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 2013-14. If you require this handbook in an alternative format please email studentsupport@ice.cam.ac.uk

Amendments made post October 2013

31 March 2014
Refund and cancellation policies
Section 8.2, pages 56-57.
The Refund policy has been updated.
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1 Studying with the University of Cambridge
Institute of Continuing Education

1.1 Introduction

1.1.i All Institute of Continuing Education (ICE) courses are taught at undergraduate or postgraduate level. Award-bearing programmes enable you to achieve a University qualification.

1.2 Student commitment

1.2.i To study at undergraduate or postgraduate level, you will need to set aside sufficient time for the demands of the course. You should ensure that you are able to prepare for your taught sessions so that you can participate in class and/or in the ICE online classrooms. You will need to do any required reading and go beyond the course materials to develop your knowledge further, for example through further reading, or through visits to sites and museums. You are also required to undertake all the assignments, and the time for this is included in the study hours.

1.2.ii Deciding to study for any course is a big commitment. Success often depends on the support of family, friends and employers. If you are unsure about whether you will be able to set aside the time required, or are in a role where your workload fluctuates, you should discuss it with the appropriate Course Director and/or Academic Director who can advise you on specific commitments for the course.
1.3  **Online study**

1.3.i  It is essential that you have an email account and regular access to an internet connected computer. All award-bearing courses are supported by a web-based virtual learning environment and course communications will be sent via email. You will be expected to submit your assignments online and feedback on assignments is delivered online.

1.3.ii  The computing facilities available at a public library or internet café may be sufficient and unlimited free computing and internet access will be available to you within the University Library throughout your course.

   **What you will need to be able to study a course with ICE.**

   - **Basic internet skills**  
     Essential
   - **Personal email address**  
     Essential
   - **Internet access**  
     Essential (library access should be fine)
   - **Word processing software**  
     Essential (able to export to word format)
   - **Broadband**  
     Recommended (for video/audio)

1.3.iii  You will normally retain access to the learning resources, within the Virtual Learning Environment, on your course for two academic years after you have completed your course.

1.4  **Provision for disabled students**

1.4.i  We make every effort both to anticipate and to make reasonable adjustments to meet the requirements of disabled students including those with unseen disabilities and specific learning difficulties such as dyslexia. Please contact *studentsupport@ice.cam.ac.uk* to discuss any particular requirements.

1.4.ii  We can best support and advise you when we have been made aware, in advance, of the support you require. Any requirement for disability-related support should be noted on the application form - this will not affect your application.

1.4.iii  You may disclose a disability at any point but if you inform us after the start of the course, support may take time to implement.

1.4.iv  If a disability is such that you may require extra time for the submission of assignments or examinations, or require other kinds of assistance, then you should let us know as soon as possible as it is not possible to make retrospective allowances for disability-related issues.
Access for students with mobility impairments

1.4.v Madingley Hall offers parking for people with mobility impairments and 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 is subject to safety controls and assessment for wheelchair users. There is also a platform lift for access to two study bedrooms specifically equipped for the needs of disabled students. If you require these facilities you should inform ICE at the time of booking. Further information is given on the ICE website, www.ice.cam.ac.uk/studying-with-us/information-for-students/information-for-prospective-students-with-special-requirements.

1.4.vi Some of the Institute’s courses are held in buildings which are not owned by the University. For information on their facilities, please contact the appropriate Academic Programme Manager (see section 9.4).

1.5 Field trips and laboratory sessions

1.5.i Some courses include field trips, visits to galleries or laboratory work. We undertake a risk assessment under University guidelines, and take appropriate measures where needed. You should listen carefully when the tutor draws attention to any hazards, and all instructions should be followed carefully, as should recommendations regarding suitable clothing and equipment for the teaching session.

1.5.ii Students enrolled on a course requiring participation in specific field trips or laboratory sessions 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 you should consider whether you wish to take out your own insurance.

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

1.5.iv 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.
1.6 University facilities

1.6.i 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 you full access to the resources of the University Library www.lib.cam.ac.uk/students/.

1.6.ii To replace a lost card at no charge, you should contact studentsupport@ice.cam.ac.uk. You must return your University cards to the Registry at ICE when it expires; the expiry date is given on the card.

1.6.iii 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.

1.6.iv Free entry to the University Botanic Gardens (www.botanic.cam.ac.uk/) is also available on presentation of a University card.
1.7 International students

Visa and entry clearance

1.7.i If you require a visa to enter the UK you should ensure it is valid for the duration of your studies. Please see the advice on our website www.ice.cam.ac.uk/studying-with-us/international-students and also consult further links available on that page. You may also wish to consult the advice on the University’s website http://www.cam.ac.uk/international-students and the UK Border Agency website www.ukba.homeoffice.gov.uk for further information.

1.7.ii You should ensure that you apply for your visa in good time so that you are in a safe legal position to complete your course of study in Cambridge. In the unfortunate event of visa problems preventing attendance on a course, standard cancellation terms and conditions will normally apply.

If your first language is not English

1.7.iii All teaching and assessment is in English. Your fluency in both spoken and written English may have an effect on your success on a course.

1.7.iv For undergraduate courses we ask for recent evidence of competence in the English language as part of the admissions process on award-bearing programmes to ensure that you are able to get the most out of your studies. For full information see www.ice.cam.ac.uk/studying-with-us/international-students.

1.7.v For postgraduate courses you will be required to pass an English test at a high level prior to admission. You should be able to communicate in English at a level suitable to the subject to succeed on a course. Appropriate guidance for each course is given in the course information.
1.8 Changes to your circumstances

1.8.i We recognise that a variety of external factors can affect your ability to study part-time and where possible we will try to enable you to continue or complete your studies when you are able to do so. However, you should note that we 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).

