking

We recommend our Sixfields Park and Ride (NN5 5JR) service as the greenest and most cost-effective option when travelling to the University, however there is limited student parking (application and eligibility criteria apply) at the University including:

- Blue Badge holders
- ASSIST students (medical evidence required)
- Halls (Waterside Student Village and Scholars Green Student Village only)
- Development Hub (Faculty of Arts, Science & Technology students only)
- Evenings and weekends pay and display
- Commuting students to Waterside (limited number and exclusion zone applies).

Permits are issued before the semester and have varying costs, applications open on our travel webpage one to two months prior to the semester starting.

get the **unō** app

plan your journey bus, rail & TfL, all-in-one

buy your ticket then scan your phone on the bus

track your bus live on a map

Download on the App Store | GET IT ON Google Play | [unobus.info/app](http://unobus.info/app)

# Environment and Sustainability.

## Bin It The Best Way

Waste management is a key part of managing our impact on the environment. At UON we've made every effort to ensure that it's as easy as possible for you to do the right thing with your rubbish and Bin It The Best Way! All bins across campus are labelled the same, so it's easy for you to recognise which bins to use inside and out. Whether it's your on the go sandwich wrapper or paper coffee cup, or packaging from your latest delivery, you'll easily spot our recycling and general waste bins.

Our goal is to recycle at least 80% of all waste produced across campus. Please ensure you think before disposing of any items to ensure you're acting responsibly. Where you can, please reduce, reuse or recycle your waste.

## Energy and water

Reducing our energy and water use is a simple yet highly effective way to help our environment and tackle climate change. At UON we're committed to combating climate change and have pledged to reduce our energy related emissions to net zero by 2030. To achieve this goal, we need your help. Can you make a difference? The short answer is yes! Here are some great tips for saving energy and water:

- Prevent 'electrical leakage' by switching off your charger when your device (e.g. mobile/laptop) is fully charged
- Your microwave uses more power to keep its digital clock running than it does to heat up food. Switch it off when not using it
- Switch off lights when you leave a room, for however long. If a light was left on overnight for a year, the greenhouse gases produced are equivalent to driving a car from Cambridge to Paris
- A window left open in winter while the heating is on wastes enough energy to drive a car 35 miles
- Switch the tap off when brushing your teeth. Leaving the tap running can waste six litres of water per minute
- Fancy a cuppa? Only boil the amount you need. You could save enough electricity over a year to power all of the UK's street lights for seven months
- Leaky taps and toilets waste lots of water. A dripping tap can waste 5,500 litres a year and a leaky toilet can waste 200-400 litres a day. Ask the University or your landlord to get it fixed.

## Environmental initiatives

During your time with us, you'll have the opportunity to participate in many environmental initiatives across campus. From recycling or energy saving, to willow weaving, raising money for our local hedgehog charity, or creating wild flower meadows, there will be something for you to have as much or as little involvement in as you choose.

You can email the Environment and Sustainability Team at [environment@northampton.ac.uk](mailto:environment@northampton.ac.uk) with any questions or ideas you have about sustainability initiatives at the University, or keep updated on environmental initiatives and campaigns taking place on Instagram ([@uon\\_sustainable](https://www.instagram.com/uon_sustainable)) or Twitter ([@uonSustainable](https://www.twitter.com/uonSustainable))

For queries involving your heating, leaks or general maintenance in your halls, please contact the Facilities Helpdesk on [helpdesk@1stdegreefacilities.co.uk](mailto:helpdesk@1stdegreefacilities.co.uk) or **01604 892888**.



# Students' Union.

**Hey! We see you.** We are your Students Union and when you join the University, you automatically become a member and it's completely free. You have access to all that we do and are given the opportunity to make the most of your time at the University of Northampton. We know that your student experience is unique to you, so we spend our time creating ways for you to speak up, as well as opportunities for you to get the most out of your time as a student and for us to get the best out of you - to open up a future of possibility.

The Students' Union is a registered charity, completely independent from the University. It's run by four full-time elected Students Officers, a President and three Vice Presidents who represent and advocate for all students at the University of Northampton. Located in the Learning Hub at Waterside Campus, it's led by students, backed by volunteers and staff.

Whatever your passion or interest, time commitment or background, it couldn't be easier to get involved in an activity - we have something for everyone. There are many **sports clubs** to choose from, ranging from cheerleading to badminton, and you'll have access to weekly training sessions with no matchday costs to pay, no transport costs to cover and no membership fee!

