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 and the Faculty including office locations and staff and their roles
   - Programme specification
   - Module specifications
   - Where relevant: requirements for recognition by/membership of professional or statutory bodies
   - Timetable information (teaching and examinations)
   - Attendance and private study requirements and expectations
   - Assessment requirements
   - Assessment deadlines – these must be communicated to students at the beginning of the academic year. Where possible, assessment deadline schedules are expected to be timetabled in collaboration with students (see Annex M: Student Evaluation, section 5.8).
   - Penalties for late submission of work
   - Assessment criteria
   - The School’s coursework retention policy
   - Arrangements for transferring between programmes of study or modules
   - Arrangements for personal academic support/academic adviser
   - 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
   - Examination conventions
   - Examination paper rubrics
   - 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.
   - Web address and information of where students can view the most recent External Examiner reports (this is with the exception of any confidential report submitted separately by an External Examiner).
   - Where applicable, advise students that where they require the convenor’s approval to elect for a particular optional module (e.g. a ‘wild’ module) that the
module will require manual administration outside of the online module registration process.

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.