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Important information
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

Get connected!
Facebook: www.facebook.com/UniversityofKent/
Twitter: @UniKent
Instagram: @unikentlive
You can also connect with our students Rowena at Canterbury (@UKCstudent) Arun at Medway (@UKMstudent)
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
To become a fully registered of the University of Kent, 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 term. When you have registered, you will be issued with your KentOne card. Failure to complete all the stages listed above will result in delays to your registration.

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.

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

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
Please arrange to pay your fees before you arrive. See Money Matters (p9).

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. Contact your academic school directly to discuss your module options. See www.kent.ac.uk/departments/academic/

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.

Accepted ID documents
UK students
• Passport.
EU students (excluding the UK)
• Passport or EU identity card.
Non-EU students
• Passport and visa.

Passport
A passport will also be required as official ID when opening a bank account, applying for work or verifying your age.

The University therefore encourages all students to obtain a passport. If you do not have a passport, please contact us prior to your arrival at gettingstarted@kent.ac.uk

Further information:
www.kent.ac.uk/itservices/wireless/index.html

7. Apply for University accommodation if you’ve not already done so
You should aim to apply by mid-December 2018. If you have not already applied for accommodation, please visit www.kent.ac.uk/accommodation to apply online.

Accommodation offers
Offers of University accommodation for January 2019 starters will be sent in mid-December 2018.

Personal contents insurance
Student rent includes room insurance for loss of personal possessions up to £2,500 in respect of claims arising from fire, flood or theft within the accommodation area, including losses by walk-in theft. You will be able to arrange additional cover online at www.cover4students.com (policy number ‘KENT2018’) for accidental damage or all risks on high-value items such as smartphones and laptops.

Bedding, bed linen and towels
In University accommodation, beds are provided with a mattress and pillow. You should provide your own bed linen and towels. If you are living at Canterbury, bedding and towel packs and other useful household items may be purchased via UniKitOut at www.unikitout.com/kent

Further information:
www.kent.ac.uk/accommodation/canterbury/arrivals/unikitout.html

Flex catering package
We have both self-catered and part-catered accommodation available. However, if you are living in self-catered accommodation you can purchase a Flex Catering Meal Package to be added to your KentOne card. Please note the Spring term package is available to purchase from the online store in December 2018.

Further information:
www.kent.ac.uk/catering/other-services/catering-packages.html

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.

Complete the module at: https://moodle.kent.ac.uk/external/course/view.php?id=278

WHAT TO DO NOW
Register with Kent’s medical services

Canterbury campus

The Medical Centre is an on-campus specialist general practice providing medical care tailored to meet all the health needs of students at the University. See www.umckent.co.uk for full details. All services are completely confidential. We strongly advise you to register with a doctor’s surgery close to your term-time accommodation. You can start to register with the Medical Centre before you arrive by going to www.umckent.co.uk

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 Centre 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 p18 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 p18 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 (the MMR vaccine) before coming to Kent.

An open letter for you to print and take to your doctor explaining the necessity of these vaccinations is available at www.umckent.co.uk/register-with-umc

Meningococcal infections (including Meningococcal ACWY)

There has been a small increase in the rate of meningococcal meningitis and septicaemia in recent years. Young people attending university for the first time are at greater risk of this disease, particularly in the first few weeks of their first term. In the UK, there is now a nationwide immunisation programme through schools to vaccinate those most at risk but, if you have taken a gap year or longer, you may have missed out on this.

In order to achieve maximum protection, it is very important that you have been immunised against 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. 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 p17-18 for full contact details or go to www.kent.ac.uk/studentsupport

www.kent.ac.uk/gettingstarted 3
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

If you are studying for less than six months and are a non-EEA national you should apply for a short-term study visa to complete your studies. It is essential that you check your entry requirements before travelling to the UK. Although some non-visa nationals do not need a visa to come to the UK and can apply for entry at port, we strongly recommend that you apply for prior entry clearance from your normal place of residence.

Entry at port cannot be guaranteed, particularly if you are not carrying appropriate documents which an Immigration Officer may request to see. Further information: www.gov.uk/check-uk-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

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

Medway campus
You will be able to discuss arrangements for police registration with the Advice Centre. Contact GK Unions at www.gkunions.co.uk or by telephone on +44 (0)1634 888989 for further advice.
REGISTRATION AND ARRIVAL

Registration
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
• Non-EU 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).

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

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: Liberty Quays is managed by Liberty Living and your accommodation fees need to be paid to Liberty Living directly. Please refer to your accommodation agreement for how to pay your fees.

