Student Handbook 2016–17
Non-award-bearing courses
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 2016-17.

If you require this handbook in an alternative format please email: da@ice.cam.ac.uk.
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1 Studying with the University of Cambridge Institute of Continuing Education

1.1 Introduction

1.1.1 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.

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

1.2 Student commitment

1.2.1 Many of our students attend our non-award bearing courses for enjoyment and personal enrichment. Often the courses can be studied with no previous study or experience. However you should be confident that you are sufficiently prepared to participate in class discussions and or in the Virtual Learning Environment (VLE) and by completing any required reading. Should you wish to discuss the specific commitments for your course please contact the Academic Programme Manager or Public Programmes Co-ordinator, as appropriate, who will put you in touch with the appropriate Course Director and/or Academic Director.

1.3 Additional support for students

1.3.1 We make every effort both to anticipate and to make reasonable adjustments to meet the requirements of students with additional needs including those with unseen disabilities and specific learning difficulties such as dyslexia.

1.3.2 We can best support and advise you when we have been made aware, in advance, of the support you require. Please notify us of disability-related support on your application form for every course you undertake.

1.3.3 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.

1.3.4 Please contact the Disability Officer at da@ice.cam.ac.uk to discuss any particular requirements.
Access for students with mobility impairments

1.3.5 Madingley Hall offers parking at the front of the Hall for people with mobility impairments where level access is provided to the building, 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 the admissions team at the time of booking, or contact your Academic Programme Manager or the Public Programmes Co-ordinator, as appropriate, during your course for further support.

1.3.6 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 or the Public Programmes Co-ordinator (see section 6.4).

1.3.7 Please contact da@ice.cam.ac.uk if you would like to discuss your particular requirements or have any questions.

1.4 Field trips and laboratory sessions

1.4.1 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.

1.4.2 Students enrolled on a course requiring participation in specific field trips or laboratory sessions organised by ICE 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.

1.4.3 If arrangements have been made for you 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. ICE aims to identify for students any additional costs which will be incurred during a course.

1.4.4 Any accident or incident which has a potential for harm must be reported to the tutor, Course Director or other appropriate person who will inform the Academic Programme Manager or Public Programmes Co-ordinator and they will report it to the Institute’s Health and Safety Committee.
1.5 Change of name or address

1.5.1 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 at ice.records@ice.cam.ac.uk.

1.5.2 Changes of address, telephone number or email address should be notified to ICE via the Academic Programme Manager / Public Programmes Co-ordinator for your course. 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.

1.6 Feedback from students

1.6.1 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.

1.6.2 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 submits an annual report to be considered by the Director of Continuing Education and the ICE Academic Policy and Operations Committee.

1.7 Virtual Learning Environment (VLE)

1.7.1 Some ICE courses are supported by the ICE Virtual Learning Environment (VLE). 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 please contact the eLearning team helpdesk via support.iceonline.cam.ac.uk.

1.8 University Library

1.8.1 You may apply to the Academic Programme Manager or Public Programmes Co-ordinator for a letter of introduction to the University Library where access rights can be gained free of charge.
1.9 Use of the Internet

1.9.1 Some non-award-bearing courses are supported by resources online (in the ICE 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 VLE but 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.

1.9.2 What you will need to be able to study online 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)

1.9.3 If you do not have internet access at home you can 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](http://www.bbc.co.uk/webwise).

1.9.4 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 any coursework.

1.9.5 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.

1.10 Transferable skills

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

Interpersonal 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

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

1.10.2 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

2.1.1 Plagiarism is defined as submitting as one’s own work, irrespective of intent to deceive, that which derives in part or in its entirety from the work of others without due acknowledgement. It is both poor scholarship and a breach of academic integrity. Further guidance is available on the ICE website and on the VLE.
3 Student complaints procedure

3.1 About the complaints process

3.1.1 The Institute’s formal complaints procedure does not cover complaints that relate to matters of academic judgment. Complaints on such grounds are not likely to be accepted, and will ordinarily be dismissed or otherwise deemed ineligible for consideration. This position corresponds in principle to that adopted by the Office of the Independent Adjudicator for Higher Education (OIA) with regard to its reviews of student complaints (OIA Rule 3.2) www.oiahe.org.uk/media/100294/oia-rules-july-2015.pdf.

