

**Kingston  
University  
London**

# STUDENT HANDBOOK

**Kingston ISC**

**International Foundation \_November 2024**

# TABLE OF CONTENTS

1	Welcome to Kingston ISC	Page 1
2	Orientation Details	Page 2
3	Getting Ready – Information	Page 3 – 4
4	Digital Devices & Internet Access	Page 5
5	Student Portal	Page 6 – 7
6	Student Calendar & Timetable	Page 8
7	Attendance Policy	Page 9
8	Academic Policy, Requirement & Support	Page 10 – 11
9	Wellbeing Support	Page 12
10	Visa and Compliance – Student Visa	Page 13
11	Student Behaviour Charter	Page 14
12	U18 Information & Emergency Contact	Page 15
13	Kingston ISC Contact List	Page 16
14	Email Template	Page 17

# 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](mailto:brian.norman@studygroup.com)

Fangyi Yang – Head of Business and Social Science

Email: [fangyi.yang@studygroup.com](mailto:fangyi.yang@studygroup.com)

Amandeep Kaur – Head of STEM

Email: [aman.kaur@studygroup.com](mailto:aman.kaur@studygroup.com)

## ADMINISTRATIVE ISSUE

Email: [kingstonisc@studygroup.com](mailto:kingstonisc@studygroup.com)

Visit our office at SB0003

## VISA AND BRP CARD ISSUE

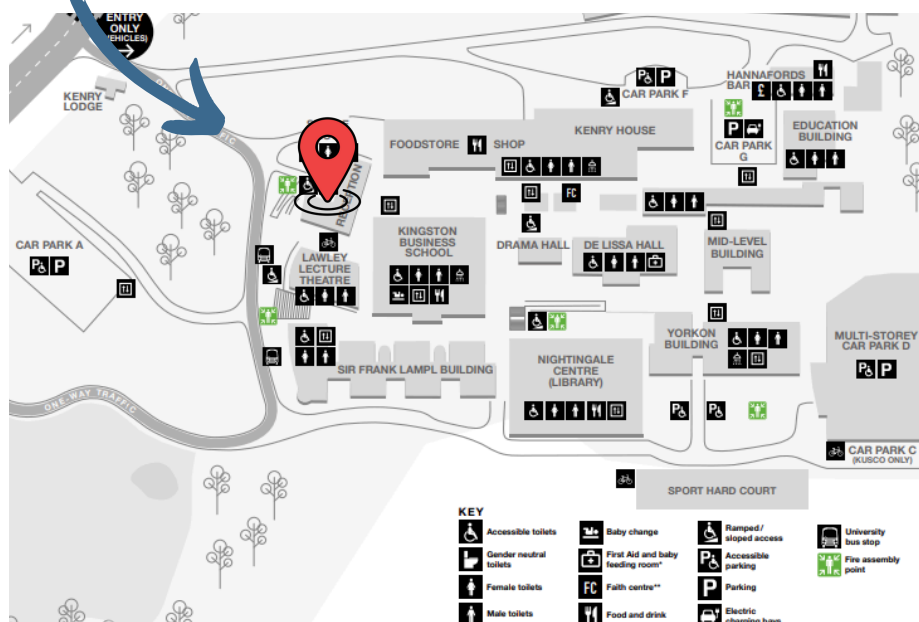
Email: [kingstoncompliance@studygroup.com](mailto:kingstoncompliance@studygroup.com)



# 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



**giffgaff**



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.

## SIM CARD

## 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

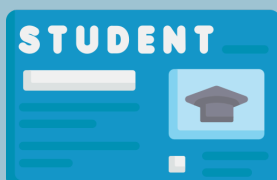
\*An administration fee will be applied, for more information please refer to TFL website



## STUDENT ID CARD

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

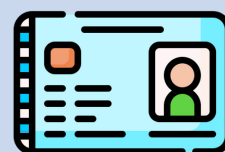


Students will need to arrange their own accommodation. There are various options available in the UK, including:

- 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



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

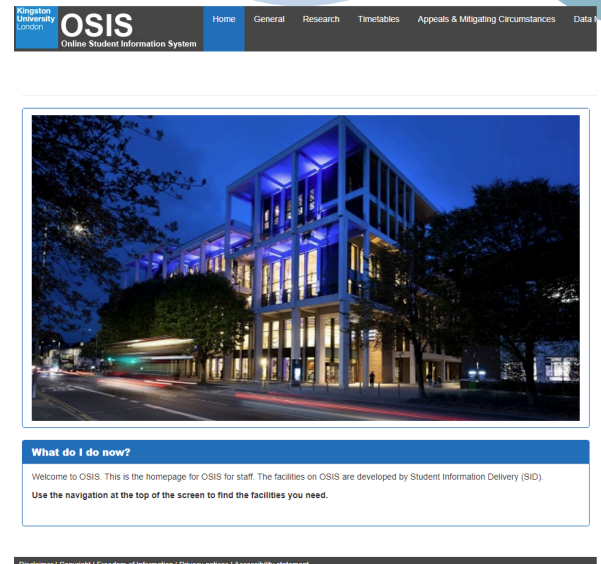
## OSIS – Kingston University

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

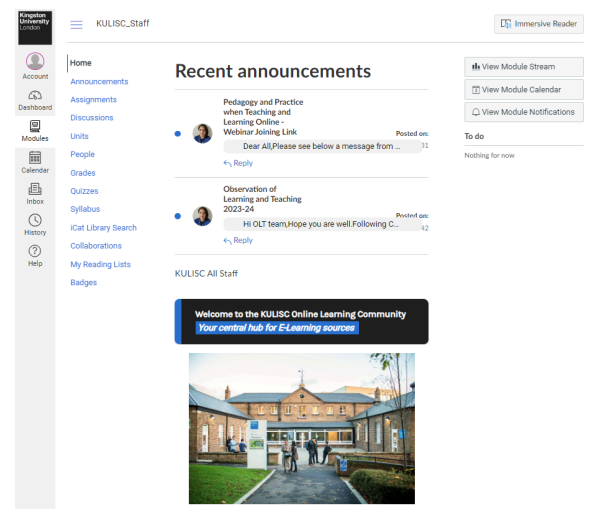


## CANVAS – Kingston International Study Centre

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

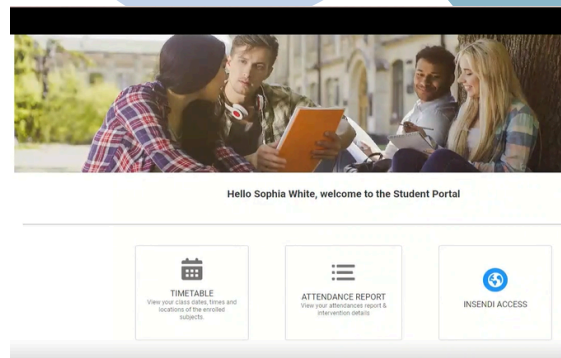
## Student Portal – Study Group

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



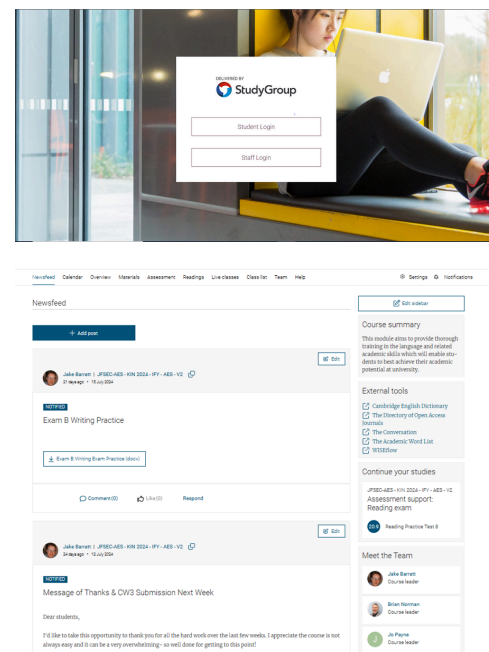
## Insendi – Academic English Skills

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

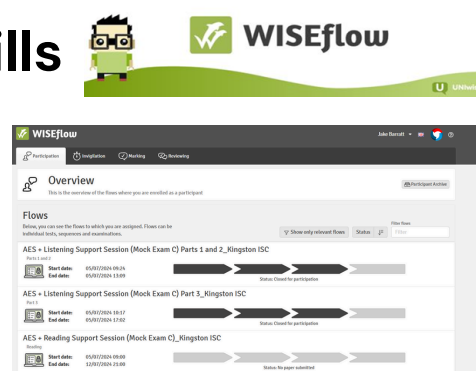
*How to activate your account?*

1. Access to [https://studygroup.insendi.com/login?](https://studygroup.insendi.com/login?returnPath=/)  
[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 International Foundation Year – November Cohort, for further details with the assessment dates, please refer to your CANVAS or tutors.

Academic Calendar 2024 – 2025			
November Cohort – International Foundation Year			
		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 Assessment Week	24 March 2025	28 March 2025
	Term Break	31 March 2025	4 March 2025
Term 2	Teaching Week (11 – 20)	7 April 2025	13 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
	Term Assessment Week	16 June 2025	20 June 2025
Term 3	Teaching Week (21 – 24)	23 June 2025	18 July 2025
	Final Assessments (Exams)	21 July 2025	25 July 2025
	Result Published	4 August 2025	8 August 2025
	Reassessment Period	18 August 2025	22 August 2025
	Final Result Published	25 August 2025	29 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.