We have a diverse range of **societies**, from academic groups set up to support your learning, through to fun and recreational societies, such as Airsoft and Disney. If you can't find a group you'd like to join, you can start your own. They're all free - so you can join as many as you want, try something new and meet new people!

## What do you need to know?

■ **Pit Stop Café - Engine Shed** - serving coffees and lunchtime favourites at a price that looks after your wallet. The Pit Stop is a space to unwind and your social space for drinks, snacks and activities in the evenings.

■ **Students' Union in the Learning Hub** - The on-campus home of our services, such as the Welfare Advice and Support Team who are here for when you're winning or losing, and the Student Experience gang who will support you in all of your adventures, championing your voice.



This is a staffed office to lend a hand, provide you with information, advice and guidance, or just to make a brew. You're always welcome to pop in to speak with us or your elected officers.

■ **The Art Shop at the Development Hub** - the art shop stocks everything from student essentials to University merchandise and all the art and design materials you will need for any art course or hobby, all at student-friendly prices.

■ **Welfare Advice and Support** - independent to the University, our Welfare Advice and Support Service is here to provide confidential information, advice and guidance to support you in navigating and making the most of your time at Northampton. We offer completely free, impartial and judgement-free advice on any issue.

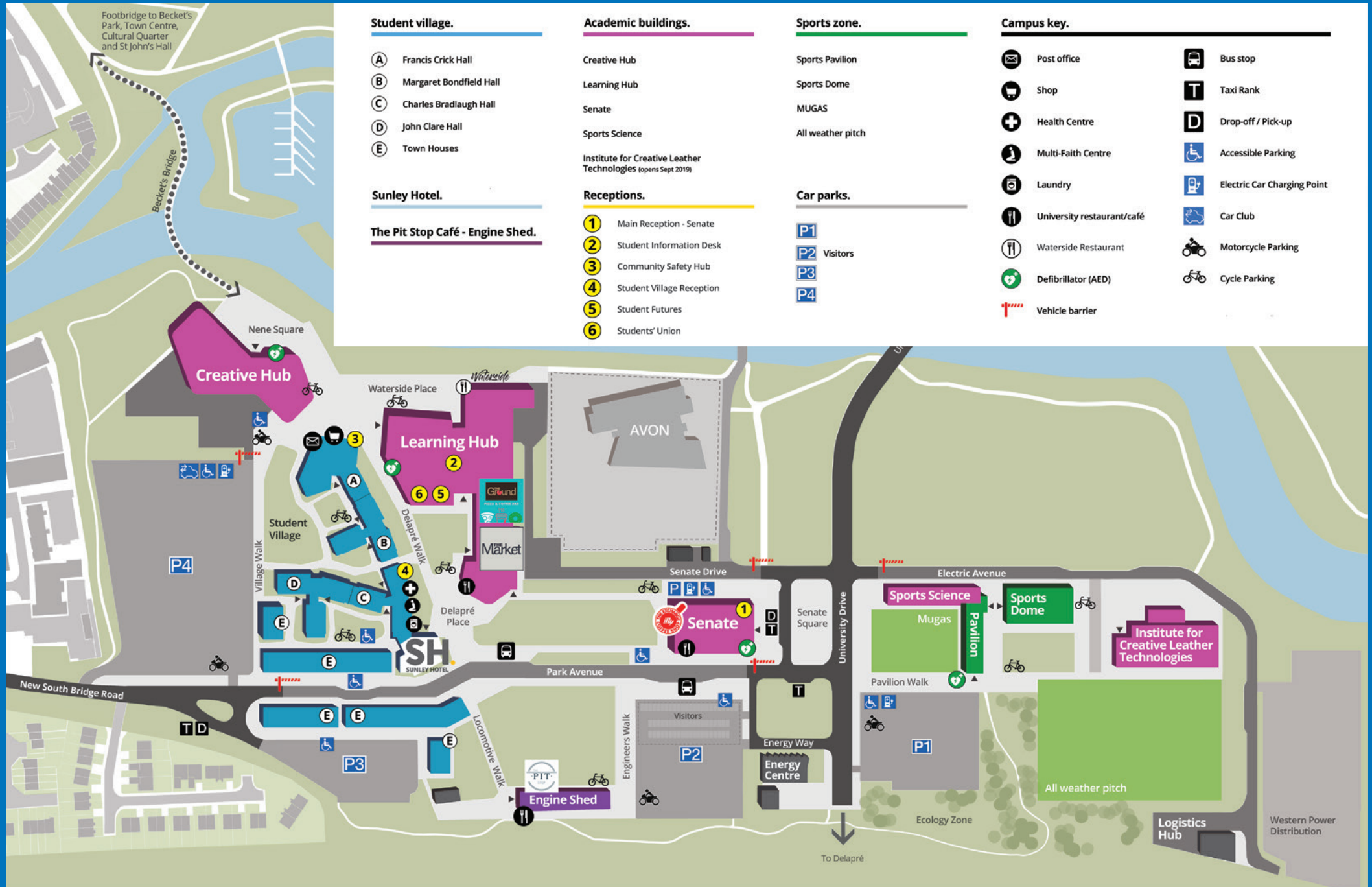
■ **Get involved** - if you want to join one of our clubs or societies, come along to one of our events in Welcome Week, where we'll showcase all we have to offer, or find more information on our website. Visit [northamptonunion.com](http://northamptonunion.com) and use your University ID and password to login.

