STUDENT HANDBOOK

Kingston ISC

Pre-Master Programme_November 2024

TABLE OF CONTENTS

Welcome from our Centre Director – Dr. Craig Davidson

At Kingston ISC, we are dedicated to working in partnership with you to help you achieve your academic and personal goals. Our vibrant community, experienced staff team, and comprehensive support services are here to ensure you have the best possible experience. As you embark on this exciting journey, take advantage of the opportunities available to you, work hard, attend all your classes, engage with your peers and mentors, and challenge yourself to grow. We are thrilled to have you join us and look forward to supporting you every step of the way.

Welcome to the Kingston ISC family!

ACADEMIC ISSUE

Email your tutors or Head of Faculties

Brian Norman – Head of English
Email: brian.norman@studygroup.com

Fangyi Yang – Head of Business and Social Science
Email: fangyi.yang@studygroup.com

Amandeep Kaur – Head of STEM
Email: aman.kaur@studygroup.com

ADMINISTRATIVE ISSUE

Email: kingstonisc@studygroup.com
Visit our office at SB0003

VISA AND BRP CARD ISSUE

Email: kingstoncompliance@studygroup.com
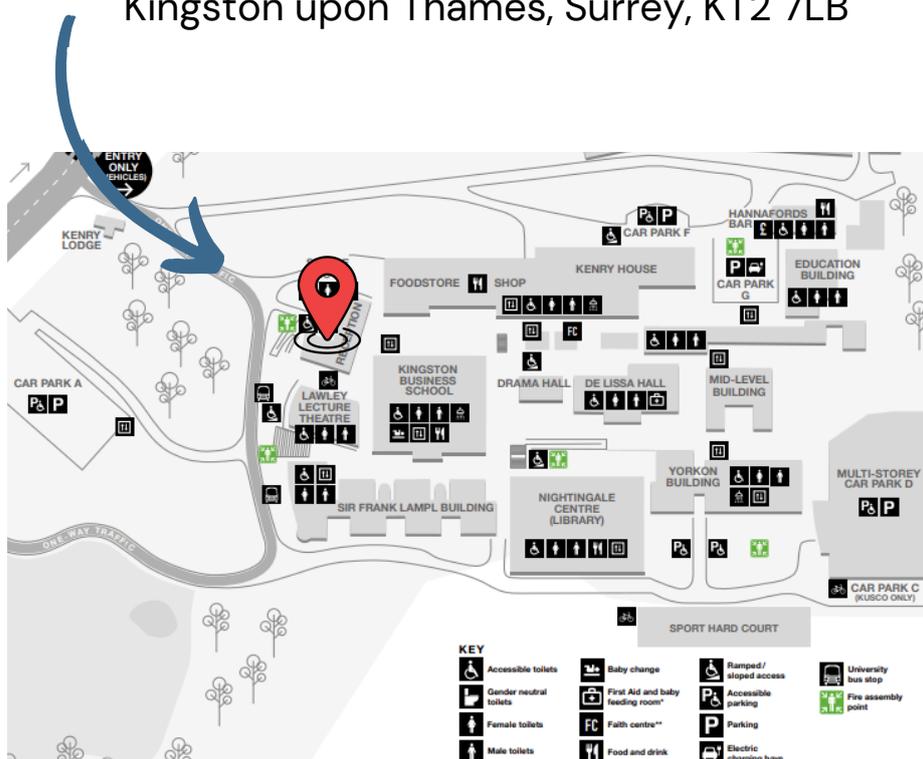
ORIENTATION

Date: 25 NOV 2024 (Monday) – 13 DEC 2024 (Friday)

Location: Kingston ISC, Stable Block Building, Kingston Hill Campus,

Kingston upon Thames, Surrey, KT2 7LB

First Week of Class at Kingston ISC

- Meet the staffs
- Introducing our campus
- Learning Resources
- Communication
- Timetable

Remember to Bring:

- BPR Card / eVisa
- Passport
- UK Phone Number
- UK Address

WEEK	DATE	ACTIVITY
1	Mon, 25 Nov – Fri, 29 Nov	Welcome & Registration Week
2	Mon, 2 Dec – Fri, 6 Dec	Project / Studentship Activities
3	Mon, 9 Dec – Fri, 13 Dec	Project / Studentship Activities

Scan this QR Code for more information about your Induction Week

GETTING STARTED?

