STUDENT HANDBOOK
2016

For taught programmes
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A university is a community of people, academics, administrators and students, dedicated to learning, debate and the discovery and dissemination of new knowledge. The University of Kent places value on critical thinking, the advancement of knowledge and the pursuit of truth. All education is about developing learning and enquiry but, as a university, we focus upon areas at the boundaries of knowledge, and work to refine those methods of reasoning and understanding that help us to push back those boundaries.

The relationship between students and the University, particularly in relation to the teaching experience, is mutually dependent. The quality of a university experience is at least as much the outcome of the effort and initiative that you put into the experience as it is of the teaching and facilities provided. Universities provide opportunities, not simply facilities and services, though we always wish these to be of an appropriate and high quality. To achieve the maximum benefit from the teaching and learning experience, both students and the University must commit resources and effort. Each has responsibilities to ensure that the learning experience is the best it can possibly be; the University has responsibilities to you, and you have responsibilities to the University and to yourself.

This booklet outlines our mutual responsibilities. Please read it carefully and, if you have any queries, do not hesitate to contact the University.

Professor Dame Julia Goodfellow,
Vice-Chancellor
RESPONSIBILITIES OF THE STUDENT

The University has a range of policies and procedures in place to address the responsibilities of both students and the University. Primary among these is the Student Charter, which outlines the obligations of students and the University, and the Dignity at Study Policy, which sets out the right of every student to study in a safe and supportive environment. It is recommended that you read these (see box below) in order to enhance your learning experience.

Academic integrity
While at University, you are required to act honestly regarding the work you submit for assessment. There are regulations and procedures in place for dealing with instances of dishonesty; see www.kent.ac.uk/regulations (section V and subsection 3 of the General Regulations for Students). Important elements of academic integrity are requirements for referencing and for avoiding plagiarism; it is your responsibility to ensure that you understand these. Examples of conduct regarded as a breach of these regulations include:
• cheating in examinations
• attempting to influence an examiner or teacher improperly
• plagiarism: reproducing in any work submitted for assessment or review (for example, examination answers, essays, project reports, dissertations or theses) any material derived from work authored by another without clearly acknowledging the source.
• duplication of material
• conspiring with others to reproduce the work of others without proper acknowledgement, including knowingly permitting work to be copied by another student
• falsification of data/evidence.

You are advised to consult:
• the Academic Integrity website at www.kent.ac.uk/iai, which includes the Guide for Students and referencing style guides. You should also be aware of your school’s specific requirements for referencing. Referencing style guides are available from your school and the library.
• General regulations on academic misconduct in Annex 10 of the Credit Framework for Taught Programmes: www.kent.ac.uk/teaching/gia/credit-framework/creditinfoannex10.html
• the Academic Regulations website at www.kent.ac.uk/regulations/academic.html which includes regulations for taught programmes and information about disciplinary procedures, attendance, and the submission of coursework.

Alleged breaches in academic conduct are dealt with under the Academic Regulations.

Retention of coursework
Coursework marks contribute to final module marks and, therefore, you must keep copies of all essays you write. In certain cases, external examiners may wish to consult an individual student’s coursework so it is advisable for you to keep a folder of your assessed work for each module. You should retain all coursework until you have completed the whole programme of study. If you are required by the examiner to submit your folder of work, the Chair of the Board of Examiners concerned will notify you during the summer term. Coursework, which remains uncollected from your school at the end of the academic year, may be disposed of.

Attendance
Undergraduate students are required to meet the University’s conditions of attendance (www.kent.ac.uk/academic/handbook/attendance.html). These include:
• residing within reasonable distance of the University in term time
• being present on the first day of each term
• informing your academic school if prevented from attending
• meeting any specific conditions of attendance set down by your programme of study.

In addition, there are general conditions relating to all students that include:
• attendance of all seminars, supervisions and practical classes etc as are required
• obtaining prior permission if intending to be absent from any such class
• continuing with academic study during vacations
• proper conduct during examinations.

