## CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Introduction</strong></td>
<td>1</td>
</tr>
<tr>
<td><strong>Responsibilities of the student</strong></td>
<td>2</td>
</tr>
<tr>
<td>Academic integrity</td>
<td></td>
</tr>
<tr>
<td>Retention of coursework</td>
<td></td>
</tr>
<tr>
<td>Attendance</td>
<td></td>
</tr>
<tr>
<td>Communication</td>
<td></td>
</tr>
<tr>
<td>Intermission and withdrawal</td>
<td>3</td>
</tr>
<tr>
<td>Intermission and withdrawal for students on a Tier 4 (General) visa</td>
<td></td>
</tr>
<tr>
<td>Concessions and appeals</td>
<td></td>
</tr>
<tr>
<td>Complaints</td>
<td></td>
</tr>
<tr>
<td>Students holding a Tier 4 (General) visa</td>
<td></td>
</tr>
<tr>
<td><strong>Responsibilities of the University</strong></td>
<td>4</td>
</tr>
<tr>
<td>Academic help and advice</td>
<td></td>
</tr>
<tr>
<td>Student Learning Advisory Service (SLAS)</td>
<td></td>
</tr>
<tr>
<td>Personal Academic Support System (PASS)</td>
<td></td>
</tr>
<tr>
<td>Office hours</td>
<td></td>
</tr>
<tr>
<td>Teaching hours</td>
<td></td>
</tr>
<tr>
<td>Timetables</td>
<td></td>
</tr>
<tr>
<td>Staff teaching</td>
<td></td>
</tr>
<tr>
<td>Return of students' written work</td>
<td></td>
</tr>
<tr>
<td>The University as a Tier 4 Sponsor</td>
<td></td>
</tr>
<tr>
<td>Student representation and involvement</td>
<td></td>
</tr>
<tr>
<td>Contacts</td>
<td></td>
</tr>
<tr>
<td><strong>The Credit Framework for taught programmes</strong></td>
<td>5</td>
</tr>
<tr>
<td>Credit Framework for taught programmes</td>
<td></td>
</tr>
<tr>
<td>Annexes</td>
<td></td>
</tr>
<tr>
<td>Extracts from the Credit Framework for taught programmes</td>
<td></td>
</tr>
<tr>
<td><strong>Relevant codes of practice</strong></td>
<td>7</td>
</tr>
<tr>
<td>Quality Assurance</td>
<td></td>
</tr>
<tr>
<td>European Credit Transfer System (ECTS)</td>
<td></td>
</tr>
<tr>
<td>Diploma Supplement</td>
<td></td>
</tr>
<tr>
<td><strong>Additional student support</strong></td>
<td>8</td>
</tr>
</tbody>
</table>
A university is a community of people, academics, administrators and students, dedicated to learning, debate and the discovery and dissemination of new knowledge. The University of Kent places value on critical thinking, the advancement of knowledge and the pursuit of truth. All education is about developing learning and enquiry but, as a university, we focus upon areas at the boundaries of knowledge, and work to refine those methods of reasoning and understanding that help us to push back those boundaries.

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

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

Professor Karen Cox
Vice-Chancellor and President
RESPONSIBILITIES OF THE STUDENT

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

Academic integrity

While at University, you are required to act honestly regarding the work you submit for assessment. There are regulations and procedures in place for dealing with instances of dishonesty; see wwww.kent.ac.uk/regulations (section V and subsection 3 of the General Regulations for Students). Important elements of academic integrity are the requirements for referencing and for avoiding plagiarism; it is your responsibility to ensure that you understand these. Examples of conduct regarded as a breach of these regulations include:

• cheating in examinations
• attempting to influence an examiner or teacher
• plagiarism: reproducing in any work submitted for assessment or review (for example, examination answers, essays, project reports, dissertations or theses) any material derived from work authored by another, without clearly acknowledging the source
• duplication of material
• conspiring with others to reproduce the work of others without proper acknowledgement, including knowingly permitting work to be copied by another student
• falsification of data/evidence.

You are advised to consult:
• the Academic Integrity website at www.kent.ac.uk/a, which includes the Guide for Students and referencing style guides.
• General regulations on academic misconduct in Annex 10 of the Credit Framework for Taught Programmes (General Regulation V.3: Academic Discipline): wwww.kent.ac.uk/teaching/qacredit-framework/creditinfoframework.html.
• the Academic Regulations website at www.kent.ac.uk/regulations/academic.html which includes regulations for taught programmes, attendance, and the submission of coursework.

