GETTING STARTED AT KENT

2018/19
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In order to prepare for your arrival, we need you to read this booklet carefully as it contains instructions on how to complete the enrolment process. Our website for new students, www.kent.ac.uk/gettingstarted guides you step by step and provides guidance and links for a whole range of information which you need as a new student.

Our online information is regularly updated to reflect new developments and you should check our website frequently.

Need help?

Should you have problems/difficulties at any stage in this process, email gettingstarted@kent.ac.uk or tweet Central Student Administration @UniKent-CSAO

IT support and training

Go to www.kent.ac.uk/is/hello for advice on using IT at Kent, including Wi-Fi and your Kent email, plus how to contact the IT and Library Support Desk for assistance. Free workshops and courses run throughout the year: www.kent.ac.uk/student/skills

Arrivals Weekend: Get connected!

Our students will be tweeting live updates and answering questions during Arrivals Weekend. Follow and tweet us @UKCSStudent (if you’re at Canterbury) or @UKMStudent (if you’re at Medway)

Join our Facebook group

Join our Facebook group for new students: www.facebook.com/groups/KentFreshers18
Congratulations and welcome to the University of Kent. You have reached a major milestone in your lives. University is a unique experience in which you will learn not only about the subject of your choice but, equally importantly, it is a time in your life when you will learn about yourself, who you really are and what you are able to achieve. At Kent, we will help you to realise your potential, intellectually, socially and personally, and you will do this at attractive and well-resourced campuses.

As a university with an excellent teaching record, major areas of research excellence, nationally recognised academic support facilities, a collegiate-based pastoral system, state-of-the-art information systems, excellent sports facilities and, via the students’ unions at Canterbury and Medway, over 200 clubs and societies, you will soon realise that Kent provides you with a vibrant community and an ideal place to live and learn in the coming years. I encourage you to be instrumental in your own success by exploring the diverse range of activities on offer, which will broaden your horizons and develop skills that can complement your academic learning.

There are several things you need to do before you arrive. This booklet and our Getting Started website give you all the information you need on how to enrol and register, and important arrival information. Please read it carefully and, if you have any queries, do not hesitate to contact us.

Professor Karen Cox  
Vice-Chancellor

Aaron Thompson  
Kent Union President, 2018-19
If you are starting in September*, you will become a registered student of the University of Kent when you attend Arrivals Weekend on 15-16 September 2018. However, to be able to fully register, you must complete the following steps before you arrive.

1. Complete enrolment  
2. Submit a photograph  
3. Activate your Kent IT Account  
4. Arrange to pay your fees  
5. Choose/review your modules (only applicable to full-time undergraduate and postgraduate taught students, depending on their programme of study. Not applicable to part-time and postgraduate research students).  
6. Prepare documents for registration  
7. Apply for University accommodation if you’ve not already done so.

Completion of these steps will enable us to prepare for your registration, draw up your timetable and have your student ID card (your KentOne card) ready before the start of the academic year.

When you have registered, you will be issued with your KentOne card, which will allow you to access buildings and attend key events. You can then enjoy Welcome Week without the need for additional administration and delay. Failure to complete all the stages listed above will result in delays to your registration and your access to student/campus activities.

Important: Check your email!  
We’ll be communicating with you regularly by email before you arrive. Once you begin the online process, make sure you’re checking your emails regularly as you’ll be given instructions at key stages about what to do next.

1. Complete enrolment  
Go to www.kent.ac.uk/gettingstarted and follow the links to enrol. The enrolment process should take no more than ten minutes and is simply confirmation of your details and provision of information we require in order to register you as a student.

2. Submit a photograph  
As part of the enrolment process, you will be asked to submit a passport-style photograph of yourself electronically. The system will prompt you to submit the photograph.

*If you are not starting in September, we will notify you of your arrival date.

Your photograph MUST:  
• be head and shoulders only  
• be on a white background  
• show your whole head. Do not crop.

Please ensure the photograph is clear as it will be on your KentOne card for the whole period of your studies.

If you have any issues regarding your enrolment, contact gettingstarted@kent.ac.uk

3. Activate your Kent IT Account  
Once you have enrolled, we’ll let you know when you can activate your Kent IT Account to log in and choose/review your modules, access your email, use campus Wi-Fi and lots more. Once you have activated your IT account, you should set up for eduroam, the campus Wi-Fi service www.kent.ac.uk/itservices/wireless/index.html

4. Arrange to pay fees  
To avoid long queues during Arrivals Weekend, please arrange to pay your fees before you arrive. See Money Matters (p6).

5. Choose/review your modules  
All taught programmes are made up of compulsory and optional modules, though some programmes do not have optional modules in the first year of study. Choose or review your modules when prompted to do so via your student account.

6. Prepare documents for registration  
To complete registration, you must report in person and show us your passport to confirm your eligibility to study in the UK. Please use your registration wallet for help (UK students only).

Accepted ID documents  
UK students  
• Passport

EU students (excluding the UK)  
• Passport or EU identity card

International students  
• Passport and visa

Complete the ‘Expect Respect @ Kent’ e-Learning module  
Here at Kent, we want to make sure that everyone is treated with dignity and respect. Kent’s interactive e-learning module, Expect Respect @ Kent, is an important resource that all new students should complete.

This short module introduces our Student Charter and Respect at Kent Policy. It also includes other useful information about the support available to you, should you need it.

Go to https://moodle.kent.ac.uk/external/course/view.php?id=278 to get started.
Hospital and you can find their contact details on Student Services. The nearest hospital with Accident and Emergency Service (NHS). A list of medical practices in the Medway area is available from medwaysstudentservices@kent.ac.uk in order to receive treatment under the National Health Service (NHS).

Medway campus
There is a first aid/medical room in the Medway Building on the Pembroke site (Room M0-04) where you can seek medical advice from a Nurse Practitioner from the Sunlight Surgery. The Sunlight Surgery Clinic is held on Thursdays during term-time from 11.45 – 14.15. The clinic is led by a nurse practitioner with general practice back-up at the Sunlight Surgery.

The Sunlight Centre Surgery is a specialist general practice providing medical care tailored to meet all the health needs of students at Medway (see p20 for contact details). You should register with a local doctor near to your accommodation in order to receive treatment under the National Health Service (NHS).

A list of medical practices in the Medway area is available from medwaysstudentservices@kent.ac.uk. If you are unable to register with a local doctor because the waiting list is closed, please contact Student Services. The nearest hospital with Accident and Emergency (A&E) services is Medway Maritime Hospital and you can find their contact details on p20 of this booklet.

Get your vaccinations up to date
It is very important that you have been immunised against meningitis C and measles, mumps and rubella (MMR vaccine) before coming to Kent.

In order to achieve maximum protection, it is very important that you have been immunised against meningitis (the Meningococcal ACWY vaccine) and measles, mumps and rubella (the MMR vaccine) before coming to Kent.

If you are unable to receive immunisation in your home area, we will be able to carry it out on your arrival, but you must make an appointment to be seen as soon as possible after your arrival. The MenACWY vaccine is available to new university entrants, including international students, if you are a first-year entrant and up to 25 years of age. The vaccine also protects against meningitis C.

Measles, mumps and rubella (MMR)
During the last few years a number of universities, including Kent, have seen an increase in cases of mumps among students. This can be a debilitating illness in young people with the possible risk of complications. The Department of Health advises that all those entering higher education should have two immunisations against MMR. Please ensure that you are fully immunised before you arrive at the University. If you have not been immunised, please arrange this with your doctor.

Other infections
Robust plans are in place to deal with outbreaks of infectious diseases among students and there is close collaboration between the University Medical Centre and local health protection agencies.

Be prepared!
New students will sometimes suffer from minor illnesses in their first term, often referred to as ‘Freshers’ flu’. It is important therefore that you come to university prepared and able to help yourself. Bring paracetamol, ibuprofen, a first aid kit, antibacterial hand gel, tissues and any other comfort items that may help, such as a hot water bottle, heat pad or instant ice packs. For further information about the management of minor illness, please visit the University Medical Centre website at www.umckent.co.uk.

There is a nurse available at the Canterbury campus every day, during term time. The opening hours of the Nursing Service are 7am until midnight and after midnight for emergencies only, via Campus Security on +44 (0) 1227 823300. The nurse can be found at the University Nursing Service, EG3 Keynes College. At Medway, there is a practice nurse available in the Medway Building, Room M0-04, every Thursday in-term time between 11.45 and 14.15.

Register with Student Support and Wellbeing
Student Support team
You should contact Student Support if you have: • specific learning difficulties eg dyslexia • mobility difficulties • sensory impairments • social/communication difficulties eg Asperger syndrome • medical conditions.

We employ a diverse range of staff to help meet your requirements. Examples of help include: • study skills tuition • note-taking • library support.

If you are a disabled student and a UK resident, it is advisable to apply for the Disabled Students’ Allowance, before commencing your course. Go to: www.gov.uk/disabled-students-allowances-dsas We encourage all new students who have additional support needs to contact us before the beginning of the academic year.

