

GENERAL INFORMATION FOR PARTNER COLLEGE STUDENTS 2019

*Franchised programmes for
Canterbury College and West Kent
and Ashford College*



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INTRODUCTION

Welcome to the University of Kent. You are one of the many students studying on a Kent course at one of our partner further education colleges. This brochure tells you what you need to do to confirm your registration with the University and explains the support and guidance available to you from Kent.

You are studying on a Kent franchised programme at either Canterbury College (part of the EKC Group) or West Kent and Ashford College. The University is responsible for the academic level and quality of your course which is taught in your college by college lecturers.

You also have access to a number of services and opportunities provided by the University at its Canterbury and Medway campuses as well as the support provided by your college. Details of these services and how to access them are contained in this brochure.

More information can be found at www.kent.ac.uk/msao/partnercollege.html



IMPORTANT INFORMATION

Registration and enrolment

You need to register with your college, but you are also required to enrol with the University. To complete your registration, and to confirm your place on the course, it is essential that you complete the enrolment stage as soon as possible. As a franchised student, you will also receive a KentOne student ID card.

Your Partnership Development Officer

If you experience any difficulty in finding or using the services of the University of Kent, please contact your Partnership Development Officer who will help you. For issues relating to your record with the University of Kent, please contact the Partner College Administration team.

Partnership Development Officer

Vanessa Nedderman

T: 01227 824012

E: partnership@kent.ac.uk

Partner College Administration team

T: 01634 888881

E: collegeadmin@kent.ac.uk

www.kent.ac.uk/msao/partnercollege.html

HOW TO REGISTER AS A STUDENT

To confirm your registration with the University and apply for your KentOne student ID card, you need to enrol online as soon as possible. This is in addition to the registration process you will have undertaken in your college.

Online enrolment

To enrol, please go to www.kent.ac.uk/getting-started

The enrolment process should take no more than ten minutes to complete. You will be asked to confirm your personal details, agree to abide by the relevant regulations of the University (see www.kent.ac.uk/regulations) and provide additional information we require to register you as a student.

You will need to:

- input your eight-digit University of Kent ID number (this will be given to you at the start of your course)
- enter your date of birth
- upload a passport-style photograph in jpg format. This is for your KentOne student ID card.

Your KentOne student ID card

As a franchised student, you are entitled to use the facilities at the University of Kent's Canterbury and Medway campuses. However, before you can access these facilities, you need to collect your KentOne student ID card.

You will be invited to an induction day at the University when you will be able to collect your card. If you are unable to attend, your card will be posted to your home address. If you do not receive it, please email collegeadmin@kent.ac.uk or contact your Partnership Development Officer (see p4).

Please take care of your card as there is a £15 replacement charge for lost cards, unless proof can be provided that it was stolen.

Activate your Kent IT Account

The University will always use your University of Kent email address as the primary means of communicating with you. Therefore, it is essential that you activate your Kent IT Account and check your email regularly throughout your studies, or forward it to the email account which you use regularly.

Your University of Kent IT Account grants you access to:

- online library resources and the library catalogue (www.kent.ac.uk/library)
- your University of Kent email account (www.kent.ac.uk/kentmail)
- the Student Guide (www.kent.ac.uk/student)
- your student record which allows you to view your end-of-year marks and to update your personal information (www.kent.ac.uk/student and click on the link to SDS).

Your IT account also allows you to log into IT facilities if you go onto the University campuses and wish to use the computers while you are there.

Follow the links from www.kent.ac.uk/getting-started Once you have activated your account, you will be given a username and a password, which you should make a note of.

Checking and forwarding your email

Log in to your student email account, then:

- 1 click the Settings icon in the top right
- 2 in the Settings panel on the right, under Your app settings, click Mail
- 3 in the Options panel on the left, under Accounts, click Forwarding
- 4 select Start forwarding and enter the email address to forward to
- 5 click Save.

For further information about your student email account, go to www.kent.ac.uk/itservices/email/student

Re-registering in your second year

If your course is a two-year course, you will need to re-register at the start of your second year. Details can be found at www.kent.ac.uk/csao/sds/return-reg.html

HOW TO REGISTER AS A STUDENT (CONT)

Tuition fees

All full-time and part-time franchised students pay fees to the University of Kent.

You do not have to pay your tuition fees upfront. For 2019, UK and EU students can apply for financial support in the form of a tuition fee loan. Visit www.gov.uk/apply-for-student-finance for information on how to apply. If you do not take out a tuition fee loan, you will be liable to pay your tuition fees at the start of your course.