3.1.2 A complaint can normally only be made by the student affected. Where issues raised affect a number of students, those students can submit a group complaint, although to manage the process the group will be asked to nominate one student to act as the group representative.

3.2 The complaints process

3.2.1 If a student is dissatisfied with the Institute’s educational or support services (other than a mark, grade or qualification in respect of which the Academic Appeals Procedure applies (see the Award-bearing Student Handbook) s/he should follow the procedure as detailed below.

3.2.2 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.

3.2.3 The complaints process has three stages and it is anticipated that most problems will be resolved in the first two stages. The three stages are:

- Stage 1: Informal process
- Stage 2: Formal process
- Stage 3: Review process

3.2.4 A student may withdraw a complaint or stop the process at any time in Stage 1 or 2 and, in stage 3, with the consent of the University Reviewer by contacting the Education and Student Services Manager at qa@ice.cam.ac.uk.

3.2.5 If a student is considering raising a complaint relating to the Institute’s educational or support services, s/he may wish to contact the ICE Appeals and Complaints Procedures Advisor at qa@ice.cam.ac.uk. The Advisor cannot advise students on the merit or otherwise of their complaint or act on the student’s behalf, but will guide them through the process and provide procedural advice at each stage. Communication with the Advisor may be shared within ICE to enable your complaint to be handled more effectively.
Stage 1: Informal stage:

3.2.6 Because the purpose of the complaints procedure is to resolve problems, it is very important to voice concerns or to register the nature of a complaint as soon as possible, as it often enables the problem to be resolved quickly and informally. A complaint (which may, for instance, be founded on misunderstanding or disagreement) can sometimes simply require a calm, balanced and non-prejudicial discussion between parties, without the need for any further action. A complaint should normally be raised within three months of the occurrence of the matter complained about and if there is a delay the student should explain the reason.

3.2.7 At the earlier stages, a complaint may be resolved quickly and efficiently by simple consultation or discussion with the appropriate person, such as those listed below:
- Tutor
- Course Director
- Academic Director
- Supervisor
- Academic Programme Manager/Public Programmes Co-ordinator
- Director of International Programmes
- Director of Programmes
- Admissions Manager
- Education and Student Services Manager
- Appropriate departmental administrator

3.2.8 The person the student contacts might be able to solve the problem directly or offer suitable advice about how to proceed or where to go for assistance or advice. This person also be able to give advice informally about what would constitute an appropriate remedy.

3.2.9 If, however, the student feels that a complaint has not been dealt with satisfactorily at the initial, local level or if the problem is of a more serious nature, then s/he should follow the formal procedures set out below by moving to Stage 2 of the procedure.

3.2.10 Early resolution of a complaint is in the student’s interests and so moving to the formal process at Stage 2 would normally be expected to take place within 30 calendar days of the informal meeting or discussion. The student would be expected to explain in the Student Complaint Form (Stage 2) in what way the informal attempt to resolve the issue had not been successful, or why informal resolution is inappropriate.

Stage 2: Formal process

3.2.11 Before making a complaint under Stage 2 of the process, the student should have exhausted informal routes, as outlined under Stage 1. If informal routes have not been exhausted then the complaint may be referred back to informal resolution.
3.2.12 To submit a formal complaint, the student should contact the Deputy Director of ICE (or delegate) in writing by completing the Student Complaints Form (Stage 2) www.ice.cam.ac.uk/student-forms, which asks the student to explain the nature of, and grounds for, the complaint. The Deputy Director of ICE (or delegate) will acknowledge the complaint when received. Students need to articulate their complaint as fully as possible in the Stage 2 Student Complaints Form, so that submission of revised forms about the same complaint are not necessary. The ICE Appeals and Complaints Procedures Advisor can offer advice on the completion of the form on request (see paragraph 3.2.5 above).

3.2.13 In certain complex cases, a student may be directed to Stage 3 of the process without a Stage 2 review.

3.2.14 If the Deputy Director of ICE (or delegate), on inquiry, judges that the student’s expectations as to remedy appear to go beyond what the Institute can reasonably provide, the student will be advised of this as soon as possible, in writing, in order to manage expectations about possible outcomes.

3.2.15 If the Deputy Director of ICE (or delegate) considers the complaint to be misconceived or vexatious, s/he will write to the student to invite withdrawal of the complaint. The student will be given 7 calendar days to respond in writing to justify the complaint if s/he wishes it to proceed. This justification is reviewed by the relevant Director of Programmes and the Deputy Director of ICE (or delegate) and if they agree that the complaint is misconceived or vexatious, it will be dismissed at that point and the student will be informed.