For the complete regulations, see the website at www.kent.ac.uk/regulations and read the ‘General Regulations for Students’, section II subsections 2-4. You are also advised to consult the Academic Regulations website at www.kent.ac.uk/regulations/academic.html

Students on a Tier 4 (General) visa
Students sponsored on a Tier 4 (General) visa are required to actively engage with their study. There are particular attendance requirements which can be found at www.kent.ac.uk/studentimmigration/your-studies/attendance-and-study.html

Communication
It is important that you keep in regular contact with the University. You are expected to:
• check your University email account regularly
• keep the University informed of your addresses and contact telephone numbers
• inform the University at the earliest possible instance of any difficulties you are experiencing that may affect your academic progress.

Intermission and withdrawal
Intermission means taking time out from your studies with the permission of the University. The University does not encourage students to take longer than normal to complete their studies, but we understand that sometimes, in cases of severe illness or other unforeseen circumstances, it may be necessary to interrupt. In such cases, this would be normally for a period of not more than one year at a time. If you feel you need some time out, you should seek guidance as soon as possible from your school or the University Wellbeing team (see p8 for contact details). It is important to get formal permission to interrupt. If you do not, you will still be charged full fees for accommodation and tuition.

Student Charter 2016
The Student Charter 2016 was developed in partnership with the University and Kent Union. It specifically addresses the needs and expectations of University of Kent students, and the University and Kent Union’s commitment to high standards. It also considers the obligations students and staff have to each other and refers both to academic activities and to non-academic matters, which may affect students.

Regulations on student discipline in relation to non-academic matters
The Regulations on student discipline in relation to non-academic matters are built on the principle that all students are expected to maintain a standard of conduct which supports the University’s commitment to create a community that advances knowledge and stimulates intellectual creativity, good order and the good name and reputation of the University.

Dignity at Study Policy
The Dignity at Study Policy demonstrates the University’s commitment to ensuring that students are treated with respect and dignity. It details the right of every student registered at the University to study in a safe and supportive environment.

Read the Student Charter 2016 (pdf), the regulations on student discipline in relation to non-academic matters and the Dignity at Study Policy (pdf) at www.kent.ac.uk/regulations/general.html
Intermission procedures:
your programme of study, you should contact your matter. You must notify the school of your intent to withdraw formally in writing.

- Intermission procedures: www.kent.ac.uk/teaching/qa/guidance/intermission_procedures.html
- Intermissions form: www.kent.ac.uk/teaching/documents/quality-assurance/guidance/docs/leave-to-intermit-application-form.docx

Intermission and withdrawal for students on a Tier 4 (General) visa
If you are sponsored on a Tier 4 (General) visa, there may be implications to your immigration status if you intern or withdraw from your studies. You should seek immigration advice from the Kent Union Advice Centre, or GK Unions Advice Centre for Medway students, before deciding to suspend your studies. See www.gkunions.co.uk/advice

Concessions and appeals
Concessions are granted by schools or Boards of Examiners in recognition of events which caused exceptional interference with student academic performance and which were beyond the normal difficulties experienced in life. This can include sudden, severe illness (confirmed by a medical certificate) preventing attendance at an examination, or adversely affecting performance at an examination, or preventing work from being submitted by the deadline set.

Special examination arrangements may be made where this is required for a certified medical or other condition, provided the appropriate notice is given (see Student Records and Examinations Office website: www.kent.ac.uk/student-records).

Note that, in general, illness and difficult events are a normal part of life and students are expected to manage these and continue with work or study.

Concessions applications relating to:
- failure to submit coursework by the applicable deadline
- failure to sit an examination
- impaired performance in either coursework or examination
will only be considered if submitted:
- by means of the Concessions Application Form
- with a clear and concise account of the circumstances and the impact on the student’s studies
- with all necessary documentary evidence
- any medical documentation submitted to support concessions applications must relate specifically to the illness and contain a clear medical diagnosis or opinion provided by an appropriately qualified practitioner within the applicable deadline
- applications for failure to take an examination or impaired performance in an examination must be submitted normally no later than five working days after the examination to which they relate
- applications for coursework assessments should be submitted normally no later than the deadlines to which they relate.