Payment of tuition fees

If you have made an application for financial support to Student Finance England (applicable to undergraduate Home and EU students only), please be advised that once this has been approved and your attendance confirmed, the tuition fees will be paid to the University directly, not to your college.

If you do not have a tuition fee loan in place or in progress with Student Finance England, and do not have a sponsor paying fees on your behalf, private payment of fees will be expected. Please go to www.kent.ac.uk/finance-student/ payment to make payments.

Tuition fees are payable in advance or by two equal instalments. Visit www.kent.ac.uk/finance-student for more information.

If you are paying in instalments, the first payment is due on or before registration and the final payment is due by 1 December 2019.

The instalment plan is available only for payment by debit/credit card through the University web payments system at <https://epay.kent.ac.uk/epay>

Non-payment of tuition fees

Non-payment of tuition fees will result in action to recover the debt and late payments will be liable to late payment charges.

Throughout your studies, the University will contact you via your University of Kent email address to discuss any issues which arise regarding the payment of your fees. Remember to check this email account, or forward it to an email account which you check regularly. (See Checking and forwarding your email on p5).

Students who have a sponsor

If your fees are being paid by a sponsor (a private company or other organisation, not parents/relatives or Student Finance England), please provide us with an original letter from your sponsor/company on headed paper.

Ensure the following information is included:

- your FULL name
- student number (if known)
- the amount you are being funded for.

You will also need to complete a disclaimer at www.kent.ac.uk/finance-student/fees/Sponsor.pdf

All students, including those at the Medway campus, should return their disclaimer and sponsor letter to the Income Office at the Canterbury campus. **Failure to do this will result in the tuition fees being invoiced to you.**

Other financial support (UK students only)

Financial support to help with living costs (books, travel etc) is provided by the government in the form of maintenance loans. Visit www.gov.uk/student-finance for further information and how to apply.

If you do apply for financial support, you will receive a Financial Entitlement letter from Student Finance England. You should bring this letter with you to the college when you enrol. If you cannot or do not, you should forward a copy of the letter, with your name and course details, to: **Income Office, Registry University of Kent Canterbury CT2 7NZ**

Contact details

If you need advice regarding financial support please contact the University's Financial Aid Office: T: 01227 823488/824876 E: financialaid@kent.ac.uk



What happens if I get into financial difficulties?

If you have concerns about your financial position, or you find yourself in difficulties, ask for help sooner rather than later. You are more likely to get a sympathetic reception if you explain the situation as soon as possible. You can seek advice from the Student Advice Centres, the Income Office at the Canterbury campus or the Finance Office at the Medway campus.

Income Office (Canterbury)

T: 01227 824242

E: incomeoffice@kent.ac.uk

Finance Office (Medway)

T: 01634 888913

E: ukmfinance@kent.ac.uk

Student Advice Centre Canterbury

www.kentunion.co.uk/advice

Medway

www.gkunions.co.uk/advice

Induction arrangements

Induction arrangements for individual colleges will be confirmed before you start your course.

Your University of Kent Partnership Development Officer will visit you during the first few weeks of term to ensure you have completed your enrolment and to answer any questions you may have.

All students will be invited to an induction event at the Canterbury or Medway campuses. Attendance at these events is essential to confirm your registration with the University and collect your KentOne student ID card.

Please bring your passport or another form of photographic identification with you to your induction. The induction will include a tour of the libraries and study support facilities and the opportunity to meet with University of Kent staff.

Your college lecturers will provide you with further information during your college enrolment.

STUDY INFORMATION

Each registered student at the University has an online student record. This holds personal details as well as academic information (marks, awards etc).

This section gives instructions on how to use it and how to check the information the University holds about you. For example, if your address is incorrect, you may not receive your end-of-year results or an invitation to attend a graduation ceremony, so please read this section carefully.

Accessing your student record

You can access your student record at www.kent.ac.uk/student

- Click on the SDS button
- You will be prompted to enter your user ID and password. This is the username and password you received when you activated your IT account (see p5)
- Forgotten your password? Don't worry, go to: <https://account.kent.ac.uk/reset>

Changes to personal data Change of surname

If you change your name, you must supply the necessary evidence to the University's Medway Student Administration Office. This is particularly important where there might be an earlier record under a different name.

You can contact the office by email at collegeadmin@kent.ac.uk or by telephone: 01634 888881.