3.2.16 In the event that the complaint has not been resolved by informal discussion or been dismissed as misconceived or vexatious, the Deputy Director of ICE (or delegate) will investigate and 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 or Public Programmes Coordinator, Director of Programmes or International Programmes, as appropriate, or other Service Manager.

3.2.17 Where a complaint puts at issue a matter of academic freedom and/or professional judgement and/or reputation of the person about whom the student is complaining, that person will receive a copy of the complaint and relevant evidence in order to provide a response to the Deputy Director of ICE (or delegate).

3.2.18 The Deputy Director of ICE (or delegate) will provide the student with a provisional response in writing normally within 20 calendar days of the initiation of the formal procedure. The student will be invited to comment on the provisional response in writing within 7 calendar days, though a longer period can be given for this response where there are justifying circumstances. If such comments are received, the Deputy Director of ICE (or delegate) will review the provisional response in the light of any observations made by the student, and will then provide the student with a final written response normally within 7 calendar days of receipt of the student’s response.
3.2.19 If the Deputy Director of ICE (or delegate) upholds the complaint, s/he will provide such remedy as is considered fair and impartial in all the circumstances, which may include:
- a full explanation
- an apology (which is not an admission of liability)
- the matter put right if possible
- if appropriate, some kind of financial recompense (for example if the student has paid for something which s/he did not receive

3.2.20 If the Deputy Director of ICE (or delegate) rejects the complaint, the written response will give a clear explanation of the decision and guidance on the student’s options at this point.

3.2.21 If the student is not satisfied with the outcome, whether the complaint is upheld or not, s/he may consider whether to pursue the complaint through Stage 3 (review process). ICE does not normally issue a completion of procedures letter in these circumstances, unless the student specifically requests one.

3.2.22 If the complaint is taken to Stage 3, the student will be expected to explain in the Student Complaint Form (Stage 3) the grounds on which the complaint should be carried forward by stating in what way the complaint has not been fully addressed through the Stage 2 formal process.

Stage 3: Review process

3.2.23 If a student decides to pursue a complaint to Stage 3 (formal review), s/he should contact the Director of Continuing Education by completing the Student Complaints Form (Stage 3) within 14 calendar days of receiving the outcome of the investigations under Stage 2 in writing. The ICE Appeals and Complaints Procedures Advisor (qa@ice.cam.ac.uk) will direct the student to the relevant online form.

3.2.24 If this case is considered by the Director of Continuing Education to be unfounded or vexatious the complaint will not proceed and the student will be informed in writing.

3.2.25 On receiving a Stage 3 complaint form, the student and the Director of Continuing Education will be provided with all the Stage 2 evidence and an overview summary from the Deputy Director of ICE (or delegate) of the procedure to date. The Director of Continuing Education will then appoint a University Reviewer, who has no prior involvement in the case.

3.2.26 The University Reviewer will be appointed by the General Board of the Faculties and will be a member of the Regent House or a senior member of a Cambridge College. The appointment of a University Reviewer is a formal procedure that will normally be completed within 30 calendar days.

3.2.27 The University Reviewer will consider all documents relating to the case, including the summary by the Deputy Director of ICE (or delegate), the student’s representations and the results of any further enquiries the University Reviewer may make, at his/her
discretion. All documents considered by the University Reviewer will be made available to the student.

3.2.28 The University Reviewer may terminate the proceedings, determine that a complaint is rejected as vexatious or groundless, or refer the complaint for informal resolution.

3.2.29 The University Reviewer will issue a summary containing findings about the complaint. The University Reviewer will consider:
- the nature and progression through Stages 1, 2 and 3 of the complaint
- the fair and accurate implementation of the Institute’s procedures
- the Institute’s judgements on the complaint

3.2.30 The ICE Education and Student Services Manager assists the University Reviewer and will prepare the draft summary of the findings and any recommendations.

3.2.31 The University Reviewer may make recommendations as to remedies to be adopted or other action recommended to be taken. If the complaint is dismissed, the University Reviewer will provide reasons for the decision.