BANK ACCOUNT

As an international student, setting up a bank account can sometimes be challenging. In the UK, you can choose banks like HSBC UK or Lloyds. You'll need the following documents:

- UCAS Code / Kingston ISC Student Letter
- BRP Card / Passport
- Proof of Address – UK

HSBC UK

LLOYDS BANK

SIM CARD

giffgaff

EE

vodafone

O2

3

International students can easily buy either a physical SIM card or an e-SIM card upon arriving in the UK. Many network providers offer student discounts, making their services more affordable. Since regular SIM contracts typically require credit checks, opting for prepaid or Pay-As-You-Go (PAYG) plans is often a more flexible option.

OYSTER CARD

If you reside in the London area, you can apply for this transportation card at the following link: https://photocard.tfl.gov.uk/account

1. Provide an active email address
2. Student enrolment ID from Kingston University
3. London borough address
4. Digital photo

You will be able to renew the card once you have progressed to Kingston University

*An administration fee will be applied, for more information please refer to TFL website

Transport for London

STUDENT ID CARD

STUDENT

As a Kingston ISC student, you can obtain your KU student ID card after completing the full enrollment process. Follow these steps:
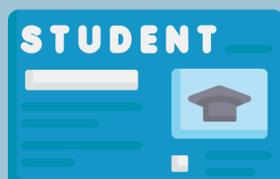
1. Complete your register with OSIS
2. Log in to https://idiu.kingston.ac.uk/
3. Upload your digital image
4. Receive the timeslot to receive your ID card at the KU library

GETTING STARTED?

GENERAL PRACTITIONER (GP) REGISTRATION

Students need to register with a UK GP for health coverage. You must provide your name, date of birth, UK address, UK phone number, and passport number. You can join the on-site GP practice by contacting Fairhill Medical Practice at the University's Penrhyn Road campus.

ACCOMMODATION ARRANGEMENT

Students will need to arrange their own accommodation. There are various options available in the UK, including:

- Student Home provided by Kingston University
- Student Accommodation (e.g. Amber, Scape, Unite Students)
- Private Rental

For further assistance, please contact Kingston University - Accommodation

BIOMETRIC RESIDENCE PERMITS (BRP) CARD
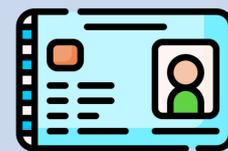
Students will receive their BRP card after arriving in the UK.

1. Collect it from the post office with your passport (refer to your decision letter).
2. If Kingston ISC is your collection point, you will receive it after the induction.

If you lost or find any error on your BRP cards, email Visa Compliance Team immediately.

NATIONAL INSURANCE (NI) NUMBER

All students in the UK will have limited working rights due to student visa conditions. To apply for a job, you must obtain a National Insurance (NI) Number. Please follow the instructions on this website: https://www.gov.uk/apply-national-insurance-number, and complete the online application through GOV.UK.

DIGITAL DEVICES & INTERNET ACCESS

As you should have received your Kingston University ID before your arrival (beginning with Kxxxxxx)
Kingston University Login Detail:

- User name / KU email address (k1234567@kingston.ac.uk)
- Password

Campus WiFi Connection

1. Go to WiFi and look for "eduroam"
2. Login with KU email and password

You can have this connection with all your digital devices.

Multi-Factor Authentication (MFA)

1. Download the Multi-Factor Authentication (MFA) App on your phone
2. Follow the instructions on the App for the setup
3. Add "work account" and log in with your Kingston University account.
4. Complete the set-up by following the instruction

Microsoft Authenticator
Microsoft Corporation

OPEN

3.7 ★★★★☆   #21   4+
399 Ratings   Productivity   Age

Once you have completed, when you need to verify your account, your MFA app will show the code, follow the instructions and complete your verification.

Printer* / Computer Use in the Library

- Login with KU email and password
- Tap your Student ID card

*An additional charge will be applied for all printers

For **ANY** IT support, please raise a ticket online with the **Service Desk Portal**. For additional information, please refer to **IT Service Seck – Kingston University**

STUDENT PORTAL

OSIS – Kingston University

OSIS is an Online Student Information System provided by Kingston University.

