

# Student Advice Centre

We are open : During TERM TIME

Mon 10.15am - 4.00pm  
Tues 10.00am - 4.00pm  
Wed 12.00noon - 6.00pm  
Thurs 10.00am - 4.00pm  
Fri 10.00am - 4.00pm

During VACATION  
We are open 11am - 3pm  
CLOSED ALL DAY WEDNESDAYS

Livechat - [www.unionsociety.co.uk](http://www.unionsociety.co.uk)

The Union Society, Kings Walk  
Newcastle upon Tyne  
NE1 8QB  
T: 0191 2393979  
E: [sac.reception@ncl.ac.uk](mailto:sac.reception@ncl.ac.uk)  
Web: [www.unionsociety.co.uk](http://www.unionsociety.co.uk)



Member of  
**advice** UK  
The voice of independent advice



## SAC "USEFUL CONTACTS"

This is a mini-directory of places you can go for information and advice if our service is not available. The organisations listed are reputable, and make no charge for their services.

### Local Advice Agencies

#### General - Citizens' Advice

For advice in all areas, including consumer, travel, Welfare rights, education, debt, employment.  
City Bureau is at: St Cuthberts Chambers,  
35 Nelson Street, Newcastle, NE1 5AN  
Further details Tel. 0844 499 4717  
Website: <http://citizensadvice.org.uk>

#### Housing Advice Centre (homelessness only) & Tenancy Relations Officer (privately-rented)

112/114 Pilgrim St. Newcastle  
Tel: 0191 277 1711 (Homeless persons Unit)  
Tel. 0191 277 1720 (Tenancy Relations Officer)  
These are City Council services.

#### Shelter North East Housing Aid Centre

1-2 Blackfriars Court, Dispensary Lane,  
Newcastle, NE1 4XB  
Tel: 0844 515 1601  
Website: <http://www.shelter.org.uk>  
Help for tenants and homeless persons.

#### Legal - Newcastle Law Centre

1<sup>st</sup> floor, 1 Charlotte Square, NE1 4XF  
Drop-in: Mon & Thurs, 10am-noon  
Advice line: 0191 261 7016  
Mon & Thurs, 1pm-4pm

#### Tax:

**Inland Revenue: Tax Enquiry Office**  
Aidan House, All Saints Office Centre  
NE1 2TT - Tel: 0845 302 1456

#### Welfare Rights:

**Newcastle Welfare Rights Service**  
City Council Social Service, operating around the City.  
Its website includes a local advice service directory, and 'useful links' to services nationwide.  
Newcastle Council Tel: 0191 232 8520  
Website: <http://newcastle.gov.uk/welfr.nsf>

## Other Agencies, by subject

### International Students:

**UKCISA** (Council for International Student Affairs) Advice for students from abroad studying in the UK.

Tel: 0207 107 9922 1pm-4pm Mon - Fri

Website: <http://www.ukcisa.org.uk>

The site has lots of leaflets to download, including one on how to complete the FLR(S) form for extending your leave to remain as a student in the UK.

### Home Office, Immigration & Nationality Directorate (IND) Government

To obtain an application form for extending your leave to remain (your 'visa extension') and other general information.

Tel. 0870 241 0645 (application forms)

Tel. 0870 606 7766 (general enquiries)

Website: <http://www.ind.homeoffice.gov.uk>

### Immigration Advisory Service

For NE England: Middlesbrough

Tel: 01642 219 222

E-mail: [middlesbrough@iasuk.org](mailto:middlesbrough@iasuk.org)

National Website: <http://www.iasuk.org>

### Consumer:

Consumer Direct Tel: 0845 4040506

Portal run by the Dept. of Trade & Industry

Website: <http://www.consumerdirect.gov.uk>

### Education:

Dept. for Children, School and Families

Higher Education Students' Gateway - for information about any area of students in higher ed.

(inc. funding, work, research, courses, etc).

<http://www.dcsf.gov.uk>

### Employment:

Dept. of Trade & Industry

Advice on UK employment law.

Website: [www.direct.gov.uk/en/employment/index.htm](http://www.direct.gov.uk/en/employment/index.htm)

### Health:

NHS Direct 24 hour confidential information and helpline staffed by Nurses.

Tel: 0845 46 47 Website: [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

### Mental Health Matters

Confidential Emotional Support Helpline

Tel: 0845 601 2457 - 6pm - 6am every night

### Mind information Line

Information and advice on any kind of mental distress or mental illness. Mon - Fri 9am - 5.00pm

Tel: 0845 766 0163 Website: [www.mind.org.uk](http://www.mind.org.uk)

### Legal:

#### Just Ask!

Community Legal Service website for advice on a full range of legal matters. It also has a national directory of solicitors.

Tel: 0845 345 4345

Website: <http://www.clsdirect.org.uk>

#### Advicenow

Companion site to Just Ask! Providing legal information.

Website: <http://www.advicenow.org.uk>

#### Europe Direct

European Commission information on your rights as an EU citizen.

Website: <http://europa.eu.int/citizens/>

#### The Court Service

The government agency for running the County, Crown and Appeal Courts. All forms and leaflets can be downloaded.

Website: <http://www.hmcourts-service.gov.uk>

And for the **Magistrates' Court** see the Lord Chancellor's Department:

Website: <http://www.hmcourts-service.gov.uk>

#### Solicitors-Online

The Law Society's site for information on Law Firms and Solicitors in England & Wales. It also includes 'Registered European Lawyers' and 'Registered Foreign Lawyers', should you need help with a legal problem in another country.

Website: <http://www.solicitors-online.com>

June 2009