3.2.32 The Director of Continuing Education will communicate the decision of the University Reviewer to the student, normally within 14 calendar days of the completion of the review, along with a completion of procedures letter.

3.2.33 The decision of the University Reviewer is final within the University and will be reported to the Institute’s Academic Policy and Operations Committee.

3.2.34 If the student is dissatisfied following completion of the University’s formal internal review and complaints procedures and after receiving a ‘completion of procedure letter’ the student may refer the matter to the Office of the Independent Adjudicator (OIA) (see section 3.3).

3.3 The Office of the Independent Adjudicator (OIA)

3.3.1 If a student remains dissatisfied following completion of the University’s formal internal review and complaints procedures, and after receipt of a ‘completion of procedures letter’, s/he 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.

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

Information here relates to the academic year 2016-17. Any amendments will be communicated to you and will be added to the ICE website www.ice.cam.ac.uk/studying-with-us/information-for-students/institute-policies. Please refer to the latest version when appropriate.

4.1 **Data protection**

4.1.1 The Data Protection Act 1998 sets out rules for processing personal information. It applies to some paper records as well as those held in electronic form. 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/.

4.1.2 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**

4.2.1 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.

4.2.2 All applications for copies of personal data held by ICE should be directed in writing to the Registry Data Manager (ice.records@ice.cam.ac.uk) in the first instance.

4.2.3 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. For further information please see www.information-compliance.admin.cam.ac.uk/data-protection/subject-access-request.

4.2.4 All data relating to student appeals and complaints is kept for six years after the issue of a letter of completion.
4.3 Use of student work by ICE

4.3.1 Occasionally we may wish to keep examples of student work for use in staff development, quality assurance or as a teaching tool. We will always seek your permission to use your work or ask you to opt out of the scheme, by contacting us at qa@ice.cam.ac.uk, before identifying your work for this purpose. In all cases, work would be anonymised. Work not kept for these purposes will be destroyed and/or deleted two years after the end date of the course.

4.3.2 Copyright and all other intellectual property rights relating to assignments and dissertations remain throughout with you.

4.4 Equality and diversity

4.4.1 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.

4.4.2 It is the intention of ICE to create conditions in which students, members of staff or applicants for admission as a student are treated solely on the basis of their merits, abilities and potential, regardless of sex, gender reassignment, marriage or civil partnership, pregnancy or maternity, race (including ethnic or national origin, nationality or colour), disability, sexual orientation, age, or religion or belief. 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.

4.4.3 The University’s policy statement on equality can be found on the University’s equality web pages at: www.admin.cam.ac.uk/offices/hr/policy/equal.html.

4.5 Dignity

4.5.1 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.

4.5.2 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 are expected to behave professionally and have the right to expect professional behaviour from others, including when participating in courses on the VLE.

4.5.3 Students are asked to respect other students’ privacy, whether online or in the classroom. It is not acceptable to discuss the contributions of other students outside of the classroom.
4.6 Freedom of speech

4.6.1 The University of Cambridge has a long tradition of seeking to safeguard freedom of speech. Under section 43 of the Education (No.2) Act 1986, 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.cambridgestudents.cam.ac.uk/new-students/rules-and-legal-compliance/freedom-speech.

4.7 The University's health and safety policy

4.7.1 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.

4.7.2 If you are concerned about a health or safety issue it should be reported to a member of ICE staff without delay.

4.8 Disability

4.8.1 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. For more information regarding additional support (see section 1.3).

4.9 Student disciplinary procedure

4.9.1 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, 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 authorised. 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.

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 http://www.admin.cam.ac.uk/univ/so/2015/chapter02-section19.html.

4.9.2 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.

4.9.3 If disciplinary proceedings are being taken against a student s/he may wish to contact the ICE Appeals and Complaints Procedures Advisor, qa@ice.cam.ac.uk. The Advisor cannot advise the student on what action to take or act on his/her behalf but will guide the student through the process providing procedural advice at each stage. Please note that communication with the Advisor may be shared within ICE to enable the disciplinary proceedings to be handled more effectively.

