Faculty of Engineering and Environment
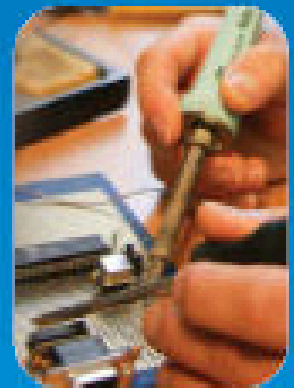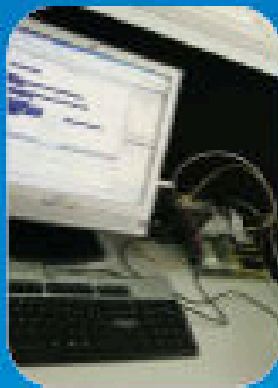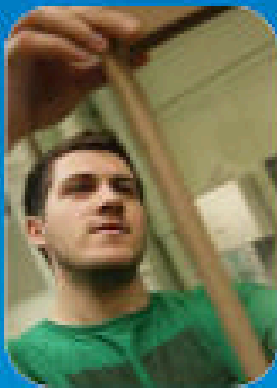
Department of Mathematics and Information Sciences

BSc (Hons) Information Technology & Business Systems

PROGRAMME HANDBOOK

northumbria
UNIVERSITY

Contents

1 Welcome from the Programme Leader

Welcome to the BSc (Hons) Information Technology & Business Systems degree here at Northumbria University.

I hope you enjoy your time with us and take every opportunity to enjoy the experience and get the very best degree you can.

Riona Scott

2 About this handbook

This handbook is designed to provide a guide to your programme of study at Northumbria. It should be read alongside the University and Faculty Student Handbooks and websites which contain more general information about being a student at Northumbria within the Information Sciences subject area. Although much of the material contained within these handbooks may seem overwhelming in your first few days and weeks at University, please keep them safe as the information in them will become more relevant later.

This handbook covers information on all years of study. It does not provide all of the information that you will need although it attempts to tell you where to find most of that information. The latest version of much of the further information that you need is to be found in a comprehensive and definitive form on the Northumbria website (http://northumbria.ac.uk). University guides are available by clicking on '*Student Hub*' on the University home page or through "*My Northumbria*". An electronic or "soft" version of this handbook will be available on the BIS Programme Blackboard (eLP) site.

3   Who's Who and Communication?

3.1   Who to go to for help

You will meet a broad range of academic, administrative and technical staff throughout your studies. The majority of staff will be drawn from the various subject areas within the Faculty. However, we also draw upon subject specialism outside the Faculty and external consultants, industrialists and advisors.

Staff from the Faculty and from the wider university such as Academic Services (including Student Support and Wellbeing, and the University Library), and IT Services are here to help you get the most out of your Programme. In this section, we introduce you to some of the key people who will support you.

These are explained in more detail in the Faculty and University Handbooks

Faculty Support

The Student Support Team is available to assist all students requiring information and/or advice. The team is located in B201 Ellison Building.

> **We are open:**

- Monday – Thursday 8.30 – 17.00 hours, Friday 8.30 – 16.30 hours.
- Email: ee.studentsupport@northumbria.ac.uk
- Telephone: 0191 227 4722

This is a dedicated point of help for students. It should be your first point of contact for all queries.

Programme Leader: Riona Scott

Office Location: Pandon Building, room PB032

Email: riona.scott@northumbria.ac.uk

Telephone: 0191 227 4964

Office Hours: Monday - Thursday 9.00am – 5.00pm

Your Programme Leader is the academic leader for your Programme and is responsible for managing the Programme on a day to day basis, working with other Faculty and University staff – academic, administrative and technical – as needed. Your Programme Leader is committed to helping you get the most out of the Programme and, where relevant, will liaise with your Module Tutors and other relevant staff to make sure that they are aware of your needs and of how you are doing.