Students may appeal the decisions of Boards of Examiners in the following circumstances only:
- where there is reasonable support, based on objective evidence, to believe that there has been administrative, procedural or clerical error which affected the recommendation of the Board of Examiners; or
- where there is evidence of illness or other misfortune such as to cause exceptional interference with academic performance and which the student was, for good reason, unable to submit by the published deadline; or
- where evidence relating to illness or other misfortune submitted under concessions procedures within the prescribed time limit was not properly considered by the Board of Examiners.

Students may not appeal against the academic judgment of the examiners.

Appeals against the decisions of a Board will not be considered if they are received more than 21 days from the date of the publication of results. In all cases, appeals must be submitted to the Faculties Support Office and will be considered only where they are:
- submitted by means of the Appeal Form
- accompanied by a letter explaining in full the grounds for the appeal and the remedial action sought from the Board of Examiners
- providing all necessary documentary evidence substantiating the grounds of the appeal
- submitted within the applicable deadline.

You are advised to refer to the guidance and procedures on submitting concessionary applications and appeals, set out in Annex 9 of the Credit Framework:
www.kent.ac.uk/teaching/qa/credit-framework/creditinfoannex9.html

Where a student feels that the original appeal to the Faculty was not conducted properly and fairly, ie there were procedural irregularities, a further appeal may be submitted to the Senate Academic Review Committee (SARC) within 21 days of the conclusion of the appeal to the Faculty.

Full procedures and SARC appeal submission form: www.kent.ac.uk/teaching/qa/regulations

Complaints
The University has a large community of students engaged in activities of both an academic and non-academic nature. From time to time, a student may feel dissatisfied with some aspect of their dealings with the University and when that happens it is important that the issue is resolved as soon as possible.

Students should try to resolve the matter informally in the first instance. Dissatisfaction often arises from a misunderstanding, which is why the best starting point is with the person whose actions are the cause of the dissatisfaction. It may be possible to resolve problems by raising them directly with a module convenor or a student representative.

If, in the student’s view, the complaint cannot be resolved informally then they may make a formal complaint (normally no later than three months after the incident). Students should contact Kent Union Advice Centre (Canterbury) or GK Unions Advice Centre (Medway) before submitting a formal complaint.

Read the Complaints Procedure for Students (pdf) on the Regulations website:
www.kent.ac.uk/regulations/general.html

Students Holding a Tier 4 (General) visa
Students holding a Tier 4 (General) visa have a number of responsibilities, which are a direct result of their visa status. Information about Tier 4 visa-related responsibilities can be found at www.kent.ac.uk/studentimmigration/during-your-studies/visa-responsibilities.html

The University may be obliged to update this information regularly during the year in response to any changes made to the Tier 4 (General) visa regulations by the UK Government.
RESPONSIBILITIES OF THE UNIVERSITY

Academic help and advice
The University is committed to the provision of a range of services to facilitate successful learning and assessment. While every endeavour is made to offer support, it is incumbent upon students to engage and utilise these services, which include:

Student Learning Advisory Service (SLAS)
The Student Learning Advisory Service (SLAS), based in the Unit for the Enhancement of Learning and Teaching (UELT) building (Canterbury) or the Gillingham Building (Medway) offers personal help and information about essay writing, referencing and academic integrity
www.kent.ac.uk/uel/about/slas.html

Personal Academic Support System (PASS)
The Personal Academic Support System (PASS) at Kent provides academic and personal advice, guidance and support for students throughout their period of study, both within schools and through central University services:
www.kent.ac.uk/fsos/student-support

Your school will have a system for the provision of academic support and advice on your progress. Arrangements may vary but, at a minimum, should ensure that you can consult named officers for:
• personal progress, including module choice and programme structure, change of module or programme, progression routes, further/advanced study
• academic guidance, including advice on study skills, academic integrity/discipline, learning resources, academic problems or difficulties.

