HANDBOOK FOR KENT INTERNATIONAL PATHWAYS
ACADEMIC ADVISERS
2018/19

‘Enhancing the Student Academic Experience’
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This handbook has been written to assist Kent International Pathways Academic Advisers, and is to be referred to alongside checklists for termly Academic Adviser meetings. Although it has been tailored to meet the requirements of Kent International Pathways advisers and students, much of the written material included can also be found via the Unit for the Enhancement of Learning and Teaching (UELT) Academic Advisers webpages.
INTRODUCTION TO ACADEMIC ADVISERS AT KENT

Following a review of Personal Academic Development and support for the First Year Experience (FYE) from 2012\(^1\), the Learning and Teaching Board agreed that students should have a personal academic contact to act as a trusted advisor and maintain an overview of their performance and development throughout their degree, to support two key aims of the Learning & Teaching Enhancement Strategy\(^2\):

1. **Challenge and support students to realise their ambitions through active engagement with their studies and full participation in the academic community**

2. **Enhance students’ employment prospects and promote lifelong learning through the provision of flexible and diverse learning opportunities**

and related objectives in the Employability Strategy\(^3\). Based on successful models of at other HEIs, Academic Advisers will focus on the academic development of students, by providing timely academic advice that will support induction of first year undergraduates into the academic community and enhance their overall student experience, in a way that will complement the wider support available to students through the Personal Academic Support System (PASS)\(^4\).

This handbook is intended:

- To promote awareness of Academic Advisers and their role in providing holistic academic and personal development of students that will enhance their overall student experience;

- To support staff becoming Academic Advisers, by explaining the aims, principles and responsibilities of the role

- To explore the Academic Adviser role and related responsibilities, including discussions about the boundaries of the role and the links with the Personal Academic Support System (PASS)

- To familiarise participants with the range of student support services that are available at the University and the process of referral;

\(^1\) [papers LTB 27/2011 & 09/2012] - minute 1028 12 refers


\(^3\) Employability Strategy - [http://www.kent.ac.uk/about/plan/studentexperience/employability/employabilitystrategy.pdf](http://www.kent.ac.uk/about/plan/studentexperience/employability/employabilitystrategy.pdf)

\(^4\) [http://www.kent.ac.uk/teaching/qa/codes/taught/annexg.html](http://www.kent.ac.uk/teaching/qa/codes/taught/annexg.html)
to encourage Advisers to promote the opportunities offered at Kent to help their students get the most out of their time at University.

To enable Academic Advisers to support students in the development of a personal action plan

Aims

- To support the academic and professional development of foundation and undergraduate students
- To support students in developing their independent learning and personal planning skills
- To raise awareness of the opportunities available to students for developing undergraduate/graduate attributes and skills at the University

Principles

The general principles of the role are that:

1. All students will be allocated an Academic Adviser at the beginning of their period of study, who will be an academic member of staff;
2. The Academic Adviser will play a proactive role in supporting the student’s general academic development;
3. The Academic Adviser will hold meetings with students at specified times in the academic year.

The nature of the role

It is envisaged that the Academic Adviser will:

(a) provide developmental and holistic academic advice and guidance;
(b) provide proactive and structured support at key stages in each year to establish an ongoing relationship;
(c) provide advice on module choices, registration, and progression where required;
(d) review overall academic progress and reflect on development of skills and attributes;
(e) advise on opportunities for development within and outside the curriculum;
(f) refer the student, as appropriate, to other specialist sources of academic advice (eg module/programme manager) and personal support (eg Student Support Officer or Senior Tutor);
(g) write references for students, on request. These may sometimes be requested after a student has left the Centre;
(h) Carry out plagiarism sessions with advisees where required
To execute your responsibilities as an Academic Adviser effectively, you will need to have the following types of information at your disposal:

- A clear understanding of how Academic Advisers will integrate into the Centre
- A list of key contacts within the Centre for staff allocated particular roles such as Student Support Officer and Senior Tutor (see www.kent.ac.uk/cewl/staff)
- The University’s student support agencies that are available with the key services offered, inc. telephone numbers, opening hours, locations, etc (see appendix B)
- Familiarity with the University’s academic rules and regulations and any University-wide or Centre-based policy relevant to students:
  - For a summary of CEWL policies and procedures see appendix A. Further guidance can be found at www.kent.ac.uk/international-pathways/current-students/support
  - For University-wide policy relating to students see www.kent.ac.uk/academic/handbook

### Key Attributes of an Academic Adviser – the student perspective*

<table>
<thead>
<tr>
<th>Approachable</th>
<th>Available</th>
<th>Empathetic</th>
<th>Good listener</th>
<th>Sense of humour / fun</th>
<th>Professional</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clear guidance (students expressed it as ‘advice’)</td>
<td>Genuinely interested</td>
<td>Genuinely cares</td>
<td>Supportive</td>
<td>Provides careers guidance and ideas about relevant extra-curricular activities</td>
<td>Confidence building – helping individuals be proud of their achievements</td>
</tr>
<tr>
<td>Inspirational</td>
<td>Role model</td>
<td>Friendly</td>
<td>Quick/speedy resolution</td>
<td>Consistent</td>
<td>‘Going the extra mile’, ‘beyond the call of duty’</td>
</tr>
<tr>
<td>Dedicated</td>
<td>Enthusiastic</td>
<td>Easy to talk to</td>
<td>Provide alternative perspectives</td>
<td>Breaks down issues into small steps</td>
<td>Provides continuity of support – throughout undergraduate years and beyond</td>
</tr>
<tr>
<td>Addressed challenges to do with:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dyslexia</td>
<td>Being an international student</td>
<td>Being a part-time student</td>
<td>Illness</td>
<td>Administration</td>
<td>Course decisions</td>
</tr>
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*as identified through "I love my Personal Tutor" award campaign – Leeds (2007/8)
MEETINGS WITH STUDENTS - WHAT TO DISCUSS AND WHEN

The Academic Adviser role will build upon the existing Code of Practice (Annex G) to augment the academic development of students, as well as articulate with pastoral support for students through PASS. The Code of Practice sets out a series of one-to-one meetings to be scheduled at regular points in the academic year, and for Pathways students we have decided on the following schedule:

<table>
<thead>
<tr>
<th>Meeting</th>
<th>Sept IFP</th>
<th>Feb IFP</th>
<th>To be arranged by Academic Advisers</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Week 3-4</td>
<td>Week 19</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Week 14-15</td>
<td>Week 25-26</td>
<td>To be arranged by Academic Advisers</td>
</tr>
<tr>
<td>3</td>
<td>Week 25-26</td>
<td>Week S2</td>
<td>To be arranged by Academic Advisers</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Meeting</th>
<th>GDip</th>
<th>To be arranged by Academic Advisers</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>14-15</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>E4-25</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>S2-S3</td>
<td></td>
</tr>
</tbody>
</table>

In addition to the above Academic Advisers are expected to meet with students who are under 18 to check on their welfare and progress on a monthly basis until they turn 18.