■ **UniExpress at Scholars Green** - UniExpress is a convenience store, with extended opening hours, offering groceries, soft and alcoholic drinks, hot Grab and Go, Costa vending, Starbucks chilled, Meal Deal and key essentials at reasonable prices.

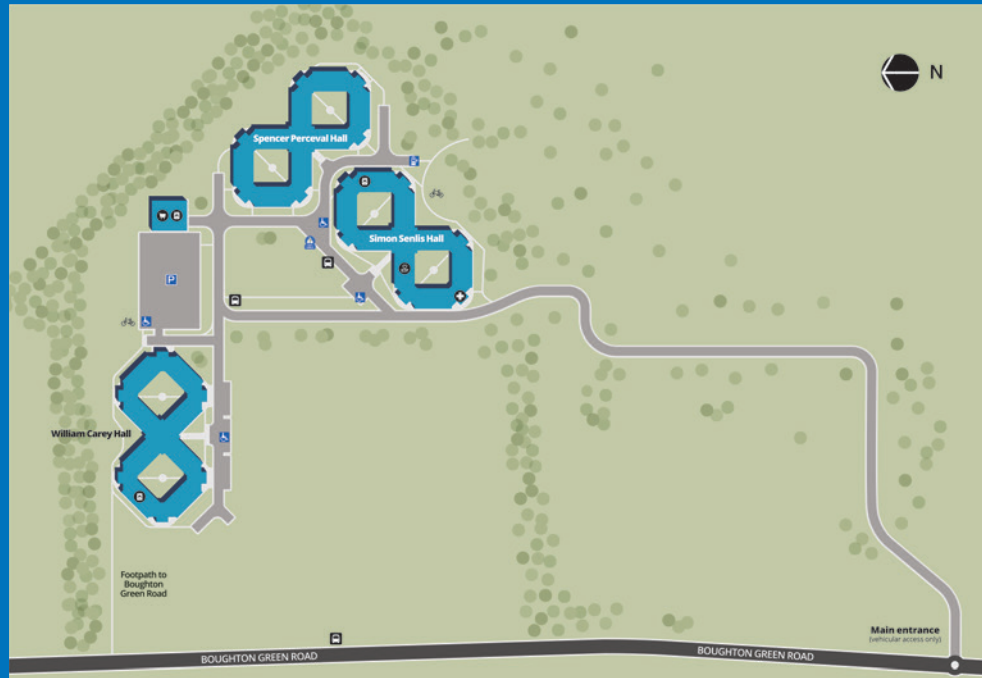
**The University of Northampton Students' Union is your Union, we are your student experience.**



# Waterside Campus



# Scholars Green Student Village



## Scholars Green Student Village.

### Student accommodation.

Simon Senlis Hall  
Spencer Perceval Hall  
William Carey Hall

### Campus key.

- Bus stop
- Cycle parking
- Student welfare hub
- Launderette
- Shop
- First aid room
- Staff and student parking
- Accessible parking
- Electrical vehicle charging point

# Food and hospitality.

Accommodation at the University is self-catering so you will need to buy food when you arrive. There are a number of supermarkets located within walking distance from the Halls of Residences, which stock an excellent range of goods, including a variety of international ingredients and cuisines to meet all of your day-to-day requirements. You will also find a variety of takeaway restaurants close by.

