UNIVERSITY OF CAMBRIDGE

Institute of Continuing Education

Student Handbook 2017–18

Non-award-bearing courses

This information relates to non-award-bearing courses for non-matriculated students (i.e. those who are not members of a Cambridge College) at the Institute of Continuing Education in the academic year 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.
- 5 December 2017 – the International Summer Programmes feed information was updated (inserted paragraph 5.2.13).
- 3 January 2018 – the Complaints procedure for non-award bearing courses was reviewed and updated (inserted page 13, Section 4.1).

1 Studying with the University of Cambridge Institute of Continuing Education 5
1.1 Introduction 5
1.2 Student commitment 5
1.3 Additional support for students 5
1.4 Field trips and laboratory sessions 6
1.5 Change of name or address 7
1.6 Feedback from students 7
1.7 Virtual Learning Environment (VLE) 7
1.8 Use of the Internet 8
1.9 University Library 8
1.10 Transferable skills 8
2 Plagiarism 9
2.1 Plagiarism defined 9
3 ICE procedures 10
3.1 Data protection 10
3.2 ICE data retention policy 10
3.3 Use of student work by ICE 11
3.4 Equality and diversity 11
3.5 Dignity 11
3.6 Freedom of speech 12
3.7 The University's health and safety policy 12
3.8 Disability 12
4 ICE Policies 13
4.1 ICE Student complaints procedure 13
4.2 Student disciplinary procedure 13
4.3 Removal from premises 18
5 Fees 19
5.1 About our fees 19
5.2 Refund and cancellation policies 19
5.3 Cancellation by ICE 22
5.4 Transfer of course place 23
6 Contacts 24
6.1 General enquiries 24
6.2 Course related enquiries 24

6.3 Web addresses 24
6.4 Academic Programme Managers 25
6.5 Academic Directors and Teaching Associates 26
6.6 ICE Directors and Divisional Directors 26
6.7 Address for hard copy correspondence 26

1 Studying with the University of Cambridge Institute of Continuing Education

1.1 Introduction

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

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

1.2 Student commitment

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

1.3 Additional support for students

1.3.1 We make every effort both to anticipate and to make reasonable adjustments to meet the requirements of 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 have been made aware, in advance, of the support you require. If you indicate on your application form that you require additional support you will be contact by the Academic Programme Manager or Public Programmes Coordinator for your course to discuss your needs.

1.3.3 You should 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.

1.3.4 Please contact the Disability Liaison Officer at da@ice.cam.ac.uk to discuss any particular requirements.

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 you should inform the admissions team at the time of booking, or contact your Academic Programme Manager or the Public Programmes Co-ordinator, as appropriate, during your course for further support.

1.3.6 Some of the Institute's courses are held in buildings which are not owned by the University. For information on their facilities, please contact the Academic Programme Manager or the Public Programmes Co-ordinator (see section 6.4 for contact details).

1.4 Field trips and laboratory sessions

1.4.1 Some courses may include field trips, visits to local museums, 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 responsible for arranging your own transport to the venue. The Institute's public liability insurance cover commences only when you arrive at the location. If transport to an activity is provided, you will normally be expected to make a payment to cover the cost. ICE aims to identify for students any additional costs which will be incurred during a course.

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

1.5 Change of name or address

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

1.5.2 Changes of address, telephone number or email address should be notified to ICE via the Academic Programme Manager / Public Programmes Co-ordinator for your course. It is particularly important to do this if the change is near the beginning or towards the end of the course, as course materials or Certificates of Attendance may otherwise go astray.

1.6 Feedback from students

1.6.1 You are encouraged to complete an evaluation form at the end of each course. The information provided is used to help improve and develop ICE course provision. Questionnaires can be returned anonymously, but we are also grateful for personal feedback on any aspect of our provision.

1.6.2 We are also grateful for your feedback on any aspect of our provision at any time of year. Immediate concerns or suggestions can be given orally or by email to your tutor, or to the Academic Programme Manager/Public Programmes Coordinator for your course. Alternatively you can email qa@ice.cam.ac.uk.