Year Tutors

Additional support is provided for each year of the BIS Programme:

Year One Tutor:	Jackie Adamson	Office location	PB032
		Email: jackie.adamson@northumbria.ac.uk	
Year Two Tutor:	Steve Ball	Office location:	PB038
		Email: steve.ball@northumbria.ac.uk	
Final Year Tutor:	Ed Hyatt	Office location:	PB031
		Email: ed.hyatt@northumbria.ac.uk	

Personal Tutor

You will be allocated a member of the academic staff as a personal tutor. You will be expected to meet formally with this tutor at least once during each semester but they will be available at other times as required. Under normal circumstances you should keep the same personal tutor during your whole time on the degree.

Programme Administrator

Your Programme Administrator holds all the key information regarding your programme. This is the person who manages such processes as enrolment, option choice, day to day correspondence, confirmation of attendance letters, marks entry, etc. They can be contacted via the Faculty Office, PB007.

The Programme Administrators for the BSc (Honours) Information Technology & Business Systems programme are:

Senior Administrator   Emma Hansom
    Office location: PB007
    Email: emma.hansom@northumbria.ac.uk
    Telephone: 227 3384

Administrator   Lisa Smith
    Office Location: PB007
    Email   lisa.smith@northumbria.ac.uk
    Telephone: 227 3699

Module Tutor

For each module of study, you will have a designated Module Tutor. The Module Tutor is responsible for the organisation of the module and supporting your learning and assessment on that module. If you have a problem or query about a specific module then you should first discuss this with your *seminar tutor* or the **module tutor**.

Student Representatives

Student representatives (both *Course* and *Faculty* reps) can help you identify the best route to bring your issue to our attention. Course representatives for each year group are elected early in the academic year. If you are interested in being a representative then please talk to the Programme Leader or Year Tutor who can let you know what is involved. Student reps form a vital part of our quality process by providing us with feedback on what could be improved.

External Examiners

As part of the university quality assurance processes, all assessments at levels 5 and 6 are moderated (reviewed) by external examiners. Details of this can be found in the Faculty and University Handbooks.

At present the external examiners covering the ITMB programme are Dr Diana Limburg from Oxford Brooks University and Mr Francis Muir from Liverpool John Moores University.

3.2 Communication

Contacting Your Programme Leader and Other Academic Staff

Academic staff may teach on many modules and programmes. In addition they may have other roles and responsibilities which take them from their office. Thus it is advisable to make an appointment if you wish to see them. You can do this via email or you can just turn up at their office. Occasionally you may be able to have an immediate appointment, but don't be disappointed if you are asked to return at a mutually convenient time. Please contact staff to cancel if you are unable to make the arranged appointment.

Email

Email is used extensively throughout the University and is a very effective method of communication between students and staff. You will be automatically allocated an email address by the University once you have enrolled. Do remember that the Northumbria email address is the one that should be used when contacting University and Faculty staff. It is also the one that is used by staff to make contact with you, so do make sure that you check it regularly, particularly if you also use a personal email account. If your mailbox exceeds its allowed size you may miss an important email.   Please be aware that staff may not reply to your email immediately due to their other duties and activities.

You are expected to be able to use e-mail and other communication methods in a professional way and you should work to develop and practice this. Further guidance is contained on the Faculty handbook.

eLearning Portal

The eLearning Portal (eLP or 'Blackboard') is a very important resource for students. You will find specific information related to the modules you are taking, such as copies of lecture and seminar handouts, assignment briefings, instructions, and announcements. You will be shown how to access the eLP in Induction week. For example, your Year Tutor may use the eLP to pass on information concerning programme matters.

There is also a "module" - Engineering and Environment Student Support organisation (EAE0003) which acts as an electronic notice board for a wide range of information that students need during the academic year and a separate community for placement information. It is therefore important that you check the eLP regularly for new announcements and new material.