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 and Home Office Visa decision letter.

Collect your KentOne card
As well as being your student ID, this multi-function card enables you to access the library, become a member of Kent Sport and access other areas of the University. Your KentOne card is also a cashless card that can be topped up with funds online and is a quick, easy and safe way to buy food and drink in catering outlets at the Canterbury and Medway campuses. You’ll also receive a 5% discount every time. See www.kent.ac.uk/kentonecard

Postgraduate students
Attend the Graduate School Induction and pick up your Postgraduate Handbook.

Qualification checks
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. Qualification checks, where required, will take place in the following locations:

Canterbury students
Main Reception
The Registry Building
Monday – Friday, 9am – 4.30pm.

Medway students
Gillingham Reception
Gillingham Building
Monday – Friday, 9am – 4.30pm.

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.

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 or an original certificate produced, by Monday 28 January 2019.

Where and when to register
Once you have collected your room key and unloaded your belongings, you can complete your registration and collect your KentOne card. Registration and KentOne card collection takes place in the following areas. Your passport will be checked by University staff and you will be given your KentOne card.

Canterbury
Student Reception in the Registry Building,
Monday – Friday, 9am – 4.30pm.

Medway
• Register in the Gillingham Reception in the Gillingham Building
  Monday – Friday, 9am – 4.30pm
• Collect your KentOne card from Medway Building reception in the Medway Building,
  Monday – Friday, 9am – 4.30pm.

What else will I need to do?
Get your University or College Payment Advice letter scanned
Please bring this letter with you. A member of the registration team will tell you if you need to have it scanned. The reference on this letter will trigger payment of your maintenance loan.
REGISTRATION AND ARRIVAL (CONT)

When to arrive

Short-term students
You should aim to arrive on Tuesday 8 January 2019.

Students on the International Foundation Programme
You should aim to arrive on Monday 28 January 2019.

Travel information
See p10-15 for details of how to get to the Canterbury and Medway campuses by car or by public transport.

Arriving at Canterbury

If you are arriving by car

What you’ll need
• Unloading permit

Parking is available 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 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 windscreen.

Collecting your room key

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

Once you have parked in the unloading area, 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. You will need to show the receptionist your Accommodation Arrival Pass before you will be allowed into your accommodation.

College reception hours
Visit www.kent.ac.uk/receptions to check the opening hours of your college reception. Information for arriving outside of these hours is available at www.kent.ac.uk/accommodation/canterbury/arrivals.html

Arriving outside of the specified dates/times
If you know you will be arriving very late at night, or in the early hours of the morning, 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

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 p8 for more details.

UniKitOut orders - Canterbury campus
If you have pre-ordered and paid for bedding and other items via UniKitOut for your accommodation by 1 January 2019, your order will be delivered to your room. Orders placed after 1 January will be delivered to your nearest accommodation reception area for you to collect on your arrival.

If you are delayed
Don’t worry if you are delayed 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. 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 are delayed you will need to return to the reception of your accommodation the following day in order to complete your accommodation check-in.
Arriving at Liberty Quays (Medway)

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. 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 to complete your registration and collect your KentOne card (see p5).

If you are delayed

Please contact Liberty Quays on +44 (0) 1634 853285 to advise them you will be delayed and to arrange an out-of-hours check-in.

Completing your check-in

If you are delayed you will need to return to Liberty Quays reception the following day in order to complete your check-in.

If you are not living in University accommodation

You should still come to the appropriate campus to complete your registration and collect your KentOne card.

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 accomm@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.
**MONEY MATTERS**

**Arrange to pay fees**
You will need to arrange payment of tuition fees and accommodation fees (where accommodation is relevant). 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/making-payments.html

**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/making-payments.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 the dates that are in line with your loan disbursement dates.

A payment plan needs to be set up to a debit or credit card with the Income Office. This can be done in person or over the telephone.

**Please note:** an instalment plan will need to be set up at the start of each academic year if your course is more than one year’s 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
- student 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

Caterbury and Medway students should return their disclaimer 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/making-payments.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 (14 January 2019). The second instalment is due on or before 1 April.

- You can set up an instalment plan on our Online Epay System at https://epay.kent.ac.uk/epay

**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/making-payments.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**

**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 agreement by logging into your online accommodation account at www.kenthospitality.kent.ac.uk/MyAccommodation

**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 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 (14 January 2019). The second instalment is due on or before 1 April.

- You can set up an instalment plan on our Online Epay System at https://epay.kent.ac.uk/epay
### Accommodation Fees

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.