Postal address

Any postal communication we have with you will be via the home address entered on your student record. If this has changed and you do not keep it updated, you will not receive any postal communication from the University.

Please check your home address on your student record. If it has changed or there is any error, please notify your college of the change or error to ensure your record is updated and all postal communications are sent to the correct address.

Disability

If you have a disability which affects your studies and have already declared it, this will be recorded on your student record. If you have not previously declared a disability, you should notify your college with the necessary evidence as soon as possible.

Credit framework

All Partner College students enrolling on higher education courses will be subject to the University of Kent Credit Framework. Full details of the framework can be found at www.kent.ac.uk/teaching/qa/credit-framework

If you would like to find out more about how your final results are calculated, please visit the University's Credit Framework

- For degrees and foundation degrees: see annex 6.
- For HNC/HND programmes: see annex 12.

Results

Your final results will be added to your student record. A printed transcript of your academic performance for the year will be sent to you, via your college, at the end of the academic year, normally within two weeks of the Board of Examiners meeting for your course, subject to the following:

Debts

In accordance with University policy, your results will be withheld if you owe any fees to the University by the time the Board of Examiners meets. Where tuition fees remain unpaid, a student will not be able to re-register for the next academic session.

If your results are withheld and you believe there is an error, you must contact the University Income Office immediately to ensure that any error or misunderstanding is corrected.

Contact the Income Office

T: 01227 824242

E: incomeoffice@kent.ac.uk

Extenuating circumstances

Condonement, compensation and concessions

Work submitted late will only be accepted for marking at the discretion of the lecturer concerned, and may not receive a mark higher than 'pass'. Documentary evidence of illness, or other circumstances, must be provided.

HNCs and HNDs

Failing performances cannot be compensated or condoned. Students may not submit concessionary applications or appeals on the grounds of mitigating circumstances or the failure of examiners to consider concessionary evidence, except where the appeal is made on documented concessionary grounds against the decision of examiners to reject or fail work for reason of lateness.

Degrees

The Board of Examiners may condone failure in a module or modules where a student fails due to illness or other mitigating circumstances. Where a student fails a module or modules but has marks within ten percentage points of the pass mark, the Board of Examiners may award the student the credits (within limits). Further details appear in the Credit Framework.

Resits or resubmissions

If you have failed a module and are required to resit it or resubmit it, you will receive instructions from your college giving you details of the work to be done and the date by which it must be submitted. Unless there has been a formal extension to that deadline, the examiners will be under no obligation to receive and mark work submitted after the due date.

In addition, please note that for students studying HNCs and HNDs:

- 1 failed assignments may be resubmitted on one further occasion during the module
- 2 such resubmitted assignments may achieve no higher mark than 'pass' (40%)
- 3 two failures of an assignment will result in failure of the module.

Appeals

All appeals against recommendations of the Boards of Examiners must be submitted through the University of Kent Faculties Support Office within 21 days from the publication of your results on your online student record, even if the results are subject to confirmation. Late appeals will not be considered. If the appeal is accepted for consideration, you will be informed of the outcome in writing to the address you give us. See www.kent.ac.uk/fso/appeals

Grounds for appeal

Students may not appeal against the academic judgement of the examiners. Appeals will be considered in the following circumstances only:

- where there are reasonable grounds supported by objective evidence to believe that there has been administrative, procedural or clerical error of such a nature as to have affected the recommendation of the Board of Examiners; or
- where there is evidence of illness or other misfortune, such as to cause exceptional interference with academic performance and which the student was, for good reason, unable to submit by the published deadline; or
- where evidence relating to illness or other misfortune submitted under concessions procedures within the prescribed time limit was not properly considered by the Board of Examiners.

Appeals that are based on concessionary circumstances which, without good reason, were not brought to the attention of the Board of Examiners through concessions procedures at the appropriate time will not be considered.

You can find further information on appeals procedures in annex 9 of the Credit Framework. See www.kent.ac.uk/teaching/qa/credit-framework. Please see p17 for academic and non-academic complaints procedures.

STUDY SUPPORT

In addition to the guidance provided by your college, there are a number of University services available to help you during your studies.

Student Learning Advisory Service (SLAS)

A free and friendly source of academic guidance and information for all students who are interested in developing more effective approaches to study, or who would like help with a specific study-related problem. Further information can be found on the website at www.kent.ac.uk/learning

SLAS offers the following:

- individual and confidential study guidance
- on-campus advice
- appointments with a learning adviser on the Canterbury or Medway campus, or with our Royal Literary Fellows.
- a telephone appointment if coming to a University campus is difficult
- small group sessions in your college if booked through your course lecturer.