Plasma Screens

The Faculty owns a number of plasma screens in Pandon and Ellison Building. These are also used to display announcements, events and opportunities such as visits from potential placement providers.

Post

There are occasions when we will need to send you documents. If your term time or permanent addresses change then please make sure you inform the Faculty office.

PLEASE NOTE: *IT IS REALLY IMPORTANT THAT IF YOU HAVE AN ISSUE YOU CONTACT US AS SOON AS POSSIBLE – WE ARE HERE TO HELP*

4 Programme Information for BSc (Hons) Information Technology & Business Systems

Here you will find specific information on your programme of study. There is a national requirement that all University programmes of study have a publicly available Programme Specification and this section is based on that programme specification. The full and definitive version of the programme specification can be found at http://www.northumbria.ac.uk/programmespecs/

4.1 Programme Aims

The programme will equip students with sufficient knowledge of systems and technology, project management and business organisations, together with a good understanding of the importance of information within the organisation so they can best understand where data is collected and how this can be analysed to be used effectively in strategic decision making.

Students will gain the skills to work effectively in a team, manage teams, solve problems, and professionally present ideas.

4.2 Programme Learning Outcomes

a) Knowledge and Understanding

On completion of the programme the students will be able to demonstrate knowledge and understanding of the following:

Data and Information Management
1. Appreciate the differences between data and information within business and society.
2. Within a range of business contexts develop knowledge and understanding of the legal and security and ethical implications of handling and managing information and data.

Business and Management
3. Identify, describe and make sense of the central features and functions of business of different sizes within the context of their environment.
4. Recognise the mass of information created through social media and the web and how this can be analysed and used for business intelligence.
5. Critically evaluate and articulate the development and application of big data analytics.
6. Understand the complexity of managing projects (IS/IT and research based) and recognise the activities and constraints applicable to business and wider society.

Technology
7. Understanding of principal concepts and techniques for software development, applying these to information systems design.
8. Design and develop features of the relational database and Big Data models to support the changing nature of Business Intelligence systems.
9. Apply theory and principles of user behaviour and interactive design to systems design.

Professional Development
10. Manage an evidence-based portfolio showcasing knowledge, skills and competences in relation to degree subject and employability.
11. Review and appraise reflection on the learning progress over time.
12. Critically evaluate a range of research methods applicable to the chosen area of study.

b) Intellectual Skills

Data and Information Management
1. Evaluate the role of information and communication technologies in the information age and the associated legal and ethical issues.
2. Recognise the cultural implications of information generated by big data and business intelligence.

Business and Management
3. Understand how technological developments impacts business structure and practice
4. Reflect upon how businesses utilise information created internally and externally to make strategic decisions.

Technology
5. Conceptualise problems and identify and design appropriate solutions relevant to the problem domain.
6. Critically evaluate the ethical benefits and issues of a range of technologies and media used in the virtual environment.
7. Identify and evaluate the changing nature of Business Intelligence systems.

Professional Development
8. Understand the importance of being able to communicate effectively in the most appropriate medium for a given situation.
9. Define, construct and evaluate a research topic utilising the concepts and principles of research methodologies, academic writing and ethics.

c) Practical Skills

Data and Information Management
1. Recognise and apply different data types to support the database development process.
2. Retrieve information effectively from a variety of different systems taking into consideration legal and ethical issues.

Business and Management
3. Devise and execute a business plan for the start-up and operation of a new small enterprise.
4. Demonstrate an understanding of operational considerations in Business Intelligence.
5. Demonstrate the ability to act as a consultant as part of a team.

Technology
6. Design solutions using programming elements and basic control structures in implementing applications.
7. Create a database and queries in order to extract meaningful information using structured query language.
8. Apply User Experience (UX) methods to develop test strategies.
9. Analyse big datasets and extract information using appropriate methods to support the business needs.