How to activate your account?

1. You should receive an email from Kingston University regarding your OSIS account activation
2. Follow the instructions and access link in the email and create the password
3. Check your personal and application details if they are correct
4. Upload a passport style photo for your Kingston ID card via the "Your Uploads" section

If there are any technical issue, you will need to contact Kingston University's IT Service Desk
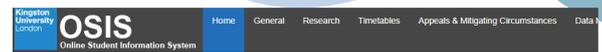
CANVAS – Kingston International Study Centre

CANVAS is a student platform for all Kingston ISC students, who would be able to access academic modules, announcements

Login Instruction:

1. Go to this link – https://canvas.kingston.ac.uk/
2. Use your **Kingston University Email Address**: *k1234567@kingston.ac.uk*
3. Use the same password as for the OSIS password
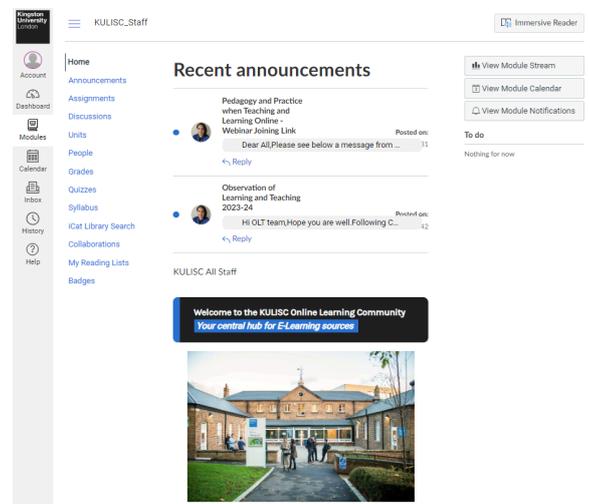
STUDENT PORTAL

Student Portal – Study Group

Student Portal provided by Study Group allows you to
- access timetable
- academic transcript
- attendance record

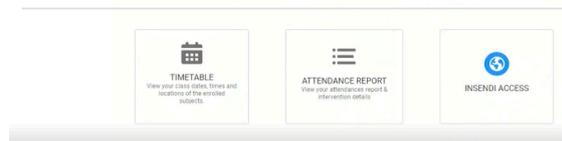*How to activate your account?*
1. Access to https://mystudy.studygroup.com
2. Log in with your Study Group email address & password – [study group id]@student.kingstonisc.com

Insendi – Academic English Skills

Insendi is the platform that you will mainly use for the Academic English Skills (AES). It will allow you to access all information and learning resources that you will need for the AES modules.
- Access to lessons, materials & teacher newsfeed
- Find tasks to complete
- Submit Coursework
- Assessment calendar and information

How to activate your account?
1. Access to https://studygroup.insendi.com/login?returnPath=/
2. Click on "Student Log in" with your Study Group email address – [study group id]@student.kingstonisc.com
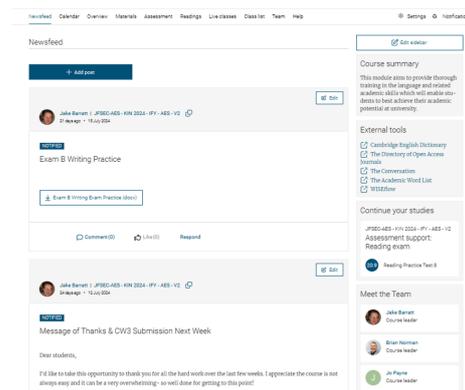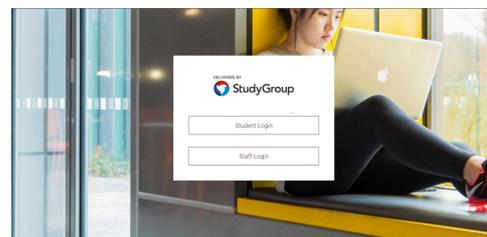
Wiseflow – Academic English Skills

Wiseflow is the platform that used by Kingston ISC (Study Gorup) for the Academic English Skills (AES) Examination. You will be using this platform for mock examination. Please follow the instruction from your tutor to find out more information.
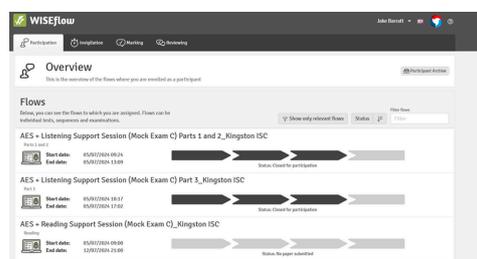
STUDENT CALENDAR

To achieve academic success during your time at Kingston International Study Centre, we encourage you to use this student calendar to plan your academic journey effectively.

