GENERAL INFORMATION FOR PARTNER COLLEGE STUDENTS 2016

Validated (Plus) programmes for Canterbury College and MidKent College
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INTRODUCTION

This brochure provides information for students undertaking University of Kent Validated (Plus) courses at the University’s Partner FE Colleges: Canterbury College and MidKent College.

Students enrolled on these 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, and provides some services to students, 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 these courses have access to a range of facilities at the University of Kent’s Canterbury and Medway campuses, including the Careers and Employability Service, the Student Learning Advisory Service and the extensive sports, music and arts facilities at both University campuses. Students also have access to the Templeman and Drill Hall libraries but do not have borrowing rights or access to online resources. Each college will provide its students with library and IT facilities.

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

You need to read this brochure carefully when you start your University of Kent Validated (Plus) course at Canterbury College or MidKent 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 the Partnership Development Officers, who will endeavour to help you. If you have issues relating to your record with the University, please contact the Partner College Administration team.

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

Ruth Westbury
T: 01227 824147
E: r.n.westbury@kent.ac.uk

Jane Anderson
T: 01634 888955
E: j.anderson-232@kent.ac.uk

Partner College Administration team
T: 01634 888881
E: collegeadmin@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 Associate Student card.

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

You must:
• complete your online enrolment at www.kent.ac.uk/gettingstarted/enrol.html
• provide a passport-style photograph electronically.

Enrol online
Go to www.kent.ac.uk/gettingstarted/enrol.html It should take no more than ten minutes to complete and is simply confirmation of your details and provision of information we require to register you as a student.

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 Associate Student card
Partner College students studying for University of Kent HE Validated (Plus) qualifications are entitled to use some 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 Associate Student 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. If we do not receive a photograph, your card will not be produced.

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

This photo will be used on your Associate Student 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 Associate Student 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.

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

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.

Please note: the Associate Student card is not a Kent student ID card and cannot be used to borrow books or purchase reduced student bus passes.

Tuition fees
All tuition fees are paid to your college, not the University. 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 college (not the University).

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 contact your college for more details.

CONTINUED OVERLEAF
WHAT YOU MUST DO TO REGISTER AS A STUDENT (CONT)

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.

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 your college.

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.
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).

Changes to personal data
Change of surname
If you change your name, you must supply the necessary evidence to the University’s Student Records Office. This is particularly important where there might be an earlier record under a different name. You can contact the office by email at collegeadmin@kent.ac.uk or by telephone: 01634 888881.

Postal address
Any postal communication we have with you will be via the home address entered on the Student Data System. If your address changes, please notify your college to ensure your record is updated and communications 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
• 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, or your college, by the time the Board of Examiners meets.

If your results are withheld and you believe there is an error, you must contact your college immediately to ensure that any error or misunderstanding is corrected.

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.

CONTINUED OVERLEAF
IMPORTANT INFORMATION THROUGHOUT YOUR COURSE (CONT)

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 p13 for academic and non-academic complaints procedures.
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:

Individual and confidential study guidance

On-campus advice

Any student or small group of students wishing to improve their learning can make an appointment with a learning adviser on the Canterbury or Medway campus, or with our Royal Literary Fellows.

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.

Contact the team by email at valuemap@kent.ac.uk or 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 or Medway – see www.kent.ac.uk/learning/academic-advice/literaryfellow.html

Library services

Your college will provide access to a range of print and electronic resources. In addition to this, students on Validated (Plus) programmes are welcome to use the Templeman Library at the Canterbury campus and the Drill Hall Library at the Medway campus to work and access print resources.

Please note: Your Associate Student card will give access to the libraries, but you will not be able to borrow books or access computer facilities. Wireless access is available to students who have a login to Eduroam through their college. There is also visitor Wi-Fi available at both Canterbury and Medway.

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

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

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

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 can 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.

Please visit www.kent.ac.uk/ces or contact 01227 823480 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 (Mondays)
- 9.00am – 5.00pm (Tuesdays – Fridays)

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 one of the University campuses 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.

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

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. For information, please speak to the Medway Chaplain by contacting medwaymastersoffice@kent.ac.uk

Contact details
Canterbury: 01227 823206
Medway: 01634 888969


**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 students at Canterbury and Medway can take part in our extra-curricular music-making.

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

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 Centre Café and Woody’s 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.

**Eating out on campus**

**Canterbury campus**
There is a variety of places to eat – Dolche 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.
As a student on a Validated (Plus) course at Kent, you should familiarise yourself with certain processes and procedures.

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. 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 one of the Partnership Development Officers (see p4).
USEFUL CONTACTS AT KENT

For a full listing 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

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

Medway campus
University of Kent
Chatham Maritime, Kent ME4 4AG
T: 01634 883203
E: medwaymastersoffice@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

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

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
Tw: @UKCLibraryIT
www.kent.ac.uk/itservices

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

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

Jane Anderson
Medway campus
University of Kent
Chatham Maritime, Kent ME4 4AG
T: 01634 888955
E: j.anderson-232@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: medwaywellbeing@kent.ac.uk
www.kent.ac.uk/studentwellbeing

For all other queries, please call the University switchboard on 01227 764000

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Please visit www.kent.ac.uk/maps