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University of
Kent

Prodecure for Academic Adviser Change Requests



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Procedure for Academic Adviser Change Requests

1. Purpose

This procedure outlines a clear and supportive process for students who wish to change their assigned Academic Adviser at the University of Kent. The goal is to ensure students can access effective and appropriate academic support by working with an adviser who best meets their needs.

Please note: Requests to change Academic Adviser will only be considered in exceptional circumstances where there are compelling reasons that significantly affect the advising relationship or the student's academic experience.

🔗 Academic Advisers are referred to the [Academic Advising Handbook for Staff](#), (located on the Academic Advising SharePoint Site) for a full outline of adviser responsibilities.

🔗 Students are referred to the [Academic Advising Handbook for Students](#), (located on the Academic Advising Student Website) for a full outline of advisee responsibilities.

2. Scope

This procedure applies to all undergraduate and postgraduate taught students at the University of Kent who are assigned an Academic Adviser.

3. Step-by-Step Process

◇ Step 1: Talk to Your Student Experience Lead

If you are experiencing challenges with your Academic Adviser, please contact your **Student Experience Lead (SEL)** in the first instance. You can find who your SEL is on the Academic Advising Website. They will arrange a meeting with you to:

- Understand your concerns
- Explore whether the issue can be resolved without changing your adviser

◇ Step 2: Formal Resolution

If concerns persist after speaking with the SEL, the School Leadership Team will initiate formal resolutions between yourself and your Academic Adviser. This is an opportunity to address any misunderstandings or communication issues in a constructive and confidential setting.

◇ Step 3: Request a Change

If a formal resolution cannot be found, you can then complete the Change of Academic Adviser Request

Form, which can be found on the Academic Advising Student website.

4. Review Process

- Your request will be carefully reviewed by the Student Experience team, and additional information may be requested.
- In some cases, you may be invited to meet with a staff member to discuss your request.
- Outcomes will be communicated via your university email, typically within two weeks.
- Where appropriate, information may be shared with your current adviser to ensure clarity and fairness.

5. Conditions for Change

- Academic Adviser changes are based on the availability of alternative staff and the nature of the request.
- You are encouraged to discuss your concerns with your Academic Adviser first, as this may resolve the issue without needing a formal request.

6. Confidentiality

Requests are **not confidential** and may be shared only with staff directly involved in the Academic Advising process. Where necessary, your current Academic Adviser may be consulted to ensure a fair decision is made.

7. Responsibilities

- Students are responsible for clearly explaining their concerns and following up if no response is received.
- Academic Advisers must support the student professionally and assist in the transition if a change is approved.

8. Annual Review

This policy will be reviewed annually to ensure it remains effective and meets the evolving needs of our students.



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