GENERAL INFORMATION FOR PARTNER COLLEGE STUDENTS 2016

Franchised programmes for Canterbury College and West Kent and Ashford College
## CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>3</td>
</tr>
<tr>
<td>Important information</td>
<td>4</td>
</tr>
<tr>
<td>Partnership Development Officers</td>
<td></td>
</tr>
<tr>
<td>What you must do to register as a student</td>
<td>5</td>
</tr>
<tr>
<td>Enrol online</td>
<td></td>
</tr>
<tr>
<td>Photograph for your Kent student ID card</td>
<td></td>
</tr>
<tr>
<td>Claim your Kent IT account</td>
<td>6</td>
</tr>
<tr>
<td>Checking and forwarding your email</td>
<td></td>
</tr>
<tr>
<td>Re-registering in your second year</td>
<td></td>
</tr>
<tr>
<td>Tuition fees</td>
<td></td>
</tr>
<tr>
<td>Payment of tuition fees</td>
<td></td>
</tr>
<tr>
<td>Non-payment of tuition fees</td>
<td></td>
</tr>
<tr>
<td>Students who have a sponsor</td>
<td>7</td>
</tr>
<tr>
<td>Other financial support</td>
<td></td>
</tr>
<tr>
<td>(UK students only)</td>
<td></td>
</tr>
<tr>
<td>What happens if I get into financial difficulties?</td>
<td>7</td>
</tr>
<tr>
<td>Credit framework</td>
<td></td>
</tr>
<tr>
<td>Induction arrangements</td>
<td></td>
</tr>
<tr>
<td>Important information throughout your course</td>
<td>8</td>
</tr>
<tr>
<td>Student Data System</td>
<td></td>
</tr>
<tr>
<td>Changes to personal data</td>
<td></td>
</tr>
<tr>
<td>Assessment</td>
<td></td>
</tr>
<tr>
<td>Results</td>
<td></td>
</tr>
<tr>
<td>Extenuating circumstances</td>
<td></td>
</tr>
<tr>
<td>Study support</td>
<td>10</td>
</tr>
<tr>
<td>Study guidance and support</td>
<td></td>
</tr>
<tr>
<td>Library and information services</td>
<td></td>
</tr>
<tr>
<td>IT and computing facilities</td>
<td>11</td>
</tr>
<tr>
<td>Careers and employability</td>
<td>12</td>
</tr>
<tr>
<td>Health and welfare</td>
<td>13</td>
</tr>
<tr>
<td>Disability and Dyslexia support</td>
<td></td>
</tr>
<tr>
<td>Wellbeing Team</td>
<td></td>
</tr>
<tr>
<td>Advice and Welfare</td>
<td></td>
</tr>
<tr>
<td>Chaplaincy</td>
<td></td>
</tr>
<tr>
<td>Time out</td>
<td>14</td>
</tr>
<tr>
<td>Sports</td>
<td></td>
</tr>
<tr>
<td>The arts</td>
<td></td>
</tr>
<tr>
<td>Music</td>
<td></td>
</tr>
<tr>
<td>Clubs and societies</td>
<td></td>
</tr>
<tr>
<td>Eating out on campus</td>
<td></td>
</tr>
<tr>
<td>Students’ unions</td>
<td>15</td>
</tr>
<tr>
<td>Your students’ union</td>
<td></td>
</tr>
<tr>
<td>Jobshop@kent</td>
<td></td>
</tr>
<tr>
<td>Volunteering</td>
<td></td>
</tr>
<tr>
<td>Student media</td>
<td></td>
</tr>
<tr>
<td>Entertainment</td>
<td></td>
</tr>
<tr>
<td>Events</td>
<td>16</td>
</tr>
<tr>
<td>Shopping</td>
<td></td>
</tr>
<tr>
<td>Advice</td>
<td></td>
</tr>
<tr>
<td>Other information</td>
<td>17</td>
</tr>
<tr>
<td>University regulations</td>
<td></td>
</tr>
<tr>
<td>Data protection</td>
<td></td>
</tr>
<tr>
<td>Student confidentiality</td>
<td></td>
</tr>
<tr>
<td>Council Tax</td>
<td></td>
</tr>
<tr>
<td>Complaints</td>
<td></td>
</tr>
<tr>
<td>Useful contacts at Kent</td>
<td>18</td>
</tr>
</tbody>
</table>
INTRODUCTION

This brochure provides information for students undertaking University of Kent franchised courses at the University’s Partner FE Colleges: Canterbury College and West Kent and Ashford College.

Students enrolled on franchised courses study programmes which are taught in the college by college tutors, but lead to the award of University of Kent qualifications. The University of Kent has overall responsibility for the academic level and quality of the courses, but it is the responsibility of the college to provide students with the appropriate facilities and teaching staff to enable them to complete their studies.