Advice on writing skills

For advice on any aspect of practical writing and editing skills, book a confidential appointment with the University's Royal Literary Fellows at Canterbury and Medway – see www.kent.ac.uk/learning/academic-advice/literaryfellow.html

Maths and stats support

There are free Maths and Stats clinics designed to offer comprehensive advice and guidance. See www.kent.ac.uk/learning/academic-advice/maths.html

Workshops

During the autumn and spring terms, SLAS provide a series of generic workshops on study skills, such as:

- academic writing
- planning and writing essays
- referencing
- planning and writing a dissertation
- time management, revision and exams.

Workshop details are posted in advance on the web: www.kent.ac.uk/student/skills

A range of learning resources are also provided, including information on study skills and techniques plus online study skills guides. These workshops can be offered in the college to small groups of students by appointment.

VALUE MaP

This is a programme for mature and/or part-time students, run as a series of Saturday workshops themed around effective study. The sessions are delivered at Canterbury and Medway.

To book, please log in to your student record. In the 'My Study' box, click on 'Workshops'. In the 'Workshop Skills' box, click on 'Study Skills for Mature and Part-time Students'.

Contact the team at valuemap@kent.ac.uk for more information.

Contact details

Canterbury

T: 01227 824456
E: learning@kent.ac.uk

Medway

T: 01634 888884
E: learningmedway@kent.ac.uk

Library services

The extensive print and electronic collections at the Templeman Library (Canterbury) and Drill Hall Library (Medway) support your learning, in addition to resources available at your college.

You are strongly encouraged to visit the libraries, which are well equipped with hundreds of study spaces and PCs, wireless access, and printing and photocopying facilities. There are laptops for loan and other Wi-Fi enabled devices for you to use within the buildings.

You can access the library web catalogue via the library websites to find printed materials, and to reserve and renew books.



The web catalogue also gives you access to print and online resources to support your studies. You can access these resources using your University of Kent login from anywhere in the world.

The libraries on both campuses have experienced staff to help you make best use of these resources and services. You are welcome to visit the library helpdesk, clearly signposted inside both libraries, for help with using the library system, computer systems and to get help with finding course relevant materials.

Please see the library websites for opening hours as these are subject to change throughout the year.

Contact details

Templeman Library

T: 01227 824999
www.kent.ac.uk/library/templeman

Drill Hall Library

T: 01634 883878
<http://campus.medway.ac.uk/>

IT and computing facilities

Please read p5 for information about how to activate your Kent IT Account. Once you have activated your account, you can access the University IT facilities using your username and password. These include:

- online library resources and the library catalogue
- your University of Kent email account (Please see p5 for details on how to check and forward your email)

- the Student Guide (www.kent.ac.uk/student)
- your student record.

Public PCs on campus

Whenever you visit the Canterbury or Medway campuses, you are welcome to use the public PCs located across the campus and in the libraries. Most buildings on the campuses have Wi-Fi and there is a range of standard and specialist software available for use. A full list of software is available online at www.kent.ac.uk/itservices/software

IT support and training

User guides are available on the IT website to lead you through the process of accessing and using Kent IT services. Visit www.kent.ac.uk/itservices/students

Additional assistance with using University of Kent IT services is available by email at helpdesk@kent.ac.uk. You can also call the IT reception on 01227 824777, who will then direct your call appropriately. If you visit the campuses, there are face-to-face help points in the Templeman and Drill Hall libraries.

IT training may be available for groups of students who require assistance to use the University facilities. Please contact your Partnership Development Officer for more information. (See p4 for contact details).

CAREERS AND EMPLOYABILITY

The Careers and Employability Service is available to help you with information, advice and guidance at any stage of your studies.

A careers adviser is available throughout the academic year for students studying at any of our Partner Colleges. Our friendly, helpful team of professional careers advisers are available to help you with all aspects of your career planning and decision-making, such as:

- getting relevant work experience
- making applications and preparing for interviews
- looking at postgraduate study options
- making decisions about your future career
- planning your job search strategy
- changing or leaving your course of study.

These are some of the most frequent issues, but you can ask any questions related to your future after university.

Our advice services are impartial, free of charge and open to all students of the University of Kent, whatever your year of study, and to Kent graduates for up to three years after graduation. Please visit www.kent.ac.uk/ces or contact 01227 823299 for further details.



