1. Studying with the University of Cambridge Institute of Continuing Education (ICE) .........................................3
   Student commitment ..................................................................................................................................................3
   Feedback from students ..............................................................................................................................................3
   Online study .............................................................................................................................................................3
   Competence in the English language ........................................................................................................................3
   Provision for disabled students ...............................................................................................................................3
   Access for students with mobility impairments (including wheelchair users) .........................................................3
   International student visa and entry clearance .......................................................................................................4
   Field trips and laboratory sessions ..........................................................................................................................4
   Course cancellations ................................................................................................................................................4
   Change of name or address ......................................................................................................................................4

2. Study guidance ..........................................................................................................................................................5
   General advice ............................................................................................................................................................5
   Using the ICE VLE ....................................................................................................................................................5
   University resources ................................................................................................................................................5
   Use of the internet......................................................................................................................................................5
   Plagiarism and how to avoid it ..................................................................................................................................5
   Transferable skills ....................................................................................................................................................5
   Data protection ..........................................................................................................................................................7
   ICE data retention policy .........................................................................................................................................7
   Equality and diversity ................................................................................................................................................8
   Dignity .........................................................................................................................................................................8
   Freedom of speech ...................................................................................................................................................8
   The University health and safety policy ..................................................................................................................8
   Disability ...................................................................................................................................................................8
   Fees, refunds and cancellations ...............................................................................................................................9
   Refund and cancellation policies ............................................................................................................................9
   Policy 1: International Summer Schools and LLB and Diploma in Law Revision Programme and English Legal Methods Summer School .........................................................................................9
   Policy 2: Weekend Programmes at Madingley Hall .................................................................................................9
   Policy 3: Non-award-bearing courses, Undergraduate Certificate, Diploma, Advanced Diploma and Postgraduate Certificate and Diploma courses ......................................................................10
   Cancellation by ICE ................................................................................................................................................10
   Student participation ...............................................................................................................................................10
   Student complaints procedures .............................................................................................................................10
   Informal process .......................................................................................................................................................10
   Formal process ........................................................................................................................................................11
   Disciplinary procedure – students ........................................................................................................................12
   The Office of the Independent Adjudicator (OIA) ....................................................................................................13

4. Contacts ....................................................................................................................................................................14
   General enquiries .......................................................................................................................................................14
   Course-related enquiries .........................................................................................................................................14
   Web addresses ..........................................................................................................................................................14
   Academic Programme Managers ...........................................................................................................................15
   Academic Directors ................................................................................................................................................16
   ICE Director and Divisional Directors ...................................................................................................................17

This information relates to non-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. ICE offers a wide range of non-award-bearing courses. Upon completion of a non-award-bearing course students may apply for a Certificate of Attendance from the appropriate Academic Programme Manager. Certificates of Attendance can normally only be supplied following 100% attendance on the course. Award-bearing programmes enable students to attain a University qualification. All ICE courses are taught at undergraduate or postgraduate level.

**Student commitment**

2. As with all courses taught at undergraduate or postgraduate level within the University, elements of preparation, personal study and self-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. In addition, students should undertake course work, where relevant.

**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 ICE improve and develop course provision. Questionnaires can be returned anonymously, but we are also grateful for personal feedback on any aspect of our provision.

4. Non-award-bearing courses are scrutinised and reviewed annually by a Programme Review Panel composed of representatives from the University of Cambridge, an external university, ICE tutors and ICE students. The Panel submit an annual report to be considered by the Director of Continuing Education, the ICE Academic Policy Committee and the ICE Academic Operations Committee.

**Online study**

5. Some non-award-bearing courses are supported by resources online (in the 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.

**Competence in the English language**

6. All teaching and assessment is in English. Students for whom English is not their first language are asked to satisfy themselves 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. In some cases students may be asked to provide evidence of English language competence. See [http://www.ice.cam.ac.uk/studying-with-us/international-students](http://www.ice.cam.ac.uk/studying-with-us/international-students)

**Provision for disabled students**

7. 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 enrolment 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.

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

8. 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)
9. 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**

10. 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.

11. 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**

12. Some courses may 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.

13. 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.

14. If transport to an activity is by coach, students may be expected to make payments to cover the cost of the coach trip. Only in some circumstances will this expense have been included in the course fee. If arrangements have been made for students to meet at the 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.

15. 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.

