

GENERAL INFORMATION FOR PARTNER COLLEGE STUDENTS 2019

Validated programmes for Canterbury 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 programme at Canterbury College (part of the EKC Group). This means that 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.



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 Partnership College Administration team.

Useful information about the services available to Partner College higher education students can be found at www.kent.ac.uk/msao/partnercollege.html

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, 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 the 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.

Tuition fees

All tuition fees for validated programmes 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 direct 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.

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 with Kent and to answer any questions you have.

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).

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 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. Please notify your college of any changes 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.

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.

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.

STUDY INFORMATION (CONT)

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 Board of Examiners must be submitted through the University of Kent Faculties Support Office within 21 days from the publication of your results on the University website, 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

See opposite page for academic and non-academic complaints procedures.



OTHER INFORMATION

University regulations

You should read the University regulations that affect you. As a validated 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 p3).



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

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