



UNIVERSITY OF
CAMBRIDGE

Institute of Continuing Education

Student Handbook 2017–18

Award-bearing courses



This information relates to award-bearing courses for non-matriculated students (i.e. those who are not members of a Cambridge College) at the Institute of Continuing Education in the academic year 2017-18.

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

Updates to the Student Handbook:

15 November 2017 – the eLearning Helpdesk link has been updated.

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1 Studying with the University of Cambridge Institute of Continuing Education

1.1 Introduction

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

1.2 Student commitment

- 1.2.1 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 Virtual Learning Environment (VLE). You will need to do any required reading and go beyond the course materials to develop your knowledge further; for example through further reading, or through visits to sites and museums. You are also required to undertake all the assignments, and the time for this is included in the study hours ([see section 2.2.2](#)).
- 1.2.2 You are expected to attend all of the teaching sessions of your course. If it is necessary that you miss a session because of unforeseen and significant circumstances, please let your tutor and the programme team know as soon as possible.
- 1.2.3 Deciding to study for any course is a significant commitment and 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, it is advised that you discuss this with the appropriate Course Director and/or Academic Director who can advise you on the specific commitments for the course.

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 disabled students including those with unseen disabilities and specific learning difficulties such as dyslexia.
- 1.3.2 We can best support and advise you when we are made aware, in advance, of the support you require. If you indicate on your application form that you require additional support, you will be sent a Student Additional Requirements Form (SARF) to complete which is treated separately to your application.
- 1.3.3 The SARF will ask you to provide further details about your requirements and support needs.
- 1.3.4 It is essential that you let us know about any additional requirements as soon as possible. If you inform us after the start of the course, support may take time to implement and we are normally unable to make retrospective allowances for disability-related issues. If your circumstances change during the course, please let the Disability Liaison Officer know as soon as you can (da@ice.cam.ac.uk).

Access for students with disabilities

- 1.3.5 Madingley Hall offers disabled parking at the front of the Hall 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, please inform the admissions team at the time of booking, or contact your Academic Programme Manager during the course for further support.
- 1.3.6 Some of the Institute's courses are held in buildings which are not owned by the University. If you have completed a SARF, we will contact you to discuss your requirements.
- 1.3.7 Please contact the Disability Liaison Officer at da@ice.cam.ac.uk if you have any questions or would like to request a SARF.

1.4 Field trips and laboratory sessions

- 1.4.1 Some courses may include field trips, visits to local museums or galleries, or laboratory work. We undertake a risk assessment under University guidelines and take appropriate measures where needed. Please listen carefully when the tutor draws attention to any hazards; 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 therefore you may 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 normally responsible for arranging your own transport to the venue. The University's public liability insurance cover commences only when you arrive at the location. If transport to an activity is provided, the cost of transport will normally have been included in your course fee. 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 and who will report it to the Institute's Health and Safety Committee.

1.5 University facilities

- 1.5.1 Students studying a qualification that is at least one academic year in length can apply for a University card on application (help.uis.cam.ac.uk/user-accounts-security/security/university-card). The card provides students with full access to the resources of the University Library (www.lib.cam.ac.uk/) as well as entry to a number of University facilities (see below).

- 1.5.2 To replace a lost card, at no charge, you should contact the ICE Data Manager at ice.records@ice.cam.ac.uk.
- 1.5.3 You are required to return your University card to the ICE Data Manager when your studies end or when the card expires; the expiry date is given on the card.
- 1.5.4 ICE students are welcome to use the membership facilities at the University Centre in Mill Lane, Cambridge. See www.unicen.cam.ac.uk/ for the range of eating places and relaxation areas available.
- 1.5.5 Free entry to the University Botanic Gardens (www.botanic.cam.ac.uk/) is available on presentation of a University card. Students are asked to identify themselves as ICE students upon entering the gardens.

1.6 Intermission (taking a break from your studies)

- 1.6.1 We recognise that a variety of external factors can affect your ability to study part-time and where possible we will try to enable you to continue or complete your studies when you are able to do so. However, you should note that we cannot guarantee that particular courses will be identical in content or repeated in the same format, and some programmes must be completed within a specified time (see the course guide).

Intermission

- 1.6.2 In cases of particular and unforeseen difficulty, such as serious illness — your own or that of a close family member — or an unexpected change in personal circumstances, you may request to intermit, i.e. to return at a later date to complete your studies. Certificate and Diploma students must have completed at least one course unit's assessment and Advanced Diploma students at least one summative assignment, to intermit.
- 1.6.3 Financial difficulty will not normally be considered an appropriate cause for intermission.
- 1.6.4 If circumstances arise which mean you consider intermitting from the course, it is important to discuss them first with your tutor, Course Director and/or Academic Director who may be able to offer you guidance and support. Your Academic Programme Manager can advise you of the options open to you.
- 1.6.5 The online form by which you may request an intermission can be found at www.ice.cam.ac.uk/info/student-forms. (If you require a copy of this form in an alternative format please contact the Education and Student Services Manager at qa@ice.cam.ac.uk). Please complete and submit the form along with any documentary evidence. If illness or a medical condition is cited, the request cannot be considered without supporting medical documentation.
- 1.6.6 Applications to intermit will be reviewed by the Acting Quality Assurance Officer (or delegate) and the decision will be communicated to you via the Academic Programme Manager.

1.6.7 Intermitting students are required to accept the terms and conditions below:

- If you are a Certificate or Diploma student and wish to intermit part way through a termly unit you will be required to attend and complete the whole of that unit upon returning to your studies. Therefore you cannot intermit during the first term of a course.
- If you are an Advanced Diploma student and wish to intermit part way through a course, you must have completed at least the first summative assignment. If these requirements have not been met, you will be deemed to have withdrawn from the course. You may apply for the course again when it is next offered, but there can be no guarantee that you will be offered a place.
- If you have received permission to intermit, you will be expected to return to study at the first available opportunity. Intermission can be carried forward to the next presentation of the course which is normally one academic year but may be less frequent. Please contact the Academic Director for further information.
- If you are granted an intermission, course fees must be paid in full for the year — or for the course as a whole if you are taking a two year course such as an Advanced Diploma — and will be held by ICE towards the course fees due on your return.
- The course fees active at the time of return will apply and any shortfall between payments already made and the fees due at the time of return must be met by you.
- ICE is committed to making every effort to enable you to complete your studies. However, ICE cannot guarantee to run any course in any particular year or to maintain the current format of a course to facilitate intermission.
- You are obliged to contact your Academic Programme Manager to confirm your return to the course at least two months prior to your scheduled return and to request information regarding the payment of any fee differential.
- You will be subject to the ICE policies and procedures active at the time of your return.

1.6.8 If you are an intermitting Certificate or Diploma student, your access to the Virtual Learning Environment (VLE) for the unit(s) you have completed will be reduced to a read-only status and your access to the unit(s) from which you are intermitting will be suspended until your return to the course, when you will have full access again.

1.6.9 If you are an Advanced Diploma student intermitting from your course, your Virtual Learning Environment (VLE) access will be reduced to read-only status until you return from intermission when you will have full access again.

Delaying your start date (deferral)

- 1.6.10 We do not operate a deferral process. If you apply for a course and later wish to postpone your entry, you must withdraw and reapply for a later presentation ([see the refund and cancellation policy in section 8.2](#)). Acceptance on a future offering of the course cannot be guaranteed.

Stopping your studies (withdrawal)

- 1.6.11 If circumstances arise which mean you consider withdrawing from the course, it is important to discuss them with your tutor, Course Director and/or Academic Director who may be able to direct you to sources of help and advice.
- 1.6.12 If you wish to withdraw from a course, you should contact your Academic Programme Manager as soon as possible. Standard cancellation conditions will apply ([see section 8.2](#)).
- 1.6.13 If you have withdrawn from a course, your Virtual Learning Environment (VLE) access will be suspended and you will no longer have access to the VLE. You should also return your University card to the ICE Data Manager at the point of withdrawal.

1.7 Change of name or address

- 1.7.1 The name you give on application should be your legal name. This will be used on all certificates and award-supporting documents. If you wish to change your name or its format, you should contact the student records team at ice.records@ice.cam.ac.uk.
- 1.7.2 Changes of address, telephone number or email address should be notified to ICE via the Academic Programme Manager or Programme Administrator 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.

1.8 Feedback from students

- 1.8.1 You are encouraged to complete an online evaluation form at the end of each course. The information provided is used to help improve and develop ICE course provision. Questionnaires are completed anonymously.
- 1.8.2 We are also grateful for your feedback on any aspect of our provision at any time of year. Immediate concerns or suggestions should be given orally or by email to your tutor, or to the Academic Programme Manager for your course. Alternatively you can email the Education and Student Services team at qa@ice.cam.ac.uk.