Higher Education (HE) students on franchised courses have access, not only to their college facilities, but also to the range of facilities at the University of Kent’s Canterbury and Medway campuses, including the Templeman and Drill Hall libraries, the Careers and Employability Service, the Student Learning Advisory Service and the extensive sports, music and arts facilities at both University campuses.

The following information guides you through the essential processes you need to undertake to complete your registration as a University of Kent student, and provides details of all the services available to you as well as useful contact details.
IMPORTANT INFORMATION

You need to read this brochure carefully when you start your University of Kent franchised course at either Canterbury College or West Kent and Ashford College. You need to register with your college, but you are also required to follow these instructions to complete your registration with the University in order to confirm your place on the course.

The enrolment procedure should be completed at www.kent.ac.uk/gettingstarted/enrol.html and further detailed information is available online at this address.

It is essential that you complete the enrolment stage as soon as possible. To complete the enrolment process you will need your Kent ID number, which will be provided to you at the beginning of your course.

If you experience any difficulty in finding or using the services of the University of Kent, please contact your Partnership Development Officer, who will endeavour to help you. If you have issues relating to your record with the University of Kent, please contact the Partner College Administration team.

Partner College Administration team
T: 01634 888881
E: collegeadmin@kent.ac.uk

Partnership Development Officers
Canterbury College
Vanessa Nedderman
T: 01227 824012
E: v.nedderman@kent.ac.uk

West Kent and Ashford College
Ruth Westbury
T: 01227 824147
E: r.n.westbury@kent.ac.uk
WHAT YOU MUST DO TO REGISTER AS A STUDENT

Completion of the following steps will allow the University to process your enrolment, register you with the University, and create your student ID card.

You need to enrol with the University, as well as complete your enrolment with your college.

The University will always use your University of Kent email address as the primary means of communicating with you. Therefore, it is essential that you claim your Kent IT account and check your email regularly throughout your studies, or forward it to the email account which you use regularly.

You will need:
• your eight digit University of Kent ID number (this will be given to you at the start of your course)
• a passport-style photograph in jpg format.

Photograph for your Kent student ID card
Partner College students studying for University of Kent HE franchised qualifications are entitled to use the facilities at the University of Kent's Canterbury and Medway campuses. However, before you can access these facilities, you need to obtain a University of Kent student ID card, and agree to abide by the relevant regulations of the University (see www.kent.ac.uk/regulations).

You will be asked to submit a passport-style photograph as part of the enrolment process.

Important!
Your photograph MUST be:
• head and shoulders only
• on a white background.

This photo will be used on your student ID card. In order to submit this, you will need to save a suitable photo in jpg format and the system will prompt you to submit the photograph.

Your ID card will be issued to you once you have completed your online enrolment and have uploaded a photograph.

If you experience problems uploading your electronic photograph, it can be emailed to gettingstarted@kent.ac.uk. Please ensure you state your name, Kent ID number and the Partner College where you will be studying on the email. When we have processed your enrolment, you will be notified by email.

You will be invited to an induction day at the University when you will be able to collect your card. If you are unable to attend, your card will be posted to your home address. If you do not receive it, please email collegeadmin@kent.ac.uk or contact your Partnership Development Officer (see p4).

Please take care of your card as there is a £14 replacement charge for lost cards, unless proof can be provided that it was stolen.

Claim your Kent IT account
Your University of Kent IT account grants you access to:
• online library resources and the library catalogue (www.kent.ac.uk/library)
• your University of Kent email account (www.kent.ac.uk/kentmail)
• the Student Guide (www.kent.ac.uk/student)

CONTINUED OVERLEAF
Tuition fees

All full-time and part-time franchised students pay fees to the University of Kent.

You do not have to pay your tuition fees upfront. For 2016, UK and EU students can apply for financial support in the form of a tuition fee loan. If you do not take out a tuition fee loan, you will be liable to pay your tuition fees at the start of your course. Visit www.gov.uk/apply-for-student-finance for information on how to apply.

Payment of tuition fees

If you have made an application for financial support to Student Finance England (applicable to undergraduate Home and EU students only), please be advised that once this has been approved and your attendance confirmed, the tuition fees will be paid to the University directly, not to your college.

If you do not have a tuition fee loan in place or in progress with Student Finance England and do not have a sponsor paying fees on your behalf, private payment of fees will be expected. Please go to www.kent.ac.uk/finance-student/payment to make payments.

Non-payment of tuition fees

Non-payment of tuition fees by these dates will be liable to late payment charges. See www.kent.ac.uk/finance-student/debtmanagement.html Students who owe fees to the University do not receive their marks and are not permitted to progress or graduate until the debt is settled.

Throughout your studies, the University will contact you via your University of Kent email address to discuss any issues which arise regarding the payment of your fees. Remember to check this email account, or forward it to an email account which you check regularly. (See ‘Checking and forwarding your email’).