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

Retention of coursework

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

Attendance

Undergraduate students are required to meet the University’s conditions of attendance in the General Regulations for Students, Sections II and III wwww.kent.ac.uk/regulations/Regulations%20Booklet/generalregs.html. These include:

• residing within reasonable distance of the University in term time
• being present on the first day of each term
• informing your academic school if prevented by an emergency from attending University
• meeting any specific conditions of attendance set down by your programme of study.

In addition, there are general conditions relating to all students that include:

• attendance of all seminars, supervisions and practical classes etc as are required
• obtaining prior permission if intending to be absent from any such class
• continuing with academic study during vacations
• proper conduct during examinations.

You are also advised to consult the Academic Regulations website at www.kent.ac.uk/regulations/academic.html, which includes information on Academic Diligence: Attendance and submission of coursework: wwww.kent.ac.uk/fso/procedures/academic-diligence.html.

Students on a Tier 4 (General) visa

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

Communication

It is important that you keep in regular contact with the University. You are expected to:

• check your University email account regularly
• keep the University informed of your addresses and contact telephone numbers
• inform the University at the earliest possible instance of any difficulties you are experiencing that may affect your academic progress.

Intermission and withdrawal

Intermission means taking time out from your studies with the permission of the University. The University does not encourage students to take longer than normal to complete their studies, but we understand that sometimes, in cases of severe illness or other unforeseen circumstances, it may be necessary to interrupt. In such cases, this would be normally for a period of not more than one year at a time.

Student Charter 2017

The Student Charter 2017 was developed in partnership with the University and Kent Union. It specifically addresses the needs and expectations of University of Kent students, and the University and Kent Union’s commitment to high standards. It also considers the obligations students and staff have to each other and refers both to academic activities and to non-academic matters, which may affect students.

Regulations on student discipline in relation to non-academic matters

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

Dignity at Study Policy

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

Read the Student Charter 2017 (pdf), the regulations on student discipline in relation to non-academic matters and the Dignity at Study Policy (pdf) at www.kent.ac.uk/regulations/general.html
If you feel you need some time out, you should
seek guidance as soon as possible from your school
or the University Student Wellbeing team (see p8
for contact details). It is important to get formal
permission to intermit. If you do not, you will still
be charged full fees for accommodation and tuition.
If you wish to withdraw completely from your
studies, ie leave the University before completing
your programme of study, you should contact your
school office as soon as possible to discuss the
matter. You must notify the school of your intent
to withdraw formally in writing.

• Intermission procedures:
  www.kent.ac.uk/teaching/qa/guidance/
  intermission_procedures.html

• Intermissions form:
  www.kent.ac.uk/teaching/documents/quality-assurance/guidance/docs/leave-to-intermit-
  application-form.docx

Intermission and withdrawal for students
on a Tier 4 (General) visa

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

Concessions and appeals

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

Special examination arrangements may be made
where this is required for a certified medical or other
condition, provided the appropriate notice is given
(see Central Student Administration website:
www.kent.ac.uk/csao). Note that, in general, illness
and difficult events are a normal part of life and
students are expected to manage these and
continue with work or study.

Concessions applications relating to:
• failure to submit coursework by the
  applicable deadline
• failure to sit an examination
• impaired performance in either coursework
  or examination will only be considered
  if submitted:
• by means of the Concessions Application Form

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

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

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

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

You are advised to refer to the guidance and
procedures on submitting concessionary
applications, set out in Annex 9
of the Credit Framework:
www.kent.ac.uk/teaching/qa/credit-framework/
creditinfoannex9new.html

You are advised to refer to the guidance and
procedures on submitting appeals set out in
Annex 13 of the Credit Framework:
www.kent.ac.uk/teaching/qa/credit-framework/creditinfoannex13.html

Where a student feels that the original appeal to
the Faculty was not conducted properly and fairly,
it is possible to request a further review and
appeal may be submitted to the Senate Academic
Review Committee (SARC) within 21 days of the
conclusion of the appeal to the Faculty.

For full procedures and the SARC appeal
submission form, go to:
www.kent.ac.uk/teaching/qa/regulations

Complaints

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

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

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

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

Students Holding a Tier 4
(General) visa

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

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

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

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

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

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

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

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

Teaching will not normally take place outside normal teaching hours as defined above, except:
- where, exceptionally, it is necessary to timetable a seminar on a Wednesday afternoon (where no other timetabled slot or venue is available).
- one-off changes (arising, for example, from staff illness or other, important commitments, by agreement between the member of staff and the students concerned.