On campus, you'll find a wide array of eating options. The Market is the largest restaurant on Waterside Campus and is the perfect place to meet up with friends for a hot breakfast. For lunch, they offer home comforts, hot and cold grab-n-go food choices and there's always a Meal Deal available. There are two coffee shops at Waterside - The Ground serves up barista coffees and paninis on the first floor of the Learning Hub, whilst The Exchange in the Senate building has barista coffee and sandwiches for lunch. Our on-campus Waterside Restaurant serves freshly cooked food and drinks at student-friendly prices. Hot drinks and cakes are also available in Sunley Hotel. Looking to stock up your own food cupboard? Our on-campus convenience store is located by the Security and Community Safety Hub, grab a Meal Deal for £3.49 at any of the Student Union's outlets, and the iconic Engine Shed houses the Pit Stop Café, run by the Students' Union.





**Waterside B&R**  
Ground Floor, Learning Hub  
Waterside Campus

Follow us  
@Fooduon

f i @FOODUON

Meals under **£6.00**  
Drinks under **£3.00**



**Pit Stop Café** (inside the Engine Shed)  
**Opening hours:** Monday - Friday 8am 3pm



Tel: 01604 892020  
Email: [SunleyHotel@northampton.ac.uk](mailto:SunleyHotel@northampton.ac.uk)  
Sunley Hotel,  
New Southbridge Road,  
Waterside Campus, Northampton,  
NN4 8RR

## WELCOME TO SUNLEY HOTEL

Sunley Hotel is the perfect place for  
"#Your Family & Friends"  
to stay whilst visiting you at the  
University of Northampton

This 32-bedroom hotel is located in the  
heart of Waterside Campus.  
We are situated next to the student accommodation  
and a stone's throw away from  
Waterside Bar & Restaurant.

A ten minute walk takes you to the  
centre of Northampton,  
which has many restaurants and shops.

**FREE ON-SITE PARKING**  
**BREAKFAST SERVED DAILY**  
**FREE WI-FI ROOM SERVICE**

f i @SunleyHotel



## New students' induction checklist.

This checklist is to help you to orientate yourself to the University and its various services and facilities. We hope you find it useful and that it helps you to feel at home here.

The information included covers the key things that we feel you should find out about to help you to succeed during your time at the University of Northampton. There may be other things that you also do, and you may not get through everything on the list, but we hope that it helps to direct you to the key areas in your first few days and weeks here. We've provided key pages of the University website to assist you further.

When going through the list, take a look at the following resources to help you:

- The New Students webpages  
([northampton.ac.uk/student-life/new-students/](http://northampton.ac.uk/student-life/new-students/))
- Information on the Student Hub  
([northampton.ac.uk/students](http://northampton.ac.uk/students))
- Information about your programme on NILE.

You can also discuss this with:

- Your Students' Union representatives
- Your Programme Leader
- Your Personal Academic Tutor (PAT)
- Staff on the Student Information Desk.

We wish you all the best for the start of your course and your university studies.

Activity	Where to go if you need help	Notes you may want to make	✓
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## At Enrolment

Set up your online University account	Staff will help you to complete this		
Get your ID card	This will be given to you at enrolment		

## Within the first week

Install the MyNorthampton app, or access it via the Student Hub	<a href="https://askus.northampton.ac.uk/faq/259081">askus.northampton.ac.uk/faq/259081</a>		
Discover your University email account details	<a href="https://askus.northampton.ac.uk/faq/186105">askus.northampton.ac.uk/faq/186105</a>		
Login to your Office 365 account, using your University email details. You have 1TB of cloud storage (to securely store your files) and an Office 365 licence	<a href="https://portal.office.com/home">portal.office.com/home</a>		
Login to NILE and access your programme and module courses	<a href="https://libguides.northampton.ac.uk/Learntech">libguides.northampton.ac.uk/Learntech</a>		
Set up Multi Factor Authentication on your University account	<a href="https://askus.northampton.ac.uk/faq/264159">askus.northampton.ac.uk/faq/264159</a>		
Discover the library stock, library helpdesk and library website	Learning Hub: library stock on floors 2, 3 & 4, helpdesk on floor 2 <a href="https://libguides.northampton.ac.uk">libguides.northampton.ac.uk</a>		
Access your personalised online timetable	<a href="https://northampton.ac.uk/student-life/new-students/timetables/">northampton.ac.uk/student-life/new-students/timetables/</a>		
Meet your Programme Leader	Programme Leader		
Visit the SU and decide which clubs/societies you might like to join	Students' Union, Learning Hub ground floor, Waterside Campus <a href="https://northamptonunion.com">northamptonunion.com</a>		
Complete your Welcome and Induction Week programme	Programme Leader and Personal Academic Tutor		
Meet other students on your course	Programme Leader and Personal Academic Tutor		
Provide any outstanding documents to admissions	Contact admissions on 0300 303 2772 <a href="https://northampton.ac.uk/student-life/new-students/before-you-arrive/">northampton.ac.uk/student-life/new-students/before-you-arrive/</a>		
Check out the Stepping into University Guide	<a href="https://northampton.ac.uk/student-life/stepping-into-university/">northampton.ac.uk/student-life/stepping-into-university/</a>		