Careers information rooms

The Careers information rooms on the Canterbury and Medway campuses are open at the following times:

- 10.30 – 17.00 (Monday)
- 9.00 – 17.00 (Tuesday-Friday)

Students from the Partner Colleges are welcome at any time during these hours to browse through the wide range of information resources. The Careers and Employability Service on the Canterbury campus is located at the entrance to Keynes driveway. On the Medway campus, it is located within the Student Services Department in the Gillingham Building.

Careers guidance interviews

You can book an appointment to speak to a careers adviser, either at one of the University campuses or in your college. The content of the appointment is

mainly up to you, as you will decide the issues you would like to discuss and work on in the interview. The careers adviser will give you advice, information and help related to your query and may identify other areas for you to consider. See www.kent.ac.uk/ces/advice.html for further information and how to book an appointment.

Employability Festival

The Careers Service run an Employability Festival at both Medway and Canterbury in October and November which includes presentations and interactive workshops by graduate employers and Kent Alumni, skills training and competitions. The Festival includes a Careers Fair when over 100 employers visit the University to talk to students about graduate jobs and internship opportunities. For more details see www.kent.ac.uk/ces/events.

HEALTH AND WELFARE

Student Support team

If you have specific learning difficulties, physical or sensory impairments, medical conditions, or mental health concerns, you should contact student services at your specific college.

You can also seek advice from the Student Support team at the University. All new students who have additional support needs are encouraged to contact Student Support before the beginning of the academic year.

Disabled Students' Allowance

If you are a disabled student and a UK resident, it is advisable to apply for the Disabled Students' Allowance (DSA) before starting your course.

Please inform your college as soon as you receive notification from Student Finance England that the DSA has been awarded. They will require a copy of the Assessment Report. For further information about the DSA and how to apply, please visit www.gov.uk/disabled-students-allowances-dsas

Student Wellbeing Team

The Student Wellbeing Team offers support to students who have concerns arising from emotional, psychological or mental health issues. The team includes counsellors who offer individual counselling sessions and wellbeing advisers who support students with mental health concerns.

As a student at a Partner College, you are able to make an appointment to meet with a member of the team, who will listen to your concerns and consider what support may be helpful. Further information can be found at www.kent.ac.uk/studentwellbeing

Contact details

Canterbury: 01227 823206

Medway: 01634 888969

Advice and welfare

The students' unions at Kent provide Student Advice Centres at the Canterbury and Medway campuses, which offer advice on a range of different topics, such as finance, housing, funding, academic appeals, legal matters and welfare. Students from Partner Colleges are welcome to visit the Student Advice Centres at Canterbury and Medway.

Contact details

Canterbury

T: 01227 827724

(10.00 – 16.00, Monday-Friday)

www.kentunion.co.uk/advice

Medway

T: 01634 888989

www.gkunions.co.uk/advice

Chaplaincy

Canterbury campus

The Chaplaincy is multi-faith with full-time chaplains (Anglican, Catholic and Pentecostal) and ten part-time members, who serve all the main Christian denominations as well as the Jewish, Islamic and Buddhist faith communities on the Canterbury campus. Further information can be found at www.kent.ac.uk/chaplaincy

Medway campus

The Chaplaincy serves all the main Christian denominations as well as the Jewish, Islamic, Hindu and Sikh faith communities on campus. There is also a Faith Space in the Pilkington Building. A chaplain is regularly available during term time and may be contacted at other times as needed. For information, please speak to the Medway Chaplain by contacting medwaymastersoffice@kent.ac.uk

TIME OUT

Sports

With a wide range of student sports clubs run by Team Kent (part of Kent Union), there are certainly plenty of opportunities to keep active via the Sports Centre on the Canterbury campus. For more details and to apply for membership, visit www.kent.ac.uk/sports

Medway students can use the extensive facilities at Medway Park which include sports halls, pools, squash courts, and health suite and spa.

The arts

The University's arts centre, Gulbenkian, has a theatre and a public cinema showing both mainstream and independent films at the Canterbury campus, which are open to students and the general public. See www.thegulbenkian.co.uk

Music

The award-winning Colyer-Fergusson Building at the Canterbury campus houses a wide range of music activities and franchised students can take part in our extra-curricular music-making. The University shuttle bus links the Canterbury and Medway campuses and allows you to access activities on both sites.

