Annex G: Personal Academic Support System

1. Each School will establish and publicise a clear system of academic support and advice on progress for all its students (full- and part-time). Schools may operate any part of this system at a subject level, as appropriate.

2. The academic support and advice provided by each School must ensure that students can consult a named officer in the School on:
   2.1. General academic guidance
   2.2. Academic problems/difficulties
   2.3. Progression routes
   2.4. Individual progress
   2.5. Change of programme or mode of study
   2.6. Other academic issues
   Where appropriate, the named officer may be defined as a member of the student’s supervisory panel.

3. Representation
   3.1. Individual members of academic staff should not take on a formal role of representing or advocating the interests of an individual student on examination panels, review panels or other body. Where access is permitted within the regulations and where the individual student wishes to be represented, representation should be conducted by the Students’ Union or other non-legal body.
   3.2. Members of academic staff will continue to provide University bodies with relevant information on individual students in an objective and disinterested manner.

4. References
   Each School will have responsibility for ensuring that an appropriate mechanism is in place to provide references upon request.

5. Central Services
   In addition to the Personal Academic Support System provided by Schools, the University provides professional support for students meeting a diversity of needs. The University will ensure that the range and availability of these services is well publicised to students and staff. School officers responsible for personal academic support should in particular be aware of the full range so that they can refer students as appropriate to the relevant service. These services include:
   - The Graduate School
   - The Accommodation Office
   - Alumni Relations (Communications & Development Office)
   - The College Masters' Offices
   - Information Services (including the Computing Service and Library)
   - The Unit for the Enhancement of Learning and Teaching
• The Centre for English and World Languages (CEWL)
• Equality and Diversity
• The Faculties Support Office
• Registry offices such as International Development, Financial Aid, Student Records and Examinations, Enrolment and Management Services
• Kent Union Student Advice Service
• Student Services, including:
  o Careers and Employability Service
  o Counselling
  o Student Support and Wellbeing
  o The University Medical Centre
  o The Chaplaincy
  o College Masters’ Offices