Amendments made post 1 October 2012

6 Oct 2012 –
Paragraph 56 & 57 – Assignment submissions should be within 10% of the specified word limit. If work is submitted that is more than 10% over the stated word count limit the assignment will be returned to the student involved.

29 Oct 2012 –
Paragraph 45 – Clarification to the achievement of a Certificate or Diploma of Higher Education.
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This information relates to award-bearing courses for non-matriculated students (i.e. those who are not members of a Cambridge College) at the Institute of Continuing Education in the academic year 2012-13

If you require this handbook in an alternative format please email studentsupport@ice.cam.ac.uk
1. All ICE courses are taught at undergraduate or postgraduate level. Award-bearing programmes enable students to attain a University qualification.

   **Student commitment**

2. As with all courses taught at undergraduate or postgraduate level within the University, elements of preparation, personal study, self-assessment and assessment are built into the courses offered by ICE. In making a commitment to study with ICE, students need to set aside sufficient time for the demands of the course. Students should ensure that they are able to prepare for their course sessions. Active participation in class and/or in the ICE online classrooms, as appropriate, is also expected and students are required to undertake the assignments in award-bearing courses.

   **Feedback from students**

3. All students are encouraged to complete an evaluation form at the end of each course. The information provided is used to help improve and develop ICE course provision. Questionnaires can be returned anonymously, but we are also grateful for personal feedback on any aspect of our provision.

4. All award-bearing courses are subject to University moderation procedures as described in paragraph 74 - 76.

   **Online study**

5. All award-bearing courses are supported by resources in online classrooms (ICE virtual learning environment, VLE) where tutors and students can share thoughts and ideas between face-to-face sessions. Students will only require rudimentary internet skills to access and use the online classrooms and it is strongly recommended that students have access to the internet to take full advantage of this support. A broadband connection is preferable and a personal email account is required. Students may find that a lack of access to resources and discussion online will impact on their enjoyment and success on some courses. Students are expected to submit their assignments online and feedback on assignments is delivered online. Students retain access to the learning resources on their course for two academic years after they have completed their course.

   **Competence in the English language: students whose first language is not English**

6. All teaching and assessment is in English. Students for whom English is not their first language are asked to satisfy ICE that they have the required near-native command of the language to get the maximum benefit from studying with ICE. Please be aware that less than native fluency in both spoken and written English may affect a student's success on a course. We ask for recent evidence of competence in the English language as part of the admissions process on award-bearing programmes. For full information see [http://www.ice.cam.ac.uk/studying-with-us/international-students](http://www.ice.cam.ac.uk/studying-with-us/international-students)

7. If you would like to improve your English language skills, please see the courses ‘English for Academic Purposes’ and the ‘IELTS Preparation course’ in our Summer School Programme at [www.ice.cam.ac.uk/courses/summer-schools](http://www.ice.cam.ac.uk/courses/summer-schools)

8. Students applying to postgraduate courses and whose first language is not English are required to pass an English test at a high level prior to their admission being confirmed. The University believes that it is in the student's interest that his or her language skills are at a very high level before he or she embarks on a course and adherence to this requirement is strict. Students must be able to communicate in English at a level and in an idiom suitable to the subject: less than near native fluency in both spoken and written English may affect success on a course. Appropriate guidance for each course is given in the course information.

   **Provision for disabled students**

9. ICE welcomes applications from disabled students, including those with unseen disabilities and specific learning difficulties such as dyslexia, and makes every effort both to anticipate and to make reasonable adjustments to meet the needs of disabled participants. Please contact studentsupport@ice.cam.ac.uk to discuss any particular needs. ICE can best support and advise students when it has been made aware, in advance, of the support needed by the disabled student in relation to their study. It is important, therefore, that any need for disability-related support is noted on the application form for every course a student undertakes. A student may disclose a disability at any point but, after the start of the course, support may take time to implement.
10. If a disability is such that a student may require extra time for the submission of assignments or examinations or require other kinds of assistance, then the student should let ICE know as soon as possible. It is not possible to make retrospective allowance for disability-related issues.

**Access for students with mobility impairments (including wheelchair users)**

11. Madingley Hall offers level access to the building, to the dining room, bar and ground floor teaching rooms. A platform lift provides access to the rooms on the first floor but subject to safety controls and assessment for wheelchair users. There is also platform lift for access to two study bedrooms specifically equipped with the needs of disabled students. Students who may require these facilities are requested to inform ICE at the time of booking. Further information is given on the ICE website, [http://www.ice.cam.ac.uk/studying-with-us/information-for-students/information-for-prospective-students-with-special-requirements](http://www.ice.cam.ac.uk/studying-with-us/information-for-students/information-for-prospective-students-with-special-requirements)

12. Some of the Institute’s courses are held in buildings which are not owned by the University. For information on their facilities, please enquire of the appropriate Academic Programme Manager (see Section 5).

**International student visa and entry clearance**

13. Students must ensure that they have a valid visa for the duration of their studies. Please see the advice on the ICE website [www.ice.cam.ac.uk/studying-with-us/international-students](http://www.ice.cam.ac.uk/studying-with-us/international-students) and also consult further links available on that page.

14. Students must ensure that they apply in sufficiently good time for the appropriate visas so that they are in a safe legal position to complete their course of study in Cambridge. Standard cancellation terms and conditions will normally apply in the unfortunate event of visa problems preventing attendance on a course.

**Field trips and laboratory sessions**

15. Some courses include field trips, visits to galleries or laboratory work. A risk assessment is undertaken under University guidelines, and appropriate measures to mitigate the risks are taken before the event. Students are required to listen carefully when the tutor draws attention to any hazards. Particular note should be taken of the tutor's instructions and they should be followed carefully. Please also adhere to the tutor's or Course Director's recommendations regarding suitable clothing and equipment for the teaching session.

16. Only students enrolled on a course requiring participation in specific field trip/s or laboratory session/s are covered by the University’s public liability insurance during that activity. Please note, however, that the University does not provide travel or personal accident insurance and students should consider whether they wish to take out their own insurance.

17. If arrangements have been made for students to meet at a gallery, laboratory or fieldwork site, students are responsible for arranging their own transport to the venue. The Institute’s public liability insurance cover commences only when students arrive at the fieldwork site, gallery or laboratory. If transport to an activity is provided, students will normally be expected to make payments to cover the cost.

18. Any accident or incident which has a potential for harm must be reported to the tutor, Course Director or other appropriate person who will report it for ICE records.

**Deferral**

19. It is not possible for students to defer, i.e. postpone the date on which they start a course for which they have been admitted. Rather students must withdraw and reapply. Acceptance on a future offering of the course is not guaranteed.

**Withdrawal**

20. Students wishing to withdraw from a course should contact the appropriate Academic Programme Manager (see section 5) as soon as possible. Standard cancellation conditions will apply (see paragraphs 127 to 129).

21. Students who have withdrawn from a course will retain access to the VLE course area for the term/s in which they studied, but will not be able to access course areas relating to future terms.

**Intermission**

22. ICE recognises that a variety of external factors can affect students’ ability to study part-time and where possible ICE will try to enable students to continue or complete their studies when they are able to do so. However, students should note that ICE cannot guarantee that particular courses will be repeated in the same format and that some programmes must be completed within a specified time (see programme and course specification).
23. In cases of particular and unforeseen difficulty, such as serious illness of a student or a close family member, or an unexpected change in personal circumstances students who are unable to complete the course may request to intermit, i.e. to return at a later date to complete their studies if at least one course unit’s assessment has been successfully completed. Financial difficulty will not normally be considered appropriate cause for intermission.

24. To request an intermission, students should contact the appropriate Academic Programme Manager (see section 5) for an application form, which they should complete and return, together with documentary evidence in support of their application. If appropriate documentary evidence is not available students should consult the Academic Programme Manager.

25. Applications to intermit will be reviewed by the subcommittee of the ICE Academic Operations Committee and their decision will be communicated to the student via the Academic Programme Manager.

26. Intermitting students must inform the appropriate Academic Programme Manager at least one month prior to the start of the course of their intention to return.

27. Intermitting students are required to accept the following terms and conditions:

• A student who intermits part way through a term will be required to attend and complete the whole of that term upon return. Therefore a student cannot intermit during the first term of a course (see paragraph 28)
• A student who has received permission to intermit will be expected to return to study at the first available opportunity. Intermissions cannot normally be carried forward for longer than one academic year unless the course is unavailable.
• If a student is granted an intermission course fees will be held by ICE towards the course fees due on their return.
• The course fees active at the time of return will apply, any shortfall between payments already made and the fees due at the time of return must be met by the student
• ICE cannot guarantee to run any course in any particular year or to maintain the current format of a course to facilitate intermission, although ICE is committed to making every effort to enable students to complete their studies
• Students must contact the appropriate Academic Programme Manager to confirm their return to the course at least one month prior to their scheduled return and to request information regarding any outstanding fees.

28. A student who does not complete the first term of a course, i.e. fulfil the attendance requirements and complete the term’s assignment(s) satisfactorily (pass), would be deemed to have withdrawn and would be required to reapply to retake the whole course upon return. In exceptional circumstances, and before the submission of any work for assessment, such a student can submit an application to transfer enrolment to the following year. An enrolment transfer request should be addressed to the appropriate Academic Programme Manager in the first instance.

Course cancellations

29. Whilst every effort is made to avoid changes to our programmes, ICE reserves the right to withdraw any course at any time. If for any reason ICE cancels a course, all course fees will be returned in full.

Change of name or address

30. The name given by students on their first application to ICE should be their legal name which will be used on all certificates and award-supporting documents. Students wishing to change their name or the format of their name should contact the student records team (ice.records@ice.cam.ac.uk). Changes of address, telephone number or email address should be notified to ICE in writing as soon as possible by contacting the student records team. It is particularly important to do this if the change is near the beginning or towards the end of the course, as course materials or notification of the award may otherwise go astray. If students are attending more than one course, or have enrolled for a course that has not yet begun, they should list all relevant courses in the email or letter.

University facilities

31. ICE students are welcome to use the membership facilities at the University Centre in Mill Lane, Cambridge. See www.unicen.cam.ac.uk for the range of eating places and relaxation areas available.

32. Students studying for a qualification with ICE on a course that is at least one academic year in length are eligible to carry a University card (www.admin.cam.ac.uk/offices/misd/univcard/whatis/) which will also give students full access to the resources of the University Library www.lib.cam.ac.uk/students/ To replace a lost card, there will be an administrative charge of £15 and students should contact studentsupport@ice.cam.ac.uk. Students are required to return their University cards to the Registry at the Institute of Continuing Education when it expires; the expiry date is given on the card.
33. All qualifications offered by ICE are qualifications of the University of Cambridge, endorsed by the relevant Faculties or Departments and approved by the Education Committee of the University’s General Board.

**Academic credit and university-level study**

34. Academic credit formally recognises and measures in credit points the learning process that students have undertaken and successfully completed.