2 Studying at the University

2.1 About ICE qualifications

- 2.1.1 All qualifications offered by ICE are qualifications of the University of Cambridge, endorsed by the relevant Faculties or Departments and approved by the Education Committee of the University's General Board.

2.2 Academic credit and university-level study

- 2.2.1 Academic credit formally recognises and measures in credit points the learning process that you have undertaken and successfully completed.
- 2.2.2 Credit is generally calculated in terms of hours of study: both face-to-face teaching and discussion, and independent study for assignments. The calculation assumes that each credit is awarded for around 10 hours of successful learning; so, by this calculation, a 60-credit course will involve around 600 hours of successful study. It is, however, recognised that students study at different paces and use a variety of approaches, so this is a recommendation, rather than an absolute calculation. Examples of how study may be broken down are: pre-class preparation; classroom time (including lectures, seminars, discussions, debates, case studies, break-out groups etc.); engagement within the VLE; peer-to-peer interaction (informal and guided); field work and visits; preparations for assignments; assignment writing and feedback and so on.
- 2.2.3 Each qualification carries a specified number of credit points and these are nationally recognised within the Credit Accumulation and Transfer Scheme (CATS). Under the CAT Scheme, each year of a full-time undergraduate degree programme equates to 120 credit points. Each year of a degree is generally studied at a particular level; the first year of a full-time degree programme in England, Wales and Northern Ireland is taught and assessed at FHEQ level 4, the second year at FHEQ level 5 and the third year at FHEQ level 6 (Framework for Higher Education Qualifications). For details of the differences between the academic requirements of each level, see Table 1, [Qualifications of the University of Cambridge offered through ICE](#).
- 2.2.4 Credit is awarded to you when you have shown, through assessment, that you have successfully completed a programme by meeting the specific set of learning outcomes for that programme.
- 2.2.5 If you do not complete a course, you cannot be awarded credit for part of it.
- 2.2.6 The flexibility of the Credit Accumulation and Transfer Scheme makes it possible to transfer credit awarded by the University through ICE into the degree programmes of other higher education providers. The volume of credit that can be transferred from ICE into a course at another institution is at the discretion of that institution. The rules vary from one institution to another and you are advised to contact the receiving institution as soon as possible.

2.2.7 To achieve a University of Cambridge qualification, you need to complete an approved core curriculum. You cannot therefore transfer credits from other higher education institutions into University of Cambridge awards.

2.3 Table 1: Qualifications of the University of Cambridge offered through ICE

		Course	Credits	Qualification
UNDERGRADUATE	FHEQ 4	Undergraduate Certificate course	60 Credits	eg Undergraduate Certificate in Archaeology
		Undergraduate Certificate course I + Undergraduate Certificate course II in the same subject	120 Credits	eg Undergraduate Certificate of Higher Education in Archaeology
	FHEQ 5	Undergraduate Diploma course	60 Credits	eg Undergraduate Diploma in Archaeology
		Undergraduate Diploma course I + Undergraduate Diploma course II in the same subject	120 Credits	eg Undergraduate Diploma of Higher Education in Archaeology
	FHEQ 6	Undergraduate Advanced Diploma course	120 Credits	eg Undergraduate Advanced Diploma in Archaeology
POSTGRADUATE	FHEQ 7	Postgraduate Certificate	60 Credits	eg Postgraduate Certificate in Medical Education
		Postgraduate Diploma	120 Credits	Postgraduate Diploma
		A part-time Master's degree taken over two years		Master of Studies (MSt)

3 Study guidance

3.1 Study skills

- 3.1.1 Effective study skills are fundamentally important and it is worthwhile investing time in developing these skills, particularly if you are new to undergraduate-level study or returning after a break. You can find study skills guidance through the ICE VLE and tutors will inform you of any additional subject-specific guidance that is available.

3.2 University libraries

- 3.2.1 As a student taking an award-bearing course with ICE, you have the same borrowing rights at the University Library as a University undergraduate (www.lib.cam.ac.uk/). You will also be able to access the University Library's online resources off campus by using your Raven password.
- 3.2.2 Some of the University's departments hold specialist libraries and it is worthwhile checking with the Course Director whether they would be a useful resource to consult.

3.3 Using the ICE Virtual Learning Environment (VLE)

- 3.3.1 What you will need to be able to study a course with ICE:

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

- 3.3.2 It is essential that you have an email account and regular access to an internet-connected computer.
- 3.3.3 ICE award-bearing courses are supported by a web-based Virtual Learning Environment (VLE). This is both a useful study resource and a communication channel with fellow students and tutors. It is also the place where assignments are submitted and tutor feedback is received, unless an assignment is unsuitable for electronic submission.
- 3.3.4 After registering for a course which requires access to the VLE 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 at elarning@ice.cam.ac.uk.

3.4 Use of the internet

- 3.4.1 If you do not have internet access at home, the computing facilities available at a public library or internet café may be sufficient. Unlimited free computing and internet access will be available to you within the University Library throughout your course.
- 3.4.2 A public library is a good place to enquire about access and training. The BBC provides useful information and guidance for those new to using the internet at www.bbc.co.uk/webwise.
- 3.4.3 Whilst there is a great deal of information available on the internet, it is important to note that websites should be approached critically. Not all will be reliable or up to date, and you should check both the credentials of the author and the date on which the web-page was last updated. You are strongly advised that it is not usually appropriate to rely largely or wholly on information taken from websites in the preparation of assignments.
- 3.4.4 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.

3.5 Transferable skills

- 3.5.1 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

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

3.5.3 Some of the award-bearing courses offered by ICE also offer the opportunity to develop professional competencies, workplace skills and achieve professional qualifications that will enable you to progress or change careers.

4 Plagiarism

4.1 Plagiarism

- 4.1.1 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.
- 4.1.2 Examples of plagiarism include copying (using another person's language and/or ideas as if they are a candidate's own), by:
- quoting verbatim another person's work without due acknowledgement of the source;
 - paraphrasing another person's work by changing some of the words, or the order of the words, without due acknowledgement of the source;
 - using ideas taken from someone else without reference to the originator;
 - cutting and pasting from the internet to make a pastiche of online sources;
 - submitting someone else's work as part of your own without identifying clearly who did the work; e.g. buying or commissioning work via professional agencies such as 'essay banks' or 'paper mills', or not attributing research contributed by others to a joint project.
- 4.1.3 Plagiarism might also arise from colluding with another person, including another student, other than as permitted for joint project work (i.e. where collaboration is concealed or has been forbidden). You should include a general acknowledgement where you have received substantial help; for example, with the language and style of a piece of written work.
- 4.1.4 Plagiarism can occur in respect of all types of sources and media:
- text, illustrations, musical quotations, mathematical derivations, computer code, etc.;
 - material downloaded from websites or drawn from manuscripts or other media;
 - published and unpublished material, including lecture hand-outs and other students' work.
- 4.1.5 Acceptable means of acknowledging the work of others (by referencing, in footnotes, or otherwise) is an essential component of any work submitted for assessment, whether written examination, dissertation, essay, registration exercise or group course work. The most appropriate method for attribution of others' work may vary according to the subject matter and mode of assessment. The Course Director will provide guidance on the relevant scholarly convention for submitted work at the start of your course.

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

Self-plagiarism

- 4.1.7 You may only submit an assignment for formal assessment once. Assignments that have previously been submitted to ICE or to another university for formal assessment should not be submitted. Self-plagiarism occurs when the same piece of work (or a significant part thereof) is submitted for formal assessment twice.
- 4.1.8 If you do cite small sections of your own pre-existing work, you must reference it in the same way as if it were sourced from another author.
- 4.1.9 You are responsible for ensuring that you have read and understood the Institute's plagiarism guidance above. Further guidance relating to the avoidance of plagiarism is available on the University website at: www.admin.cam.ac.uk/univ/plagiarism/students/.
- 4.1.10 If, after reading the guidance, you have any outstanding queries you should seek clarification at the earliest opportunity from the Course Director.
- 4.1.11 All assignments submitted for assessment are screened using the text-matching software Turnitin (see section 4.4).
- 4.1.12 Failure to conform to the expected standards of scholarship (e.g. by not referencing sources) in work submitted for assessment will be investigated by the Assessment Standards Panel and may affect the mark given to your work (see section 4.5). In addition, suspected cases of the use of unfair means (of which plagiarism is one form) may be subject to further disciplinary action.
- 4.1.13 This guidance is also given in the ICE VLE, in your course space.

4.2 References and bibliographies

- 4.2.1 You must familiarise yourself with the guidance on referencing and good academic practice in your programme, and follow it in all work submitted for assessment.
- 4.2.2 Acceptable means of acknowledging the work of others (by referencing, in footnotes, or otherwise) may vary according to the subject matter and mode of assessment, so you should refer to the guidance materials available on the ICE VLE that relate to the relevant scholarly conventions for submitting work in a particular subject area of study. If a paper copy of this guidance is required, you should contact your Course Director.