Students who have a sponsor

If your fees are being paid by a sponsor (a private company or other organisation, not parents/relatives or Student Finance England), please provide us with an original letter from your sponsor/company on headed paper.
Ensure the following information is included:
• your FULL name
• student number (if known)
• the amount you are being funded for

A disclaimer will also need to be completed by you and returned to us along with your sponsor letter. Complete the disclaimer at www.kent.ac.uk/finance-student/fees/Sponsor.pdf

Please return your disclaimer and sponsor letter to the Income Office at the Canterbury campus (all students). Failure to do this will result in the tuition fees being invoiced to you.

Other financial support (UK students only)
Financial support to help with living costs (books, travel etc) is provided by the government in the form of maintenance loans. Visit www.gov.uk/student-finance for further information and how to apply. If you do apply for financial support, you will receive a ‘financial notification’ and a ‘payment schedule’ from Student Finance England.

You should bring both of these documents with you to the college when you enrol. If you cannot or do not, you should forward a copy of each document, with your name and course details to:

Financial notification to:
Income Office, Registry
University of Kent
Canterbury CT2 7NZ

Payment schedule to:
Financial Aid Office
Registry, University of Kent
Canterbury CT2 7NZ

If you need advice regarding financial support please contact the University’s Financial Aid Office on 01227 823488 or 824876, or email financialaid@kent.ac.uk

What happens if I get into financial difficulties?
If you have concerns about your financial position, or you find yourself in difficulties, ask for help sooner rather than later. You are more likely to get a sympathetic reception if you explain the situation as soon as possible. You can seek advice from the Student Advice Centres, the Income Office at the Canterbury campus or the Finance Office at the Medway campus.

Income Office (Canterbury):
T: 01227 824242
E: incomeoffice@kent.ac.uk

Finance Office (Medway):
T: 01634 888913
E: ukmfinance@kent.ac.uk

Student Advice Centre:
Canterbury:
www.kentunion.co.uk/advice
Medway:
www.gkunions.co.uk/advice

Credit framework
All Partner College students enrolling on higher education courses will be subject to the University of Kent Credit Framework. Full details of the framework can be found at www.kent.ac.uk/teaching/qa/credit-framework

Induction arrangements
Induction arrangements for individual colleges will be confirmed in your starting letter from the University of Kent. The Partnership Development Officer for your college will visit to ensure you have completed your enrolment and to answer any questions you may have.

There may also be an opportunity to visit the Canterbury or Medway campus to have a tour of the libraries and study support facilities and to meet with University of Kent staff. Your college tutors will provide you with further information regarding these visits during your college enrolment and you will be sent an invitation from the University in your joining pack.
IMPORTANT INFORMATION THROUGHOUT YOUR COURSE

Student Data System
Each registered student at the University has a record on the University Student Data System (SDS), which holds personal details as well as academic information (marks, awards etc). This section gives instructions on how to use it and how to check the information the University holds about you. For example, if your address is incorrect, you may not receive your end-of-year results or an invitation to attend a graduation ceremony, so please read this section carefully.

You can access the Student Data System at www.kent.ac.uk/student
• Click on the Student Data System button.
• You will be prompted to enter your user ID and password. This is the username and password you received when you claimed your IT account (see p5).
• Forgotten your password? Don’t worry, go to: https://account.kent.ac.uk/reset

Postal address
Any postal communication we have with you will be via the home address entered on the Student Data System. If this has changed and you do not keep it updated, you will not receive any postal communication from the University.

Please check your home address on the Student Data System. If it has changed or there is any error, please notify your college of the change or error to ensure your record is updated and your results are posted to the correct address.

Disability
If you have a disability which affects your studies and have already declared it, this will be recorded on the Student Data System. If you have not previously declared a disability, you should notify your college with the necessary evidence as soon as possible.

Assessment
If you would like to find out more about how your final results are calculated, please visit the University’s Credit Framework at www.kent.ac.uk/teaching/qa/credit-framework You can download a pdf which gives you the specific information.
• For degrees and foundation degrees: see annex 6.
• For HNC/HND programmes: see annex 12.

Results
Your final results will be added to your record on the Student Data System. A printed transcript of your academic performance for the year will be sent to you, via your college, at the end of the year, normally within two weeks of the Board of Examiners meeting for your course, subject to the following:

Debts
In accordance with University policy, your results will be withheld if you owe any fees to the University by the time the Board of Examiners meets.

If your results are withheld and you believe there is an error, you must contact the University Income Office immediately to ensure that any error or misunderstanding is corrected. Contact the Office by email at incomeoffice@kent.ac.uk or by telephone on 01227 824242.

Extenuating circumstances
Condonement, compensation and concessions
Work submitted late will only be accepted for marking at the discretion of the tutor concerned, and may not receive a mark higher than ‘pass’. Documentary evidence of illness, or other circumstances, must be provided.
HNCs and HNDs
Failing performances cannot be compensated or condoned. Students may not submit concessionary applications or appeals on the grounds of mitigating circumstances or the failure of examiners to consider concessionary evidence, except where the appeal is made on documented concessionary grounds against the decision of examiners to reject or fail work for reason of lateness.

