GETTING STARTED AT KENT

2014
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Important information
In order to prepare for your arrival, we need you to read this booklet carefully as it contains instructions on how to complete the online enrolment and registration process.

This booklet provides the basic information about Kent’s registration process. Our web pages for new students, www.kent.ac.uk/gettingstarted/, will guide you step by step through the enrolment process and provides guidance and links for a whole range of information which you need as a new student.

Our online information is regularly updated to reflect new developments and you should check our website frequently.

Get connected during Arrivals Weekend
Our students will be tweeting live updates during Arrivals Weekend. Follow @UKCStudentLive (if you’re at Canterbury) or @UKMSStudentLive (if you’re at Medway) for all the latest news.

Have a question during Arrivals Weekend?
Tweet @UKCStudentLive or @UKMSStudentLive if you have any questions during Arrivals Weekend and we’ll get back to you straightaway.

Need help?
Should you have problems/difficulties at any stage in this process, email GettingStarted@kent.ac.uk

IT support and training
For advice on using IT at Kent, including getting on Wi-Fi, using your Kent email and contacting the IT and Library Support Desk for assistance – search for ‘IT Services’ on the Kent website.

‘Getting started with IT’ sessions will run during Welcome Week and free workshops and courses run throughout the year. You can find the programme at www.kent.ac.uk/student/skills
Congratulations and welcome to the University of Kent. You have reached a major milestone in your academic career. University is a unique experience in which you will learn not only about the subject of your choice but, equally importantly, it is a time in your life when you will learn about yourself, who you really are and what you are able to achieve. At Kent, we will assist you to realise your potential intellectually, socially and personally and you will do this at attractive and well-resourced campuses.

As a university with an excellent teaching record, major areas of research excellence, nationally recognised academic support facilities, collegiate-based pastoral system, state-of-the-art information systems, some of the best sports facilities in the country and, via the students’ unions at Canterbury and Medway, over 200 clubs and societies ranging from Salsa to Fencing, you will soon realise that the ‘Kent Experience’ provides you with a vibrant community and an ideal place to live and learn in the coming years. I encourage you to get involved with a diverse range of activities which will broaden your horizons and develop a skills base to complement your academic learning.

There are several things you need to do to get started at Kent. This booklet and our Getting Started website gives you all the information you need on how to enrol and register, what we expect of you as a student, and important arrival information. Please read it carefully and, if you have any queries, do not hesitate to contact the University.

Professor Julia Goodfellow,  
Vice-Chancellor

Tammy Naidoo,  
Kent Union President
EXCELLENCE IN TEACHING AND LEARNING: OUR RESPONSIBILITIES AND YOURS IN ENSURING THE QUALITY OF YOUR LEARNING EXPERIENCE.

THE UNIVERSITY AS A LEARNING AND TEACHING COMMUNITY

A university is a community of people, academics, administrators and students, dedicated to learning, debate and discovery and dissemination of new knowledge. The University of Kent places value on critical thinking, the advancement of knowledge and the pursuit of truth. All education is about developing learning and enquiring, but as a university we focus upon areas at the boundaries of knowledge and work to refine those methods of reasoning and understanding that help us to push back those boundaries: students and staff do this together and independently of each other.

At Kent we strive for excellence in everything that we do. We foster staff and students’ potential for high achievement and are committed to realising this potential in part through independent research and research informed teaching and learning; we prize and defend the special and intimate relationship between teaching and research in a university.

The relationship between students and the University, particularly in relation to the teaching experience, is mutually dependent. The quality of a university experience is at least as much the outcome of the effort and initiative that you put into the experience as it is of the teaching and facilities provided. Universities provide opportunities, not simply facilities and services, though we always wish these to be of an appropriate and high quality.

UNIVERSITY AND STUDENT RESPONSIBILITIES

To achieve the maximum benefit from the teaching and learning experience, both students and the University must commit resources and effort. Both students and the University have responsibilities to ensure that the learning experience is the best it can possibly be; the University has responsibilities to you, and you have responsibilities to the University and to yourself.

THE UNIVERSITY WILL:

- provide an environment that supports your intellectual, social and personal development
- use reasonable endeavours to deliver programmes of study in accordance with the descriptions in University publications and web pages
- communicate clearly the requirements of each programme of study
- provide teaching, by appropriate delivery modes, that it reasonably decides is necessary for programmes of study;
  - this will involve a variety of learning opportunities provided by the University’s staff or by other suitably experienced and qualified persons: for example lectures, seminars, practical classes, examples classes and laboratory classes
  - the number of contact hours per week will depend on the subject content of your programme. Full-time undergraduate programmes expect students to do at least 1200 hours of study per year, which includes both contact hours and private study. The pattern of teaching and study required for specific programmes can be found at www.kent.ac.uk/student/studying
- provide feedback on written and other assignments in accordance with published school or faculty deadlines and standards
- provide IT and library support to facilitate study and on the conditions set out in hard-copy and electronic publications
- provide a range of student support facilities to address academic and pastoral needs
- provide registered students with residential accommodation (providing the University’s admissions criteria are met) or assistance in finding private accommodation
- monitor your performance and bring it to your attention when it is unsatisfactory
- provide the opportunity for student feedback on the quality and nature of teaching provision and facilities and use this to inform future practice
- use all reasonable endeavours to ensure that staff are diligent in the execution of their duties.

The University has a responsibility to ensure that you are not injured by its undertakings, either while you are on its premises, or engaged in activities which have been organised by the University. You are expected to co-operate with the University to enable it to discharge that responsibility. You should report any injuries to your supervisor or academic school, who will take any appropriate further action.

YOU ARE EXPECTED TO:

- abide by the University Regulations in relation to your studies and residence and behave in a manner appropriate to the University and its place in the wider community
- pay all fees and charges due to the University in connection with your studies and residence
- take primary responsibility for your learning, in particular:
  - to be self-motivated and self-directed in the management of your learning. Be attentive and orderly in class and considerate in your behaviour towards all other members of the teaching community
  - to pursue diligently such studies that are required of you by those assigned to teach you. This includes reading material and undertaking prescribed learning activities, including attending lectures, tutorials, seminars, classes and other opportunities provided for learning
  - to fulfil the academic requirements of your programme of study, including preparation for classes and seminars, the submission of work by published deadlines, and attendance at examinations
  - to be diligent in your attendance and punctuality and to notify the University when you have to be absent through illness or other good reason
  - to familiarise yourself with published information that will allow the selection, by due deadlines, of the appropriate paths of academic study
  - not to plagiarise or to cheat when submitting work for assessment
  - to acquaint yourself with the variety of academic and student support services provided by the University and to use them where necessary
  - agree to the processing of personal data in accordance with the terms of the Data Protection Act and as set out in University publications
  - register and maintain personal details accurately on University systems and notify changes promptly
  - agree that all ideas, material or work produced and submitted as part of the requirements of a programme of study, and all intellectual property rights therein, become the property of the University.
BEFORE YOU ARRIVE: WHAT YOU MUST DO

Becoming a registered student of the University
You will become a registered student at the University of Kent when you attend Arrivals Weekend on 20-21 September 2014. However, to be able to complete registration, you must provide us with specific information before you arrive.

You must:
• complete your online enrolment
• provide a passport-style photograph electronically
• claim your Kent IT account (including email)
• complete your fee payment arrangements
• choose/confirm your modules (only applicable to full-time undergraduate and postgraduate taught students, depending on their programme of study. Not applicable to part-time and postgraduate research students).

This will enable us to prepare for your registration, draw up your timetable and have your KentOne card ready before the start of the academic year. When you have registered, you will be issued with your KentOne card, which will allow you to access buildings and attend key events. You can then enjoy Welcome Week without the need for additional administration and delay.

Failure to complete all the stages listed above will result in delays to your registration and your access to student/campus activities.

Submit a photograph
As part of the enrolment process, you will be asked to submit a passport-style photograph of yourself. In order to do this you will need to save a photograph in .jpg format. The system will prompt you to submit the photograph.

Important
Your photograph MUST
• be head and shoulders only
• be on a white background.

Please ensure the photograph is clear as it will be on your KentOne card for the whole period of your studies and cannot be changed.

If you experience problems uploading your electronic photograph, it can be emailed to GettingStarted@kent.ac.uk. Please ensure you state your name, Kent ID number, and the campus where you will be studying on the email.

When we have processed your enrolment, you will be notified by email.