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

4.3 Turnitin UK text-matching software

About Turnitin UK text-matching software

- 4.3.1 The University subscribes to Turnitin UK software which is widely used in UK universities to screen students' work. The software compares the text of submitted work with a large database of material available online and within its database of previous submissions.
- 4.3.2 The software makes no judgement about whether a student has plagiarised; it simply shows the percentage of the submission that matches other sources and produces an originality report which highlights the text matches and, where possible, displays the matching text and its immediate context.
- 4.3.3 In many cases the software highlights correctly cited references or 'innocent' matches. Therefore, all originality reports will be carefully reviewed to determine whether the work does contain plagiarism.

How will Turnitin be used by ICE?

- 4.3.4 Work submitted for assessment will be subjected to blanket screening. The originality report issued by Turnitin UK is then scrutinised by the Academic Programme Manager for your course to determine whether further action may be necessary. ICE has chosen blanket screening as the fairest process. The resulting originality report will normally only be referred to ICE's Assessment Standards Panel if there is evidence of suspected plagiarism or faulty scholarship ([see section 4.5](#)).

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

- 4.3.5 Use of Turnitin UK complies with UK Copyright and Data Protection Laws. Submission to Turnitin does not affect your ownership of the work; the copyright and intellectual property of all work remains with the original owner (normally the student, with the exception of some sponsored research projects). No personal or sensitive data will be transmitted.

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

- 4.3.6 Materials submitted to Turnitin UK will be identified by a Turnitin reference number, course details and institution. Therefore, personal data will not be used.

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

- 4.3.7 If a report generated by another institution identifies matches with a student's work, the report will only show the extent of the match and the contact details of the University's Turnitin UK Administrator. If approached, the Turnitin UK Administrator may attempt to contact you about the matter. The content of your work will not normally be revealed to a third party outside the University of Cambridge without your express permission.
- 4.3.8 If a match is found with material submitted from within the University, the reviewers can obtain the full text without your permission.

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

- 4.3.9 Work submitted to Turnitin UK will be retained indefinitely on the Turnitin UK database unless a student specifically requests that it be removed. Retaining your work on the database will help to ensure that your work remains protected from future attempts to plagiarise it; will help maintain the integrity of the University's qualifications; and will maximise the effectiveness of the software, therefore it is hoped that such requests will be kept to a minimum. However, once moderation has been concluded, students may at any time contact the Academic Programme Manager for their course, to request that their work be removed.
- 4.3.10 Queries about ICE's use of Turnitin UK should be addressed in the first instance to the Course Director or Academic Director.
- 4.3.11 You are reminded that Turnitin is only one method of checking the originality of your work. Examiners may initiate the standard investigative procedures if they have unresolved queries about the originality of your work.
- 4.3.12 Students are responsible for ensuring they have read and understood the Institute's policy on [plagiarism](#) and the information above on Turnitin.

4.4 Procedure for dealing with assignments found to contain unacknowledged materials

- 4.4.1 Assignments that have been identified in Turnitin as having unacknowledged materials will be submitted to the Assessment Standards Panel (consisting of a member of academic staff as Chair, the relevant Academic Director, the Marker, the Course Director, and the relevant Academic Programme Manager). The Assessment Standards Panel will be tasked with making a decision as to whether the evidence available suggests that the unacknowledged materials are the result of poor/faulty scholarship, or whether a possible academic offence has been committed. In making their decision the Panel may invite you to an interview in accordance with University procedure.

4.4.2 If the decision of the Assessment Standards Panel is that the unacknowledged work is the result of poor/faulty scholarship, the Panel will then decide on a mark reduction proportionate to the level of poor/faulty scholarship (that does not introduce a punitive element). The Panel may decide to refer the work back to the tutor to be remarked, based on original content only. The Academic Programme Manager will communicate the final mark to you.

4.4.3 If the Assessment Standards Panel believes that the unacknowledged material is not the result of faulty scholarship and that you possibly committed an academic offence, you will be contacted and invited to provide to the Panel, in person or in writing, a defence/explanation of the use of unacknowledged material. You may also be invited to attend an interview. The Assessment Standards Panel will then consider the case and come to one of the following conclusions:

i) No case to answer: the suspicions are unfounded

The Chair of the Assessment Standards Panel (or delegate) will convey the outcome and the final mark to you in writing.

ii) No intention to gain unfair advantage but evidence of poor scholarship

The Panel may modify the mark in light of the decision. The Chair of the Panel (or delegate) will convey the outcome and the final mark to you in writing.

iii) Unfair means suspected

Where it is evident that there was a deliberate attempt to gain an unfair advantage, or that the facts are unclear or disputed, the Chair will refer the case and all supporting evidence to the Deputy Director of ICE (or delegate) who will come to one of the following decisions:

a) Not to pursue the case

b) To apply an appropriate penalty, which may include:

- withdrawal from the course
- lowering the mark
- failure of the examination or assignment

c) If the case is not proved, to conclude the academic assessment process on the basis that there is no question of you intending to use unfair means.

The Deputy Director of ICE (or delegate) will convey the outcome to you in writing.

Review stage

4.4.4 Following the Assessment Standard Panel's decision, if you remain dissatisfied with the outcome, you may request a review by contacting the Education and Student Services Manager at qa@ice.cam.ac.uk. The review will not usually consider issues afresh or involve a further investigation.

4.4.5 The review procedure allows for a decision to be reviewed on the following grounds:

- a) Procedural irregularities that occurred during the decision-making process, which were material or potentially material to the decision reached; and/or
- b) The decision is unreasonable, in that no reasonable person could have reached the same decision on the available evidence; and/or
- c) The availability of new evidence, which materially impacts the outcome and which, for valid reasons, could not have been submitted at an earlier stage.

4.4.6 The Reviewer will convey the outcome to you in writing.

5 Regulations

5.1 Achieving a qualification

5.1.1 You must meet all requirements to achieve a qualification:

- participate actively in class work and/or in the VLE, where appropriate;
- submit all of the assessed assignments for your course;
- demonstrate the achievement of all the learning outcomes expected from the course by achieving a pass mark for each termly unit (though see the section [If you fail an assignment](#)) and/or any other tasks stated as a requirement in the syllabus;
- attend the face-to-face teaching sessions; full attendance is expected. If you must miss a session owing to unforeseen and significant circumstances, the tutor and programme team should be informed as soon as possible.

5.1.2 All courses have their own handbooks or course guides detailing specific requirements that must be fulfilled in order to achieve a qualification. Copies of these handbooks or course guides are available on the VLE.

[Achieving a Certificate/Diploma of Higher Education](#)

5.1.3 If you successfully complete a second Certificate or Diploma in a particular subject area then you may either:

- accept the award of a second Certificate or Diploma (each transcript will detail the subject areas studied), or,
- request the combined award of a Certificate or Diploma of Higher Education (120 credits in the CAT Scheme) in the named subject on the completion of the second 60-credit Certificate or Diploma.

5.1.4 You will be contacted by the ICE Data Manager following your second year of study and asked if you wish to receive a second Certificate or Diploma or to apply for a Certificate/Diploma of Higher Education in the named subject.

5.1.5 If you wish to receive a Certificate/Diploma of Higher Education, you are required to return your certificate and transcript from your first award to the ICE Data Manager.

5.2 Assessment

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

- 5.2.2 If you have any questions about an assignment — for example, difficulty in understanding the question, uncertainty about a topic or title, or inability to find the sources needed—you should consult the tutor or Course Director. Where the assignment topic is selected by you and is not listed in the course guide, it must always be approved by the tutor or Course Director beforehand. A written record of this agreement should be kept.
- 5.2.3 Assignments which have previously been submitted towards an award for assessment, whether with ICE or with another provider, should not be submitted a second time, unless resubmission of the assignment has been formally sanctioned (see section 4.1.7 on self-plagiarism).

5.3 Examinations

- 5.3.1 If the course involves a formal written examination, the format of the examination will be described in the syllabus of the course so that you are aware of the requirements of the examination from the start of your studies.
- 5.3.2 If you have special examination requirements due to disability or medical condition(s) (e.g. extra time or the use of a computer), you must notify us before the end of the first term of your course. If you have already submitted a SARF (Student Additional Requirements Form), then please contact your Academic Programme Manager. If you have not submitted a SARF, please email da@ice.cam.ac.uk in the first instance, to ensure that appropriate arrangements can be made. Requests made after the end of the first term may mean that arrangements cannot be implemented in time.
- 5.3.3 If you are unwell at the time of an examination, please inform the Academic Programme Manager, before the examination is taken, of any illness that may affect your performance. Documentary evidence will subsequently be required if you apply to ICE for the consideration of mitigating circumstances relating to your performance (undergraduate programmes only). Such applications will be considered by the Mitigating Circumstances Committee.

