



EVERYTHING
**YOU
NEED**
TO KNOW

**MY ESSENTIAL
INFORMATION**

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A BRIEF GUIDE TO YOUR TIME AT CANTERBURY CHRIST CHURCH UNIVERSITY

WHY IS THIS GUIDE IMPORTANT?

Whether you're a new or returning student at Christ Church, or one of our many students studying at a partner institution, there are things you need to know, and things you'll need to do. Some of it you'll need now; a lot will become more important later, and hopefully, some of it you'll never need, such as what to do in an emergency, or where to go if you've got problems with your programme. But it's important you know where to find this information if necessary.

That's the purpose of this guide. It doesn't contain all the details, but it tells you the basics, and where to look for more information when you need it.



HOW WILL WE KEEP YOU INFORMED?

Here are the main ways that we'll get in touch with you during your time studying at Canterbury Christ Church University



MY EMAIL

Once you've registered you'll be given a University email account (**username@canterbury.ac.uk**). All University-related email correspondence will be sent to this address so it is important for you to check it regularly.

PORTAL

This is your gateway to all the key things that you'll need to do. It will also direct you to a wealth of useful information that is personalised to you.

You will need to use the Portal to keep your personal details up-to-date, find out about your examinations, and much more besides. This is the first page you'll see if you access the Internet via the University network. You can also visit portal.canterbury.ac.uk or download the App, which is available on iOS and Android.

BLACKBOARD

This is where you'll find learning materials specific to your course. You can access Blackboard through the Portal. Your lecturers will post course material including lecture slides, articles and other study materials on Blackboard. This is also where you will submit your assignments using Turnitin.

THE i-ZONE

The i-zone is your student helpdesk and one-stop-shop for information about all aspects of life at University. It includes i-zone online, which is a database of frequently asked questions designed to help solve your queries. You can also get in touch via email i-zone@canterbury.ac.uk, by telephone **01227 782222** or by visiting the i-zone desks at Canterbury, Broadstairs or Medway Campuses.

ONLINE

You can find lots of useful information and more details on everything covered in this handbook on our webpages at www.canterbury.ac.uk/students

We also post regular updates on our dedicated student social media accounts enabling you to keep up to date with what's happening at Christ Church.



Find us on Facebook at www.facebook.com/cccustudents



Follow us on Twitter at www.twitter.com/cccustudents

MY PROGRAMME INFORMATION ABOUT MY STUDIES

You'll find all the information relating to your programme (or programmes if you're doing a joint/combined honours) including your academic timetable, in your Portal account.

THE LEGAL STUFF

The University has a range of policies and procedures in place to help ensure all students are treated fairly.

One of the key documents you need to familiarise yourself with is the **Terms and Conditions of Registration**. This introduces a number of important documents that together define the basis of the contractual agreement between you, as the student, and us, as the University.

Some of the other key policies are listed below and cover: examinations and assessments, extenuating circumstances, plagiarism, student discipline, appeals, complaints, and social media. These and many other University policies are available to view online at the Student Policy Zone www.canterbury.ac.uk/policyzone

HOW ARE MY PERSONAL DETAILS PROTECTED?

To support you in your studies we have to collect and process personal information about you. The University carries out these activities in accordance with the Data Protection Act 1998 ('the Act'), which is overseen by the Information Commissioner, and we have a policy in place to cover how we handle your personal data.

WHAT HAPPENS IF I DON'T TURN UP?

You've made a big investment in time and money by choosing to come to university. We want to support you if you're finding it difficult to attend. That's why we have an attendance policy, to ensure we follow up promptly and provide you with the help you need to succeed in your studies.

WHAT IF I WANT TO MAKE CHANGES TO MY PROGRAMME?

We appreciate that, due to a number of reasons, you may need to change something to do with your programme. This could be if you want to:

- move from part-time or full-time
- change your module(s) (if your programme allows this)
- transfer to a different programme
- take time out from your studies and return at a future date (which we call 'interrupt')
- leave your studies and not return to the University (which we call 'withdraw').