Student Wellbeing team
The Wellbeing team offers support to students who have concerns arising from emotional, psychological or mental health issues. The team includes counsellors who offer individual counselling sessions and wellbeing advisers who support students with mental health concerns. You are invited to make an appointment to meet with a member of the team, who will listen to your concerns and consider what support might be helpful.

Contacting Student Support and Wellbeing
Please see p19 and p20 for full contact details or go to www.kent.ac.uk/studentsupport
INTERNATIONAL STUDENTS

Document checklist
You should have the following documents available when you arrive at the airport or point of entry. Please ensure the documents are kept in your hand luggage and not in your suitcase.

- Current passport (and old passport if your visa is in it)
- Your Home Office Visa decision letter
- Biometric Residence Permit (if you have one – this only applies if your current visa was issued in the UK)
- Health certificate (if applicable, see information on tuberculosis screening)
- Proof of your finances
- Copy of your Confirmation of Acceptance for Study (CAS) email
- Accommodation Arrival Pass (Canterbury)
- Accommodation Agreement (Medway).

Visas and entry clearance
If you are a citizen of the European Economic Area (EEA) or a Swiss national you do not need to seek entry clearance before travelling to the UK to take a programme of study for more than six months. If you are not an EEA citizen or Swiss national, then you need to have a Tier 4 student visa if your course is longer than six months. For further information see the UKVI website: www.gov.uk/tier-4-general-visa

For guidance on how to apply for a visa, refer to our information at www.kent.ac.uk/studentimmigration/applying-for-a-visa To apply, you must have received a Confirmation of Acceptance for Studies (CAS) number from our Recruitment and Admissions Office.

Before the University can issue a CAS, we must carry out some checks. These checks include, but are not limited to, ensuring that students have not exceeded the maximum study time allowed to be in the UK as a student, ensuring that students can meet the costs of tuition fees, maintenance and accommodation. We will ask for supporting documents to evidence the checks that we are required to make.

Master’s and PhD students
If you are a Master’s or PhD student studying for a qualification in certain subjects you will need to apply for an Academic Technology Approval Scheme (ATAS) certificate. New students will need an ATAS certificate before applying for a visa. Full details can be found at www.gov.uk/guidance/academic-technology-approval-scheme

You can find out if your course is on the ATAS list by checking its JACS code with Admissions and visiting the ATAS pages at the Foreign and Commonwealth Office website: www.gov.uk/academic-technology-approval-scheme

Preparing for your visa application
In order to avoid delays to your visa being granted, it is essential that you prepare well in advance and that you submit the correct documents.

Further information on preparing for your visa application can be found at:
- www.gov.uk/tier-4-general-visa/apply
- www.kentunion.co.uk/welfare/advice-centre
- www.kent.ac.uk/studentimmigration/applying-for-a-visa

To complete your visa application you will need an appointment to provide your biometric details (photograph and fingerprints) at your visa application centre. It is important that you do not delay in making an appointment to provide your biometric details. Any delay could result in your visa being issued late and you not being able to register onto your course on time.

Tuberculosis screening
If you are coming to the UK for more than six months and you are a resident of one of the countries specified on the UKVI list, you need to get a certificate confirming that you are free from infectious tuberculosis (TB) before you apply for your visa. The list of countries is subject to change and many more countries have recently been added. Please refer to the UKVI information for an up-to-date list of countries and full details: www.gov.uk/tb-test-visa

If you need a certificate, carry it in your hand luggage in case you are asked to show it to a Border Force officer when you arrive in the UK.

Extending your leave
Students who already hold Tier 4 leave in the UK can access ongoing immigration advice from the Student Advice Centre at Kent Union: www.kentunion.co.uk/welfare/advice-centre

Priority will be given in the first weeks of the autumn term to any students whose existing leave is expiring at the end of September 2018.

Paid work
Most students on a course of more than six months’ duration will be given permission to work part-time during the term and full-time during vacations.

Further information on working during your studies is available at www.kent.ac.uk/studentimmigration/during-your-studies/working-during-studies.html

Police registration
Students whose visas are for more than six months and who are from certain countries must register with the police within seven days of arriving in the UK. Your visa, or your visa decision letter, will tell you if this applies to you.

Canterbury campus
You can get advice from the Student Advice Centre:
- www.kentunion.co.uk/welfare/advice-centre/international-students-and-visas/
- www.kent.ac.uk/studentimmigration/during-your-studies/police-registration/police-registration.html

The police will be at the Sports Centre on the Canterbury campus on Monday 17 September for general enquiries.

Medway campus
You will be able to discuss arrangements for police registration with the Advice Centre. Contact GUK Unions at www.gkunions.co.uk or by telephone on +44 (0)1634 868989 for further advice.
Qualification documents
You may be required to bring evidence of your previous qualifications with you to the University. You will be notified via the enrolment process if this applies to you. This does not apply to undergraduate students whose results are sent directly to the University by the UK examination boards.

Important
If you do not have original documents please ensure you obtain these from the relevant bodies prior to your arrival at the University.

If, for any reason, you are unable to provide proof of entrance qualifications, you must contact the Recruitment and Admissions Office immediately via your applicant portal.

Qualification checks
Canterbury campus
Qualification checks, where required, will take place in the Sports Centre at the following times:
- Saturday 15 September, 09.00 – 18.00
- Sunday 16 September, 09.00 – 17.00
- Monday 17 September, 09.00 – 16.30
- Tuesday 18 September, 09.00 – 16.30
- Wednesday 19 September, 09.00 – 16.30
- Thursday 20 September, 09.00 – 16.30
- Friday 21 September, 09.00 – 14.00

Medway campus
Qualification checks, where required, will take place in the Pilkington Building at the following times:
- Saturday 15 September, 09.30 – 15.30
- Sunday 16 September, 09.30 – 15.00
- Monday 17 September to Friday 21 September qualification checks will take place in the Gillingham Building between 10.00 – 12.00 and 14.00 – 16.00.

We reserve the right to cancel an offer of a place to any student who does not provide evidence of qualifications obtained, either in the form of an officially certified photocopy acceptable to Kent or an original certificate produced, by Friday 5 October 2018.

Induction events
We are hosting a number of induction events specifically for international, short-term and exchange students during Welcome Week. Events include Welcome talks, Global Hangouts, an International Student Experience Fair and a visit to Leeds Castle.

All events are available to book on the Getting Started website from Wednesday 1 August 2018.

If you arrive after 22.00 on Arrivals Weekend
Canterbury campus
Please be aware that our accommodation receptions will close at 22.00 over Arrivals Weekend. Don’t worry if you are delayed or you arrive after 22.00 as our Campus Security team are on duty 24 hours a day and will assist you in getting to your accommodation.

You can contact the team via the telephone help points outside the college receptions (Darwin, Eliot, Keynes Rutherford, Turing and Woolf), the reception outside Tyler Court and at the Park Wood Administration building. If you are living in Becket Court, you will need to use the telephone at Eliot College reception. Look out for the posters in the receptions which will have clear instructions about what to do. Once you have contacted a member of the team, they will give you an estimated time of arrival and will be with you as soon as possible.

Collecting your UniKitOut student pack
If you have pre-ordered and paid for bedding and other items via UniKitOut for your accommodation, you can collect this from our collection points at Park Wood (Nickle Court), Tyer Court A, Keynes College and Hut 8 in Turing College. If you will be arriving after 22.00, we will deliver it to your bedroom.

Medway campus
Please contact us on +44 (0) 1634 853285 if you are delayed or will be arriving after 22.00. The reception at Liberty Quays is staffed 24 hours a day and our security team will assist you in getting to your room.

Completing your check-in
If you arrive after 22.00 over Arrivals Weekend you will need to return to the reception of your accommodation the following day in order to complete your accommodation check-in.

Arriving after Arrivals Weekend?
Canterbury campus
You can go to the visitor’s reception at the Registry building for assistance from staff from the International Directorates if required.

Medway campus
Please go to Student Administration (Gillingham Building) where staff will be able to assist you.

Induction events
We are hosting a number of induction events specifically for international, short-term and exchange students during Welcome Week. Events include Welcome talks, Global Hangouts, an International Student Experience Fair and a visit to Leeds Castle.

All events are available to book on the Getting Started website from Wednesday 1 August 2018.
### MONEY MATTERS

**Arrange to pay fees**
You will need to arrange payment of tuition fees and accommodation fees (where accommodation is relevant). To avoid long queues during Arrivals Weekend, please arrange to pay your fees before you arrive.

**Important**
The University does not accept personal cheques or cash payments.

Our bank details can be found online at www.kent.ac.uk/finance-student/payment/makings.html to pay fees.

**How to pay tuition fees**

**Undergraduate students (Home and EU only)**
If you have made an application for financial support to the Student Loans Company, then once this has been approved and your attendance confirmed, the tuition fees will be paid to us directly (you will need to reapply for the tuition fee loan for every year of study). If you do not have a tuition fee loan in place or in progress with the Student Loans Company and do not have a sponsor paying fees on your behalf, private payment of fees will be expected. Please go to www.kent.ac.uk/finance-student/payment/makings.html to pay fees.