Degrees
The Board of Examiners may condone failure in a module or modules where a student fails due to illness or other mitigating circumstances. Where a student fails a module or modules but has marks within ten percentage points of the pass mark, the Board of Examiners may award the student the credits. Further details appear in the Credit Framework.

Resits or resubmissions
If you have failed a module and are required to resit it or resubmit it, you will receive instructions from your college giving you details of the work to be done and the date by which it must be submitted. Unless there has been any formal extension to that deadline, the examiners will be under no obligation to receive and mark any work submitted after the due date.

In addition, please note that for students studying HNCs and HNDs:
1. Failed assignments may be resubmitted on one further occasion during the module.
2. Such resubmitted assignments may achieve no higher mark than 'PASS' (40%).
3. Two failures of an assignment will result in failure of the module.

Appeals against recommendations of boards of examiners
All appeals must be submitted through the University of Kent Faculties Support Office within 21 days from the publication of your assessment results on the University website, even if the results are subject to confirmation. Late appeals will not be considered. If the appeal is accepted for consideration, you will be informed of the outcome in writing to the address you give us. See www.kent.ac.uk/fso/appeals

Grounds for appeal
Students may not appeal against the academic judgement of the examiners. Appeals will be considered in the following circumstances only:
• where there are reasonable grounds supported by objective evidence to believe that there has been administrative, procedural or clerical error of such a nature as to have 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.

Appeals that are based on concessionary circumstances which, without good reason, were not brought to the attention of the Board of Examiners through concessions procedures at the appropriate time will not be considered.

You can find further information on appeals procedures in annex 9 of the Credit Framework. See www.kent.ac.uk/teaching/qa/credit-framework

See p17 for academic and non-academic complaints procedures.
STUDY SUPPORT

In addition to the guidance provided by your college, there are a number of University services available to help you during your studies.

Study guidance and support

The Student Learning Advisory Service (part of the Unit for the Enhancement of Learning and Teaching) is a free and friendly source of academic guidance and information for all students.

The service is a resource for students who are interested in developing more effective approaches to study, or who would like help with a specific study-related problem. Further information can be found on the website at www.kent.ac.uk/learning

The Student Learning Advisory Service offers the following:

Off-campus advice
If you are unable to come to a University campus, a telephone appointment can be arranged for you. Alternatively, email learning@kent.ac.uk or learningmedway@kent.ac.uk

Workshops
During the autumn and spring terms, they provide a series of generic workshops on study skills, such as:
- academic writing
- planning and writing essays
- referencing
- planning and writing a dissertation
- time management, revision and exams.

Workshop details are posted in advance on the web: www.kent.ac.uk/student/skills

A range of learning resources are also provided, including information on study skills and techniques plus online study skills guides.

VALUE MaP
This is a programme for mature and/or part-time students, run as a series of Saturday workshops themed around effective study. The sessions are delivered at Canterbury and Medway.

To book, please log in to the Student Data System. In the 'My Study' box, click on 'Workshops'. In the 'Workshop Skills' box, click on 'Study Skills for Mature and Part-time Students'.

You can also contact the team by email at valuemap@kent.ac.uk or by telephone:
Canterbury: 01227 824456
Medway: 01634 888884

Maths and Stats support
There are free Maths and Stats clinics designed to offer comprehensive advice and guidance. See www.kent.ac.uk/learning/academic-advice/maths.html

Advice on writing skills
For advice on any aspect of practical writing and editing skills, book a confidential appointment with the University's Royal Literary Fund Writing Fellows at Canterbury and Medway – see www.kent.ac.uk/learning/academic-advice/literaryfellow.html

Library and information services
The extensive print and electronic collections at the Templeman Library (Canterbury) and Drill Hall Library (Medway) support your learning, in addition to resources available at your college.

You are strongly encouraged to visit the libraries, which are well-equipped with hundreds of study spaces and PCs, wireless access, and printing and photocopying facilities. There are laptops for loan and other Wi-Fi enabled devices for students to use within the buildings.
You can access the library web catalogue via the library websites to find printed books and periodicals, and to reserve and renew books. The web catalogue also gives you access to full periodical and newspaper articles and an increasing number of e-books to support your studies. You can access all these resources using your University of Kent login from anywhere in the world.

The libraries on both campuses have experienced staff to help you make best use of these resources and services. You are welcome to visit the library helpdesk, clearly signposted inside both libraries, for help with using the library system, computer systems and to get help with finding course relevant materials.

Please see the library websites for opening hours as these are subject to change throughout the year.

Public PCs on campus
Whenever you visit the Canterbury or Medway campuses, you are welcome to use the public PCs located across the campus and in the libraries. Most buildings on the campuses are wireless enabled and there is a range of standard and specialist software available for use. A full list of software is available online at www.kent.ac.uk/itservices/software.

IT support and training
User guides are available on the IT website to lead you through the process of accessing and using Kent IT services. Visit www.kent.ac.uk/itservices/students.