If you want to make any kind of change to your studies, you need to complete a Changes to Study Form. This can be accessed via a special tile within the Portal. More details on this process can be found on the student webpages at www.canterbury.ac.uk/changestostudy

I THINK I'VE CHOSEN THE WRONG PROGRAMME, WHAT SHOULD I DO?

If you think that you might want to change, take a break from your studies or leave the University early, the first thing to do is discuss your options with your Personal Academic Tutor as soon as you are able.

It's critical that you find out about the implications of any decision that you make particularly financial. Our Student Support and Wellbeing Advisers are on hand to give advice www.canterbury.ac.uk/supportadviceandwellbeing

WHAT ARE MY FINANCIAL OBLIGATIONS?

As a student of the University, you are responsible for the payment of your tuition fees for each year of your programme, regardless of how you are funding and paying for your tuition fees. If you've entered into a Licence or Tenancy Agreement to stay in University accommodation or a Homestay arrangement, you are also responsible for the payment of your accommodation fees under the terms of your agreement.

If you decide to interrupt or withdraw early from your studies, it is likely that you will still need to pay some, or all, of your tuition and accommodation fees. Only Home/EU students who are new entrants and interrupt or withdraw within the first two weeks of the Programme's official term start date will be exempt from paying any tuition fees.

You should also note that if you interrupt your studies and then return at a later date, you will also need to pay tuition fees for the academic year in which you return. The proportion of the annual fee due will depend on the date of your return and the programme stage you return to.

It is therefore very important that you have a look at the guide, *Your Fees Your Responsibilities*, to find out what proportion of your tuition fees you will have to pay. Check out the Finance and Fees tile in your Portal for further information.

If you've signed an accommodation licence or tenancy agreement with us or another landlord, you may still be liable for some or all the rent and fees due. Read any licence or tenancy agreement carefully before accepting it.

A young woman with blonde hair tied up, wearing glasses and a blue denim jacket, is looking down in a library. Bookshelves filled with books are visible in the background. A yellow banner is overlaid on the top right of the image.

MY ASSESSMENTS

You can find information and advice on your academic life, including everything listed below, at www.canterbury.ac.uk/academicservices

ASSESSMENT POLICY

We aim to give every one of our students a consistent experience of assessment during their programme. Our assessment policy includes details regarding the basic principles around standards, mark descriptors, and second and double marking.

FEEDBACK ON YOUR ASSESSMENTS

We aim to provide you with timely and useful feedback on your assessed work so you can develop as a learner. With this in mind we have a target of 15 working days after the submission date for tutors to get comments back to you.

WHAT HAPPENS IF I AM UNABLE TO SUBMIT MY ASSIGNMENT ON TIME?

It's important to complete your assessments, including examinations on time. But we understand that sometimes things happen that are outside your control – illness, for example – and that affects your short-term ability to meet your study deadlines.

If you have a problem, you need to make an extenuating circumstances request (usually before the assessment is due) to your Programme Director.

If you have problems that are likely to affect you for a longer period (perhaps several weeks or more), talk to your Programme Director as soon as possible and we may be able to help you with a Negotiated Learning Plan.

HOW DO I SUBMIT ASSIGNMENTS?

You will be asked to routinely submit your coursework (with occasional exceptions) through Turnitin. This is an online service that is accessed through your Blackboard. Turnitin helps you and your tutors to check your work for originality and helps guard against plagiarism. On the rare occasions that you might be asked to provide a hard copy, your tutor will explain the process.

WHAT ABOUT TAKING EXAMS?

Information about your specific examinations will be made available to you via your Blackboard, and general information on examination procedures, special arrangement and academic appeal can be found on www.canterbury.ac.uk/academicsservices

WHAT IS EXPECTED OF ME?

We are sure that you will respect and observe the rules and regulations of the University and the Student Disciplinary Procedure helps explain what is expected of you.

You can find this and other key policies online at the Student Policy Zone www.canterbury.ac.uk/policyzone

PLAGIARISM

Plagiarism is the act of presenting material, ideas, and arguments of another person/persons as one's own. The University is committed to fair assessment procedures for all students, and our Plagiarism Policy is designed to help you in understanding what plagiarism is and how to avoid it in your work. It also explains what we will do if your tutors believe that you have plagiarised your work.