Professional Development
10. Effectively employ technology for the communication and demonstration of professional competencies in a range of business situations.
11. Appraise and demonstrate how personal objectives within the learning process relate to professional development.
12. Ability to assess the social, legal, professional, and ethical aspects of a given situation.
13. Apply appropriate techniques to problem solving individually and as part of a team.
14. Use verbal and written communication methods to clearly describe and critically appraise ideas and proposals.

d) **Transferable/Key Skills**

Data and Information Management

1. Critically evaluate complex ethical arguments that surround the handling of data and information.

Business and Management

2. Demonstrate an appreciation of how learning and professional development relate to the needs and situations of organisations.

Technology

3. Identify where a problem can be solved using technology and the appropriate tools and techniques and methods to be used.

Professional Development

4. Employ a range of management skills and interactions; including time management, team working, decision making, problem solving, and business liaison.
5. Articulate logical and reasoned arguments in a persuasive manner.
6. Critically reflect on their own learning.
7. Evaluate, apply and defend relevant research techniques.
8. Be flexible and adaptable in the approach to and development of an issue, problem or opportunity.

4.3 Programme Structure

BSc Information Technology & Business Systems Programme Structure Diagram

First Year (Level 4)						
Sem 1	IS0491 Managing IT Projects for Business (20 Credits)	IS0472 Skills for the Information Systems Professional (20 Credits)	IS0487 Introduction to Software Development (20 Credits)	EE0401 Introduction to Big Data (20 Credits)	IS0489 The Business Environment, Organisations and MIS (20 Credits)	EE0400 Introduction to Data & Information (20 Credits)
Sem 2						

Second Year (Level 5)			
Sem 1	EE0503 Social Media Analysis (20 credits)	EE0506 Personal & Professional Development Planning (20 credits)	EE0502 User Experience Design (20 credits)
Sem 2	IS0503 Integrative Consultancy Project (20 Credits)	IS0525 Entrepreneurship & Creativity (20 credits)	EE0501 Research Methods for IT & IS (20 credits)

Industrial Placement (EE0500)					
Final Year (Level 6)					
Sem 1	EE0609 Undergraduate Project (40 Credits)	EE0600 Data Security & Governance (20 credits)	EE0608 Business Intelligence & Big Data (20 credits)	EE0601 Smart Technologies (20 credits)	EE0602 Web Analytics (20 Credits)
Sem 2					

4.4 Learning, Teaching and Assessment Strategy

The programme is divided into four broad themes: Data and Information Management, Business and Management, Technology and Professional Development.

Level 4 provides a general introduction to the key concepts and provides the fundamental skills and knowledge to enable students to progress at Levels 5 and 6. Subjects at Level 4 include an introduction to data and information, databases and the concept of big data and an understanding of business and the business environment and project management.

Level 5 continues in these areas but also introduces social media analysis and developing systems with the user experience in mind. Students also build on the business knowledge though acting as a consultant for a real client and through developing their own small business plan and therefore gaining a more entrepreneurial approach.

At the end of Level 5 students are well prepared for a placement which they are actively encouraged and supported to do.

Level 6 consolidates the previous learning and takes this into the areas of big data, business intelligence and data governance and security. Level 5 modules on User Experience Design and Social Media are a foundation for Level 6 modules in Web Analytics and Smart Technologies. The Undergraduate Project allows students to focus on a topic of personal interest in the subject area and research this topic to produce a dissertation.

At all levels, much of the learning and teaching take place via lectures supported by small-group seminars and/or IT workshop sessions. Seminar time is used across levels for problem-solving, reinforcement of concepts, principles and techniques and for discussion of ideas and issues.

Lecturers are free to adopt teaching styles to suit the material delivered, and their own personalities and abilities, but IT, in particular, the Internet and intranet, will be used extensively to support lectures, seminars, workshops and independent learning. In addition a great deal of emphasis will be placed on students to work outside the timetabled hours, both in terms of directed and independent learning – it is recognised that for this to occur the students will need significant guidance and the necessary skills to undertake 'self-learning'.