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

1.7 Virtual Learning Environment (VLE)

1.7.1 Some non-award bearing courses are supported by the ICE Virtual Learning Environment (VLE). This is a useful study resource and communication channel with fellow students and the tutor between face-to-face sessions. It is also the place where assignments are submitted and tutor feedback is received, unless an assignment is unsuitable for electronic submission. After registering for a course which requires access to an online classroom, you will be provided with login instructions by the ICE eLearning team. Online, you have access to many resources and explanatory help files to enable you to get the most from your studies. If you encounter any problems please contact the eLearning team at elearning@ice.cam.ac.uk.

1.7.2 You will only require rudimentary internet skills to access and use the VLE but it is strongly recommended that you have access to the internet to take full advantage of this support. A broadband connection is preferable and a personal email account is required. You may find that a lack of access to resources and discussion online will impact your enjoyment and success of some courses.

1.7.3 What you will need to be able to study online with ICE:

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

1.8 Use of the Internet

1.8.1 If you do not have internet access at home, the computing facilities available at a public library or internet café may be sufficient.

1.8.2 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.

1.8.3 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 any coursework.

1.8.4 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.

1.9 University Library

1.9.1 It is possible to gain reading rights access to the University Library free of charge by contacting your Academic Programme Manager or Public Programmes Co-ordinator for a letter of introduction.

1.10 Transferable skills

1.10.1 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

1.10.2 You may also develop your observational and practical skills, research skills and computer literacy.

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

2 Plagiarism

2.1 Plagiarism defined

2.1.1 Plagiarism is defined as submitting as one's own work, irrespective of intent to deceive, that which derives in part or in its entirety from the work of others without due acknowledgement. It is both poor scholarship and a breach of academic integrity. Further guidance is available on the ICE website (www.ice.cam.ac.uk/info/plagiarism-policy) and on the VLE.

3 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 (see http://www.ice.cam.ac.uk/info-for-applicants/topic/policies)**.** Please refer to the latest version when appropriate.

3.1 Data protection

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

3.1.2 If you express an interest in, and/or sign up for, an ICE course or event you will be added to paper and email-based marketing mailing lists according to the preferences you express at the time of signing up. This is to keep you informed about upcoming courses, events and other activities at ICE that may be of interest. You may opt out of receiving further marketing information at any time and instructions on how to do this will be included with any information that is sent. Alternatively, you can contact us at any time at marketing@ice.cam.ac.uk to opt out.

3.2 ICE data retention policy

3.2.1 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.

3.2.2 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.

3.2.3 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.

3.2.4 All data relating to student appeals and complaints is kept for six years after the issue of a letter of completion.

3.3 Use of student work by ICE

3.3.1 Occasionally we may wish to keep examples of student work for use in staff development, quality assurance or as a teaching tool. We will always seek your permission to use your work or ask you to opt out of the scheme. 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.

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

3.4 Equality and diversity

3.4.1 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.

3.4.2 It is the intention of ICE to create conditions in which students, members of staff or applicants for admission as a student are treated solely on the basis of their merits, abilities and potential. 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.

3.4.3 The University's Equal Opportunities Policy can be found on the University's equality web pages at: https://www.equality.admin.cam.ac.uk/equality-and-diversity-cambridge/equal-opportunities-policy.

3.5 Dignity

3.5.1 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.

3.5.2 The University expects all members of the University community to treat each other with respect, courtesy and consideration at all times. All members of the University community have the right to expect professional behaviour from others and have corresponding responsibility to behave professionally towards others. This includes online activity.

3.5.3 Students are asked to respect other students' privacy, whether online or in the classroom. It is not acceptable to discuss the contributions of other students outside of the classroom.

3.5.4 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 ICE at qa@ice.cam.ac.uk.

3.6 Freedom of speech

3.6.1 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.