Delaying your start (Deferral)

1.8.ii We do not operate a deferral process. If you apply for a course and later wish to postpone your entry, you must withdraw and reapply for a later presentation. Acceptance on a future offering of the course is not guaranteed.

Taking a break (Intermission)

1.8.iii 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 you may request to intermit, i.e. to return at a later date to complete your studies if at least one course unit’s assessment has been successfully completed.

1.8.iv Financial difficulty will not normally be considered appropriate cause for intermission.

1.8.v To request an intermission, you should contact the appropriate Academic Programme Manager for an application form, which you should complete and return, together with documentary evidence where needed.

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

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

• If you intermit part way through a term you will be required to attend and complete the whole of that term upon return. Therefore you cannot intermit during the first term of a course but must apply for the programme/course again in the following year.

• If you have received permission to intermit you will be expected to return to study at the first available opportunity. Intermittions cannot normally be carried forward for longer than one academic year unless the course is unavailable.
• If you are granted an intermission, course fees will be held by ICE towards the course fees due on your 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 you.

• ICE is committed to making every effort to enable students to complete their studies, however, ICE cannot guarantee to run any course in any particular year or to maintain the current format of a course to facilitate intermission.

• You must contact the appropriate Academic Programme Manager to confirm your return to the course at least one month prior to your scheduled return and to request information regarding any outstanding fees.

1.8.viii If you do not complete the first term of a course, i.e. fulfil the attendance requirements and pass the term’s assignment(s), you will be deemed to have withdrawn and will be required to reapply to retake the whole course upon return. In exceptional circumstances, and before the submission of any work for assessment, you 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.

**Stopping your studies (Withdrawal)**

1.8.ix If circumstances arise which mean you consider withdrawing from the course, it is important to discuss them with your tutor, Course Director and/or Academic Director who may be able to direct you to sources of help and advice.

1.8.x If you wish to withdraw from a course you should contact the appropriate Academic Programme Manager *(see section 9.4)* as soon as possible. Standard cancellation conditions will apply.

1.8.xi If you have withdrawn from a course you will retain access to the Virtual Learning Environment (VLE) course area for the term/s in which you studied, but will not be able to access course areas relating to future terms.
1.9  Change of name or address

1.9.i  The name you give on your application should be your legal name. This will be used on all certificates and award-supporting documents. If you wish to change your name or its format, you should contact the student records team (ice.records@ice.cam.ac.uk).

1.9.ii  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 you are attending more than one course, or have enrolled for a course that has not yet begun, you should list all relevant courses in the email or letter.

1.10  Feedback from students

1.10.i  You 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.
<table>
<thead>
<tr>
<th>Undergraduate</th>
<th>60 credits</th>
<th>60 credits</th>
<th>60 credits</th>
<th>Qualification</th>
</tr>
</thead>
<tbody>
<tr>
<td>FHEQ 4</td>
<td>Undergraduate Certificate I (60 credits) + Undergraduate Certificate II in the same subject (60 credits)</td>
<td>60 credits</td>
<td>Certificate in (subject)</td>
<td></td>
</tr>
<tr>
<td>FHEQ 5</td>
<td>Undergraduate Diploma (60 credits) + Undergraduate Diploma II in the same subject (60 credits)</td>
<td>120 credits</td>
<td>DipHE Diploma of Higher Education in (subject)</td>
<td></td>
</tr>
<tr>
<td>FHEQ 6</td>
<td>Undergraduate Advanced Diploma (120 credits)</td>
<td>120 credits</td>
<td>Advanced Diploma in (subject)</td>
<td></td>
</tr>
<tr>
<td>Postgraduate</td>
<td>Designated units from our postgraduate programme</td>
<td>80 credits</td>
<td>PGCert Postgraduate Certificate in (subject)</td>
<td></td>
</tr>
<tr>
<td>FHEQ 7</td>
<td>Designated units from our postgraduate programme</td>
<td>120 credits</td>
<td>PGDip Postgraduate Diploma in (subject)</td>
<td></td>
</tr>
</tbody>
</table>

A part-time postgraduate degree taken over two years

180 or 240 external credits

MSI Master of Studies

Qualifications of the University of Cambridge offered through ICE
2 Studying for a University Award

2.1 About ICE qualifications

2.1.i 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.

2.2 Academic credit and university-level study

2.2.i Academic credit formally recognises and measures in credit points the learning process that you have undertaken and successfully completed.

2.2.ii One credit notionally equates to 10 hours of study. So a 60-credit course requires around 600 hours of study (face-to-face teaching, independent study, required and recommended reading, site visits, online discussion, assessment and thinking time).

2.2.iii 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 a full-time undergraduate degree programme equates to 120 credit points. Each year of a degree is generally studied at a particular level: the first year of a full-time degree programme in England and Wales and Northern Ireland is taught and assessed at FHEQ level 4, the second year at FHEQ level 5 and the third year at FHEQ level 6. For details of the differences between the academic requirements of each level, see the table opposite.

2.2.iv You cannot be awarded partial credit if you do not complete a course.

2.2.v The flexibility of this system makes it possible to transfer credit awarded by the University through ICE into the degree programmes of other higher education providers (under the CAT scheme). The rules vary from institution to institution and is always at the discretion of the receiving institution. You are advised to contact the receiving institution as soon as possible.

2.2.vi To achieve a University of Cambridge qualification, you need to complete an approved core curriculum. Therefore, you cannot transfer credits from other higher education institutions to the University of Cambridge.
<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 (CertHE)</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>• operate in a range of specific contexts taking responsibility for the nature and quality of outputs.</td>
<td></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 (DipHE)</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>• accept responsibility for determining and achieving personal and/or group outcomes.</td>
<td></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 (PGCert)</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 (PGDip)</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>
2.3 The Degree of Master of Studies

2.3.i The Master of Studies (MSt) 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.