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.

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:
• where, exceptionally, it is necessary to timetable a seminar on a Wednesday afternoon (where no other timetabled slot or venue is available).
• one-off changes (arising, for example, from staff illness or other, important commitments, by agreement between the member of staff and the students concerned.

Any permanent timetable changes will require the written permission of the relevant Dean of the Faculty. The Timetabling Office is required to ensure compliance with these requirements.

Timetables
The timetable for lectures is published at least two weeks before teaching starts.

The timetable for examinations is displayed on the Student Data System. More information can be found on the Student Records and Examinations Office website at www.kent.ac.uk/student-records/exams

If any late changes are made to the timetable, all students concerned are notified individually by their academic schools via their University email accounts.

Staff teaching
Members of staff are required to attend and deliver 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.

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 in the following circumstances:
• where this period is interrupted by the winter or spring vacations, in which case the work in question will be returned by the end of the first week of the following term
• for substantial pieces of work (such as project reports and dissertations), by prior notification to the students by the member of staff concerned
• where a variation to the three-week deadline for the return of work is put in place for a specific module on an exceptional basis. Any such variation must be agreed in advance in writing by the Dean of the relevant faculty. Any agreed variation must not be excessively different from the norm. The agreed variation must be made transparent to students at the commencement of the module in question.

In the case of a student who does not submit work in accordance with the published deadlines, the staff member concerned will follow the formal procedures for monitoring progress.

The University as a Tier 4 Sponsor
As a Tier 4 sponsor, the University has a number of responsibilities with which it must comply. These can be found at www.kent.ac.uk/studentimmigration/during-your-studies/visa-responsibilities.html

The University may be obliged to update these during the year in response to any changes made to the Tier 4 visa regulations by the UK Government.

Student representation and involvement
Students’ union membership
Students are entitled to choose whether or not they wish to be a member of Kent Union (Canterbury and European Centres) or GK Unions (Medway). To facilitate freedom of choice, the University will remind students at least once per year that they may, if they wish, opt-out of student’s union membership and will seek to ensure that non-members are not unfairly disadvantaged by virtue of non-membership.

Committee membership
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.

Non-academic activities
The University is committed to allowing students to take up opportunities to participate in college, student’s union, sport, cultural or similar non-academic activities during their University careers, provided such activities are compatible with their primary academic activities.

Contacts
Office hours
Relevant academic school office, Kent Union Advice Centre, GK Unions Advice Centre
Teaching hours/staff teaching
Appropriate academic school office, Timetabling Office, Kent Union Advice Centre, GK Unions Advice Centre, Student Records and Examinations
Student representation and involvement
Students’ union membership
• Assistant Registrar, Student Records and Examinations
Committee membership
• Council Secretariat, Faculties Support Office, Kent Union Advice Centre, GK Unions Advice Centre
Non-academic activities
• Kent Union Advice Centre, GK Unions Advice Centre, college committees, Sports Federation, Director of Music.
THE CREDIT FRAMEWORK FOR TAUGHT PROGRAMMES

The Credit Framework for Taught Programmes applies to all programmes of study taught at and by the University and its Associate Colleges, and leading to awards of the University of Kent. It does not apply to programmes that lead to joint honours awards where Kent is not the primary administering university. The framework sets out programme requirements to ensure that successful students will be eligible for an award from the University.

Credit Framework for Taught Programmes

www.kent.ac.uk/teaching/documents/quality-assurance/credit-framework/creditinfo.pdf

Annexes

www.kent.ac.uk/teaching/qa/credit-framework/index.html

These documents are subject to continual review; please check them regularly.