Students also have the opportunity to get involved in musical events and activities organised by the various student music societies at both campuses. See www.kentunion.co.uk and www.gkunions.co.uk for further details.

Clubs and societies

Kent Union at Canterbury and Greenwich and Kent Students' Unions Together (GK Unions) at Medway have a wide range of student activities on offer.

All students have the opportunity to join Kent Union, the 'home' students' union at the University of Kent. Medway students can also join GK Unions, which represents students studying at Medway. There are over 200 societies and over 60 sports clubs that Partner College students are welcome to join. See www.kentunion.co.uk and www.gkunions.co.uk

Eating out on campus Canterbury campus

There is a variety of places to eat. Dolche Vita in Keynes College is popular for its Italian, Thai and Moroccan specialities and the Gulbenkian Café is another favourite with its locally sourced produce and lively atmosphere.

Other options include Origins bar and grill in Darwin College, Mungo's bistro in Eliot College, Bag-it in Rutherford College, Rutherford College Dining Hall, Hut 8 in Turing College, Create Café in the Marlowe Building, the Sports Café at the Sports Centre, the Sibson Café in the Sibson Building and Woody's in Park Wood.

Medway campus

The Venue Café in the Pilkington Building offers a varied menu, including freshly prepared salads, sandwiches and hot meals. There are a number of cafés including No1 in the Rochester Building, the Archibald Hay Mess Café in the Drill Hall Library, The Deep End in the Student Hub and The Galvanising Shop Café at the Historic Dockyard.



STUDENTS' UNIONS

Your students' union

Kent Union and GK Unions are democratic bodies run by students, for students. The role of the students' unions at the University of Kent is to represent the interests of students on a local and national level, offer advice and guidance on a range of issues and provide a range of student activities, including clubs and societies.

Kent Union and GK Unions are registered charities, and run a number of outlets on each campus. Every penny spent in these outlets is reinvested into student activities and facilities, which directly benefit students on both campuses.

Jobshop@kent

The jobshop@kent service helps students find part-time or temporary work while they study and enhance their employability skills ahead of graduating.

There are hundreds of opportunities advertised to our database of registered students; these include positions for IT workers, marketing and administrative assistants, translators, web developers, project managers, market researchers, bar and waiting staff, personal tutors, models, child carers and retail assistants.

Once registered, students can access vacancy details online and also receive email alerts when new positions become available.

In addition to advertising vacancies for local employers, jobshop@kent also places students in temporary roles through its agency-style service. The jobshop@kent team are also able to give advice on employment issues, such as national insurance, taxation and creating a CV.

International students who have the correct visa stamp or sticker are allowed to work part-time during term-time (up to 20 hours per week) and full-time during the vacation. However, for immigration purposes, students must be able to show they can afford to study and live in the UK without having to work. Students must be able to show other sources of funding apart from their part-time work.

Volunteering

Kent Union and GK Unions run a variety of volunteering schemes, offering students, including those at our Partner Colleges, the chance to make a positive impact on the lives of others, while gaining experience, adding to their CV and enhancing their employability skills.

There are volunteering opportunities available on and off-campus and types of work include charity fundraising, taking part in a community project, working as a course representative, part-time officer or as a member of a college committee. Volunteering offers the opportunity to meet new people and make new friends in the local community.

Student media

You can get involved with a range of student media at Canterbury and Medway. Join the team of volunteers and you could be working on the student newspapers, or at our radio or TV stations. There is a Student Media Centre at the Canterbury campus, which has state-of-the-art radio studios, editing suites and a TV studio.

Entertainment

Canterbury campus

The Venue is Kent Union's award-winning nightclub. Offering a wide range of fantastic entertainment three nights a week, the Venue has played host to great live acts and top DJs.

The Venue is not only proud of its entertainment but also the high level of customer service it provides. It has won a number of awards, which recognise the University's commitment to providing a great night out that is fun and safe for everyone.

STUDENTS' UNIONS (CONT)

Medway campus

The Student Hub is a great central spot on campus to catch up with friends, and GK Unions hosts lots of events at The Deep End and The Galvanising Shop Café.

Events

The students' unions at Canterbury and Medway hold some fantastic events throughout the year. During Welcome Week, the Welcome Fairs give you the opportunity to find out about the different sports clubs and societies and there's also the Freshers' Ball – a great opportunity to get dressed up and party with your new friends.