2.3.ii 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 proceed to the second year of the MSt in Applied Criminology.

2.3.iii MSt programmes are governed by the rules and regulations in the appropriate MSt Course Handbook, which is provided by the appropriate Academic Programme Manager.
3 Study guidance

3.1 General advice

3.1.i 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, you need to set aside sufficient time for the demands of the course.

3.1.ii 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 will inform you of any additional subject specific guidance that is available.

3.2 Using the ICE VLE

3.2.i 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, you will be provided with login instructions by the ICE eLearning team. Online, you have access to many resources and explanatory help files to enable you to get the most from your studies. If you encounter any problems you are advised to contact the eLearning team helpdesk via support.iceonline.cam.ac.uk.

3.3 University libraries

3.3.i If studying for a qualification on a course that is at least one academic year in length you will be able to use your University card as a University Library card with the same borrowing rights as a University undergraduate. You will also be able to access the University Library online resources off campus.

3.3.ii 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.
3.4 Use of the internet

3.4.i Frequent use of the internet is a requirement for study with ICE.

3.4.ii If you do not have internet access at home you should make use of a publicly available access point. A 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.

3.4.iii 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 you should check both the credentials of the author and the date on which the web-page was last updated. You are strongly advised that it is not usually appropriate to rely largely or wholly on information taken from websites in the preparation of assignments.

3.4.iv Particular guidance about using internet resources can be found in the help and guidance section of the ICE VLE.
3.5 Transferable skills

3.5.i You acquire transferable skills while undertaking many activities - not just your studies. They can, and will, be applied in many other situations. We have identified a number of such skills which may be further developed during your 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

3.5.ii You will also develop your observational and practical skills, research skills and computer literacy.

3.5.iii Some specific courses offered by ICE ensure that you are also given the opportunity to develop professional competencies, workplace skills and achieve professional qualifications that will enable you to progress or change careers.
4 Plagiarism

4.1 Plagiarism defined

4.1.i Plagiarism is defined as submitting work, irrespective of intent to deceive, 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.

4.1.ii 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 work via professional agencies such as ‘essay banks’ or ‘paper mills’, or not attributing research contributed by others to a joint project.

4.1.iii 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.

4.1.iv 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.

4.1.v All sources must be fully referenced.
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.

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

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/. If after reading the guidance, you have any outstanding queries you should seek clarification at the earliest opportunity from the Course Director.

All assignments submitted are screened by the text matching/plagiarism detection software Turnitin (see section 4.3)

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 Standards Panel and may affect the mark given to your work. In addition, suspected cases of the use of unfair means (of which plagiarism is one form) may be subject to further disciplinary action.

Guidance relating to the avoidance of plagiarism is available from: www.admin.cam.ac.uk/univ/plagiarism/students/.
4.2 References and bibliographies

4.2.i You must familiarise yourself with the guidance on referencing and good academic practice in your programme, and follow it in all work submitted for assessment. You will be required to submit a declaration to that effect.

4.2.ii 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 submitting work in a particular subject area of study. If a paper copy of this guidance is required, you should ask your Course Director.

4.2.iii 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.

4.3 Turnitin UK text-matching software

ICE terms of use

4.3.i 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 ICE and explains the implications of submitting your work to the software.

4.3.ii When submitting assignments you will be asked to confirm that you have read and understand this information and that you consent to your work being submitted to Turnitin UK as described in this section. Without your confirmation ICE cannot submit your work to the software.

4.3.iii You are reminded that Turnitin is only one method of checking the originality of your work. Examiners may initiate the standard investigative procedures if they have unresolved queries about the originality of your work, regardless of whether Turnitin has been used or whether it has substantiated any concerns.

4.3.iv 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 you 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 you.
About Turnitin UK text-matching software

4.3.v 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.

4.3.vi 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.

4.3.vii 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.

4.3.viii 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?

4.3.ix 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?

4.3.x 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 you are permitting Turnitin UK to:

• reproduce your work to assess it for originality;

• retain a copy of your work for comparison at a later date with future submissions

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

4.3.xi 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?

4.3.xii 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 you about the matter. The contents of your work will not be revealed to a third party outside the University of Cambridge without your permission.

4.3.xiii If a match is found to material submitted from within the University, the moderators can obtain the full text without your permission.

How do students apply for their work to be removed from Turnitin UK?

4.3.xiv 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.

4.4 Procedure for dealing with assignments found to contain unacknowledged materials

4.4.i 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 your own work.

4.4.ii 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 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 you intended to gain an unfair advantage).

4.4.iii 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.

4.4.iv If the ICE Assessment Standards Panel believes that the unacknowledged material is not the result of faulty scholarship and that you possibly committed
an academic offence (i.e. intended to gain an unfair advantage), you 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 you 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 you have 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 you before determining whether the case should be pursued.

• To pursue the matter before the ICE Academic Operations Subcommittee for matters relating to examination and assignment submission.

If the case is proved

4.4.v The ICE Academic Operations Subcommittee will determine an appropriate penalty, which may include:

• withdrawal from the course;

• lowering the mark;

• failure of the examination or assignment.

4.4.vi In the event that you are 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**

4.4.vii The academic assessment process will conclude on the basis that there is no question of you 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 Subcommittee.
5 Regulations

5.1 Achieving a qualification

5.1.i You must meet all requirements to achieve a qualification. 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
- demonstrate the achievement of all the learning outcomes expected from the course by completing each term’s assignments satisfactorily, and/or any other tasks stated as a requirement in the syllabus.

