

# STUDENT HANDBOOK



YOUR GUIDE TO YOUR DIVISIONAL  
SUPPORT TEAM

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# WELCOME

**We are very happy to have you join our thriving community.**

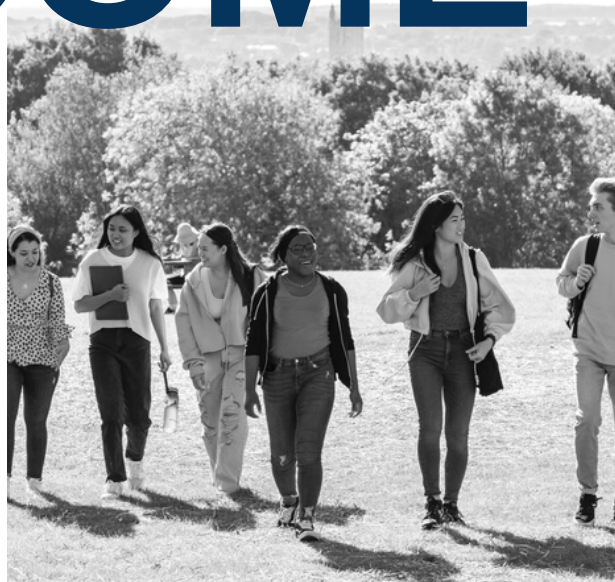
The Division for Law, Society and Social Justice is your support structure at University. We are made up of three schools: the Centre for Journalism, Kent Law School and the School of Sociology, Social Policy and Social Research.

Starting at a University can be daunting so keep this guide with you to remind you of the services available to you. Inside, you will find an overview of the teams, what we do and where you can find us!

## CONTACT

**Canterbury student support:** [lssjsupport@kent.ac.uk](mailto:lssjsupport@kent.ac.uk)

**Medway student support:** [lssjmedwaysupport@kent.ac.uk](mailto:lssjmedwaysupport@kent.ac.uk)



## STUDENT SUPPORT

The Student Support team provides pastoral support by offering one-to-one advice and guidance, managing the process of inclusive learning plans, and collaborating with academic colleagues to ensure these are operationalised for students.

The team oversee and manage the extenuating circumstances processes and the preparation for the concessions committees across the division. The Student Support team also manage the academic diligence processes and the monitoring of student attendance.

# PROGRAM ADMINISTRATION



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The Programs Administration team support both the taught and research programs for the whole division.

**The primary role of the Taught team** is to undertake all administrative processes that support the following areas; timetabling planning, preparation for boards of examiners (including prep of exam scripts), module administration, collation and inputting of deadlines and marks into Kent Vision, change of circumstances forms, online module registration and subject requirements.

**The Research team** are responsible for the above processes where relevant to Research programs and is also responsible for pass list management, the collation and distribution, PGR scholarship management, submission reviews and Vice Voce arrangements. Both teams support the Canterbury and Medway campuses.

## CONTACT:

Undergraduate Programs: [Issjugstudenthelp@kent.ac.uk](mailto:Issjugstudenthelp@kent.ac.uk)

Postgraduate Taught Programs: [Issjpgtstudenthelp@kent.ac.uk](mailto:Issjpgtstudenthelp@kent.ac.uk)

Postgraduate Research Programs: [Issjpgr@kent.ac.uk](mailto:Issjpgr@kent.ac.uk)

# EMPLOYABILITY

## SUPPORT

The Employability and Placements Team supports the whole division in the area of employability opportunities and placements for students.

## RESPONSIBILITY

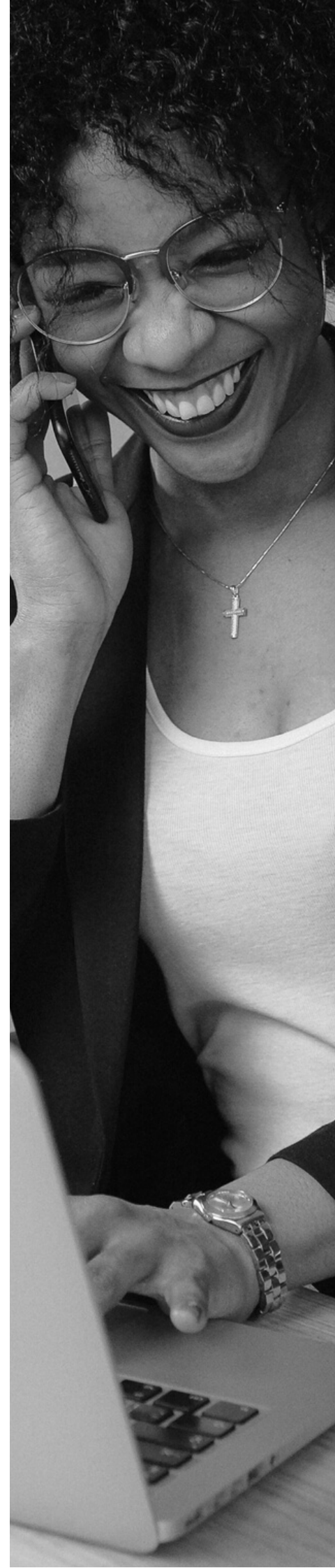
The team is responsible for designing and promoting events that meet the needs of all students across the division, promoting employment and volunteering opportunities, and working with students on areas that will aid their development and growth beyond their studies.

## FOLLOW-UP

The team monitors graduate outcomes, and analyses destination data to inform the provision internally whilst also building a strong network with our alumni. All members of this team support the whole division.

## CONTACT

[Issjemployability@kent.ac.uk](mailto:Issjemployability@kent.ac.uk)





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# STUDENT SUCCESS AND EXPERIENCE



## TEAM

The Student Success and Experience team is responsible for collating data on student attainment, demographic trends, and also for maintaining an over view of student's experience within the division.