**Course cancellations**

16. 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**

17. The name given by the student on their first application to ICE should be their legal name which will be used on any certificate and supporting documentation. Students wishing to change their name or the format of their name should contact the student records team ([ice.records@ice.cam.ac.uk](mailto: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 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.
General advice

71. 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.

72. 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 also 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

73. Some ICE courses are supported by an online course space 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 coursework can be submitted and tutor feedback received. 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

74. Students may apply to the Academic Programme Manager for a letter of introduction to the University Library where access rights can be gained on payment of an administration fee of £10.00 to the University Library.

Use of the internet

75. Students who do not have internet access at home can 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/

76. 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.

77. 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

78. 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. Further guidance is available with the VLE.

Transferable skills

79. 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
2. Study guidance

**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

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

81. 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.
3. ICE Policies and procedures

82. 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](http://www.ice.cam.ac.uk) and the VLE.

**Data protection**

83. 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/](http://www.admin.cam.ac.uk/univ/information/dpa/)

84. 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](mailto:marketing@ice.cam.ac.uk) to opt out.

**ICE data retention policy**

85. 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.

86. 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.

87. 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

88. 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.
3. ICE Policies and procedures

89. Copyright and all other intellectual property rights relating to assignments and dissertations remain throughout with the student.

Equality and diversity

90. 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.

91. 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.

92. 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

Dignity

93. 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.

94. 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.

95. 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

Freedom of speech

96. 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

The University health and safety policy

97. 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.

98. 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. If a student is concerned about a health or safety issue it should be reported to a member of ICE staff without delay.

Disability

99. 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.

100. 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

101. 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).

102. 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.

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

104. 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.

105. 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

106. 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.

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

108. 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.

109. 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.

110. 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

111. Payment of course fees is due in full 10 working days prior to the start date of the course.

112. 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.

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

114. 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.

115. 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

116. 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.

117. 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.

118. 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.

119. 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.

120. 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.

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

Cancellation by ICE

122. 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

123. 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.

Student complaints procedures

124. 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.

125. 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.

126. 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.

127. 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

128. 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.

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

130. 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.
3. ICE Policies and procedures

131. 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**

132. 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.

133. 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.

134. 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.

135. 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.

136. 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.

137. 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.

138. 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.

139. 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.

140. 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.

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

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

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

144. 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 148).
3. ICE Policies and procedures

Disciplinary procedure – students

145. 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 Error! Reference source not found.).)

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 or its reputation. The Institute’s staff of ICE, acting on behalf of ICE or its reputation.

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.

146. 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.

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.

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

The Office of the Independent Adjudicator (OIA)

148. 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.

149. 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
4. Contacts

**General enquiries**

<table>
<thead>
<tr>
<th>Departments</th>
<th>Contact Details</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>Subjects</th>
<th>Contact Details</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>Categories</th>
<th>URLs</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

<table>
<thead>
<tr>
<th>Programme</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>International 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>
# 4. Contacts

## Academic Directors

<table>
<thead>
<tr>
<th>Field</th>
<th>Name</th>
<th>Title</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Archaeology and Anthropology</td>
<td><strong>Dr Gilly Carr</strong></td>
<td>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></td>
<td>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></td>
<td>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></td>
<td>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></td>
<td>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></td>
<td>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></td>
<td>University 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></td>
<td>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></td>
<td>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></td>
<td>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></td>
<td>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></td>
<td>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>
### ICE Director and Divisional Directors

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director of Continuing Education</td>
<td>Dr Rebecca Lingwood</td>
<td><a href="mailto:rebecca.lingwood@ice.cam.ac.uk">rebecca.lingwood@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>Director of Public and Professional Programmes</td>
<td>TBC</td>
<td></td>
</tr>
<tr>
<td>Director of Teaching and Learning</td>
<td>Dr Lynne Harrison</td>
<td><a href="mailto:lynne.harrison@ice.cam.ac.uk">lynne.harrison@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>Director of Finance</td>
<td>TBC</td>
<td></td>
</tr>
<tr>
<td>Director of International Programmes</td>
<td>Sarah Ormrod</td>
<td><a href="mailto:sarah.ormrod@ice.cam.ac.uk">sarah.ormrod@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>Director of Hall Operations</td>
<td>Ian Willis</td>
<td><a href="mailto:ian.willis@ice.cam.ac.uk">ian.willis@ice.cam.ac.uk</a></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