5.1.ii 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 Academic Programme Manager.

5.1.iii Achieving a CertHE or DipHE
If you successfully complete a second Certificate or Diploma in a particular subject area then you 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 or Diploma of Higher Education (120 credits in the CAT scheme) in the named subject on the completion of the second 60 credit Certificate or Diploma. You should apply to the appropriate Academic Programme Manager for the award of the Certificate or Diploma of Higher Education after confirmation of the second award. All assignments must be passed to achieve a qualification.
Each assignment must be passed in order to complete the programme of study successfully. Where there are multiple assignments set within a term, you are required to pass each assignment unless otherwise specified in the course specification.

5.1.iv Students who fail assignments may continue to study a course without achieving a qualification.
If you do not achieve the required standard to pass following resubmission, or receive a procedural fail, you may continue the course 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. Only assignments failed for academic reasons, not procedural fails, may be resubmitted.
5.2  Assessment

5.2.i  When studying for an award, you 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 your progress and to enable you 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 is essential for the award of a qualification.

5.2.ii  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 - you should consult the tutor or Course Director. Where the assignment topic is selected by you 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 should be kept.

5.2.iii  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 principal method of assessment throughout an award-bearing course.

5.3  Examinations

5.3.i  If the course involves a formal written examination, the format of the examination will be described in the syllabus of the course so that you are aware of the requirements of the examination from the start of your studies.

5.3.ii  If you are unwell at the time of an examination you must ensure that the appropriate Academic Programme Manager is informed, before the examination is taken, of any illness that might affect your performance. Documentary evidence will subsequently be required if you apply to ICE for the consideration of mitigating circumstances relating to your performance. Such applications will be considered by the Subcommittee of the ICE Academic Operations Committee for Matters Relating to Examinations and Assignment Submission.
## 5.4 Oral examination (viva voce)

5.4.i In some circumstances (e.g. if you are being considered for an exceptional mark, or are on the borderline between two grades) you may be invited to take part in an oral examination or viva voce (discussion of student’s assignment or thesis). You will be given advance notice of this, along with advice on how to prepare.

## 5.5 Submission of assignments

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

5.5.ii Assignments should be word processed and submitted via the VLE. A high level of competence in writing, grammar and spelling is always expected. You are generally expected to word process your assignments using commonly available word-processing software, such as Microsoft Word or Open Office (free to download from [www.openoffice.org](http://www.openoffice.org)) and to submit assignments electronically through the VLE. In some cases this may not be appropriate and your tutor will discuss alternative arrangements. All submitted work must be your own.

5.5.iii All sources must be acknowledged within assignments and listed in a bibliography. 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 in section 4.0 for further guidance and information).

5.5.iv All submitted assignments are screened by the text matching/plagiarism detection software Turnitin (see the ICE Plagiarism Policy in section 4.0 for further information).

5.5.v 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.
Assignments must be within the stipulated word count. Course requirements regarding the length of assignments vary, so you should always check the syllabus and with the tutor. You are required to declare the word length of your assignment on your assignment submission cover sheet. If work is submitted that is outside the stipulated word count you will receive a procedural fail (see section 5.9).

The word length specified includes or excludes the following:

- includes: references in the main body of the text, footnotes and endnotes,
- excludes: bibliography or list of resources, abstract, list of contents or abbreviations at the beginning or end of the assignment, numerical tables and figures.

Appendices should only be used with the agreement of your tutor/supervisor. The use of appendices is generally discouraged except where additional data, not available in published form, must be presented, and must be previously agreed with the tutor/supervisor.

Use of diagrams should be discussed with your tutor/supervisor. If the work includes diagrams, graphs, charts, tables or maps, you should discuss with the course tutor whether these will be permitted to take the place of words in the word count. The allowable number of such diagrams, graphs, charts, tables or maps may also be limited, and needs to be checked with the course tutor.

Deadlines for submission of assignments

Work received after the deadline will not be marked. Deadlines for the submission of course assignments will always be clearly signalled to you, in writing and usually in course/programme documents published before the start of the course. If you fail to meet any deadline without having previously agreed an extension as outlined below, the assignment will be awarded a procedural fail (see section 5.9).
5.7 Extensions to deadlines for submission of assignments

5.7.i Extensions are available in exceptional circumstances. In exceptional circumstances you 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.

Criteria for granting extensions

5.7.ii Examples of exceptional circumstances include

- illness of you or your close relatives
- bereavement
- unanticipated changes in personal circumstances

5.7.iii Examples of exceptional circumstances exclude

- holiday arrangements
- workload
- social commitments

5.7.iv Before considering an extension request you should discuss any problems you may be having with your tutor/supervisor or your Course Director. They will be able to offer advice about ways to balance your studies with other commitments.

5.7.v Your tutor/supervisor or Course Director cannot grant extensions. The decision regarding extensions is made by the Director of Programmes (or deputy).

5.7.vi No extension will be granted without you first exploring other options. If, following this, you feel an extension is necessary, you should obtain an extension request form from the VLE and submit it to the relevant Academic Programme Manager (see page 59), with supporting evidence where required.

5.7.vii All extension requests on medical grounds require supporting evidence. Your GP or consultant does not need to state the detail of any illness, simply the number of days of sickness.
Extension requests should be made at least five working days before the stated deadline; decisions about requests made after this time may arrive after the deadline. You should continue to work on your assignment as normal while you await a decision.

You must meet agreed deadlines relating to extensions. A request for a second extension cannot normally be considered.

In extreme circumstances a longer extension may be possible but there should be no expectation that such an extension will be granted. In such cases you should follow the process described above.