Additional assistance with using University of Kent IT services is available by email at helpdesk@kent.ac.uk. You can also call the IT reception on 01227 824777, who will then direct your call appropriately.

If you visit the campuses, there are face-to-face help points in the Templeman and Drill Hall libraries, and at the IT Reception at the Computing Services entrance to the Cornwallis South building on the Canterbury campus.

IT training may be available for groups of students who require assistance to use the University facilities. Please contact your Partnership Development Officer for more information. (See p4 for contact details).

Contact details
Templeman Library
T: 01227 824999
www.kent.ac.uk/library/templeman

Drill Hall Library
T: 01634 883878
http://campus.medway.ac.uk/

IT and computing facilities
Please read p5 for information for how to claim your Kent IT account. Once you have claimed your account, you can access the University IT facilities using your username and password. These include:
- online library resources and the library catalogue
- your University of Kent email account (Please see p5 for details on how to check and forward your email)
- the Student Guide (www.kent.ac.uk/student)
- the Student Data System.

CONTINUED OVERLEAF
STUDY SUPPORT
(CONT)

Careers and employability
The Careers and Employability Service is available to help you with information, advice and guidance at any stage of your studies. A careers adviser is available throughout the academic year for students studying at all of our Partner Colleges.

Our friendly, helpful team of professional careers advisers are available to help you with all aspects of your career planning and decision-making, such as:

• getting relevant work experience
• making applications and preparing for interviews
• looking at postgraduate study options
• making decisions about your future career
• planning your job search strategy
• changing or leaving your course of study.

These are some of the most frequent issues, but you can ask any questions related to your future after university. Our advice services are impartial, free of charge and open to all students of the University of Kent, whatever your year of study, and to Kent graduates for up to three years after graduation.

Please visit www.kent.ac.uk/ces or contact 01227 823299 for further details.

Careers information rooms
The Careers information rooms on the Canterbury and Medway campuses are open at the following times:

• 10.30am – 5.00pm (Monday)
• 9.00am – 5.00pm (Tuesday – Friday)

Students from the Partner Colleges are welcome at any time during these hours to browse through the wide range of information resources.

The Careers and Employability Service on the Canterbury campus is located at the entrance to Keynes driveway. On the Medway campus, it is located within the Student Services Department in the Gillingham Building.

Careers guidance interviews
You can book an appointment to speak to a careers adviser, either at the University campus or in your college. The content of the appointment is mainly up to you, as you will decide the issues you would like to discuss and work on in the interview.

The careers adviser will give you advice, information and help related to your query and may identify other areas for you to consider. See www.kent.ac.uk/ces/advice.html for further information and how to book an appointment.
HEALTH AND WELFARE

Disability and Dyslexia support
If you have specific learning difficulties, physical or sensory impairments, medical conditions, or mental health concerns, you should contact Student Services at your specific college.

You can also seek advice from the Student Support Service at the University. All new students who have additional support needs are encouraged to contact them before the beginning of the academic year.

Disabled Students’ Allowance
If you are a disabled student and a UK resident, it is advisable to apply for the Disabled Students’ Allowance (DSA) before starting your course.

The DSA may be used for:
• specialist equipment (eg computer software)
• one-to-one support as specified by independent assessors
• study skills tuition
• arranging signers, notetakers and other support workers as specified by independent assessors
• library support
• travel costs.

Please inform your college as soon as you receive notification from Student Finance England that the DSA has been awarded. They will require a copy of the Assessment Report.

For further information about the DSA and how to apply, please visit www.gov.uk/disabled-students-allowances-dsas

Wellbeing Team
The Wellbeing Team offers support to students who have concerns arising from emotional, psychological or mental health issues. The Team includes counsellors who offer individual counselling sessions and wellbeing advisers who support students with mental health concerns.

As a student at a Partner College, you are invited to make an appointment to meet with a member of the Team, who will listen to your concerns and consider what support may be helpful. Further information can be found at www.kent.ac.uk/studentwellbeing

Contact details
Canterbury: 01227 823206
Medway: 01634 888969

Advice and welfare
The students’ unions at Kent provides Student Advice Centres at the Canterbury and Medway campuses, which offer advice on a range of different topics, such as finance, housing, funding, academic appeals, legal matters and welfare.

Students from Partner Colleges are welcome to visit the Student Advice Centres at Canterbury and Medway.

Contact details
Canterbury: T: 01227 827724
(10.00am – 4.00pm, Mon-Fri)
www.kentunion.co.uk/advice

Medway: T: 01634 888989
www.gkunions.co.uk/advice

Chaplaincy
Canterbury campus
The Chaplaincy is multi-faith with two full-time chaplains (Anglican, Catholic and Pentecostal) and ten part-time members, who serve all the main Christian denominations as well as the Jewish, Islamic and Buddhist faith communities on the Canterbury campus. Further information can be found at www.kent.ac.uk/chaplaincy

Medway campus
The Chaplaincy serves all the main Christian denominations as well as the Jewish, Islamic, Hindu and Sikh faith communities on campus.