Workshop activities are critical for the development of practical skills. Increasingly complex and varied development problems will be introduced in workshop sessions both for learning and applying practical skills and for formative assessment.

Concepts, issues, techniques, tools and technologies are discussed, reinforced and extended through seminar activity. Increasingly over the levels, students are encouraged to become (self-) critical, reflective, and creative. Seminars and workshop sessions are key vehicles for developing these skills and providing opportunities for their use.

At levels 5 and 6 seminars and workshop sessions involve increasingly more open-ended and complex problem domains. Students are expected to select and apply a range of different solutions to problems that they, themselves, will need to recognise and define from the given domain. Case studies and individual and group project activity will be used to develop these higher order skills with students increasingly working independently of staff.

Integration of the knowledge and skills developed on the course is both achieved through the taught modules themselves and through the integrative consultancy project module at level 5 and the dissertation project at level 6. These projects also provide a key focus for application of students' intellectual skills, developed in preceding and parallel modules. The industrial placement in year 3, will help to integrate, reinforce and develop further many of the skills and much of the knowledge introduced at levels 4 and 5, as well as bringing real context to the modules studied at level 6.

The programme assessment strategy has been developed to ensure an appropriate mix of practical and theoretical assessments using a variety of assessment techniques to ensure students develop the skills and knowledge required. At all levels assessment of a module includes a blend of summative and formative elements. The form of summative assessment, and weightings, is specified in the module descriptor, appropriate to the particular module, and may comprise coursework and/or examination. Assessments, where possible, allow students to relate their learning to the real world.

Employability is embedded into the core of this programme and is a key strength of the provision. The learning and teaching activities provide opportunities for students to acquire the knowledge, skills and abilities that are desirable for today's employers, that are well documented in the research literature regarding personal development planning and employability, resulting in enthusiastic graduates with a positive attitude, dynamic skill set, and greater self-awareness who can make a vital contribution to future economic growth and the wider society. The programme utilises a range of PDP related tools, such as ePortfolios, and gives access to professional experts from within these fields, both internal and external to the university.

4.5   Regulations, Attendance and Behaviour

The Faculty handbook includes information on University Regulations, Attendance expectations and monitoring which are not repeated here. *Please read the Faculty and University handbooks carefully*.

These handbooks also include acceptable behaviour guidelines for classes and social networking sites and other online forums. These have been developed with full cooperation of the Student's Union).

4.6   Programme Re-design and Re-validation

During 2015/16 all programmes at Northumbria are being reviewed and refocussed. From your point of view this is an administrative exercise that will not change what you do. However, you may be asked for your views and feedback as part of the input into this process

4.7   Student Feedback

Student Representatives are elected early in the Academic year. Being a Student Representative is a responsible task and one that is important, not only to help the University operate effectively, but also to make sure that you and your fellow students are getting the best experience possible whilst at Northumbria. The students in your Year Group elect the Student Representatives for the coming academic year. The Reps' commitment will be to gather 'issues and ideas' from fellow students and feed these back each semester at Programme Committee Meetings with the Programme Management Team. The results of such discussion between the Reps and programme team may then be actioned as appropriate, and results fed back via published minutes and through the Reps.

The main role of the Student Rep is to represent the students in the Faculty on programme related matters at the programme committees, however their role need not be limited to participation in programme committees, nor need they wait for the committee to meet to act on any issues affecting the student body. They can represent students at various meetings in the Students Union, including the Student Council as well as the Annual General Meeting. . Support and training for this role is given.
For more details see mynsu.northumbria.ac.uk/adviceandrepresentation/academic_reps.

In addition to this we are always looking for student helpers for various marketing activities like open days. Some of these opportunities are paid. Many students have found participating in these activities enjoyable, interesting and beneficial.   See the programme leader for more information.