Extracts from the Credit Framework for Taught Programmes

Academic awards and credit

In order to be eligible for an award of a taught Certificate, Diploma or degree by the University, you must take an approved programme of study and obtain a specified number of credits, the number required depending on the award in question, and meet such other requirements as may be specified for the particular programme of study. Each programme comprises a number of modules, usually at different levels and each worth a specified number of credits. In order to be awarded the credits for a module, you must normally demonstrate, via assessment, that you have achieved the learning outcomes specified for the module. The overall pass mark for a module at levels 3-6 is 40. The pass mark for a module at level 7 is 50.

Programmes of study: stages and progression

Each programme of study comprises a number of modules and is divided into stages, with each stage usually equivalent to one year of full-time study. You must satisfy the prescribed requirements for each stage of a programme before being permitted to proceed to the next stage. After you have completed a stage of a programme of study, the Board of Examiners will decide whether you may progress to the next stage of the programme, or to another programme of study.

The normal requirement for progression from one stage to the next, is that you should have obtained 100% of the credits for the stage, including for those modules the programme specification indicates must be obtained before progression is permitted.

If you fail to obtain 100% of the credits for the stage, but obtain at least 75% of the credits and obtain credits for those modules which the programme specification indicates must be obtained before progression is permitted, the appropriate Board of Examiners might require you to repeat or resit the failed module(s) or it might give permission for the failed module(s) to be compensated, condoned or trailed into the next stage.

Some programmes of study permit a limited amount of credit to be awarded via compensation (for a module fail within 10% of the pass mark), or condonement (where the student can provide acceptable evidence of concessionary circumstances). The maximum amount of credit that might be awarded via these means is 25%. You will be told whether the programme you are following allows for credit to be awarded via compensation and/or condonement, and whether it applies to all modules.

Retrieving failed credit

If you are permitted to progress to the next stage of a programme, but have not been awarded full credit for the previous stage, you will still need to obtain credits for the modules for which you have so far not been awarded credit. You will be permitted to ‘retrieve’ such credits, up to a maximum of 25% of the credits for the stage, by one of two methods:

• by undertaking further assessment, for example, a resit examination, before the start of the next academic year. If you are permitted to retrieve credit in this way, you may elect to repeat the module, provided that it is being taught in the year in question, or you may choose to take a different module, provided that the requirements of the programme of study are still met; or

• a Board of Examiners may, at its discretion, permit you to progress to the next stage of the programme and simultaneously undertake any requirements as specified in relation to the failed modules. This is known as trailing credit. Where a student again fails to obtain the credits, the credit may not be trailed to the next stage of the programme.

Maximum application per stage for compensation, condonement, retrieving and trailing

The provisions allowed for the condonement or compensation of failure, or for the trailing and retrieving of credit, may only be applied with respect to students who fail modules amounting to 25% or less of the credit available for the stage.

It should also be noted that no more than a maximum accumulative total of 25% of the credit required for a stage may be awarded via the provisions allowed for compensation, condonement, retrieving and trailing.

Referral

If you are not permitted to progress to the next stage of a programme, or if, on completion of the programme, you fail to meet the requirements for that award, the Board of Examiners may permit you to undertake further assessment in any failed modules. The Board of Examiners will specify which elements of assessment you are required to undertake. If you are so referred, you may be required to, or may elect to, repeat the module, before progressing to the next stage of the programme, provided that it is being taught in the year in question. Alternatively, you may choose to take a different module provided that the requirements of the programme of study are still met, but you must do so before progressing to the next stage of the programme.

Number of additional opportunities to pass failed modules

Following an initial failure, two further opportunities to achieve a pass per module will be automatically permitted, the first of which is normally available during the long vacation following the initial failure. Where you fail a module at the first attempt and subsequently pass the module, or take and pass an alternative module in place of the module which has been failed, the minimum pass mark will be used for classification and will be recorded on your transcript.

Deferral

If you have been unable to complete some assessment requirements, because of, or you believe your performance has been affected by, circumstances such as illness and where there is written evidence to support this, the Board of Examiners may permit you to undertake some or all of the assessment for some or all of the modules comprising the stage at a later date and as if for the first time.