5.4 Oral examination (*viva voce*)

- 5.4.1 In some circumstances (e.g. if you are being considered for an exceptional mark, or are on the borderline between groups of marks) you may be invited to take part in an oral examination or *viva voce* (discussion of student's assignment or thesis). You will be given advance notice of this, along with advice on how to prepare. This normally applies to postgraduate courses only.

5.5 Student research ethics

- 5.5.1 Some ICE programmes, for example Advanced Diplomas, may involve a self-directed research project. The ICE Student Research Ethics Committee (SREC) considers ethical aspects of students' research projects which involve human participants or the collection of data that may be of a personal nature, or involve methods that affect the subject.

- 5.5.2 If you are undertaking such a research project you will be asked by your supervisor to complete a Student Research Ethics Form which can be found on the ICE website: www.ice.cam.ac.uk/info/student-forms. Where a project does include activities such as those listed above, the SREC will consider the proposal and either approve the project, ask for more information, or suggest amendments.

5.6 Submission of assignments

- 5.6.1 The information below applies unless a course-specific handbook/guide gives alternative instructions, in which case you should observe those instructions.
- 5.6.2 **Assignments should be word processed and submitted via the VLE.** A high level of competence in writing, grammar and spelling is always expected.
- 5.6.3 You are generally expected to word process your assignments using commonly available word-processing software, such as Microsoft Word or Open Office (free to download from www.openoffice.org). File formats we can accept are Word (doc/docx), PDF and RTF. Most word processing packages can save to these formats.
- 5.6.4 In some cases it may not be appropriate to submit assignments using the formats above – in these cases your tutor will discuss alternative arrangements with you.
- 5.6.5 All submitted work must be your own and must not have been previously submitted as part of the formal assessment for an award-bearing course (see section 4.1.7 on self-plagiarism).
- 5.6.6 **All sources must be acknowledged within assignments and listed in a bibliography.** It is essential that in each assignment the source of quotations and specific points taken from other authors are acknowledged and referenced according to the referencing system recommended for your course. The assignment needs to be accompanied by a bibliography or list of resources that have been consulted during the preparation process. Plagiarism (the unacknowledged submission of ideas, words, images or figures created by others) is not acceptable to the University, whether or not there is intent to deceive (see the [ICE Plagiarism Policy](#) in section 4.0 for further guidance and information).
- 5.6.7 All assignments submitted for assessment are screened using the text-matching software Turnitin (see section 4.4 for further information).
- 5.6.8 **Assignments should be within the stipulated word count.** Course requirements regarding the length of assignments vary, so you should always check the syllabus and with your tutor. You are required to declare the word length of your work on your assignment.
- 5.6.9 The word length specified *includes* or *excludes* the following (unless otherwise stated in the course guide):
- includes: references in the main body of the text, footnotes and endnotes,
 - excludes: bibliography or list of resources, abstract, list of contents or abbreviations at the beginning or end of the assignment, numerical tables and figures.

5.6.10 **Appendices should only be used with the agreement of your tutor/supervisor.**

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

5.6.11 **Use of diagrams should be discussed with your tutor/supervisor.**

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

5.7 Deadlines for submission of assignments (undergraduate programmes)

5.7.1 Deadlines for the submission of course assignments will always be clearly signalled to you in writing and usually in course/programme documents published before the start of the course. Extensions for assignments are not available and late assignments, without accepted mitigating circumstances, will incur late submission penalties (see section 5.14).

5.8 Deadlines for submission of assignments (postgraduate programmes)

5.8.1 Please see your course guide for details.

5.8.2 All submission deadlines refer to Greenwich Mean Time (GMT) or British Summer Time (BST). Check carefully if your local time differs from this.

5.9 Marking and returning assignments

5.9.1 ICE aims to return your marked work to you as promptly as possible, with the feedback from the tutor, to enable you to build on this feedback for your next assignment. The mark for your assignments will follow shortly, as soon as the unit has been moderated by the Internal Assessor. Please note that all marks are provisional until the full moderation process for the course / year has been completed.

5.9.2 If a course has a weighted marking scheme, details will be given in the course guide or specific course handbook.

5.10 Marks

5.10.1 You will receive three types of mark on your course: a mark for each assignment; unit marks, made up of weighted assignment marks if more than one assessed assignment has been submitted for a unit; and an overall course mark.

- Assignment mark: the mark given for each assignment submitted for assessment.
- Assignment mark (late submission – for undergraduate programmes only): the mark given for each assignment submitted for assessment minus any reduction for late submission (see section - [Late submission of assignments](#)).

- Unit mark: the mark given for each unit (term) of study. If you are submitting more than one assignment for a unit, the unit mark will comprise a weighted average of each assessed assignment for that unit.
- Course mark: your final percentage mark, combining a weighted average of your assignment marks and any penalties incurred for late submission. Please note that if any late submission penalties have been applied to your assignments' marks, it is these reduced marks that will be used for your course mark.

5.11 Marking criteria

5.11.1 Your assignments will be assessed by your ability to demonstrate the successful achievement of the learning outcomes and the employment of academic skills, both of which are given on the assignment feedback form on which your tutor will give you feedback on your assignment. The academic skills listed below are relevant to most courses, though this list is not exhaustive or subject-specific:

- relevant knowledge and information showing conceptual understanding, contextualisation, reading and research;
- use of appropriate academic and other relevant sources
- independence of thought
- quality and structure of argument
- analysis, evaluation and critical engagement with arguments and evidence
- spelling, punctuation and grammar
- references and bibliography

5.11.2 Specific subjects may have additional academic skills listed on the assignment feedback form, as appropriate.

5.11.3 Your work will receive a percentage mark using the scale in [Table 2](#) (undergraduate courses) or [Table 3](#) (for the majority of postgraduate courses). Postgraduate students should refer to their individual course guides for their course marking scale.

5.12 Table 2 - Marking scale for courses at undergraduate level

Mark (%)	Student's work shows:
Excellent	
80 – 100	<ul style="list-style-type: none"> • Evidence of exceptional quality over and above the criteria listed below.
70 - 79	<ul style="list-style-type: none"> • Wide range of knowledge and information and evidence of independence of thought. • Appropriate and perceptive reference to relevant academic sources. • A consistent demonstration of powers of critical analysis and synthesis in developing arguments.
Good	
60 - 69	<ul style="list-style-type: none"> • A thorough grasp of relevant knowledge and information. • Extensive reference to appropriate academic sources. • Clear evidence of an analytical approach to the issues raised by the topic. • The capacity to engage critically with arguments and evidence.
Competent	
50 - 59	<ul style="list-style-type: none"> • A secure grasp of relevant knowledge and information and evidence of a competent understanding of relevant concepts. • Reference to a reasonable range of relevant academic sources. • Some evidence of an analytical and critical approach.
Weak	
40 - 49	<ul style="list-style-type: none"> • Evidence of assimilation of relevant knowledge, but contains some errors, omissions or irrelevancies. • Limited reference to relevant academic sources. • Little evidence of analysis or a critical approach. • Some weakness in the structuring of assignments.
PASS THRESHOLD	
0 – 39	<ul style="list-style-type: none"> • Some elements of relevant knowledge but contains significant errors, omissions or irrelevancies. • Evidence of a poor grasp of relevant concepts. • Poorly structured assignments failing to address the issues under discussion. • Work of an extremely low standard, fundamentally failing to address relevant issues; • Incoherent argument, serious errors.

5.13 Table 3 - Marking scale for courses at postgraduate level

Numerical scale	Mark awarded	Student's work shows
Excellent		
80-100	Pass with distinction (where the programme awards distinction)	Evidence of the exceptional quality in relation to the criteria listed for the award of 70-79% and outstanding critical insights and thought-provoking arguments
75-79	Pass with distinction (where the programme awards distinction)	An accessible, accurate and clear account. Clear assimilation and understanding of the evidence. Well informed by a wide range of relevant ideas. Excellent analyses, arguments and explanations. Exceptionally good structuring of the material with clear progression and development as the work proceeds
Good		
70-74	Pass	An accessible, accurate and direct account. Clear assimilation and understanding of the evidence. Well informed by current ideas. Very good analyses, arguments and explanations. Very good insights and personal reflections on the material. Carefully structured and organised presentation.
Competent		
65-69	Pass	An accessible, accurate and direct account. Good analyses, arguments and explanations. Good insights and personal reflections on the material. Well-organised presentation.
60-64	Pass	An accessible, accurate and direct account. Fair analyses, arguments and explanation but with some remaining gaps or confusion. Fair degree of personal insight. Reasonably well organised presentation.
PASS THRESHOLD		
50-59	Fail	Reliance on a restricted range of evidence, or irrelevant material introduced. Weaknesses of factual description. Weaknesses in the analyses, arguments and explanations. Weaknesses in the insights and reflections on the material. Weakly-organised presentation with a poor progression through the work.
0-49	Fail	Limited range of evidence or lack of focus. Weak understanding of the material presented. Lack of coherent argument. Absence of personal insight. Serious weaknesses in the organisation of the presentation.