3.7 The University's health and safety policy

3.7.1 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.

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

3.8 Disability

3.8.1 The Equality Act 2010 makes it unlawful for educational institutions, such as the University, to discriminate against disabled students in relation to teaching, assessment and access to information. The Act defines disability widely, covering physical, mobility, visual or hearing impairments, medical conditions or mental health difficulties, and specific learning difficulties such as dyslexia and dyspraxia. For more information regarding additional support (see section 1.3).

4 ICE Policies

4.1 ICE Student complaints procedure

About the complaints procedure

4.1.1 A complaint can normally only be made by the student affected, and normally within 90 days of the event or issue being complained about. Where issues raised affect a number of students, those students may submit a group complaint, although to manage the process the group will be asked to nominate one student to act as the group representative.

The complaints process

4.1.2 ICE aims to handle complaints in a way which is sympathetic, fair and efficient, which encourages informal conciliation, facilitates early resolution, maintains individual privacy and confidentiality and permits useful feedback.

Local Resolution

4.1.3 Because the purpose of the complaints procedure is to resolve problems, it is very important to voice concerns or to register the nature of a complaint as soon as possible, as it often enables the problem to be resolved quickly and informally. In the first instance, students should contact the administrator or tutor of the course or the Education and Student Services Manager.

4.1.4 The person the student contacts may be able to solve the problem directly or offer suitable advice about how to proceed or where to go for assistance or advice.

4.1.5 If, however, the student feels that a complaint has not been dealt with satisfactorily at the initial, local level or if the problem is of a more serious nature, a formal procedure applies, and full details are available from the ICE website: www.ice.cam.ac.uk/info/student-complaints-procedure-students-studying-non-award-bearing-programme.

4.2 Student disciplinary procedure

4.2.1 Disciplinary proceedings may be brought against a student who is suspected of having acted or behaved in a manner which unreasonably interferes with the functioning or activities of ICE, or of those who work or study at ICE, or which otherwise damages ICE or its reputation. The following is a non-exhaustive list of examples:

a) The use of plagiarised material or any unfair means in work submitted for assessment or in examinations. Plagiarism is defined as submitting as one's own work, irrespective of intent to deceive, which derives in part or in its entirety from the work of others without due acknowledgement. Unfair means shall include the possession in an examination of any book, paper or other material relevant to the examination unless such possession is authorised. No member of

ICE or the University shall assist a student to make use of such unfair means. For further details please refer to the ICE plagiarism policy.

b) The disruption or attempted disruption of the teaching or administration of the Institute's work or aggressive or harassing behaviour, either physical or verbal, towards any student, or person, such as a tutor, acting on behalf of ICE.

c) The abuse of alcohol or drugs on any premises where ICE courses are held, including transport and residential components of field trips or excursions.

d) The theft, damage or defacing of any of the Institute's property or any property on premises where the Institute's courses are held.

e) Other behaviour inconsistent with the University's General Regulations for Discipline (where applicable). University disciplinary regulations are given in full in the Statutes and Ordinances at http:www.admin.cam.ac.uk/univ/so/2015/chapter02-section19.html.

4.2.2 In the case of alleged serious misconduct, ICE through its officers, reserves the right to suspend a student immediately from the programme or course and to exclude them from the premises of ICE (whether the Institute's permanent premises at Madingley Hall or teaching accommodation elsewhere in the University or outside) until investigation of the circumstances has been undertaken according to the procedure below.

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

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

a) The Director of Programmes or International Programmes will appoint an investigating officer from among the staff of ICE, who has no prior involvement in the matter under investigation. The Investigating Officer will act on behalf of the appropriate Director of Programmes and request the Director to provide a full written report on the issues under investigation normally within 20 calendar

days, a copy of which will be sent to the student and other members of the Institute's staff, where relevant. The Investigating Officer will invite the student to make a written statement and seek information from any other person thought by any of the parties to have relevant information.

