

We know that lockdown can be really tough so our main priority is to support our students through this difficult period.

Here are some of the ways in which we are doing that:

1. Rent Rebates



For our students in University-managed and partnership accommodation, you'll be able to apply for a **rent rebate** if you can't return to your accommodation due to the national lockdown.

We have also been working with the Students' Union **to encourage** private accommodation providers to consider doing the same.

2. Academic Safety Net



We have put in place a **Safety Net Policy** in recognition of the impact COVID-19 has had on students.

3. IT Loan Scheme



We have extended our **IT Loan scheme** so all registered students without access to suitable computer facilities or internet connection may be able to receive assistance.

4. Campus Study Spaces



For students on campus we continue to provide safe, accessible study spaces check our **Study Spaces Finder** to find a spot.

5. Virtual Desktop



For remote study, students can access popular university software and files through the **Windows Virtual Desktop**.

6. Online Library Resources



You can also access lots of resources online to assist you in your studies, including books, journals, databases, and more through our **Library Search tool**.

Need a print book? **Get in touch via Library Help**

7. Financial Support



You can access **Emergency Loans and the Student Financial Support Fund** for support if you are struggling with money.

8. Wellbeing Support



No matter where you are in the world, our Student Health and Wellbeing Teams are here to offer you support during this difficult time with:

- **1:1 Counselling sessions**, held over Zoom or telephone,
- **Wellbeing Workshops** on a range of topics.
- **Talk Campus**, a free app which offers you 24/7 peer support.

9. Virtual Events



The Students' Union are also running **virtual events** including self-walking tours, film nights, and language lessons.

The Careers Service are offering **a full programme of sessions** and events providing you with lots of advice and guidance.

10. Covid Support Line



We're here to help - for all your COVID-19 related enquiries contact us by email at **covidsupport@ncl.ac.uk** or give us a call on 0191 222 5101 (open 10am-2pm, Monday-Friday).