Other events held during the year include Housing Week, Volunteering Week, Green Week, WorldFest, Europe Day, Kent Union Awards, Keynestock, Team Kent Ball, Volunteering Awards, Varsity, Fairtrade Fortnight, Campus Takeover, Kent Student Awards, Jobshop Fair, RaG Fortnight and Diversity Fair. At the end of the year, there's a spectacular Summer Ball, which features major artists and DJs – it's not to be missed!

Shopping

Canterbury campus

Kent Union run two Co-op convenience stores: one in central campus and one at Park Wood, right in the heart of the student village.

They stock a good range of products, including fresh and frozen produce, convenience items, wines, spirits and beers, and basic household supplies.

Medway campus

Liberty Quays has a Tesco Express, Domino Pizza and Subway, and there is an Asda supermarket located less than five minutes' walk from Liberty Quays. The Dockside Retail outlet is also very close to campus and has a range of shops and restaurants.

Advice

The Student Advice Centres at Canterbury and Medway can offer advice and guidance on a range of issues. Please see p13 for further details.



OTHER INFORMATION

University regulations

You should read the University regulations that affect you. As a registered student, you are required to abide by these. They can be viewed online at www.kent.ac.uk/regulations

Data protection

The University of Kent is a registered data controller, and collects and processes personal data under the terms of the Data Protection law. For further details about our Data Protection policy, please visit www.kent.ac.uk/infocompliance

Student confidentiality

University staff are prohibited by law from disclosing any information about students to unauthorised third parties, which includes family members and friends. In practice, this means that any request to disclose personal data to anyone other than the person to whom it relates will be politely refused.

Council tax

Under the Local Government Finance Act 1992, registered full-time students may be exempt from paying the tax or may be eligible for a discount.

Students should apply to their college for a certificate confirming their student status. This certificate will be required by local authorities when they consider applications for a discount or exemption. Students do not need to request a certificate unless asked to do so by their local authority.

Complaints

If you have a non-academic complaint you should submit your complaint to your college using their internal student complaints procedure. Please contact your college directly for details.

If you have an academic complaint this should also be submitted to your college, in line with their complaints procedure, in the first instance. If you have exhausted the college's internal procedure you may be eligible to submit your complaint to the University for consideration.

Details of how to submit a complaint can be found in the Grievance to Council section of the Complaints Procedure for students at www.kent.ac.uk/regulations/general.html Select 'Complaints Procedure for Students 2017 including flowchart (from 1 September 2017)' under 'Policies and Procedures'.

If you have any questions regarding the University's Student Complaints Procedure, please contact sccoffice@kent.ac.uk

Need further information?

Contact your Partnership Development Officer (see p4).



USEFUL CONTACTS AT KENT

For a full list of all departments within the University, please see www.kent.ac.uk/departments

Careers and Employability Service

Canterbury campus

University of Kent
Canterbury, Kent CT2 7ND
T: 01227 823299
E: careerhelp@kent.ac.uk

Medway campus

Gillingham Building
University of Kent
Chatham Maritime, Kent ME4 4AG
T: 01634 202996
E: medwaycareers@kent.ac.uk

Central Student Administration

The Registry
University of Kent
Canterbury, Kent CT2 7NZ
T: 01227 764000
E: csao@kent.ac.uk
E: gettingstarted@kent.ac.uk
www.kent.ac.uk/csao
Tw: @UniKent_CSao

Centre for English and World Languages

Keynes College
University of Kent
Canterbury, Kent CT2 7NP
T: 01227 824401
E: cowl@kent.ac.uk
www.kent.ac.uk/cowl

Chaplaincy Canterbury campus

Rutherford College
University of Kent
Canterbury, Kent CT2 7NX
Dean of Chaplains
Rutherford College S3N1 (office)
T: 01227 827491
E: chaplaincy@kent.ac.uk
www.kent.ac.uk/chaplaincy

Medway campus

University of Kent
Chatham Maritime, Kent ME4 4AG
T: 07778 567097
E: medwayinternationals@gmail.com

Financial Aid Office Canterbury campus

Room G43, The Registry
University of Kent
Canterbury, Kent CT2 7NZ
T: 01227 823488 or 824876
E: financialaid@kent.ac.uk
www.kent.ac.uk/finance-student

Medway campus

Medway Building
University of Kent
Chatham Maritime, Kent ME4 4AG
T: 01634 888913
E: ukmfinance@kent.ac.uk

Gulbenkian (cinema, theatre and café)