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

c) If the Director of Programmes or International Programmes, as appropriate, decides that there is an apparent case and that a disciplinary offence has been committed, unless it is decided to proceed by way of informal counselling, the Director will:
   - convene a disciplinary hearing before a Panel of Inquiry comprising three members of University staff appointed by the Director of Programmes or International Programmes, as appropriate. One member of the Panel shall be appointed chairperson of the Panel. The members of the Panel will have had no previous involvement in the matter to be considered;
   - communicate to the student a statement of the disciplinary allegation to be determined at the hearing;
   - provide the student with copies of all statements and evidence to be considered at the disciplinary hearing;
   - advise the student that s/he may attend the hearing to present his/her case, and to give evidence, and that s/he may bring a companion for support or representation and/or invite one or more witnesses to attend to give evidence in person, the only requirement being that the student inform the Institute beforehand of those attending the hearing on his/her behalf.

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

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

f) The range of disciplinary sanctions available to the Panel shall include any one or more of the following:

   - Formal warning

- suspension from use of the Institute's facilities
- expulsion from the programme or course
- debarring from subsequent enrolment on any of the Institute's programmes or courses
- a fine not exceeding £175 or a requirement to pay compensation (not exceeding £250) or make restitution either to ICE or any victim
- such other penalty as the Director of Programmes or International Programmes, as appropriate, considers to be equitable and merited by the circumstances.

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

4.2.6 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.

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

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

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

4.2.10 In exceptional circumstances the University Reviewer may at his/her discretion refuse to consider an appeal, should the grounds on which the appeal is based appear to be without merit, vexatious or an abuse of the process.

4.2.11 The Director Continuing Education and/or the University Reviewer may vary, at their discretion, the procedure adopted from time to time to provide for the efficient and equitable disposal of disciplinary issues.

4.2.12 If a student's appeal is accepted, the student will be invited to submit written representations within 14 calendar days, or longer where appropriate. The University Reviewer will consider all written documents relating to the case, the student's representations and the results of any further enquiries the University Reviewer may make, at his/her discretion. All documents considered by the University Reviewer will be made available to the student.

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

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

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

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

4.2.17 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 4.3).

4.3 Removal from premises

4.3.1 If, in the reasonable opinion of ICE, the presence of any client, tutor, student or delegate is, or is deemed likely to be, an impediment to the provision of any service of ICE, or brings ICE (and/or the University of Cambridge) into disrepute, ICE may exclude such person from all or part of that service. In these circumstances, ICE will return any fee paid by or for the individual, but there will be no further liability of the Institute.

5 Fees

5.1 About our fees

5.1.1 Fees for individual courses are outlined in the course leaflets and brochures and on the Institute's website. Most are payable in full on enrolment although there is an option to pay in instalments on some courses. Fees cover all resources uploaded to the VLE. They do not cover travelling expenses for field trips, catering or residential accommodation (except where stated in the course information or for residential courses held at Madingley Hall). ICE aims to advise students of all direct costs relating to undertaking a course.

5.1.2 When paying for courses by credit card, where the initial payment is a registration fee, or the first instalment payment, the remainder of the fee will be taken from the designated card according to the schedule given on receipt of the registration fee or instalment.

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

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

- you will be issued with an invoice from the University of Cambridge Finance Office, payable immediately.
- if the invoice is not paid within 14 working days and you have not made contact with our admissions team, (01223 746262, email ice.admissions@ice.cam.ac.uk), you will be withdrawn from the course.
- you cannot continue on a course or enrol on another ICE course if there is an outstanding debt to the University.

5.2 Refund and cancellation policies

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

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

5.2.3 If you are acting as a consumer, and you cancel the course booking within 14 calendar days of receiving your Order Confirmation without giving any reason, you are entitled to a full refund of the price paid (note for International Programmes, exceptions apply for any College accommodation booked through ICE). If you are not acting as a consumer, the standard ICE refund and cancellation policy provisions shall apply.