No extension at any level can exceed six months. Extensions of this length are very rarely granted.

When an extension is granted you may request a letter requesting the University Library to extend your 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.

**5.8 Marking and returning assignments**

Marks and grades are provisional until the moderation process is complete. ICE aims to return your work as promptly as possible with feedback from the tutor. However, all marks or pass/no pass results are provisional until the annual moderation processes required by the University are completed (see section 5.11).

With the exception of some professional courses, students on FHEQ Level 4 courses are assessed as ‘pass’ or ‘no pass’.

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

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

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

At the end of a course, after meeting all attendance, participation and assessment requirements listed above, you will be recommended for the award of the qualification.
5.9 **Procedural fails**

5.9.i You will receive a procedural fail based on attendance if you do not meet the minimum attendance requirements within any term of your course (this includes classroom, lab, field trip, and any other scheduled times for class and/or individual meetings for the course).

5.9.ii You may also receive a procedural fail for assignments that:

- do not reach the minimum word limit, or
- exceed the maximum word limit, or
- are not received by the stated deadline (including deadlines for extensions, if applicable)

5.9.iii If you receive a procedural fail you will not be offered a 30-minute supervision or the opportunity for resubmission. You will, however, have the right of appeal if you believe there are significant mitigating circumstances.

5.9.iv If you receive a procedural fail you may continue to study the course (subject to payment of fees), including submitting assignments, but you will not receive credit or the award.
<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</td>
<td>Evidence of exceptional quality in relation to the criteria listed for the award of 70-79%.</td>
</tr>
<tr>
<td>70-79</td>
<td>Pass</td>
<td>Wide range of knowledge and information and evidence of independence thought. Appropriate and perceptive reference to relevant academic sources. A consistent demonstration of powers of critical analysis and synthesis in developing arguments.</td>
</tr>
<tr>
<td><strong>Good</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>60-69</td>
<td>Pass</td>
<td>A thorough grasp of relevant knowledge and information. Extensive reference to appropriate academic sources. Clear evidence of an analytical approach to the issues raised by the topic. The capacity to engage critically with arguments and evidence.</td>
</tr>
<tr>
<td><strong>Competent</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>50-59</td>
<td>Pass</td>
<td>A secure grasp of relevant knowledge and information and evidence of a competent understanding of relevant concepts. Reference to a reasonable range of relevant academic sources. Some evidence of an analytical and critical approach.</td>
</tr>
<tr>
<td><strong>Weak</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>40-49</td>
<td>Pass/Fail</td>
<td>Evidence of assimilation of relevant knowledge, but contains some errors, omissions or irrelevancies. Limited reference to relevant academic sources. Little evidence of analysis or a critical approach. Some weakness in the structuring of assignments.</td>
</tr>
<tr>
<td><strong>No pass</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>20-39</td>
<td>Fail</td>
<td>Some elements of relevant knowledge but contains significant errors, omissions or irrelevancies. Evidence of a poor grasp of relevant concepts. Poorly structured assignments failing to address the issues under discussion.</td>
</tr>
<tr>
<td><strong>No pass</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>0-19</td>
<td>Fail</td>
<td>Work of an extremely low standard, fundamentally failing to address relevant issues; incoherent argument, serious errors.</td>
</tr>
</tbody>
</table>
### 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>80-100</td>
<td>Evidence of the exceptional quality in relation to the criteria listed for the award of 75-79% and outstanding critical insights and thought-provoking arguments</td>
</tr>
<tr>
<td><strong>75-79</strong></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>Competent</strong></td>
<td>65-69</td>
<td>An accessible, accurate and direct account. Good analyses, arguments and explanations. Good insights and personal reflections on the material. Well organised presentation.</td>
</tr>
<tr>
<td><strong>60-64</strong></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>50-59</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><strong>No pass</strong></td>
<td>0-49</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>
5.10 Resubmission

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

5.10.ii Resubmission is only permitted at the discretion of the tutor and internal assessor.
If, in the opinion of both the tutor and the internal assessor, an assignment fails to meet the required standard to pass, you will be advised to resubmit the failing assignment as soon as possible, to an agreed timetable.

5.10.iii On one-year courses, resubmission can only take place on a maximum of two of three units.
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.

5.10.iv If you receive a ‘procedural fail’ (see section 5.9) you will not be eligible to receive a 30-minute supervision or have the opportunity to resubmit.

5.10.v Advanced Diploma students are permitted to resubmit all failed assignments in year one.

5.10.vi It is not normally possible to resubmit a dissertation.

5.10.vii Prior to resubmission, all students are eligible for a 30-minute supervision. 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 you to improve on your initial submission.
5.11  Moderation procedures

5.11.i  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.

5.11.ii  Samples of work, tutors’ assessments, and the reports of internal assessors are submitted to a Subject Moderation Panel at the end of the course (and at the end of the first year of two year courses such as Advanced Diplomas). The Panel consists of an Internal Assessor; an Internal Examiner, 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 tutors’ 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.

5.11.iii  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.

5.12  Confirmation of the award of a qualification

5.12.i  When the awards have been approved by the Academic Operations Committee you will be informed of your results by letter or email.

5.13  Certificates and transcripts

5.13.i  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.
5.14 Replacement certificates and transcripts

5.14.i For qualifications awarded from 2010-11 onwards:

- Duplicate or replacement certificates and transcripts can be requested from the University’s online store at www.admin.cam.ac.uk/univ/degrees/certificates/.

5.14.ii For qualifications awarded up to and including 2009-10:

- Contact 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.