A chaplain is regularly available during term time and may be contacted at other times as needed. For information, please speak to the Medway Chaplain by contacting medwaymastersoffice@kent.ac.uk
TIME OUT

Sports

With over 50 student sports clubs run by Team Kent (part of Kent Union), there are certainly plenty of opportunities to keep active. For more details and to apply for membership, visit www.kent.ac.uk/sports

Medway students can use the extensive facilities at Medway Park and receive preferential rates to use the sports hall, pools, squash courts, and health suite and spa. See website for further details: www.medwaypark.org.uk

The arts

The University has a 340-seat theatre, The Gulbenkian Theatre, and a public cinema showing both mainstream and independent films at the Canterbury campus, which are open to students and the general public. See www.thegulbenkian.co.uk

Music

The award-winning Colyer-Fergusson Building at the Canterbury campus houses a wide range of music activities and Franchised students can take part in our extra-curricular music-making. The University shuttle bus links the two campuses and allows you to access activities on both sites.

Students also have the opportunity to get involved in musical events and activities organised by the various student music societies at both campuses. See www.kentunion.co.uk and www.gkunions.co.uk for further details.

Clubs and societies

Kent Union at Canterbury and Greenwich and Kent Students’ Unions Together (GK Unions) at Medway have a wide range of student activities on offer. There are over 180 societies and over 60 sports clubs that Partner College students are welcome to join. See www.kentunion.co.uk and www.gkunions.co.uk

Eating out on campus

Canterbury campus

There is a variety of places to eat – Dolce Vita in Keynes is popular for its Italian, Thai and Moroccan specialities and the Gulbenkian Café is another favourite with its locally sourced produce and lively atmosphere. Other options include Origins bistro in Darwin College, Mungo’s bistro in Eliot College, Bag it in Rutherford College, Rutherford College Dining Hall, Hut 8 in Turing College, Create Café in the Marlowe Building, the Sports Café and Woodys over in Park Wood.

Medway campus

The Venue Café in the Pilkington Building offers a varied menu, including freshly prepared salads, sandwiches and hot meals. There are a number of cafés including No 1 Bistro in the Rochester Building, Touchdown, a modern sandwich/coffee bar in the Rowan Williams Court, the Archibald Hay Mess Café in the Drill Hall Library and a traditional café in the Pembroke Building.

The new Student Hub on campus has a bar, The Deep End, an Advice Centre, offices for GK Unions and bookable activity space for students.
STUDENTS’ UNIONS

Your students’ union
Kent Union (Canterbury) and GK Unions (Medway) are democratic bodies run by students, for students. The role of the students’ unions at the University of Kent is to represent the interests of students on a local and national level, offer advice and guidance on a range of issues and provide a range of student activities, including clubs and societies.

Kent Union and GK Unions are registered charities, and run a number of commercial outlets on each campus. Every penny spent in these outlets is reinvested into student activities and facilities, which directly benefit students on both campuses.

Jobshop@kent
The jobshop@kent service helps students find part-time or temporary work while they study and enhance their employability skills ahead of graduating.

There are hundreds of opportunities advertised to our database of registered students; these include positions for IT workers, marketing and administrative assistants, translators, web developers, project managers, market researchers, bar and waiting staff, personal tutors, models, child carers and retail assistants.

Once registered, students can access vacancy details online and also receive email alerts when new positions become available.

In addition to advertising vacancies for local employers, jobshop@kent also places students in temporary roles through its agency-style service. The Jobshop@kent team are also able to give advice on employment issues, such as national insurance, taxation and creating a CV.

International students who have the correct visa stamp or sticker are allowed to work part-time during term-time (up to 20 hours per week) and full-time during vacation. However, for immigration purposes, students must be able to show they can afford to study and live in the UK without having to work. Students must be able to show other sources of funding apart from their part-time work.

Volunteering
Kent Union and GK Unions run a variety of volunteering schemes, offering students, including those at the Partner Colleges, the chance to make a positive impact on the lives of others, while gaining experience, adding to their CV and enhancing their employability skills.

There are volunteering opportunities available on and off-campus and types of work include charity fundraising, taking part in a community project, working as a course representative, part-time officer or as a member of a college committee. Volunteering offers the opportunity to meet new people and make new friends in the local community.

The University runs a joint award scheme whereby students can log volunteering hours to achieve the Kent Student Certificate for Volunteering (KSCV). Please see www.kentunion.co.uk/volunteering for more information.

Student media
You can get involved with a range of student media at Canterbury and Medway. Join the team of volunteers and you could be working on the student newspapers, or at our radio or TV stations. There is a Student Media Centre at the Canterbury campus, which has state-of-the-art radio studios, editing suites and a TV studio.