Where possible, meetings should take place during your weekly office hours.

Structuring meetings

To ensure that students come prepared for meetings and the time is well utilised, meetings should be structured around an agenda or a simple proforma, as set out below. Additional monthly meetings with students who are under 18 do not have to be structured in the same way.

Students should be encouraged to evaluate their feedback from across the programme to identify common themes and arrive at their strengths / development areas.

Each Academic Adviser will be allocated between 10 and 20 students.

First meeting, week 3-4 (September IFP), week 19 (Feb IFP) or week 14-15 (GDip)

- Ensure student has settled into the IFP/GDip
- Explain the role of the Academic Adviser — how it supports students to maximise their academic and professional development; how referral works to help support student through particular personal / pastoral difficulties;
- Explain expectations & boundaries of the role and that to be effective, Academic Advisers need to work in partnership with students, who must also fulfil their responsibilities, including the fact that
the Academic Adviser will be the *only* person at Kent who will be able to provide an academic or personal reference for the student;

- Discuss student confidentiality and data protection and ensure your advisee is aware of our policy, including the requirement to save termly meeting notes on the shared drive;
- Check and confirm student’s pathway degree choice (this can be found in their named electronic file located on the shared drive at \CEWL\IFP\2018-2019\Student_admin_files); or \CEWL_Pre-Master's\2018-19\Student_admin-files);
- Confirm that students are able to use SDS, Moodle and are familiar with the Student Guide (https://www.kent.ac.uk/student/);
- Check student contact details are correct, if not remind student to complete a contact details form and hand into CEWL reception;
- Remind students of the importance of regularly checking their UoK email account, as this is the main method of communication between CEWL and students;
- Ensure students understand exam protocols and provide them with a copy of these (see Appendix F);
- Identify any timetable clashes or other related problems (this should have been dealt with by the time you meet each advisee but it is still worth following up);
- If you have concerns about any of your advisees and feel they need further support, i.e. if they appear to be unhappy and you are not sure why or need additional support, please email CEWL’s Student Support and Experience Officer at cewlsupport@kent.ac.uk;
- Advise on B2 English requirements (you will be sent a list of students who have commenced the IFP having achieved less than B2 in any of the skills or an IELTS that expires before 14/9/19);
- Confirm with the student that they know about the Academic Peer Mentor scheme and recommend they make contact with a mentor in at least one of their subject areas;
- Remind student about the importance of attendance and engagement. Talk through what this means and the differences between the two.

- Inform students about scholarships available at Kent that they are entitled to apply for, including the International Scholarship for Undergraduate Students and Sports Scholarships and The First 500 Scholarship (some of the sports scholarships are awarded during the autumn term).

**Second meeting, week 14-15 (Sept IFP), week 25-26 (Feb IFP) or week E4-25 (GDip)**

- Review overall experience and progress to date and discuss students’ academic and extra-curricular plans;
- Discuss marks and feedback on modules/assessments taken (SDS);
- Review academic progress based on feedback given in their autumn term assignments/assessments;
- Ensure that students are aware of progression requirements for their particular pathway (see Appendix C)
- Inform students about the need for a personal statement for their progression form and what the requirements of this are;
- Reflect on the study skills and attributes, and seek to address any gaps;
- Remind students of range of support and development opportunities available at Kent.
• Remind students (possibly again) about scholarships available at Kent that they are entitled to apply for, including the International Scholarship for Undergraduate Students and Sports Scholarships and The First 500 Scholarship

Third meeting, week 25-26 (Sept IFP), week S2 (Feb IFP) or week S2-S3 (GDip)

• Complete IFP progression form

• Review academic progress to date including feedback and marks (SDS). For IFP students please use the progress calculator (see Appendix D) to inform your discussion, which should include (IFP & GDip) reference to the progression requirements and an honest reflection as to whether the student feels they are in line to meet these requirements. If not, do they have a Plan B etc;

• Reflect on development of study skills and attributes;
• Discuss revision / exam techniques, if necessary;
• Discuss transition to UG programme.
• Remind students about the 10% loyalty discount * and about the Academic Excellence Prize.

*subject to change. Please confirm with Jess or Amy if still offered to IFP & GDip students for September 2019 entry.
Guidance versus Advice

It is important that you do not advise students about issues that fall outside the remit of your role or expertise. It is also important to stress that no matter how helpful you think you can be, you should not stray into counselling or therapy. It may be difficult not to get embroiled in students’ personal problems, but you should not attempt to try and solve students’ personal problems yourself. Students should be encouraged to take responsibility for their own decisions and actions and make contact with professional support services themselves. In cases where students are uncertain, unable or unwilling to contact professional support services, the Academic Adviser should encourage the students to agree to referral for specialist advice and support via the Student Support Officer.