5   Programme Assessment

5.1   Assessment Schedule

The assessment schedule for individual modules will be determined by the Module Tutors. The individual assessment weightings and details of In Course Assessment/Assignment handout dates and submission dates will be specified in the Module Guides which will be made available at the start of Semester 1. Examinations will normally take place during the examination weeks at the end of Semester 2.

Detailed guidance on assessment regulations are given on the Faculty handbook, University handbook and on the University website. You must attempt and submit every component of assessment.

The Assessment Schedules for Levels 4 (Year 1), 5 (Year 2) and 6 (Final Year) will be made available electronically on the BIS Blackboard site at the start of the academic year.

5.2   Assessment Submission

Each assignment should clearly state the method and requirements for its submission. It is important that you read these when the assignment is issued and plan accordingly. You must follow the instructions given. If you feel that they are unclear then ask the module team early.

The regulations and procedures for assessment submission are included in the Faculty handbook. You should read them carefully. In summary, if you fail to follow instructions and submit by the required deadline, without approval granted in advance, then you will receive zero for that piece of work and, at best, will have to do additional work over the summer to make it up.

5.3   Academic Misconduct

Plagiarism, cheating, collusion, ghosting and other forms of unfair advantage will be classed as academic misconduct and are liable to result in disciplinary action according to the University Regulations contained in the Assessment Regulations for Northumbria Awards(ARNA), which can be found at: https://www.northumbria.ac.uk/static/5007/arpdf/arna

6   Resources and Laboratories

The Faculty of Engineering and Environment is housed in Pandon Building and Ellison Building and most of your classes will take place in these buildings. Computing laboratories abound – some are open to all University students, such as those in the Library or Pandon Basement.

7   The Placement

7.1   Work Experience/Industrial Placements

This programme is a 'thick sandwich' type, therefore contains a placement of supervised work experience in the third year, which usually lasts 48 weeks. During the placement you will be an employee of the host organisation and will normally be paid a salary.

You will be expected to take an active role in finding a suitable placement with the help and support of the Placement Staff in the Faculty.

The placement has the following broad aims:

- To educate and train the student through the joint interest, and close partnership, of the University and the Employer;
- To reflect the general philosophy of the programme by providing the student with an opportunity to experience Information Technology & Business Systems practices within the business context;
- To expose the student to limitations and problems in applying academic theory in pragmatic situations and to encourage a critical appraisal of the generality of theory;
- To set the student's development into a real world context;
- To expose the student to new and varied business and technological environments;
- To help to clarify the student's career aspirations.

7.2   Do I have to do a Placement?

All students on this programme are expected to undertake a placement, as a requisite part of their course. Students who find they are having problems finding a placement should make an appointment to see one of the Placement Officers.

8   iSchool @ Northumbria

In 2013, the Information Sciences' application to become an iSchool was accepted and we are now one of 5 UK universities and more than 40 worldwide to join this prestigious organisation, dedicated to advancing the information field in the 21st Century. As an iSchool, we aim to promote and develop interest and expertise in the information field, creating innovative systems and designing information solutions that benefit individuals, organisations and society.
Visit (http://www.northumbria.ac.uk/ischool) and http://ischools.org/ to find out more about iSchool@Northumbria.

Northumbria Students' Union (NSU) is here to make sure you have the best experience possible. NSU is one of the largest and most exciting Unions in the country and that's all because of YOU. We represent you, the student, on all levels, on the issues students are concerned about; receiving a great academic experience, being very employable when you graduate, being safe on campus and in the city and having a fantastic time while a student.

NSU is run by students for students. You can have your say in what NSU does and how it is run, by contacting your Sabbatical Officers or by coming along to Student Council

MEMBERSHIP: As a student of Northumbria University you are automatically a member of the Students' Union. We also sell NUS Extra Card from the Students' Union at both Coach Lane and City Campus giving you discounts in shops and online, but you don't need one to use any of our services.