Please note that this is the overall academic calendar for the Pre–Master Programme - November Cohort, for further details with the assessment dates, please refer to your CANVAS or tutors.

Academic Calendar 2024 – 2025				
November Cohort – Pre–Master Program				
		Start Date	**End Date**	
	Induction / Welcome Week	25 November 2024	13 December 2024	
	Term Break	16 December 2024	10 January 2024	
	Public Holiday – Christmas	25 December 2024	25 December 2024	
	Public Holiday – Boxing Day	26 December 2024	26 December 2024	
	Public Holiday – New Year Day	1 January 2025	1 January 2025	
Term 1	Teaching Week (1 – 10)	13 January 2025	21 March 2025	
	Term Break	24 March 2025	10 January 2025	
Term 2	Teaching Week (11 – 20)	31 March 2025	6 June 2025	
	Public Holiday – Good Friday	18 April 2025	18 April 2025	
	Public Holiday – Easter Monday	21 April 2025	21 April 2025	
	Public Holiday – Early May Bank Holiday	5 May 2025	5 May 2025	
	Public Holiday – Spring Bank Holiday	26 May 2025	26 May 2025	
	Final Assessment (Exams)	9 June 2025	13 June 2025	
	Result Published	23 June 2025	27 June 2025	
	Reassessment Period	30 June 2025	4 July 2025	
	Final Result Published	4 August 2025	8 August 2025	

TIMETABLE

You will be able to look up your timetable via Student Portal. You will be able to receive a detailed version of your timetable and your tutors' contact method.

Please note that the timetable may subject to change due to some circumstances, please refer to the update or notice by the Student Experience via email.

ATTENDANCE POLICY

At Kingston ISC, all students are required to actively participate in their studies and attend **100%** of their classes. Failure to meet this attendance requirement may lead to withdrawal from the study program and the student visa. In accordance with UKVI regulations, Kingston ISC will monitor student attendance on a monthly and overall basis.

We understand that unforeseen circumstances may arise, and Kingston ISC is committed to providing equal opportunities for students to explain their situations and request authorized absences.

Students can access the necessary form by scanning the **QR code** and logging in with their **Kingston University email address**. Please follow the instructions and provide the requested information and documents for your request.

For any additional concerns or queries, students can email the <u>Student Experience Team</u> for further assistance and discussion if needed.

ABSENCE AUTHORISE REQUEST FORM

ABSENCE AUTHORISE REQUEST FORM
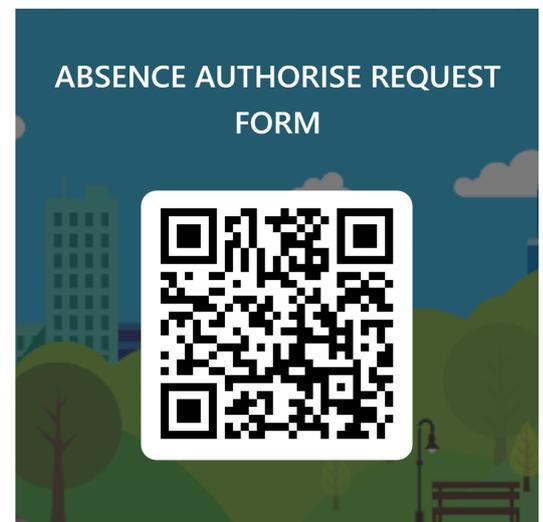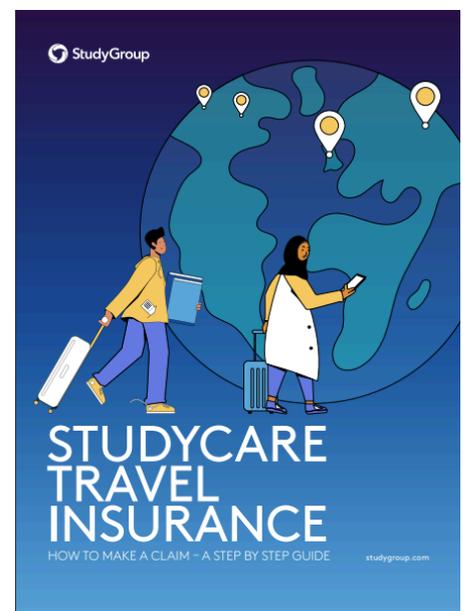
HEALTH AND MEDICAL SUPPORT

