

Student Handbook 2024–2025

Non-award-bearing courses



This information relates to Weekend Courses at the Institute of Continuing Education in the academic year 2024-25.

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

Contents

1.1	Introduction.....	4
1.2	Student commitment.....	4
1.3	Student certificates	4
1.4	Student Charter	4
1.5	Transferable skills.....	5
1.6	Feedback from students	5
2	Before you start your studies	6
2.1	Age requirements	6
2.2	Language requirements.....	6
2.3	Support for disabled students	6
2.4	Access for students with disabilities	6
3	Studying with us	7
3.1	Course booking	7
3.2	Use of the Internet	7
3.3	Accommodation.....	7
3.4	Non-resident students.....	7
4	Fees	8
4.1	About our fees	8
4.2	Cancelling your booking.....	8
4.3	Cancellation by ICE	8
5	ICE Policies and Procedures	8
5.1	Data protection	8
5.2	Change of name or address.....	9
5.3	Equality and Diversity	9
5.4	Dignity	9
5.5	Freedom of speech.....	9
5.6	No-Recording Policy.....	9
5.7	The University's Health and Safety policy	10
5.8	ICE Student Complaints Procedure	10
5.9	University of Cambridge Procedure for handling cases of harassment and sexual misconduct	11
5.10	University of Cambridge Rules of Behaviour and Discipline	12
5.11	Student Disciplinary Procedure.....	12
6	Contact.....	14
6.1	Teaching staff at ICE	14

6.2	Administrative staff at ICE.....	14
6.3	Address for hard copy correspondence	14
6.4	General enquiries	14

1 Studying with the University of Cambridge Institute of Continuing Education

1.1 Introduction

The Institute of Continuing Education (referred to as 'we' or 'ICE' throughout the handbook) is part of the world-class University of Cambridge and offers a wide range of Weekend Courses which are all taught at undergraduate or postgraduate level.

To ensure that our students (referred to as 'you' throughout this document) are aware of the regulations which govern their study, this handbook lays out the relevant policies for part-time study for Weekend Courses. Many of these policies link into overarching University of Cambridge policies but in some instances, local policies have been developed to accommodate the context in which ICE students study.

1.2 Student commitment

Many students attend our Weekend 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 by completing any required reading.

A wide range of opinions can be represented within each class and as students get to know each other they will become more confident in sharing their own opinion. It is the Tutor's role to ensure that the class stays focused, and to balance the amount of discussion and teaching-time, so that everyone can contribute to discussions. All participants should engage in discussions in a way that is tolerant of others' viewpoints and perspectives.

1.3 Student certificates

Upon completion of our Weekend Courses, you may request a Certificate of Attendance by emailing the Course Administration team on intenq@ice.cam.ac.uk. These can normally only be supplied following 100% attendance on the course.

1.4 Student Charter

ICE is committed to excellence in adult and part-time education and to facilitating an open and inclusive academic learning environment. We commit to the [ICE Student Charter](#) and expect the same undertaking from our students, where applicable to a Weekend Course.

If there are any occasions of behaviour or conduct that do not comply with the Student Charter, your tutor will speak to you in the first instance to try to resolve the matter. Your tutor can require you to leave a teaching session if your behaviour is disrupting the class.

If the behaviour persists it will be referred to the Director (International Summer Programmes and Lifelong Learning), who will decide what further action should be taken.

1.5 Transferable skills

Transferable skills are core abilities and qualities that are relevant and useful in many areas of life, such as socially, professionally or in education. We have identified a number of skills which may be further developed during your studies with us:

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 articulately and effectively
- 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

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

1.6 Feedback from students

We value your feedback and want to hear your thoughts on your time with us so we can continually improve our courses. To help us with this you are asked to complete a feedback form at the end of your course and are asked to answer the questions as fully and honestly as possible.

The forms can be returned anonymously, but we are also grateful for personal feedback on any aspect of our provision. Immediate concerns or suggestions can be given to any

relevant member of staff, for example your Tutor, Course Administration team or Hall staff. Where we need to follow up urgently about any concern you raise, we will do so. Comments are anonymized before being shared with the Hall or Tutors.