5.15 Additional information regarding your academic performance

5.15.i Please refer to Section 7.2, which details the ICE data retention policy in respect of assessed work. Such information should be requested within 10 working days of 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.
6 Student complaints and appeals procedures

6.1 About the complaints process

6.1.i 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.

6.1.ii 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.

6.1.iii If you are 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 section 6.4)) you should follow the procedure as detailed below.

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

6.2 Informal process

6.2.i As the first stage in making a complaint, you 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, you should address your complaint to the Director of Continuing Education who will follow the procedures described below.

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

6.2.iii 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 you to invite withdrawal of the complaint. The complaint will proceed only if you respond, in writing, within 10 working days and request the complaint to proceed.
Where the issues raised appear capable of effective and fair resolution by way of informal discussion with you and the person responsible for the service complained about, the Director of Teaching and Learning will attempt to resolve the complaint by such means and will record the outcome.

### 6.3 Formal process

#### 6.3.i
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 Programmes or International Programmes, as appropriate, or other Service Manager. You will be informed at this stage that formal procedures have been initiated.

#### 6.3.ii
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.

#### 6.3.iii
The Director of Teaching and Learning will provide you with a provisional response in writing as soon as reasonably practicable, and normally within 20 working days of the initiation of the formal procedure. You will be invited to comment on the provisional response in writing within 15 working days or longer where appropriate. The Director of Teaching and Learning will review the provisional response in the light of any observations made by you, and then provide you with a written response in final form normally within 15 working days after the date by which you were invited to comment on the provisional response.

#### 6.3.iv
If the Director of Teaching and Learning upholds the complaint, they will procure so far as possible such remedy as he or she considers fair and equitable in all the circumstances.

#### 6.3.v
If you are not satisfied with the outcome, whether the complaint is upheld or not, you should contact the Director of Continuing Education within 20 working days of learning the outcome of the investigation into the complaint.

#### 6.3.vi
On receiving a complaint in writing, the Director of Continuing Education will 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 sent to you. The Director of Continuing Education shall invite you to make representations in writing on the written report within a further 15 working days, or longer where appropriate, and will then convene a meeting of the Complaints Review Panel to consider the complaint.
The Complaints Review Panel will 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 Chairperson. 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.

The Complaints Review Panel will consider all documents relating to the case, including the report of the Director of Teaching and Learning, your 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 you. If the Panel agrees that the matter has been considered fully and appropriately and that there are no grounds for a hearing, you will be informed that your complaint has been dismissed and of the reasons for the decision. If, however, it appears that you may have grounds for making a complaint, the Panel will arrange a hearing which you will be invited to attend and, if you wish, 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 you and the Panel.

The Director of Continuing Education will communicate the decision of the Complaints Review Panel to you, 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.

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

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

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

If you remain dissatisfied following completion of the University’s formal internal review and complaints procedures and after receiving a ‘completion of procedure letter’ you may refer the matter to the Office of the Independent Adjudicator (OIA) (see section 7.12).
6.4 Academic appeals from students

6.4.i 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.

6.4.ii If you are 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.

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

6.4.iv As the first stage in making an appeal, you 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, your dissatisfaction. This initial contact should be made within 15 working days after 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.

6.4.v 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 you within 15 working days of the request.

6.4.vi 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.

6.4.vii 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 you, or confirm the original award providing reasons for the decision.

6.4.viii If you are not satisfied with the outcome, you 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.

6.4.ix 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 you. The Director of Continuing Education shall invite you 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.

6.4.x 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 Chairperson. Members of the Panel will not have had prior involvement in the case.

6.4.xi The Appeal Review Panel will consider all written documents relating to the case, including the report of the Director of Teaching and Learning, your 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 you. If the Panel agrees that the matter has been considered fully and appropriately and that there are no grounds for a hearing, you will be informed that your appeal has been dismissed. You will be informed of the reasons for the decision. If, however, it appears that you may have grounds for making an appeal, the Panel will arrange a hearing to which you will be invited and, if you wish, 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 you.

6.4.xii 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 Chairperson 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 your 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.

6.4.xiii The Director of Continuing Education will communicate the decision, with reasons, to you in writing, normally within 15 working days of the appeal hearing.
6.4.xiv When the recommendations of the Review Panel are completed, ICE will send a completion of procedures letter to you.

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

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

6.4.xvii 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 section 7.12).
7 ICE Policies and procedures

Information here relates to the academic year 2013-14. Any amendments will be communicated to you and will be added to the ICE website www.ice.cam.ac.uk and the VLE. Please refer to the latest version when appropriate.

7.1 Data protection

7.1.i 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.

7.1.ii 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 keep you informed about upcoming courses, events and other activities at ICE that may be of interest. You may 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.

7.2 ICE data retention policy

7.2.i You 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.

7.2.ii 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.

7.2.iii 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
### 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 (see note below)</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 course (see note below)</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>

Assignments unsuitable for electronic submission or scanning will be returned to/collected by you for appropriate retention/storage.

### Use of student work by ICE

Occasionally we may wish to keep examples of student work for use in staff development, quality assurance or as a teaching tool. At the time of submission you will be able to opt out of this. In all cases, work will be anonymised.

7.2.iv Copyright and all other intellectual property rights relating to assignments and dissertations remain throughout with you.
7.3 **HESA data protection notice**

7.3.i The Higher Education Statistics Agency (HESA) is the official agency for the collection, analysis and dissemination of quantitative information about higher education.

7.3.ii If you are studying on an award-bearing course we will send some of the information we hold about you to 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).

7.4 **Equality and diversity**

7.4.i The University of Cambridge, which includes ICE, is committed 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.

7.4.ii 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.

7.4.iii 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).
7.5  Dignity

7.5.i  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.

7.5.ii  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.