5.14 Moderation procedures

- 5.14.1 The moderation of assessment is an important element in assuring the quality of programmes.
- 5.14.2 Samples of assessed work from each Certificate, Diploma and Advanced Diploma course are moderated each term by an internal subject assessor and all Advanced Diploma dissertations are moderated.
- 5.14.3 Samples of work, tutors' feedback, and the reports of internal assessors are submitted to a Subject Moderation Panel at the end of the course (and at the end of the first year of two-year courses such as Advanced Diplomas). The Panel consists of an Internal Assessor; an Internal Examiner, usually a member of the University's academic staff; and a Moderating External Examiner, usually an academic member of staff from another University. The Panel are responsible for determining that the work reaches the required standard for the level of the course; that tutors' marking is fair, and that the standard achieved is commensurate with that of other higher education providers elsewhere in the country. All results remain provisional until the moderation process has been completed and approved.
- 5.14.4 The report of the Subject Moderation Panel is considered by the Institute's Academic Policy and Operations Committee for the approval of University awards normally in November or December of the calendar year in which the course is completed.
- 5.14.5 The annual report of the Moderating External Examiner is made available to students on the course via the ICE VLE.

5.15 Late submission of assignments (undergraduate programme only)

- 5.15.1 ICE recognises that external circumstances can sometimes affect students' ability to undertake part-time study. If you experience significant difficulties that affect your performance please see the [mitigating circumstances](#) section below.
- 5.15.2 The submission deadlines for each unit's assignment(s) are given in the course guide. ICE does not grant extensions for assignments. If you know in advance that you must submit your work after the submission deadline, please inform your tutor and the Academic Programme Manager for your course.
- 5.15.3 If you need to submit work late due to a significant problem such as a serious illness – your own or that of a close relative – please let us know as soon as possible, as a request for mitigating circumstances may be the best way forward for you ([see section 5.15](#)).
- 5.15.4 For late submissions due to less serious issues such as time management or technical problems, a daily cumulative system of penalties is applied to the mark given for your assignment, up to a maximum of a 10% penalty. After eight days, the assignment cannot be accepted and a fail is recorded.

5.15.5 The rate at which marks will be deducted from the academic mark for a late assignment is as follows:

- on Day 1 at 3% plus 1% for each successive day up to a maximum of 10% (Day 8)
- on Day 9, the assignment becomes inadmissible without approved mitigating circumstances and a fail will be recorded for that assignment.

5.15.6 This penalty is applied to the mark of the late assignment.

5.15.7 A day normally covers 24 hours from the date and time of the submission deadline. Part of a day late – i.e. less than 24 hours - counts as a day late in terms of the application of these penalties.

5.15.8 You are recommended to start the uploading of your work in good time. If your work is late, you are encouraged to submit it as soon as you can after the due date, to minimise the late submission penalty.

5.16 Mitigating circumstances (undergraduate programmes only)

5.16.1 From time to time you may encounter difficulties that affect your studies. These may be relatively minor and short-term, or they may be more substantial. In these cases, we strongly recommend that you contact your Academic Programme Manager to discuss all of the options open to you. When you submit work late, a penalty is only finalised after the mitigating circumstances process and moderation of the course have been completed.

5.16.2 The mitigating circumstances process is intended to help those facing severe difficulties such as:

- hospitalisation
- bereavement
- serious illness of self or dependants
- unexpectedly heavy work demands over an extended period

5.16.3 It is unlikely that minor ailments, technical problems or time management issues would be eligible for this process.

5.16.4 If you encounter difficulties that substantially affect your achievement (and you can provide direct evidence of this), result in late submission or cause you to miss classes, you should complete a mitigating circumstances form online (www.ice.cam.ac.uk/info/student-forms). If you require this form in a different format please contact the Education and Student Services team at qa@ice.cam.ac.uk.

5.16.5 Regardless of the nature of your mitigating circumstances claim, you may be asked to provide documentary evidence to support your request, except, for example, in cases of bereavement. You will also be asked to identify the length of time that the circumstances affected your study and to confirm for which assignments you are seeking mitigation and what remedy you are seeking.

- 5.16.6 The form and all supporting evidence will be treated confidentially within ICE and will be viewed only by those necessary to the process of the consideration of the request and to support you.
- 5.16.7 You should complete a mitigating circumstances form as soon as you can for each term where your work or performance has been affected adversely by significant events. Please note that the deadline for the submission of this form for each term is below:
- Michaelmas term 2017: 1 February 2018
 - Lent term 2018: 1 May 2018
 - Easter term 2018: 1 August 2018
- 5.16.8 If you are taking an Advanced Diploma course or studying a Certificate or Diploma course which did not start in October please discuss the appropriate dates for the submission of mitigating circumstances requests with your Academic Programme Manager.
- 5.16.9 The Mitigating Circumstances Committee meets at the end of each term to consider all requests from that term. The Committee make decisions based on the information given on your form, so please provide as much detail as possible. If you wish to submit further information or evidence before the final submission deadlines above, please contact the Education and Student Services Manager at qa@ice.cam.ac.uk. The submission of late mitigating circumstances requests will be considered on a case-by-case-basis.
- 5.16.10 The Committee may:
- cancel some or all late submission penalties;
 - recommend that the student is permitted to re-write and resubmit the assignment (with no late submission penalty);
 - recommend that the student is permitted to submit a missed assignment (with no late submission penalty);
 - recommend no action.
- 5.16.11 The Committee does not alter individual assignment marks.
- 5.16.12 If the Committee approves your mitigating circumstance request and allows you to submit new or resubmitted work, you will be advised by your Academic Programme Manager of the new submission deadline.
- 5.16.13 Students with mitigating circumstances may also be permitted to resubmit more than one unit's work if this is approved by the Mitigating Circumstances Committee.

Review stage

- 5.16.14 Following the Mitigating Circumstances Committee's decision, if you remain dissatisfied with the outcome, you may request a review by contacting the Education and Student Services Manager (qa@ice.cam.ac.uk). The review will not usually consider issues afresh or involve a further investigation.
- 5.16.15 The review procedure allows for a decision to be reviewed on the following grounds:

- a) Procedural irregularities that occurred during the decision-making process, which were material or potentially material to the decision reached; and/or
- b) The decision is unreasonable, in that no reasonable person could have reached the same decision on the available evidence; and/or
- c) The availability of new evidence, which materially impacts the outcome and which, for valid reasons, could not have been submitted at an earlier stage.

5.16.16 The Reviewer will convey the outcome to you in writing.

5.17 If you fail an assignment (undergraduate programmes only)

- 5.17.1 The following guidelines on the resubmission of assignments are for Certificate, Diploma and Advanced Diploma students. For postgraduate programmes [see section 5.17](#).
- 5.17.2 Certificate and Diploma students are required to pass all units of a course in order to achieve the award. The assignment(s) within each unit make up the unit mark, dependent on the weighting of the assignments. If a unit mark is below the pass mark, you will be offered the opportunity to resubmit, once only, the failed assignment(s). Resubmission outside the mitigating circumstances process is offered for no more than one unit's work during the course, regardless of the length of the course, and only if the unit mark is a fail.
- 5.17.3 Where a unit requires the submission of more than one assessed assignment, you will be considered to have passed the unit even if not all of the assignments have met the pass standard, *provided that the unit mark is a pass*.
- 5.17.4 A Course Director may stipulate for particular courses that students need to achieve a pass mark for *all* assignments in order to pass the course. If this is the case for your course, it will state this in your course guide.

Resubmission of work

- 5.17.5 If you are required to resubmit work you will be informed shortly after the end of the unit, along with a resubmission deadline. You may be offered a tutorial to help you with your resubmission.
- 5.17.6 Resubmission is not offered to students who have failed an assignment due to penalties for late submission without accepted mitigating circumstances.
- 5.17.7 Within the failed unit, you will only be able to re-submit the failed assignment(s) and not those assignment(s) which have met the pass standard. The marks for resubmitted work are not capped.

- 5.17.8 Advanced Diploma students may re-submit failed summative assignments, once only, in the first part of the course, assuming that the fail mark is not arrived at through unmitigated late submission. However, resubmission of a dissertation which is given a fail mark is only possible in exceptional circumstances and is not normally permitted. Advanced Diploma students are required to pass all assessed assignments – that is, summative assignments and dissertation - to achieve the award.

Failure due to circumstances outside your control

- 5.17.9 If circumstances outside your control have contributed to you failing an assignment, or prevented you from submitting work, you are strongly encouraged to complete a mitigating circumstances form as soon as you are able to do so. Depending on the severity of the problem, you may be permitted to submit work at the end of the unit without penalty. Please see section [5.15 Mitigating Circumstances](#).