The key role of the Academic Adviser role is to provide academic advice and encourage academic development, and to be effective in doing this you need to give clear and accurate information about University and Centre procedures in a language that students can understand – for example, you should be familiar with the following:

- Programme – overall structure and content, module choices, consequences of module choices for study at subsequent levels
- Rules for progression and award – accumulation of credit, failing and trailing modules, resubmissions, resits etc (as summarised in Appendix C. For further details, please contact Carla Morris) [http://www.kent.ac.uk/teaching/qa/credit-framework/](http://www.kent.ac.uk/teaching/qa/credit-framework/)
  Mitigating circumstances and how these are dealt with by the School (eg as set out in Appendix A); [http://www.kent.ac.uk/teaching/qa/regulations/](http://www.kent.ac.uk/teaching/qa/regulations/)

  OR

- be able to give them the name of someone else who is qualified to give such information – e.g. their programme convenor, DoLT, Student Support Officer or Senior Tutor

Please note the following:

It is better to give no advice than vague or incorrect information. If you are unsure, let the student know you will find out and get back to them. The Kent Union Student Advice and Information Service run by Kent Union provides free, confidential and impartial advice for students on University regulations: resits, appeals, mitigating circumstances and plagiarism etc. and a web site which gives guidance on problems including finance, housing, health matters: [https://kentunion.co.uk/welfare/advice](https://kentunion.co.uk/welfare/advice)
Managing the Academic Adviser Role

In order to manage your own workload, you need to make it clear to your students how they can contact you, what your response time will be (e.g. you will respond to email enquiries with 24 hours or two working days etc) and when you will be available outside any formal contact time that you have with them, for example

- **open door policy** – only if you are willing to see students at any time when you are in your office!
- **office hours** – times during the week when you will be available to see students without an appointment (posted up on your door or on a web site)
- **appointment system** – let students know how quickly they will be able to arrange an appointment with you (or you could publicise time slots on your door so that students can fill in their name against a particular slot to book an appointment with you)
- **timetabled contact** – skills development modules or other timetabled contact time (this is useful when advisers wish to meet students in groups – eg at induction)
- **online support** – whether you will be regularly checking online discussion groups or be available in a chat room. For example, some schools use Moodle or MyFolio to engage with students

Setting Ground Rules

These should be introduced and agreed right at the start with any new student or student group. Academic Advisers should meet with their first year students ideally within the first two weeks of the start of the autumn term. This is an ideal opportunity to familiarise students with the role of the Academic Adviser and what they can expect in terms of academic support during their studies.

You may wish to send your new students an email introducing yourself and setting out clearly the nature of the Academic Adviser role, what you can and cannot help them with, plus how they can contact and arrange to see you, based on the principles outlined above (p4). Your school may already do this via the Student Handbook, but you should reinforce this during or prior to the initial meeting.

DATA PROTECTION & RECORD KEEPING

**Data Protection**

The Academic Adviser role raises a number of issues in relation to data protection – for example, the storage of personal (and even sensitive) data/information about your students. The following sections provide guidance about what you are permitted to do with information about individual students, confidentiality, providing information to third parties, and writing references.

The general guidelines for staff and students regarding information compliance and data protection can be found at [https://www.kent.ac.uk/infocompliance/index.html](https://www.kent.ac.uk/infocompliance/index.html) and/or queries addressed to dataprotection@kent.ac.uk.
**Record Keeping**

It is important that you keep records of all encounters with your advisees – eg email correspondence or written notes of meetings. In all case, you should briefly record the nature of the discussion, together with the **agreed actions** to be taken and any follow-up required. Academic Advisers are provided with an electronic checklist for termly meetings and once completed this should be saved on the shared drive in the student admin file. You should discuss / consider whether there are confidentiality issues and where relevant, ensure that you follow any School or University policies about where these records should be stored. Specifically, you must ensure that:

- Personal data is kept securely or in a locked filing cabinet or an electronic location with controlled access
- Personal information is not disclosed either orally or in writing, or in any other way, intentionally or otherwise to any unauthorised third party

This means that student information should be kept, for example, in a **locked filing cabinet or drawer, a password protected computer, or in an electronic folder with access limited to CEWL staff only.**

Student admin files can be located in [CEWL IFP\2018-19\Student admin files](CEWL IFP\2018-19\Student admin files).

It is recommended that meetings are arranged by inviting students to a meeting in Outlook. If a student fails to attend the first meeting it is up to the Academic Adviser to chase and arrange a second or third meeting. If after this they still do not attend contact the Student Support Officer will contact the student as per Kent International Pathways’ standard attendance monitoring practice.

Further information on ‘Record Keeping’ can be found below under ‘Data Protection’.

**Data Subject Access Requests**

Be aware that an individual student can place a ‘Data Subject Access Request’ with which the University has to comply within 40 days. This gives the student access to personal data held by the University plus potentially anything that is recorded that expresses opinions about them - e-mails, computer and manual files plus, additionally, audio recordings. Once the request has been formally made, it is illegal to get rid of such information.

The implications of this are that **you should not write anything about a student that you would not wish them to see themselves.**

Any comments written about a student need to be ‘**fair, accurate and justifiable**’ and you should convince yourself of this before writing anything down about a student and this includes notes, feedback and references.

**CONFIDENTIALITY & SAFEGUARDING**

Whilst in the majority of cases the aspects of students’ lives that they choose to disclose or discuss with you may be kept confidential, you **cannot and should not guarantee absolute confidentiality.** There are certain
specific circumstances in which you have legitimate grounds for breaking a student’s confidence – a key one would be on issues of health and safety, for example:

- if the student is in danger of harming themselves or others
- if the student is injured and unconscious, but in need of urgent medical attention

Equally, you may be required to break a confidence on legal grounds: such as safeguarding national security, the prevention or detection of a crime or the prosecution of offenders. In all cases, if you are concerned about the welfare of a student or fear they may be at risk of being drawn into extremism you must contact CEWL’s Designated Safeguarding Officer.

**Designated Safeguarding Officer:**
Amy Moses x4818

Good practice guidelines regarding safeguarding students, with advice on reacting to suspicions, allegations and/or disclosures of abuse can be found in Appendix E. Please take time to read through these documents. For further information about the University’s Safeguarding Students Policy and Procedures please see [https://www.kent.ac.uk/governance/policies-and-procedures/Safeguarding-Students-May-2016v2.pdf](https://www.kent.ac.uk/governance/policies-and-procedures/Safeguarding-Students-May-2016v2.pdf).

**PROVISION OF PERSONAL INFORMATION TO THIRD PARTIES**

The University guidelines on Data Protection state that:

“The Data Protection Act protects the data subject from unauthorised third parties.

Unauthorised third parties include:

- A person or organisation to whom the data subject has not consented that the data be disclosed;
- A person or organisation to whom the data subject has consented that the data be disclosed, but where the request is for reasons other than that for which the data was collected, or for which the consent was given.