Activity	Where to go if you need help	Notes you may want to make	✓
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## Within the first month

Apply for a temporary job at your Students' Union outlets	Email <a href="mailto:SU.HR@northampton.ac.uk">SU.HR@northampton.ac.uk</a> SU is a Living Wage Accredited Employer offering £10.90 per hour for temporary roles		
Understand what you need to do to undertake your first assignment	Module Leaders/Programme Leader		
Find out about Student Futures	Search <b>Student Futures</b> on <a href="https://northampton.ac.uk">northampton.ac.uk</a>		
Visit the the Student Futures team on the ground floor of the Learning Hub, next to LH017	Student Futures team View the <b>Student Futures</b> info on <a href="https://mynorthampton.ac.sharepoint.com/sites/student">mynorthampton.ac.sharepoint.com/sites/student</a>		
Understand the University's main regulations and student policies, as set out in the Student Handbook e.g. Mitigating Circumstances, Academic Integrity, Visa compliance checks	<a href="https://northampton.ac.uk/about-us/governance-and-management/university-policies-procedures-and-regulations/">northampton.ac.uk/about-us/governance-and-management/university-policies-procedures-and-regulations/</a>		
Explore support resources for your academic studies in the Skills Hub	<a href="https://skillshub.northampton.ac.uk">skillshub.northampton.ac.uk</a>		
Explore library e-resources using NELSON	<a href="https://nelson.northampton.ac.uk">nelson.northampton.ac.uk</a>		
Continue to join the SU clubs/societies that suit your interests	Students' Union <a href="https://northamptonunion.com">northamptonunion.com</a>		
Meet your Personal Academic Tutor	Personal Academic Tutor <a href="https://northampton.ac.uk/student-life/support/academic-support/">northampton.ac.uk/student-life/support/academic-support/</a>		
Apply for a temporary job through Unitemps	Employability at the University <a href="https://northampton.ac.uk/study/student-life/employability/unitemps.com">northampton.ac.uk/study/student-life/employability/unitemps.com</a>		

Activity	Where to go if you need help	Notes you may want to make	✓
Find and talk to Student Support Services when you need to e.g. ASSIST, Counselling and Mental Health, Financial Guidance, Student Support & Advice and International Student Support	Student Services <b>northampton.ac.uk/student-life/support/your-wellbeing/</b> <b>northampton.ac.uk/student-life/support/academic-support/</b> <b>northampton.ac.uk/student-life/fees-and-funding/</b>		
Get involved in or attend halls activities or events if you're living in halls	Residential Life <b>northampton.ac.uk/student-life/accommodation/living-in-halls-of-residence/</b> <b>residentiallife@northampton.ac.uk</b>		

### By the end of the first term

Complete an assignment	Module Leaders/Programme Leader		
Contact your programme and Faculty student rep to give feedback on your experiences	Students' Union/Module Leader/Programme Leaders		
Ensure you are on track with your Employability Award	Student Futures Check your progress on <b>mynorthamptonac.sharepoint.com/sites/student</b>		
Provide some feedback to your module leaders on the modules you are studying	Module Leaders		

Further information related to support services is available on the Student Hub (**northampton.ac.uk/students**)