35. Each qualification carries a specified number of credit points that are nationally recognised within the Credit Accumulation and Transfer Scheme (CATS). Under the CAT scheme, each year of an undergraduate degree programme equates to 120 credit points. The first year of a full-time degree programme carries 120 credits at FHEQ level 4, the second year at FHEQ level 5 and the third year at FHEQ level 6. FHEQ signifies the framework for Higher Education qualifications in England, Wales and Northern Ireland. [www.qaa.ac.uk/AssuringStandardsAndQuality](http://www.qaa.ac.uk/AssuringStandardsAndQuality)

Partial completion of a qualification cannot be recognised by the award of academic credit.

36. Within certain limitations, the flexibility of this system makes it possible for students to tap into the higher education system, as and when the time, opportunity or need arise. Students may be able to transfer credit awarded by the University through ICE in the achievement of a qualification into the degree programmes of other higher education providers (under the CAT scheme) rather than receive the appropriate University of Cambridge award. The volume of credit which can be transferred into award programmes varies from institution to institution and is always at the discretion of the receiving institution. Students are advised to contact the receiving institution as soon as possible.

37. To achieve a University of Cambridge qualification, students need to complete an approved core curriculum. Therefore, it is not possible to gain exemption from part of that curriculum by transferring credits from other higher education institutions into these qualifications.
2. Studying for a University Award

Qualifications of the University of Cambridge offered through ICE

38. For details of the differences between the academic requirements of each level, see Table 2 ‘Studying at different academic levels’. For information about credits and FHEQ levels refer to paragraph 35.

39. Table 1: Qualifications of the University of Cambridge offered through ICE

<table>
<thead>
<tr>
<th>Course of study</th>
<th>Credits needed</th>
<th>Qualification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Undergraduate Certificate course I</td>
<td>60 credits</td>
<td>eg Certificate in Archaeology</td>
</tr>
<tr>
<td>+ Undergraduate Certificate course II in the same subject</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Undergraduate Diploma (60 credits)</td>
<td>60 credits</td>
<td>eg Diploma in Historic Environment</td>
</tr>
<tr>
<td>Undergraduate Diploma course I</td>
<td>120 credits</td>
<td>eg Diploma of Higher Education in Historic Environment</td>
</tr>
<tr>
<td>+ Undergraduate Diploma course II in the same subject</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Undergraduate Advanced Diploma course (120 credits)</td>
<td>120 credits</td>
<td>eg Advanced Diploma in History of Art</td>
</tr>
<tr>
<td>Designated units from our postgraduate programme</td>
<td>60 credits</td>
<td>Postgraduate Certificate</td>
</tr>
<tr>
<td></td>
<td>120 credits</td>
<td>Postgraduate Diploma</td>
</tr>
<tr>
<td>A part-time postgraduate degree taken over two years</td>
<td></td>
<td>Master of Studies (MSI)</td>
</tr>
</tbody>
</table>
Master of Studies Degree

40. The Master of Studies (MSt) Degree is a part-time postgraduate degree of the University of Cambridge. All MSt students are members of a Cambridge College and may spend short periods of residence in Cambridge. Degrees are offered in a range of disciplines. Further information is available on the ICE website at www.ice.cam.ac.uk/mst. Students applying for admission to an MSt are normally expected to have a good first degree and/or relevant professional experience.

41. MSt degree programmes do not automatically carry specified units of academic credit. Students who successfully complete only the first year of their chosen MSt degree programme may, on some MSt programmes, be awarded a Postgraduate Diploma; for example the Postgraduate Diploma in Penology and Management may be awarded to those who do not go into the second year of the MSt in Applied Criminology. MSt programmes are governed by the rules and regulations in the appropriate MSt Course Handbook, which is provided by the appropriate Academic Programme Manager.

42. Table 2: Studying at different academic levels: level descriptors. Taken from SEEC Credit Level Descriptors for Higher Education www.seec.org.uk

<table>
<thead>
<tr>
<th>FHEQ Level 4</th>
<th>Undergraduate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Certificate</td>
<td>Learning at this level will reflect the ability to:</td>
</tr>
<tr>
<td>60 credits at FHEQ level 4</td>
<td>• develop a rigorous approach to the acquisition of a broad knowledge base</td>
</tr>
<tr>
<td>Certificate of Higher Education</td>
<td>• employ a range of specialised skills</td>
</tr>
<tr>
<td>120 credits at FHEQ level 4</td>
<td>• evaluate information using it to plan and develop investigative strategies and to determine solutions to a variety of unpredictable problems</td>
</tr>
<tr>
<td></td>
<td>• operate in a range of specific contexts taking responsibility for the nature and quality of outputs.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>FHEQ Level 5</th>
<th>Undergraduate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diploma</td>
<td>Learning at this level will reflect the ability to:</td>
</tr>
<tr>
<td>60 credits at FHEQ level 5</td>
<td>• generate ideas through the analysis of concepts at an abstract level, with a command of specialised skills and the formulation of responses to well-defined and abstract problems</td>
</tr>
<tr>
<td>Diploma of Higher Education</td>
<td>• analyse and evaluate information</td>
</tr>
<tr>
<td>120 credits at FHEQ level 5</td>
<td>• exercise significant judgement across a broad range of functions</td>
</tr>
<tr>
<td></td>
<td>• accept responsibility for determining and achieving personal and/or group outcomes.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>FHEQ Level 6</th>
<th>Undergraduate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advanced Diploma</td>
<td>Learning at this level will reflect the ability to:</td>
</tr>
<tr>
<td>120 credits at FHEQ level 6</td>
<td>• critically review, consolidate and extend a systematic and coherent body of knowledge, utilising specialised skills across an area of study</td>
</tr>
<tr>
<td></td>
<td>• critically evaluate new concepts and evidence from a range of sources</td>
</tr>
<tr>
<td></td>
<td>• transfer and apply diagnostic and creative skills and exercise significant judgement in a range of situations</td>
</tr>
<tr>
<td></td>
<td>• accept accountability for determining and achieving personal and/or group outcomes.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>FHEQ Level 7</th>
<th>Postgraduate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Postgraduate Certificate</td>
<td>Learning at this level will reflect the ability to:</td>
</tr>
<tr>
<td>60 credits at FHEQ level 7</td>
<td>• display mastery of a complex and specialised area of knowledge and skills</td>
</tr>
<tr>
<td>Postgraduate Diploma</td>
<td>• employ advanced skills to conduct research or advanced technical or professional activity</td>
</tr>
<tr>
<td>120 credits at FHEQ level 7</td>
<td>• accept accountability for related decision-making, including use of supervision</td>
</tr>
</tbody>
</table>
Regulations relating to the achievement of a qualification

Achieving a qualification

43. In all cases, students wishing to achieve an award must:
   • meet the course attendance requirements
   • participate actively in class work and/or in the Virtual Learning Environment (VLE), where appropriate;
   • complete each term’s assignments satisfactorily, and/or any other tasks stated as a requirement in the syllabus for the course to demonstrate the achievement of all the learning outcomes expected from the course.

44. Some courses have their own handbooks or course specifications detailing specific requirements that must be fulfilled in order to achieve a qualification. Copies of these handbooks or course specifications will be provided by the appropriate Academic Programme Manager.

45. A student who successfully completes a second certificate or diploma in a particular subject area may either accept the award of a second certificate or diploma (each transcript will detail the subject areas studied) or request the award of a Certificate of Higher Education (120 credits in the CAT scheme) in the named subject on the completion of the second 60 credit certificate or diploma. Students should apply to the Academic Programme Manager for the award of the Certificate of Higher Education in response to the communication of their achievement of the second certificate or diploma.

Assessment

46. When studying for an award, students will need to spend some time each week preparing for assignments. The nature of the activities required may vary from subject to subject. They may involve the completion of essays, workbooks, other written work, oral work, or practical and fieldwork. Assignments are designed to contribute to the student’s progress and to enable the student to demonstrate the achievement of the learning outcomes specified for the course. Assignments will be described in the course specification prepared by the tutor and Course Director. The satisfactory completion of such work, set by the tutor or the Course Director, is essential for the award of a qualification.

47. For any questions about an assignment - for example, difficulty in understanding the question, uncertainty about a topic or title, or inability to find the sources needed - the student should consult the tutor or Course Director. Where the assignment topic is selected by the student and is not listed in the course specification it must always be approved by the tutor or Course Director beforehand. A written record of this agreement is recommended.

48. Oral presentations will only be considered for assessment if copies are provided of notes, hand-outs or overheads used in the presentation for the tutor to pass on to ICE. Please note that an oral presentation cannot provide the sole, or indeed principal, method of assessment throughout an award-bearing course.

Examinations

49. If the course involves a formal written examination, the format of the examination will be described in the syllabus of the course so that students are aware of the requirements of the examination from the start of their studies.

50. A student who is unwell at the time of an examination must ensure that the appropriate Academic Programme Manager (see Section 5) is informed, before the examination is taken, of any illness that might affect performance. Documentary evidence will subsequently be required if a student applies to ICE for the consideration of mitigating circumstances relating to their performance. Such applications will be considered by the Subcommittee of the ICE Academic Operations Committee for Matters Relating to Examinations and Assignment Submission.

Oral examination or viva voce

51. Normally notice will be given if there is the possibility of a student being asked to take part in an oral examination or viva voce (discussion of student’s dissertation or thesis). However, when assessing a student during or at the conclusion of a course, a subject moderation panel may, exceptionally, recommend that the student be invited to attend an oral examination.

Regulations for the submission of assignments

52. The information below applies unless a programme or course-specific handbook/syllabus has been provided containing alternative instructions in which case students should observe those instructions.

53. A high level of competence in writing, grammar and spelling is always expected. Students are generally expected to word process their assignments using commonly available word-processing software, such as Microsoft Word or Open Office (free to download from www.openoffice.org) and to submit assignments electronically through the ICE online classrooms (VLE). In some cases this may not be appropriate and your tutor will discuss alternative arrangements.
2. Studying for a University Award

54. All submitted work must be the student’s own. It is essential that in each assignment the source of quotations and specific points taken from other authors are acknowledged and referenced within the text and that the assignment is accompanied by a bibliography or list of resources that have been consulted during the preparation process. Plagiarism (the unacknowledged submission of ideas, words, images or figures created by others) is not acceptable to the University whether or not there is intent to deceive (see the ICE Plagiarism Policy paragraph 148 for further guidance and information). All assignments must be prefaced by the statement of authorship given in the ICE assignment cover sheet and declaration. Assignments not accompanied by this declaration will not be marked.

55. All submitted assignments are screened by the text matching/plagiarism detection software Turnitin (see the ICE Plagiarism Policy paragraph 157 for further information).

56. Course requirements regarding the length of assignments vary, so students should always check the syllabus and with the tutor. Students are required to declare the word length of their assignment on their assignment submission cover note. If work is submitted that is more than 10% over the stipulated maximum word count the assessment will be returned to the student unmarked. If appropriate, (see paragraphs 72-73) the student will be able to resubmit.

57. The word length specified for the assignment(s) and/or dissertation is inclusive of references in the main body of the text and of footnotes and endnotes, but exclusive of any bibliography or list of resources consulted and of any abstract, list of contents or abbreviations that may be included at the beginning or end of the assignment. Assignment submissions should be within 10% of the specified word length.