### 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 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 where the money goes.

### 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/info/compliance](http://www.kent.ac.uk/info/compliance)
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 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
From London, the North and East Anglia (via M25 anticlockwise): Leave M25 at junction 5 continue ahead on M20 (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 West and south-west (via M25 clockwise): At M25 junction 5 continue on A229, 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.

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.

Canterbury campus

Postcodes for satellite navigation
• Eliot College and Becket Court – CT2 7NP
• Keynes College – CT2 7NP
• Park Wood Flats – CT2 7WJ
• Park Wood Houses – CT2 7SG
• Rutherford College and Darwin College – CT2 7NZ
• Tyler Court – CT2 7NZ
• Turing College – CT2 7FN
• 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. See www.nationalexpress.com for details.

Transport and parking (at all other times)
Parking is severely restricted at the University and is enforced. Students residing on campus or within the local exclusion zones are not entitled to park on campus. Accessible parking bays are available for those with a Blue Badge. The University works with local bus companies to make student travel more affordable and, as a University of Kent student, you can purchase a substantially discounted bus pass or tickets. To take advantage of these fares you need to have your KentOne card. Cycle facilities and bike hire are also available. Learn more about all of our travel discounts www.kent.ac.uk/transport

Canterbury and Medway campuses
To check if you are eligible to apply for parking on campus, visit www.kent.ac.uk/transport/byroad. If you are eligible, you will not be able to apply for parking until you are fully registered.
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 03457 480950 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.arrivabus.co.uk/south-east/

By car
For parking information, please see p.11.
• 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 Building on the 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.

Medway campus and Liberty Quays

• From the South-East: Leave M2 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 Pembroke and Universities at Medway.
The Universities at Medway campus is shared with the Universities of Canterbury Christ Church and Greenwich.
Students arriving from outside the UK

University of Kent representatives will be available at key airports and train stations on Tuesday 8 January to meet short-term students and provide advice and guidance about onward travel via public transport. Short-term students will receive further information about this directly.

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.

Heathrow – London Victoria – 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 take a 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, 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).

For information and tickets call: 0345 850 1530 (UK) (+44) 208 5282 900 (overseas)
To book tickets online: www.gatwickexpress.com
Email: customerservices@gatwickexpress.com
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 service.

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 Eurostar 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.eurotstar.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 underground 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)870 574 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 will 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 Hempstead Valley stop), then an Arriva bus (services 113, 116 or 132) from Hempstead 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.

// DON'T FORGET...!
Join our Facebook page
www.facebook.com/UniversityofKent/

Follow us
@UKCStudent or @UKMStudent
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 823965
E: accomm@kent.ac.uk
www.kent.ac.uk/accommodation
www.facebook.com/accommunikent

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

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

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: cewl@kent.ac.uk
www.kent.ac.uk/cewl

Chaplaincy
Rutherford College,
University of Kent,
Canterbury, Kent CT2 7NX
Dean of Chaplains
Rutherford College SSN1 (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
Stephanie 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 7NZ
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 7NF
T: +44 (0)1227 827838 (all enquiries)
E: graduates@kent.ac.uk
www.kent.ac.uk/graduateschool

Gulbenkian (cinema, theatre, café)
University of Kent,
Canterbury, Kent CT2 7NB
T: +44 (0)1227 769075 (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
Income Office
The Registry,
University of Kent,
Canterbury, Kent CT2 7NZ
T: +44 (0)1227 824042
E: incomeoffice@kent.ac.uk
www.kent.ac.uk/finance/offices/income.html

International Partnerships
The Registry,
University of Kent,
Canterbury, Kent CT2 7NZ
T: +44 (0)1227 824921
F: +44 (0)1227 823247
E: internationalpartnerships@kent.ac.uk
www.kent.ac.uk/global/partnerships

International Recruitment
The Registry,
University of Kent,
Canterbury, Kent CT2 7NZ
T: +44 (0)1227 824964
F: +44 (0)1227 823247
E: international@kent.ac.uk

IT and Library Services
Information Services
Templeman Library,
University of Kent,
Canterbury, Kent CT2 7NU
T: +44 (0)1227 824999 (IT & Library Support Desk)
E: helpdesk@kent.ac.uk
Tw: @JKUCLibraryIT
www.kent.ac.uk/itservices

Jobshop
Locke Building,
University of Kent,
Canterbury, Kent CT2 7UG
T: +44 (0)1227 824251
E: jobshop@kent.ac.uk
www.kentunion.co.uk/jobs