Claim your Kent IT account
You need to claim your Kent IT account to start managing your studies. It’s part of your online enrolment. You need it to register for modules, start using your email, set up your Wi-Fi and lots more. Search ‘claim account’ on the Kent website, or follow the instructions at: www.kent.ac.uk/gettingstarted.it.html

Fee payment arrangements
To avoid long queues during Arrivals Weekend, please arrange to pay your fees before you arrive. If fees are paid in full, before 31 August 2014, a 2% discount can be deducted from the payment. See Money Matters (page 8).

Choose your modules
Once you have claimed your Kent IT account, you should log in to the online Student Data System to choose your modules: https://sds.kent.ac.uk

Once you have logged in, follow the links to Online Module Registration to check whether you need to choose your modules.

• Most full-time students are required to choose modules online, although some programmes do not have optional modules in the first year of study.
• If you are a short-term or exchange student, you are not required to choose your modules online. Staff from International Development will arrange this.
• Part-time students cannot choose modules online. If you are studying part-time, you should contact your academic School.

If you are joining one of the Kent International Pathways programmes (International Foundation Programme/Graduate Diploma) you will be contacted directly by the Centre for English and World Languages before you arrive regarding arrangements for your module choice selection.

Help with choosing your modules
You can find all the necessary information to assist you in selecting your modules, along with the undergraduate handbooks, on the relevant websites:

- Humanities www.kent.ac.uk/hsugo/omr/stage1.html
- Social Sciences www.kent.ac.uk/hsugo/omr/stage1.html
- Sciences www.kent.ac.uk/stms/studying/undergraduate/ handbooks/index.html

Apply for University accommodation (if you have not already done so)
If you are studying at our Canterbury or Medway campuses you should apply for accommodation online by 31 July 2014 at kenthospitality.kent.ac.uk/myaccommodation/

While we always try and allocate you to the type of accommodation you request, please note that this is not always possible and individual preferences cannot be guaranteed. Adjustment and Clearing applicants should only apply via our Clearing website www.kent.ac.uk/clearing

Offers of University accommodation are sent by email from Monday 18 August onwards, after the A level results are published.

For insurance, adjustment and clearing applicants, offers of any available accommodation are emailed from early September onwards.

Enrol online
Go to www.kent.ac.uk/gettingstarted and follow the links to enrol.

The enrolment process should take no more than ten minutes and is simply confirmation of your details and provision of information we require in order to register you as a student.

You will need your Kent ID number to enrol and this will be notified to you via a ‘How to enrol’ message in your Kent applicant portal intray. You will be sent an email to let you know when this message appears in your intray.

Input your Kent ID number when prompted to do so, together with your date of birth, to access your individual online enrolment page.

Important
The University’s primary means of communication with you before you arrive is by email. You should therefore check your email regularly once you begin the online process as you will be given instructions at key stages about what to do next.
Personal contents insurance

Student rent includes insurance for loss of personal possessions up to £5,000 in respect of claims arising from fire, flood or theft within the accommodation area, including losses by walk-in theft. Students will be able to arrange additional cover online at the insurer’s website, for accidental damage or all risks on high-value items. www.endsleigh.co.uk/reviewcover

Bedding, bed linen and towels

Beds are provided with a mattress and pillow. You should provide your own bed linen and towels. Alternatively, bedding and towel packs may be purchased on arrival. Please go to www.kent.ac.uk/accommodation for further information.

Health services

Canterbury campus

The Medical Centre is an on-campus specialist GP practice providing medical care tailored to meet all the health needs of students at the University. See www.kent.ac.uk/medical for full details. All services are completely confidential.

We strongly advise you to register with a doctor’s surgery close to your term-time accommodation. You can start to register with the Medical Centre before you arrive by going to www.kent.ac.uk/medical

Medway campus

You should register with a local doctor near to your accommodation. A list of practices in the Medway area is available from Student Services, located on the ground floor of the Gillingham Building. If you are unable to register with a local doctor because the waiting list is closed, please contact Student Services. The nearest hospital with A&E services is Medway Maritime Hospital and you can find their contact details on p24 of this booklet.

Ensure you are fully immunised

In order to achieve maximum protection it is very important that you have been immunised against meningitis C and measles, mumps and rubella (the MMR vaccine) before attending university. An open letter for you to print and take to your doctor explaining the necessity of these vaccinations is available at www.kent.ac.uk/medical.

Meningococcal group C

There has been a small increase in the rate of meningococcal meningitis and septicaemia in recent years. Young people attending higher education for the first time are at greater risk of this disease, particularly in the first few weeks of their first term. In the UK, there is now a nationwide immunisation programme through schools to vaccinate those most at risk but, if you have taken a gap year or longer, you may have missed out on this. To achieve maximum protection you should have been immunised against meningitis C before attending the University and we urge you to see your family doctor to be immunised. If you are unable to receive immunisation in your home area we will be able to carry it out on your arrival, but you must make an appointment to be seen at the University Medical Centre as soon after your arrival as possible.

Measles, mumps and rubella (MMR)

During the last few years a number of universities, including Kent, have seen an increase in cases of mumps among students. This can be a debilitating illness in young people with the possible risk of complications. The Department of Health advises that all those entering higher education should have TWO immunisations against MMR. Please ensure that you are fully immunised before you arrive at the University. If you have not been immunised, please arrange this with your family doctor.

Other infections

Robust plans are in place to deal with outbreaks of infectious diseases among students and there is close collaboration between the University Medical Centre and local health protection agencies. Please ensure that you have with you supplies such as paracetamol and paper tissues to deal with minor illnesses. For further information about the management of minor illness, visit the University Medical Centre website at www.kent.ac.uk/medical.

Student Support and Wellbeing

Student Support team

You should contact Student Support if you have:
• specific learning difficulties eg dyslexia
• mobility difficulties
• sensory impairments
• social/communication difficulties eg Asperger’s syndrome
• medical conditions.

We employ a diverse range of staff to help meet your requirements. Examples of help include:
• study skills tuition
• note-taking
• library support.

If you are a disabled student and a UK resident it is advisable to apply for the Disabled Students’ Allowance, before commencing your course. Go to: www.gov.uk/disabled-students-allowances-dsas

We encourage all new students who have additional support needs to contact us before the beginning of the academic year.

Contact details

Canterbury campus

Located in Keynes College
E: accessibility@kent.ac.uk
T: +44 (0)1227 823158
www.kent.ac.uk/studentsupport

Medway campus

Located in the Gillingham Building
E: medwaystudentservices@kent.ac.uk
T: +44 (0)1634 888969
www.kent.ac.uk/studentsupport

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.

You are invited to make an appointment to meet with a member of the team who will listen to your concerns and consider what support might be helpful.

Contact details

Canterbury campus

Located in Keynes College
E: wellbeing@kent.ac.uk
T: +44 (0)1227 823206
www.kent.ac.uk/studentwellbeing

Medway campus

Located in the Gillingham Building
E: medwaywellbeing@kent.ac.uk
T: +44 (0)1634 888675
+44 (0)1634 202084
www.kent.ac.uk/studentwellbeing

Handy Student Guide

Our Student Guide at www.kent.ac.uk/student gives you lots of information and links to online tools you’ll be using while you’re here.

DON’T FORGET...
You can tweet us for help and advice during Arrivals Weekend.
Follow @UKCSStudentLive or @UKMSStudentLive
FOR INTERNATIONAL STUDENTS

Visas and entry clearance
If you are a citizen of the European Economic Area (EEA) – the 27 EU countries plus Iceland, Lichtenstein and Norway – or a Swiss national (all of whose citizens have the right of free movement and residence in the UK) you do not need to seek entry clearance before travelling to the UK to take a programme of study for more than six months.

If you are not a citizen of these countries, you need to have a Tier 4 student visa. For further information see the UKVI website: www.gov.uk/tier-4-general-visa

For guidance on how to apply for a visa, see the Student Advice Centre website: www.kentunion.co.uk/advice/international

To apply you must have received a Confirmation of Acceptance for Studies (CAS) number from your Recruitment and Admissions Office. Before they can issue the CAS, they need to check that your visa application will not take you over the maximum time you are allowed to be in the UK as a student. You must also satisfy the immigration authorities that you are able to meet the costs of the course and maintain yourself and any dependants during your course of studies.

You must be able to show that you have had these funds available to you (eg in your bank account) for 28 days before making your Tier 4 visa application. It is advisable to make your tuition fee payments early in order to get evidence of these payments for your visa application.