58. Deadlines for submission of assignments

60. Deadlines for the submission of course assignments will always be clearly signalled to students, in writing and usually in course/programme documents published before the start of the course. If a student fails to meet any deadline without having previously agreed an extension as outlined below, the assignment cannot be marked by the tutor.

Extensions to deadlines for submission of assignments

61. In exceptional circumstances students may apply for an extension of up to two weeks for the submission of an assignment, but there should be no expectation that such an extension will be granted. To request an extension, students should submit an extension request form to the tutor and Course Director for their recommendation (copying to the appropriate Academic Programme Manager) in advance of the submission date. The Academic Programme Manager, in consultation with the tutor and Course Director, can authorise an extension of up to two weeks. Forms are available from the VLE or the appropriate Academic Programme Manager. Examples of exceptional circumstances would include illness of students or their close relatives, or unanticipated changes in personal circumstances but would not include holiday arrangements, workload or social commitments.

62. Students will be expected to meet agreed deadlines relating to extensions. A request for a second extension cannot normally be considered.

63. In extreme circumstances a longer extension may be possible but there should be no expectation that such an extension will be granted. Such applications will be referred to the Subcommittee of the ICE Academic Operations Committee. No extension at any level can exceed six months and extensions of this length are very rarely granted. Examples of extreme circumstances include bereavement or prolonged illness. Documentary evidence will be required in the event of extreme circumstances.

64. When an extension is granted a student can request a letter requesting the University Library to extend their borrowing rights, however, no extension to electronic access rights can be arranged. A formal record of the extension will be kept. When an extension is granted, marking and moderation processes fall outside of the standard timetable and may take longer to complete.
2. Studying for a University Award

Marking and returning assignments

65. Where students are seeking to gain a qualification, assessment is an integral part of the course. Specific assessment requirements for the course will be detailed in the syllabus or (for certain courses) course/programme handbook. Assignments are assessed in relation to a student’s achievement of the learning outcomes specified for the course and the criteria appropriate for the level of the course (see Table 2).

66. ICE aims to return students’ work as promptly as possible with feedback from the tutor. However, all marks or pass/fail results are provisional until the annual moderation processes required by the University are completed: see paragraph 74.

67. Numerical marks or grades are not, in general, given for courses at FHEQ level 4 except on some professional courses. Instead, students are assessed as ‘pass or ‘no pass’. Students will be recommended for the award of the qualification after achieving the required standard as stated in paragraph 43, ‘Achieving a qualification’, earlier in this section.

68. Numerical marks are given for courses at FHEQ level 5 and FHEQ level 6. No distinctions are awarded at undergraduate level.

69. The pass mark is normally 40%, or 50% for some professional and career development courses. If students are unclear about the marks required to gain a pass, they should consult the course specification.

70. If a course has a weighted marking scheme, details are given in the course syllabus or specific course handbook.

71. Table 3: Marking scale for courses at undergraduate level

<table>
<thead>
<tr>
<th>Numerical scale</th>
<th>Grade awarded</th>
<th>Student’s work shows</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellent</td>
<td>80-100</td>
<td>Pass</td>
</tr>
<tr>
<td></td>
<td>70-79</td>
<td>Pass</td>
</tr>
<tr>
<td>Good</td>
<td>60-69</td>
<td>Pass</td>
</tr>
<tr>
<td>Competent</td>
<td>50-59</td>
<td>Pass</td>
</tr>
<tr>
<td>Weak</td>
<td>40-49</td>
<td>Pass/Fail 1</td>
</tr>
<tr>
<td>No pass</td>
<td>20-39</td>
<td>Fail</td>
</tr>
<tr>
<td>No pass</td>
<td>0-19</td>
<td>Fail</td>
</tr>
</tbody>
</table>

1 The undergraduate-level pass mark is normally 40% or 50% for professional and career development courses. If students are unclear about the marks required to gain a pass they should refer to the course specification.
71. Table 4: Marking scale for courses at postgraduate level

<table>
<thead>
<tr>
<th>Numerical scale</th>
<th>Grade awarded</th>
<th>Student’s work shows</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Excellent</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>80-100</td>
<td>Pass with distinction (where the programme awards distinction)</td>
<td>Evidence of the exceptional quality in relation to the criteria listed for the award of 70-79% and outstanding critical insights and thought-provoking arguments</td>
</tr>
<tr>
<td>75-79</td>
<td>Pass with distinction (where the programme awards distinction)</td>
<td>An accessible, accurate and clear account. Clear assimilation and understanding of the evidence. Well informed by a wide range of relevant ideas. Excellent analyses, arguments and explanations. Exceptionally good structuring of the material with clear progression and development as the work proceeds</td>
</tr>
<tr>
<td><strong>Good</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Competent</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>60-64</td>
<td>Pass</td>
<td>An accessible, accurate and direct account. Fair analyses, arguments and explanation but with some remaining gaps or confusion. Fair degree of personal insight. Reasonably well organised presentation.</td>
</tr>
<tr>
<td><strong>No pass</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>50-59</td>
<td>Fail</td>
<td>Reliance on a restricted range of evidence, or irrelevant material introduced. Weaknesses of factual description. Weaknesses in the analyses, arguments and explanations. Weaknesses in the insights and reflections on the material. Weakly organised presentation with a poor progression through the work.</td>
</tr>
<tr>
<td>0-49</td>
<td>Fail</td>
<td>Limited range of evidence or lack of focus. Weak understanding of the material presented. Lack of coherent argument. Absence of personal insight. Serious weaknesses in the organisation of the presentation.</td>
</tr>
</tbody>
</table>

**Resubmission**

72. If, in the opinion of both the tutor and the internal assessor, an assignment fails to meet the required standard to pass, the student will be advised to resubmit the failing assignment as soon as possible, to an agreed timetable.

73. The following guidelines on the resubmission of assignments are for Certificate, Diploma and Advanced Diploma students. Postgraduate students should consult their individual programme handbooks:

- Each assignment must be passed in order to complete the programme of study successfully. Where there are multiple assignments set within a term, students are required to pass each assignment unless otherwise specified in the course specification.
- Within a one-year Certificate or Diploma course, a student will be allowed to resubmit, once only, failed elements of up to two of the three units’ assignments.
- Within the first year of an Advanced Diploma course a student will be allowed to resubmit all failed assignment. It is not normally possible to resubmit a dissertation.
- Constructive feedback on failed elements in the form of one 30-minute supervision, will be provided by the tutor or Academic Director / Course Director, as appropriate, to allow the students to improve on their initial submission.
2. Studying for a University Award

- A student who does not achieve the required standard to pass following resubmission, may continue to study at Certificate or Diploma level but will not be eligible for the award. At Advanced Diploma level, a student who fails on resubmission will not be permitted to continue on the course. There may be variations in the number of assessed assignment elements set in each unit or year of a course- only the failed assignments may be resubmitted.

Moderation procedures

74. The moderation of assessment is an important element in assuring the quality of programmes. Samples of assessed work from each Certificate, Diploma and Advanced Diploma course are moderated each term by an internal subject assessor. All dissertations are moderated.

75. Samples of work, the tutors’ assessments, and the reports of internal assessors on the level and quality of teaching, learning and assessment on each course are submitted to a Subject Moderation Panel at the end of the course and also at the end of the first year of two year courses such as Advanced Diplomas. In each subject area the Panel consists of an Internal Assessor; a University Moderator, usually a member of the University’s academic staff; and a Moderating External Examiner, usually an academic member of staff from another university. This Panel is responsible for determining that the work reaches the required standard for the level of the course, that the tutor’s marking is fair, and that the standard achieved is commensurate with that of other higher education providers elsewhere in the country. All results remain provisional until after the moderation process is complete and approved.

76. The report of the Subject Moderation Panel is considered by the Institute’s Academic Operations Committee for the approval of University awards, normally, in November or December of the year in which the course is completed. The report of the Moderating External Examiner is made available to students on the course via the ICE VLE.

Confirmation of the award of a qualification

77. When the awards have been approved by the Academic Operations Committee students will be informed of their results by letter or email.

Receipt of a qualification

78. The University will generate a certificate and transcript which can either be sent by post or presented at an awards ceremony held at Madingley Hall.

Replacement certificates and transcripts

79. Duplicate or replacement certificates and transcripts can be requested from the University’s online store at www.admin.cam.ac.uk/univ/degrees/certificates/ for qualifications awarded in, and since, 2010-2011. Please direct enquiries relating to earlier awards to studentsupport@ice.cam.ac.uk stating your full name, data of birth, the title and date of the course or qualification concerned and whether you require a replacement/additional certificate or transcript. Charges may apply.

Requests for additional information regarding academic performance

80. Students may request in writing, from the Director of Public and Professional Programmes, additional information where available, regarding their performance in assessed work or examinations. Please refer to Section 4, which details the ICE data retention policy in respect of assessed work. Such information should be requested within 10 working days of the student receiving formal confirmation of the decision relating to the award of credit, mark or grade. Students at FHEQ level 4 should bear in mind, however, that in most instances marks are not awarded at this level and the Subject Moderation Panel sees only samples of work submitted for assessment.
3. Study guidance

General advice

81. All undergraduate or postgraduate courses require periods of preparation and independent study in addition to course meetings. In making a commitment to study with ICE, students need to set aside sufficient time for the demands of the course.

82. Effective study skills are fundamentally important and it is worthwhile investing time in developing these skills, particularly for students who are new to undergraduate-level study or returning after a break. Study skills guidance is available through the ICE VLE, where access is provided to the Cambridge Online Study Skills (COSS), designed to enable you to develop core study skills. Tutors are able to inform students of any additional subject specific guidance that is available.

Using the ICE VLE

83. ICE courses are supported by an online classroom in the ICE VLE (Virtual Learning Environment). This is a useful study resource and communication channel with fellow students and the tutor. It is also the place where assignments are submitted and tutor feedback is received, unless an assignment is unsuitable for electronic submission. After registering for a course which requires access to an online classroom, students will be provided with login instructions by the ICE eLearning team. Online, students have access to many resources and explanatory help files to enable them to get the most from their studies. If students encounter any problems they are advised to contact the eLearning team helpdesk via http://support.iceonline.cam.ac.uk

University resources

84. Students studying for a qualification on a course that is at least one academic year in length will be able to use their University card (see paragraph 3130) as a University Library card and will have the same borrowing rights as a University undergraduate. Students studying for an award will also be able to access the University Library online resources off campus.

85. Some of the University’s departments hold specialist libraries and it is worthwhile checking with the Course Director whether they would be a useful resource to consult.

Use of the internet

86. Students who do not have internet access at home should ensure they are able to use a publicly available access point. The public library is a good place to enquire about access and training. The BBC provides useful information and guidance for those new to using the internet at www.bbc.co.uk/webwise/

87. Whilst there is a great deal of information available on the internet, it is important to note that websites should be approached critically. Not all will be reliable or up-to-date, and students should check both the credentials of the author and the date at which the web-page was last updated. Students are strongly advised that it is not usually appropriate to rely largely or wholly on information taken from websites in the preparation of assignments.

