This information relates to non-award-bearing courses for non-matriculated students (i.e. those who are not members of a Cambridge College) at the Institute of Continuing Education in the academic year 2013-14.

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

Amendments made since October 2013

Refund and cancellation policy
Section 5.2, pages 25-26
The Refund policy has been updated.
1 Studying with the University of Cambridge  
Institute of Continuing Education

1.1 Introduction

1.1.i The Institute of Continuing Education (ICE) offers a wide range of non-award bearing courses which are all taught at undergraduate or postgraduate level. Upon completion of some non-award-bearing courses students may apply for a Certificate of Attendance, although these can normally only be supplied following 100% attendance on the course.

1.1.ii Active participation and discussion throughout an online course is recognised by the provision of a Certificate of Participation.

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 course work, 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 Some non-award-bearing courses are supported by resources online (in the ICE virtual learning environment, VLE) where tutors and students can share thoughts and ideas between face-to-face sessions. You will only require rudimentary internet skills to access and use the online classrooms and it is strongly recommended that you have access to the internet to take full advantage of this support. A broadband connection is preferable and a personal email account is required. You may find that a lack of access to resources and discussion online will impact your enjoyment and success of some courses.

1.3.ii The computing facilities available at a public library or internet café may be sufficient.

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

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Requirement Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic internet skills</td>
<td>Essential</td>
</tr>
<tr>
<td>Personal email address</td>
<td>Essential</td>
</tr>
<tr>
<td>Internet access</td>
<td>Essential (library access should be fine)</td>
</tr>
<tr>
<td>Word processing software</td>
<td>Essential (able to export to word format)</td>
</tr>
<tr>
<td>Broadband</td>
<td>Recommended (for video/audio)</td>
</tr>
</tbody>
</table>

1.3.iii You will normally retain access to the learning resources, within the VLE, 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 your enrolment form for every course you undertake.

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.
Access for students with mobility impairments

1.4.iv 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.v 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 6.4).

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 International students

Visa and entry clearance

1.6.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.

1.6.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

1.6.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. In some cases you may be asked to provide evidence of English language competence. See http://www.ice.cam.ac.uk/studying-with-us/international-students.
1.7 Change of name or address

1.7.i The name you give on your application should be your legal name. This will be used on all certificates and 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).

1.7.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.

1.8 Feedback from students

1.8.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.

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

1.9 Virtual Learning Environment (VLE)

1.9.i Some 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.
1.10 University libraries

1.10.i You may apply to the Academic Programme Manager for a letter of introduction to the University Library where access rights can be gained on payment of an administration fee to the University Library (£10 for six-months, £20 for twelve months).

1.11 Use of the internet

1.11.i 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.

1.11.ii 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.

1.11.iii Particular guidance about using internet resources can be found in the help and guidance section of the ICE VLE.
1.12 Transferable skills

1.12.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

1.12.iii You will also develop your observational and practical skills, research skills and computer literacy.

1.12.iv 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.
2 Plagiarism

2.1 Plagiarism defined

2.1.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. Further guidance is available within the VLE.
3 Student complaints procedures

3.1 About the complaints process

3.1.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.

3.1.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.

3.1.iii If you are dissatisfied with the Institute’s educational or support services you should follow the procedure as detailed below.

3.1.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.

3.2 Informal process

3.2.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.

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

3.2.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.

3.2.iv 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.
3.3 **Formal process**

3.3.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.

3.3.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.

3.3.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.

3.3.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.

3.3.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.

3.3.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.
3.3.vii 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.

3.3.viii 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.

3.3.ix 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.

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

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

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

3.3.xiii 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 4.10).
4 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.

4.1 Data protection

4.1.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.

4.1.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.

4.2 ICE data retention policy

4.2.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.

4.2.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.

4.2.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>
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</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.

4.2.iv Copyright and all other intellectual property rights relating to assignments and dissertations remain throughout with you.
4.3 Equality and diversity

4.3.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.

4.3.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.

4.3.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.
4.4  **Dignity**

4.4.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.

4.4.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.

4.4.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.

4.5  **Freedom of speech**

4.5.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.

