WELCOME TO KENT/ CANTERBURY CAMPUS

Your essential guide to Arrivals Weekend
Saturday 19 – Sunday 20 September 2015
WELCOME!

CHECKLIST

Ensure you have these documents to hand upon arrival (not packed in your luggage)

- Arrival pass for your accommodation
- Passport for identification. You will need this to complete registration
- Copy of your ‘Ready for Enrolment’ communication from the University, which states your student number
- University or College Payment Advice letter from Student Finance England (if relevant). This must be scanned to ensure you receive your loan and grant payments on time (see p3)
- Proof of qualifications (if required)
- Visa documentation (if relevant). This must be scanned by a member of the registration team – see p5

At the Sports Centre, during Arrivals Weekend

- Visa and passport check (if relevant)
- Biometric Residence Permit (BRP) collection (if relevant)
- Register
- Collect KentOne (student ID) card
- Qualifications check (if relevant)
- Pay tuition fees
- Pay accommodation fees
- Visit information stands

On arrival

- If living in University accommodation, please follow the arrival instructions which form part of your online accommodation induction. This will advise you of where to collect your key and unload your vehicle
- Once you have unloaded your bags, please move your car to Giles Lane Car Park, which is marked on the map or to the Pavilion or Oaks car parks, if you are living in Park Wood Courts. This prevents traffic congestion and ensures everyone is able to unload their belongings close to their accommodation
- When you have moved your car, you should go to the Sports Centre to register and collect your KentOne card (student ID)

We hope you’ve had a good journey and you’re ready to get settled in. University staff and Kent Union volunteers will be across campus all weekend to help you to move in to your new room and to answer any questions you may have. Keep an eye out for their brightly coloured t-shirts!

Registration

You must register with us to become a member of the University. By now, you should have completed the enrolment process, details of which we emailed to you with your confirmed offer letter and a link to the Getting Started website.

In order to register, you must have already enrolled. The enrolment process allows us to gather essential
information about you and your programme of study, and whether you are entitled to receive money from Student Finance England (SFE). Registration is confirmation that you have taken up your place and begun your programme of study. If you do not enrol, you will not be able to register. If you enrol but do not register, you will have your access to University facilities withdrawn.

**What if I haven't enrolled?**
You can use the PCs in the Sports Centre, or in the Templeman Library. Staff are available at both these locations to help you. Go to www.kent.ac.uk/gettingstarted and follow the instructions to enrol.

**How do I register?**
Registration is quick and takes place at the ID card collection and registration desk in the main hall in the Sports Centre. Your passport will be checked by University staff and you will be given your KentOne card.

If you are an international student and you have arrived in the UK with a Tier 4 or other UK visa, you will need to have your documentation scanned by the Visa Compliance Team (see p5).

**What if I can't complete registration?**
If for any reason you cannot provide your passport, proof of qualifications, or there is an issue regarding outstanding fees, you will be given provisional registration and a letter which explains what you need to do to fully complete your registration. Please pay particular attention to the deadline dates in your letter.

**Failure to complete registration by the given deadlines will result in you being withdrawn from the University.**

**Welcome Week**
Welcome Week is from 21-25 September. Contact your school for details of your Welcome Week activities.

You will have a variety of events in your Welcome Week programme: induction events hosted by your academic School, orientation events of University services (ie the Library) and Fresher events hosted by Kent Union. All students are expected to participate in Welcome Week as it will help ease your transition into life at Kent, introduce you to people on your course, and help you to get the most out of key facilities.

The Freshers’ Fayres, which are run by Kent Union, will give you the opportunity to join student societies and clubs. These will be located around the Jarman Building and in Eliot College on Thursday 24 September and Friday 25 September.

**ARRIVALS WEEKEND CONNECTIONS**
Our students will be tweeting live updates during Arrivals Weekend. Follow @UKCStudentLive for all the latest news.
ARRIVALS WEEKEND FAQS

Q: I am an international student; where can I get help?
A: During Arrivals Weekend (19-20 September) please visit the International Students stand in the main hall of the Sports Centre or Visitor’s Reception in the Registry building. During Welcome Week (21-25 September) please come and speak to the International Development team in the Registry building.