88. Particular guidance about using internet resources can be found in the help and guidance section of the ICE VLE at www.iceonline.cam.ac.uk

Plagiarism and how to avoid it

89. Please also refer to the plagiarism policy (paragraph 148148). Plagiarism is defined as submitting as one’s own work, irrespective of intent to deceive, that which derives in part or in its entirety from the work of others without due acknowledgement. It is both poor scholarship and a breach of academic integrity.

90. Examples of plagiarism include copying (using another person’s language and/or ideas as if they are a student’s own), by:-
   - quoting verbatim another person’s work without due acknowledgement of the source;
   - paraphrasing another person’s work by changing some of the words, or the order of the words, without due acknowledgement of the source;
   - using ideas taken from someone else without reference to the originator;
   - cutting and pasting from the internet to make a pastiche of online sources;
   - submitting someone else’s work as part of a student’s own without identifying clearly who did the work. For example, buying or commissioning work via professional agencies such as ‘essay banks’ or ‘paper mills’, or not attributing research contributed by others to a joint project.
3. Study guidance

91. Plagiarism might also arise from **colluding** with another person, including another student, other than as permitted for joint project work (i.e. where collaboration is concealed or has been forbidden). A student should include a general acknowledgement where he or she has received substantial help, for example with the language and style of a piece of written work.

92. Plagiarism can occur in respect to all types of sources and media:
- text, illustrations, musical quotations, mathematical derivations, computer code, etc.;
- material downloaded from websites or drawn from manuscripts or other media;
- published and unpublished material, including lecture hand-outs and other students’ work.

93. All sources must be fully referenced (see paragraph 96).

94. If other people’s ideas are used, they must be acknowledged. Quotation marks must be used to cite the words of others, whether written or spoken, and a footnote or reference (see below) should be added in the assignment text to accompany the quotation and indicate from where it is taken. If an idea generated by someone else is cited, it should be referenced in the same way. Similarly, if an illustration is included from another source, or someone else’s data is included in a graph or table, the source must be acknowledged. If information is obtained and used from a web source on the internet, the source must be referenced (see below).

95. Students must reference their own pre-existing work in the same way as if it were sourced from another author.

**References and bibliographies**

96. Acceptable means of acknowledging the work of others (by referencing, in footnotes, or otherwise) vary according to the subject matter and mode of assessment, so students should refer to the guidance materials available on the ICE VLE that relate to the relevant scholarly conventions for submitting work in a particular subject area of study. Students should ask their Course Director if a paper copy of this guidance is required. Students are required to familiarise themselves with the guidance on referencing and good academic practice and to follow it in all work submitted for assessment. Students will be required to submit a declaration to that effect.

97. Undergraduate Advanced Diploma, Postgraduate Certificate, Postgraduate Diploma and Master of Studies students are asked to follow the more comprehensive guidance in their programme handbooks. Some professional programmes have specific professional presentation requirements.

98. Further guidance relating to the avoidance of plagiarism is available from within the ICE VLE in the Help and Guidance section and at [www.admin.cam.ac.uk/univ/plagiarism/students/](http://www.admin.cam.ac.uk/univ/plagiarism/students/). If after reading the guidance, students have any outstanding queries they should seek clarification at the earliest opportunity from the Course Director.

99. All assignments submitted are screened by the text matching/plagiarism detection software Turnitin. See the ICE Plagiarism Policy, paragraph 148, for further information.

100. Failure to conform to the expected standards of scholarship (e.g. by not referencing sources) in work submitted for assessment will be investigated by the ICE Assessment Panel and may affect the mark given to a student’s work. In addition, suspected cases of the use of unfair means (of which plagiarism is one form) may be subject to further disciplinary action.

101. The ICE disciplinary procedures relating to plagiarism are detailed in Section 4.

**Transferable skills**

102. Students acquire transferable skills while undertaking many activities - not just their studies. They can, and will, be applied in other situations. ICE has identified a number of such skills which may be further developed as students’ progress during their study. They can be classified as intellectual, communication, organisational or inter-personal skills:

**Intellectual skills**, which include the ability to:
- reflect critically on information received, whether spoken or written analyse and evaluate information
- develop and present new ideas
- identify and solve problems
- interpret material which may be presented in an unfamiliar style or format
- apply reasoning or logic
Communication skills, which include the ability to:

- present written material clearly and appropriately
- present oral material in an articulate and effective way
- enter a debate and argue clearly and concisely
- listen patiently to the opinions of others
- deliver critical feedback constructively

Organisational skills, which include:

- time management
- record keeping
- self-discipline
- self-direction
- the ability to gather, organise and deploy evidence, data and information
- bibliographic skills

Inter-personal skills, which include:

- working creatively, flexibly and co-operatively with others
- formulating and meeting team objectives
- interacting successfully on a one-to-one basis
- giving support and encouragement to others

103. Many students will also develop their observational and practical skills, research skills and computer literacy.

104. Some specific courses offered by ICE ensure that students are also given the opportunity to develop professional competencies, workplace skills and achieve professional qualifications that will enable them to progress or change their careers.
4. ICE Policies and procedures

105. Information here relates to the academic year 2012-13. Any additional information will be communicated to students and will be added to the ICE website www.ice.cam.ac.uk and the VLE.

Data protection

106. The Data Protection Act 1998 sets out rules for processing personal information. It applies to some paper records as well as those held on computer. The Act gives individuals certain rights. It also imposes obligations on those who record and use personal information to be open about how information is used. For full details of the University of Cambridge data protection policy, please see www.admin.cam.ac.uk/univ/information/dpa/.

107. If you express an interest in and/or sign up for an ICE course or event you will be added to paper and email-based marketing mailing lists according to the preferences you express at the time of signing up. This is to help keep you informed about upcoming courses, events and other activities at the Institute that may be of interest. You have the option to opt out of receiving further marketing information at any time and instructions on how to do this will be included with any information that is sent. Alternatively, you can contact us at any time at marketing@ice.cam.ac.uk to opt out.

ICE data retention policy

108. Students may request copies of personal data kept by ICE in accordance with the retention policy stated below. At the end of the retention period, data are either destroyed or anonymised and used for statistical analyses, unless subject to an appeal or complaint.

109. All applications for copies of personal data held by ICE should be directed in writing to the Registry Manager (studentsupport@ice.cam.ac.uk) in the first instance. Please note however, that there is no requirement to supply copies of examination scripts under the Data Protection Act of 1998.

110. Release of data under this policy does not constitute a subject access request under the Data Protection Act of 1998. Requests for access to all other personal data should be directed to the University Data Protection Officer – email data.protection@admin.cam.ac.uk.

111. Table 5: Data retention

<table>
<thead>
<tr>
<th>Data relating to examination papers and dissertations</th>
<th>Retention time (unless a student has already initiated an appeal against his or her result)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Examination scripts and dissertations</td>
<td>Six months from the publication of final results</td>
</tr>
<tr>
<td>Marks for individual questions (examination papers only)</td>
<td>One month from the publication of final results</td>
</tr>
<tr>
<td>Examiners’ comments relating to procedural or rubric infringements or other practical points</td>
<td>One month from the publication of final results</td>
</tr>
<tr>
<td>Examiners’ comments relating to academic judgement</td>
<td>One month from the publication of final results</td>
</tr>
<tr>
<td>Minutes of examiners’ meetings</td>
<td>Indefinitely</td>
</tr>
<tr>
<td>Final result and/or mark or grade</td>
<td>Indefinitely</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Data relating to assignment assessment</th>
<th>Retention time (unless a student has already initiated an appeal against his or her result)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assignment scripts</td>
<td>Two academic years after the academic year of the course¹</td>
</tr>
<tr>
<td>Assignment grades and/or mark and assignment feedback from tutor</td>
<td>Two academic years after the academic year of the course</td>
</tr>
<tr>
<td>Minutes of examiners’ meetings</td>
<td>Indefinitely</td>
</tr>
<tr>
<td>Final result and/or mark or grade</td>
<td>Indefinitely</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Data relating to complaints and appeals procedure</th>
<th>Retention time</th>
</tr>
</thead>
<tbody>
<tr>
<td>All documents relating to students’ appeals and complaints</td>
<td>Six years after the issue of a letter of completion</td>
</tr>
</tbody>
</table>

¹Assignments unsuitable for electronic submission or scanning will be returned to students for appropriate retention/storage.
112. Copyright and all other intellectual property rights relating to assignments and dissertations remain throughout with the student.

**HESA data protection notice**

113. The HESA data protection notice states that “If you are studying on an award-bearing course we will send some of the information we hold about you to the Higher Education Statistics Agency (HESA). This information forms your HESA record, which does not include your contact details. Your contact details may be passed to survey contractors to carry out the National Student Survey and surveys of student finances, on behalf of the education organisations listed on the HESA website. These organisations and their contractors will use your details only for that purpose, and will then delete them. For further details see [www.hesa.ac.uk/fpn](http://www.hesa.ac.uk/fpn)

**Equality and diversity**

114. The University of Cambridge, which includes ICE, is committed in its pursuit of academic excellence to equality of opportunity and to a pro-active and inclusive approach to equality, which supports and encourages all under-represented groups, promotes an inclusive culture, and values diversity. The University’s core values, expressed in its mission statement, include freedom of thought and expression and freedom from discrimination.

115. It is the intention of ICE to create conditions in which students and staff are treated solely on the basis of their merits, abilities and potential, regardless of gender, ethnic or national origins, age, socio-economic background, disability, religious or political belief, family circumstances, sexual orientation or other irrelevant distinction. Our aim is to create a learning environment which is free not only from unlawful discrimination, but also from intimidation and harassment of all kinds; that is, any behaviour which prevents students’ full participation in and enjoyment of their studies.

116. The University’s policy statement on equality can be found on the equality web pages at: University of Cambridge: Human Resources Division - Equal Opportunities Policy and Codes of Practice: [www.admin.cam.ac.uk/offices/hr/policy/equal.html](http://www.admin.cam.ac.uk/offices/hr/policy/equal.html)

**Dignity**

117. The University of Cambridge is committed to protecting the dignity of students, staff, visitors to the University and all members of the University community in their work and their interactions with others.

118. The University expects all members of the University community to treat each other with respect, courtesy and consideration at all times. All members of the University community have the right to expect professional behaviour from others, and have a corresponding responsibility to behave professionally towards others, including when participating in courses on the VLE.

119. If a student feels that he or she needs support from ICE in approaching an individual who seems to have been compromising his or her dignity by behaving inappropriately, then he or she should contact the Registry Manager at studentsupport@ice.cam.ac.uk. A copy of the University of Cambridge Policy for Dignity at Study is available from: [www.cam.ac.uk/staffstudents/studenthandbook/welfare/harassment.html](http://www.cam.ac.uk/staffstudents/studenthandbook/welfare/harassment.html)

**Freedom of speech**

120. The University of Cambridge has a long tradition of seeking to safeguard freedom of speech. Under the Education (No.2) Act 1986, s.43, universities are required to issue a Code of Practice. The Code covers requirements and responsibilities for meetings on University premises. A copy of the Code and the Annex which contains the terms of the relevant Act is available at [www.cam.ac.uk/staffstudents/studenthandbook/studentlife/freedom.html](http://www.cam.ac.uk/staffstudents/studenthandbook/studentlife/freedom.html)

**The University health and safety policy**

121. The University is subject to the Health and Safety at Work Act. The University has a safety policy in accordance with section 2(3) of the Health and Safety at Work Act 1974. This policy covers all institutions in the University (except the University Press) and applies to all persons working in the University, including students.