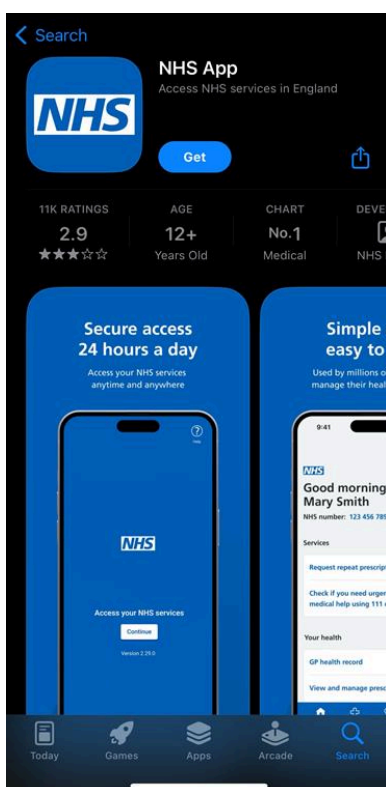
Students can access the necessary form by scanning the **QR code** and logging in with their **Kingston University email address**. Please follow the instructions and provide the requested information and documents for your request.

For any additional concerns or queries, students can email the [Student Experience Team](#) for further assistance and discussion if needed.

## ABSENCE AUTHORISE REQUEST FORM



## HEALTH AND MEDICAL SUPPORT

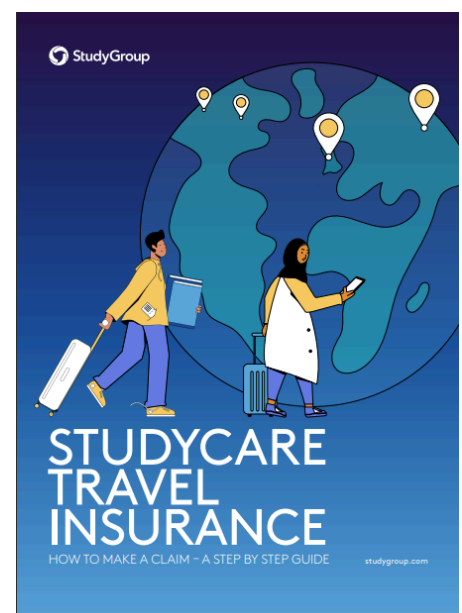


Students can download the NHS App after registering the GP, which would allow students to seek health and medical support and services.

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

## 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](http://studygroup.com)

## 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.



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 gateway 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."  
- Alan McGuire, 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 course at a new centre
  - 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.



# 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](mailto:kingstonwelfare@studygroup.com) to schedule an appointment with our wellbeing team.

## Wisdom – Health Assured

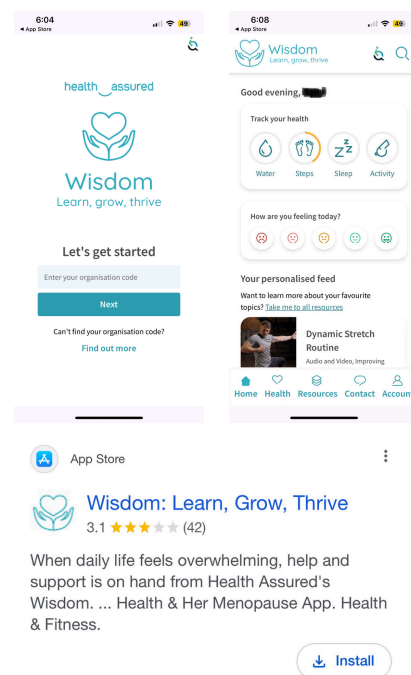
Study Group has recently partnered with Wisdom – Health Assured, and we are excited to introduce this app to all of our students. Through this app, students will have 24/7 access to a dedicated counsellor-led service, providing both emotional and practical support whenever it's needed.

### 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-session 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:*

10 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.

### 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.

### 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.

# 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.



# U18 INFORMATION

If you are an under-18 student studying at Kingston ISC in the UK, it's important to be aware of the special arrangements in place for your safety and well-being. As a student under 18, you are required to have a guardian during your stay in the UK. Study Group provides a comprehensive guardianship service to support you, which includes:

- 24/7 Support: Your guardian is available at all times for any emergencies or concerns.
- Regular Check-ins: The guardian will check in with you regularly to ensure your well-being and academic progress.
- Emergency Assistance: In case of medical emergencies or any other urgent situations, the guardian will coordinate with the school and your emergency contacts.
- Liaison with Parents: The guardian will keep your parents informed of your progress and any concerns.