If you are a research Master’s or PhD student you must get a clearance certificate before submitting your visa application if you are studying a subject which is on a list under the Academic Technology Approval Scheme (ATA S). It takes up to 20 working days to obtain the certificate.

You can find out if your course is on the list by checking its JACS code with Admissions and visiting the ATAS pages at the Foreign and Commonwealth Office website: www.gov.uk/academic-technology-approval-scheme

You will need to make an appointment at your nearest visa application centre to provide your biometric details as part of the application process.

For full details please go to: www.gov.uk/tier-4-general-visa www.kentunion.co.uk/advice/international

Preparing for your visa application
In order to avoid delays to your visa being granted, it is essential that you prepare well in advance and that you submit the correct documents. Further information on preparing for your visa application can be found at: www.kentunion.co.uk/advice/international

Extending your leave to remain
For international students already in the UK, who may need to extend their existing leave to remain, ongoing immigration advice can be obtained from the Student Advice Centre in Kent Union (Mandela Building: www.kentunion.co.uk/advice/international) at the Canterbury campus, or from the students’ union at Medway (Pilkington Building: www.gkunions.co.uk/advice/international) at the Medway campus. Priority will be given in the first weeks of the autumn term to any students whose existing leave to remain is expiring at the end of September 2014.

Paid work
Most students on a course of more than six months duration will be given permission to work part-time during the term (up to 20 hours a week) and full-time during the vacations. However, for immigration purposes, you must be able to show that you can afford to study and live in the UK without having to work. You must be able to show other sources of funding apart from your part-time work.

Document checklist
International students should have the following documents readily available when they arrive at the airport or point of entry. Please ensure these documents are kept in your hand luggage and not in your suitcase.

- Current passport (and old passport if your visa is in it)
- Biometric Residence Permit (if you have one – this only applies if your current visa was issued in the UK)
- Health certificate (if applicable, see information on tuberculosis screening)
- Proof of your finances
- Copy of your Ready for Enrollment communication
- Copy of your Confirmation of Acceptance for Study (CAS) email
- Accommodation arrival pass

Tuberculosis screening
If you are coming to the UK for more than six months you need to get a certificate confirming that you are free from infectious tuberculosis (TB) before you apply for your visa, if you are a resident of one of the countries on the UKVI list. The list of countries is subject to change and many more countries have recently been added. Please refer to the UKVI information for an up to date list of countries and full details: www.gov.uk/tb-test-visa

If you do need a certificate, carry it in your hand luggage in case you are asked to show it to a Border Force officer when you arrive in the UK.

Police registration
Canterbury campus
Students whose visas are for more than six months and who are from certain countries must register with the police within seven days of arriving in the UK. Your visa will tell you if this applies to you. If your initial visa is for six months or less, you will need to register with the police if you extend it. You can get advice on this from the Student Advice Centre: www.kentunion.co.uk/advice/international/registeringwiththepolice

If you are starting in September 2014, you will be able to make an appointment in the Sports Hall on Monday 22 September between 09.00 and 16.00.

Medway campus
You will be able to discuss the arrangements with the Advice Centre at the students’ union in Medway (GK Unions) in the Pilkington Building from 22 September onwards.

International Arrivals Lounge
Canterbury campus
Saturday 20 and Sunday 21 September 08.00-20.00
Upon arrival at the University you can make use of our International Arrivals Lounge, located in the Registry reception at the Canterbury campus. Come and relax in the lounge, meet other international students and staff from Kent’s International Development team. There will be hot drinks and pastries served and Wi-Fi access. Our team will be on hand between 09.00 and 17.00 to assist you and answer any questions you may have. If you plan to arrive after 20.00 you should book a local hotel. If you are delayed, Campus Watch will show you to your accommodation (see p11).

If you arrive after Arrivals Weekend
Canterbury campus
If you arrive after Arrivals Weekend, please go to the student reception in the Registry Building where representatives from International Development will be able to assist you.

Medway campus
If you arrive after Arrivals Weekend, please go to Student Administration (Gillingham Building) where staff will be able to assist you.
CHECKING OF QUALIFICATIONS

Qualification checks
You may be required to bring evidence of your previous qualifications with you to the University.

You will be notified by email via the enrolment process if this applies to you*. We reserve the right to cancel an offer of a place to any student who does not provide evidence of qualifications obtained, either in the form of an officially certified photocopy acceptable to Kent or an original certificate produced by the date indicated in your ‘How to enrol’ message found in your Kent applicant portal intray.

If you do not have original documents please ensure you obtain these from the relevant bodies prior to your arrival at the University.

*This does not apply to undergraduate students whose results are sent directly to the University by the UK examination boards.

Canterbury campus
The checking of qualifications will take place in the Sports Centre throughout Arrivals Weekend and on Monday 22 September. From Tuesday 23 September this will take place in the Visitors’ Reception area of the Registry Building, adjacent to the Recruitment and Admissions Office from 09.30-16.30.

Medway campus
Qualification checks, where required, will take place at registration or at the Gillingham Building.

If, for any reason, you are unable to provide proof of entrance qualifications, you must contact the Recruitment and Admissions Office on +44 (0)1227 827272 without delay.

CHECKLIST

Have you...
- Completed your online enrolment?
- Submitted your photograph?
- Claimed your IT account?
- Chosen your modules?
- Applied for accommodation?
- Checked whether you need to be immunised?
- Applied for a visa? (if you are not a member of an EEA country you need a visa, see p6)
- International students – Have you checked you have all the required documentation? (see p6)

CONFUSED?
Don’t know where to go?
Tweet us for help and advice during Arrivals Weekend.

Follow @UKCStudentLive
or @UKMStudentLive
MONEY MATTERS

Arrange to pay fees
You will need to arrange payment of tuition fees and accommodation fees (where accommodation is relevant). To avoid long queues during Arrivals Weekend, please arrange to pay your fees before you arrive. If fees are paid in full, before 31 August 2014, a 2% discount can be deducted from the payment.

Your fee status
If you are not classified as a UK or EU student, you will be regarded as an overseas student for fees purposes. For information on fees for international students please visit www.kent.ac.uk/internationalstudent/beforeapply

To establish your fee status you may be required to complete a Fee Status Questionnaire, if you have not already done so. If the University regards you as an overseas student for fee purposes, you will be required to show evidence of available funds or sponsorship to pay your fees before you can register for your studies.

How to pay tuition and accommodation fees
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.

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/payments to make payments.

Tuition fees are payable in advance or by two equal instalments. Fees paid in full, by 31 August 2014, can deduct a 2% discount from the payment. If you are paying in instalments, the first payment is due on or before registration and the final payment is due by 1 December 2014. The instalment plan is available only for payment by debit/credit card through the University web payments system at https://epay.kent.ac.uk

Non-payment of tuition fees
Non-payment of tuition fees by these dates will be liable to late payment charges of 1.5% of the outstanding balance, on a monthly basis. Charges are also made for declined instalment payments.

Students may also be deregistered for non-payment of tuition fees and will be deemed withdrawn without any further opportunity to study, unless permitted to intermit by the school/faculty, and return at a later date. The deregistered student will have no recourse to University resources including accommodation and all email and access requirements.

In the first instance, Canterbury students should contact the Income Office in the Registry Building with any financial issues. Medway students should contact the Medway Finance Office in the Medway Building.

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 that the following information is included:
• your FULL name
• student number (if known)
• the amount you are being funded for.

A disclaimer will also need to be completed by you and returned to us along with your sponsor letter. Complete the disclaimer at www.kent.ac.uk/finance-student/fees/Sponsor.pdf

Please return your disclaimer and sponsor letter to the Income Office at the Canterbury campus (all students). Failure to do this will result in the tuition fees being invoiced to you.

University accommodation fees
Undergraduate students (Canterbury campus)
Payment can be made in full at the start of the academic year. If fees are paid in full, in advance of 29 September 2014, a 2% discount is deducted from the payment.

Undergraduate accommodation fees may also be paid in instalments at the beginning of each term. Payment for the full amount for each term is due by 29 September 2014, 19 January 2015 and 11 May 2015.

Please enter the amounts for each term from your accommodation agreement to set up an automatic instalment plan on https://epay.kent.ac.uk as accommodation costs do vary.