University of Kent
Canterbury, Kent CT2 7NB
T: 01227 769075 (box office)
E: boxoffice@kent.ac.uk
E: cinema@kent.ac.uk
www.thegulbenkiantheatre.co.uk

Income Office

The Registry
University of Kent
Canterbury, Kent CT2 7NZ
T: 01227 824242
E: incomeoffice@kent.ac.uk

IT and Library Services Canterbury campus

Templeman Library
University of Kent
Canterbury, Kent CT2 7NU
T: 01227 824999 (IT and Library support desk)
E: helpdesk@kent.ac.uk
www.kent.ac.uk/library/templeman
www.kent.ac.uk/itservices
Tw: @UKCLibraryIT

Medway campus

Drill Hall Library, North Road
Chatham Maritime, Kent ME4 4TB
T: 01634 883878 (reception)
<http://campus.medway.ac.uk/library>
www.kent.ac.uk/itservices

Jobshop

Mandela Building
University of Kent
Canterbury, Kent CT2 7NW
T: 01227 764000
E: jobshop@kent.ac.uk
www.kentunion.co.uk/jobshop

Kent Sport

Sports Centre
University of Kent
Canterbury, Kent CT2 7NL
T: 01227 827430
E: sportsenquiries@kent.ac.uk
www.kent.ac.uk/sports
www.facebook.com/UniKentSports

Partnership Development Officer**Vanessa Nedderman**

The Registry
University of Kent
Canterbury, Kent CT2 7NZ
T: 01227 824012
E: partnership@kent.ac.uk

Partner College Administration**Medway campus**

Gillingham Building
University of Kent
Chatham Maritime, Kent ME4 4AG
T: 01634 888881
E: collegeadmin@kent.ac.uk

Student Advice Centre**Canterbury campus**

Mandela Building
University of Kent
Canterbury, Kent CT2 7NW
T: 01227 827724
E: advice@kent.ac.uk

Medway campus

Student Hub
North Road
Chatham Maritime, Kent ME4 4AG
T: 01634 888989
E: advice@gkunions.co.uk

Student Learning Advisory**Service****Canterbury campus**

UFLT Building, University of Kent,
Canterbury, Kent CT2 7NQ
T: 01227 824016
E: learning@kent.ac.uk
www.kent.ac.uk/learning

Medway campus

Room G0-09, Gillingham Building
University of Kent
Chatham Maritime, Kent ME4 4AG
T: 01634 888884 (appointments)
E: learningmedway@kent.ac.uk
www.kent.ac.uk/learning

Students' unions**Kent Union (Canterbury)**

Mandela Building
University of Kent
Canterbury, Kent CT2 7NW
T: 01227 824200 (Reception)
E: kentunion@kent.ac.uk
www.kentunion.co.uk

GK Unions (Medway)

Student Hub
North Road
Chatham Maritime, Kent ME4 4AG
T: 01634 888989
E: info@gkunions.co.uk
www.gkunions.co.uk

Recruitment and Admissions Office

The Registry
University of Kent
Canterbury, Kent CT2 7NZ
T: 01227 768896

Student Support**Canterbury campus**

Keynes College
University of Kent
Canterbury, Kent CT2 7NP
T: 01227 823158
E: accessibility@kent.ac.uk

Medway campus

Student Services (ground floor)
Gillingham Building
University of Kent
Chatham Maritime, Kent ME4 4AG
T: 01634 888969
E: medwaystudentservices@kent.ac.uk
www.kent.ac.uk/studentssupport

Student Wellbeing**Canterbury campus**

Keynes College
University of Kent
Canterbury, Kent CT2 7NP
T: 01227 823206
E: wellbeing@kent.ac.uk
www.kent.ac.uk/studentwellbeing

Medway campus

Student Services (ground floor)
Gillingham Building
University of Kent
Chatham Maritime, Kent ME4 4AG
E: medwaywellbeing@kent.ac.uk
www.kent.ac.uk/studentwellbeing

For all other queries, please call the University switchboard on 01227 764000

GETTING TO THE UNIVERSITY CAMPUSES

Please visit www.kent.ac.uk/maps

This brochure was produced in September 2019. The University of Kent makes every effort to ensure that the information contained in its publicity materials is fair and accurate and to provide educational services as described. However, the courses, services and other matters may be subject to change. For the most up-to-date information and for full details of our terms and conditions, see www.kent.ac.uk/termsandconditions.

University of Kent, The Registry, Canterbury, Kent CT2 7NZ
T: +44 (0)1227 764000 www.kent.ac.uk

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