4.6  **The University’s health and safety policy**

4.6.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.

4.6.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.
4.7 Disability

4.7.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.

4.7.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.

4.8 Student disciplinary procedure

4.8.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 2).

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.

4.8.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.

4.8.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.
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.

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.

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.

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

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.

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

4.9 **Removal from premises**

4.9.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.

4.10 **The Office of the Independent Adjudicator (OIA)**

4.10.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.

4.10.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](http://www.oiahe.org.uk)
5 Fees

5.1 About our fees

5.1.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).

5.1.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.

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

5.1.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.

5.1.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.
5.2 Refund and cancellation policies

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

5.2.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.

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

5.2.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.

5.2.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.

5.2.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

5.2.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.

5.2.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.

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

5.2.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.

5.2.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

5.2.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.

5.2.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, 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.

5.2.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.

5.2.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.

5.2.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.

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

5.3 Cancellation by ICE

5.3.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.
## 6 Contacts

### 6.1 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</td>
<td><a href="mailto:studentsupport@ice.cam.ac.uk">studentsupport@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>and ICE Appeals and Complaints Procedures Advisor</td>
<td></td>
</tr>
<tr>
<td>Student Records, change of email,</td>
<td><a href="mailto:ice.records@ice.cam.ac.uk">ice.records@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>change of address etc.</td>
<td></td>
</tr>
<tr>
<td>Assessment Standards Manager</td>
<td><a href="mailto:asm@ice.cam.ac.uk">asm@ice.cam.ac.uk</a></td>
</tr>
</tbody>
</table>

### 6.2 Course-related enquiries

<table>
<thead>
<tr>
<th>Enquiry Type</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Credit queries, credit transcripts, replacement</td>
<td><a href="mailto:studentsupport@ice.cam.ac.uk">studentsupport@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>certificates</td>
<td></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:onlinecourses@ice.cam.ac.uk">onlinecourses@ice.cam.ac.uk</a></td>
</tr>
</tbody>
</table>

### 6.3 Web addresses

<table>
<thead>
<tr>
<th>Category</th>
<th>URL</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>
</tr>
<tr>
<td>eLearning Helpdesk</td>
<td><a href="http://support.iceonline.cam.ac.uk">http://support.iceonline.cam.ac.uk</a></td>
</tr>
</tbody>
</table>
## 6.4 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</th>
<th>Name</th>
<th>Email</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>International Programmes</td>
<td>Claire Henry</td>
<td><a href="mailto:claire.henry@ice.cam.ac.uk">claire.henry@ice.cam.ac.uk</a></td>
<td>01223 760853</td>
</tr>
<tr>
<td></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>
<td>Emma Willson</td>
<td><a href="mailto:emma.willon@ice.cam.ac.uk">emma.willon@ice.cam.ac.uk</a></td>
<td>01223 746224</td>
</tr>
<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>
</tr>
<tr>
<td>Public and Professional Programmes</td>
<td>Katherine Roddwell</td>
<td><a href="mailto:katherine.roddwell@ice.cam.ac.uk">katherine.roddwell@ice.cam.ac.uk</a></td>
<td>01223 746223</td>
</tr>
<tr>
<td></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>
</tr>
<tr>
<td></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>
<td></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>
<td></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></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>
</tr>
<tr>
<td></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>
</tr>
<tr>
<td></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>
</tbody>
</table>
### 6.5 Academic Directors

<table>
<thead>
<tr>
<th>Academic Area</th>
<th>Name</th>
<th>Position/Role</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Archaeology and Anthropology</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>Biological Sciences</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>International Development and Global Change</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>Education and Social Science</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>Historic Environment (Landscape and Gardens)</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>History of Art and Architecture</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>History, Politics and International Relations</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>Literature, Film and Creative Writing</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>Local and Regional History</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>Philosophy</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>Physical Sciences</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>Religious and Classical Studies</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>
### 6.6 ICE Director and Divisional Directors

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director of Continuing Education</td>
<td>Dr Rebecca Lingwood</td>
<td><a href="mailto:rebecca.lingwood@ice.cam.ac.uk">rebecca.lingwood@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>Director of 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