4.9.4 If it is suspected that a student has committed a disciplinary offence, the Director of Programmes or International Programmes shall, at his/her discretion, decide whether disciplinary proceedings should be initiated against the student. If it is decided to begin disciplinary proceedings, the student will be informed, in writing, by the appropriate Director of Programmes, and the following procedure observed. In the case of International Programmes’ students attending from an external institution, the Institute’s staff will decide the appropriate stage at which any accompanying external faculty member, and/or the home institution should be contacted about the incident, and the extent to which these parties should be involved in the following steps:

a) The Director of Programmes or International Programmes will appoint an investigating officer from among the staff of ICE, who has no prior involvement in the matter under investigation. The Investigating Officer will act on behalf of the appropriate Director of Programmes and request the Director to provide a full written report on the issues under investigation normally within 20 calendar
days, a copy of which will be sent to the student and other members of the Institute’s staff, where relevant. The Investigating Officer will invite the student to make a written statement and seek information from any other person thought by any of the parties to have relevant information.

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

c) If the Director of Programmes or International Programmes, as appropriate, decides that there is an apparent case and that a disciplinary offence has been committed, unless it is decided to proceed by way of informal counselling, the Director will:

- convene a disciplinary hearing before a Panel of Inquiry comprising three members of University staff appointed by the Director of Programmes or International Programmes, as appropriate. 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 the student a statement of the disciplinary allegation to be determined at the hearing;
- provide the student with copies of all statements and evidence to be considered at the disciplinary hearing;
- advise the student that s/he may attend the hearing to present his/her case, and to give evidence, and that s/he may bring a companion for support or representation and/or invite one or more witnesses to attend to give evidence in person, the only requirement being that the student inform the Institute beforehand of those attending the hearing on his/her behalf.

d) At the disciplinary hearing, the case for ICE shall be presented by the Director of Programmes or International Programmes, who may also call witnesses to the hearing.

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

f) The range of disciplinary sanctions available to the Panel shall include any one or more of the following:
- formal warning
- suspension from use of the Institute’s facilities
- expulsion from the programme or course
- debarring from subsequent enrolment on any of the Institute’s programmes or courses
- a fine not exceeding £175 or a requirement to pay compensation (not exceeding £250) 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.

4.9.5 The date of the hearing shall be determined taking into account the availability of the student and the members of the Panel and other officers in attendance. In the event that the student fails to attend the disciplinary hearing, the Panel of Inquiry may, at its discretion, proceed to decision in the student’s absence.

4.9.6 The Education and Student Services Manager assists the Panel of Inquiry and will be present throughout the whole proceedings of any hearing and prepares minutes of the meeting.

4.9.7 The student will be informed by the Chairperson, in writing, of the decision of the Panel normally within 14 calendar days. At the same time, the student will be informed of the right to appeal in writing to the Director of Continuing Education against the decision of the Panel of within 14 calendar days of receiving notice of the decision. The student must state the grounds for the appeal.

4.9.8 On receiving the student’s decision to appeal, the Director of Continuing Education will initiate the process of appointing a University Reviewer to consider the appeal, who will have had no prior involvement in the case.

4.9.9 The University Reviewer is appointed by the General Board of the Faculties and will be a member of the Regent House or a senior member of a Cambridge College. The appointment of a University Reviewer is a formal procedure that will normally be completed within 30 calendar days.

4.9.10 In exceptional circumstances the University Reviewer may at his/her 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 the process.

4.9.11 The Director Continuing Education and/or the University Reviewer may vary, at their discretion, the procedure adopted from time to time to provide for the efficient and equitable disposal of disciplinary issues.
4.9.12 If a student’s appeal is accepted, the student will be invited to submit written representations within 14 calendar days, or longer where appropriate. The University Reviewer will consider all written documents relating to the case, the student’s representations and the results of any further enquiries the University Reviewer may make, at his/her discretion. All documents considered by the University Reviewer will be made available to the student.

4.9.13 The Education and Student Services Manager assists the University Reviewer and will prepare the draft summary of the findings and any recommendations.

4.9.14 The University Reviewer will issue a report containing findings about the appeal and may make recommendations as to remedies to be adopted or other action recommended to be taken. If the appeal is dismissed the University Reviewer will provide, in writing, reasons for the decision.

4.9.15 The Director of Continuing Education will communicate the decision of the University Reviewer to the student in writing normally within 14 calendar days of the review, along with a completion of procedures letter.

4.9.16 The decision of the University Reviewer is final within the University. All decisions reached by a University Reviewer will be reported to the Institute’s Academic Policy and Operations Committee.

