GENERAL INFORMATION FOR PARTNER COLLEGE STUDENTS 2016

Validated programmes for Canterbury College and West Kent and Ashford College
INTRODUCTION

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

Students enrolled on these validated 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.

Enrolment process

You need to register with your college, but you are also required to follow these instructions to complete your registration with the University.

The enrolment process 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, and your date of birth.

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. For issues relating to your record with the University, please contact the Partnership College Administration team.

Partnership Development Officers

Canterbury College
Vanessa Nedderman
01227 824012
v.nedderman@kent.ac.uk

West Kent and Ashford College
Ruth Westbury
T: 01227 824147
E: r.n.westbury@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 and register you with the University.

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

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)
• your date of birth.

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).

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.

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.

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.
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. Please notify your college of any changes 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. Where tuition fees remain unpaid, a student will not be able to re-register for the next academic session.

If your results are withheld and you believe there is an error, you must contact your college immediately.

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 opposite page for academic and non-academic complaints procedures.
As a student on a Validated 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 Validated student, you will be required to abide by these. They can be viewed online at www.kent.ac.uk/regulations

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 your Partnership Development Officer (see p3).
GETTING TO
THE UNIVERSITY
CAMPUSES

Please visit www.kent.ac.uk/maps