If you are under 18 your visa requires you to have an educational guardian in the UK. Many of you will be using the College Guardians service. You will receive a separate handbook from College Guardians and Annabel, our guardian, will be in touch by email and will visit the centre soon after your arrival.

## EMERGENCY CONTACT

### FOR ANY EMERGENCY

# 999

ONLY call this number when you are in an emergency for

Police 🚓

Ambulance 🚑

Fire Service 🚒

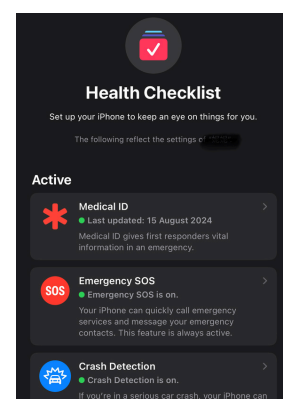
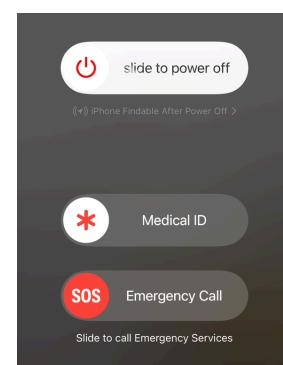
### FOR ANY NON EMERGENCY

111 – NHS ONLY

101 – Police ONLY

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.



# 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

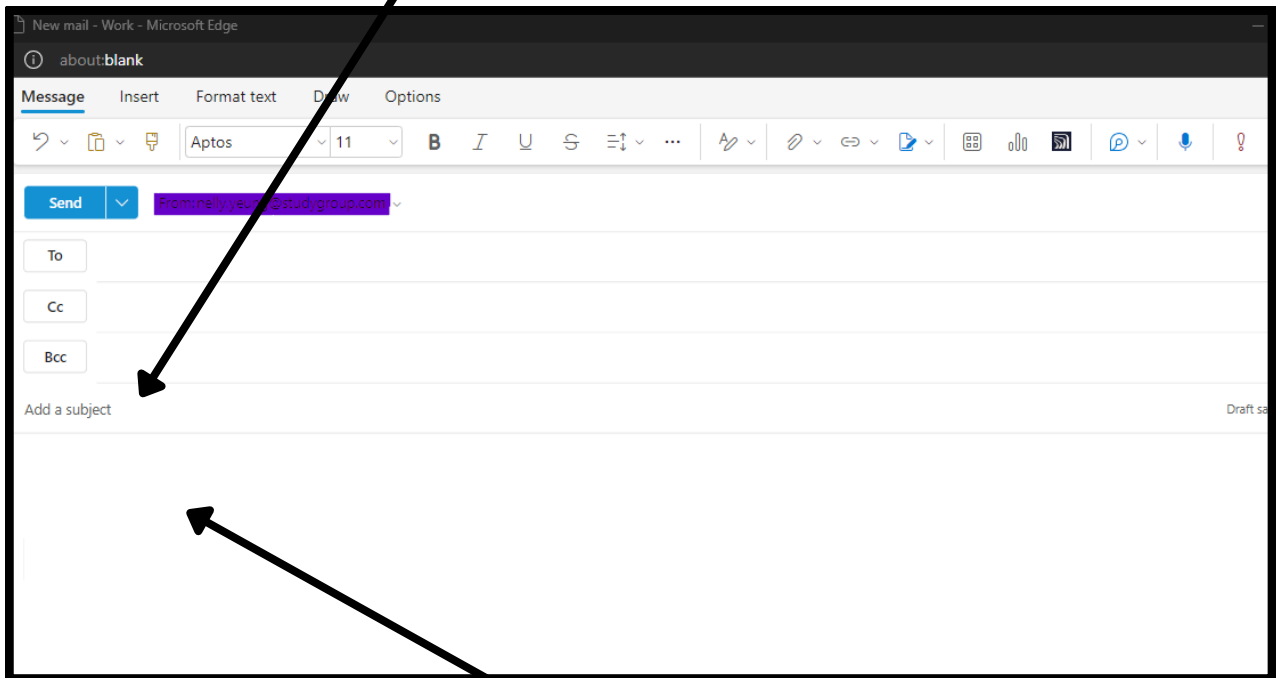
ALL ENQUIRY	kingstonisc@studygroup.com
Welfare / Wellbeing Related	kingstonwelfare@studygroup.com
Mitigating Circumstance	kingstonprogression@studygroup.com
Visa Compliance	kingstoncompliance@studygroup.com

# 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  
University  
London**



**Kingston  
University  
London**

**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/>**