If you need advice on your visa, please go to the Kent Union Student Advice Centre stand during Arrivals Weekend. During Welcome Week, please go to the Student Advice Centre reception in the Mandela Building between 1pm and 3pm.

Q: How do I pay my tuition fees?
A: If you have taken out a tuition fee loan from the Student Loans Company this will be paid directly to the University once you have registered. You do not need to do anything further. If you are not eligible or have not opted for the tuition fee loan, you can pay online at: www.kent.ac.uk/finance-student/paym ent or contact the Incom e Office on +44 (0)12 27 82 42 42 to pay by card.

Q: What do I need to do to ensure I receive my maintenance loan and grant payments?
A: If you are eligible and have applied for UK maintenance loans and grants, you must have your University or College Payment Advice letter from Student Finance England scanned by the University’s Financial Aid Office staff in order to receive your financial support. Once your letter has been scanned, this will trigger any payments and funds should be in your bank account within three to six working days. Payments are usually made in three equal instalments at the beginning of each academic term.

If you are having difficulties with your loan or grant, the Financial Aid Office staff can offer assistance. Please call 01227 823488 (or 824876 or 823851) or email financialaid@kent.ac.uk You can also see Financial Aid Office staff in the Sports Hall until 26 September.

Q: Does my maintenance loan and grant automatically pay for my accommodation?
A: No, the maintenance loan and grant are paid directly into your bank account. You can use this money to pay for your accommodation by paying online at www.kent.ac.uk/finance-student/payment or by contacting the Income Office on +44 (0)1227 824242 (Mon-Fri). Students in private accommodation will need to contact their landlords to arrange payments.

Q: I still need to find accommodation; where can I find help?
A: The Accommodation Office (see map overleaf) will be able to offer you advice to help you find a place to live. If there is no University accommodation left, they can refer you to nearby off-campus, private-sector accredited student housing. Kent Union’s Home Stamp scheme also provides accommodation help, see www.homestampkent.co.uk

Q: How do I access my student record?
A: First make sure you have enrolled and claimed your Kent IT account (go to www.kent.ac.uk/gettingstarted see points 1 and 2 ‘what to do now’). Go to www.kent.ac.uk/student where you can log in using your University username and password to access your student record.

Q: Where are the student PCs and printers?
A: Use the study hubs and PC rooms in Eliot, Keynes, Rutherford and Darwin Colleges, in Park Wood, the Oaks Study Hub, Cornwallis South, Tyler Court A and in the Templeman Library.

Q: How do I connect to the Internet?
You can use eduroam, the University Wi-Fi service, in all buildings and bedrooms on campus, and in some outdoor spaces. To connect, choose eduroam on your device and enter your Kent IT account username with @kent.ac.uk at the end. If you need help, you can ask in the Library or look in the Get Connected guide in your bedroom.

Other ways to get online: use a student PC in a study hub or in the Library; borrow a laptop to use in the Library; or use the wired internet connection in your bedroom. There is also free public Wi-Fi on campus, provided for visitors and run by _TheCloud.
Register, find out more about settling in and getting ready to study by visiting the main hall in the Sports Centre where University staff are available to answer any questions you may have.

The information stands will be open at the following times:
- Saturday 19
  - 9am – 6.30pm (doors close 6pm)
- Sunday 20
  - 9.30am – 5.30pm (doors close 5pm)
- Monday 21
  - 9am – 4.30pm
- Tuesday 22
  - 9am – 4.30pm

List of information stands
- Visa checks and Biometric Residence Permit collection
- Student ID/Kent One card collection and registration
- Photographs and KentOne card – Kent Hospitality
- Income Office: payment of tuition and accommodation fees
- Qualifications checks
- Financial Aid Office
- Student Support and Wellbeing
- IT and Library Services
- Student Learning Advisory Service (SLAS)

Visa checks and Biometric Residence Permit collection
Staff from the Visa Compliance Team will be available to check your immigration status if you are non-EU citizen and scan your immigration documents.