**northampton.ac.uk**

# International Students.

## Your first day:

- **If you are staying in Halls of Residence you will collect your keys from the Student Village Reception at Waterside Campus.** The office is open from 10am - 6pm, Monday to Friday. If you will be arriving outside of these hours, please report to the out of hours desk in the learning hub to collect keys. For students staying in St Johns and Scholars Green, please report to the main reception at your halls or residence where security can help
- **If you arrive outside of these hours, please report to the Security & Community Safety Hub (next to McColl's shop) to enable access to your accommodation.**
- **Call home**
- **Connect to the internet**
- **Check the validity of your visa.**

## Your first week:

- **Collect BRP card from the Post Office**
- **Book your face to face 'enrolment' slot**
- **Apply for a bank letter**
- **Register with a doctor**
- **Read the International Student Handbook.**

## Your first month:

- **Council Tax** if you live in the private sector
- TV Licence
- Arrange Personal Possessions insurance
- Explore the campus and locate important facilities
- Create a weekly budget plan to help manage your money
- If you haven't done it already, collect your BRP card from the Post Office.

## Part time jobs:

- Check your visa for eligibility to work
- Apply for a National Insurance Number
- Contact Student Futures: **studentfutures@northampton.ac.uk** and visit the Unitemps website: **unitemps.com/branches/university of northampton/**

Items listed in **bold** should be completed by all students. The other items should be completed only if applicable. If you are not sure how to do any of the above, come and see us at the Student Information Desk and we'll advise you.

# Arrivals advice.

## International Orientation Programme

**Take advantage of the University's free International Orientation Programme,** which will provide you with information about living and studying in the UK. This is a fantastic opportunity to meet other new international students and will make adapting to life at the University of Northampton as easy as possible. Please contact International Student Support Services at [iss@northampton.ac.uk](mailto:iss@northampton.ac.uk) for more information.

## Accommodation

You must have arranged your accommodation (on campus or private rental) before you arrive in the UK.

For any accommodation queries, please email [accommodation@northampton.ac.uk](mailto:accommodation@northampton.ac.uk)

## Biometric Residence Permit (BRP card)

You will be issued with a 90 day entry permit (temporary vignette) in your passport which will enable you to enter the UK. In addition, you will receive a decision letter outlining the conditions of your immigration leave, which will tell you when and where to collect your BRP card.

Once you have arrived in the UK, you must collect your BRP card – you will need to refer to your decision letter to determine where you will need to go to collect it. Please endeavour to collect your BRP card prior to your enrolment appointment.

If you have any questions regarding your BRP card or you are under 18 years of age and require an authorised adult to collect your BRP card, please contact **International Student Support Services: [iss@northampton.ac.uk](mailto:iss@northampton.ac.uk)**

## Opening a bank account

We recommend you open a bank account as soon as you have completed your enrolment. You will need to take proof of who you are and where you live to the bank, for example:

- Your passport
- Evidence of your current address, e.g. a letter from the University. This can be requested **online** or by visiting the Student Information Desk.

You will receive a cash/debit card after opening a bank account and will be able to withdraw money from cashpoints (ATMs).

**Important:** It is advisable to carry enough money to enable you to pay for food and other essentials for at least two weeks, as you won't be able to open your UK bank account straight away.

## Registering with a doctor

It is important that you register with a doctor as soon as possible, as you won't be able to receive any medical treatment until you do this. There is a doctors' surgery on campus that any student living in Northampton can register with. Alternatively, you can choose to register with a doctor close to where you will be living. For more information on registering with a doctor, visit the Student Information Desk.

## Driving

Please check that your driving licence is valid for use in the UK. It is important to familiarise yourself with UK driving laws and to read the Highway Code. Please note it is illegal to drink and drive in the UK - this is considered to be a serious criminal offence and could affect your visa. For further information please visit [gov.uk](http://gov.uk)

Ensure your car is insured, taxed and that you have a valid MOT Certificate (if applicable). Further details are available at [gov.uk](http://gov.uk)

# Residential Services.

The team operate a front desk service in the **Student Village Reception** where you can go for advice and help on issues surrounding your stay in Halls and next steps into private accommodation.

Examples of what we can help with:

- housing advice
- any additional support required within Halls
- private renting support
- flat disputes
- anti social behaviour
- bullying and harassment, including hate crimes
- Cost of Living advice
- evictions.

Email: [accommodation@northampton.ac.uk](mailto:accommodation@northampton.ac.uk)  
[residentiallife@northampton.ac.uk](mailto:residentiallife@northampton.ac.uk)

Phone: **01604 892482** or **07740 716593**

 [uon reslife](#)



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All information contained within this publication  
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