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

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

The timetable for examinations is displayed on the Student Data System. More information can be found on the Central Student Administration website at www.kent.ac.uk/csao/exams/

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

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

Return of students’ written work
Staff will return written work that students have submitted in accordance with published requirements and deadlines, unless the work is to be held for further examination as part of the assessment process. Work will normally be returned within three calendar weeks of the published deadline, although this period may be extended in the following circumstances:
- where this period is interrupted by the winter or spring vacations, in which case the work in question will be returned by the end of the first week of the following term
- for substantial pieces of work (such as project reports and dissertations), by prior notification to the students by the member of staff concerned
- where a variation to the three-week deadline for the return of work is put in place for a specific module on an exceptional basis. Any such variation must be agreed in advance in writing by the Dean of the relevant faculty. Any agreed variation must not be excessively different from the norm. The agreed variation must be made transparent to students at the commencement of the module in question.

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

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

Student representation and involvement

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

Committee membership
The University is committed to including students as members of the major committees of the University and to involving student representatives in their school and faculty bodies subject to the provisions of the Statutes. There are student members on, for example, the University’s Court, Council, Senate, Faculty Boards and on many sub-committees and standing committees of these and School bodies.

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

Contacts
Office hours
Relevant academic school office, Kent Union Advice Centre, GK Unions Advice Centre

Teaching hours/staff teaching
Appropriate academic school office, Timetabling Office, Kent Union Advice Centre, GK Unions Advice Centre, Central Student Administration

Student representation and involvement
Students’ union membership
- Assistant Registrar, Central Student Administration Committee membership
- Council Secretariat, Faculties Support Office, Kent Union Advice Centre, GK Unions Advice Centre

Non-academic activities
- Kent Union Advice Centre, GK Unions Advice Centre, college committees, Sports Federation, Director of Music.
THE CREDIT FRAMEWORK FOR TAUGHT PROGRAMMES

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

Credit Framework for taught programmes

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

Annexes

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

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

Extracts from the Credit Framework for taught programmes

Academic awards and credit

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

Programmes of study: stages and progression

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

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

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

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

Retrieving failed credit

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

• by undertaking further assessment, for example, a resit examination, before the start of the next academic year. If you are permitted to retrieve credit in this way, you may elect to repeat the module, provided that it is being taught in the year in question, or you may choose to take a different module, provided that the requirements of the programme of study are still met; or
• a Board of Examiners may, at its discretion, permit you to progress to the next stage of the programme and simultaneously undertake any requirements as specified in relation to the failed modules. This is known as trailing credit. Where a student again fails to obtain the credits, the credit may not be trailed to the next stage of the programme.

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

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

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

Referral

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

Number of additional opportunities to pass failed modules

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

Deferral

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

Classification of awards

Students who achieve the required credits for the programme of study and meet any other specified requirements for an honours degree programme will be awarded a degree with: First Class; Upper Second Class; Lower Second Class; or Third Class honours. Students successfully completing a programme of study leading to the award of a Certificate, Diploma, Foundation Degree or Master’s degree may receive an award with Merit or with Distinction.
RELEVANT CODES OF PRACTICE

Quality Assurance
The Codes of Practice and Credit Framework for Quality Assurance set out the minimum University requirements to ensure that programmes deliver high-quality education, meeting the needs of the discipline, student and relevant review bodies.

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

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

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

Code of Practice for Quality Assurance for taught programmes of study
www.kent.ac.uk/teaching/qa/codes/taught/code_taught.html

Annexes of the Code of Practice for taught programmes
www.kent.ac.uk/teaching/qa/codes

Code of Practice for Quality Assurance for research programmes of study
www.kent.ac.uk/teaching/qa/codes/research/code_research.html

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Central Student Administration
Help with council tax certificates, official certificates and exams. www.kent.ac.uk/csa0

Chaplaincy
Serving various Christian traditions as well as the Muslim, Jewish and Buddhist communities. www.kent.ac.uk/chaplaincy

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

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

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

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

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

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

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

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

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

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

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

Kent Union
Kent Union is the students’ union for all students studying at the University of Kent. Services include representation, jobs, an advice centre, campus nursery and clubs and societies. www.kentunion.co.uk

Advice Centre: https://kentunion.co.uk/welfare/advice
Jobshop: https://kentunion.co.uk/employability

Medical care
• Canterbury campus: NHS general practice and Pharmacy based on campus. www.umckent.co.uk
• Medway campus: Register with the Sunlight Surgery (www.sunlightsg.co.uk)
• European Centres:
  - Brussels: www.kent.ac.uk/brussels/facilities/medical.html
  - Paris: www.kent.ac.uk/paris/medical-and-safety.html
  - Athens: email heritage@aeub.gr
  - Rome: www.kent.ac.uk/rome/information.html

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

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

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

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

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

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