2 Before you start your studies

2.1 Age requirements

Our Weekend Courses are open to participants over the age of 18 and courses are taught at approximately first-year undergraduate level. No academic qualifications are required, and most courses are suitable for students who are new to the subject. Students on Weekend Courses are aged 18-90+, and from a range of countries.

2.2 Language requirements

To get the maximum benefit from studying with us if your first language is not English, you will need to be confident understanding and following discussions presented in written and spoken English at University level and will need to satisfy yourself that you have the appropriate level of English language proficiency. As a guide, we would suggest you need near-native command of the language, with levels around IELTS 6.5 or TOEFL iBT 92. Please contact us if you are unsure.

2.3 Support for disabled students

We are committed to developing an inclusive learning and teaching environment for all students and will seek to make reasonable adjustments where possible to enable disabled students reach their full potential whilst studying with us.

All students who disclose a disability or medical condition on their booking form will be emailed a link to complete a Student Additional Requirements Form (SARF) asking for more information. Completing a SARF on application will enable us to offer you the support and advice you require before the start of the course, enabling a smooth transition to your studies.

If you would like to discuss your requirements or if your circumstances change during the course, please contact the Student Support team at da@ice.cam.ac.uk. Your information is highly confidential, and we would not share your data without your consent.

Our approach is aligned to the requirements of the Equality Act 2010 which makes it unlawful for educational institutions 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.

2.4 Access for students with disabilities

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.

3 Studying with us

3.1 Course booking

Students can select a course from our wide range of Weekend Courses which have limited spaces allocated on a first come, first serve basis. If a preferred course is full at the time of booking, a student can decide to be added to a waiting list. If a place becomes available, the student will be notified via email. Please note course changes cannot be made once a course has started.

3.2 Use of the Internet

Students will have access to our guest WiFi. The details will be available on arrival at Madingley Hall.

3.3 Accommodation

Students can choose to be resident at Madingley Hall for our Weekend Courses. Bedrooms are situated around the Courtyard and in the Tower Wing, with view over the Courtyard or the gardens. Each room has internet access, a television and a direct-dial telephone, as well as tea- and coffee-making facilities and a safe for your valuables.

Rooms will be ready by 4.30pm on the day of your arrival. On the day of your departure, please vacate your room by 11am and return room keys to Reception. (You might find this easiest to do before your first class on Sunday morning, or if not, at the start of the morning coffee-break, at 10.30am.)

For resident students, breakfast is included in the fee for the room.

3.4 Non-resident students

If you are local or need to secure more appropriate space elsewhere for young family members, you may book as a non-resident.

Non-resident students should aim to arrive at Madingley Hall at c.6.30pm on Friday evening and by 8.50am on Saturday and Sunday morning. Lunches and dinners are included in the fee for the course. Any non-resident wishing to purchase breakfast should check with Reception in advance whether this is possible.

4 Fees

4.1 About our fees

Our Weekend Courses are payable in two instalments

- Deposit calculated as 15% of the total booking value - tuition/meals plus (where relevant) B&B accommodation - before any bursaries or discounts, applies to all courses. It is possible to secure a booking by paying the deposit; however, this only applies when booking early.
- Fees must be paid in full 14 days before the start of the course.
- For bookings received later than 14 days before the start of the course, fees must be paid in full.

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.

4.2 Cancelling your booking

If circumstances arise which cause you to consider cancelling your booking, it is important to read the [terms and conditions](#) before making the decision as standard refund and cancellation policies will apply. Details on cancellation and refunds can be found on our [website](#).

4.3 Cancellation by ICE

Whilst every effort is made to avoid changes to our programmes ICE reserves the right to withdraw any course if we do not recruit enough students for the course to run or in the eventuality that a course director is avoidably unavailable. 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 ICE Policies and Procedures

Information here relates to the academic year 2024-25. Any amendments will be communicated to you and added to the [ICE website](#).

5.1 Data protection

Information about the University of Cambridge's data protection policies and procedures is published on the University's [Information Compliance webpages](#).