**Postgraduate students funded by the Student Loans Company (SLC)**
If you have applied for a Postgraduate Loan from the Student Loans Company (SLC) payment will be made directly to the bank account you have provided to them. If you intend to use this to pay your tuition fees, you will be expected to pay in three equal instalments on dates that are in line with your loan disbursement dates.

A payment plan should be set up via our online web payment system https://epay.kent.ac.uk/; please select ‘Postgraduate with SLC Loan’ from the drop-down. When required you will need to select the ‘instalments’ option. Enter the total tuition fee you are liable to pay and the card details you would like the payments to come from. Please note that online instalment plans will need to be renewed and set up at the start of each new academic year if your course is more than one year duration.

For information on Postgraduate Loans from SLC please go to the following link, www.gov.uk/funding-for-postgraduate-study

**International students (outside the EU)**
If you are not classified as a UK or EU student, you will be regarded as an overseas student for fees purposes. For information on fees for international students, please visit our international student website: www.kent.ac.uk/internationalstudent/fees-and-funding

To establish your fee status you may be required to complete a Fee Status Questionnaire, if you have not already done so. If the University regards you as an overseas student for fee purposes, you will be required to show evidence of available funds or sponsorship to pay your fees before you can register for your studies.

**Students who have a sponsor**
If your fees are being paid by a sponsor (a private company or other organisation, not parents/relatives or the Student Loans Company), please provide us with an original letter from your sponsor/company on headed paper. Ensure that the following information is included:

- your FULL name
- sponsor number (if known)
- the amount you are being funded for.

You will also need to complete a disclaimer. Complete the disclaimer at www.kent.ac.uk/finance-student/fees/Sponsor.pdf

Cantebury and Medway students should return their disclamer and sponsor letter to the Income Office at the Canterbury campus. Payment terms are 30 days from date of invoice. Failure to do this will result in the tuition fees being invoiced to you.

**Making tuition fee payments**

There are two options:

**Option 1: Pay the whole year in full**
Payment should be made in full by the start of each academic year. Full details of tuition fee amounts can be found online at www.kent.ac.uk/finance-student/fees/tuition
You can pay your fees using our Online Epay System at https://epay.kent.ac.uk/epay

Using our Online Epay System to make payments
You will need the following information to make a payment online:

- your Kent ID
- your date of birth
- the credit/debit card details you plan to use.

**Cards we accept:**
- MasterCard
- Visa
- Visa Debit

Please note: Once you have made a payment, you will receive a confirmation email. This is your receipt and proof of payment. No other receipt will be issued to you. For other payment methods, please visit www.kent.ac.uk/finance-student/payment/makings.html

**Option 2: Pay in two equal instalments**
We offer an instalment plan of two equal payments. The first instalment is due on or before the first day of the academic year (24 September 2018). The second instalment is due on or before 1 December.

- You can set up an instalment plan on our Online Epay System at https://epay.kent.ac.uk/epay
- The first instalment will be taken straightaway and the second will be set up to be taken automatically on 1 December.

**Updating card details**
Please keep a note of the card with which you set up your instalment plan. If your card expires, you lose your card, your card is stolen, or you change banks, then please contact the Income Office in person or call +44 (0) 1227 824242, so we can update your payment plan with your new card details. For other payment methods, please visit www.kent.ac.uk/finance-student/payment/makings.html

**Invoicing**

Tuition fee invoices are emailed to your Kent email address at the start of your programme and each academic year of your course. All invoices and statements of account are sent from agresso_server. If you do not receive the invoice in your Kent email inbox, please check your junk folder as you may find it there. Tuition fee amounts can be found at www.kent.ac.uk/finance-student/fees/tuition

**Non-payment of tuition and accommodation fees**

If fees are not paid within the given timescales, the account will attract late payment charges of 1.5% of the outstanding balance, on a monthly basis. Charges are also made for declined instalment payments. You may also be deregistered from the University for non-payment of tuition fees and will be deemed withdrawn without any further opportunity to study, unless permitted to intermit and return at a later date by the school/faculty.

If you are deregistered, you will have no recourse to University resources including accommodation and all email and access requirements. In the first instance you should contact the Income Office, in the Registry Building at the Canterbury campus, to address any financial issues.

**Loyalty discount**
A discount of 10% of the first year’s tuition fee is allowed to those students who meet the criteria set out online at www.kent.ac.uk/finance-student/fees/loyaltydiscount.html

**How to pay accommodation fees (Canterbury)**

**Undergraduate students**
Your accommodation agreement is also your invoice for your accommodation. No further invoices are produced however reminder letters will be sent throughout the year once the accommodation fees become overdue. You can retrieve your invoice by logging into your online accommodation account at www.kent.ac.uk/accommodation
Option 1: Pay the whole year in full
Payment can be made in full at the start of each academic year.

Option 2: Pay in termly installments
Accommodation fees may also be paid in instalments at the beginning of each term. Payment in full for each term is due by the first day of each term. The payment dates for each term are in accordance with when you will receive your living cost loan (maintenance loan).

Payment dates
• 24 September 2018
• 14 January 2019
• 7 May 2019.

Postgraduate students
Option 1: Pay the whole year in full
Payment can be made in full at the start of each academic year.

Option 2: Pay in quarterly installments
Accommodation fees may also be paid in instalments at the beginning of each quarter. Payment in full for each quarter is due by:
• 17 September 2018
• 1 January 2019
• 1 April 2019
• 1 July 2019.

What to do next
Set up an instalment plan for accommodation fees via the Online Epay System at https://epay.kent.ac.uk/epay/

Please ensure the amounts shown for each term match your accommodation agreement as prices vary. If the amounts shown do not match your agreement, the payment plan will be cancelled at a later date and the outstanding amount will be due immediately. If you have any queries in regards to this please contact us. If you make payment by another method before the due date of your automated accommodation payment plan, please contact us at incomeoffice@kent.ac.uk to let us know to make sure no duplicate payment will be collected. If you are an undergraduate student and receiving a living cost loan (maintenance loan) from the Student Loans Company, it will go into the bank account you provided to them and it will be up to you to arrange payment for accommodation.

Making a payment
All Canterbury accommodation fees can be paid online at https://epay.kent.ac.uk/epay once you have received your University of Kent ID. In the event there is a delay in obtaining your University of Kent ID, accommodation fees can be paid using one of the alternative payment methods (see www.kent.ac.uk/finance-student/payment/makingpayments.html).

The University will accept debit and credit cards, banker’s drafts and bank payments. Please ensure that your full name and Kent ID are quoted on all payments.

How to pay accommodation fees (Medway)
If you are living at Liberty Quays you need to pay your accommodation fees to them directly. Once your accommodation is confirmed, Liberty Living will supply you with all documentation for your accommodation, including information about paying your accommodation fees.

Making a payment
• Please ensure that your full name and student number are quoted on all payments.
• Please do not pay Liberty Quays accommodation fees to the University.
• Contact Liberty Quays direct on +44 (0)1634 853285 or email libertyquays-medway@libertyliving.co.uk

Scholarships
The Scholarships Team will email successful applicants to request bank details in order to process the payment of scholarships.

US loans for undergraduate and postgraduate US citizens
The University of Kent administers and receives US Federal Direct loans, US Private loans and US Veterans Educational Benefits (or GI Bill) for undergraduate and postgraduate students from the United States. For further information, please email the Foreign Loans Unit foreignloans@kent.ac.uk

Canadian student loans
The University of Kent accepts Canadian student loans. Please contact the Foreign Loans Unit at foreignloans@kent.ac.uk

Tuition fees
If you have paid your tuition fees, upon withdrawal, you may be entitled to a refund based on the following rules of withdrawal:

For undergraduate students funded by the Student Loans Company (Home and EU only)
The Student Loans Company has three trigger points (at the start of each term) which determine whether fees will be paid. If you are in attendance on any of these trigger dates your fees will be paid to us in full for that particular term. You are advised to speak to the Student Loans Company to discuss the financial implications when considering withdrawal from your course.

For undergraduate students funded by the Student Awards Agency for Scotland (SAAS)
Once we have confirmed your attendance on 1 December, your tuition fee loan will be paid directly to the University in one installment. If you interrupt or withdraw before 1 December, no tuition fee loan will be paid, but you may be charged privately (on a pro rata basis) for the period you have studied with us.

For all other students: Fees will be reduced on the number of months completed, pro-rata, against the total months allocated to the year.

Financial planning
Both the University and the Student Advice Centres advise you to put together a budget when you first arrive at Kent. It is definitely worth knowing how much you have to spend and keeping track of where the money goes.

How are payments timed?
For full-time students, student loan instalments, parent learning allowances and childcare grants are usually paid on the FIRST day of each term. Child tax credits are paid across the year at a frequency you can select, and the Disabled Students’ Allowance is paid direct to the supplier of services and equipment.