4.9.17 If the student remains dissatisfied following completion of the University’s formal internal review and disciplinary procedures and after receiving a completion of procedures letter s/he may refer the matter to the Office of the Independent Adjudicator (OIA) (see section 3.3).

4.10 Removal from premises

4.10.1 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.
5 Fees

5.1 About our fees

5.1.1 Fees for individual courses, or where appropriate individual programmes, are outlined in the course leaflets and brochures and on the Institute’s website. Most are payable in full on enrolment although there is an option to pay in instalments on some courses. Fees cover all resources uploaded to the VLE. 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).

5.1.2 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.

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

5.1.4 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.

5.2 Refund and cancellation policies

5.2.1 This policy shall apply to all courses within the course type listed below.

5.2.2 You may cancel a Course Booking at any time. After the 14-day cancellation period has expired, the standard ICE course cancellation policy (as specified below) shall apply.

5.2.3 If you are acting as a consumer, and you cancel the Course Booking within 14 calendar days of receiving your Order Confirmation without giving any reason, you are entitled to a full refund of the price paid. If you are not acting as a consumer, the standard ICE refund and cancellation policy provisions shall apply.

5.2.4 Cancellations and refunds in circumstances outside those described above, and/or following the expiry of the 14-day cancellation period, are subject to the terms and conditions set out in this Information and Refunds policy. For the avoidance of doubt, the cancellation period will expire 14 days after the date of the Order Confirmation.
5.2.5 To cancel a Course Booking, you must inform us by calling Admissions on +44(0)1223 746262, or let us know of your decision to cancel the Contract by emailing ice.admissions@ice.cam.ac.uk or in writing to the following postal address: The Admission’s team, Institute of Continuing Education, University of Cambridge, Madingley Hall, Madingley, Cambridge, Cambridgeshire, CB23 8AQ. You may use the model cancellation form (available online), although it is not obligatory. Once completed, submit it electronically to the email address above or post it to the postal address above marked for Refund and Cancellation. If you do not use the model cancellation form you must clearly state your intention to cancel the course. To meet the cancellation deadline, it is sufficient for you to send your communication concerning exercising the right to cancel before the cancellation period has expired.

5.2.6 We will make the reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise. In any event you will not incur any fees as a result of this reimbursement.

5.2.7 If you start to use our services during the cancellation period (i.e. if the course commences during the 14-day cancellation period) or if you access the course materials via our VLE, you shall pay us an amount that is in proportion to what has been performed up until you have communicated to us your cancellation from this Contract, in comparison to full coverage of the Contract.

5.2.8 Express request to start the Services within the cancellation period - if you wish to start our services during the cancellation period, you must make an express request to do so in writing, e.g. email. If you subsequently decide to cancel the Contract, you will be liable to pay us an amount that is in proportion to the Services performed until you have communicated your decision to cancel, in comparison to full coverage of the Contract.

5.2.9 You will not have the right to cancel a Contract where the Services have been fully performed.

Policy 1: International Summer Programmes; Opportunities & Challenges in the Polar Regions; English Law and Legal Methods Summer Programme

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

5.2.11 Payment of the balance of the Programme Fee and the Accommodation Fee is due, in full, eight weeks before the programme start date, unless stated otherwise in the course information.

5.2.12 Cancellation of International Summer Programmes bookings: Cancellations are subject to the policies detailed in the table below. Cancellations due to an unsuccessful visa application are not eligible for a refund. All fees are non-transferable to another year or another student.
### Cancellations made within 2 weeks of receiving your Order Confirmation

<table>
<thead>
<tr>
<th>Tuition fees</th>
<th>Accommodation fees</th>
<th>Registration fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full refund</td>
<td>Full refund (unless cancellation period falls within 4 weeks of the start of the programme, in which case not refundable).</td>
<td>Full refund</td>
</tr>
</tbody>
</table>

### After the two-week cancellation period:

<table>
<thead>
<tr>
<th>Weeks before beginning of Programme</th>
<th>Tuition fees</th>
<th>Accommodation fees</th>
<th>Registration fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>More than 8 weeks</td>
<td>Full refund of the balance of payment (tuition less Registration Fee)</td>
<td>Full refund</td>
<td>Not refundable</td>
</tr>
<tr>
<td>8 to 4 weeks</td>
<td>50% refund of the balance of payment</td>
<td>Full refund</td>
<td>Not refundable</td>
</tr>
<tr>
<td>4 to 2 weeks</td>
<td>50% refund of the balance of payment</td>
<td>Not refundable</td>
<td>Not refundable</td>
</tr>
<tr>
<td>Less than 2 weeks</td>
<td>Not refundable</td>
<td>Not refundable</td>
<td>Not refundable</td>
</tr>
</tbody>
</table>
Cancellation of other course bookings:

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

5.2.14 Cancellations received after the 14 day cancellation period but 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.