7.5.iii  If you feel that you need support from ICE in approaching an individual who seems to have been compromising your dignity by behaving inappropriately, then you 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.admin.cam.ac.uk/students/gateway/welfare/dignity@study.html.

7.6  Freedom of speech

7.6.i  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.admin.cam.ac.uk/students/gateway/regulations/freedom.html.

7.7  The University’s health and safety policy

7.7.i  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.

7.7.ii  Copies of the University’s Health and Safety Policy are available from: www.admin.cam.ac.uk/cam-only/offices/safety/publications/hsd016m/index.html. If you are concerned about a health or safety issue it should be reported to a member of ICE staff without delay.
7.8 Disability

7.8.i 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.

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

7.9 Student disciplinary procedure

7.9.i 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 (see section 4).

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 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/2012/statute_b-front.html.

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 them 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.

7.9.ii 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.

7.9.iii If it is suspected that you have committed a disciplinary offence, the Director of Continuing Education shall, at their discretion, decide whether disciplinary proceedings should be instituted against you. If it is decided to begin disciplinary proceedings, you should first be informed by the Director of 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 your 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 Programmes or International Programmes, as appropriate. The Director of 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 Programmes or International Programmes, as appropriate.
b If the Director of Programmes or International Programmes, as appropriate, decides that there is no *prima facie* case of a disciplinary offence having been committed, you will be notified and no further action will be taken other than any informal guidance and counselling which the Director of Programmes or International Programmes, as appropriate, may consider appropriate in the circumstances.

c If the Director of 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 ICE staff appointed by the Director of Continuing Education. One member of the panel shall be appointed chairperson of the panel. The members of the panel will have had no previous involvement in the matter to be considered;
- communicate to you a statement of the disciplinary allegation to be determined at the hearing;
- provide you with copies of all statements and evidence to be considered at the disciplinary hearing;
- advise you that you may attend the hearing to present your case, to give evidence and to call witnesses and that you 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 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 you or your representative regarding the appropriate disciplinary sanction.
The range of disciplinary sanctions available to the Panel shall include any combination of the following:

- formal warning
- expulsion from the programme or course
- suspension from use of the Institute’s facilities
- debarring 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 ICE or any victim
- such other penalty as the Director of Programmes or International Programmes, as appropriate, considers to be equitable and merited by the circumstances

You will be informed by the Chairperson, in writing, of the decision of the panel normally within 10 working days. At the same time, you will be informed of the right to appeal against the finding that a disciplinary offence has been committed or against the sanction or both.

In the event that you fail to attend the disciplinary hearing the Panel of Inquiry may, at its discretion, proceed to determine the issues in your absence.

You 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.

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 Chairperson. 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.

You 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, your 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 you and to any others invited to the hearing. You will be invited to appear before the Disciplinary Review Panel and, if you wish, 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 you 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.

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

7.10 Removal from premises

7.10.i 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.
7.11 Progress review

7.11.i If you are pursuing an award-bearing programme of study and are 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 your chances of completing the programme successfully, the Director of Programmes or International Programmes, as appropriate, may initiate a Progress Review with the Course Director or tutor and you. The Review will discuss your 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 you are 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 you 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 you do not then abide by the terms and conditions laid down, you may be required to withdraw from the programme.

7.12 The Office of the Independent Adjudicator (OIA)

7.12.i If you remain dissatisfied following completion of the University's formal internal review and appeals and complaints procedures, and after receipt of a ‘completion of procedures letter’, you may refer the matter to the Office of the Independent Adjudicator. 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.

7.12.ii 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
8 Fees

8.1 About fees

8.1.i 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 and 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).

8.1.ii 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.

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

8.1.iv If you are granted an intermission, course fees will be held by ICE towards the course fees due on your return. The course fees active at the time of return will apply; you must meet any shortfall between payments already made and the fees due at the time of return.

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

• you 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 you have not made contact with our admissions team (01223 746262, email ice.admissions@ice.cam.ac.uk), you will be withdrawn from the course.

• You cannot continue on a course or enrol on another ICE course or 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.
Policy 1: International Summer Schools and LLB and Diploma in Law Revision Programme and English Legal Methods Summer School

8.2.i 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.

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

8.2.iii 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.

8.2.iv Cancellations received up to 14 days before the start of the programme are eligible for a 50% 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.

8.2.v 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 and Weekly Programmes at Madingley Hall, and Online courses

8.2.vi Payment of course fees is due in full 10 working days prior to the start date of the course with the exception of Online courses which should be paid in full at the time of registration.

8.2.vii Where payment has been made in full prior to the 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.

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

8.2.ix If you wish 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.

8.2.x In the case of mitigating circumstances you 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: Undergraduate Certificate, Diploma, Advanced Diploma and
Postgraduate Certificate and Diploma courses

8.2.xi 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.

8.2.xii Cancellations received 10 or more working days before the start date of the course will be entitled to a 66% refund or fee reduction as follows:

• Where payment has been made in full, you will normally be eligible for a 66% refund of course fees.

• Where payment is by instalment, the remaining instalments will not be taken.

• In addition, a non-refundable application fee may be required for some courses and this will be clearly stated in the course information.

8.2.xiii Cancellations received later than 10 working days prior to the start of a course, or withdrawals from an ongoing course, will not be eligible for a refund. Payments for any remaining course fees will still be taken according to the agreed instalment plan.

8.2.xiv 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.

8.2.xv 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.

8.2.xvi Enrolments may continue to be accepted, where places are available, up to the start of the programme.