BULLYING AND HARASSMENT

The University is committed to providing a fair environment in which everyone is treated with dignity and respect. The Equality and Diversity Unit represents and supports students, as well as staff, and there is guidance available if you experience any form of bullying or harassment.

BRIBERY

In line with the Bribery Act 2010, the University Bribery Policy identifies that it is not appropriate for students to give staff gifts and/or hospitality, particularly at recruitment or before a period of examination or assessment.

SOCIAL MEDIA GUIDELINES

The University recognises that you may want to use social media networks such as Twitter, Facebook or LinkedIn for both personal use and within your academic studies. We have developed guidelines on how to protect your personal and professional reputations while using social media.

FITNESS TO PRACTICE AND PROFESSIONAL SUITABILITY

If you're studying on a professional programme, you'll be expected to meet professional standards. The University may have a duty to take action if there are concerns about your fitness to practice or professional suitability. These concerns may include misconduct or behaviour that impinges on your professionalism.

PLACEMENT AND WORK BASED LEARNING

If you're studying for a part of your programme while on placement, or within Work Based Learning, you will need to undertake preparation for the placement. You will also need to meet any requirements from the employer.

YOU'LL BE GIVEN GUIDANCE TO HELP YOU UNDERSTAND:

- the purpose of the placement
- what is expected of you while in the placement
- the processes by which the University approves and manages the placement
- the role of the placement provider.

WHAT IF THINGS GO WRONG?

Hopefully nothing will go wrong, but it might be that your studies do not run smoothly because of difficulties with your learning, health or personal circumstances. If something does go wrong, it is reassuring to know that there are procedures in place to support you.

The details can be found online at Student Policy Zone
www.canterbury.ac.uk/policyzone

WHAT IF I'M NOT HAPPY WITH AN ASPECT OF MY PROGRAMME?

We encourage any student to speak to your Personal Academic Tutor first if there's a problem and your Student Representative. In most cases, a problem can be sorted out very quickly, but if you don't feel it has been resolved, there are formal complaints and appeals processes that you can use.

The Student Complaints Procedure provides students with an opportunity to raise, individually or collectively, matters of proper concern without fear of disadvantage, and in the knowledge that privacy and confidentiality will be respected.

An Appeal is defined as a request for a review of the decision-making of an academic body (for example, a Board of Examiners, an Extenuating Circumstances Request Review Panel, or a panel established to investigate plagiarism) charged with making academic decisions on progression, assessment, extenuating circumstances, academic conduct or awards.

WHAT IF I NEED SUPPORT?

Whether you're looking for help with your studies, to talk to someone about your general health and wellbeing, or in need of religious or faith support, our network of trained professionals are here to help you throughout your time as a Christ Church student.

Further information and contact details for all the services listed below are available on www.canterbury.ac.uk/students

You can also contact the i-zone via email i-zone@canterbury.ac.uk, telephone **01227 782222**, or by visiting i-zone desks at Canterbury, Broadstairs or Medway Campuses.

PERSONAL ACADEMIC TUTORS

Your Personal Academic Tutor is there to support your academic development and help you reflect on your learning and future goals. You will normally be introduced to your Personal Academic Tutor as part of your induction.

ACADEMIC LEARNING DEVELOPMENT

Academic Learning Advisors can provide individual tutorials and workshops as well as a range of resources. These include referencing, essay writing, dissertation writing, critical analysis and reflective writing – as well as support if English is not your first language.

SUPPORT, HEALTH AND WELLBEING

Whatever is happening in your academic or personal life our trained advisers are here to support you. The service is free, impartial, non-judgemental, and confidential. It covers a wide range of personal, emotional wellbeing, mental health, disability, financial, and academic matters.

CHAPLAINCY

As a University with a Church foundation, the work of the Chaplaincy is core to the life of the University. Our team of chaplains work across all the University's campuses, providing support, help and hospitality for all faiths and no faiths. From everyday concerns to questions about 'life, the universe and everything', if you're ready to talk we're ready to listen.