5.2.15 Cancellations received later than 14 days prior to the start of the programme are not eligible for the refund of any fees, save for, where they are still within the 14 day cancellation period.

Policy 2: Weekend Programmes; Weekly Programmes; Day Schools; Online Courses

5.2.16 A Deposit, calculated as 15% of the total order value before any bursaries or discounts, applies to all course types.

5.2.17 For Weekly Programmes, Online Courses and Day Schools, full course fees are payable when booking your place on the course.

5.2.18 For Weekend Programmes, for bookings received earlier than 14 days before the start of the course, payment can be made in full or in instalments, with the final instalment payable 14 days before the start of the course. For bookings received later than 14 days before the start of the course, payment must be made in full.

5.2.19 For all course types, cancellations received within 14 days of booking your place on the course will receive a full refund.

5.2.20 Cancellations received after the 14-day cancellation period and earlier than 14 days before the start date of the course will receive a refund of any fees paid minus the Deposit.

5.2.21 Cancellations received after the 14-day cancellation period and later than 14 days before the start date of the course will not be eligible for a refund.

5.3 Cancellation by ICE

5.3.1 Whilst every effort is made to avoid changes to our programmes ICE reserves the right to withdraw any course. If for any reason ICE cancels a course, all course fees will be returned in full. We cannot however reimburse the cost of any pre-booked travel arrangements and suggest that you might like to consider travel insurance to cover any significant costs incurred.
5.4 Transfer of course place

5.4.1 Course places cannot be transferred to others. If you are no longer able to take up your place please contact the Admissions team at ice.admissions@ice.cam.ac.uk.
## 6 Contacts

### 6.1 General enquiries

<table>
<thead>
<tr>
<th>Contact</th>
<th>Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Admissions Team</td>
<td><a href="mailto:ice.admissions@ice.cam.ac.uk">ice.admissions@ice.cam.ac.uk</a> 01223 746262</td>
</tr>
<tr>
<td>Madingley Hall Reception</td>
<td><a href="mailto:enquiry@madingleyhall.co.uk">enquiry@madingleyhall.co.uk</a> 01223 746222</td>
</tr>
<tr>
<td>Education and Student Services</td>
<td><a href="mailto:qa@ice.cam.ac.uk">qa@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>Acting Quality Assurance Manager (Dr Liz Morfoot)</td>
<td><a href="mailto:liz.morfoot@ice.cam.ac.uk">liz.morfoot@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>ICE Appeals and Complaints Procedures Advisor</td>
<td><a href="mailto:qa@ice.cam.ac.uk">qa@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>Disability Liaison Officer</td>
<td><a href="mailto:da@ice.cam.ac.uk">da@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>Student Records</td>
<td><a href="mailto:ice.records@ice.cam.ac.uk">ice.records@ice.cam.ac.uk</a></td>
</tr>
</tbody>
</table>

### 6.2 Course related enquiries

<table>
<thead>
<tr>
<th>Enquiry</th>
<th>Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Credit queries, credit transcripts, replacement certificates</td>
<td><a href="mailto:ice.records@ice.cam.ac.uk">ice.records@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>Qualification queries</td>
<td>Undergraduate queries – <a href="mailto:ug-awards@ice.cam.ac.uk">ug-awards@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td></td>
<td>Postgraduate queries – <a href="mailto:pg-awards@ice.cam.ac.uk">pg-awards@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>International Summer Programmes</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:cpd@ice.cam.ac.uk">cpd@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>Postgraduate awards</td>
<td><a href="mailto:pg-awards@ice.cam.ac.uk">pg-awards@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>Short courses</td>
<td><a href="mailto:shortcourses@ice.cam.ac.uk">shortcourses@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>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>Virtual Learning Environment (VLE)</td>
<td><a href="https://vle.iceonline.cam.ac.uk">https://vle.iceonline.cam.ac.uk</a></td>
</tr>
<tr>
<td>eLearning Helpdesk</td>
<td>support.iceonline.cam.ac.uk</td>
</tr>
<tr>
<td>MSt VLE</td>
<td><a href="https://mst.iceonline.cam.ac.uk">https://mst.iceonline.cam.ac.uk</a></td>
</tr>
<tr>
<td>International Summer Programmes</td>
<td><a href="http://www.ice.cam.ac.uk/intsummer">www.ice.cam.ac.uk/intsummer</a></td>
</tr>
</tbody>
</table>
### 6.4 Academic Programme Managers

Details of the Academic Programme Manager for each course are given in the course specification, on the ICE website and in the VLE.