If you are travelling from overseas and need to collect your Biometric Residence Permit (BRP), you can do this when we check your visa. To collect your BRP you must bring your:
- Passport
- Visa decision letter
- Visa (entry clearance vignette in your passport)

Student ID/Kent One card collection and registration
Collect your KentOne card to complete your registration. If you did not enrol before you arrived you will be directed to a PC to enrol. Once you have enrolled, you will be able to complete the registration process and collect your KentOne card.

Photographs and KentOne card – Kent Hospitality
If you did not supply a photograph in order for us to produce a KentOne card before your arrival, you will be directed here so a card can be produced for you.

Income Office: payment of tuition and accommodation fees
Staff from the Income Office will be available to accept payments (bankers draft, credit/debit cards only). Payments and instalments for tuition fees and accommodation fees can also be arranged online; please go to https://epay.kent.ac.uk/epay

Please note: we no longer accept personal cheques and we are unable to accept cash payments during Arrivals Weekend.

Qualifications checks
Staff from Enrolment Management Services (EMS) will be available to check your qualifications (if relevant).

Financial Aid Office
You should have your University or College Payment Advice letter from Student Finance England with you (if relevant). This must be scanned by a member of staff from the Financial Aid Office to ensure that any loan and grant payments are paid on time.

Student Support and Wellbeing
Students with mobility difficulties, specific learning difficulties (eg dyslexia), medical and sensory impairments or mental health issues, are invited to our stand where advice and further information will be available.

FOR FURTHER INFORMATION
Check the information for new students website: www.kent.ac.uk/gettingstarted
REGISTRATION IN THE SPORTS CENTRE (CONT)

Kent Union (students’ union)
Kent Union is here to represent you. Your students’ union provides a range of services including sports, societies, volunteering and The Venue nightclub. Find out more at the Freshers’ Fayres during Welcome Week and check out www.kentunion.co.uk.

Car parking and local transport
With the exception of Arrivals Weekend, and students who have a blue badge or medical condition that necessitates the use of a car, parking is not available for students who live in campus accommodation or within the exclusion zones (see www.kent.ac.uk/estates/transport).

Staff will have information about local transport, including the UNIBUS and the free inter-campus bus service running between the Canterbury and Medway campuses.

Medical Centre
Important – register for access to healthcare services. You can register online prior to your arrival or over the weekend or use one of the University PCs during Arrivals Weekend. For details, visit www.umckent.co.uk.

Visit Canterbury
Visit Canterbury and Canterbury City Council staff can provide information about things to see and do in Canterbury and the surrounding area, and can offer practical information and guidance about living in and around the city. www.canterbury.co.uk

www.kent.ac.uk/gettingstarted

IT and Library Services
For an introduction to essential resources and support services to help you succeed at university, come and say hello in the Templeman Library during Welcome Week and pick up our pocket guide to IT and Library services. Or visit us online at: www.kent.ac.uk/is/hello

Student Learning Advisory Service (SLAS)
A free, friendly advice service for all students, undergraduate and postgraduate, providing guidance and information on all aspects of effective learning and study skills. SLAS is putting on a number of talks in schools during Welcome Week. www.kent.ac.uk/learning

International Students
International Development staff will be on hand to provide help, information and advice specific to students arriving from outside the UK. You can meet the team in the Visitor’s Reception in the Registry building or in the Sports Centre over Arrivals Weekend. The team are running a number of Welcome Week events. For more information, see www.kent.ac.uk/gettingstarted/international

The Centre for English and World Languages (CEWL)
The University offers a range of English language courses and programmes to assist international students with their studies.

Kent Sport
You can purchase membership from reception when you arrive for registration or via our website and start enjoying the sports facilities immediately. Join between 19-25 September and you could win a fantastic prize in our prize draw!

Gulbenkian Arts Centre
Purchase your membership at a special introductory rate and enjoy discounts throughout the year. Visit www.thegulbenkian.co.uk

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Visit Canterbury
Visit Canterbury and Canterbury City Council staff can provide information about things to see and do in Canterbury and the surrounding area, and can offer practical information and guidance about living in and around the city. www.canterbury.co.uk

www.kent.ac.uk/gettingstarted