Postgraduate students (Canterbury campus)
Postgraduate accommodation fees are due at the start of each quarter (eg 1 October, 1 January, 1 April, 1 July). Please enter amounts for each term from your accommodation agreement to set up an automatic instalment plan on https://epay.kent.ac.uk as accommodation costs do vary.

Medway campus (Liberty Quays)
All students
If you are living at Liberty Quays you need to pay your accommodation fees to them directly. Please refer to your accommodation contract for details of how to pay your fees. Contact Liberty Quays direct on +44 (0)1634 835285 or email libertyquays-medway@libertyliving.co.uk. Please do not pay Liberty Quays accommodation fees to the University.

Making a payment
The University bank details can be found on the finance website at www.kent.ac.uk/finance-student/payment/makingpayments.html. Please ensure that your full name and student number is quoted on all payments.

The University will accept bankers drafts and bank payments, however personal cheques will no longer be accepted. Please do not send cash by post.
Online payments
All tuition and Canterbury accommodation fees can be paid online by visiting https://epay.kent.ac.uk or follow the instructions on the Student Finance Guide at www.kent.ac.uk/finance-student/student-finance-guide

Scholarships
The Scholarships team will contact successful applicants by email to request bank details in order to process the payment of scholarships.

US loans for undergraduate and postgraduate US citizens
The University of Kent will process and receive US Federal Stafford loans for postgraduate and undergraduate students who are US citizens.

For further information please contact:
Scholarships and Foreign Loans Unit
E: scholarships@kent.ac.uk
www.kent.ac.uk/scholarships

Foreign Loans
E: foreignloans@kent.ac.uk
www.kent.ac.uk/scholarships

Withdrawing from your course
All students considering withdrawing from their course should discuss the matter with their personal academic or student adviser in the first instance. Students must then follow the proper withdrawal procedure through their academic school.

You can also seek advice from Kent Union Student Advice Centre on the Canterbury campus, or from GK Unions Advice Centre on the Medway campus.

Tuition fees
If you have paid your tuition fees, upon withdrawal, you may be entitled to a refund based on the following rules of withdrawal.

For undergraduate students funded by the Student Loans Company (Home and EU only)
The Student Loans Company has three trigger points (at the start of each term) which determine whether fees will be paid. If you are in attendance on any of these trigger dates your fees will be paid to us in full for that particular term.

Student Finance England (for Home and EU undergraduate students only)
Student Finance England will not pay your fees if you withdraw before 1 December 2014 as you become ineligible for funding. You are advised to speak to Student Finance England to discuss the financial implications when considering withdrawal from your course.

For all other students
Fees will be reduced on the number of months completed, pro-rated against the total months allocated to the year. For further information, please email incomeoffice@kent.ac.uk

Accommodation fees
If you are withdrawing from your course you will also need to inform the Accommodation Office. If you are a Medway student and are withdrawing, please contact Liberty Quays directly regarding your accommodation agreement.

For further information regarding fees please refer to www.kent.ac.uk/finance-student

Financial planning
The University and the Student Advice Centre advise you to put together a budget when you first arrive at Kent. It might seem difficult or boring, but it is definitely worth knowing how much you have to spend and keeping track of where the money goes.

If you are a Home or EU student, it can be difficult to adjust to your income arriving in three major instalments if you are used to budgeting with weekly, fortnightly or monthly incomes. Unless you can get a job in the summer vacation, the period from June to the end of September is very lean financially if you haven’t made sure that you have some of your loan/grants still available to cover your spending.

How are payments timed? (Home and EU students only)
For full-time students, student loan instalments, the maintenance grant, parent learning allowances and childcare grants are usually paid on the FIRST day of each term. Child tax credits are paid across the year at a frequency you can select, and the Disabled Students’ Allowance is paid direct to the supplier of services and equipment. University accommodation fees are payable in arrears at the start of each term.

What happens if I get into 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 from banks and other creditors if you explain the situation as soon as possible. You can seek advice from the Student Advice Centres at the Canterbury and Medway campuses:
Canterbury campus: www.kentunion.co.uk/advice
Medway campus: www.gkunions.co.uk/advice

Student confidentiality
The University of Kent is a registered Data Controller, and collects and processes personal data under the terms of the Data Protection Act 1998. This means that 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. For further details about our Data Protection policy, please visit our information compliance web page at www.kent.ac.uk/infocompliance

DON'T FORGET...
To have a look at our Student Guide at www.kent.ac.uk/student – there's lots of useful links and information.
ARRIVING AT THE UNIVERSITY OF KENT

Parking on campus over Arrivals Weekend (20/21 September 2014)
Parking will be available over Arrivals Weekend for parents, carers or friends who may be helping you move in to your accommodation.

Parking on campus at all other times
Parking is severely restricted at both the Canterbury and Medway campuses at all other times. The University of Kent promotes itself as a Green University and encourages everyone to travel sustainably where possible.

Please visit www.kent.ac.uk/estates/transport for more information about the local transport, including discounts available to students for buses and bicycles.

Students residing on the Canterbury campus, Liberty Quays (Medway) or within the exclusion zones are not entitled to park a car on campus. There are special arrangements for people who require a vehicle for accessible parking, medical reasons or have an exceptional circumstance. Further information can be found www.kent.ac.uk/estates/transport/parking

Registered students, residing outside the exclusion zone can apply for a permit to park. Complete the application online at www.kent.ac.uk/estates/transport/parking to apply for a permit. There is a charge for the permit.

Canterbury Exclusion Zone
Students resident in the following postcode areas are unable to apply for a permit: CT1 1; CT1 2; CT1 3; CT2 7; CT2 8.

Medway Exclusion Zone
Students resident in the following postcode areas are unable to apply for a permit: ME1 1**, ME4 3**, ME4 4**, ME4 5**, ME4 6**, ME7 1**, ME7 2**, ME7 4** and ME7 5** (including residents of Liberty Quays).

Arriving at the Canterbury campus
You should plan to arrive the weekend of 20-21 September 2014. If you cannot arrive at the University until after this date you must immediately inform the Accommodation Office in writing in advance of your intended arrival date, otherwise it may result in the withdrawal of the offer of University accommodation.

If you are living on the Canterbury campus, it is not possible for you to move into your accommodation before Saturday 20 September (unless you are on a pre-sessional language course) as the campus accommodation is occupied by summer visitors.

If arriving by car, please park in the car park closest to your accommodation for unloading. Your car should then be moved to the visitors’ car park (please see map on p14) to prevent traffic congestion. If you are not arriving by car, please see p14 for details of getting to the campus by public transport.

Satellite navigation
University Road postcode CT2 7NP

If you will be living in University accommodation, please go to the residence where you have been allocated a room when you arrive. This is either the College where you will be living (Rutherford, Darwin, Keynes, Eliot, Turing, Becket Court or Woolf), Tyler Court or Park Wood Reception. You should have your accommodation arrival pass available to show to the receptionist on arrival before you will be allowed into your accommodation.

Your accommodation/room agreement will give details of your room allocation and the dates of the contract. Please read the document carefully.

If you will be arriving after Arrivals Weekend, please email the Accommodation Office on accomm@kent.ac.uk.

We regret there is no on campus accommodation for family and friends. If you require accommodation for family and friends during the arrival period, you are advised to book hotel or guest house accommodation well in advance. Information on local guest houses and hotels close to the campus is available from Canterbury Visitor Centre:

T: +44 (0)1227 378100.
E: canterburyinformation@canterbury.gov.uk
www.canterbury.co.uk

Arriving at Liberty Quays (Medway)
If you are arriving by car, you are able to park at Liberty Quays for unloading. Parking is strictly limited to two hours and penalties may be applied by an external authority. We advise that you unload and then move your car to the Drill Hall Library car park on the University campus where free parking is offered to University of Kent visitors. During Arrivals Weekend the Drill Hall Library car park barrier will be open for parking and is ten minutes from Liberty Quays.
Satellite navigation
The full address for Liberty Quays student accommodation is: Liberty Quays, Blake Avenue, Gillingham, Kent, ME7 1FL.

The full address for the Medway campus is: University of Kent, Medway Building, Chatham Maritime, Kent ME4 4AG

Once your accommodation is confirmed, Liberty Living will supply you with all documentation for your accommodation. Please see p24 for Liberty Living’s contact information. Please remember to bring your accommodation agreement and a form of personal identification (eg a passport), which will be required before you can collect your keys from the reception at Liberty Quays.