Students can download the NHS App after registering the GP, which would allow students to seek health and medical support and services.

If any medication is required, students can get it from the closest pharmacy.

For any emergency for ambulance services, please call 999 or 112 from your mobile.

HEALTH INSURANCE STUDYCARE

click it for more information

PROGRAMME POLICY & REQUIREMENT

To foster a positive academic environment and enhance students' development skills, ongoing support and guidance are provided to help them understand the importance of academic integrity. This understanding enriches their learning experience and offers intrinsic benefits tied to knowledge acquisition, skill development, and achieving qualifications.

Academic integrity involves upholding ethical and moral standards in all aspects of academic work. It encompasses several key principles: **honesty, trust, fairness, responsibility,** and **courage**.

Academic Misconduct

Engaging in academic misconduct can have serious consequences, including academic penalties.

Some common forms including

- **Plagiarism**
  - Include the use of someone's work
  - Used or generated by Artificial Intelligence (AI)
  - Self-Plagiarism
- **Collusion**
- **Cheating in an examination venue**
- **Purchasing or commissioning**

Further Academic Advice and Support – Kingston Students' Union

We are here to support you through the process and help you understand the policies and regulations.

Academic Advice: Academic Integrity:

https://kingstonstudents.net/support/academic-advice/academic-integrity/

Mitigating Circumstances

Mitigating Circumstances are situations that have affected you before or during an assessment. If you've made a claim but haven't heard back by your assessment date, you need to decide if you're too ill or affected to take the assessment. To have your claim accepted, you must submit a valid claim with the right evidence.

You must apply **no later than 10 days after** the date of the assessment for which you are seeking consideration.

Academic Appeals

If your appeal concerns missing or possibly incorrect marks, first contact your course team to resolve these issues quickly. If you still wish to appeal, you must do so within 15 working days of your results being published. Please note that the appeals process is not meant for disputing disappointing results.

LEARNING & PROGRESSION SUPPORT

Academic Monitor & Support

Kingston ISC has implemented the RPAG Academic Review system to monitor students' academic progress and offer the necessary learning and support throughout their academic journey.

- **Good attendance & Performance**
- **On track for the Programme**
- **At Risk & Concern**
- **Require Significant Improvement**

Progression Requirement

To advance to Kingston University, students must fulfil the progression criteria to obtain their desired degree.
Students must achieve **at least 40 marks in each component of Academic English Skills (Reading, Writing, Listening, and Speaking)** and meet the **overall minimum requirement**, which varies depending on the chosen degree. Additionally, all other modules must meet the required overall minimum standard.

Extended Progression Support

If a student is unable to progress to Kingston University due to unsuccessful academic results, Study Group offers extended progression support to assist in their academic journey. This support service is provided free of charge to any student needing help with an alternative university progression plan.

Extended Progression Support Form
studygroup.com

EXTENDED PROGRESSION SUPPORT

Study Group provides a **free** extended progression support service for any student who needs assistance with an alternative university progression plan.

What is Extended Progression Support?
• Extended Progression support will guide you through the application process for a suitable alternative study programme.
• It will provide you with peace of mind as we help you to reach the next stage of your academic journey.
• You will receive full guidance and one to one support.

Who is Extended Progression Support for?
This service is available for any student who passes their Study Group pathway programme but hasn't achieved the required results to progress to their university of choice.