8.3 Cancellation by ICE

8.3.i 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.
## 9 Contacts

### 9.1 General enquiries

<table>
<thead>
<tr>
<th>Department</th>
<th>Contact Information</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>
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### 9.2 Course-related enquiries

<table>
<thead>
<tr>
<th>Enquiry</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Credit queries, credit transcripts, replacement certificates</td>
<td><a href="mailto:studentsupport@ice.cam.ac.uk">studentsupport@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>Qualification queries</td>
<td>Undergraduate awards: <a href="mailto:ug-awards@ice.cam.ac.uk">ug-awards@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td></td>
<td>Postgraduate awards: <a href="mailto:pg-awards@ice.cam.ac.uk">pg-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>
<tr>
<td>Online Courses</td>
<td><a href="mailto:onlin_courses@ice.cam.ac.uk">onlin_courses@ice.cam.ac.uk</a></td>
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</tbody>
</table>

### 9.3 Web addresses

<table>
<thead>
<tr>
<th>Service</th>
<th>Web Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website</td>
<td><a href="http://www.ice.cam.ac.uk">www.ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>Introduction to ICE online</td>
<td>open.iceonline.cam.ac.uk</td>
</tr>
<tr>
<td>Virtual Learning Environment</td>
<td><a href="http://www.vle.iceonline.cam.ac.uk">www.vle.iceonline.cam.ac.uk</a></td>
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<tr>
<td>eLearning Helpdesk</td>
<td><a href="http://support.iceonline.cam.ac.uk">http://support.iceonline.cam.ac.uk</a></td>
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</table>
### 9.4 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>
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<tbody>
<tr>
<td>International Programmes</td>
<td>Dr Isabel DiVanna</td>
<td><a href="mailto:isabel.divanna@ice.cam.ac.uk">isabel.divanna@ice.cam.ac.uk</a></td>
<td>01223 746255</td>
</tr>
<tr>
<td></td>
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<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></td>
<td>01223 760853</td>
</tr>
<tr>
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<tr>
<td>International Programmes</td>
<td>Emma Willson</td>
<td><a href="mailto:emma.willson@ice.cam.ac.uk">emma.willson@ice.cam.ac.uk</a></td>
<td>01223 746224</td>
</tr>
<tr>
<td></td>
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<tr>
<td>Online Courses</td>
<td>Cory Saarinen</td>
<td><a href="mailto:cory.saarinen@ice.cam.ac.uk">cory.saarinen@ice.cam.ac.uk</a></td>
<td>01223 760852</td>
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<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></td>
<td>01223 760865</td>
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<tr>
<td>Public and Professional Programmes</td>
<td>Susan Brignell</td>
<td><a href="mailto:sue.brignell@ice.cam.ac.uk">sue.brignell@ice.cam.ac.uk</a></td>
<td>01223 760862</td>
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<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></td>
<td>01223 746218</td>
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<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></td>
<td>01223 746226</td>
</tr>
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<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></td>
<td>01223 746223</td>
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<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></td>
<td>01223 760863</td>
</tr>
<tr>
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<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></td>
<td>01223 760859</td>
</tr>
<tr>
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<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></td>
<td>01223 760861</td>
</tr>
<tr>
<td>Academic Directors</td>
<td>Name</td>
<td>Role</td>
<td>Email</td>
</tr>
<tr>
<td>-----------------------------------------------------------------------------------</td>
<td>-------------------------------------------</td>
<td>-------------------------------------------------------</td>
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</tr>
<tr>
<td><strong>Archaeology and Anthropology</strong></td>
<td>Dr Gilly Carr</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><strong>Biological Sciences</strong></td>
<td>Dr Ed Turner</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><strong>International Development and Global Change</strong></td>
<td>Dr Alexandra Winkels</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><strong>Education and Social Science</strong></td>
<td>Dr Nigel Kettley</td>
<td>University Senior Lecturer in Education and Social Science</td>
<td><a href="mailto:nck20@cam.ac.uk">nck20@cam.ac.uk</a></td>
</tr>
<tr>
<td><strong>Historic Environment (Landscape and Gardens)</strong></td>
<td>Dr Susan Oosthuizen</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><strong>History of Art and Architecture</strong></td>
<td>Dr Francis Woodman</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><strong>History, Politics and International Relations</strong></td>
<td>Dr Mike Sewell</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><strong>Literature, Film and Creative Writing</strong></td>
<td>Dr Jenny Bavidge</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><strong>Local and Regional History</strong></td>
<td>Dr Samantha Williams</td>
<td>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><strong>Philosophy</strong></td>
<td>Dr Emily Caddick Bourne</td>
<td>ICE Teaching Officer in Philosophy</td>
<td><a href="mailto:erc36@cam.ac.uk">erc36@cam.ac.uk</a></td>
</tr>
<tr>
<td><strong>Physical Sciences</strong></td>
<td>Dr Erica Bithell</td>
<td>ICE Teaching Officer in Physical Sciences</td>
<td><a href="mailto:egb10@ice.cam.ac.uk">egb10@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td><strong>Religious and Classical Studies</strong></td>
<td>Dr Justin Meggitt</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>
</tbody>
</table>
9.6 ICE Director and Divisional Directors

<table>
<thead>
<tr>
<th>Role</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 Programmes</td>
<td>Dr Tim London</td>
<td><a href="mailto:tim.london@ice.cam.ac.uk">tim.london@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>Director of Teaching and Learning</td>
<td>Jonathan Baldwin</td>
<td><a href="mailto:jonathan.baldwin@ice.cam.ac.uk">jonathan.baldwin@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>Director of Resources and Administration</td>
<td>Tamsin James</td>
<td><a href="mailto:tamsin.james@ice.cam.ac.uk">tamsin.james@ice.cam.ac.uk</a></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>
</tbody>
</table>

Address for correspondence with all of the above:

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