You must ensure that you have completed all aspects of your online agreement prior to arrival. Failure to do this will result in you being delayed from accessing your accommodation.

www.libertyliving.co.uk/pdfs/GuideToLiving.pdf

If you will be arriving after Arrivals Weekend, (20-21 September) you should notify Liberty Quays direct by emailing libertyquays-medway@libertyliving.co.uk Information on local hotels and guest houses is available from:

Medway Tourism
www.visitmedway.org

Accessible parking
Accessible parking bays are available at Canterbury and Medway for those with restricted mobility but you must display the appropriate University of Kent permit as well as your blue badge. You can apply online www.kent.ac.uk/estates/transport/parking

Tonbridge Centre
Parking at the Avebury Avenue Centre is strictly restricted to staff, with clamping being enforced at certain times. There are detailed maps at www.kent.ac.uk/maps showing the locations of the Avebury Avenue and K College with town and public car parks that can be utilised.

There is ample, free car parking at K College. A map of the Brook Street campus can be found at www.kcollege.ac.uk to help you navigate your way around the site.

Arriving outside of the specified dates/times
Canterbury campus
If you will be arriving very late at night or in the early hours outside of the times listed on the key dates page (for September 2014 arrivals only), you should book a local hotel or guest house accommodation and move in the following day. Guest house or hotel accommodation in Canterbury can be booked via Canterbury Visitor Centre telephone +44 (0)1227 378100 or website www.canterbury.co.uk

For any unexpected or very late night arrivals, the University security service, Campus Watch, is available 24 hours a day on +44 (0)1227 823300 to assist. You will need to show your accommodation arrival pass to Campus Watch officers before you will be allowed into your accommodation.

Medway campus
If you will be arriving at Liberty Quays outside of 20-21 September, you will need to obtain overnight accommodation in a hotel or guest house. Details are available at www.visitmedway.org

Students not living in University accommodation
If you will not be living in University accommodation, you should still come to the appropriate campus over Arrivals Weekend (20-21 September 2014) to complete your registration.

It is also important that you attend Welcome Week which commences on Monday 22 September 2014. Your academic school will be hosting a number of induction events that will ease the transition into studying at Kent and you will get to know the people on your course. There’s also lots of activities and events run by the students’ unions at Canterbury and Medway that will help you settle in and have some fun.

If you need further information or assistance with finding private sector accommodation, you can contact the University’s Accommodation Office (+44 (0)1227 786860) or by email at accom@kent.ac.uk.

DON’T FORGET...
You can tweet us for help and advice during Arrivals Weekend.

Follow @UKCStudentLive or @UKMSStudentLive
KEY DATES
(for September 2014 arrivals only)

All new students, including those living off campus, are expected to register during Arrivals Weekend.

Arrivals Weekend
20-21 September
All new students living in University residences must arrive at Kent during the weekend of 20-21 September 2014, or earlier if specifically notified. Students who are not living in University residences are also required to attend registration during this time.

Canterbury campus
On arrival, collect your room key from the relevant college reception, Tyler Court or Park Wood receptions (if living in University residences), then go to the Sports Centre to collect your KentOne card. University staff will be available to answer any queries.

Medway campus
On arrival, collect your room key from the reception at Liberty Quays (if living in University residences), then go to the Pilkington Building to collect your KentOne card. University staff will be available to answer any queries.

Registration
Canterbury campus
All students can register in the large sports hall in the Sports Centre between the following times:
- 20 September 09.00-19.00
- 21 September 09.30-16.00
- 22 September 09.00-16.30
- 23 September 09.00-16.30
- 24 September 09.00-16.30
- 25 September 09.00-16.30
- 26 September 09.00-14.30

Medway campus
All students can register in the Pilkington Building between the following times
- 20 September 09.30-15.30
- 21 September 09.30-15.00

Arrivals for accommodation
Canterbury campus
Saturday 20 September 08.00-22.00
Sunday 21 September 08.00-22.00
Monday 22 September 07.30-20.00

Liberty Quays (Medway)
Friday 19 September 08.00-20.00
Saturday 20 September 08.00-20.00
Sunday 21 September 08.00-20.00

Woollf College (Canterbury campus) only
Saturday 20 September 09.00-20.00
Sunday 21 September 09.00-20.00
Monday 22 September 09.00-20.00

Payment dates for University accommodation
Undergraduate 29 September 2014
19 January 2015
11 May 2015

Postgraduate 1 October 2014
1 January 2015
1 April 2015
1 July 2015

Welcome Week
22-26 September
All new students are expected to participate in the Welcome Week events held between 22 – 26 September 2014. In order to view your individual Welcome Week programme, please view your Week Zero timetable via the Student Guide at www.kent.ac.uk/student. Key Welcome Week events for faculties and academic schools will be reported on their individual web pages. Details of events can be found at www.kentunion.co.uk/welcomeweek

Welcome Fayres
22-26 September
Welcome Week events and Welcome Fayres (Canterbury campus) see website at www.kentunion.co.uk

Welcome Week events and Welcome Fayres (Medway campus). See website at www.gkunions.co.uk

Teaching starts
29 September

Arriving at other times during the year
If you are arriving at another time of the year you will be notified of your arrival date and time.

DON’T FORGET...
To have a look at the students’ unions websites for sports, clubs, societies, volunteering opportunities and much more.

You can also check out the Student Guide: www.kent.ac.uk/student
HOW TO GET TO THE UNIVERSITY OF KENT

For students travelling within the UK

Canterbury campus

By rail
- London (St Pancras) to Canterbury West: journey time approximately 55 minutes. Trains depart on an hourly basis.
- London (Victoria) to Canterbury East: journey time approximately 85 minutes.
- London (Charing Cross or Waterloo East) to Canterbury West: journey time approximately 90 minutes.

Passengers who have to cross London from one main-line terminus to another are advised to allow one hour between their arrival and departure times in which to do this.

See www.nationalrail.co.uk for further details.

Travelling from Canterbury East and Canterbury West stations to the campus:
- From Canterbury East train station: Turn right straight outside the station (do not cross the bridge opposite the station) and follow the road to the bus stop.
- From Canterbury West train station: Turn right out of the station entrance and walk to the end of the road. Cross the road at the zebra crossing and the bus stop is on the left.

You can catch either the Bio Unibus or the Canterbury Triangle service 4, 4a or 4b from both bus stops.

By car
From London, the North and East Anglia (via M25 anticlockwise): At M25 junction 5 continue ahead on M26 (M20) signposted Maidstone, leave M20 at junction 7 signposted A249 Canterbury; join M2 at junction 5 for Canterbury; leave M2 at junction 7 signposted A2 Canterbury. Follow signs to Canterbury.

From the West and south-west (via M25 clockwise): At M25 junction 5 continue on A27, signposted A2 Canterbury, continue on A2/M2, leave M2 at junction 7 signposted A2 Canterbury. Follow signs to Canterbury.

From the south-east: Maidstone and Tonbridge: M20, A249, M2, A2 Ashford: A28 Folkestone: M20, A28 Dover: A2

By coach/bus
National Express run a regular service from London Victoria coach station to Canterbury bus station. From here, you can catch the UNIBUS to the University campus. You can also get buses to the University using the Canterbury Triangle service, 4/4a/4b. Most buses run at 15-minute intervals. You should alight at the bus stop adjacent to Woolf College accommodation (D6 on the campus map) on Giles Lane www.nationalexpress.co.uk

Satellite navigation
University Road postcode CT2 7NP. On arrival, follow signs to your accommodation, and then move your car to the visitors’ car park on Giles Lane after unloading.

Accessible parking for those with restricted mobility
Follow the signs to your accommodation. For other campus locations, you can use the visitors’ car park or one of the other car parks (marked in grey) where there are disabled bays for blue badge holders.

By car from Canterbury to the campus
Via A2 eastbound/London: Rheims Way, London Road, Whitstable Road, University Road.
Via A2 westbound/A28: Wincheap, Rheims Way, London Road, Whitstable Road, University Road.
Sports Centre (registration)
HOW TO GET TO THE UNIVERSITY OF KENT (CONT)

Medway campus and Liberty Quays

By rail
- London (St Pancras) to Chatham: journey time approximately 45 minutes. From Chatham, you can get a taxi (journey time approximately 10 minutes)
- London (Victoria) to Chatham: journey time approximately 60 minutes
- London (Charing Cross) to Chatham: journey time approximately 75 minutes
- Dover: Direct trains from Dover Priory to Chatham every half hour on weekdays (hourly on Sundays). Journey time is approximately 70 minutes.
- Ramsgate: Direct trains from Ramsgate to Chatham every half hour on weekdays (hourly on Sundays). Journey time is approximately 70 minutes.

