

UNIVERSITY OF KENT

Information for Students taking University programmes at Partner Colleges and Validated Institutions.

Introduction

Students taking University programmes at Partner Institutions (either a Partner College or Validated Institution) should note the points listed below. In the case of queries students should consult their teaching institution in the first instance; queries which cannot be resolved in this way may be directed to the appropriate person in the University.

Points for Note

Note: All references to “students” below means students taking University awards at one of Kent’s Partner Colleges (<https://www.kent.ac.uk/partnercollege/>) or Validated Institutions (<http://www.kent.ac.uk/teaching/qa/collaborative/validation/profiles/index.html>).

The following sections of the University Student Charter and Regulations for Students are of relevance to students studying at Partner Institutions.

Where sections only apply to certain cohorts of students this has been indicated. Detail on the different cohorts of students affected is provided for Partner College Students at:

<http://www.kent.ac.uk/teaching/qa/collaborative/procedures/collabprocedures2.html#franchised>

and for Validated Institution Students, at:

<http://www.kent.ac.uk/teaching/qa/collaborative/validation/index.html>

(i) Generally, the following documents apply:

[Student Charter](#)

1. [General Regulations for Students](#);
7. [Intellectual Property Rights](#);
9. [Information Note on University Records and the Data Protection Act](#);

Where students use the appropriate University facilities:

[Students’ Union Code of Practice](#) (Franchised Partner College Students).

3. [IS Regulations for the use of the Library](#); (Franchised and Validated Plus Partner College Students)

4. [IS Regulations for the Provision of Network Services on the University of Kent Network](#) (Franchised Partner College Students)

5. [IS Regulations for the use of Information Technology \(IT\) Facilities at the University of Kent](#) (Franchised Partner College Students).

6. [IS Regulations for the Use of Computers & Mobile Devices Not Owned and/or managed by the University and Connected to the University of Kent Network](#) (Franchised Partner College Students).
7. [IS Regulations for use of Mobile Devices Owned by the University and Connected to the University of Kent Network](#) (Franchised Partner College Students).
8. [IS The University of Kent Information Technology Security Policy](#) (Franchised Partner College Students).
9. [IS Security Procedures for System Administrators](#) (Franchised Partner College Students).
10. [IS Procedures for dealing with misuse/abuse of Library facilities and/or breaches of the Library Regulations - Students, Staff and External Users](#) (Franchised Partner College Students).
11. [IS Computer Misuse/Abuse Procedures for Students, Staff, Alumni and External Users](#) (Franchised Partner College Students).
12. [IS Regulations and Policies - Current Role Holders](#) (Franchised Partner College Students).

When students are on the University's Canterbury Campus or premises elsewhere (e.g. Medway Campus, The Historic Dockyard, Chatham, Tonbridge Centre):

2. [Regulations on Student Discipline in relation to non-academic matters](#);
13. [Regulations for the Management of Traffic in the University for Staff, Students and other persons](#)

Where students are taking certificates, diplomas, foundation degrees and degrees leading to qualifications of the University:

7. [Regulations for Taught Programmes of Study](#) (or other relevant Regulations);
8. [Academic Discipline Procedures](#).

- (ii) Students using Partner Institution facilities will be subject to local arrangements for their use.
- (iii) Partner Institution arrangements for non-academic student discipline will apply to students when they are on Partner Institution premises.
- (iv) The University and Partner Institutions will respond to complaints and appeals, and will take appropriate remedial action whenever possible.

The following definitions are used in relation to appeals and complaints:

- **Academic Appeal:** A request for a review of a decision made by a Board of Examiners in regards to matters of progression to the next stage, assessment results or academic awards.
- **Academic Complaint:** A specific concern about the provision of a programme of study or related academic service: e.g. delivery of teaching, availability of learning of resources.

- **Complaint:** means any specific concern, other than one relating to an academic matter as defined above, made by a student with regard to services provided by the institution against which the complaint is made.

Complaints should be submitted by following the relevant procedure.

Partner Institutions are responsible for dealing with all non-academic complaints relating to the Partner Institution (and students should receive details of the partner complaints procedure at induction or in the programme handbooks).

Where such non-academic complaints are made with respect to services provided by the University, Kent's complaint's procedure should be used.

Partner Institutions are also responsible for the management of all academic complaints in the first instance.

Dissatisfied complainants on academic grounds who have exhausted the complaint's procedure of the Partner Institution have a further right of complaint to the University. Such complaints should be managed using the University's standard [complaints procedure](#).

All academic appeals should be submitted directly to the University.

For Partner College students these should be submitted to the Faculties Support Office: <http://www.kent.ac.uk/fso/appeals/index.html>

For Validated Institution students these should be submitted to the Quality Assurance Office:
<https://www.kent.ac.uk/teaching/qa/collaborative/validation/studentinfo.html>

- (v) The University and Partner Institutions welcome comments and suggestions for improvements which should be addressed to the appropriate member of staff concerned in the institution concerned

Full University Regulations

The full University regulations can be found at:

<http://www.kent.ac.uk/teaching/qa/regulations/index.html>

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