*Unauthorised third parties will include family members, friends, local authorities, government bodies and the police, unless non-disclosure is exempted by the 1998 Act, or by other legislation.*

[https://www.kent.ac.uk/infocompliance/downloads/data_protection_CoP.pdf](https://www.kent.ac.uk/infocompliance/downloads/data_protection_CoP.pdf)

If a parent wishes to discuss details about their son or daughter’s academic progress with you, you cannot do so unless you have received prior written consent from the student concerned. Whilst this may seem
harsh and, particularly if you are a parent yourself of university age children, you may well have a lot of sympathy with parents who are sometimes desperately worried. Nevertheless the regulations are very clear in this regard – you should NOT SAY ANYTHING.

For a cautionary tale please see:

http://www.timeshighereducation.co.uk/401887.article

If a student would like us to discuss their academic progress with their parents, guardian or another third party (i.e. Sponsor) they must complete a third party permission form and email it to cewlsupport@kent.ac.uk from their student email account. A copy of this form will be saved on their individual admin file and a note added to SDS. For more information about Data Protection and for a copy of the form please see https://moodle.kent.ac.uk/2018/course/view.php?id=2873#section-3.

**MITIGATING CIRCUMSTANCES**

Mitigating circumstances are significantly disruptive or unexpected events which are beyond a student’s control but which might affect their academic performance.

In such circumstances students may wish to claim mitigation in respect of ‘absence from an examination’ or ‘adverse circumstances affecting their performance in an examination or coursework’.

Students may allude to circumstances that have affected their studies in meetings with Academic Advisers but this is not sufficient to enable these circumstances to be taken into consideration. **There is a formal procedure to follow, a deadline to meet and evidence required to support such claims.**

If one of your students mentions adverse circumstances that appear to have affected their studies, performance or attainment, then this should act as a trigger for you to encourage the student to follow the formal process outlined online at (also included as appendix A):

https://moodle.kent.ac.uk/2018/course/view.php?id=2873#section-14

The onus is on the student to make and evidence the claim for mitigation and for more advise and guidance regarding this they should be directed to contact the Student Support Officer via cewlsupport@kent.ac.uk or 44 (0) 1227 824818.

**WRITING REFERENCES**

As Academic Adviser, you may be asked to write a reference for a student, on request. Again, in relation to the Data Protection Act, the information provided in references for students should:

- confirm the accuracy of, or provide factual, information
• differentiate between statements of fact and opinion
• express only justifiable opinions, based on first-hand experience
• be fair and accurate
• avoid ambiguous or coded language.

Sample references for students from last year can be found at
Ad.kent.ac.uk\dfs\CEWL IFP\2017-18\UCAS References.
Appendix A - Cewl Policies and Procedures

Turnitin/Moodle Malfunctions

Occasionally, there are university-wide problems with the Turnitin facility, which is an externally managed system. Less often but also on occasions, access to Moodle can be an issue. In such cases, where it is universally acknowledged that such a malfunction has occurred and assignment deadlines are imminent, an email will be sent to you with the following information:

- Deadlines will be extended for all due assignments by 48 hours.
- If the original deadline is on a Monday, Tuesday or Wednesday, the new deadline will be reset exactly 48 hours later.
- If the original deadline is on a Thursday or Friday, the new deadline will be reset for the following Monday.
- If the problem persists beyond 48 hours, you will be advised to email your assignment to cewl@kent.ac.uk.
- You will be notified by email once the system is up and running again.

Extensions to Coursework Deadlines

In exceptional circumstances and at their discretion, extensions of up to 3 working days can be given to coursework deadlines.

Any student who knows in advance that they will be unable to meet a forthcoming deadline due to circumstances beyond their control, e.g. they have suffered a significant illness; someone in their immediate family has been seriously ill; they have suffered a bereavement within their immediate family, etc., must request an extension at least 24 hours prior to their deadline (we cannot guarantee to consider extension requests submitted later than this).

If a student needs to apply for an extension, they will typically be expected to provide evidence to support their application, such as:

- a letter or form from the University Medical Centre or the student’s own doctor, confirming that they have been unwell;
- evidence of bereavement or serious illness in the student’s immediate family (e.g. death certificate or other documentary evidence).

In addition to the above we also require confirmation of work completed to date and for students to submit this work with their extension request. Please note, we will refuse to consider any extensions submitted without this.

Provided that the student has genuine reasons, the teacher will agree the extension.
The student will then complete an extensions form (available online at https://moodle.kent.ac.uk/2018/course/view.php?id=2873#section-7) which should be signed by the student and sent to cewlsupport@kent.ac.uk.

The following reasons are **not** considered valid for coursework extensions (this is not an exhaustive list):

- computer failure (including losing work not backed up; internet connection or printing problems, including those related to lack of printer credits)
- transport delays and difficulties;
- failure to read submission guidelines and assignment criteria correctly.
- Employment commitments
- Existing medical condition which is being treated
- Existing disability for which an ILP is in place

To summarise:

- extensions must be applied for **in advance**;
- the maximum extension granted will be **3 working days**;
- students must complete an extension form, sign it and send it to cewlsupport@kent.ac.uk at least **24 hours before their deadline**;
- students must confirm the work they have completed to date as part of their extension request and submit this with their application;
- extensions are more likely to be approved if submitted with supporting evidence (i.e. medical letter)

**COURSEWORK CONCESSIONS**

As explained above, if a student does not apply for an extension, but fails to submit one or more pieces of coursework before a deadline, they will be awarded a ‘zero’ for that assignment. The same applies if they miss an in-class test or a seminar presentation. However, if they have a genuine medical or significant personal reason for either being unable to submit a piece of coursework at all, or for submitting coursework after a deadline without an extension, they should apply for a ‘concession’.

**CONCESSIONS (NON-SUBMISSION, MISSED ASSESSMENTS AND/OR IMPAIRED PERFORMANCE)**

If a student experiences personal, health or other significant problems during the foundation or graduate diploma year, which have an impact on their academic performance, either during term time or the
examination period, they are encouraged to submit an application concession via the Faculty of Humanities

A concession will enable the Board of Examiners to take into account, when calculating student’s end of year results, any difficulties that they have experienced across the year or during their exams.