122. Copies of the University’s Health and Safety Policy are available from: [http://www.admin.cam.ac.uk/cam-only/offices/safety/publications/hsd016m/index.html](http://www.admin.cam.ac.uk/cam-only/offices/safety/publications/hsd016m/index.html). If a student is concerned about a health or safety issue it should be reported to a member of ICE staff without delay.
Disability

123. The Equality Act 2010 makes it unlawful for educational institutions, such as the University, to discriminate against disabled students in relation to teaching, assessment and access to information. The Act defines disability widely, covering physical, mobility, visual or hearing impairments, medical conditions or mental health difficulties, and specific learning difficulties such as dyslexia and dyspraxia.

124. ICE welcomes applications from disabled students and makes every effort both to anticipate and to make reasonable adjustments to meet the needs of disabled participants. For further information, please contact studentsupport@ice.cam.ac.uk to discuss any particular needs.

Fees, refunds and cancellations

125. Fees for individual courses, or where appropriate individual programmes, are outlined in the course leaflets and brochures. Most are payable in full on enrolment although there is an option to pay in instalments on some courses. Fees cover all tuition costs any photocopies supplied by the tutor. They do not cover travelling expenses for field trips, catering or residential accommodation (except where stated in the course leaflets or for residential courses held at Madingley Hall).

126. When paying for courses by credit card, where the initial payment is a registration fee, or the first instalment payment, the remainder of the fee will be taken from the designated card according to the schedule given on receipt of the registration fee or instalment.

127. Students who withdraw are expected to meet any outstanding fee payments.

128. If a student is granted an intermission, course fees will be held by ICE towards the course fees due on their return. The course fees active at the time of return will apply; any shortfall between payments already made and the fees due at the time of return must be met by the student.

129. If any fee payments, whether by cheque or credit card, remain outstanding or invalidated without explanation, the following procedure will be set in motion:

- the student will be issued with an invoice from the University of Cambridge Finance Office, payable immediately
- If the invoice is not paid within 14 working days and the student has not made contact with our admissions team, (telephone 01223 746262, email ice.admissions@ice.cam.ac.uk), the student will be withdrawn from the course. On no account will the student be able to continue on a course or enrol on another ICE course or course unit if there is an outstanding debt to the University. No credit or award can be achieved following the successful completion of a course if the fees for that course have not been paid in full.

Refund and cancellation policies

Policy 1: International Summer Schools and LLB and Diploma in Law Revision Programme and English Legal Methods Summer School

130. There will be a non-refundable Registration Fee of £400 for programmes lasting four weeks or more and a non-refundable Registration Fee of £200 for programmes of less than four weeks.

131. Payment of the balance of the Programme Fee and the Accommodation Fee is due, in full, eight weeks before the programme start date.

132. Where balance payment has been made in full prior to this due date, cancellations received prior to eight weeks before the programme starts are eligible for a full refund of the balance payment.

133. Cancellations received up to 14 days before the start of the programme are eligible for a 50 per cent refund of the balance payment of programme fees and may be eligible for a refund of the accommodation fee depending on the policy of the accommodation provider.

134. Cancellations received later than 14 days prior to the start of the programme are not eligible for the refund of any fees.

Policy 2: Weekend Programmes at Madingley Hall

135. Payment of course fees is due in full 10 working days prior to the start date of the course.
4. ICE Policies and procedures

136. Where payment has been made in full prior to this due date, cancellations received 10 or more working days before the start date of the course are eligible for a full refund less a 15% Registration Fee.

137. Cancellations received later than 10 working days prior to the start of the course will not be eligible for a refund.

138. Where a student wishes to cancel a place on a course and transfer to another, the standard refund policy will normally apply and the fees for the chosen course must be paid in full.

139. In the case of mitigating circumstances a student can appeal for a refund for some part of the course fees by writing to the appropriate Academic Programme Manager who will pass on the request for consideration.

Policy 3: Non-award-bearing courses, Undergraduate Certificate, Diploma, Advanced Diploma and Postgraduate Certificate and Diploma courses

140. Payment of course fees, either the first instalment or full payment, is due by the closing date for applications prior to the start date of the course.

141. Cancellations received 10 or more working days before the start date of the course will be entitled to a 50% refund or fee reduction as follows:

- Where payment has been made in full, the student will normally be eligible for a 50% refund of course fees.
- Where payment is by instalment, the remaining instalments will be adjusted such that the total payment taken is 50% of the course fee.
- In addition, a non-refundable application fee may be required for some courses and this will be clearly stated in the course information.

142. Cancellations received later than 10 working days prior to the start of a course will not be eligible for a refund. Payments for any remaining course fees will still be taken according to the agreed instalment plan.

143. Where a student wishes to cancel a place on a course and transfer to another, the standard refund policy will normally apply and the fees for the chosen course must be paid in full.

144. In the case of mitigating circumstances a student can appeal for a refund for some part of the course fees by writing to the appropriate Academic Programme Manager who will pass on the request to for consideration.

145. Enrolments will continue to be accepted where places are available, up to the start of the programme.

Cancellation by ICE

146. Whilst every effort is made to avoid changes to our programme, ICE reserves the right to withdraw any course. If for any reason ICE cancels a course, ICE will offer an alternative where possible or a full refund.

Student participation

147. If, in the reasonable opinion of ICE, the presence of any client, tutor, student or delegate is, or is deemed likely to be, an impediment to the provision of any service of ICE, or brings ICE (and/or the University of Cambridge) into disrepute, ICE may exclude such person from all or part of that service. In these circumstances, ICE will return any fee paid by or for the individual, but there will be no further liability of the Institute.

Plagiarism policy

148. Plagiarism is defined as submitting as one’s own work, irrespective of intent to deceive, that which derives in part or in its entirety from the work of others without due acknowledgement. It is both poor scholarship and a breach of academic integrity.

149. Examples of plagiarism include copying (using another person’s language and/or ideas as if they are your own), by:

- quoting verbatim another person’s work without due acknowledgement of the source;
- paraphrasing another person’s work by changing some of the words, or the order of the words, without due acknowledgement of the source;
- using ideas taken from someone else without reference to the originator;
- cutting and pasting from the Internet to make a pastiche of online sources;
- submitting someone else’s work as part of your own without identifying clearly who did the work. For example, buying or commissioning the work via professional agencies such as ‘essay banks’ or ‘paper mills’, or not attributing research contributed by others to a joint project.
4. ICE Policies and procedures

150. Plagiarism might also arise from **colluding** with another person, including another student, other than as permitted for joint project work (i.e. where collaboration is concealed or has been forbidden). You should include a general acknowledgement where you have received substantial help, for example with the language and style of a piece of written work.

151. Plagiarism can occur in respect to all types of sources and media:

- text, illustrations, musical quotations, mathematical derivations, computer code, etc.;
- material downloaded from websites or drawn from manuscripts or other media;
- published and unpublished material, including lecture handouts and other students’ work.

**All sources must be fully referenced.**

152. If other people’s ideas are used, they must be acknowledged. Quotation marks must be used to cite the words of others, whether written or spoken, and a footnote or reference (see below) should be added, in the assignment text, to accompany the quotation and indicate from where it is taken. If an idea generated by someone else is cited, it should be referenced in the same way. Similarly, if an illustration is included from another source, or someone else’s data is included in a graph or table, the source must be acknowledged. If information is obtained and used from a web source on the internet, the source must be referenced.

153. Students must reference their own pre-existing work in the same way as you would if it were sourced from another author.

154. Guidance relating to the avoidance of plagiarism is available from: [www.admin.cam.ac.uk/univ/plagiarism/students/](http://www.admin.cam.ac.uk/univ/plagiarism/students/)

**References and bibliographies**

155. Acceptable means of acknowledging the work of others (by referencing, in footnotes, or otherwise) vary according to the subject matter and mode of assessment, so you should refer to the guidance materials available on the ICE VLE that relate to the relevant scholarly conventions for the particular subject area of study. You should ask their tutor if a paper copy of this guidance is required. You are required to familiarise yourself with the guidance on referencing and good academic practice, to follow it in all works submitted for assessment and will be required to submit a declaration to that effect.

156. Undergraduate Advanced Diploma, Postgraduate Certificate, Postgraduate Diploma and Master of Studies students are asked to follow the more comprehensive guidance in their programme handbooks. Some professional programmes have specific professional presentation requirements.

**Turnitin UK text-matching software: ICE terms of use**

157. The University subscribes to Turnitin UK software which is widely used in UK universities and matches text in work submitted to that in a large database of online sources. This section explains how Turnitin UK will be used by the Institute of Continuing Education and explains the implications of submitting your work to the software.

158. When submitting assignments students will be asked to confirm that they have read and understand this information and that they consent to their work being submitted to Turnitin UK as described in this section. Without a student’s confirmation ICE cannot submit their work to the software.

159. Students are reminded that Turnitin is only one method of checking the originality of their work. Examiners may initiate the standard investigative procedures if they have unresolved queries about the originality of a student’s work, regardless of whether Turnitin has been used or whether it has substantiated any concerns.

160. ICE may decide to pursue a case where a student is suspected of plagiarism even where that student has not consented to the use of Turnitin. In such circumstances the student may be specifically asked again by ICE to consent to submission to Turnitin and a failure to consent will be provided as part of the evidence against him or her.
4. ICE Policies and procedures

Plagiarism and good academic practice: student responsibilities

161. You should ensure that you are familiar with the guidance about referencing and good academic practice which is issued by the Institute and can be found in the Student Handbook and within the VLE in the Help and Guidance section. If, after reading the guidance, you have any outstanding queries you should seek clarification at the earliest opportunity from the Course Director. You should also familiarize yourself with the Institute’s statement on plagiarism (see above). The following website features links to useful resources and guidance: www.admin.cam.ac.uk/univ/plagiarism/students/

About Turnitin UK text-matching software

162. Turnitin UK is part of the JISC Plagiarism Advisory Service (JISCPAS). The University of Cambridge is the recognised Data Controller for the data held and processed by, or on behalf of, the service. An American company, iParadigms, is the Data Processor.

163. Turnitin UK may detect direct plagiarism, paraphrasing and collusion as submitted work is compared with a vast database of online material and with a ‘private’ database of previous submissions. Therefore, submitting work to the database helps to protect it from future attempts to plagiarise it, and helps to maintain the integrity of the University’s qualifications.

164. The software makes no judgement about whether a student has plagiarised; it simply shows the percentage of the submission that matches other sources and produces an originality report which highlights the text matches and, where possible, displays the matching text and its immediate context.

165. In many cases the software highlights correctly cited references or ‘innocent’ matches. Therefore, all originality reports will be carefully reviewed to determine whether the work does contain plagiarism.

