Annex D: Information to Students

1. Schools and Faculties should ensure that students receive or have ready access to detailed information about all aspects of their programme of study including at least the following information:

   - Information about the School, Faculty and Graduate School including office locations and staff and their roles
   - Programme specification
   - Details of the provision made for research training
   - Where relevant: requirements for recognition by/membership of professional or statutory bodies
   - Timetable information (or equivalent)
   - Attendance and private study requirements and expectations
   - Examination requirements including deadlines
   - Criteria for assessment
   - Penalties for late submission of work
   - Arrangements for transferring between programmes or modes of study
   - Arrangements for personal academic support
   - Arrangements for monitoring progress
   - Arrangements by which student feedback is obtained and considered
   - Academic support services
   - Student Support and Wellbeing services
   - Academic discipline, including plagiarism and duplication of work
   - Procedures for mitigation of extenuating circumstances and arrangements for submission of medical and other such evidence
   - Complaints and appeals procedures
   - The name, position and institution of their External Examiner(s), to include a clear statement that under no circumstances should students contact External Examiners directly.

2. Each School will have a nominated staff member (normally a member of the administrative staff) who is responsible for ensuring appropriate and timely liaison and communication with student representatives within the School and with Kent Union.