DIVERSE: Your Students' Union is a place which brings together students from all walks of life, all parts of the country and the world and many different cultures. NSU provides lots of opportunities for you to Get Involved, make lasting friendships, increase employability and have FUN!

INDEPENDENT: NSU is independent of the University, with its own staff, services and decision-making structure. Run by students for students, providing the best services and opportunities for students we push for change from the University to deliver for students. Find our more at our You Said, SU Did page. If you need advice about academic appeals or other issues, we can help. Check out the Advice Page.

VALUE: Your NSU offers the best value for money, and everything you spend goes straight back into the Students' Union to fund all the activities that we run for you.

If you would like more information check out the website www.mynsu.co.uk or come and see us at our offices in City, Coach Lane and London.

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The libraries at City Campus and Coach Lane provide access to a wide range of print and electronic resources including over half a million print books, over 700,000 eBooks and more than 50,000 electronic journals. More details can be found on the University Library website: http://library.northumbria.ac.uk/home

City Campus Library (number 14 on City Campus map) is housed near the Student Union building (number 30 on City Campus map).

Coach Lane Library is situated on the East Side of the Campus, in F Block (number 16 on Coach Lane Campus map).

City Campus library is open 24/7 during term time and from 9am to midnight during vacation times. Coach Lane library is open 7am until midnight (Monday to Friday), 9am until midnight (Saturday and Sunday). Opening hours are prominently displayed in the foyers of the library buildings, any changes are advertised on the Library website and on social media. Opening hours vary during bank holidays and are subject to change, so please check before you travel.

You will need to keep your smartcard with you to gain access to and leave the libraries. Your Smartcard is a universal card which not only gives access to the Libraries and other University buildings, but it also allows you to print, copy, scan, borrow books and make cashless payments.

The Library Catalogue can be accessed on and off-campus through the University Library website and the dedicated catalogue computers on each floor of both Libraries. The catalogue can be used to search for books and eBooks located in the University Library. It is quick and easy to use and will give you the information you need to locate the material on the shelves or read online. eBooks can be read on and off-campus, anytime, anywhere. NORA can be used to search for, and retrieve, up-to-date scholarly materials including articles, reports and statistics that are relevant to your studies. You can browse through all the online resources relating to your subject in one place including databases, journals and websites.

Students are entitled to borrow up to 15 items at any one time. Items can be issued using the self-issue machines on the ground floor of City and Coach Lane Libraries. You can renew your library books online through the MyLibrary section of MyNorthumbria or via the Library Catalogue.

Northumbria students can use other libraries such as the Robinson Library at Newcastle University and Newcastle City Library using the SCONUL access scheme. For more information see the Library SCONUL information page: http://library.northumbria.ac.uk/sconul-holiday

The Northumbria Skills Programme is a comprehensive skills programme designed to develop the key skills you need to succeed at university and beyond provided by the Library. It runs throughout the year and provides classroom style skills sessions on many topics including academic writing skills, giving accomplished presentations, and referencing your work correctly, as well as regular drop in surgeries. Some sessions are bookable; simply consult the timetable on the Northumbria Skills Programme website: http://library.northumbria.ac.uk/skillsdev-nsp

Skills Plus is the Library's collection of online learning materials, with a focus on digital literacy and study skills that can be accessed on and off-campus. Using these resources is an excellent way to develop your skills through a range of online tutorials with quizzes, video demonstrations and printable help guides. http://nuweb2.northumbria.ac.uk/library/skillsplus/topics.html?l3-0

If you need help or advice, on or off campus, you can contact Ask4Help. The Ask4Help service provides you with help and support to access a range of University services including Library, Disability Support, Student Finance and Careers. The quickest way to find answers to some of the most popular questions asked by students is to look at Ask4help online. You can also contact us by phone and speak to a member of our dedicated enquiry team or email us your questions.

www.northumbria.ac.uk/ask4help

ask4help@northumbria.ac.uk

0191 227 4646