Student confidentiality
The University of Kent is a registered data controller, and collects and processes personal data under the terms of Data Protection law. University staff are prohibited by law from disclosing any information about students to unauthorised third parties, which includes family members and friends. In practice, this means that any request to disclose personal data to anyone other than the person to whom it relates will be politely refused. See www.kent.ac.uk/infocompliance
ARRIVALS WEEKEND
KEY DATES AND TIMES

All new students, including those living off campus, are expected to register during Arrivals Weekend and Welcome Week.

Arrivals Weekend
15 – 16 September
All new students living in University residences must arrive at Kent during the weekend of 15 – 16 September 2018, or earlier if specifically notified. Students who are not living in University residences are also required to attend registration during this time.

Canterbury campus
On arrival, collect your room key from the relevant college reception (Rutherford, Darwin, Keynes, Eliot, Turing or Woolf), Tyler Court or Park Wood Reception. Students living in Becket Court should collect their room key from Eliot reception. Once you have collected your room key, unloaded your car and moved your vehicle, you can go to the Sports Centre to register and collect your KentOne card (see p10).

Medway campus (Liberty Quays)
On arrival, collect your room key from the reception at Liberty Quays (if living in University residences). Once you have unloaded your belongings, please make your way to the Pem broke site and the Pilkington Building to register and collect your KentOne card.

Registration
Canterbury campus
All students can register in the Sports Centre between the following times:
- 15 September 09.00 – 18.00 (last entry to the Sports Centre is 18.00 and registration closes at 18.30)
- 16 September 09.00 – 17.00 (last entry to the Sports Centre is 17.00 and registration closes at 17.30)
- 17 September 09.00 – 16.30
- 18 September 09.00 – 16.30
- 19 September 09.00 – 16.30
- 20 September 09.00 – 16.30
- 21 September 09.00 – 14.00

Medway campus (Pembroke site)
All students can register in the Pilkington Building between the following times:
- 15 September 09.30 – 15.30
- 16 September 09.30 – 15.00
Monday 17 September – Friday 21 September: students can register in the Gillingham Building from 10.00 – 16.00

Arrivals for accommodation (Canterbury)*
Saturday 15 September 08.00 – 22.00
Sunday 16 September 08.00 – 22.00
*A small number of rooms may not be available until later in the day on Saturday 15 September. Students who will be affected will be notified via email by the Accommodation Office before Arrivals Weekend.

Monday 17 September only:
- Eliot, Keynes and Turing Colleges 08.00 – 22.00
- Darwin and Rutherford Colleges 08.00 – 20.00
- Park Wood and Tyler Court 08.00 – 20.00

Wooll College only:
Saturday 16 September 08.00 – 22.00
Sunday 17 September 08.00 – 22.00
Monday 18 September 09.00 – 16.00

Arrivals for accommodation (Medway)
Friday 14 September 10.00 – 17.30
Saturday 15 September 10.00 – 17.30
Sunday 16 September 10.00 – 17.30
Please contact Liberty Quays on +44 (0) 1634 853285 to book a 15-minute slot to unload your vehicle.

Payment dates for University accommodation
Canterbury campus
Undergraduate
- 24 September 2018
- 14 January 2019
- 7 May 2019
Postgraduate
- 17 September 2018
- 1 January 2019
- 1 April 2019
- 1 July 2019

Medway (Liberty Quays)
39-week contracts:
- 1 September 2018
- 29 September 2018
- 8 January 2019
- 2 April 2019

Welcome Week
17-21 September
All new students are expected to participate in the Welcome Week events held between 17-21 September 2018. Key Welcome Week events for faculties, academic schools and talks will be reported on their individual webpages. Details of College Masters’ events will be communicated to students via email, letter and posters.

Welcome Fairs
19 September (Medway)
20-21 September (Canterbury)
See the Students’ Union web pages for information about the Welcome Fairs:
- www.kentunion.co.uk (Canterbury)
- www.gkunions.co.uk (Medway)

Postgraduate inductions
Canterbury campus
- Taught Master’s: 19 September, Woolf College
- PhD and Research: 21 September, Cornwallis Octagon

Medway campus (Pembroke site)
- Taught Master’s, PhD and Research: 20 September, Rochester Building
See www.kent.ac.uk/graduateschool/induction/index.html for further details.
ARRIVALS WEEKEND

Arrivals Weekend is held on 15-16 September 2018 and is when you will become a fully registered student at the University of Kent.

Registration

Registration wallet (UK students only)

To make things a bit easier during registration, we’ve put together this handy document wallet so you can keep all that essential paperwork in one place.

Documents you will need – do not pack them in your suitcase!

Identification

- UK students: passport*
- EU students (excluding the UK): passport* or EU identity card
- International students: passport* and visa.

*This official ID will also be required for opening a bank account, applying for work or verifying your age.

Other documents you will need:

- Accommodation Arrival Pass (Canterbury)
- University or College Payment Advice letter from Student Finance England (if relevant)
- Proof of qualifications (if required, see p5).

Important

We will be unable to register you if you cannot provide the required identification. You will not be issued your KentOne card or classed as a student until your registration is complete.

We strongly encourage all students to obtain a passport. If you do not have one, please contact us prior to your arrival at gettingstarted@kent.ac.uk

Where to register

Registration and KentOne card collection takes place in the following areas:

- Canterbury: Student Administration desk in the Sports Centre
- Medway: Student Administration desk in the Pilkington Building.

Your passport will be checked by University staff and you will be given your KentOne card.

When to register

Times and dates for registration are listed on p8. Our student tweeters will be monitoring the queues and giving live updates. Follow @UKCStudent and @UKMSStudent to get the most up-to-date information.

Get your visa checked and collect Biometric Residence Permit (international students)

If you are a non-EU citizen, you will need to have your immigration status checked and your documents scanned by the Student Immigration Compliance team.

If you are travelling from overseas and need to collect a Biometric Residence Permit (BRP), you can do this when we check your visa.

To collect your BRP, you must bring your:

- passport
- Home Office Visa decision letter.

Visit the information stands

Staff from the students’ unions, medical services, Student Support and Wellbeing, IT and Library Services, and the Student Learning Advisory Service are available during Arrivals Weekend to provide further information about settling in, orientation tours, and to answer any questions you may have.

Accommodation fees

Canterbury: Accommodation fees can be paid to Finance staff via banker’s draft or by credit/debit card. Payment can also be arranged online at https://epay.ac.kent/epay

Medway: Your accommodation fees need to be paid directly to Liberty Quays. Please refer to your accommodation agreement for how to pay your fees. If living in private accommodation, please contact your landlord to arrange payments.

Pay your tuition and accommodation fees

Tuition fees

Finance staff will be able to accept payments (banker’s draft or credit/debit card only) for tuition fees. Payment can also be arranged online at https://epay.ac.kent/epay

Accommodation fees

Canterbury: Accommodation fees can be paid to Finance staff via banker’s draft or by credit/debit card. Payment can also be arranged online at https://epay.ac.kent/epay

Medway: Your accommodation fees need to be paid directly to Liberty Quays. Please refer to your accommodation agreement for how to pay your fees. If living in private accommodation, please contact your landlord to arrange payments.

Get your visa checked and collect Biometric Residence Permit (international students)

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To collect your BRP, you must bring your:

- passport
- Home Office Visa decision letter.

Visit the information stands

Staff from the students’ unions, medical services, Student Support and Wellbeing, IT and Library Services, and the Student Learning Advisory Service are available during Arrivals Weekend to provide further information about settling in, orientation tours, and to answer any questions you may have.

CONTINUED OVERLEAF
ARRIVALS WEEKEND
(CONT)

Arriving at Canterbury
You should plan to arrive during the weekend of 15–16 September 2018 (unless you are informed otherwise). If you cannot arrive at the University until after this date, you must immediately inform the Accommodation Office in writing at accommodation@kent.ac.uk in advance of your intended arrival date, otherwise it may result in the withdrawal of the offer of University accommodation.

Parking

What you’ll need
• Unloading permit

Parking is available over Arrivals Weekend for parents, carers or friends who may be helping you move in to your accommodation. Note: parking is restricted at all other times. If you are a Blue Badge holder, accessible bays are available near to your accommodation and across the campuses. Ensure you display your badge at all times.

If you have been offered on-campus accommodation and you are arriving by car, you will be required to obtain and print an Unloading Permit allowing you to park for approximately 20 minutes within the unloading area nearest to your accommodation. You will then need to move your vehicle. Full information about parking and unloading over Arrivals Weekend will be provided within the accommodation online induction.

Obtaining your Unloading Permit
Complete the online accommodation induction within your ‘MyAccommodation’ profile at https://kenthospitality.kent.ac.uk/MyAccommodation
On arrival, please be sure to display your Unloading Permit clearly in your windscreens.