If students feel that they may need to submit a concession, they should contact the Student Support and Experience Office for further advice.

Please note that concessions are not normally considered where:

- a student has failed to manage their learning appropriately;
- a student has been affected by long-standing controlled conditions for which they are already receiving support (eg dyslexia, dyspraxia, or other conditions covered by an ILP);
- a student is directly responsible for the circumstances put forward in the concession, including:
  - computer failure (including losing work not backed up; internet connection or printing problems, including those related to lack of printer credits);
  - transport delays and difficulties;
  - failure to read submission guidelines and assignment criteria correctly;
  - failure to ready in-class test or exam times correctly;
  - employment commitments.

CONCESSIONS FOR WORK SUBMITTED LATE

Students who did not apply for an extension and submit work after the deadline can apply for a concession for late submission. Students in this position are expected to submit work as soon as possible and will only be considered for a late submission concession if their work is submitted within five days of the original deadline.

Normal concessions rules apply; a concession form (available from Moodle) must be completed and submitted to cewlsupport@kent.ac.uk with accompanying evidence to support grounds for concession. Concessions for late submission are considered at the next concessions panel (usually the start of the following term). Whereas the outcome of concessions are not normally confirmed until the end the year, students who have applied for a concession for late submission are notified at this point of the panel’s decision and, if approved, a mark is released on SDS.

Please note, this does not apply to presentations which are considered the same as in-course tests and will therefore not be re-arranged. Students who miss a presentation and have extenuating circumstances must apply for a Board of Examiners concession.

A STUDENT IS DIRECTLY RESPONSIBLE FOR THE CIRCUMSTANCES PUT FORWARD IN THE CONCESSION.
APPENDIX B - DIRECTORY OF UNIVERSITY SUPPORT FOR STUDENTS AND ADVISERS

Student Support Services

To ensure that staff with responsibility for the academic support of students are aware of these services and to support referral, a directory of key services, contact details and opening hours is listed below, for information.

<table>
<thead>
<tr>
<th>Student Support Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>Whilst the key information about central services listed below can act as a quick reference point for Academic Advisers, students should be made aware of, and encouraged to use the more detailed information provided to students in the Getting Started and Student Life Handbooks:</td>
</tr>
<tr>
<td><a href="http://www.kent.ac.uk/gettingstarted">http://www.kent.ac.uk/gettingstarted</a></td>
</tr>
<tr>
<td><a href="http://www.kent.ac.uk/student">http://www.kent.ac.uk/student</a></td>
</tr>
</tbody>
</table>

Careers & Employability Service

For careers advice, how to get work experience, planning and making job applications, interview advice, postgraduate study advice, psychometric tests and help writing a CV.

<table>
<thead>
<tr>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Canterbury</strong></td>
</tr>
<tr>
<td>🏢 Where: CES building at the end of Keynes College driveway</td>
</tr>
<tr>
<td>☕ Open: Monday 10.30am – 5pm &amp; Tues-Fri 9am – 5pm</td>
</tr>
<tr>
<td>📞 Phone: Ext. 3299 or direct line 01227 823299</td>
</tr>
<tr>
<td>⌨️ Email: <a href="mailto:careerhelp@kent.ac.uk">careerhelp@kent.ac.uk</a></td>
</tr>
<tr>
<td>📖 Web: <a href="http://www.kent.ac.uk/ces">http://www.kent.ac.uk/ces</a></td>
</tr>
</tbody>
</table>
Information Services

IT support for students (and staff), including: forgotten passwords, problems with email or IT account, reporting PC/IT faults on campus, printing, IT training, free software and help setting up iCal and emails on mobile devices.

<table>
<thead>
<tr>
<th>IT Support Desk</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 2 Centre</td>
</tr>
<tr>
<td>Templeman Library</td>
</tr>
</tbody>
</table>

**Where:**

<table>
<thead>
<tr>
<th>Open:</th>
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<tbody>
<tr>
<td>Library is open 24 hours a day, every day during term time.</td>
</tr>
<tr>
<td>Entrance for staff and students is via card access.</td>
</tr>
</tbody>
</table>

**Phone:**

| Ext: 4999 or |
| Direct line 01227 82 4999 |

**Email:**

| helpdesk@kent.ac.uk |

**Web site:**

| https://www.kent.ac.uk/library/support/ |

Faculties Support Office

**FSO Principle Responsibilities:**

1. Providing a range of professional administration and support services, related to quality assurance and faculty related business.
2. Ensuring that the faculties and schools comply with the University’s regulatory framework for Quality Assurance and Credit Framework.
3. Providing support for the faculties in relation to committee servicing, appeals, complaints, reviews and planning.
4. Providing professional advice on academic administration related matters to senior members of the faculties and the Schools.

**Where:**

| Room 24b Marlowe Building, Canterbury |

**Open:**

| Monday to Friday 9:00am – 5:00pm |

**Phone:**

| Ext. 3914 or Direct line 01227 82 3914 |

**Email:**

| fso@kent.ac.uk |

**Web site:**

| https://www.kent.ac.uk/fso/ |

Student Learning Advisory Service

Study skills support for students at Kent, including the initiatives such as Academic Peer Mentoring, Student Voice, one to one tutorials and Maths and Stats clinics.
## Contact Information

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<tr>
<th>Canterbury</th>
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<td><strong>Where:</strong></td>
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<td><strong>Open:</strong></td>
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<tr>
<td><strong>Phone:</strong></td>
</tr>
<tr>
<td><strong>Email:</strong></td>
</tr>
<tr>
<td><strong>Web:</strong></td>
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</table>

## Central Student Administration (formally the Student Records and Exams Office)

This is the university’s central administration office. For any exam, timetable or certificate enquiries please contact CEWL reception. Other student services offered by Student Records include:

- council tax letters (for full-time students living off campus)
- changes of address/contact details
- visa extensions
- replacement KentOne cards
- status letters for opening a bank account in the UK
- Student 18+ Oyster card applications

| **Where:** | Central Student Administration  
|            | Student Reception, Registry Building |
| **Open:**  | Monday to Friday 9:00am – 5:00pm |
| **Phone:** | Direct line 01227 764000 |
| **Email:** | csao@kent.ac.uk |
| **Web site:** | [https://www.kent.ac.uk/csao/about/index.html](https://www.kent.ac.uk/csao/about/index.html) |
**Student Support Services (Non-academic)**

Please ensure that students with non-academic concerns are referred first to the Student Support & Experience Officer.