How will Turnitin be used by ICE?

166. Work submitted for assessment will be subjected to blanket screening. The originality report issued by Turnitin UK is then scrutinised by the appropriate Academic Programme Manager. ICE has chosen blanket screening as the fairest process. The resulting originality report will only be referred to the marker responsible for academic assessment of the work if there is prima facie evidence of plagiarism or faulty scholarship.

Will Turnitin UK affect a student’s intellectual property rights or copyright?

167. The copyright and intellectual property rights of the submitted material remain wholly with the original owner (normally the student with the exception of some collaborative or sponsored research projects). However, by signing the assignment declaration students are permitting Turnitin UK to:

• reproduce a student’s work to assess it for originality;
• retain a copy of the student’s work for comparison at a later date with future submissions

Will a student’s personal data be retained by Turnitin UK?

168. Materials submitted to Turnitin UK will be identified by a Turnitin reference number, course details and institution. Personal data will not be used.

What will happen if the text submitted by another student matches a student's work?

169. If a report generated by another institution identifies matches with a student’s work the report will only show the extent of the match and the contact details of the University’s Turnitin UK Administrator. If approached, the Turnitin UK Administrator will attempt to contact the student about the matter. The contents of the student’s work will not be revealed to a third party outside Cambridge without a student’s permission.

170. If a match is found to material submitted from within the University, the moderators can obtain the full text without a student’s permission.
How do students apply for their work to be removed from Turnitin UK?

171. Work submitted to Turnitin UK will be stored indefinitely on the Turnitin UK database unless a student specifically requests that it be removed. To maximise the effectiveness of the software it is hoped that such requests will be kept to a minimum. However, once examinations have been concluded, students may at any time contact the Assessment Standards Manager, asm@ice.cam.ac.uk, to request their work be removed.

Procedure for dealing with assignments found to contain unacknowledged materials

172. Assignments that have been flagged by Turnitin as having unacknowledged materials are returned to the marker to re-mark. The markers will assess the work according to the relevant marking scheme disregarding the suspect material so that the mark reflects the extent and academic merit of the material that they believe to be the student’s own work.

173. Once a mark for the original content has been assigned, the assignment and supporting documentation will be submitted to the ICE Assessment Standards Panel (consisting of the relevant Academic Director as Chair, the Assessment Standards Manager, the Marker, the Course Director, and the Director of Division and the relevant Academic Programme Manager). The ICE Assessment Standards Panel will be tasked with making a decision as to whether the evidence available suggests that the unacknowledged materials are the result of poor/faulty scholarship, or whether a possible academic offence has been committed (i.e. a suspicion that the student intended to gain an unfair advantage).

174. If the decision of the ICE Assessment Standards Panel is that the unacknowledged work is the result of poor/faulty scholarship, the panel will then decide a mark reduction proportionate to the level of poor/faulty scholarship.

175. If the ICE Assessment Standards Panel believes that the unacknowledged material is not the result of faulty scholarship and that the student has possibly committed an academic offence (i.e. intended to gain an unfair advantage), the student will be contacted and invited to provide to the Panel, in person or in writing, a defence/explanation of the use of unacknowledged material. The ICE Assessment Standards Panel will then consider the case and come to one of the following conclusions:

a) No case to answer: the suspicions are unfounded
   The Chair of the ICE Assessment Standards Panel will convey the outcome and the final mark to the student in writing.

b) No intention to gain unfair advantage but evidence of poor scholarship
   The Assessment Standards panel may modify the mark in light of the decision, by adjusting the mark downward proportionate to the level of poor/faulty scholarship

c) Unfair means suspected
   Where it is evident that there was a deliberate attempt to gain an unfair advantage, or that the facts are unclear or disputed, or the offence is extensive, the Chair will refer the case and all supporting evidence to the Director of Teaching and Learning who will come to one of the following decisions:

   • Not to pursue the case
     This may be because the student has failed, in which case the assessment process can be concluded. If the Director of Teaching and Learning decides not to pursue the case the decision is final. The Examiners must not substitute any suspicions of their own and are not empowered subsequently to impose any form of penalty.
   • To interview the student before determining whether the case should be pursued
   • To pursue the matter before the ICE Academic Operations Sub Committee for matters relating to examination and assignment submission

If the case is proved
The ICE Academic Operations Sub Committee will determine an appropriate penalty, which may include:

• withdrawal from the course;
• lowering the mark;
• failure of the examination or assignment

   In the event that the student is withdrawn from the course, there will generally be no need for the academic assessment process to play any further part at this stage. However, a student who fails to be awarded the qualification as a result of these disciplinary proceedings may appeal in the normal way but going directly to the Director of Continuing Education (rather than first to the Director of Teaching and Learning).

If the case is not proved
The academic assessment process can conclude on the basis that there is no question of the student intending to use unfair means. Those involved in the process must take care to avoid substituting suspicions of their own or of the examiners in place of the decision of the Director of Teaching and Learning or the ICE Academic Operations Sub Committee.


Student complaints procedures

176. ICE aims to handle complaints in a way which is sympathetic, fair and efficient, which encourages informal conciliation, facilitates early resolution, maintains individual privacy and confidentiality and permits useful feedback.

177. The purpose of the complaints procedure is, if possible, to resolve problems and therefore a complaint should be made promptly while there is every chance of resolving the problem informally.

178. If a student is dissatisfied with the Institute’s educational or support services (other than the award of credit, a mark, grade or qualification in respect of which the Academic Appeals Procedure applies – see below) the procedure as detailed below must be followed.

179. Any student contemplating making a complaint relating to the Institute’s educational or support services should contact the ICE Appeals and Complaints Procedures Advisor, studentsupport@ice.cam.ac.uk, who will guide them through the process providing procedural advice at each stage.

Informal process

180. As the first stage in making a complaint, the student should contact the Director of Teaching and Learning and explain in writing the nature of, and grounds for, the complaint. A complaint must be made within three months of the occurrence of the matter complained about. If the complaint concerns the Director of Teaching and Learning, the complainant should address his or her complaint to the Director of Continuing Education who will follow the procedures described below.

181. The Director of Teaching and Learning will acknowledge the complaint when received.

182. If the Director of Teaching and Learning, on inquiry, judges that the complaint appears to be unjustified, misconceived or vexatious, the Director of Teaching and Learning may write to the student and invite withdrawal of the complaint. The complaint will proceed only if the student responds in writing within 10 working days and requires the complaint to proceed. There are taken to be five working days in a week, except in the instance of Bank Holidays.

183. Where the issues raised by the student appear capable of effective and fair resolution by way of informal discussion with the student and the person responsible for the service complained about, the Director of Teaching and Learning shall attempt to resolve the complaint by such means and shall record the outcome.

Formal process

184. In the event that the complaint is not resolved informally or does not appear capable of informal resolution, the Director of Teaching and Learning will proceed to consider the complaint formally in consultation with those concerned in the provision of the service, e.g. the Course Tutor, Internal Assessor, Academic Programme Manager, Director of Public and Professional Programmes or International Programmes, as appropriate, or other Service Manager. The student will be informed at this stage that formal procedures have been initiated.

185. Where a complaint puts in issue a matter of academic freedom and/or the professional judgement and/or reputation of the person who is the subject of the complaint, he or she shall have a right to put his or her case to the Director of Teaching and Learning.

186. The Director of Teaching and Learning will provide the student with a provisional response in writing as soon as reasonably practicable, and normally within 20 working days of the initiation of the formal procedure. The student will be invited to comment on the provisional response in writing within 15 working days or longer on good cause shown. The Director of Teaching and Learning will review the provisional response in the light of any observations communicated by the student and then provide the student with a written response in final form normally within 15 working days after the date by which the student was invited to comment on the provisional response.

187. If the Director of Teaching and Learning upholds the complaint, the Director of Teaching and Learning will procure so far as possible such remedy as he or she considers fair and equitable in all the circumstances.
4. ICE Policies and procedures

188. If the student is not satisfied with the outcome, whether the complaint is upheld or not, the student should contact the Director of Continuing Education within 20 working days of learning the outcome of the investigation into the complaint.

189. On receiving a complaint in writing, the Director of Continuing Education shall request the Director of Teaching and Learning to provide, normally within 15 working days, a full written report covering all the circumstances leading to the complaint, the investigation and the outcome, a copy of which will be provided to the student. The Director of Continuing Education shall invite the student to make representations in writing on the written report within a further 15 working days, or longer on good cause shown, and thereafter shall convene a meeting of the Complaints Review Panel to consider the complaint.

190. The Complaints Review Panel shall be appointed by the General Board of the Faculties. The Complaints Review Panel will consist of three members, each of whom will be a member of Regent House or a senior member of a Cambridge College, and, one of whom will be designated by the General Board as Chairman. Members of the Panel will not have had any prior involvement in the case. The appointment of a Complaints Review Panel is a formal procedure which will normally be completed within 30 working days.

191. The Complaints Review Panel will consider all documents relating to the case, including the report of the Director of Teaching and Learning, the student's representations and the results of any further enquiries the Panel may make, at its discretion. All documents considered by the Panel will be made available to the student. If the Panel agrees that the matter has been considered fully and appropriately and that there are no grounds for a hearing, the student will be informed that his/her complaint has been dismissed. The student will be informed of the reasons for the decision. If, however, it appears that the student may have grounds for making a complaint, the Panel will arrange a hearing which the student will be invited to attend and, if he or she so wishes, be accompanied by the ICE Appeals and Complaints Procedures Advisor or another appropriate person. Others involved in the case may also be invited to appear before the Panel and will be provided with the same documents as the Panel and the student.

192. The Director of Continuing Education will communicate the decision of the Complaints Review Panel to the student, normally within 15 working days of the hearing. If the complaint is upheld, the Panel will impose an appropriate remedy. If the complaint is dismissed, the Complaints Review Panel will provide reasons for its decision.

193. When the recommendations of the Review Panel are completed, ICE will send a completion of procedures letter to the student.

194. The decision of the Complaints Review Panel is final within the University.

195. All decisions reached by a Complaints Review Panel will be reported to the Institute’s Academic Operations Committee.

196. Students who remain dissatisfied following completion of the University’s formal internal review and complaints procedures and after a ‘completion of procedure letter’ may refer the matter to the Office of the Independent Adjudicator (OIA) - (see paragraph 218).

**Academic appeals from students**

197. The academic appeal procedure is limited to instances where a student has failed to be approved for the qualification for which he or she has been examined or has failed a unit or course which determines failure of the programme as a whole.

198. If a student is dissatisfied with a decision relating to the award of credit or a qualification, the following procedure must be observed, except in the case of the Institute’s International Programmes Division where credit is only awarded by an external body. In such cases, appeals concerning award of credit must be taken up with the relevant external institution.

199. Any students contemplating making an appeal relating to the award of credit or a qualification should contact the ICE Appeals and Complaints Procedures Advisor, studentsupport@ice.cam.ac.uk, who will guide them through the process providing procedural advice at each stage.