Collecting your room key

What you’ll need
• Passport
• Accommodation Arrival Pass (which details your arrival time)

Once you have parked in the unloading area, collect your room key from the relevant college reception (Rutherford, Darwin, Keynes, Eliot, Turing, or Wooll), Tyler Court or Park Wood Reception. Students living in Becket Court should collect their room key from Eliot reception. You will need to show the receptionist your Accommodation Arrival Pass before you will be allowed into your accommodation.

Please note: your Accommodation Arrival Pass is a separate document to your accommodation agreement. Your accommodation agreement gives details of your room allocation and the dates of the contract, so ensure you have read it carefully. It is also your only invoice for your accommodation. See Money Matters on p6 for more details.

Collecting your UniKitOut student pack
If you have pre-ordered and paid for bedding and other items via UniKitOut for your accommodation, you can collect this from our collection points at Park Wood (Nickle Court), Tyler Court A, Keynes College and Hut 8 in Turing College. Please do not collect your pack until after you have unloaded your belongings and moved your car from the unloading area. If you are living in Eliot College, please collect your pack from the Keynes College collection point.

Completing registration
Once you have collected your room key, unloaded your car and moved your vehicle, you can go to the Sports Centre to register and collect your KentOne card. While we recommend completing registration on 15–16 September, if there are large queues then you can either come back later, or complete your registration during Welcome Week (see p8 for dates and times). Our student tweeters will be monitoring the queues and giving live updates, so make sure you’re following them @UKCStudent.

Guest accommodation over Arrivals Weekend
There are a small number of self-catered rooms available on campus in Beverley Farmhouse that can be booked for Arrivals Weekend. To check availability visit https://kenthospitality.kent.ac.uk/KoBnB If you require accommodation for family and friends during the arrival period, you are advised to book hotel or guest house accommodation well in advance.

Arriving outside of the specified dates/times
If you know you will be arriving very late at night, or in the early hours outside of the times listed on p8, you should book a local hotel or guest house accommodation and move in to your University accommodation the following day. Guest house or hotel accommodation in Canterbury can be booked via Canterbury Visitor Information Centre: www.canterbury.co.uk

Our accommodation receptions will close at 22.00 over Arrivals Weekend. Don’t worry if you are delayed and arrive after 22.00 as our Campus Security team are on duty 24 hours a day and will assist you in getting to your accommodation.

You can contact the team via the telephone help points outside the college receptions (Darwin, Eliot, Keynes Rutherford, Turing and Wooll), the reception outside Tyler Court and at the Park Wood Administration building. If you are living in Becket Court, you will need to use the telephone at Eliot College reception.

Look out for the posters in the receptions which will have clear instructions about what to do. Once you have contacted a member of the team, they will give you an estimated time of arrival and will be with you as soon as possible.

Completing your check-in
If you arrive after 22.00 over Arrivals Weekend you will need to return to the reception of your accommodation the following day in order to complete your accommodation check-in.

Getting into the Venue on 15–16 September
You need to have your KentOne card to get into the Venue on the 15–16 September, so please make sure you collect it from the Sports Centre. If for any reason you cannot collect your KentOne card, please speak to a member of the Kent Union team.

Bought a KPASS?
We strongly recommend collecting your KPASS during registration – you can collect it from Woody’s in the Park Wood Student Hub.
Arriving at Liberty Quays (Medway)
You can move in on 14, 15 or 16 September 2018. If you will be arriving after Arrivals Weekend (15-16 September), you should notify Liberty Quays direct by emailing libertyquays-medway@libertyliving.co.uk. Once your accommodation is confirmed, Liberty Living will supply you with all documentation for your accommodation.

Please remember to bring your passport, which you will need to show before you can collect your key. You must ensure that you have completed all aspects of your online agreement prior to arrival. Failure to do this will result in your access to your accommodation being delayed. For more information about living at Liberty Quays, see www.libertyliving.co.uk/pdfs/GuideToLiving.pdf.

Parking
What you need to do
- Please contact Liberty Quays on +44 (0) 1634 853285 to book a 15-minute slot to unload your vehicle.

Once your vehicle is unloaded, you will need to move your car to the Pembroke site on the Medway campus and park in the Drill Hall car park. A free shuttle service will be operating between 09.00-15.30 on 15 and 16 September to take you to and from the campus to Liberty Quays. The walk from the Drill Hall car park to Liberty Quays is along Pier Road and takes approximately ten minutes.

Addresses for satellite navigation:
- Liberty Quays accommodation: Liberty Quays, Blake Avenue, Gillingham, Kent, ME7 1FL
- Medway campus (Pembroke site): University of Kent, Medway Building, Chatham Maritime, Kent ME4 4AG

Collecting your room key
What you’ll need
- Passport

Collect your room key from the reception at Liberty Quays. Once you have unloaded your belongings, please make your way to the Pembroke site on the Medway campus and the Pilkington Building to register and collect your KentOne card.

Arriving outside of the specified dates/times
If you are planning to arrive at the University earlier than 15 September, please contact Liberty Quays on +44 (0) 1634 853285. Subject to availability and individual circumstances, you may be able to move into your room ahead of Arrivals Weekend.

Completing your check-in
If you arrive after 22.00 over Arrivals Weekend you will need to return to Liberty Quays reception the following day in order to complete your check-in.

Travel information
See p12-p17 for details of how to get to the Canterbury and Medway campuses by car or by public transport.

If you are not living in University accommodation
You should still come to the appropriate campus over Arrivals Weekend to complete your registration. It is also important that you attend Welcome Week which commences on Monday 17 September 2018.

Your academic school hosts a number of induction events that ease the transition into studying at Kent and help you to get to know the people on your course. There are also lots of activities and events run by the students’ unions at Canterbury and Medway that will help you settle in and have some fun.

If you need further information or assistance with finding private sector accommodation, you can contact the University’s Accommodation Office +44 (0) 1227 766660 or by email at accommd@kent.ac.uk.

You can also search for accredited off-campus housing via Home Stamp, Kent Union’s housing service, at www.homestampkent.co.uk or call +44 (0) 1227 823214.

Arrivals Weekend
Key dates and times
Please see p6 for a full list of arrival times and dates for accommodation, payment deadlines and information on Welcome Week.

Ask a question
You can tweet us for help and advice during Arrivals Weekend. Follow @UKCStudent or @UKMStudent

Safezone
The SafeZone app gives you quick access to emergency services, first aid and the University. Once you have a Kent IT account you’ll receive an email telling you how to download the app and sign in www.kent.ac.uk/safezone

Join our Facebook group
Join our Facebook group for new students: www.facebook.com/groups/KentFreshers18
**HOW TO GET TO THE UNIVERSITY OF KENT**

**For students travelling within the UK**

**Canterbury campus**

**By rail**
- London (St Pancras) to Canterbury West: journey time approximately 55 minutes. Trains depart on an hourly basis.
- London (Victoria) to Canterbury East: journey time approximately 85 minutes.
- London (Charing Cross or Waterloo East) to Canterbury West: journey time approximately 90 minutes.

Passengers who have to cross London from one mainline terminus to another are advised to allow one hour between their arrival and departure times in which to do this.

See [www.nationalrail.co.uk](http://www.nationalrail.co.uk) for further details.

**To the University from**

- **Canterbury Bus Station**: regular bus service Uni 1, Uni 2 or number 4, takes approximately 15 minutes.
- **Canterbury East train station**: turn right straight outside the station (do not cross the bridge opposite the station) and follow the road to the bus stop – regular bus service Uni 1, Uni 2 or the number 4.
- **Canterbury West train station**: turn right and walk to the end of the road, cross the road at the zebra crossing and the bus stop is on the left - regular bus service Uni 1, Uni 2 or the number 4.

**By car**

For parking information, please see p11.

**From London, the North and East Anglia (via M25 clockwise)**: Leave M25 at junction 2 signposted A2 Canterbury, continue on A2/M2, leave M2 at junction 7 signposted A2 Canterbury. Follow signs to Canterbury.

**From the West and south-west (via M25 anticlockwise)**: At M25 junction 5 continue ahead on M26 (M20) signposted Maidstone, leave M20 at junction 7 signposted A249 Sheerness, join M2 at junction 5 for Canterbury, leave M2 at junction 7 signposted A2 Canterbury. Follow signs to Canterbury.

**From the south-east**: Maidstone and Tonbridge: M20, A249, M2, A2 Ashford: A28

Folkestone: M20, A28

Dover: A2.

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**By car from Canterbury to the campus**

Via A2 eastbound/London: Rheims Way, London Road, Whitstable Road, University Road.

Via A2 westbound/A28: Wincheap, Rheims Way, London Road, Whitstable Road, University Road.

