Support and Advice Reference Guide

This guide will outline what specific sources of help and advice are available to students and students who have partners who become pregnant, give birth or intend to adopt before or during a period of study.

As a quick guide the various sources are as follows:

**Health Advice**

- The University Medical Centre
- University Nursing Service
- Student Wellbeing Team
- Student Wellbeing Team, Medway
- Marie Stopes (abortion care, vasectomy and sexual health services)
- SANDS (baby loss and bereavement support)

**Academic Advice**

- Academic Advisor
- Postgraduate Supervisor
- Divisional Student Support Team
- International Support Services
- Postgraduate Support

**General Support / Advice**

- Divisional Student Support Team
- Student Support and Wellbeing
- Kent Union Advice Service
- GK Unions Advice Service
- Chaplaincy
- Student Finance Office
- Kent Hospitality Accommodation Office
- Canterbury District Citizens Advice Bureau
- Medway Citizens Advice
- Oaks Day Nursery

**FAQ’s**

Here are some frequently asked questions concerning sources of further information or support for students and staff members:

- **Is there anywhere that lists student advice services covering a range of different problems?**

  The [Student Guide](#) has information covering a broad range of support services.
• Is there any financial support available from the University to help me to continue with my studies?
The Access to Learning Fund (ALF) is Government funding to help students access and remain in Higher Education – particularly those who need financial help to meet extra costs which cannot be met from other sources of support. More information is available from Access to Learning Fund

A student who is considering suspending studies or changing the mode of study from full time to part-time should explore this at an early stage with their Divisional Student Support Team and the Income Office and the Financial Aid Office to identify any potential impact that the flexibility proposed may have in terms of payment of tuition fees and the implications on any student funding.

The Kent Union Advice Service and GK Unions Advice Service can also provide guidance on benefits, Visa implications and other student funding implications. Please refer to Appendices 1 and 2 (Staff and Student guidance) for further information.

• Who do I need to talk to about the impact on my fees of any temporary absence?
  • Student Finance and the Financial Aid Office
  • Kent Union Advice Centre
  • GK Unions Advice Service

• Is there anybody who can provide advice to me as a member of staff who has been approached by a student to help me to determine the best way to support them?
The Equality and Diversity Team can provide advice to staff members.

• What support can I expect from the Students’ Union?
Kent Students’ Union and GK Unions both have a Student Advice Service which can provide advice to students on a whole range of topics.

• Is there anywhere I can go to discuss my circumstances outside of my Division?
The Student Wellbeing Team is available for confidential appointments to all students free of charge.

• Where can I go for spiritual guidance?
The Chaplains at the Chaplaincy are experienced at listening and offering support and guidance to students and staff of all faiths and none.

• I’m an international student. Where can I go for advice?
  • Kent Union Advice Centre
  • GK Unions Advice Service
  • International Student Support Service
• Does the University have childcare facilities on site?

Canterbury - Oaks Day Nursery

Medway Busy Bees Nursery is not run by the University or Student Union but is located close to campus

• Is there any additional financial help available to me as a student parent?

Home students with dependent children who are in full time higher education may be able to get extra financial help. A Childcare Grant is available to help with childcare costs, and the Parents’ Learning Allowance with learning costs. Other help includes Child Tax Credit and the Access to Learning Fund

• Is there any additional financial support available to me a student with caring responsibilities for an adult dependent?

A home student in full-time higher education who has an adult who depends on them financially may be entitled to extra help through the Adult Dependents’ Grant

• Is there any general advice available concerning my rights as a parent in the UK?

The government has produced a guide to childcare which covers child health and safety, preschool provision, school provision, care during pregnancy, financial support etc.