You can catch an Arriva bus (service 176) from Chatham train station to Pier Road, where Liberty Quays student accommodation is located. For timetable information, see www.arrivabus.co.uk

By car
- London, the North or West: Take M25, then A2, leave motorway at A2/M2 Junction 1 for Gillingham. Follow the brown anchor signs for the Historic Dockyard and Chatham Maritime via the A289 and through the Medway Tunnel. After exiting the Medway tunnel, continue forward along Pier Road. The exit for Liberty Quays is a slip road, located to your left at the fourth set of traffic lights.
  - From the East: Take M2; leave the motorway at Junction 4 for Gillingham. Follow the brown anchor signs for Historic Dockyard and Chatham Maritime via the A278, A2 and A289 (Pier Road). When you are travelling on Pier Road go straight on at the first roundabout. You will then need to be in the right hand lane to turn right at the traffic lights adjacent to the main entrance for Liberty Quays. You will see Liberty Quays on your right (large red and grey building).

Parking is controlled by a third party, so please note any stay is strictly limited to two hours and penalties may apply. We advise that you unload and then move your car to the Drill Hall Library car park on the University campus where free parking is offered to University of Kent visitors. During Arrivals Weekend the Drill Hall Library car park barrier will be open for parking and is ten minutes from Liberty Quays.

Accessible parking for those with restricted mobility
There are designated disabled parking bays at Liberty Quays.

Satellite navigation: The full address for Liberty Quays is Blake Avenue, Gillingham, Kent ME7 1FL

By bus
- London Victoria coach station: Take a National Express coach to Hemstead Valley shopping centre (for Gillingham, Kent). From there, take an Arriva bus to Chatham rail station. www.nationalexpress.co.uk
- From Chatham train station: Catch an Arriva bus (service 176) to Pier Road, where Liberty Quays student accommodation is located. Taxis are available from Chatham station; the cost of travel from the station to Liberty Quays is approximately £8.50.

If you are not living in University accommodation
Arriva bus service 116 runs to and from Hemstead Valley – Gillingham – Universities@Medway – Chatham. This bus service allows you to travel directly onto the University campus. It also stops at Chatham bus station (which is only a short walk from Chatham train station) and Hemstead Valley Shopping Centre where the National Express coach service stops. The service runs every 20 minutes.

Arriva buses 100, 140 and 141 leave frequently from the bus stops outside Chatham train station and take approximately 15 minutes to get to the bus stop on Dock Road outside the campus entrance. This is known as the Chatham Maritime stop or the Compass Centre stop.
HOW TO GET TO THE UNIVERSITY OF KENT (CONT)

For students arriving from outside the UK
The University of Kent offers a coach transfer to the Canterbury campus from London Heathrow and Gatwick airports. (This service is also offered to the Medway campus subject to demand).

Representatives from International Development will be at Heathrow and Gatwick airports on Saturday 20 and Sunday 21 September. They will be able to meet international students arriving at either of these airports throughout the day from 05.00 until 18.00 each day.

If you are going to the Canterbury campus from Heathrow or Gatwick, you can book a coach transfer by completing the form at www.kent.ac.uk/gettingstarted/international/airports/coach

The deadline for booking a place on the coach is midnight on Wednesday 17 September 2014 and the price is £40 per person. When booking your place on the coach, you must pay by credit or debit card at the time of making the booking. Payment can be made online at www.kent.ac.uk/gettingstarted/international/airports/coach

Please note that if there are three or more of you travelling together, it might be cheaper for you to book a private taxi. Please visit www.kent.ac.uk/taxibooking

Conditions of booking your coach transfer
The conditions of booking the coach transfer from Heathrow or Gatwick airports to the Canterbury and Medway campuses are as follows:

• there is limited luggage space on the coach.
• (Students should also remember that airlines often make expensive charges for ‘excess baggage’) you should be able to carry your own luggage from the arrivals hall to the coach
• the pre-payment of £40 per person by credit card is non-refundable
• you should look out for the University of Kent representatives on arrival (they will be wearing green T-shirts)
• if you cannot see a representative, you should report to the airport information desk in the terminal where you arrive
• if your flight is delayed, representatives will be aware of the delay. However, if your delay means that you arrive after 18.00, you need to contact +44 (0)7826 867676
• if you miss your flight, please inform International Development either by email international@kent.ac.uk or +44 1227 827994. Please remember that there is often a time difference.

Please note: The Medway coach transfer is offered subject to demand.

Private taxi transfer
If you are arriving outside of the scheduled coach pick-up service times (05.00-18.00 on Saturday 20 and Sunday 21 September 2014), or would prefer a private taxi transfer from the airports, we can arrange this for you. Please complete your booking online at www.kent.ac.uk/taxibooking

If you plan to arrive between 05.00 and 18.00 on Saturday 20 and Sunday 21 September 2014, you may find it cheaper (if there are more than two in the party) to hire a taxi rather than take the coach. However, if you are travelling alone, we would recommend the coach pick-up service.

Conditions of booking your taxi transfer
• You are responsible for payment in sterling to the taxi driver.
• Cancellation requires 24 hours notice. Please telephone the mobile phone number given in your email confirmation or International Development on + 44 (0)1227 827994. Please remember there may be a time difference.
• If you cannot locate the taxi service at the airport, please contact the mobile phone number given in your email confirmation.
• The University accepts no liability to pay the taxi fare if you fail to meet the booking. You will be liable to pay the taxi fare if you do not turn up or fail to turn up for the booking on time for any reason, and you agree to indemnify the University of Kent against any costs incurred or claims made by the taxi company.
• There may be additional waiting time and parking charges applied in exceptional circumstances. This is left to the discretion of the driver.

We suggest that you do not use the licensed black taxis that wait outside each airport terminal. They are priced using the taxi meter and are usually very expensive. Visit www.taxinumber.com to find details of taxi companies located in Kent (look for Canterbury, Chatham, Rochester and Gillingham).

Independent travel
If you are arriving at a different time, or would like to travel independently, you can use public transport to travel to the University from Heathrow, Stansted and Gatwick airports. Please read on for further details.

Rail
From Heathrow
You can travel from Heathrow to both campuses by train. The journey is not direct, and you will need to use the underground (tube) service in order to cross London. Please be aware that there is very limited luggage space on the underground service.

London is divided into travel zones; Heathrow is in zone 6 and the mainline railway stations are in zone 1. The high-speed service from London St Pancras offers direct trains into Canterbury West (for Canterbury) and Ebbsfleet International (for Medway). Journey times are approximately 55 minutes and 18 minutes respectively.

For more information and timetables: www.southeasternrailway.co.uk
For the Canterbury campus
Heathrow – London St Pancras – Canterbury West
• Take the Piccadilly line from Heathrow to Kings Cross St Pancras, (approximately 45 minutes). Kings Cross St Pancras leads directly into St Pancras International and the route is clearly signposted throughout the station.
• Follow the signs for Southeastern trains; the service between London and the county of Kent. From here, you will be able to catch a direct train to Canterbury West. Trains to Canterbury usually depart from platforms 11, 12 or 13.

Heathrow – London Charing Cross – Canterbury West
• Take the Piccadilly line to Piccadilly Circus. Change to the Bakerloo line (brown on the tube map) and take a train to Charing Cross station. From Chatham, catch a direct train to Canterbury West (approximately 90 minutes).
• Please be aware that this service sometimes divides at Ashford International so you will need to make sure you are sitting in the correct part of the train. Station staff will be able to direct you to the correct section of the train.

On arrival at Canterbury West
Turn right and walk to the end of the road. Cross the road at the pedestrian crossing and the bus stop is on the left. Catch the green Bio Unibus* directly to the campus.

Heathrow – London Victoria – Canterbury East
• Take the underground Piccadilly line (dark blue on the tube map) to Earls Court. Change to the District line (green on the tube map) and take a train to Victoria
• Once you leave the train at Victoria, the directions to Victoria station are clearly marked. From Victoria train station, you can catch a direct train to Canterbury East (approximately 65 minutes).
• When you arrive at Canterbury East, turn right straight outside the station (do not cross the bridge opposite the station) and follow the road to the bus stop. Catch the Bio Unibus*, which will bring you directly to the campus.