"This service is incredibly important to ensure our students know they will be supported to achieve progression to a suitable alternative option."
Jillian McGuren
Head of Progression Support

What options are available?
Our staff are fully equipped and ready to guide you through the available routes of progression.
Depending on your circumstances, there are five possible options:
1. Repeat your course at your current International Study Centre
2. Transfer to another International Study Centre to repeat the same/a similar course
3. Study online with our Study Group Digital Learning programmes
4. Study one of our International Year One or Two programmes
5. Discover alternative undergraduate or postgraduate study options at another university.

StudyGroup

For more information ask your progression support staff or visit studygroup.com/extendedprogression

WELLBEING SUPPORT

At Kingston ISC, we prioritize the health and well-being of all our students. We understand that studying abroad can come with its own set of challenges. If you're facing any concerns or difficulties, please reach out to your trusted tutor or progression coach. We're here to support you and ensure that you're in a good place to succeed with your studies at Kingston ISC.

Additionally, if you need any assistance, feel free to email kingstonwelfare@studygroup.com to schedule an appointment with our wellbeing team.

Wisdom - Health Assured

Study Group has recently partnered with Wisdom - Health Assured, and we are excited to introduce this app to all of our students. Through this app, students will have 24/7 access to a dedicated counsellor-led service, providing both emotional and practical support whenever it's needed.

Key features include:

- Support through phone, live chat, video call, or by requesting a call-back (WhatsApp support coming soon).
- Interpretation services in over 240 languages and dialects, ensuring support for all international students.
- Human-led assistance is always available, whether via phone or through the app.
- Access to information on debt, financial, medical, and legal matters.
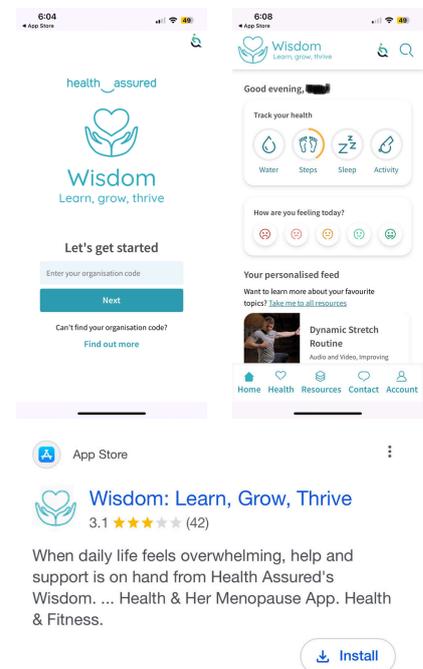
How to get it?

- Download the app
- Enter the Organisation Code: **MHA305915**
  (Organisation Name: Study Group UK Limited)
- Click "Next"
- Register with your email address and create your password
- Create your own profile and ready-to-use

STUDENT VISA CONDITION

UNDERSTANDING YOUR RESPONSIBILITIES

As per UK Visas and Immigration (UKVI) regulations, students granted a student visa must fully understand all the conditions attached to their visa. The UKVI has outlined specific requirements detailing what students can and cannot do under a student visa. Failure to adhere to these conditions may result in the student being prohibited from re-entering the UK in the future.

STUDY REQUIREMENTS

- **Course Enrollment:** Students must be enrolled in and attend the course of study, or any combined pre-sessional course, for which their Confirmation of Acceptance for Studies (CAS) was issued.
- **Academic Responsibilities:** Students are required to complete all assignments, practicals, and other coursework as part of their academic obligations.

WORK CONDITION

Teaching Period:
20 hours per week (MAXIMUM)

Outside Term Period:
40 hours per week (MAXIMUM)

If you were to exceed the total amount of hours of work afforded to you per week, Kingston ISC is required to report you to the Home Office

ATTENDANCE RULES

As a visa-sponsored student, there are additional attendance requirements mandated by UKVI that you must comply with. Kingston International Study Centre (ISC) is required to monitor your attendance and engagement and take appropriate action if you are absent without permission or not sufficiently engaged in your studies.

- **Class Attendance:** Students must attend all scheduled classes in person, including lectures, tutorials, lab sessions, and exams.
- **Absence Reporting:** In case of any absences, students must inform the Student Experience Team and their respective tutors.