5.18 If you fail an assignment (postgraduate programmes only)

- 5.18.1 The following guidelines on the resubmission of assignments are for students studying a postgraduate programme. For undergraduate programmes [see section 5.16](#).
- 5.18.2 Postgraduate students are required to pass all units of a course in order to achieve the award. The assignment(s) within each unit make up the unit mark, dependent on the weighting of the assignments. If a unit mark is below the pass mark, you will be offered the opportunity to resubmit, once only, the failed assignment(s). Resubmission is offered for no more than one unit's work during the course, regardless of the length of the course, and only if the unit mark is a fail.
- 5.18.3 Where a unit requires the submission of more than one assessed assignment, you will be considered to have passed the unit even if not all of the assignments have met the pass standard, *provided that the unit mark is a pass*.
- 5.18.4 A Course Director may stipulate for particular courses that students need to achieve a pass mark for *all* assignments in order to pass the course. If this is the case for your course, it will state this in your course guide.

Resubmission of work

- 5.18.5 If you are required to resubmit work you will be informed shortly after the end of the unit, along with a resubmission deadline. You may be offered a tutorial to help you with your resubmission.
- 5.18.6 Within the failed unit, you will only be able to resubmit the failed assignment(s) and not those assignment(s) which have met the pass standard. Marks for resubmitted work are not normally capped unless otherwise stated. Please refer to the Course Handbook for details.

5.18.7 **Extensions to assignment submission deadlines (postgraduate programmes only)**

- 5.18.8 In exceptional circumstances you may request an extension to your assignment submission deadline via your Academic Programme Manager.
- 5.18.9 An extension can normally be granted for a period of up to two weeks, although this may vary on different courses, and there should be no expectation that such an extension will be granted.
- 5.18.10 Examples of exceptional circumstances would include illness of self or dependants, or unanticipated changes in personal circumstances.
- 5.18.11 Holiday arrangements, social commitment, and normal changes in workload are not considered as exceptional circumstances.
- 5.18.12 If an extension is granted, you would be expected to meet the agreed deadline. A request for a second extension cannot normally be considered.
- 5.18.13 In extreme circumstances a longer extension may be possible but, again, there should be no expectation that such an extension will be granted. Such applications will be referred to the Faculty for your particular programme. The exact duration of the extension will be determined by the Faculty for your programme and in some instances a recommendation to delay studying for a period of time may be made.
- 5.18.14 Examples of extreme circumstances would include bereavement or prolonged illness. Regardless of the nature of your extension claim, you may be asked to provide documentary evidence to support your request, except for example, in cases of bereavement.
- 5.18.15 If an extension is granted, you may request a letter from your Academic Programme Manager to request that the University Library extend your borrowing rights.
- 5.18.16 A formal record of the extension will be kept.
- 5.18.17 When an extension is granted, marking and moderation processes fall outside of the standard timetable and may take longer to complete.

5.19 **Tutorials**

- 5.19.1 If at any time you feel your studies are being affected by circumstances outside your control, or you are concerned about your progress, you should contact the Course Director as soon as possible to arrange a tutorial. This will be an opportunity to discuss your progress on the programme, any measures that need to be taken, or sources of support you can make use of in order to complete the programme successfully.
- 5.19.2 If we are concerned about your progress, we may invite you to attend a tutorial with the Course Director.

5.20 Confirmation of the award of a qualification

- 5.20.1 When the awards have been approved by the Academic Policy and Operations Committee, you will be informed of your results by letter or email.

5.21 Certificates and transcripts

- 5.21.1 The University generates a certificate and transcript which can either be sent by post or presented at an awards ceremony held at Madingley Hall.

5.22 Replacement certificates and transcripts

- 5.22.1 For qualifications awarded from 2010-11 onwards, duplicate or replacement certificates and transcripts can be requested from the University's online store at:
www.cambridgestudents.cam.ac.uk/your-course/graduation-and-what-next/degree-certificates-and-transcripts.
- 5.22.2 For qualifications awarded up to and including 2009-10, please contact ice.records@ice.cam.ac.uk stating your full name, date of birth, the title and date of the course or qualification concerned and whether you require a replacement/additional certificate or transcript. There will be an administrative charge of £25.

5.23 Additional information regarding your academic performance

- 5.23.1 Please refer to [section 6.2](#) which details the ICE data retention policy in respect of assessed work. Such information should be requested via qa@ice.cam.ac.uk within 10 working days of receiving formal confirmation of the decision relating to the award of credit, mark or grade. Students should bear in mind, however, that the Subject Moderation Panel sees only samples of work submitted for assessment.

6 ICE procedures

Information here relates to the academic year 2017-18. Any amendments will be communicated to you and will be added to the ICE website www.ice.cam.ac.uk/info-for-applicants/topic/policies and the VLE. Please refer to the latest version when appropriate.

6.1 Data protection

- 6.1.1 Information about the University's data protection policies and procedures is published at www.information-compliance.admin.cam.ac.uk/data-protection.
- 6.1.2 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 forthcoming 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.

6.2 ICE data retention policy

- 6.2.1 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.
- 6.2.2 All applications for copies of personal data held by ICE should be directed in writing to the Education and Student Services Manager (qa@ice.cam.ac.uk) in the first instance.
- 6.2.3 Release of data under this policy does not constitute a formal subject access request under data protection legislation. Requests for access to all other personal data should be directed to the University Data Protection Office at data.protection@admin.cam.ac.uk. For further information please see www.information-compliance.admin.cam.ac.uk/data-protection/subject-access-request.

6.3 Table 4 – Retention of ICE data

Data relating to examination papers and dissertations	Retention time (unless a student has already initiated an appeal against his or her result)	Accessible through
Examination scripts	Six months from the publication of final results	Academic Programme Manager
Marks for individual questions (examination papers only)	Six months from the publication of final results	Academic Programme Manager
Examiners' comments relating to procedural or rubric infringements or other practical points	Six months from the publication of final results	Academic Programme Manager
Examiners' comments relating to academic judgement	Six months from the publication of final results	Academic Programme Manager
Minutes of examiners' meetings	Indefinitely	Academic Programme Manager
Final result and/or mark or grade	Indefinitely	Available on student certificate and transcript
Data relating to assignment assessment	Retention time (unless a student has already initiated an appeal against his or her result)	Accessible through
Assignment scripts and Advanced Diploma dissertation scripts	Two academic years after the academic year of the course ¹	Available via the VLE (Virtual Learning Environment)
Assignment feedback from tutor	Two academic years after the academic year of the course	Available via the VLE (Virtual Learning Environment)
Minutes of examiners' meetings	Indefinitely	Academic Programme Manager
Assignment marks/grades	Indefinitely	Available on student certificate and transcript
Final result and/or mark or grade	Indefinitely	Available on student certificate and transcript
Data relating to complaints and appeals procedure	Retention time	Accessible through
All documents relating to students' appeals and complaints	Last action on complaint plus six years	Education and Student Services Manager

¹ Assignments unsuitable for electronic submission or scanning will be returned to/collected by you for appropriate retention/storage.

Use of student work by ICE

- 6.3.1 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 permission to use your work or ask you to opt out of the scheme. 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.
- 6.3.2 Copyright and all other intellectual property rights relating to assignments and dissertations remain throughout with you.

6.4 HESA and data protection

- 6.4.1 The Higher Education Statistics Agency (HESA) is the official agency for the collection, analysis and dissemination of quantitative information about higher education.
- 6.4.2 If you are studying on an award-bearing course we will send some of the information we hold about you to HESA. HESA will handle your personal data securely; for more information please see www.hesa.ac.uk/about/regulation/data-protection/notices.

6.4.3 Equality and diversity

- 6.4.4 The University of Cambridge, which includes ICE, is committed in its pursuit of academic excellence to equality of opportunity and to a pro-active and inclusive approach to equality, which supports and encourages all under-represented groups, promotes an inclusive culture, and values diversity. The University's core values, expressed in its mission statement, include freedom of thought and expression and freedom from discrimination.
- 6.4.5 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. 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.
- 6.4.6 The University's policy statement on equality can be found on the University's equality web pages at: www.equality.admin.cam.ac.uk:8080/equality-and-diversity-cambridge/equality-opportunities-policy.

6.5 Dignity

- 6.5.1 The University of Cambridge, including ICE, is committed to maintaining a learning and working environment in which the rights and dignity of all members of the University community are respected.
- 6.5.2 The University expects all members of its 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 corresponding responsibility to behave professionally towards others. This includes online activity.

- 6.5.3 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 the classroom.
- 6.5.4 If you feel that you need support from ICE in approaching an individual who you consider has been compromising your dignity by behaving inappropriately, then you should contact the Education and Student Services Manager at qa@ice.cam.ac.uk.

6.1 Freedom of speech

- 6.1.1 The University is committed to the principle and promotion of freedom of speech and expression, and has a long tradition of seeking to safeguard them. 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.