The ICE Privacy Policy can be found on our [website](#).

We use emails as a way of keeping our community informed about upcoming courses, events and other activities at ICE that may be of interest. If you receive these emails from ICE, it is likely that you have opted-in to receive emails either during the course application process or when completing a contact form on the ICE website. You are offered the option

to opt out at the bottom of all our marketing email communications or complete the [unsubscribe form](#) at any time.

If you do not receive email communications from ICE but would like to, please complete the [contact us form](#) on our website. To receive our Inside ICE publication distributed via postal mail twice a year, please complete the [Inside ICE form](#).

5.2 Change of name or address

The name you give on your application should be your legal name. This will be used on all certificates and any supporting documents (if applicable). If you wish to change your name, address, telephone number or email address, you should contact us on intenq@ice.cam.ac.uk

5.3 Equality and Diversity

The University of Cambridge, which includes ICE, is committed in its pursuit of academic excellence to equality of opportunity and to a proactive and inclusive approach to equality, which supports and encourages all under-represented groups, promotes an inclusive culture, and values diversity. For more information see the University's [Equality and Diversity](#) website.

5.4 Dignity

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.

The University of Cambridge 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.

5.5 Freedom of speech

The University of Cambridge 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 of Cambridge premises. A copy of the Code of Practice is available on the University's [Freedom of Speech](#) webpage.

5.6 No-Recording Policy

Audio or video recording of any aspect of the course delivery is prohibited.

In the event that you have additional requirements which have been disclosed to us and the professionally recommended academic support includes recording the session, permission may be granted to record the course delivery for personal study use only. You must store the recordings securely (e.g. password protected) and must not share them with any third party. Neither may the tutor's material be photographed without his/her full consent. Tutors

who wish to do so, may share copies of teaching slides solely for the use of class members, but tutors are not required to share teaching materials (beyond the course materials provided for every course). Course members may not be photographed without their express consent.

5.7 The University's Health and Safety policy

The University of Cambridge 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. For more information see the about [Health and Safety website](#).

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

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 Course Administration team and the ICE Health and Safety Committee.

5.8 ICE Student Complaints Procedure

About the complaints procedure

If you are unhappy with the experience you have received at ICE, the University has a Student Complaints Procedure for you to use in order to try and resolve the situation. All complaints are treated seriously and will be handled with due sensitivity.

We understand that it can be a stressful experience to submit a complaint and therefore we recommend that you seek support and advice before submitting your complaint. Depending on the circumstances of the complaint this could be from your Course Administration team or from the [Student Support Team](#).

The University of Cambridge's [Student Complaints Procedure](#) can only be used by Registered Students, which includes ICE students pursuing a course of study leading to the award of a certificate, diploma or advanced 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.

The Student Complaints Procedure applies to a wide range of students throughout the University of Cambridge who are studying very different courses. Throughout the University guidance, students may be directed to College staff or Central University staff. ICE students are advised, instead, to contact their ICE Course Director, Head of Academic Centre Administration and/or the [Student Support Team](#) for support and advice. ICE students can also contact the [Cambridge University Student Union](#) for advice.

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

It is 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 within 28 calendar days of it occurring, to enable a swift resolution. Complaints or evidence submitted outside of this timeframe will not normally be accepted unless there is a valid reason for delay, which will be judged on a case-by-case basis.

Where appropriate, Complainants should raise their concerns with the responsible staff member. If the Complainant does not feel comfortable raising the matter with this person, then they should write to the [Quality Assurance team](#). The Complainant is asked to outline the reason for the complaint and include key events and dates and names and contact details of any witnesses who can corroborate the complaint. Any documentary evidence should also be provided, such as emails or witness statements.

The case reviewer will acknowledge the complaint and consider the case, consulting with appropriate individuals, as required.

The case reviewer may invite the Complainant to a meeting as part of an investigation but is not obliged to hold such a meeting. If a meeting is held, the Complainant may be accompanied or represented by someone of their choosing. Once the case reviewer has completed their investigations of the complaint, they will respond, in writing, and normally within 21 calendar days of its receipt. Where a response cannot be provided within 21 calendar days, the case reviewer 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.