Kent Business School
University of Kent,
Canterbury, Kent CT2 7PE
T: +44 (0)1227 827726 (Reception)
F: +44 (0)1227 761187
www.kent.ac.uk/kbs

Kent Sport
Sports Centre,
University of Kent,
Canterbury, Kent CT2 7NL
T: +44 (0)1227 827430 (Sports Centre reception)
T: +44 (0)1227 827223 (Pavilion reception)
E: sportenquiries@kent.ac.uk
www.kent.ac.uk/sports
www.facebook.com/UnivKentSports

KentOne card
KentOne desk,
The Registry,
University of Kent,
Canterbury, Kent CT2 7NZ
T: +44 (0)1227 823979
E: kentone@kent.ac.uk

Kent Union
Mandela Building,
University of Kent,
Canterbury, Kent CT2 7NW
T: +44 (0)1227 824200 (Main Reception)
www.kentunion.co.uk

Library
See IT and Library Services

Making Music at Kent
Colyer-Fergusson Building,
University of Kent,
Canterbury, Kent CT2 7NB
T: +44 (0)1227 827335
www.kent.ac.uk/music

Medical Centre and Nursing service
Giles Lane,
University of Kent,
Canterbury, Kent CT2 7PB
T: +44 (0)1227 469333 (practice number)
www.umckent.co.uk
Nursing service: +44 (0)1227 823503

Oaks Nursery
For information and application forms contact:
Christine Comper, Nursery Manager,
Park Wood Road,
Canterbury, Kent CT2 7FL
T: +44 (0)1227 827676 (direct line)

Postal Services enquiries
T: +44 (0)1227 823210
E: estatespostroom@kent.ac.uk

Recruitment and Admissions Office
The Registry,
University of Kent,
Canterbury, Kent CT2 7NZ
T: +44 (0)1227 768896 or 0800 975 3777
E: information@kent.ac.uk

Safety, Health and Environment Unit
Keynes College,
University of Kent,
Canterbury, Kent CT2 7NP
T: +44 (0)1227 823980 (main enquiries)
www.kent.ac.uk/safety

Student Advice Centre
Mandela Building,
University of Kent,
Canterbury, Kent CT2 7NW
T: +44 (0)1227 827724
E: advice@kent.ac.uk

Student Immigration Compliance Team
The Registry,
University of Kent,
Canterbury, Kent CT2 7NZ
E: visacompliance@kent.ac.uk
www.kent.ac.uk/studentimmigration

Student Start-Up and Enterprise
Kent Innovation and Enterprise,
Canterbury Innovation Centre,
University Road
Canterbury, Kent CT2 7FG
T: +44 (0)1227 824641
E: hive@kent.ac.uk
www.kent.ac.uk/enterprise/hive

Student Learning Advisory Service
Unit for the Enhancement of Learning and Teaching (UELT) Building,
University of Kent,
Canterbury, Kent CT2 7NQ
T: +44 (0)1227 824016
E: learning@kent.ac.uk
www.kent.ac.uk/learning

Student Support
Keynes College,
University of Kent,
Canterbury, Kent CT2 7NP
T: +44 (0)1227 823518
F: +44 (0)1227 824450
E: accessibility@kent.ac.uk
www.kent.ac.uk/studentsupport

Student Wellbeing
Room IG2, Keynes College,
University of Kent,
Canterbury, Kent CT2 7NP
T: +44 (0)1227 823206 or +44 (0)1227 764000 ext 3206
E: wellbeing@kent.ac.uk
www.kent.ac.uk/studentwellbeing

Transport Team
Security and Transport Centre
University of Kent
Canterbury, Kent CT2 7NQ
T: +44 (0)1227 823609
E: TransportTeam@kent.ac.uk
Tw: @unikent_travel
www.kent.ac.uk/transport
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

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 G0-05/06, Gillingham Building,
University of Kent,
Chatham Maritime, Kent ME4 4AG
T: +44 (0)1634 890250
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 88913
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

Library Living
Level 32,
30 St Mary Axe,
London EC3A 8BF
T: +44 (0)20 7398 7400
E: enquiries@libertyliving.co.uk
www.libertyliving.co.uk

Library and IT
Information Services
Drill Hall Library, Universities at Medway North Road,
Chatham Maritime, Kent ME4 4TB
T: +44 (0)1634 883878
campus.medway.ac.uk
Central IT support: helpdesk@kent.ac.uk or telephone +44 (0)1227 824999

Medway Central Administration
(For student parking/rooming/general enquiries)
T: +44 (0)1634 888012
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), G0-05/06
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 283847
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.
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