The Student Charter and Other University commitments to students

The Student Charter outlines the University’s major commitments to students. The following points elaborate some of these commitments in greater detail.

**Academic matters**

1. **Office Hours**

   All members of staff who undertake teaching, supervision and teaching-related duties or act as student advisers publish weekly “office hours” during which they may be contacted by students.

   **Contact in the event of queries:** appropriate Academic School Office; Kent Union Advice Centre.

2. **Teaching Hours**

   Normal teaching hours are 9am to 6pm on Monday, Tuesday, Thursday and Friday and 9am to 1pm on Wednesday except where courses are specifically advertised as including or being provided by evening or weekend delivery.

   Teaching will not normally take place outside “normal teaching hours” as defined above except

   (i) where, exceptionally, it is necessary to timetable a seminar on a Wednesday afternoon (where no other timetabled slot and a venue are available) and there should always be one or more alternative seminar times;

   (ii) one-off changes (arising, for example, from illness or other important commitment of the member of staff) by agreement between the member of staff and the students concerned;

   (iii) that any changes on a permanent basis will require the written permission of the relevant Dean of the Faculty.

   The Timetabling Office is required to ensure compliance with these requirements.

   **Contact in the event of queries:** appropriate Academic School Office; Timetabling Office in the Registry (in Canterbury)/Central Administration (in Medway); Kent Union Advice Centre.

3. **Timetables**

   (i) The timetable for lectures is published at least two weeks before teaching starts.

   **Contact in the event of queries:** Timetabling Office in the Registry (in Canterbury)/Central Administration (in Medway); Kent Union Advice Centre.

   (ii) The timetable for examinations is displayed on the Student Data System and the Student Records & Examinations Office website. If any changes are made to the timetable, all students concerned are notified individually via their University e-mail.
addresses by their Academic Schools. All students are responsible for checking their e-mails on a regular basis. Arrangements may be made for special examination arrangements where this is required for a certified medical or other condition provided the appropriate notice is given (see Student Records & Examinations Office website).

Contact in the event of queries: Student Records and Examinations Office in the Registry (in Canterbury)/Central Administration (in Medway); Kent Union Advice Centre.

4. **Staff Teaching**

Members of staff are required to attend to take all relevant classes for which they have been given responsibility unless prevented by illness or other extenuating circumstances. Staff will not change the time or location of classes from that in the published timetable or otherwise agreed at the start of the year except where there is good reason and after consultation with the students concerned or where it is necessary to make up for classes lost for legitimate reasons.

Contact in the event of queries: appropriate Academic School Office; Timetabling Office in the Registry (in Canterbury)/Central Administration (in Medway); Kent Union Advice Centre.

5. **Return of Students' Written Work**

Staff will return written work that students have submitted in accordance with published requirements and deadlines unless the work is to be held for further examination as part of the assessment process. Work will normally be returned within three calendar weeks of the published deadline, although this period may be extended for substantial pieces of work (such as project reports and dissertations) by prior notification to the students by the member of staff concerned. In the case of a student who does not submit work in accordance with the published deadlines, the teacher concerned will follow the formal procedures for monitoring progress.

Other matters

6. **Student Representation and Involvement**

(i) Students are entitled to choose whether or not they wish to be a member of the Students' Union. To facilitate freedom of choice the University will remind students at least once per year that they may, if they wish, opt-out of Students' Union membership and will seek to ensure that non-members are not unfairly disadvantaged by virtue of non-membership.

Contact in the event of queries: Assistant Registrar, Student Records and Examinations.

(ii) The University is committed to including students as members of the major committees of the University and to involving student representatives in their school and faculty bodies subject to the provisions of the Statutes. There are student members on, for example, the University's Court, Council, Senate, Faculty Boards and on many sub-committees and standing committees of these and School bodies.
(iii) The University is committed to allowing students to take up opportunities to participate in College, Students' Union, sport, cultural or similar non-academic activities during their University careers provided such activities are not incompatible with their primary academic activities.

Contact in the event of queries: Kent Union; College Committees of the Student's College; Sports Federation; Director of Music.

KRG/HAP
25.07.2013