**Accommodation Office**

For any accommodation enquiries.

| 🏢 Where: | Tanglewood  
(Near Keynes College)  
Giles Lane |
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<tbody>
<tr>
<td>⏰ Open:</td>
<td>Monday to Friday 9:00am – 5:00pm</td>
</tr>
<tr>
<td>📞 Phone:</td>
<td>Direct line 01227 766 660</td>
</tr>
<tr>
<td>📧 Email:</td>
<td><a href="mailto:accomm@kent.ac.uk">accomm@kent.ac.uk</a></td>
</tr>
<tr>
<td>🌐 Web site:</td>
<td><a href="http://www.kent.ac.uk/accommodation/">http://www.kent.ac.uk/accommodation/</a></td>
</tr>
</tbody>
</table>

**Chaplaincy**

Website: [www.kent.ac.uk/chaplaincy](http://www.kent.ac.uk/chaplaincy)

E-mail: [https://www.kent.ac.uk/chaplaincy/contact/index.html](https://www.kent.ac.uk/chaplaincy/contact/index.html)

Telephone: Ext. 7491 or Direct: 01227 82(7491)

**College Masters’ Offices**

College Masters are responsible for ensuring safe student conduct and enforcing university regulations.

| Eliot College Master |
| --- | --- |
| Who: | Mr Stephen Burke |
| Assistant: | Meredith Johnson |
| 🏢 Where: | Room W4.6 |
| ⏰ Open: | Monday – Friday 9.00 am – 5.00 pm (With 1 hour closure for lunch) |
| 📞 Phone: | 01227 764000 Ext: 3320 |
| 📧 Email: | S.R.Burke@kent.ac.uk or m.l.johnson@kent.ac.uk |
**Rutherford College Master**

<table>
<thead>
<tr>
<th>Who:</th>
<th>Dr Peter Klappa</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assistant:</td>
<td>Sue Casement</td>
</tr>
<tr>
<td>Where:</td>
<td>Room N4.9</td>
</tr>
<tr>
<td>Open:</td>
<td>Monday – Friday 9.00 am – 5.00 pm (With 1 hour closure for lunch)</td>
</tr>
<tr>
<td>Phone:</td>
<td>01227 764000 Ext: 3470</td>
</tr>
<tr>
<td>Email:</td>
<td><a href="mailto:P.Klappa@kent.ac.uk">P.Klappa@kent.ac.uk</a> or <a href="mailto:s.m.casement@kent.ac.uk">s.m.casement@kent.ac.uk</a></td>
</tr>
<tr>
<td>Web site:</td>
<td><a href="https://www.kent.ac.uk/student/colleges/">https://www.kent.ac.uk/student/colleges/</a></td>
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</table>

**Keynes College Master**

<table>
<thead>
<tr>
<th>Who:</th>
<th>Chloé Gallien</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assistant:</td>
<td>Gemma Harris</td>
</tr>
<tr>
<td>Where:</td>
<td>Room KM1.14A</td>
</tr>
<tr>
<td>Open:</td>
<td>Monday – Friday 9.00 am – 5.00 pm (With 1 hour closure for lunch)</td>
</tr>
<tr>
<td>Phone:</td>
<td>01227 764000 Ext: 7453</td>
</tr>
<tr>
<td>Email:</td>
<td><a href="mailto:c.gallien@kent.ac.uk">c.gallien@kent.ac.uk</a> or <a href="mailto:g.harris-217@kent.ac.uk">g.harris-217@kent.ac.uk</a></td>
</tr>
<tr>
<td>Web site:</td>
<td><a href="https://www.kent.ac.uk/student/colleges/">https://www.kent.ac.uk/student/colleges/</a></td>
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</tbody>
</table>

**Darwin & Woolf College Master**

<table>
<thead>
<tr>
<th>Who:</th>
<th>Dr Jonathan Friday</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assistant:</td>
<td>Amy Green</td>
</tr>
<tr>
<td>Where:</td>
<td>Room B3-22</td>
</tr>
<tr>
<td>Open:</td>
<td>Monday – Friday 9.00 am – 5.00 pm (With 1 hour closure for lunch)</td>
</tr>
<tr>
<td>Phone:</td>
<td>01227 764000 Ext: 3049</td>
</tr>
<tr>
<td>Email:</td>
<td><a href="mailto:j.friday@kent.ac.uk">j.friday@kent.ac.uk</a> or <a href="mailto:woolfmastersoffice@kent.ac.uk">woolfmastersoffice@kent.ac.uk</a></td>
</tr>
<tr>
<td>Web site:</td>
<td><a href="https://www.kent.ac.uk/student/colleges/">https://www.kent.ac.uk/student/colleges/</a></td>
</tr>
</tbody>
</table>

**Turing College Master**
Who: Dermot O’Brien
Assistant: Miriam Zapp

Where: Hilltop House

Open: Monday – Friday 9.00 am – 5.00 pm (With 1 hour closure for lunch)

Phone: 01227 764000 Ext: 4961

Email: D.L.O’Brien@kent.ac.uk or turingmastersoffice@kent.ac.uk

Web site: https://www.kent.ac.uk/student/colleges/

Equality and Diversity

The University of Kent is committed to the creation and support of a balanced, inclusive and diverse community. See the website below for information about EDI initiatives at Kent, including:

- Athena SWAN
- EDI Champions
- HR policies for staff
- Harrassment contacts
- Stonewall
- The Student Success (EDI) Project

Contact information

Where: Room 115, The Registry

Open: Monday to Friday 9:00am to 5:00pm

Phone: Ext. 7825 or Direct line 01227 82 7825

Email: equalityanddiversity@kent.ac.uk

Web site: http://www.kent.ac.uk/hr-equalityanddiversity/

Financial Aid Office

For information about emergency funding available for students.

