

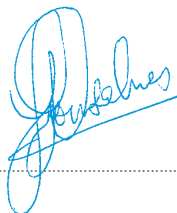
To help us work together to enhance the student experience, Kingston University's Students' Union (KUSU) and the University have, together, drawn up a Partnership Agreement to provide an overview of the University's commitment to the students and what the University expects from the students in return.

Using the University's Led by Learning strategy and the overarching themes of learning, enquiry and practice; enriching lives; and respect for individuals, communities and our environment as a guide, the Agreement gives a clear idea of what we should expect from each other. It explains our shared rights and responsibilities, including treating each other with dignity, respect and courtesy. The Agreement is reviewed on an annual basis.

To find out more about the University's policies and regulations, student support services and course/faculty information, please see the useful links on the back page of this leaflet.



Professor Lesley-Jane Eales-Reynolds
Pro vice-chancellor (Education)



Miss Denza Gonsalves
KUSU president



Useful links for further information

Policies and regulation

Information on the different policies and regulations that govern the University (academic and non-academic): www.kingston.ac.uk/policies

*Once students have enrolled, the information is also available on My Kingston, the student intranet, under the following areas:

- My University > Academic Regulations
- My University > My Rights and Responsibilities

*The academic framework of the University has recently been reviewed, with changes taking effect from 2013/14. Information, including details of the Personal Tutor Scheme, can be found on My Kingston > My University/new academic framework

The University's strategic plan – Led by Learning: www.kingston.ac.uk/ledbylearning

Student support

Information is available to future students via the 'getting ready' website: www.kingston.ac.uk/gettingready

Kingston University Students' Union: www.kusu.co.uk

*StudentHUB (studenthub.kingston.ac.uk) – an online student support tool – has been developed to offer all students studying at or with Kingston University an access route to support services via frequently asked questions (FAQs), with the option to submit enquiries to expert support staff.

Details of the support services available to students, including library facilities, can be found at www.kingston.ac.uk/ugsupport or www.kingston.ac.uk/pgsupport or from My Kingston.

*Information on money issues, including fees, guidance on managing your money, benefits and tax credits can be found on My Kingston or www.kingston.ac.uk/funding

Careers and employability: www.kingston.ac.uk/careers

*The University online system (OSIS) – to ensure students' contact details are up to date OSIS: osis.kingston.ac.uk

*Library services, including renewing books online and e-resources, are available at My Kingston > Library or www.kingston.ac.uk/library

Alumni services: www.kingston.ac.uk/alumni

Postgraduate Getting Ready site: www.kingston.ac.uk/postgraduate/pre-enrolment-information

Course/faculty information

*Faculty and course information can be found on My Kingston > My Faculty

Faculty-specific information can be obtained directly from each of the five faculties:

- Faculty of Art, Design and Architecture
T: 020 8417 4600
E: adastudentoffice@kingston.ac.uk
- Faculty of Arts and Social Sciences
T: 020 8417 2292
E: fassstudentenq-info@kingston.ac.uk
- Faculty of Business and Law
T: 020 8417 5228
business.kingston.ac.uk
law.kingston.ac.uk
- Faculty of Health, Social Care and Education
T: 020 8725 2247
- Faculty of Science, Engineering and Computing
T: Penrhyn Road campus: 020 8417 2809
T: Roehampton Vale campus: 020 8417 4901
UG: secugstudentoffice@kingston.ac.uk
PG: secpgstudentoffice@kingston.ac.uk

*available to students once they have enrolled

Kingston
University
London

Kingston University Students' Union
Making Life Better for Kingston Students



KU, KUSU and YOU

The perfect partnership

Working together to make the University
a better place for students and staff

KU

YOU

KUSU

Kingston University is committed to:

- Providing timely, detailed, accurate information on all aspects of your programme of study at all stages of your engagement with Kingston University
- Being professional and respectful in its interaction with all those who engage with the University
- Providing a wide range of learning opportunities to enable you to develop and achieve your full potential
- Providing high standards of teaching, as well as academic support and guidance throughout your programme and from your personal tutor
- Giving meaningful feedback on your work that you can use to enhance your progress
- Ensuring that all programmes are informed by current research and professional practice and provide relevant learning experiences applicable to the real world
- Providing a range of opportunities for personal and professional development, as well as guidance, support and advice
- Ongoing development of our estate to provide high-quality learning environments that also demonstrate our commitment to sustainability
- Ensuring student representation on all relevant committees, boards and groups to enable you to contribute to the decision-making process
- Working in partnership with students, listening and acting upon your ideas about improving the Kingston University experience

As a lifelong member of Kingston University, you are committed to:

- Pursuing your studies in a professional and honest manner, taking responsibility for your own learning and advantage of the resources and opportunities offered to you as a member of our wider learning community
- Ensuring you are familiar with the academic regulations relating to your programme of study and read all the information made available to you in handbooks and on websites
- Attending all sessions related to your studies, including assessments, taking an active part in them in a respectful and timely fashion
- Using the facilities and resources with due consideration for others, supporting the University's commitment to the principles and practice of sustainable development
- Respond promptly to communications addressed to you and make use of feedback, guidance and advice provided to you
- Seeking appropriate help if experiencing difficulties or requiring additional support
- Contribute to the development of strong academic, community and wider relationships
- Paying all due fees or charges in a timely fashion
- Play a full and active role in this partnership to enhance the Kingston University experience

Kingston University Students' Union is committed to:

- Listening to all students and representing their views both locally and nationally
- Supporting activities that help all students to develop personally and professionally
- Being leaders of change and working with students and staff to improve the Kingston University learning experience
- Acting as representatives for all students, giving them a credible voice within the University and the wider community, enabling students to work at the heart of the decision-making
- Offering opportunities for engagement in cultural, recreational, social and sporting activities
- Ensuring that, as members of the Kingston University community, all students are treated with respect, equality and inclusivity
- Taking a positive role in the community in which we live
- Maintaining a sustainable and viable union for the future
- Enabling students to work in partnership with the University to the betterment of the student experience