**Postcodes for satellite navigation**

- **E**: Eliot College and Becket Court – CT2 7NP
- **K**: Keynes College – CT2 7NP
- **PF**: Park Wood Flats – CT2 7WU
- **PW**: Park Wood Houses – CT2 7SG
- **R**: Rutherford College and Darwin College – CT2 7NZ
- **T**: Tyler Court – CT2 7NZ
- **TU**: Turing College – CT2 7FN
- **W**: Woolf College – CT2 7BQ

**By coach/bus**

National Express runs a regular service from London Victoria coach station to Canterbury bus station. From here, you can catch the Unibus (Uni 1, Uni 2) or the number 4 bus service to the University campus. Some National Express coaches go to Keynes bus stop on campus. For more information see [www.nationalexpress.com](http://www.nationalexpress.com)

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**Canterbury campus**

Arrivals Weekend 2018 map

*Note: Approximate walking time: 3 minutes (based on 3mph)*

**Accommodation unloading areas**

- **E**: Eliot and Becket Court (CT2 7NP)
- **K**: Keynes (CT2 7NP)
- **PF**: Park Wood Flats (CT2 7WU)
- **PW**: Park Wood Houses (CT2 7SG)
- **R**: Rutherford and Darwin (CT2 7NZ)
- **T**: Tyler Court (CT2 7NZ)
- **TU**: Turing (CT2 7FN)
- **W**: Woolf (CT2 7BQ)
- **P**: Overflow parking

Scale: approx 0.15 miles
HOW TO GET TO THE UNIVERSITY OF KENT (CONT)

Medway campus (Pembroke site) and Liberty Quays

By rail
Go to www.nationalrail.co.uk for rail information. Chatham train station is the most accessible station for the campus and has regular services from London St Pancras (via Ebbsfleet), Charing Cross, Waterloo East, London Bridge, Cannon Street, London Victoria, Ramsgate and Dover. Call 0345 48 40 15 for train times and further information. There are various bus stops and a taxi rank outside Chatham train station. A taxi to the campus from the station will take approximately ten minutes or see local bus information.

By coach/bus
- **London Victoria coach station**: Take a National Express coach to Hemstead Valley shopping centre (for Gillingham, Kent). From there, take an Arriva bus to Chatham rail station.
- www.nationalexpress.co.uk
- **From Chatham train station to the Medway campus (Pembroke site)**: Arriva buses 100, 116 and 191 leave frequently from the bus stops outside Chatham train station and take approximately 15 minutes. The bus stop for these services is on Dock Road, just outside the Pembroke site entrance.
- **From Chatham train station to Liberty Quays**: Arriva bus 176 departs from Chatham train station. The nearest bus stop to Liberty Quays is Milner Road.
- **From elsewhere in Medway**: Arriva bus 116 travels through the Pembroke site from Chatham waterfront bus station through to Hemstead Valley.

For more bus information, please contact Arriva on 0871 2002233 or visit www.arriva.co.uk/south-east/

By car
For parking information, please see p11.
- **From London, the North and East Anglia (via M25 clockwise) and from the West and South-West (via M25 anticlockwise)**: Leave M25 at junction 4 signposted Gillingham. Follow the brown anchor signs for the Historic Dockyard and Chatham Maritime via the A278, A2 and A289. Take the last exit just before the Medway Tunnel, signposted Chatham and Historic Dockyard. At the end of the slip road, turn left up Maritime Way towards Chatham. The entrance to the Pembroke site is the first exit at the next roundabout, signposted Pembroke and Universities at Medway.

** Addresses for satellite navigation
- **Liberty Quays**: Blake Avenue, Gillingham, Kent ME7 1FL
- **Medway campus (Pembroke site)**: Use the Drill Hall car park, postcode ME4 4AG. On entry, turn right and drive to the far end of the car park.
Buildings labelled

B2 Jellicoe Building
- Jellicoe lecture theatres
- Rowan Williams Court
- Touchdown Café

C2 Pilkingston Building
- The Venue Café

C3 Drill Hall Library
- Archibald Hay Mess café

C4 Student Hub
- The Deep End
- GK Unions (students' union)
- Student Advice Centre

C5 Medway Building
- Visitor Reception
- Centre for Professional Practice
- KMFM TV studio
- School of Computing
- School of Sport and Exercise Sciences
- Student Finance

C6 Rochester Building
- No1 Bistro

F1 Galvanising Shop
- University Reception (for the Dockyard)
- Café/restaurant
- Performances and exhibitions

F2 Smithery
- Music studios

F3 The Drilling Shed
- Music studios

F4 Fire Station
- Music studios

F5 Engineering Workshop

F6 The Clock Tower Building
- Centre for Higher and Degree Apprenticeships
- Teaching and studios

F7 Central Boiler House

F8 The Old Surgery
- Centre for Music and Audio Technology
- School of Music and Fine Art

G1 Pembroke Building
- Pembroke Café

H1 Anson Building
- Medway School of Pharmacy

H2 Gillingham Building
- Centre for Journalism
- Student Services
- Student Resources Room
- School of Social Policy, Sociology and Social Research
- Student Learning Advisory Service (SLAS)

K1 Liberty Quays
- Student accommodation
- Cargo Bar and Bistro

L1 Sail and Colour Loft
- Kent Business School Medway

L2 Royal Dockyard Church
- Lecture Theatre

M1 Medway Park
- Respiratory Clinic
- Sports Centre
- Sports Therapy Clinic

The Universities at Medway campus is shared with the Universities of Canterbury Christ Church and Greenwich

CONTINUED OVERLEAF
HOW TO GET TO THE UNIVERSITY OF KENT (CONT)

Students arriving from outside the UK
The University of Kent offers a coach transfer to the Canterbury and Medway campuses for students arriving at London Heathrow and London Gatwick airports. Staff will be at Heathrow and Gatwick airports on Saturday 15 and Sunday 16 September. They will be able to meet international students whose flights arrive at either of these airports from 05.00 until 17.00 each day.

Important
When booking your flight, please make sure that you book to arrive at Heathrow or Gatwick between 05.00 and 17.00.

If you wish to book a coach transfer from London Heathrow or London Gatwick airports, please visit www.kent.ac.uk/gettingstarted/international/arrange-your-travel-to-kent.html

Independent travel
If you are arriving at a different time, or would like to travel independently, you can use public transport to travel to the University from Heathrow, Stansted and Gatwick airports. Please read on for further details.

Private taxi transfer
We suggest that you do not use the licensed black taxis that wait outside each airport terminal. They are priced using the taxi meter and are usually very expensive. For more information on how to book a taxi in advance of arrival, please see www.kent.ac.uk/internationalstudent/taxi.html

Rail
From Heathrow
You can travel from Heathrow to both campuses by train. The journey is not direct, and you will need to use the Underground (Tube) service in order to cross London. Please be aware that there is very limited luggage space on the underground service.

London is divided into travel zones; Heathrow is in zone 6 and the mainline railway stations are in zone 1. The high-speed service from London St Pancras offers direct trains into Canterbury West (for Canterbury) and Ebbsfleet International (for Medway). Journey times are approximately 55 minutes and 18 minutes respectively.

For more information and timetables: www.southeasternrailway.co.uk

For the Canterbury campus
Heathrow – London St Pancras – Canterbury West
• Take the Piccadilly line (dark blue on the tube map) from Heathrow to King’s Cross St Pancras, (approximately 45 minutes). King’s Cross St Pancras leads directly into St Pancras International and the route is clearly signposted throughout the station.

• Follow the signs for Southeastern trains, the service between London and the county of Kent. From here, you will be able to catch a direct train to Canterbury West. Trains to Canterbury usually depart from platforms 11, 12 or 13.

Heathrow – London Charing Cross – Canterbury West
• Take the Piccadilly line (dark blue on the tube map) to Piccadilly Circus. Change to the Bakerloo line (brown on the tube map) and take a train to Charing Cross station. From Charing Cross, catch a direct train to Canterbury West (approximately 90 minutes).

• Please be aware that this service sometimes divides at Ashford International so you will need to make sure you are sitting in the correct part of the train. Station staff will be able to direct you to the correct section of the train.

• When you arrive at Canterbury West, turn right and walk to the end of the road. Cross the road at the pedestrian crossing and the bus stop is on the left. Catch the Uni 1, Uni 2 or the number 4 bus to campus.

Heathrow – London Victoria – Canterbury East
• Take the Piccadilly line (dark blue on the tube map) to Earls Court. Change to the District line (green on the tube map) and travel three stops on the train to Victoria.

• Once you leave the train at Victoria, the directions to Victoria station are clearly marked. From Victoria train station, you can catch a direct train to Canterbury East (approximately 85 minutes).

• When you arrive at Canterbury East, turn right straight outside the station (do not cross the bridge opposite the station) and follow the road to the bus stop. Catch the Uni 1, Uni 2 or the number 4 bus to campus.

For the Medway campus and Liberty Quays
Heathrow – London St Pancras – Chatham
• Take the Piccadilly line (dark blue on the tube map) from Heathrow to King’s Cross St Pancras, (approximately 45 minutes). King’s Cross St Pancras leads directly into St Pancras International and the route is clearly signposted throughout the station.

• Follow the signs for Southeastern trains, the service between London and the county of Kent.

• You can catch a train directly to Chatham, via Ebbsfleet International. From Chatham train station, catch a bus (service 176) to Milner Road, the nearest stop to Liberty Quays student accommodation.