Continued or serious non-attendance may lead to the withdrawal of your Student Visa sponsorship and subsequent termination from Kingston ISC.

CHANGE OF DETAIL

You are required to update any changes to your address or telephone number as soon as the changes occur. It is your responsibility to update your contact details and to provide the University with a current address.

STUDENT BEHAVIOUR CHARTER

- Engage positively in lessons and contribute to their own learning;
- Listen to the opinions of others with respect and tolerance;
- Treat all those that they come across with respect;
- Appreciate the differences that people have to offer;
- Seek to understand and develop respect for local customs and culture;
- Dress in an appropriate way that is not offensive to others;
- Share their own opinions but understand that they may be different from those of others;
- Are vigilant of their student peers and tell staff if they are concerned;
- Act safely at all times and do not put other students at risk (especially those that are under 18 years old);
- Engage positively with the support that is offered to them;
- Use the internet safely and appropriately;
- Do not attend the Centre whilst under the influence of alcohol or drugs (including so-called legal highs)
- Do not engage in violent or aggressive behaviour at any time;
- Do not willfully disrupt classes or events;
- Do not bring the college or university into any form of disrepute at any time;
- Do not damage the Study Group property or the belongings of others;
- Understand and abide by the law of the country and their Immigration permissions;
- Comply will all reasonable requests made by Centre staff.

EMERGENCY CONTACT

FOR ANY EMERGENCY

999
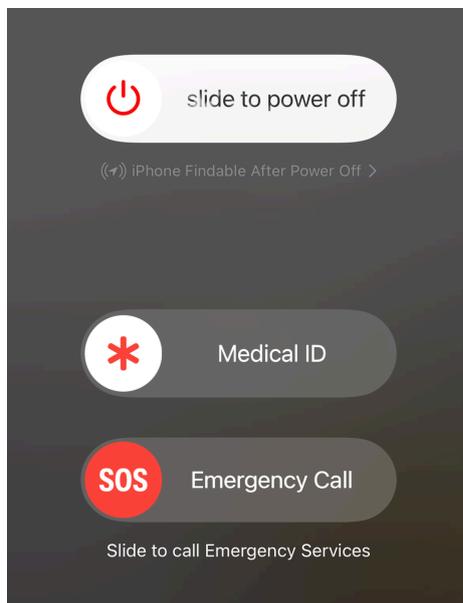
ONLY call this number when you are in an emergency for
Police 🚓
Ambulance 🚑
Fire Service 🚒

Additionally, you will have the ability to make an SOS Emergency Call directly from your phone. We strongly encourage all students to set up their Medical ID on their devices. By doing so, you can ensure that important health-related information—such as allergies, medical conditions, and emergency contacts—will be readily available to assist us in the event of an emergency.

This recommendation applies to all phone models. Setting up your Medical ID could make a critical difference in an emergency situation.

FOR ANY NON EMERGENCY

111 – NHS ONLY

101 – Police ONLY

CONTACT LIST

KINGSTON ISC – Tutors

|	Name	Email Address
Academic English Skills	Brian Norman **(Head of English)**	brian.norman@studygroup.com
	Jake Barratt	jake.barratt@studygroup.com
	Callum McGarry	callum.mcgarry@studygroup.com
Business, Law and Social Science	Fangyi Yang **(Head of Business, Law and Social Science)**	fangyi.yang@studygroup.com
	Edward Waleski	EWaleski@studygroup.com
	Malani Gunaratnam	malani.gunaratnam@studygroup.com
	Christopher Ojoko	christopher.ojoko@studygroup.com
	Yanli Cheng	yanli.cheng@studygroup.com
	Yannick Tchiegang Fansi	YTchiegangFansi@studygroup.com
	Tom Armstrong	tom.armstrong@studygroup.com
STEM	Amandeep Kaur **(Head of STEM)**	aman.kaur@studygroup.com
	Telveenus Fernandez Antony	TFernandezAntony@studygroup.com
	Ehsan Pouryazdanpanahkermani	ehsan.p@studygroup.com
	Okan Cakir	OCakir@studygroup.com
	Edwin Joseph	edwin.joseph@studygroup.com
	Jennifer Firman	JFirman@studygroup.com
Progress Coach	Katarina Gulyasova	katarina.gulyasova@studygroup.com

Kingston SIC – Student Experience

ALL ENQUIRY	kingstonisc@studygroup.com
Welfare / Wellbeing Related	kingstonwelfare@studygroup.com
Mitigating Circumstance	kingstonprogression@studygroup.com
Visa Compliance	kingstoncompliance@studygroup.com

Email Template

Here are some guidelines for students' email writing format. Kingston ISC encourages all students to follow this template in order to write a well-structured email which can gain your academic and professional development for your future.