Where: Financial Aid Office
The Registry

Open: Monday to Friday 9:00 am – 5:00 pm

Phone: Ext. 3488, 4876 or 3851
      Direct line 01227 82 (4904), 01227 82 (4876) or 01227 82 (3851)

Email: financialaid@kent.ac.uk
International Recruitment & Partnerships

For information about *International Partnerships, International Recruitment, Kent Global*, opportunities across Europe, *Go Abroad* and short-term study opportunities at Kent.

| 🗝 Where: | International Recruitment or Partnerships  
The Registry |
| 🕒 Open: | Monday – Friday 9.00 am – 5.00 pm |
| 📞 Phone: | International Partnerships: ex.4191  
International Recruitment: ex. 4904 |
| 👥 Email: | internationalpartnerships@kent.ac.uk  
international@kent.ac.uk |
| 🌐 Web site: | https://www.kent.ac.uk/global/partnerships/  
https://www.kent.ac.uk/internationalstudent/recruitment/about-us.html |

Student Advice Service

Kent Union Student Advisers are available to help students with housing advice, academic concessions, student funding and finance advice and academic appeals. They are also qualified to offer immigration advice, including help with visa applications and registering with the Police.

| 🗝 Where: | Mandela Building (behind the Venue) |
| 🕒 Open (reception): | Monday – Friday, 9am – 5pm |
| 📞 Phone: | 01227 82 7724 |
| 👥 Email: | advice@kent.ac.uk |
| 🌐 Web sites: | www.kentunion.co.uk/advice |
| Drop in sessions: | Drop in: Mon-Friday,10am– 4pm |

Student Support & Well Being

For advice regarding Inclusive Learning Plans (ILP), specific learning difficulties, mental health and disabilities. Also for the student counselling service.

Website includes useful resources for self-help resources at [https://www.kent.ac.uk/studentsupport/wellbeing/self-help.html](https://www.kent.ac.uk/studentsupport/wellbeing/self-help.html), including how to manage stress, time management, homesickness and assertiveness.

For information about Accessibility please also see [https://www.kent.ac.uk/studentsupport/accessibility/index.html](https://www.kent.ac.uk/studentsupport/accessibility/index.html).
| **Where:** | Keynes College (behind Dolce Vita) |
| **Open:** | Monday to Friday 9:00am – 5:00pm |
| **Phone:** | Student Support: 01227 82(3158)  
Well Being Team: 01227 82(3206) |
| **Email:** | Student Support and Well Being Contact Form |
| **Web sites:** | [http://www.kent.ac.uk/studentsupport](http://www.kent.ac.uk/studentsupport)  
[http://www.kent.ac.uk/studentwellbeing](http://www.kent.ac.uk/studentwellbeing) |

**University Medical Centre**

For access to a GP and other NHS services.

| **Where:** | Giles Lane, Canterbury, Kent, CT2 7PB |
| **Open:** | Monday & Wednesday 08:30 – 18:30  
Tuesday & Thursday 08:00 – 21:00 (term-time only*)  
Friday 07:30 – 18:30 (term-time only*)  
Saturday 09:00 – 12:30  
*please call the surgery for non-term hours |
| **Phone:** | 01227 469333 |
| **Web site:** | [http://www.umckent.co.uk](http://www.umckent.co.uk) |

**University Nursing Service (UNS)**

| **Where:** | EG 3 Keynes College |
| **Open:** | Daily during term time  
7am – midnight (walk in service)  
Midnight – 7am (emergency care accessed via campus security) |
| **Phone:** | Ext. 3503 or direct line 01227 823503 |
| **Web site:** | [https://www.umckent.co.uk/university-nursing-service/](https://www.umckent.co.uk/university-nursing-service/) |
APPENDIX C - 2018/19 PROGRESSION REQUIREMENTS FOR IFP STUDENTS

Students are now required to complete a progression form for year one entry to their chosen degree following completion of the IFP. All students need to complete a progression form via SITS online (click here) to ensure they are eligible to apply for an International Scholarship in May. You will be expected to counsel your advisees about progression during the second/third meeting.

To confirm progression requirements please see the shared drive via the link below:

http://www.kent.ac.uk/international-pathways/ifp/ifp-progression-requirements.html
APPENDIX D - PROGRESS CALCULATOR

Please find the progress calculator at Ad.kent.ac.uk\dfs\CEWL\IFP\General_Information(not_year_specific)\Progression. If you have any problems using the calculator please contact Carla Morris at c.morris-431@kent.ac.uk or ext. 7403.

<table>
<thead>
<tr>
<th>Student Name</th>
<th>UG Programme</th>
<th>Progress Overall</th>
<th>Mod 1</th>
<th>Mod 2</th>
<th>Mod 3</th>
<th>Mod 4</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>L601 Anthropology</td>
<td>60</td>
<td>10</td>
<td>20</td>
<td>30</td>
<td>40</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Module</th>
<th>Credits</th>
<th>C/W</th>
<th>Wt</th>
<th>Exam Mark Required to Achieve</th>
<th>Exam Mark Required to Achieve</th>
<th>Exam Mark Required to Achieve</th>
<th>Exam Mark Required to Achieve</th>
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</thead>
<tbody>
<tr>
<td>BI3D</td>
<td>15</td>
<td>0.4</td>
<td>0.6</td>
<td>40%</td>
<td>50%</td>
<td>60%</td>
<td>70%</td>
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</tbody>
</table>

| Current Average | 0.0 |
| Required Average | 60 | -0.0 |
SAFEGUARDING GOOD PRACTICE GUIDELINES

- Treat young people and vulnerable adults with respect regardless of race, colour, gender, language, religion, political or other opinion, national, ethnic or social origin, property, disability, birth or other status
- Do not use language or behaviour towards young people and vulnerable adults that is inappropriate, harassing, abusive, sexually provocative, demeaning or culturally inappropriate
- Do not engage young people in any form of sexual intercourse or sexual activity, including paying for sexual services or acts
- Wherever possible, ensure that another adult is present when working in the proximity of young people
- Do not invite unaccompanied young people into a private home, unless they are at immediate risk of injury or in physical danger
- Do not sleep close to unsupervised young people unless absolutely necessary, in which case you must obtain appropriate permission, and ensure that another adult is present, if possible
- Use any computers, mobile phones, video cameras, cameras or social media appropriately, and never to exploit or harass young people and vulnerable adults or access child exploitation material through any medium
- Do not use any form of physical punishment on young people and vulnerable adults
- Do not hire young people and vulnerable adults for domestic or other labour which is inappropriate given their age or developmental stage, which interferes with their time available for education and recreational activities, or which places them at significant risk of injury
- Immediately report any concerns or allegations of child exploitation and abuse and policy non-compliance in accordance with the University’s Safeguarding Procedure for Students