<table>
<thead>
<tr>
<th>Programme Type</th>
<th>Name</th>
<th>Email</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>International Programmes</td>
<td>Peter Drew</td>
<td><a href="mailto:peter.drew@ice.cam.ac.uk">peter.drew@ice.cam.ac.uk</a></td>
<td>01223 760856</td>
</tr>
<tr>
<td></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>Jonathan Lippman</td>
<td><a href="mailto:jonathan.lippman@ice.cam.ac.uk">jonathan.lippman@ice.cam.ac.uk</a></td>
<td>01223 746255</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>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>Susan Brignell</td>
<td><a href="mailto:susan.brignell@ice.cam.ac.uk">susan.brignell@ice.cam.ac.uk</a></td>
<td>01223 760862</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>Clare Kerr</td>
<td><a href="mailto:clare.kerr@ice.cam.ac.uk">clare.kerr@ice.cam.ac.uk</a></td>
<td>01223 746237</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>
<tr>
<td></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>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>
</tbody>
</table>
### 6.5 Academic Directors

<table>
<thead>
<tr>
<th>Discipline</th>
<th>Director</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Archaeology and Anthropology</td>
<td>Dr Gilly Carr</td>
<td><a href="mailto:gcc20@cam.ac.uk">gcc20@cam.ac.uk</a></td>
</tr>
<tr>
<td>Biological Sciences</td>
<td>Dr Tom Monie</td>
<td><a href="mailto:tpm22@cam.ac.uk">tpm22@cam.ac.uk</a></td>
</tr>
<tr>
<td>Creative Writing</td>
<td>Ms Midge Gillies</td>
<td><a href="mailto:midge.gillies@tutor.ice.cam.ac.uk">midge.gillies@tutor.ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>Education and Social Science</td>
<td>Dr Nigel Kettley</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><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><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><a href="mailto:mjs1001@cam.ac.uk">mjs1001@cam.ac.uk</a></td>
</tr>
<tr>
<td>International Development and Global Change</td>
<td>Dr Alexandra Winkels</td>
<td><a href="mailto:aw546@cam.ac.uk">aw546@cam.ac.uk</a></td>
</tr>
<tr>
<td>Literature and Film</td>
<td>Dr Jenny Bavidge</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><a href="mailto:skw30@cam.ac.uk">skw30@cam.ac.uk</a></td>
</tr>
<tr>
<td>Philosophy</td>
<td>Dr Alex Carter</td>
<td><a href="mailto:alex.carter@ice.cam.ac.uk">alex.carter@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>Physical Sciences</td>
<td>Dr Judith Croston</td>
<td><a href="mailto:judith.croston@ice.cam.ac.uk">judith.croston@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>Psychology</td>
<td>Dr Lee de-Wit</td>
<td><a href="mailto:lee.de-wit@ice.cam.ac.uk">lee.de-wit@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>Public Understanding of Science Fellow</td>
<td>Dr Chris Smith</td>
<td><a href="mailto:chris.smith@ice.cam.ac.uk">chris.smith@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>Religious and Classical Studies</td>
<td>Dr Justin Meggitt</td>
<td><a href="mailto:jjm1000@cam.ac.uk">jjm1000@cam.ac.uk</a></td>
</tr>
</tbody>
</table>
### 6.6 ICE Directors 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 James Gazzard</td>
<td><a href="mailto:james.gazzard@ice.cam.ac.uk">james.gazzard@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>Director of Programmes</td>
<td>Emma Jennings</td>
<td><a href="mailto:emma.jennings@ice.cam.ac.uk">emma.jennings@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>Director of Resources and Administration and Deputy Director of the Institute of Continuing Education</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>

### 6.7 Address for hard copy correspondence

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