200. As the first stage in making an appeal, the student will need to contact the Director of Teaching and Learning, in writing, to request a review and to explain the nature of, and grounds for, his or her dissatisfaction. This initial contact should be made within 15 working days of the date of the student receiving formal confirmation of the decision relating to the award of a qualification or notification of the failure of a unit or course which determines failure on the subject programme as a whole.

201. The Director of Teaching and Learning will acknowledge the request for a review when received. Any request for additional documentary evidence should be provided by the student with 15 working days of the request.

202. The review will be conducted by the Director of Teaching and Learning who will consult the relevant Moderation Panel and, if appropriate, other persons or bodies.
203. As a result of the review, the Director of Teaching and Learning will procure as far as possible such remedy as he or she considers fair and equitable in all the circumstances and may for example, confirm a substituted award in writing to the student, or confirm the original award providing reasons for the decision.

204. If the student is not satisfied with the outcome, the student may submit an appeal in writing, stating the grounds of appeal, to the Director of Continuing Education within 15 working days of the date of receiving notification of the outcome.

205. On receiving an appeal in writing, the Director of Continuing Education shall request the Director of Teaching and Learning to provide, normally within 15 working days, a full written report covering all the circumstances leading to the appeal, a copy of which will be provided to the student. The Director of Continuing Education shall invite the student to make representations in writing on the written report within a further 15 working days, or longer on good cause shown, and thereafter shall convene a meeting of the Appeal Review Panel to consider the appeal.

206. The Appeal Review Panel shall be appointed by the General Board of the Faculties. The Appeal Review Panel will consist of three members, all of which will be a member of Regent House or a Senior Member of a Cambridge College, and, one of whom will be designated by the General Board as Chairman. Members of the Panel will not have had prior involvement in the case.

207. The Appeal Review Panel will consider all written documents relating to the case, including the report of the Director of Teaching and Learning, the student’s representations and the results of any further enquiries the Panel may make at its discretion. All documents considered by the Panel will be made available to the student. If the Panel agrees that the matter has been considered fully and appropriately and that there are no grounds for a hearing, the student will be informed that his/her appeal has been dismissed. The student will be informed of the reasons for the decision. If, however, it appears that the student may have grounds for making an appeal, the Panel will arrange a hearing which the student will be invited to attend and, if he or she so wishes, be accompanied by the ICE Appeals and Complaints Procedures Advisor or another appropriate person. Others involved in the case may also be invited to appear before the Panel and will be provided with the same documents as the Panel and the student.

208. Following full consideration of the case, the Appeal Review Panel may make one of the following decisions:

  a) Dismiss the appeal with reasons
  b) Require the Chairman of the Moderation Panel to reconvene the meeting of the examiners to reconsider their earlier decision
  c) Require the appointment of an additional examiner and reconvene a meeting of the original examiners together with the additional examiner to reconsider their earlier decision
  d) Require re-examination of the student’s work on the programme or course and, where relevant, examination papers, under whatever arrangements may be specified by the Appeal Review Panel
  e) Determine such other procedure as appears fair and appropriate in the circumstances.

209. The Director of Continuing Education will communicate the decision, with reasons, to the student in writing, normally within 15 working days of the appeal hearing.

210. When the recommendations of the Review Panel are completed, ICE will send a completion of procedures letter to the student.

211. The decision of the Appeal Review Panel will be final within the University.

212. All decisions regarding academic appeals will be reported to the Institute of Continuing Education Academic Operations Committee.

213. Students who remain dissatisfied following completion of the University’s formal internal review and appeals procedures and after receiving a ‘completion of procedure letter’ may refer the matter to the Office of the Independent Adjudicator (OIA) – (see paragraph218)
Disciplinary procedure – students

214. Disciplinary proceedings may be brought against a student who is suspected of having acted or behaved in a manner which unreasonably interferes with the functioning or activities of ICE, or of those who work or study at ICE, or which otherwise damages ICE or its reputation. The following is a non-exhaustive list of examples:

a) The use of plagiarised material or any unfair means in work submitted for assessment or in examinations. Plagiarism is defined as submitting as one’s own work, irrespective of intent to deceive, that which derives in part or in its entirety from the work of others without due acknowledgement. Unfair means shall include the possession in an examination of any book, paper or other material relevant to the examination unless such possession is authorized. No member of ICE or the University shall assist a student to make use of such unfair means. (For further details please refer to the ICE plagiarism policy (paragraph 148))

b) The disruption or attempted disruption of the teaching or administration of the Institute’s work or aggressive or harassing behaviour, either physical or verbal, towards any student, or person, such as a tutor, acting on behalf of ICE.

c) The abuse of alcohol or drugs on any premises where the ICE courses are held, including transport and residential components of field-trips or excursions.

d) The theft, damage or defacing of any of the Institute’s property or any property on premises where the Institute’s courses are held.

e) Other behaviour inconsistent with the University’s General Regulations for Discipline (where applicable). University disciplinary regulations are given in full in the Statutes and Ordinances at www.admin.cam.ac.uk/univ/so/pdfs/cso_4_ordinance02_170_228.pdf

f) In the case of alleged serious misconduct, ICE through its officers, reserves the right to suspend a student immediately from the programme or course and to exclude the student from the premises of ICE (whether the Institute’s permanent premises at Madingley Hall or teaching accommodation elsewhere in the University or outside) until investigation of the circumstances has been undertaken according to the procedure below.

g) Any students against whom disciplinary proceedings are being taken may contact the ICE Appeals and Complaints Procedures Advisor, studentsupport@ice.cam.ac.uk, who will guide them through the process providing procedural advice at each stage.

215. If it is suspected that a student has committed a disciplinary offence, the Director of Continuing Education shall, at her discretion, decide whether disciplinary proceedings should be instituted against the student. If it is decided to institute disciplinary proceedings against the student, the student should first be informed by the Director of Public and Professional Programmes, or International Programmes, as appropriate, and the following procedure observed. In the case of students attending as part of a group, particularly on the International Programmes, the Institute’s staff will decide the appropriate stage at which any accompanying external faculty member, and/or the student’s home institution, is contacted about the incident, and the extent to which these parties should be involved in the following steps:

a. The Director of Continuing Education will appoint an investigating officer from among the staff of ICE. The Investigating Officer will have had no prior involvement in the matter under investigation. The Investigating Officer will investigate the matter under the direction and on behalf of the Director of Public and Professional Programmes or International Programmes, as appropriate. The Director of Public and Professional Programmes or International Programmes, as appropriate, will give written notice of the issues under investigation to the student concerned (and other members of the Institute’s staff where relevant). The Investigating Officer will request a written statement from the student and seek information from any other person thought by any of the parties to have relevant information. At the conclusion of his or her enquiries the Investigating Officer will make a written report to the Director of Public and Professional Programmes or International Programmes, as appropriate.

b. If the Director of Public and Professional Programmes or International Programmes, as appropriate, decides that there is no ‘prima facie’ case of a disciplinary offence having been committed, the student will be notified and no further action will be taken other than any informal guidance and counselling which the Director of Public and Professional Programmes or International Programmes, as appropriate, may consider appropriate in all the circumstances.

c. If the Director of Public and Professional Programmes or International Programmes, as appropriate, decides that there is a ‘prima facie’ case and that a disciplinary offence has been committed she or he shall, unless it is decided to proceed by way of informal counselling:

• convene a disciplinary hearing before a Panel of Inquiry comprising three members of staff of ICE appointed by the Director of Continuing Education. One member of the panel shall be appointed chairman of the panel. The members of the panel will have had no previous involvement in the matter to be considered
• communicate to the student a statement of the disciplinary allegation to be determined at the hearing
• provide the student with copies of all statements and evidence to be considered at the disciplinary hearing
• advise the student that he or she may attend the hearing to present his or her case, to give evidence and to call witnesses and that he or she may be accompanied by the ICE Appeals and Complaints Procedures Advisor, and/or another appropriate person for support or representation as appropriate

d. At the disciplinary hearing, the case for ICE shall be presented by the Director of Public and Professional Programmes or International Programmes, as appropriate, and where evidence is disputed, witnesses may be called.
4. ICE Policies and procedures

e. At the conclusion of the consideration of the allegation, the Panel of Inquiry shall decide whether the disciplinary allegation has been proved.

f. Where findings are reached that a disciplinary offence has been committed, the Panel of Inquiry shall consider representations from the student or his or her representative regarding the appropriate disciplinary sanction.

g. The range of disciplinary sanctions available to the Panel shall include any combination of the following:
   - formal warning
   - expulsion of the student from the programme or course
   - suspension of the student from use of the Institute’s facilities
   - debarring the student from subsequent enrolment on any of the Institute’s programmes or courses
   - a fine not exceeding £175 or a requirement to pay compensation or make restitution either to the Institute or any victim
   - such other penalty as the Director of Public and Professional Programmes or International Programmes, as appropriate, considers to be equitable and merited by the circumstances.

h. The student will be informed by the Chairman, in writing, of the decision of the panel normally within 10 working days. At the same time, he or she will be informed of the right to appeal against the finding that a disciplinary offence has been committed or against the sanction or both.

i. In the event that the student fails to attend the disciplinary hearing the Panel of Inquiry may, at its discretion, proceed to determine the issues in the absence of the student.

j. The student may appeal against the decision of the Panel of Inquiry in writing to the Director of Continuing Education within 10 working days of receiving notice of the decision.

k. The Director of Continuing Education will convene a meeting of the Disciplinary Review Panel to consider the appeal. The Disciplinary Review Panel shall be appointed by the General Board of the Faculties. The Disciplinary Review Panel will consist of three members of the University, one of whom will be designated by the General Board as Chairman. Members of the Panel will not have had prior involvement in the case. The appointment of a Disciplinary Review Panel is a formal procedure which is normally completed within 30 working days.

l. The student will be invited to submit written representations and will be given 15 working days, or longer on good cause shown, to do so. The Disciplinary Review Panel will consider all written documents relating to the case, the student’s representations and the results of any further enquiries the Panel may make, at its discretion. All documents considered by the Panel will be made available to the student and to any others invited to the hearing. The student will be invited to appear before the Disciplinary Review Panel and, if he or she so wishes, be accompanied by the ICE Appeals and Complaints Procedures Advisor or another appropriate person.

m. The Director of Continuing Education will communicate the decision to the student in writing normally within 15 working days of the appeal taking place.

n. In exceptional circumstances the Disciplinary Review Panel may at its discretion refuse to consider an appeal should the grounds on which the appeal is based appear to be without merit, vexatious or an abuse of process.

o. The Director of Continuing Education and the Disciplinary Review Panel may vary, at their discretion, the procedure adopted from time to time to provide for the efficient and equitable disposal of disciplinary issues.

p. The Institute’s Human Resources Advisor may advise the Investigating Officer and the Director of the Division on matters of procedure and may attend the disciplinary hearing to give such advice. The Disciplinary Review Panel may appoint a suitable person to advise it on matters of procedure and that person may attend the appeal hearing to give such advice.

q. The decision of the Disciplinary Review Panel will be final within the University.

216. All decisions reached by a Disciplinary Review Panel will be reported to the Institute’s Academic Operations Committee.