Entertainment
Canterbury campus
The Venue is Kent Union’s award-winning nightclub. Offering a wide range of fantastic entertainment three nights a week, the Venue has played host to great live acts and top DJs, including Zane Lowe and Annie Mac.

The Venue is not only proud of its entertainment but also the high level of customer service it provides. It has won a number of awards, which recognise the University’s commitment to providing a great night out that is fun and safe for everyone.

CONTINUED OVERLEAF
Medway campus
The Student Hub is a great central spot on campus to catch up with friends. Cargo Bar and Bistro at Liberty Quays is a stunning nautical and industrial-style venue, and the perfect place to sample some of the best live music acts the area has to offer. It is friendly and relaxed, with a modern bistro-style lunch and dinner menu.

Events
The students’ unions at Canterbury and Medway hold some fantastic events throughout the year. During Welcome Week, the Freshers’ Fairs give you the opportunity to find out about the different sports clubs and societies and there’s also the Freshers’ Ball – a great opportunity to get dressed up and party with your new friends.

Other events held during the year include Housing Week, Volunteering Week, Green Week, WorldFest, Europe Day, Kent Union Awards, Keynestock, Team Kent Ball, Volunteering Awards, Varsity, Fairtrade Fortnight, Campus Takeover, Jobshop Fair, RAG Fortnight and Diversity Fair. At the end of the year, there’s a spectacular Summer Ball, which features major artists and DJs – it’s not to be missed!

Shopping
Canterbury campus
Kent Union runs two shops across campus. Essentials convenience store is on central campus and Park Wood Essentials is right in the heart of the student village.

Essentials and Park Wood Essentials stock a good range of products, including fresh and frozen produce, convenience items, wines, spirits and beers, and basic household supplies. Essentials also has Bake n Bite, which sells hot pastries/pies and has a salad bar. From midnight to 6.00am, it is open via a hatch service. See www.kentunion.co.uk

Medway campus
Liberty Quays has a Tesco Express, Domino Pizza and Subway, and there is a new Asda supermarket located less than five minutes’ walk from Liberty Quays. The Dockside Retail outlet is also very close to campus and has a range of shops and restaurants.

Advice
The Student Advice Centres at Canterbury and Medway can offer advice and guidance on a range of issues. Please see p13 for further details.
As a student on a Franchised course at Kent, you should familiarise yourself with certain processes and procedures.

University regulations
You should read the University regulations that affect you. As a registered student, you are required to abide by these. They can be viewed online at www.kent.ac.uk/regulations.

Data protection
We will send some of the information we hold about you to the Higher Education Statistics Agency (HESA). This information forms your HESA record, which does not include your contact details.

Your HESA record will not be used in any way that affects you personally. For further information about how HESA uses your data, please visit the HESA website at www.hesa.ac.uk/fpn.

About six months after you graduate, we will contact you to ask you to fill in the HESA ‘Destinations of Leavers from HE’ questionnaire. We will not give your contact details to HESA. You might be included in a sample of leavers who are surveyed again a few years after they graduate. If so, we will pass your contact details to the organisation that has been contracted to carry out that survey.

That organisation will use your details only for that purpose, and will then delete them. If you do not want to take part in these surveys, please let us know.

Student confidentiality
The University of Kent is a registered Data Controller, and collects and processes personal data under the terms of the Data Protection Act 1998. This means that University staff are prohibited by law from disclosing any information about students to unauthorised third parties, which includes family members and friends.

In practice, this means that any request to disclose personal data to anyone other than the person to whom it relates will be politely refused. For further details about our Data Protection policy, please visit our information compliance web page at www.kent.ac.uk/infocompliance.

Council tax
Under the Local Government Finance Act 1992, registered full-time students may be exempt from paying the tax or may be eligible for a discount.

Students should apply to their college for a certificate confirming their student status. This certificate will be required by local authorities when they consider applications for a discount or exemption. Students do not need to request a certificate unless asked to do so by their local authority.

Complaints
All non-academic complaints should be submitted through your college complaints procedure.

Please contact your college for details. All academic complaints should also be submitted to the college. Once the college complaints procedure has been exhausted, students who are still dissatisfied may submit their academic complaint to the University. Details of this procedure may be found at www.kent.ac.uk/teaching/qa/guidance/appeals.html.

Need further information?
Contact your Partnership Development Officer (see p4).
USEFUL CONTACTS AT KENT

For a full list of all departments within the University, please see www.kent.ac.uk/departments

Careers and Employability Service
Canterbury campus
University of Kent
Canterbury, Kent CT2 7ND
T: 01227 823299
E: careerhelp@kent.ac.uk

Medway campus
Gillingham Building
University of Kent
Chatham Maritime, Kent ME4 4AG
T: 01634 202996
E: medwaycareers@kent.ac.uk

Financial Aid Office
Canterbury campus
Room G43, The Registry
University of Kent
Canterbury, Kent, CT2 7NZ
T: 01227 823488 or 824876
E: financialaid@kent.ac.uk