Heathrow – London Victoria – Chatham
• Take the Piccadilly line (dark blue on the tube map) from Heathrow to Earls Court. Change to the District line (green on the tube map) and travel three stops on the train to Victoria.

• From Victoria train station, you can catch a direct train to Chatham (approximately 50 minutes). From Chatham train station, catch a bus (service 176) to Milner Road, the nearest stop to Liberty Quays student accommodation.

Heathrow – London Charing Cross – Chatham
• Take the Piccadilly line (dark blue on the tube map) from Heathrow to Piccadilly Circus. Change to the Bakerloo line (brown on the tube map) and travel one stop on the train to Charing Cross station. From Charing Cross, you can catch a direct train to Chatham (approximately 75 minutes), which is the nearest station to the campus.

• From Chatham train station, take a bus (service 176) to Milner Road, the nearest stop to Liberty Quays student accommodation.

From Stansted
By train
We recommend that you take the Stansted Express train from the airport to Tottenham Hale station. From there you can take the Victoria Underground line to London Victoria train station. The railway station for Stansted Express trains is located directly below the main terminal building. Tickets may be purchased in advance online or at the station. Trains depart every 15 minutes and the journey to Tottenham Hale takes approximately 35 minutes. Book tickets online at www.stanstedexpress.com

Once you arrive at Tottenham Hale, you need to change trains and travel nine stops on the Victoria line (light blue on the tube map) to Victoria Underground station for trains departing from London Victoria train station.

If you want to catch a train from London Charing Cross, take the Victoria line from Tottenham Hale and change at Warren Street. Change onto the Northern line (black on the tube map) and travel four stops on the Underground to Charing Cross for trains departing from London Charing Cross train station.

If you are planning to catch the high-speed service from London St Pancras, take the Victoria line from Tottenham Hale and travel to Kings Cross St Pancras. Follow the signs to St Pancras International; the route is clearly signposted.

From Gatwick
Take the Gatwick Express train to London Victoria train station (the Gatwick Express rail station is located at the South Terminal, and is a few minutes from the North Terminal by a free shuttle service). Rail information and ticket desks are located in the station and in the arrivals areas of both terminals. Non-stop trains run to and from London Victoria every 15 minutes and the journey takes 30 minutes (35 minutes on Sundays).
Getting to London Charing Cross train station from Gatwick
Take the Gatwick Express train to London Victoria train station. At London Victoria train station, you will need to board an Underground train to Embankment station, which is the closest Underground station to London Charing Cross. Use either the District (green) or Circle (yellow) lines to Embankment station. London Charing Cross train station is a five-minute walk from Embankment and is clearly signposted.

You can get a map of the London Underground free of charge at the information points at Heathrow, Stansted and Gatwick. For the latest train timetables and fares, please check www.nationalrail.co.uk. We also recommend that you purchase a ‘Plusbus’ ticket at the same time as your train ticket. If you have a 16-25 railcard, you can get 33% off bus travel. See www.plusbus.info for further details.

Visit www.tfl.gov.uk for details of the Underground network.

Eurostar services
From France and Belgium to the Canterbury campus
Take the Eurostar to Ashford International.

Approximate journey times:
• from Paris: 2 hours
• from Brussels: 1 hour 40 minutes
• from Lille: 1 hour

There are regular train services from Ashford International to Canterbury West train station; the journey takes approximately 20 minutes.

From France (by rail, then road) to the Canterbury campus
Take the Le Shuttle from Calais to the Folkestone Eurotunnel terminal. From the terminal, follow the road signs to London (M20/A20). At Maidstone, take the A229 to Chatham and follow the brown anchor signs for Historic Dockyard and Chatham Maritime via the A278, A2 and A289 (Pier Road).

When you are travelling on Pier Road, go straight on at the roundabout. You will then need to be in the right-hand lane to turn right at the traffic lights adjacent to the main entrance for Liberty Quays. You will see Liberty Quays on your right (large red and grey building).

For more information on timetables and fares, go to www.eurostar.com or for Eurotunnel information, www.eurotunnel.com

National Express coach service
From Heathrow
• On arrival at Heathrow, follow the signs for the Central Bus Station, located between Terminals 2 and 3. The terminals are a few minutes’ walk away from the Central Bus Station via undercover walkways.
• There is a travel centre at the Central Bus Station where you can purchase tickets for National Express coaches. The station is open 24 hours a day and the travel centre opens from 06:00 until 22:30. Baggage trolleys are available and there is a lift to the underground level.

If you are arriving at Terminal 5, you will find a National Express ticket office in the international arrivals area. A free transfer between terminals is available using the Heathrow Express, Heathrow Connect trains or one of the free bus services.

For the latest timetable and prices, check www.nationalexpress.com/airport. If you have a credit card you can buy tickets online (e-tickets). Do be aware that when you book an e-ticket, you usually have to select a specific coach departure time. Your ticket may become invalid if your flight is delayed and you miss your scheduled departure time.

If your flight is delayed and you do miss your coach, make your way to the travel centre in the Central Bus Station where you may be able to amend your ticket for the next available departure (there is a nominal charge for this service).

In some cases it may not be possible to amend your ticket, and you will need to purchase a new one. We therefore recommend that you buy your coach ticket when you arrive at the airport.

From Stansted
The bus and coach station is located opposite the main terminal entrance. Tickets may be purchased from the ticket desk in arrivals (open 06:00 – 01:00), in the coach station (open 24 hours a day, 7 days a week) or on board the coach. Coaches depart from Stansted to Victoria coach station up to every 5 minutes and the journey takes approximately 90 minutes.

From Gatwick
National Express ticket desks are located in both the North and South terminals. Journey time to Victoria Coach Station is approximately 80 minutes.

For passengers with restricted mobility
Many coaches are not wheelchair accessible, but most will carry wheelchairs for passengers who can board the vehicle unaided. Please call the Airport Travel Line on +44 (0)871 574 7777 and choose option 4 to speak to an adviser.

Canterbury campus
Regular coaches run from Heathrow, Stansted and Gatwick to Victoria Coach Station. From Victoria Coach Station you need to board another coach for Canterbury Bus Station. We recommend that you catch the Uni 1, Uni 2 or the number 4 bus to campus from Canterbury Bus Station to the University. The buses stop at various locations on the Canterbury campus.

Medway campus and Liberty Quays
Regular coaches run from Heathrow, Stansted and Gatwick to Victoria Coach Station. From Victoria Coach Station you should take a coach to Gillingham (known as the Hemstead Valley stop), then an Arriva bus (services 113, 116 or 132) from Hemstead Valley Shopping Centre to Chatham Bus Station. Please note that services 113 and 116 do not run on Sundays. On arrival at Chatham bus station, take another bus (service 176) to Milner Road, which is the nearest bus stop to Liberty Quays accommodation. For timetable information, see www.arrivabus.co.uk or call the Travel Line on+44 (0)871 200 22 33. Please visit www.nationalexpress.com for coach timetable information.

Follow us:
@UKCStudent or @UKMSStudent
For a full listing of all academic schools and departments within the University, please see www.kent.ac.uk/departments

Canterbury campus
Accommodation Office
Kent Hospitality, Tanglewood, Giles Lane, University of Kent, Canterbury, Kent CT2 7LX
T: +44 (0)1227 766660 (Direct line)
F: +44 (0)1227 829365
E: accomm@kent.ac.uk
www.kent.ac.uk/accommodation

Banking on campus
Banking Hall, University of Kent, Canterbury, Kent CT2 7NQ
Santander Bank: 05511 488513 (general enquiries)

Campus Security
Security staff are on duty 24 hours per day, 365 days per year and can always be contacted on extension 3300.

Control room
T: +44 (0)1227 823300
Emergencies
T: +44 (0)1227 823333
Head of Security
T: +44 (0)1227 823829

Prefix extension numbers by +44 (0)1227 82 if calling from a mobile phone or off-campus.
E: security@kent.ac.uk
www.kent.ac.uk/security

Careers and Employability Service
University of Kent, Canterbury, Kent CT2 7ND
T: +44 (0)1227 823299
E: careerhelp@kent.ac.uk
www.kent.ac.uk/ces

Centre for English and World Languages
(including Kent Extra and Kent International Pathways)
Keynes College
University of Kent, Canterbury, Kent CT2 7NP
T: +44 (0)1227 824401
E: cew@kent.ac.uk
www.kent.ac.uk/cewl

Chaplaincy
Rutherford College, University of Kent, Canterbury, Kent CT2 7NX
Dean of Chaplains
Rutherford College S3N1 (office)
T: +44 (0)1227 827491
E: chaplaincy@kent.ac.uk
www.kent.ac.uk/chaplaincy

College Masters'
Master of Darwin College
Dr Jonathan Friday
B3-22 Darwin College
T: +44 (0)1227 823049
E: DarwinMastersOffice@kent.ac.uk

Master of Eliot College
Stephen Burke
Eliot College
T: +44 (0)1227 823141
E: EliotMastersOffice@kent.ac.uk