Classification of awards

Students who achieve the required credits for the programme of study and meet any other specified requirements for an honours degree programme will be awarded a degree with: First Class; Upper Second Class; Lower Second Class; or Third Class honours. Students successfully completing a programme of study leading to the award of a Certificate, Diploma, Foundation Degree or Master’s degree may receive an award with Merit or with Distinction.
Quality Assurance
The Codes of Practice for Quality Assurance set out the minimum University requirements to ensure that programmes deliver high-quality education, meeting the needs of the discipline, student and relevant review bodies.

They cover all programmes leading to the award (by the University) of Certificates, Diplomas and degrees at undergraduate, graduate and postgraduate level, and of research degrees, including those delivered by other institutions.

Schools, faculties and validated institutions may make additions to the minimum requirements, for example, in relation to professional body accreditation.

The Codes of Practice are subject to continual review; please check them regularly.

Code of Practice for Quality Assurance for Taught Programmes of Study
www.kent.ac.uk/teaching/qa/codes/taught/code_taught.html

Annexes for taught programmes
www.kent.ac.uk/teaching/qa/codes

Code of Practice for Quality Assurance for Research Programmes of Study
www.kent.ac.uk/teaching/qa/codes/research/code_research.html

Annexes for research programmes
www.kent.ac.uk/teaching/qa/codes/index.html?tab=research-programmes

European Credit Transfer System (ECTS)
The University has adopted the European Credit Transfer System (ECTS) in the context of its participation in the Erasmus programme and other European connections and activities.

What is ECTS?
ECTS was developed by the Commission of the European Communities in order to provide common procedures to guarantee academic recognition of studies abroad. It provides a way of measuring and comparing learning achievements, and transferring them from one institution to another.

ECTS credits
ECTS credits are a value allocated to module units to describe the student workload required to complete them. They reflect the quantity of work each module requires in relation to the total quantity of work required to complete a full year of academic study at the institution; that is, lectures, practical work, seminars, private work – in the library or at home – and examinations or other assessment activities. ECTS credits express a relative value.

Equivalence of ECTS credits to University of Kent credits
As noted above, ECTS is based on the principle that 60 ECTS credits are equivalent to the learning outcomes and associated workload of a typical full-time academic year of formal learning. In everyday practice, two credits awarded by a UK higher education institution, such as the University of Kent, are equivalent to one ECTS credit.

See further information on ECTS and Kent's compatibility with the European Higher Education Area on the teaching website: www.kent.ac.uk/teaching/qa/guidance/statementcompatibility.html

For further details, please email erasmus@kent.ac.uk

Diploma Supplement
In addition to a degree certificate, a Higher Education Achievement Report (HEAR) Diploma Supplement or European Diploma Supplement is issued, free of charge, to every University of Kent graduate.

The HEAR (Diploma Supplement) was developed to provide undergraduate students with a record of both academic and non-academic achievements while studying at University as well as incorporating the international recognition of academic and professional qualifications that was established with the introduction of the European Diploma Supplement. The Supplement also provides a description of the nature, level, context, content and status of the studies the student pursued and successfully completed. It replaces the transcript for undergraduates and is issued at the point of graduation, along with the degree certificate.

Postgraduate, other awards and graduates prior to July 2014 are issued with a European Diploma Supplement in addition to their final transcript instead of the HEAR (Diploma Supplement).

More information about both the HEAR (Diploma Supplement) and European Diploma Supplement is available on the Student Records and Examinations website at www.kent.ac.uk/student-records/graduates/hear.html
ADDITIONAL STUDENT SUPPORT

Kent provides professional student support to meet a variety of needs, as set out in the Code of Practice for Taught Programmes of Study, Annex G: Personal Academic Support System:
www.kent.ac.uk/teaching/qa/codes/research/annexg.html

Academic schools
Contact details for each academic school can be found at www.kent.ac.uk/departments/academic
You can find out more about academic advisers at www.kent.ac.uk/teaching/advisers

Accommodation Office
Information and advice for students and staff looking for housing at Canterbury or Medway.
www.kent.ac.uk/accommodation