*Please note that the ‘Canterbury Triangle’ buses (routes 4, 4a and 4b) all service the Canterbury campus.

For Medway campus and Liberty Quays
Heathrow – London St Pancras – Chatham
• Take the Piccadilly line (dark blue on the tube map) from Heathrow to Kings Cross St Pancras, (approximately 45 minutes).
• Kings Cross St Pancras leads directly into St Pancras International and the route is clearly signposted throughout the station. Follow the signs for Southeastern trains; the service between London and the county of Kent.

• You can catch a train directly into Chatham, via Ebbsfleet International. From Chatham train station, catch a bus (service 176) to Pier Road, where Liberty Quays student accommodation is located.

Heathrow – London Victoria – Chatham
• Take the underground Piccadilly line from Heathrow to Earls Court. Change to the District line (green on the tube map) and take a train to Victoria.
• From Victoria train station, you can catch a direct train to Chatham (approximately 50 minutes). From Chatham train station, catch a bus (service 176) to Pier Road, the nearest stop to Liberty Quays student accommodation.

Heathrow – London Charing Cross – Chatham
• Take the Piccadilly line from Heathrow to Piccadilly Circus. Change to the Bakerloo line (brown on the tube map) and take a train to Charing Cross station. From Charing Cross, you can catch a direct train to Chatham (approximately 75 minutes), which is the nearest station to the campus.
• From Chatham train station, catch a bus (service 176) to Pier Road, the nearest stop to Liberty Quays student accommodation.

From Stansted
By train
We recommend that you take the Stansted Express train from the airport to Liverpool Street underground station. The railway station for Stansted Express trains is located below the main terminal building. Tickets may be purchased in advance online or at the station. Trains depart every 15 minutes and the journey to Liverpool Street takes approximately 45 minutes. Book tickets online at www.stanstedexpress.com

Once you arrive at Liverpool Street underground station, you need to take the Circle line (yellow on the tube map) to:
• Victoria (for trains departing from London Victoria train station)
• Embankment (for trains departing from London Charing Cross train station).

If you are planning to catch the high-speed service from London St Pancras, you need to take the Circle line to Moorgate (1 stop), then change to the Northern line (black on the tube map) and travel to Kings Cross St Pancras. Follow the signs to St Pancras International; the route is clearly signposted.

From Gatwick
Take the Gatwick Express train to London Victoria train station (the Gatwick Express rail station is located at the South Terminal, and is a few minutes from the North Terminal by a free shuttle service). Rail information and ticket desks are located in the station and in the arrivals areas of both terminals. Non-stop trains run to and from London Victoria every 15 minutes and the journey takes 30 minutes (35 minutes on Sundays).

For information and tickets call: 0845 850 1530 (UK) (+44) 208 5282 900 (overseas)
To book tickets online: www.gatwickexpress.com
E-mail: customerservices@gatwickexpress.co.uk

CONTINUED OVERLEAF
Getting to London Charing Cross train station from Gatwick
At London Victoria train station, you will need to catch an underground train to Embankment station, which is the closest underground station to London Charing Cross. Use either the District (green) or Circle (yellow) lines to Embankment station. London Charing Cross train station is a five-minute walk from Embankment and is clearly signposted.

You can get a map of the underground free of charge at the information points at Heathrow, Stansted and Gatwick. For the latest train timetables and fares please check www.nationalrail.co.uk.

Visit www.gov.uk for details of the underground service.

Eurostar services
From France and Belgium to the Canterbury campus
Take the Eurostar to Ashford International. There are regular train services from Ashford International to Canterbury West train station, the journey takes approximately 20 minutes.

From France (by rail then road) to the Canterbury campus
Take Le Shuttle from Calais to the Folkestone Eurotunnel terminal. From the terminal, follow the road signs to Canterbury (M20/A20). Stay on the A20 until instructed to join the A260 (signposted Canterbury). Journey time is approximately 40 minutes.

From France and Belgium to Liberty Quays (Medway)
Take the Eurostar to Ebbsfleet International.

Approximate journey times:
• from Paris: 2 hours
• from Brussels: 1 hour 40 minutes
• from Lille: 1 hour

Take the train from Ebbsfleet International to Chatham train station (the journey takes approximately 20 minutes) then an Arriva bus (service 176) to Pier Road, the nearest stop to Liberty Quays student accommodation.

For more information:
www.nationalrail.co.uk (train timetables)
www.arrivabus.co.uk (bus timetables)

From France (by rail then road) to Liberty Quays (Medway)
Take Le Shuttle from Calais to the Folkestone Eurotunnel terminal. From the terminal, follow the road signs to London (M20/A20). At Maidstone, take the A229 to Chatham and follow the brown anchor signs for Historic Dockyard and Chatham Maritime via the A278, A2 and A269 (Pier Road).

When you are travelling on Pier Road, go straight on at the roundabout. You will then need to be in the right hand lane to turn right at the traffic lights adjacent to the main entrance for Liberty Quays. You will see Liberty Quays on your right (large red and grey building).

For more information on timetables and fares, go to www.eurostar.com or for Eurotunnel information, www.eurotunnel.com
From Heathrow

- On arrival at Heathrow, follow the signs for the Central Bus Station, located between Terminals 1, 2 and 3. The terminals are a few minutes’ walk away from the Central Bus Station via underground walkways.
- There is a travel centre at the Central Bus Station where you can purchase tickets for National Express coaches. It is open 24 hours a day and the travel centre opens from 06.00 until 22.30. Baggage trolleys are available and there is a lift to the underground level.

If you are arriving at Terminal 5, you will find a National Express ticket office in the international arrivals area. A free transfer between terminals is available using the Heathrow Express, Heathrow Connect trains or one of the free bus services.

For the latest timetable and prices check www.nationalexpress.com/airport. If you have a credit card you can buy tickets online (e-tickets). Do be aware that when you book an e-ticket, you usually have to select a specific coach departure time. Your ticket may become invalid if your flight is delayed and you miss your scheduled departure time.

If your flight is delayed and you do miss your coach, make your way to the travel centre in the Central Bus Station where you may be able to amend your ticket for the next available departure (there is a nominal charge for this service). In some cases it may not be possible to amend your ticket, and you will need to purchase a new one. We therefore recommend that you buy your coach ticket when you arrive at the airport.

- National Express coach service

From Stansted

The bus and coach station is located opposite the main terminal entrance. Tickets may be purchased from the ticket desk in arrivals (open 06.00-01.00), in the coach station (open 24 hours a day, 7 days a week) or on board the coach. Coaches depart from Stansted to Victoria coach station up to every 15 minutes and the journey takes approximately 90 minutes.

From Gatwick

National Express ticket desks are located in both the North and South terminals. Journey time to Victoria Coach Station is approximately 60 minutes.

For passengers with restricted mobility

Many coaches are not wheelchair accessible, but most will carry wheelchairs for passengers who can board the vehicle unaided. Please call the Airport Travel Line on +44 (0)870 574 7777 and choose option 4 to speak to an adviser.

Canterbury campus

Regular coaches run from Heathrow, Stansted and Gatwick to Victoria Coach Station. From Victoria Coach Station you will need to board another coach for Canterbury Bus Station.

We recommend that you catch the green Bio Unibus from Canterbury Bus Station to the University. The unibus stops at various locations on the Canterbury campus. You can also use the 'Canterbury Triangle' (routes 4, 4a, 4b) to get to the Canterbury campus.

Medway campus and Liberty Quays

Regular coaches run from Heathrow, Stansted and Gatwick to Victoria Coach Station. From Victoria Coach Station you should take a coach to Gillingham (known as the Hempstead Valley stop), then an Arriva bus (services 113, 116 or 132) from Hempstead Valley Shopping Centre to Chatham Bus Station. Please note that services 113 and 116 do not run on Sundays.

On arrival at Chatham bus station, take another bus (service 176) to Pier Road, where Liberty Quays student accommodation is located. For timetable information, see www.arrivabus.co.uk or call the Travel Line on +44 (0)871 200 22 33.