Master of Keynes College
Chloé Gallien
Derek Crabtree Room, M1.14, Keynes College
T: +44 (0)1227 827010
E: KeynesMastersOffice@kent.ac.uk

Master of Rutherford College
Dr Peter Klappa
N4.9 Rutherford College
T: +44 (0)1227 823175
E: RutherfordMastersOffice@kent.ac.uk

Master of Turing College
Dermot O’Brien
Hilltop House, Giles Lane
T: +44 (0)1227 824018
E: TuringMastersOffice@kent.ac.uk

Master of Woolf College
Dr Jonathan Friday
B3-22 Darwin College
T: +44 (0)1227 823049
E: WoolfMastersOffice@kent.ac.uk

Employability Points Scheme
Kent Innovation & Enterprise,
Rothford, Giles Lane
University of Kent,
Canterbury, Kent CT2 7LR
T: +44 (0)1227 823109
E: employabilitypoints@kent.ac.uk
www.kent.ac.uk/employabilitypoints

Equality, Diversity and Inclusivity Office
The Registry,
University of Kent,
Canterbury, Kent CT2 7NQ
T: +44 (0)1227 827825
E: equalityanddiversity@kent.ac.uk

Estates Department
University of Kent,
Canterbury, Kent CT2 7NN
T: +44 (0)1227 823209 (helpdesk open 08.00-16.30)
E: estates@kent.ac.uk

Financial Aid Office
The Registry, Room G43,
University of Kent,
Canterbury, Kent CT2 7NZ
T: +44 (0)1227 823488/824876/823851
E: FinancialAid@kent.ac.uk
www.kent.ac.uk/finance-student

Graduate School
Cornwallis East (3rd Floor)
University of Kent,
Canterbury, Kent CT2 7NR
T: +44 (0)1227 764000 (switchboard)
www.kent.ac.uk/stms

Home Stamp (Kent Union’s housing service)
Mandela Building,
University of Kent,
Canterbury, Kent CT2 7NB
T: +44 (0)1227 824824
www.homestamp.ac.uk

Gulbenkian (cinema, theatre, café)
University of Kent,
Canterbury, Kent CT2 7NB
T: +44 (0)1227 760075 (box office)
E: boxoffice@kent.ac.uk
www.thegulbenkian.co.uk

Careers and Employability Service
University of Kent, Canterbury, Kent CT2 7ND
T: +44 (0)1227 823299
E: careerhelp@kent.ac.uk
www.kent.ac.uk/ces

Central Student Administration
The Registry,
University of Kent, Canterbury, Kent CT2 7NZ
T: +44 (0)1227 764000
E: csao@kent.ac.uk
www.kent.ac.uk/cso

T: @UniKent_CSAO

Employability Points Scheme
Kent Innovation & Enterprise,
Rothford, Giles Lane
University of Kent,
Canterbury, Kent CT2 7LR
T: +44 (0)1227 823109
E: employabilitypoints@kent.ac.uk
www.kent.ac.uk/employabilitypoints

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The Registry,
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E: equalityanddiversity@kent.ac.uk

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E: estates@kent.ac.uk

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The Registry, Room G43,
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T: +44 (0)1227 823488/824876/823851
E: FinancialAid@kent.ac.uk
www.kent.ac.uk/finance-student

Graduate School
Cornwallis East (3rd Floor)
University of Kent,
Canterbury, Kent CT2 7NR
T: +44 (0)1227 764000 (switchboard)
www.kent.ac.uk/stms

Home Stamp (Kent Union’s housing service)
Mandela Building,
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Canterbury, Kent CT2 7NB
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www.homestamp.ac.uk

Gulbenkian (cinema, theatre, café)
University of Kent,
Canterbury, Kent CT2 7NB
T: +44 (0)1227 760075 (box office)
E: boxoffice@kent.ac.uk
www.thegulbenkian.co.uk

Home Stamp (Kent Union’s housing service)
Mandela Building,
University of Kent,
Canterbury, Kent CT2 7NB
T: +44 (0)1227 824824
www.homestamp.ac.uk

Central Student Administration
The Registry,
University of Kent, Canterbury, Kent CT2 7NZ
T: +44 (0)1227 764000
E: csao@kent.ac.uk
www.kent.ac.uk/cso

T: @UniKent_CSAO
CONTACTS (CONT)

Medway campus
Accommodation Office
Kent Hospitality, Tanglewood,
Giles Lane,
University of Kent,
Canterbury, Kent CT2 7LX
T: +44 (0)1227 766660 (Direct line)
F: +44 (0)1227 823965
E: accomm@kent.ac.uk
www.kent.ac.uk/accommodation
(see also Liberty Quays)

Busy Bees Nursery
Brunell,
Chatham Maritime,
Chatham, Kent ME4 4AF
T: +44 (0)1634 890250
www.busybeeschildcare.co.uk/nursery/chatham

Campus Security
Security staff are on duty 24 hours per day, 365
days per year and can always be contacted on
extension 3300
Control Room
T: +44 (0)1227 823300
Emergencies
T: +44 (0)1227 823333
Head of Security
T: +44 (0)1227 823829

Police Community Support Officer
Joyce McEvoy 07772 225961
E: security@kent.ac.uk
www.kent.ac.uk/security

Careers and Employability Service
Room G0-05/G0-06, Gillingham Building,
University of Kent,
Chatham Maritime, Kent ME4 4AG
T: +44 (0)1634 202996
E: medwaycareers@kent.ac.uk
www.kent.ac.uk/ces

Chaplaincy Service
Room 222, Pembroke North Building,
University of Kent,
Chatham Maritime, Kent
T: +44 (0)7778 567097

College Master (student welfare)
Jane Glew,
Medway Building, University of Kent,
Chatham Maritime, Kent ME4 4AG
T: +44 (0)1634 888807
E: J.P.Glew@kent.ac.uk

Finance
Medway Finance, Medway Building,
University of Kent,
Chatham Maritime, Kent ME4 4AG
T: +44 (0)1634 888913
E: ukmfinance@kent.ac.uk

GK Unions (Medway students’ union)
The Student Hub,
North Road
ME4 4AG
T: +44 (0)1634 888925 (general enquiries)
E: info@gkunions.co.uk
www.gkunions.co.uk

KentOne card
Medway Building Reception,
University of Kent,
Chatham Maritime, Kent ME4 4AG
T: +44 (0)1634 888801
E: kentone@kent.ac.uk

Liberty Quays
Blake Avenue,
Gillingham, Kent ME7 1FL
T: +44 (0)1634 853385
E: libertyquays-medway@libertyliving.co.uk

Liberty Living
Level 32,
30 St Mary Axe,
London EC3A 8BF
T: +44 (0)20 7398 7400
E: enquiriest: +44 (0)1227 824999

Library and IT
Information Services
Durl Hall Library, Universities at Medway
North Road,
Chatham Maritime, Kent ME4 4TB
T: +44 (0)1634 883878
E: enquiries@libertyliving.co.uk
www.libertyliving.co.uk

Medway Central Administration
For student parking/rooming/general enquiries
T: +44 (0)1634 8801/02
E: medwaycentraladmin@kent.ac.uk

Medway Student Administration
Gillingham Building,
University of Kent,
Chatham Maritime, Kent ME4 4AG
T: +44 (0)1634 888881 (general enquiries)
E: msao@kent.ac.uk
www.kent.ac.uk/msao

Medway Maritime Hospital
Windmill Road,
Gillingham,
Kent ME7 5NY
T: +44 (0)1634 830000

Medical Room
MO-04, Medway Building
University of Kent,
Chatham Maritime, Kent ME4 4AG
Open Thursdays 11.45 – 14.15 (term-time only)

Student Advice Centre Medway
The Student Hub,
North Road
ME4 4AG
T: +44 (0)1634 888969
E: advice@gkunions.co.uk

Student Learning Advisory Service
Room G0-09,
University of Kent,
Gillingham Building,
Chatham Maritime, Kent ME4 4AG
T: +44 (0)1634 888884 (appointments)
E: learningmedway@kent.ac.uk
www.kent.ac.uk/learning

Student Support and Wellbeing
Student Services (ground floor), G0-05/G0-06
Gillingham Building,
University of Kent,
Chatham Maritime, Kent ME4 4AG
T: +44 (0)1634 888474

Student Support:
T: +44 (0)1634 888474
E: medwaystudentservices@kent.ac.uk
www.kent.ac.uk/studentsupport

Student Wellbeing:
T: +44 (0)1634 202964
E: medwaywellbeing@kent.ac.uk
www.kent.ac.uk/studentwellbeing

Sunlight Centre Medical Practice
105 Richmond Road
Gillingham,
Kent ME7 1LX
T: +44 (0)1634 203847
E: sunlight.richmond@nhs.net
www.sunlightcentre.co.uk

For all other queries: please contact the
individual departments via the switchboard
on +44 (0)1227 764000.
Take your selfie with this ‘I am Kent’ sign to share with your friends you’re coming to Kent!

#HelloKent