

GENERAL INFORMATION FOR PARTNER COLLEGE STUDENTS 2019

*Validated (Plus) programmes for
Canterbury College and MidKent 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 validated plus programme at either Canterbury College (part of the EKC Group) or MidKent College. The University is responsible for the academic level and quality of your course, which is taught in your college by college lecturers. The college is responsible for ensuring that you have access to the teaching and learning resources you need to complete your course successfully. However you also have access to a number of services and opportunities provided by the University at its Canterbury and Medway campuses.

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. Validated plus students are eligible to receive a Kent Associate Student 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, please contact the Partner College Administration team.

Partnership Development Officer

Vanessa Nedderman

T: 01227 824012

E: partnership@kent.ac.uk

Partner College Administration

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 Kent Associate Student card, you need to enrol 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/gif format. This is for your Kent Associate Student card.

The Kent Associate Student card

As a validated plus student, you are entitled to use some facilities at the University of Kent's Canterbury and Medway campuses. However, before you can access these facilities, you need to obtain a Kent Associate Student card.

During the enrolment process the system will ask you to submit a passport-style photograph electronically, which will be used on your card. If we do not receive a photograph, your card will not be produced.

The photo should be a recent close-up of your head and shoulders taken against a white background between 1-100kb in size. Please note that this picture will be on your card for the whole period of your studies.

Your card will be posted to your home address once your enrolment is complete. If you do not receive it, email collegeadmin@kent.ac.uk or contact your Partnership Development Officer. 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.

Please note: the Kent Associate Student card is not a Kent student ID card and cannot be used to borrow books or purchase reduced student bus passes.

If you have any issues regarding your enrolment, please contact gettingstarted@kent.ac.uk

Tuition fees

All tuition fees for validated plus courses are paid to your college, not the University.

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 college (not the University).

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 contact your college for more details.

HOW TO REGISTER AS A STUDENT (CONT)

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.

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 your college.

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.

There may also be an opportunity to visit the Canterbury or Medway campus to have a tour of the libraries and study support facilities and to meet with University of Kent staff. Your college lecturers will provide further information regarding these visits during your college enrolment.



STUDY INFORMATION

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

This section gives instructions on how to check the information the University holds about you. For example, if your address is incorrect, you may not receive your results and other relevant communications, so please read this section carefully.

Changes to personal data Change of surname

If you change your name, you must supply the necessary evidence to the University's Central 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 colleageadmin@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 your address changes, please notify your college to ensure your record is updated and communications are posted 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.

If you would like to find out more about how your final results are calculated, please visit the University's Credit Framework at www.kent.ac.uk/teaching/qa/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, or your college, 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 your college immediately to ensure that any error or misunderstanding is corrected.

Extenuating circumstances

Condonement, compensation and concessions

Work submitted late will only be accepted for marking at the discretion of the tutor 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.

STUDY INFORMATION (CONT)

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 by 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 p13 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 the 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 or Medway. Visit 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. 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

Your college will provide access to a range of print and electronic resources. In addition to this, students on validated plus programmes are welcome to use the Templeman Library at the Canterbury campus and the Drill Hall Library at the Medway campus to work and access print resources.

Please note: Your Kent Associate Student card will give access to the libraries, but you will not be able to borrow books or access computer facilities. Wireless access is available to students who have a login to eduroam through their college. There is also visitor Wi-Fi available at both Canterbury and Medway.

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

Drill Hall Library

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

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 can 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 823480 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)

Partner College students 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 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 Fayre 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.

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 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. 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 cinema showing both mainstream and independent films at the Canterbury campus, which are open to students and the general public. www.thegulbenkiantheatre.co.uk

Music

The award-winning Colyer-Fergusson Building at the Canterbury campus houses a wide range of music activities and students at Canterbury and Medway can take part in our extra-curricular music-making.

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.

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 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.

OTHER INFORMATION

University regulations

You should read the University regulations that affect you. As a validated plus student, you will be 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 listing 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

Chaplaincy

Canterbury campus

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

Medway campus

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

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

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

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
Tw: @UKCLibraryIT
www.kent.ac.uk/itservices

Medway campus

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

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: colleageadmin@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

UCLT 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/studentsupport

Student Wellbeing**Canterbury campus**

Room IG2, 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
T: 01634 888969
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 full details of our terms and conditions, see www.kent.ac.uk/termsandconditions.

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University of
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