Careers and Employability Service
Help with career planning, internships, placements and graduate jobs.
www.kent.ac.uk/ces

Centre for English and World Languages (CEWL)
Support for students on CEWL programmes and for language teaching.
www.kent.ac.uk/cewl

Chaplaincy
Serving various Christian traditions as well as the Muslim, Jewish and Buddhist communities.
- Canterbury campus: www.kent.ac.uk/chaplaincy
- Medway campus: Contact the Medway Master’s Office at medwaymastersoffice@kent.ac.uk

College Masters’ Offices
Offer advice, help and support: they are a first port of call when you need assistance of any kind. All matters will be dealt with in the strictest confidence.
www.kent.ac.uk/student/colleges/

Director of Music
Find out more about extra-curricular music activities at the University
www.kent.ac.uk/music

Equality, Diversity and Inclusivity
Provides comprehensive student guidelines to ensure fair and consistent behaviour.
www.kent.ac.uk/studentservices/equality.html

Enrolment Management Services
Recruitment and Admissions, Scholarships and Foreign Loans, Publishing Office, Partnership Development
www.kent.ac.uk/ems

Faculties Support Office
Ensures that faculties and schools comply with the University’s regulatory framework for Quality Assurance and Credit Framework.
www.kent.ac.uk/fso

Financial Aid Office
Information and advice on financial matters.
www.kent.ac.uk/finance-student

Graduate School
Works to enhance the quality of the postgraduate student experience across all campuses and create a vibrant postgraduate community at Kent.
www.kent.ac.uk/graduateschool

Greenwich and Kent Students’ Unions Together (GK Unions)
GK Unions is a partnership between the University of Greenwich Students’ Union and Kent Union on the Medway campus. Services include the Student Advice Centre, which provides free, confidential and impartial advice for Medway students
www.gkunions.co.uk/advice

International Partnerships
Support for Kent students studying abroad
internationalpartnerships@kent.ac.uk

International Recruitment
Support for international students.
international@kent.ac.uk

Information Services
Including IT Services and Library Services.
www.kent.ac.uk/is

Kent Union
Kent Union is the students’ union for all students studying at the University of Kent. Services include representation, jobshop, an advice centre, campus nursery and clubs and societies.
www.kentunion.co.uk
Advice Centre: www.kentunion.co.uk/welfare/advice-centre
Jobshop: www.kentunion.co.uk/jobs

Medical care
- Canterbury campus: NHS general practice and Pharmacy based on campus.
  www.umkent.co.uk
- Medway campus: Register with the Sunlight Surgery (www.sunlightsurgeries.co.uk)
- European Centres:
  - Brussels: www.kent.ac.uk/brussels/facilities/medical.html

- Athens: email heritage@aeub.gr
- Rome: www.kent.ac.uk/rome/information.html

Safeguarding
The University, where applicable, has designated safeguarding officers to help ensure that young people and vulnerable adults are not put at risk of harm, including safeguarding any Kent student at risk of being drawn into extremism.
www.kent.ac.uk/prevent

Student Records and Examinations Office
Help with council tax certificates, official certificates and exams.
www.kent.ac.uk/student-records

Student Support
Committed to improving access to learning for all students and providing a wide range of educational support services.
www.kent.ac.uk/studentsupport

Student Wellbeing
Free sessions for students experiencing distress arising from psychological, emotional or mental health issues.
www.kent.ac.uk/studentwellbeing

Unit for the Enhancement of Learning and Teaching (including Student Learning and Advisory Service)
Learning advice and guidance including one-to-one appointments, workshops and online resources.
www.kent.ac.uk/uelt
www.kent.ac.uk/learning

University sports clubs
Students have the opportunity of joining various student sports clubs
Canterbury campus
Contact Kent Union for information
  • union-sports@kent.ac.uk
  • www.kentunion.co.uk/sports

Medway campus
Contact GK Unions for information
  • info@gkunions.co.uk
  • www.gkunions.co.uk