## CONTACT

Student Experience: [Issjengage@kent.ac.uk](mailto:Issjengage@kent.ac.uk)  
Student Attainment: [Issjsuccess@kent.ac.uk](mailto:Issjsuccess@kent.ac.uk)

## AIM

The team works closely with the central Student Success team and Academic colleagues to implement interventions for students to ensure they achieve the outcome that they are capable of achieving.

## RESPONSIBILITY

The Student Success and Attainment Manager has overall responsibility for Student Success management, data, and interventions, and the Student Experience Officer has responsibility for key areas of Student Experience, managing module evaluations, student inductions, Moodle student guides, and building relationships with Student Reps and working closely with the student voice forums, and Kent Union.

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# QUALITY ASSURANCE

The QAA Team provides advice and guidance to staff and students across the whole division, ensuring that all areas of the portfolio are adhering to University regulations. The team is instrumental in coordinating audit processes such as PPR and managing the course and program approval review process (CMAS/PMAS), annual monitoring, academic misconduct processes, and all divisional compliance matters. The team provides key support in the management of exam boards, and all processes regarding accreditation, and management of PSRBs. All members of this team support the whole division.



## CONTACT

**All matters (except discipline):** [lssjqa@kent.ac.uk](mailto:lssjqa@kent.ac.uk)

**Discipline matters:** [lssjacademicintegrity@kent.ac.uk](mailto:lssjacademicintegrity@kent.ac.uk)

**Exam board matters:** [lssjexamboards@kent.ac.uk](mailto:lssjexamboards@kent.ac.uk)

# FIND US IN CANTERBURY



## ELIOT EXTENSION, CANTERBURY

Our "Student Hub" in Eliot Extension provides a single area for most of our UG/PGT student needs and houses the following:

- Student Support
- UG and PGT administration
- Employability
- Student Success and Student Experience
- Marketing, Recruitment and Engagement

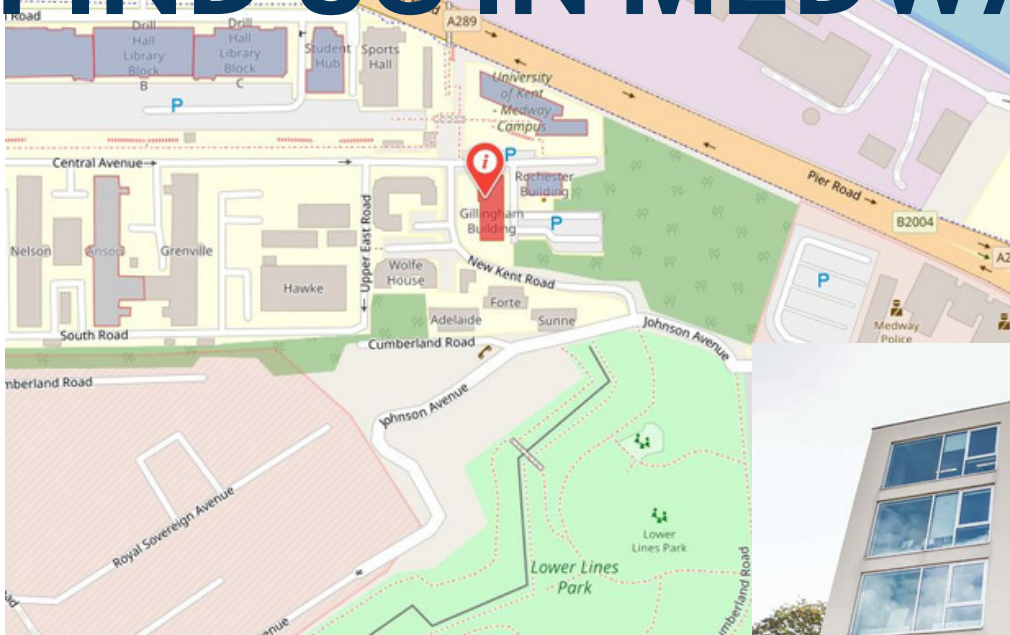
## STUDENT SPACES

Undergraduate Hub: Cornwallis North East, ground floor

Postgraduate: Eliot Extension, ground floor and Cornwallis East, first floor kitchen



# FIND US IN MEDWAY



## GILLINGHAM BUILDING, MEDWAY

We can be found on the 2nd floor of the Gillingham Building.

- Main administrative office: G2-05
- Medway Student Support: G2-06a
- Accreditations: G2-06b

## STUDENT SPACES

Undergraduate and Postgraduate: Rochester Building, first-floor - Social Space



# INFORMAL SUPPORT

## SUPPORT

**Student Reps are the link between the student body, Kent Union and the University** - here to represent the student voice and improve the student experience whilst studying at Kent.

Student Reps work in teams at a subject, department, school or divisional level. The reason Student Reps are based in teams is to ensure that students don't just have a single representative, but access to a whole group of passionate, dedicated and skilled representatives that they can talk to about any questions, concerns or ideas to improve the university experience.

## HOW TO MEET YOUR REP

Come to your student voice forums, Rep drop-ins or email [lssjengage@kent.ac.uk](mailto:lssjengage@kent.ac.uk) to be put in touch.

## ACADEMIC PEER MENTORING

**Academic Peer Mentoring (APM) partners experienced students with newer students to support their learning.** The scheme operates in participating schools and is coordinated by the Student Learning Advisory Service (SLAS). APM is a successful strategy that helps students make the most of their studies.

To get involved, email [lssjengage@kent.ac.uk](mailto:lssjengage@kent.ac.uk)



University of  
**Kent**

Division for the  
study of Law, Society  
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