Centre for English and World Languages
Keynes College
University of Kent
Canterbury, Kent, CT2 7NP
T: 01227 824401
T: 01227 827554
E: cewl@kent.ac.uk
www.kent.ac.uk/cewl

Chaplaincy
Canterbury campus
Rutherford College
University of Kent
Canterbury, Kent CT2 7NX
Dean of Chaplains
Rutherford College S3N1 (office)
T: 01227 827491
E: chaplaincy@kent.ac.uk

Gulbenkian (cinema, theatre and café)
University of Kent
Canterbury, Kent, CT2 7NB
T: 01227 769075 (box office)
E: boxoffice@kent.ac.uk
www.thegulbenkian.co.uk

Income Office
The Registry
University of Kent
Canterbury, Kent, CT2 7NZ
T: 01227 824242
E: incomeoffice@kent.ac.uk

IT and Library Services
Canterbury campus
Templeman Library
University of Kent
Canterbury, Kent CT2 7NU
T: 01227 824999 (IT and Library support desk)
E: helpdesk@kent.ac.uk
www.kent.ac.uk/library/templeman

Medway campus
Drill Hall Library, North Road
Chatham Maritime, Kent ME4 4TB
T: 01634 883878 (reception)
http://campus.medway.ac.uk/library
www.kent.ac.uk/itservices

Jobshop
Mandela Building
University of Kent
Canterbury, Kent CT2 7NW
T: 01227 824251
E: jobshop@kent.ac.uk
www.kentunion.co.uk/jobs

Kent Sport
Sports Centre
University of Kent
Canterbury, Kent CT2 7NL
T: 01227 827430
E: sportsenquiries@kent.ac.uk
www.kent.ac.uk/sports
www.facebook.com/UniKentSports

Partnership Development Officers
Vanessa Nedderman
The Registry
University of Kent
Canterbury, Kent CT2 7NZ
T: 01227 824012
E: v.nedderman@kent.ac.uk

Ruth Westbury
The Registry
University of Kent
Canterbury, Kent CT2 7NZ
T: 01227 824147
E: r.n.westbury@kent.ac.uk
Partner College Administration
Medway campus
Gillingham Building
University of Kent
Chatham Maritime, Kent ME4 4AG
T: 01634 888881
E: collegeadmin@kent.ac.uk

Student Advice Centre
Canterbury campus
Mandela Building
University of Kent
Canterbury, Kent CT2 7NW
T: 01227 824200 (appointments)
T: 01227 824824 (advice line only)
E: advice@kent.ac.uk

Medway campus
Student Hub
North Road
Chatham Maritime, Kent ME4 4AG
T: 01634 888989
E: advice@gkunions.co.uk

Student Learning Advisory Service
Canterbury campus
UELT Building, University of Kent,
Canterbury, Kent CT2 7NQ
T: 01227 824016
E: learning@kent.ac.uk
www.kent.ac.uk/learning

Medway campus
Room G0-09, Gillingham Building,
University of Kent
Chatham Maritime, Kent ME4 4AG
T: 01634 888884 (appointments)
E: learningmedway@kent.ac.uk
www.kent.ac.uk/learning

Student Records and Examinations
The Registry
University of Kent
Canterbury, Kent CT2 7NZ
T: 01227 823485
E: sturec@kent.ac.uk
E: gettingstarted@kent.ac.uk
www.kent.ac.uk/registry/student-records

Students’ unions
Kent Union (Canterbury)
Mandela Building
University of Kent
Canterbury, Kent CT2 7NW
T: 01227 824200 (Reception)
E: kentunion@kent.ac.uk
www.kentunion.co.uk

GK Unions (Medway)
Student Hub
North Road
Chatham Maritime, Kent ME4 4AG
T: 01634 888989
E: info@gkunions.co.uk
www.gkunions.co.uk

Recruitment and Admissions Office
The Registry
University of Kent
Canterbury, Kent CT2 7NZ
T: 01227 827272

Student Support
Canterbury campus
Keynes College
University of Kent
Canterbury, Kent CT2 7NP
T: 01227 823158
E: accessibility@kent.ac.uk

Medway campus
Student Services (ground floor),
Gillingham Building
University of Kent
Chatham Maritime, Kent ME4 4AG
T: 01634 888969
E: medwaystudentservices@kent.ac.uk
www.kent.ac.uk/studentsupport

Wellbeing Team
Canterbury campus
Room IG2, Keynes College
University of Kent
Canterbury, Kent CT2 7NP
T: 01227 823206
E: wellbeing@kent.ac.uk
www.kent.ac.uk/studentwellbeing

Medway campus
Student Services (ground floor)
Gillingham Building
University of Kent
Chatham Maritime, Kent ME4 4AG
E: medwaywellbeing@kent.ac.uk
www.kent.ac.uk/studentwellbeing

For all other queries, please call the University switchboard on 01227 764000
GETTING TO THE UNIVERSITY CAMPUS

Please visit www.kent.ac.uk/maps