6.1 The University's Health and Safety policy

- 6.1.1 The University is subject to the Health and Safety at Work Act. The University has a range of health and safety policies in accordance with section 2(3) of the Health and Safety at Work Act 1974. These policies cover all institutions in the University (except the University Press) and apply to all persons working in the University, including students.
- 6.1.2 If you are concerned about a health or safety issue, it should be reported to a member of ICE staff without delay.

6.1 Disability

- 6.1.1 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](#).

7 ICE Policies

7.1 ICE Student complaints procedure

About the complaints procedure

- 7.1.1 The University is committed to high quality of educational and other provision for students, and encourages students to say where there is cause for concern in individual or general matters.
- 7.1.2 The University 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.
- 7.1.3 The University's Student Complaints Procedure and guidance can be found at www.studentcomplaints.admin.cam.ac.uk/student-complaints. The procedure can only be used by a Registered Student, which includes ICE students pursuing a course of study leading to the award of a certificate or diploma. Before making a complaint, students are asked to consult the procedure, read the explanatory notes on the procedure and are encouraged to seek support from an advisor of their choice.
- 7.1.4 ICE offers procedural support through the ICE Appeals and Complaints Procedures Advisor (qa@ice.cam.ac.uk). The Advisor cannot instruct students on the merit or otherwise of their complaint or act on the students' 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 the complaint to be handled more effectively.
- 7.1.5 The University's Student Complaints Procedure has three stages: Local Resolution, Formal Resolution and Review. The Local Resolution procedure, dealt with by ICE, is outlined below.

Local Resolution

- 7.1.6 This procedure should be read in conjunction with the full Student Complaints Procedure and guidance as referred to in [paragraph 7.1.3](#).
- 7.1.7 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 early as possible, as it often enables the problem to be resolved quickly and informally. It is expected that an issue will be raised as soon as possible and in any event within 28 calendar days of it occurring, to enable swift resolution. Complaints or evidence submitted outside of this timeframe will not be accepted unless there is a valid reason for delay, which will be judged on a case-by-case basis.
- 7.1.8 Complainants should raise complaints, in writing or in person, to the Acting Quality Assurance Officer (or delegate) at qa@ice.cam.ac.uk.
- 7.1.9 The Acting Quality Assurance Officer (or delegate) will acknowledge the complaint and investigate and consider the case, consulting with appropriate individuals, as required.

7.1.10 A complaint may be resolved quickly and efficiently by simple consultation or discussion with the appropriate people, 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

7.1.11 The Acting Quality Assurance Officer (or delegate) may invite the Complainant to a meeting as part of an investigation, but is not obliged to hold such a meeting. If such meeting is held, the Complainant may be accompanied or represented by someone of the Complainant's choosing.

7.1.12 Once the Acting Quality Assurance Officer (or delegate) has completed the investigations on the complaint, s/he will respond, in writing, in a timely manner and normally within 21 calendar days of its receipt. Where a response cannot be provided within 21 calendar days, the Acting Quality Assurance Officer (or delegate) will write to the Complainant within that period to indicate the reasons for delay and when a response is likely to be provided. The written response will inform the Complainant about the next stage of the Procedure where the Complainant remains dissatisfied with the response.

7.2 Academic appeals from students

7.2.1 The academic appeals procedure is limited to instances where a student has failed to be approved for the qualification for which s/he has been examined. The following procedure must be observed, except in the case of the Institute's International Programmes Division where credit is only awarded by an external body. In such cases, appeals concerning the award of credit must be taken up with the relevant external institution.

7.2.2 Requests for consideration regarding personal difficulties that significantly affect a student's study should be made through the mitigating circumstances procedure ([see section 5.15](#)).

7.2.3 The appeals process has two stages:

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

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

7.2.5 If a student is contemplating making an appeal relating to the award of a qualification s/he may wish to contact the ICE Appeals and Complaints Procedures Advisor at qa@ice.cam.ac.uk. The Advisor cannot advise the student on the merit or otherwise of the appeal or act on the student's behalf, but will guide the student through the process and provide procedural advice at each stage. Communication with the Advisor may be shared within ICE to enable a student's appeal to be handled more effectively.

Stage 1: Formal stage

7.2.6 As the first stage in making an appeal, the student should contact the Acting Quality Assurance Officer (or delegate) by completing the Student Appeals Form (Stage 1) www.ice.cam.ac.uk/student-forms. If students require an alternative format of the form they should contact the Education and Student Services Manager (qa@ice.cam.ac.uk). This initial contact should be made within 14 calendar days of receiving formal notification of the failure to achieve the qualification for which the student has been examined. If there are exceptional circumstances, ICE may consider accepting an appeal after the 14-day appeal period has expired.

7.2.7 The Acting Quality Assurance Officer (or delegate) will acknowledge the request for a review when received. If the Acting Quality Assurance Officer (or delegate) requires additional documentary evidence from the student, it should be provided within 14 calendar days of the request.

7.2.8 The review will be conducted by the Acting Quality Assurance Officer (or delegate) who will consult the relevant Subject Moderation Panel and other persons or bodies, if appropriate.

7.2.9 Following full consideration of the case, the Acting Quality Assurance Officer (or delegate) may make one of the following decision:

- dismiss the appeal giving reasons;
- require the Chairperson of the Subject Moderation Panel to reconvene the meeting of the examiners (which could be by remote means) to reconsider their earlier decision;
- require the appointment of an additional examiner and reconvene a meeting of the original examiners (which could be by remote means), together with the additional examiner to reconsider their earlier decision;
- require re-examination of the student's course work and, where relevant, examination papers, under whatever arrangements may be specified by the Acting Quality Assurance Officer (or delegate);
- determine such other procedure as appears fair and appropriate in the circumstances.

7.2.10 The review will normally be completed within 21 calendar days of receiving the request for a review or receiving the requested additional documentary evidence.

7.2.11 The Acting Quality Assurance Officer (or delegate) will advise the student in writing of the outcome of the review.

7.2.12 If the student is not satisfied with the outcome, whether the appeal is upheld or not, s/he may consider whether to pursue the appeal through Stage 2 (review process).

7.2.13 If the appeal is taken to Stage 2, the student will be expected to explain in the Student Appeal Form (Stage 2) the grounds on which the appeal should be carried forward by stating in what way the appeal has not been fully addressed through the Stage 1 formal process.

Stage 2: Review Stage

- 7.2.14 If a student decides to pursue an appeal to Stage 2, s/he may contact the Director of Continuing Education by completing the Student Appeals Form (Stage 2) within 14 calendar days of receiving notification of the outcome of Stage 1. The ICE Appeals and Complaints Procedures Advisor (qa@ice.cam.ac.uk) will direct the student to the relevant online form.
- 7.2.15 If this case is considered by the Director of Continuing Education to be frivolous, vexatious or without grounds, the complaint will not proceed.
- 7.2.16 On receiving an appeal form, the Director of Continuing Education will request the Acting Quality Assurance Officer (or delegate) to provide, normally within 14 calendar days, a full written report covering all the circumstances leading to the request for review, a copy of which will be provided to the student.
- 7.2.17 The Director of Continuing Education will invite the student to make representations in writing on the written report within a further 7 calendar days, or longer where appropriate, and will then appoint a University Reviewer with no prior involvement in the case.
- 7.2.18 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.
- 7.2.19 The University Reviewer will consider all documents relating to the case, including the report of the Acting Quality Assurance Officer (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.
- 7.2.20 The University Reviewer will issue a written summary containing the findings about the appeal. The University Reviewer will consider:
- the nature and progression through Stages 1 and 2 of the appeal;
 - the fair and accurate implementation of the Institute's procedures;
 - the Institute's judgements on the appeal.
- 7.2.21 The ICE Education and Student Services Manager will assist the University Reviewer and prepares the draft summary of the findings and any recommendations.
- 7.2.22 The University Reviewer may make recommendations as to remedies to be adopted or other action recommended to be taken. The University Reviewer will provide reasons for the decision.
- 7.2.23 The University Reviewer may terminate the proceedings at any time or determine that an appeal is rejected as vexatious or unjustified.

- 7.2.24 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 completion of the review, along with a completion of procedures letter.
- 7.2.25 The decision of the University Reviewer is final within the University and will be reported to the ICE Academic Policy and Operations Committee.
- 7.2.26 Students who remain dissatisfied following completion of the University's formal internal review and appeals procedures and after receiving a completion of procedures letter may refer the matter to the Office of the Independent Adjudicator (OIA).

7.3 The Office of the Independent Adjudicator (OIA)

- 7.3.1 If a student remains dissatisfied following completion of the University's formal internal review and appeals 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.
- 7.3.2 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.