When photographing or filming a young person or using a young person’s images for work-related purposes, you must:

- Obtain informed consent from the young person and parent or guardian of the young person before photographing or filming a young person. As part of this you must explain how the photograph or film will be used
- Ensure photographs, films, videos and DVDs present young people in a dignified and respectful manner and not in a vulnerable or submissive position. Young people should be adequately clothed and not in poses that could be seen as sexually suggestive
- Ensure images are honest representations of the context and the facts
- Ensure file labels, meta data or text descriptions do not reveal identifying information about a young person when sending images electronically or publishing images in any form.
## Advice on Reacting to Suspicions, Allegations and/or Disclosures

<table>
<thead>
<tr>
<th>What To Do</th>
<th>What Not To Do</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stay calm</td>
<td>Panic or over-react</td>
</tr>
<tr>
<td>Listen, hear and take the allegations or concerns seriously</td>
<td>Assume that it is unlikely the young person or vulnerable adult is in immediate danger</td>
</tr>
<tr>
<td>Give time to allow the young person or vulnerable adult to say what they want</td>
<td>Don’t probe for more information, as inappropriate questioning may affect how the young person’s/vulnerable adult’s disclosure is received at a later date</td>
</tr>
<tr>
<td>Reassure and explain that they have done the right thing in sharing their comments with someone</td>
<td>Don’t make assumptions, don’t paraphrase or offer alternative explanations or phrases</td>
</tr>
<tr>
<td>Act immediately in accordance with the procedure in this Policy</td>
<td>Don’t promise confidentiality, to keep secrets, or that everything will be OK (it may not be possible)</td>
</tr>
<tr>
<td>Make a written record of what was said as soon and as accurately as possible; complete the Incident Report Form in full; a copy can be obtained from the University web site at: <a href="http://www.kent.ac.uk/studentservices/policies.html">http://www.kent.ac.uk/studentservices/policies.html</a></td>
<td>Don’t try to deal with the matter yourself;</td>
</tr>
<tr>
<td>Report to the SSO</td>
<td>Don’t make negative comments about any alleged abuser;</td>
</tr>
<tr>
<td></td>
<td>Don’t “gossip” with colleagues about what has been said to you;</td>
</tr>
<tr>
<td></td>
<td>Don’t make a young person or vulnerable adult repeat a story unnecessarily.</td>
</tr>
</tbody>
</table>
In-course tests and exams are administered by the University’s Central Student Administration Office, therefore it is important students know how to prepare for them, what to bring and how to behave on the day.

Exam information for students can be found online at https://www.kent.ac.uk/csa0/exams/, however we have included the main points below:

• Bags are allowed in the Sports Hall during in-course tests but **NOT ALLOWED** during exams. If students need to bring personal belongings to exams with them they are asked to leave these in a designated bag room (remind students to leave enough time to do this). All bags and personal belongings (including mobile phones which **MUST** be switched off) are stored at the back of the Sports Hall during in-course tests.

• In-course test timetables are confirmed on student’s normal timetables

• Exam timetables are available on SDS under ‘**My exams**’

• Students **MUST** bring their KentOne card with them to the in-course test/exam as ID

• Items permitted in an exam/in-course test:
  - Pens, pencils and writing equipment
  - Approved calculator (if permitted for use)
  - Any other material permitted for the particular paper (if applicable, students will be informed about this in advance)
  - Still water in a clear plastic bottle

• Items NOT permitted in an exam/in-course test (personal belongings are stored at the back of the sports hall during in-course tests):
  - Food of any kind (unless confirmed on an ILP as part of a medical condition)
  - Any drink other than water (i.e. no cans, red bull, orange juice etc.)
  - Any bottle that is not clear plastic (i.e. no glass)
  - Any bags
  - Electronic devices including phones, tablets and smartwatches
  - Mascots
  - Coats
  - Pencil cases, unless they are clear and 30cm or less in length
• During in-course tests students are asked to sit anywhere in the sports hall where there is a test paper. They MUST NOT talk to any other students whilst doing this.

• During exams, students are allocated a particular seat and must sit there and nowhere else. The seating is valid for that session only, hence students will be reallocated at another exam. A seating plan is displayed outside every venue with student’s exam numbers clipped to the top right corner of each desk which students are asked to use to help them find their seat.

![Example seating plan](image)

• Exams and in-course tests are marked anonymously, therefore only exam numbers are used to identify individual students. The exam number is written in red on the KentOne card:

![KentOne card example](image)

INSIDE THE IN-COURSE TEST/EXAM

• As soon as students enter the exam room, they are in exam conditions until they have finished the exam/in-course test and left the room. This means:

  o They must not talk to other candidates or communicate with them in any way
  o They must not read the question paper, or write anything, until they have been instructed to do so
  o They are not permitted to leave the room unaccompanied (if a student needs the toilet during the in-course test/exam they will be accompanied to the toilet area by an invigilator)
  o They must listen carefully to the announcements played at the start of every exam/in-course test
  o Mobile phones, bags and electronic equipment are prohibited during exams and stored at the back of the room during in-course tests (they are not allowed on the person). Any such devices
will be immediately confiscated by the invigilators and will only be available from Campus Security after the examination.

- Students are encouraged to dress appropriately for their in-class test/exam and are advised to wear layers which can be added or removed if necessary.

- Exam invigilators ensure exams run smoothly and exam protocols are strictly observed. They will not answer questions about exam papers or clarify questions, however if there are errors they will refer this to the appropriate person.

- Students who are suspected of cheating during exams are reported to the Board of Examiners and are likely to score 0.

- If a student has an ILP which requires extra time and/or a PC during exams/in-course tests they will be contacted separately by the exams office and a personalised timetable will be available on SDS.