5.2.4 Cancellations and refunds in circumstances outside those described above, and/or following the expiry of the 14-day cancellation period, are subject to the terms and conditions set out in this Information and Refunds policy. For the avoidance of doubt, the cancellation period will expire 14 days after the date of the Order Confirmation.

5.2.5 To cancel a course booking under Policy 2, please contact the Admissions team on +44(0)1223 746262; email ice.admissions@ice.cam.ac.uk or let us know in writing (see section 6.7 for address). To cancel an International Programmes course booking please contact the Student Relations and Mailing Officer at +44(0)1223 760850; email intenq@ice.cam.ac.uk or let us know in writing (see section 6.7 for address). 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 booking. To meet the cancellation deadline, it is sufficient for you to send your communication concerning exercising the right to cancel before the cancellation period has expired.

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

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

5.2.8 By applying and paying for a programme that begins within the 14-day cancellation period, you are deemed to have expressed your wish to begin our services. If you subsequently decide to cancel the Contract, you will be liable to pay us an amount that is in proportion to the Services performed until you have communicated your decision to cancel, in comparison to full coverage of the Contract (for International Programmes this excludes accommodation.

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

Policy 1: International Summer Programmes

5.2.10 There will be a Registration Fee of £250 for programmes of less than four weeks.

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

5.2.12 Cancellation of International Summer Programmes bookings: Cancellations are subject to the policies detailed in the table below. Cancellations due to an unsuccessful visa application are not eligible for a refund. All fees, including the registration fee, are non- transferable to another year or another student

5.2.13 In the case of a booking being changed from one programme/term to another and where the student subsequently cancels the booking, please note that the order confirmation date used will be that of the original booking, and not the revised programme/term.

Two-week cancellation period

	Tuition fees	**Accommodation fees**	**Registration fee**
Cancellations made within 2 weeks (or 14 days) of receiving your Order Confirmation*	Full refund	Full refund (unless cancellation period falls within 4 weeks of the start of the programme, in which case not refundable).	Full refund

After the two-week cancellation period:

Weeks before beginning of Programme	**Tuition fees**	**Accommodation fees**	**Registration fee**
More than 8 weeks	Full refund of the balance of payment (tuition less Registration Fee)	Full refund	Not refundable
8 to 28 days	50% refund of the balance of payment	Full refund	Not refundable
27 days to 14 days	50% refund of the balance of payment	Not refundable	Not refundable
13 days or less	Not refundable	Not refundable	Not refundable

*By 'order confirmation' we are referring to a student's acceptance letter.

Cancellation of other course bookings:

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

5.2.15 Cancellations received after the 14 day cancellation period but before the start of the programme are eligible for a 50% refund of the balance payment of programme fees and may be eligible for a refund of the accommodation fee depending on the policy of the accommodation provider.

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

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

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

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

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

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

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

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

5.3 Cancellation by ICE

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

5.4 Transfer of course place

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

6 Contacts

6.1 General enquiries

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 Manager (Linda Andrews)	linda.andrews@ice.cam.ac.uk
ICE Appeals and Complaints Procedures Advisor	qa@ice.cam.ac.uk
Disability Liaison Officer	da@ice.cam.ac.uk 01223 746224
Student Records	ice.records@ice.cam.ac.uk

6.2 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

6.3 Web addresses

Website	www.ice.cam.ac.uk
Virtual Learning Environment (VLE)	https://vle.iceonline.cam.ac.uk
eLearning Helpdesk	http://www.ice.cam.ac.uk/about-us/elearningsupport
International Summer Programmes	www.ice.cam.ac.uk/courses/international-summer-programmes

6.4 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
	Clare Kerr	clare.kerr@ice.cam.ac.uk 01223 746237
	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

6.5 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@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	alex.carter@ice.cam.ac.uk
Public Understanding of Science Fellow	Dr Chris Smith	chris.smith@ice.cam.ac.uk

6.6 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

6.7 Address for hard copy correspondence

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