Subject – make it short but easy to understand
For example: *[REQUEST] ID: 1234567 – Student Letter*
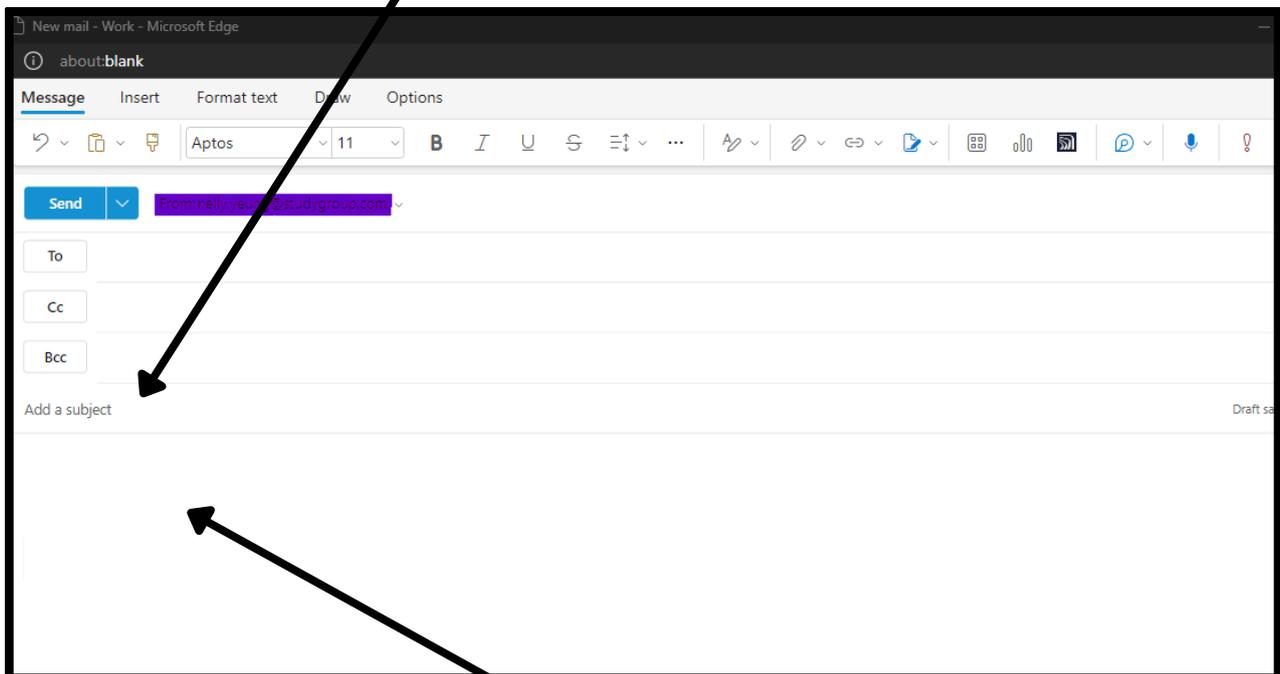
Email Content:

Hi [Receiver's First Name] / To whom it may concern,

My name is [YOUR FULL NAME] – [SG ID]. I am contacting you about [DESCRIBE YOUR CONCERN / REQUEST].

[BODY – FOR YOU TO EXPLAIN YOUR SITUATION AND PROVIDE AS MUCH DETAIL AS POSSIBLE]

Thank you for your assistance and I look forward to hearing from you.

Kind regards,

[YOUR FULL NAME]
[SG ID:123456]

Kingston International Study Centre

Address:
Stable Block Building, Kingston Hill Campus, Kingston Upon Thames, KT2 7LB

Email:
kingstonisc@studygroup.com

Website:
https://www.kingstonisc.com/