Please visit www.nationalexpress.com for coach timetable information.
CONTACTS

For a full listing of all academic schools and departments within the University please see www.kent.ac.uk/departments

Canterbury campus

Accommodation Office
Kent Hospitality, Tanglewood, Giles Lane, University of Kent, Canterbury, Kent CT2 7NX
T: +44 (0)1227 766660 (Direct line)
F: +44 (0)1227 823965
E: accom@kent.ac.uk

Banking Hall, University of Kent
Canterbury, Kent CT2 7NQ
T: 0845 303 7001 (NatWest Bank)

Careers and Employability Service
University of Kent, Canterbury, Kent CT2 7ND
T: +44 (0)1227 764000 ext 3299
E: careerhelp@kent.ac.uk

Centre for English and World Languages
(including Kent International Pathways)
Room C1.7, Keynes College, T: +44 (0)1227 824401
T: +44 (0)1227 827554
E: cewl@kent.ac.uk
www.kent.ac.uk/cewl

Chaplaincy
Rutherford College, University of Kent, Canterbury, Kent CT2 7NP
Dean of Chaplains
Rutherford College S3N1 (office)
T: +44 (0)1227 827491
E: chaplaincy@kent.ac.uk

College Masters
Master of Darwin College
Dermot O’Brien
T: +44 (0)1227 827650
E: D.O’Brien@kent.ac.uk

Master of Eliot College
Stephen Burke
T: +44 (0)1227 823320
E: S.Burke@kent.ac.uk

Master of Keynes College
Sian Stevenson
T: +44 (0)1227 827453
E: S.Stevenson@kent.ac.uk

Master of London College
Nick James
T: +44 (0)1227 827604
E: N.James@kent.ac.uk

Master of Woolf College
Dermot O’Brien
T: +44 (0)1227 827650
E: D.O’Brien@kent.ac.uk

Employability Points Scheme
Kent Innovation & Enterprise, T: +44 (0)1227 823109
Kent Enterprise Hub
E: employabilitypoints@kent.ac.uk
www.kent.ac.uk/employabilitypoints

Equality and Diversity Office
The Registry, University of Kent, Canterbury, Kent CT2 7NJ
T: +44 (0)1227 827825
E: equalityanddiversity@kent.ac.uk

Estate Department
University of Kent, Canterbury, Kent CT2 7NN
T: +44 (0)1227 823209 (helpdesk open 08.00-16.30)
F: +44 (0)1227 761404
E: estates@kent.ac.uk

For parking enquiries:
T: +44 (0)1227 824530
E: parking@kent.ac.uk

Faculty of Sciences
Marlowe Building, University of Kent, Canterbury, Kent CT2 7NR
T: +44 (0)1227 764000 (switchboard)
www.kent.ac.uk/stms

Financial Aid Office
The Registry, Room G43, University of Kent, Canterbury, Kent CT2 7NZ
T: +44 (0)1227 823488/824876/823851
E: FinancialAid@kent.ac.uk
www.kent.ac.uk/finance-student

Graduate School
Cornwallis South East, University of Kent, Canterbury, Kent CT2 7NF
T: +44 (0)1227 827838 (all enquiries)
www.kent.ac.uk/graduateschool

Gulbenkian (cinema, theatre, café)
University of Kent, Canterbury, Kent CT2 7NB
T: +44 (0)1227 769075 (box office)
E: boxoffice@kent.ac.uk
www.thegulbenkian.co.uk

Income Office
The Registry, University of Kent, Canterbury, Kent CT2 7NZ
T: +44 (0)1227 824242
E: incomeoffice@kent.ac.uk
www.kent.ac.uk/finance/offices/income.html

IT Services
Templeman Library, University of Kent, Canterbury, Kent CT2 7NU
T: +44 (0)1227 824999 (IT and Library support desk)
E: helpdesk@kent.ac.uk
www.kent.ac.uk/itservices

International Foundation Programme
Cornwallis West, University of Kent, Canterbury, Kent CT2 7NF
T: +44 (0)1227 827648
E: j.m.scott@kent.ac.uk

International Development
The Registry, University of Kent, Canterbury, Kent CT2 7NZ
T: +44 (0)1227 824904
F: +44 (0)1227 823347
E: international@kent.ac.uk
CONTACTS (CONT)

Medway campus
Accommodation Office
Kent Hospitality, Tangewood, Giles Lane,
University of Kent
Canterbury, Kent CT2 7LR
T: +44 (0)1227 766860 (Direct line)
E: hospitality-enquiry@kent.ac.uk
www.kent.ac.uk/hospitality
(see also Liberty Quays)

Busy Bees Nursery
Brunell,
Chatham Maritime,
Chatham, Kent ME4 4AF
T: +44 (0)1634 890250
www.busybeeschildcare.co.uk/nursery/chatham

Careers and Employability Service
Room G0-05, Gillingham Building,
University of Kent, Chatham Maritime
Kent ME4 4AG
T: +44 (0)1634 202983
E: medwaycareers@kent.ac.uk

Chaplaincy Service
Room 222, Pembroke North Building,
University of Kent, Chatham Maritime
Contact: Rev Sally Apokis
T: +44 (0)1634 88203
E: sally-medwaychaplain@gre.ac.uk

College Master
(responsible for student welfare)
Jane Glew,
Medway Building, University of Kent,
Chatham Maritime
Kent ME4 4AG
T: +44 (0)1634 888807
E: J.P.Glew@kent.ac.uk

Finance
Medway Finance,
Medway Building,
University of Kent, Chatham Maritime
Kent ME4 4AG
T: +44 (0)1634 888913
E: ukfinance@kent.ac.uk

GK Unions (Medway students’ union)
Pilkington Building,
North Road, Chatham Maritime,
Kent ME4 4JB
T: +44 (0)1634 888989
E: info@gkunions.co.uk
www.gkunions.co.uk

Information Services
Dril Hall Library, Universities at Medway
North Road, Chatham Maritime
Kent ME4 4AG
T: +44(0)1634 883678

Liberty Quays
Blake Avenue,
Gillingham, Kent ME7 1FL
T: +44(0)1634 853285
E: libertyquays-medway@libertyliving.co.uk

Liberty Living
Level 32,
30 St Mary Axe,
London EC3A 8BF
T: +44(0)20 7396 7430
F: +44(0)20 7396 7431
E: enquiries@libertyliving.co.uk
www.libertyliving.co.uk

Library
Dril Hall Library, North Road,
Chatham Maritime,
Kent ME4 4TB
T: +44(0)1634 883878 (reception)
www.campus.medway.ac.uk/

Medway Central Administration
(For student parking/rooming/general enquiries)
T: +44(0)1634 889102
E: medwaycentraladmin@kent.ac.uk

Medway Student Administration
Gillingham Building,
University of Kent, Chatham Maritime,
Kent ME4 4AG
T: +44(0)1634 88881 (general enquiries)

Medway Maritime Hospital
Windmill Road,
Gillingham,
Kent ME7 5NY
T: +44(0)1634 830000

Security
Police Community Support Officer
Mat Farley
Kent Police University Liaison Officer
T: +44 (0)7772 226188
E: matthew.farley@kent.pnn.police.uk
www.kent.police.uk

Student Advice Centre Medway
Pilkington Building
University of Kent, Chatham Maritime
Kent ME4 4JB
T: +44(0)1634 888655
E: advice@gkunions.co.uk

Student Learning Advisory Service
Room G0-09,
University of Kent,
Gillingham Building,
Chatham Maritime,
Kent ME4 4AG
T: +44(0)1634 88884
F: +44(0)208 3319837
E: learningmedway@kent.ac.uk
www.kent.ac.uk/learning

Student Support
Student Services (ground floor),
Gillingham Building,
University of Kent, Chatham Maritime,
Kent ME4 4AG
T: +44(0)1634 888969
E: medwaysstudentservices@kent.ac.uk
www.kent.ac.uk/studentsupport

Wellbeing Team
Student Services, Ground Floor,
Gillingham Building,
University of Kent, Chatham Maritime
Kent ME4 4AG
E: medwaywellbeing@kent.ac.uk
www.kent.ac.uk/studentwellbeing

Tonbridge Centre
First Floor, Block A,
Avebury Avenue, Tonbridge,
Kent TN9 1TG
T: +44 (0)1732 352316
E: tonbridgeadmin@kent.ac.uk

University Library, Tonbridge
First Floor, Block A,
Avebury Avenue, Tonbridge,
Kent TN9 1TG
T: +44 (0)1732 368449
E: ton-library@kent.ac.uk

For all other queries: Please contact the individual departments via the switchboard on +44 (0)1227 764000.

The information given in this booklet is correct at the time of going to press. The University reserves the right to modify or cancel any statement in it and accepts no responsibility for the consequences of any such changes.