Progress review

217. If a student pursuing an award-bearing programme of study is observed to be failing to fulfil the stated requirements for any part of the programme, or for the programme as a whole, in such a way as to inhibit his or her chances of completing the programme successfully, the Director of Public and Professional Programmes or International Programmes, as appropriate, may initiate a Progress Review with the Course Director or tutor, Academic Programme Manager and the student. The Review will discuss with the student his or her progress on the programme and measures which need to be taken in order to provide the opportunity to complete the programme successfully. The Progress Review may decide to issue a formal warning naming conditions which must be fulfilled by specified dates if the student is not to be required to withdraw from the programme. A record will be kept of the meeting and the terms and conditions agreed upon. A letter will be sent to the student within one week of the Review meeting confirming the terms and conditions which need to be fulfilled, including any relevant dates and, where appropriate, issuing a formal warning. If the student does not then abide by the terms and conditions laid down, he or she may be required to withdraw from the programme.
The Office of the Independent Adjudicator (OIA)

218. Students who remain dissatisfied following completion of the University’s formal internal review and complaints procedures, and after receipt of a ‘completion of procedures letter’, may refer the matter to the OIA. The OIA provides a statutory system of review by an independent national adjudicator, pursuant to the Higher Education Act 2004. The service is free to students.

219. The OIA operates strict time limits for applications and there are narrowly defined rules over the areas that can be reviewed – matters of academic judgement and issues relating to admissions, for example, are excluded. Information about the service can be found at: www.oiahe.org.uk
5. Contacts

### General enquiries

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Admissions Team</td>
<td><a href="mailto:ice.admissions@ice.cam.ac.uk">ice.admissions@ice.cam.ac.uk</a> / 01223 746262</td>
</tr>
<tr>
<td>Madingley Hall Reception</td>
<td><a href="mailto:enquiry@madingleyhall.co.uk">enquiry@madingleyhall.co.uk</a> / 01223 746222</td>
</tr>
<tr>
<td>Student Services, including Disability Advisor and ICE Appeals and Complaints Procedures Advisor</td>
<td><a href="mailto:studentsupport@ice.cam.ac.uk">studentsupport@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>Student Records, change of email, change of address etc.</td>
<td><a href="mailto:ice.records@ice.cam.ac.uk">ice.records@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>Assessment Standards Manager</td>
<td><a href="mailto:asm@ice.cam.ac.uk">asm@ice.cam.ac.uk</a></td>
</tr>
</tbody>
</table>

### Course-related enquiries

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Credit queries, credit transcripts, replacement certificates</td>
<td><a href="mailto:ice.records@ice.cam.ac.uk">ice.records@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>Qualification queries</td>
<td><a href="mailto:awards@ice.cam.ac.uk">awards@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>International Summer Schools</td>
<td><a href="mailto:intenq@ice.cam.ac.uk">intenq@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>Career and Professional Development courses</td>
<td><a href="mailto:profstudies@ice.cam.ac.uk">profstudies@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>Madingley Weekly Programme</td>
<td><a href="mailto:madingleyweekly@ice.cam.ac.uk">madingleyweekly@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>Weekend Programmes</td>
<td><a href="mailto:residential@ice.cam.ac.uk">residential@ice.cam.ac.uk</a></td>
</tr>
</tbody>
</table>

### Web addresses

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website</td>
<td><a href="http://www.ice.cam.ac.uk">http://www.ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>Introduction to ICE online</td>
<td><a href="http://open.iceonline.cam.ac.uk">http://open.iceonline.cam.ac.uk</a></td>
</tr>
<tr>
<td>Virtual Learning Environment</td>
<td><a href="http://www.iceonline.cam.ac.uk">http://www.iceonline.cam.ac.uk</a></td>
</tr>
<tr>
<td>eLearning Helpdesk</td>
<td><a href="http://support.iceonline.cam.ac.uk">http://support.iceonline.cam.ac.uk</a></td>
</tr>
</tbody>
</table>
## Academic Programme Managers

Details of the relevant Academic Programme Manager for each course are given in the Course Specification, the ICE website and the VLE.

<table>
<thead>
<tr>
<th>Programme Type</th>
<th>Name</th>
<th>Email</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>International Programmes</td>
<td>Claire Henry</td>
<td><a href="mailto:claire.henry@ice.cam.ac.uk">claire.henry@ice.cam.ac.uk</a> / 01223 760853</td>
<td></td>
</tr>
<tr>
<td>Public and Professional Programmes</td>
<td>Cory Saarinen</td>
<td><a href="mailto:cory.saarinen@ice.cam.ac.uk">cory.saarinen@ice.cam.ac.uk</a> / 01223 760852</td>
<td></td>
</tr>
<tr>
<td>Public and Professional Programmes</td>
<td>Katherine Roddwell</td>
<td><a href="mailto:katherine.roddwell@ice.cam.ac.uk">katherine.roddwell@ice.cam.ac.uk</a> / 01223 746223</td>
<td></td>
</tr>
<tr>
<td>Public and Professional Programmes</td>
<td>Susan Brignell</td>
<td><a href="mailto:susan.brignell@ice.cam.ac.uk">susan.brignell@ice.cam.ac.uk</a> / 01223 760862</td>
<td></td>
</tr>
<tr>
<td>Public and Professional Programmes</td>
<td>Lydia Romero</td>
<td><a href="mailto:lydia.romero@ice.cam.ac.uk">lydia.romero@ice.cam.ac.uk</a> / 01223 760863</td>
<td></td>
</tr>
<tr>
<td>Public and Professional Programmes</td>
<td>Valentina Steel</td>
<td><a href="mailto:valentina.steel@ice.cam.ac.uk">valentina.steel@ice.cam.ac.uk</a> / 01223 760859</td>
<td></td>
</tr>
<tr>
<td>Public and Professional Programmes</td>
<td>Vicky Steenkamp</td>
<td><a href="mailto:vicky.steenkamp@ice.cam.ac.uk">vicky.steenkamp@ice.cam.ac.uk</a> / 01223 760861</td>
<td></td>
</tr>
<tr>
<td>Public and Professional Programmes</td>
<td>Sarah Blakeney</td>
<td><a href="mailto:sarah.blakeney@ice.cam.ac.uk">sarah.blakeney@ice.cam.ac.uk</a> / 01223 760865</td>
<td></td>
</tr>
<tr>
<td>Public and Professional Programmes</td>
<td>Linda Fisher</td>
<td><a href="mailto:linda.fisher@ice.cam.ac.uk">linda.fisher@ice.cam.ac.uk</a> / 01223 746218</td>
<td></td>
</tr>
<tr>
<td>Public and Professional Programmes</td>
<td>Dr Liz Morfoot</td>
<td><a href="mailto:liz.morfoot@ice.cam.ac.uk">liz.morfoot@ice.cam.ac.uk</a> / 01223 746226</td>
<td></td>
</tr>
</tbody>
</table>
### Academic Directors

<table>
<thead>
<tr>
<th>Field</th>
<th>Director</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Archaeology and Anthropology</td>
<td><strong>Dr Gilly Carr</strong>&lt;br&gt;University Senior Lecturer in Archaeology</td>
<td><a href="mailto:gcc20@cam.ac.uk">gcc20@cam.ac.uk</a></td>
</tr>
<tr>
<td>History of Art and Architecture</td>
<td><strong>Dr Francis Woodman</strong>&lt;br&gt;University Lecturer in Art History and Architecture</td>
<td><a href="mailto:faw20@cam.ac.uk">faw20@cam.ac.uk</a></td>
</tr>
<tr>
<td>Biological Sciences</td>
<td><strong>Dr Ed Turner</strong>&lt;br&gt;ICE Teaching Officer in Biological Sciences</td>
<td><a href="mailto:ect23@cam.ac.uk">ect23@cam.ac.uk</a></td>
</tr>
<tr>
<td>Literature, Film and Creative Writing</td>
<td><strong>Dr Jenny Bavidge</strong>&lt;br&gt;University Lecturer in English Literature</td>
<td><a href="mailto:jrb203@cam.ac.uk">jrb203@cam.ac.uk</a></td>
</tr>
<tr>
<td>Historic Environment (Landscape and Gardens)</td>
<td><strong>Dr Susan Oosthuizen</strong>&lt;br&gt;University Senior Lecturer in Historic Environment (Landscape and Garden History/Archaeology)</td>
<td><a href="mailto:smo23@cam.ac.uk">smo23@cam.ac.uk</a></td>
</tr>
<tr>
<td>Development Studies</td>
<td><strong>Dr Alexandra Winkels</strong>&lt;br&gt;ICE Teaching Officer in Development Studies</td>
<td><a href="mailto:aw546@cam.ac.uk">aw546@cam.ac.uk</a></td>
</tr>
<tr>
<td>Local and Regional History</td>
<td><strong>Dr Samantha Williams</strong>&lt;br&gt;University Senior Lecturer in Local and Regional History</td>
<td><a href="mailto:skw30@cam.ac.uk">skw30@cam.ac.uk</a></td>
</tr>
<tr>
<td>History, Politics and International Relations</td>
<td><strong>Dr Mike Sewell</strong>&lt;br&gt;University Lecturer in Modern History and International Relations</td>
<td><a href="mailto:mjs1001@cam.ac.uk">mjs1001@cam.ac.uk</a></td>
</tr>
<tr>
<td>Philosophy</td>
<td><strong>Dr Emily Caddick</strong>&lt;br&gt;ICE Teaching Officer in Philosophy</td>
<td><a href="mailto:erc36@ice.cam.ac.uk">erc36@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>Physical Sciences</td>
<td><strong>Dr Erica Bithell</strong>&lt;br&gt;ICE Teaching Officer in Physical Sciences</td>
<td><a href="mailto:egb10@cam.ac.uk">egb10@cam.ac.uk</a></td>
</tr>
<tr>
<td>Religious and Classical Studies</td>
<td><strong>Dr Justin Meggitt</strong>&lt;br&gt;University Senior Lecturer in the Study of Religion and the Origins of Christianity</td>
<td><a href="mailto:jjm1000@cam.ac.uk">jjm1000@cam.ac.uk</a></td>
</tr>
<tr>
<td>Education and Social Science</td>
<td><strong>Dr Nigel Kettley</strong>&lt;br&gt;University Lecturer in Education and Social Science</td>
<td><a href="mailto:nck20@cam.ac.uk">nck20@cam.ac.uk</a></td>
</tr>
</tbody>
</table>
5. Contacts

<table>
<thead>
<tr>
<th>ICE Director and Divisional Directors</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Director of Continuing Education</strong></td>
</tr>
<tr>
<td><strong>Director of Public and Professional Programmes</strong></td>
</tr>
<tr>
<td><strong>Director of Teaching and Learning</strong></td>
</tr>
<tr>
<td><strong>Director of Finance</strong></td>
</tr>
<tr>
<td><strong>Director of International Programmes</strong></td>
</tr>
<tr>
<td><strong>Director of Hall Operations</strong></td>
</tr>
</tbody>
</table>

Address for hard copy correspondence with all of the above:

**University of Cambridge Institute of Continuing Education**
Madingley Hall
Madingley
Cambridge
CB23 8AQ