7.4 Student disciplinary procedure

7.4.1 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, 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 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 ([see section 4](#)).
- b) The disruption or attempted disruption of the teaching or administration of the Institute's work or aggressive or harassing behaviour, either physical or verbal, towards any student, or person, such as a tutor, acting on behalf of ICE.
- c) The abuse of alcohol or drugs on any premises where ICE courses are held, including transport and residential components of field trips or excursions.
- d) The theft, damage or defacing of any of the Institute's property or any property on premises where the Institute's courses are held.
- e) Other behaviour inconsistent with the University's General Regulations for Discipline (where applicable). University disciplinary regulations are given in full in the Statutes and Ordinances at www.admin.cam.ac.uk/univ/so/2015/chapter02-section19.html.

7.4.2 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.

7.4.3 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.

7.4.4 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, in writing, 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.

7.4.5 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.

7.4.6 The Education and Student Services Manager will assist the Panel of Inquiry, be present throughout the whole proceedings of any hearing and will prepare minutes of the meeting.

7.4.7 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.

7.4.8 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.

7.4.9 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.

7.4.10 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.

- 7.4.11 The Director of 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.
- 7.4.12 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.
- 7.4.13 The Education and Student Services Manager will assist the University Reviewer and will prepare the draft summary of the findings and any recommendations.
- 7.4.14 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.
- 7.4.15 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.
- 7.4.16 The decision of the University Reviewer is final within the University. All decisions reached by a University Reviewer are reported to the Institute's Academic Policy and Operations Committee.
- 7.4.17 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 7.4](#)).

Removal from the premises

- 7.4.18 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.

8 Fees

8.1 About fees

- 8.1.1 Fees for individual courses are outlined in the course leaflets and brochures and ICE's website. Most offer the option to pay in instalments on enrolment though fees can be paid in full. Fees cover all resources uploaded to the VLE. They do not cover travelling expenses for field trips or residential accommodation (except where stated in the course information or for residential courses held at Madingley Hall). ICE aims to advise students of all direct costs relating to undertaking a course.
- 8.1.2 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.
- 8.1.3 Students who withdraw are expected to meet any outstanding fee payments.
- 8.1.4 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 will need to cover the difference between fees already paid and the current course fees due at the time of return.
- 8.1.5 If any fee payments, whether by cheque or credit card, remain outstanding 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 (+44 (0)1223 746262, 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 if there is an outstanding debt to the University.
 - normally no award can be achieved following the successful completion of a course if the fees for that course have not been paid in full.

8.2 Refund and cancellation policy: all courses

- 8.2.1 This policy shall apply to all courses within the course types listed below.
- 8.2.2 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.
- 8.2.3 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.

- 8.2.4 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 as set out in this Information and Refund policy. For the avoidance of doubt, the cancellation period will expire after 14 days after the date of the Order Confirmation.
- 8.2.5 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 Admissions 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.
- 8.2.6 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.
- 8.2.7 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 online course spaces (i.e. via our VLE), and you cancel the Contract, 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.
- 8.2.8 You will not have the right to cancel a Contract where the Services have been fully performed.

Refund and cancellation policy 3: Undergraduate Certificates, Diplomas and Advanced Diplomas; Postgraduate Certificates and Diplomas

- 8.2.9 Payment of course fees, either the first instalment or full payment, is due within two weeks of the date of the email confirming your place on the course.
- 8.2.10 Cancellations received within the 14-day cancellation period will be entitled to a full refund.
- 8.2.11 Cancellations received after the 14-day cancellation period and 14 or more days before the start date of the course will be entitled to a refund or fee reduction as follows:
- where payment has been made in full, the student will normally be eligible for a 75% refund of course fees.
 - where payment is by instalment, the remaining instalments will not be taken.
 - in addition, a non-refundable application fee may be required for some courses and this will be clearly stated in the course information.

- 8.2.12 Cancellations received after the 14-day cancellation period but later than 14 days before the start date of the course, or withdrawals from an ongoing course, will not be eligible for a refund. Payments for any remaining course fees will be taken according to the agreed instalment plan.
- 8.2.13 Where a student wishes to cancel a place on a course and transfer to another, the standard refund policy will normally apply and the fees for the chosen course must be paid in full.
- 8.2.14 In the case of exceptional circumstances, students can appeal for a refund for part of the course fees by sending details and documentary evidence to support their case to the appropriate Academic Programme Manager.
- 8.2.15 For full information on ICE's fee and refunds policies, please see ICE's website: www.ice.cam.ac.uk/info/refund-and-cancellation-policy.

8.3 Cancellation by ICE

- 8.3.1 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, 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.

8.4 Cancellation of course place

- 8.4.1 Course places cannot be transferred to other people. If you are no longer able to take up your place please contact the admissions team at ice.admissions@ice.cam.ac.uk.

9 Contacts

9.1 General enquiries

Admissions team	ice.admissions@ice.cam.ac.uk 01223 746262
Madingley Hall Reception	enquiry@madingleyhall.co.uk 01223 746222
Education and Student Services team	qa@ice.cam.ac.uk 01223 746415 or 01223 746217
Acting Quality Assurance Officer (Linda Andrews)	linda.andrews@ice.cam.ac.uk
ICE Appeals and Complaints Procedures Advisor	qa@ice.cam.ac.uk 01223 746415
Disability Liaison Officer	da@ice.cam.ac.uk 01223 746415
Student Records	ice.records@ice.cam.ac.uk

9.2 Course-related enquiries

Credit queries, credit transcripts, replacement certificates	ice.records@ice.cam.ac.uk
Qualification queries	Undergraduate queries – ug-awards@ice.cam.ac.uk Postgraduate queries – pg-awards@ice.cam.ac.uk
International Summer Programmes	intenq@ice.cam.ac.uk
Career and Professional Development courses	cpd@ice.cam.ac.uk
Postgraduate awards	pg-awards@ice.cam.ac.uk
Short courses	shortcourses@ice.cam.ac.uk
Online courses	onlinecourses@ice.cam.ac.uk

9.3 Web addresses

Website	www.ice.cam.ac.uk
Virtual Learning Environment	https://vle.iceonline.cam.ac.uk
eLearning Helpdesk	http://www.ice.cam.ac.uk/about-us/elearningsupport
MSt	https://mst.iceonline.cam.ac.uk
International Summer Programmes	www.ice.cam.ac.uk/intsummer

9.4 Academic Programme Managers

Details of the Academic Programme Manager for each course are given in the course guide, on the ICE website and in the VLE		
International Programmes	Peter Drew	peter.drew@ice.cam.ac.uk 01223 760856
	Claire Henry	claire.henry@ice.cam.ac.uk 01223 760853
	Jonathan Lippman	jonathan.lippman@ice.cam.ac.uk 01223 746255
Online Courses	Cory Saarinen	cory.saarinen@ice.cam.ac.uk 01223 760852
Public and Professional Programmes	Sarah Blakeney	sarah.blakeney@ice.cam.ac.uk 01223 760865
	Susan Brignell	susan.brignell@ice.cam.ac.uk 01223 760862
	Linda Fisher	linda.fisher@ice.cam.ac.uk 01223 746218
	Dr Liz Morfoot	liz.morfoot@ice.cam.ac.uk 01223 746226
	Katherine Roddwell	katherine.roddwell@ice.cam.ac.uk 01223 746223
	Valentina Steel	valentina.steel@ice.cam.ac.uk 01223 760859
	Vicky Steenkamp	vicky.steenkamp@ice.cam.ac.uk 01223 760861

9.5 Academic Directors and Teaching Associates

Archaeology and Anthropology	Dr Gilly Carr	gcc20@cam.ac.uk
Biological Sciences	Dr Tom Monie	tpm22@cam.ac.uk
Creative Writing	Ms Midge Gillies	midge.gillies@tutor.ice.cam.ac.uk
Creative Writing Teaching Associate	Dr Lucy Durneen	lucy.durneen@ice.cam.ac.uk
Creative Writing Teaching Associate	Rupert Wallace	Rupert.wallace@tutor.ice.cam.ac.uk
Education and Social Science	Dr Nigel Kettley	nck20@cam.ac.uk
Historic Environment (Landscape and Gardens)	Dr Susan Oosthuizen	smo23@cam.ac.uk
History of Art and Architecture	Dr Francis Woodman	faw20@cam.ac.uk
History, Politics and International Relations	Dr Mike Sewell	mjs1001@cam.ac.uk
International Development and Global Change	Dr Alexandra Winkels	aw546@cam.ac.uk
Literature and Film	Dr Jenny Bavidge	jrb203@cam.ac.uk
Local and Regional History	Dr Samantha Williams	skw30@cam.ac.uk
Philosophy	Dr Alexander Carter	alexander.carter@tutor.ice.cam.ac.uk
Public Understanding of Science Fellow	Dr Chris Smith	chris.smith@ice.cam.ac.uk

9.6 ICE Directors and Divisional Directors

Director of Continuing Education	Dr James Gazzard	james.gazzard@ice.cam.ac.uk
Director of Programmes	Emma Jennings	emma.jennings@ice.cam.ac.uk
Director of International Programmes	Sarah Ormrod	sarah.ormrod@ice.cam.ac.uk

9.7 Address for hard copy correspondence

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