INTERNATIONAL, TRANSNATIONAL AND PARTNER COLLEGES

A great thing about Canterbury Christ Church University is its diversity. There are international students from over 80 countries, and we also work with partner colleges and organisations in both the UK and abroad. As well as the student support services available at your location of study, you can access a range of services at the University. If you have any concerns, ask your tutor first, or for University queries contact the i-zone.

DISABILITY/DYSLEXIA

The Student Disability Service is here to support you if you are facing, or potentially facing, disabling barriers to higher education. We can support students with physical and sensory conditions, specific learning differences and neuro-diverse conditions (including ASD and dyslexia). Our aim is to support you, as far as possible, to be able to participate in all aspects of university life. The type of support we can offer includes practical support, such as extended library

loans, access to productivity software, accessible teaching rooms, advising academic staff about your support needs, and giving information about funding opportunities for academic support. We can also support you in arranging further DSA- funded support (subject to eligibility).

CAREERS

If you're looking for part-time work while at Christ Church, or need help preparing for employment or further study, the University can help. Join Unitemps to apply for part-time jobs, or drop into The Core at Augustine House for help updating your CV, advice on job hunting or preparing for your next interview.

IT

Whether it's connecting to Wi-Fi or downloading free software, the IT Support Team are here to advise and ensure you have the technology you need to succeed in your studies.

LIBRARY

When you start at the University you automatically become a member of our campus libraries. You will then have access to a great wealth of printed and online materials including academic books, journals and our digital media archive (which is available 24/7 via LibrarySearch). Our expert Library team are on hand at our help points, JustAsk pods and in our libraries to provide you with support for your assignments and enable you to make the most of the resources available.

Please note the information in this handbook was correct at the time of going to print. The University will give reasonable notice of any major changes and the date they take effect. For the latest information visit the website www.canterbury.ac.uk/students

AND FINALLY...

WHAT IF I WANT TO GIVE FEEDBACK?

Your feedback is invaluable and we are always keen to hear your views on your student experience and programme of study. Student-staff liaison meetings normally take place once a term and are your chance to have your say. One or more Student Representatives will be elected to attend these meetings, to raise the views of fellow students and report back to their peer group on the outcomes. There is also the Student Survey that take place once a year, which gives you an opportunity to have your say on what you like about your programme, and what you feel could be improved.

WHAT OTHER STUDENT OPPORTUNITIES CAN I GET INVOLVED IN?

The University and the Students' Union offer a range of opportunities that you can get involved in alongside your programme. These include studying abroad, joining clubs and societies, volunteering, and part time work. It's a great way to gain new experiences and skills, meet new people, and make the most of your time at Christ Church. To learn more visit www.canterbury.ac.uk/students or read through the Student Opportunities Directory.

YOUR STUDENTS' UNION

Christ Church Students' Union is a charity for students, and is here to support you from application and arrival to graduation and beyond. Although independent, the University has to

agree the Students' Union Constitution and Code of Practice and make sure it operates in a fair and democratic manner with accountable finances. The Union is run by a council made up of full-time officers, known as 'sabbs', and part-time officers. It is backed up by a Board of Trustees and over 600 elected Student Representatives whose job it is to represent you through the various committees and working groups that shape your student experience. Our aim is to make your time at Christ Church the best it can be.

You can get free, independent and impartial advice from your Students' Union to help you with academic issues and university life in general. There's a lot to do outside your studies that will help you meet new people and get connected. The Union offers extra-curricular activities, with over 100 clubs and societies to try as well as trips, experiences, volunteering and fundraising to get involved with, equipping you with the best possible chance to have fun and succeed in your time at Christ Church.

Find out how you can benefit, and get involved at www.ccsu.co.uk

THE STUDENT AND UNIVERSITY PARTNERSHIP AGREEMENT

The Student and University Partnership Agreement is part of our overall vision and was developed in equal partnership between Canterbury Christ Church University and Christ Church Students' Union. Our shared mission is to pursue excellence in higher education: transforming individuals, creating knowledge, enriching communities and building a sustainable future.

CONNECT

Why not join in the conversation and follow us?



TWITTER

www.twitter.com/cccustudents



FACEBOOK

www.facebook.com/cccustudents

www.canterbury.ac.uk/students



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