5.9 University of Cambridge Procedure for handling cases of harassment and sexual misconduct

The University of Cambridge is committed to providing an environment that is free from discrimination and affirms the right of all members to be treated with dignity and respect.

The University of Cambridge prohibits students from engaging in physical misconduct, sexual misconduct and abusive behaviour. Please see the University's policy [here](#) -these terms are defined within the University's [Rules of Behaviour \(Please be aware of the two policies prior and after 1 October 2023\)](#). The University takes allegations of harassment and sexual misconduct very seriously and may take action, including disciplinary action, in response to a complaint from a student.

If you have experienced any form of misconduct, harassment, bullying or discrimination, and whether you would like to report it or not, it is advised that you speak to the [Student Support Team](#) in the first instance who will be able to provide you with information on external support services for your circumstances.

Reporting the behaviour of other students and staff

You can report inappropriate behaviour of other students and staff via anonymous reporting or with your contact details using the [Reporting Misconduct Form](#). If you report using [Report+Support](#), a member of the Office of Student Conduct, Complaints and Appeals (OSCCA) team will be in contact with you in 5 working days to discuss the next

steps

If you report inappropriate behaviour through <http://reportandsupport.cam.ac.uk/> the [Reporting Misconduct Form](#), the following action can be initiated with your consent.

Informal Complaint Procedure for Student Misconduct (where you would like action taken to limit your possible interactions with another student, but no formal sanctions to be taken)

The University's Student Disciplinary Procedure (if you want your complaint to be formally investigated with findings made and possible sanctions imposed)

Report a member of staff through the Student Complaints Procedure.

If you believe that a criminal offence has been committed then you can report the matter to the police.

For full guidance on how to report inappropriate behaviour of other students and staff please see the [OSCCA website](#)

If you have any questions about reporting, you can email staff at [OSCCA](#).

5.10 University of Cambridge Rules of Behaviour and Discipline

The University of Cambridge requires all Registered students to behave in accordance with University regulations and rules. These regulations, including definitions, can be found on the University's [Student Complaints](#) website and in the University's [Statutes and Ordinances](#).

All ICE students and formerly Registered students are responsible for following the Rules of Behaviour. Not knowing about the rules or their consequences is not a justification for not following them.

5.11 Student Disciplinary Procedure

Disciplinary proceedings may be brought against a student or former student who is suspected of having acted or behaved in a manner which unreasonably interferes with the University of Cambridge's [Rules of Behaviour](#). If, after investigation, it is found that the Rules of Behaviour have been breached proportionate sanctions or measures may be imposed. The Student Disciplinary Procedure and full guidance are outlined on the [University's Office of Student Conduct, Complaints and Appeals website](#).

The Disciplinary Procedure applies to a wide range of students throughout the University of Cambridge who are studying very different courses. Throughout the University guidance, students may be directed to College staff or Central University staff for advice. ICE students are advised, instead, to contact their ICE Course Director, their Head of Academic Centre Administration and/or [Student Support Team](#) for support and advice. ICE students can also contact the: [Student Advice Service](#).

The following is a non-exhaustive list of examples:

- a) 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.

- b) The abuse of alcohol or drugs on any premises where ICE courses are held, including transport and residential components of field trips or excursions.
- c) The theft, damage or defacing of any of the Institute's property or any property on premises where ICE courses are held.
- d) Other behaviour inconsistent with the University of Cambridge's Rules of Behaviour (where applicable) which can be found on the [Office of Student Conduct's](#) website.

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 permanent premises at Madingley Hall or teaching accommodation elsewhere in the University of Cambridge or externally).

Removal from Physical Facilities and / or Online Environment Facilities

Where a university or police investigation is ongoing, and it is proportionate to do so, the University has the power to suspend students from study or otherwise limit a student's access to facilities, the Virtual Learning Environment, buildings or named persons in order to protect the University community and/or to enable the investigation to properly be conducted.

If, in the reasonable opinion of ICE, the presence of any client, Course Director, Tutor, student or delegate is, or is deemed likely to be, an impediment to the provision of any service of ICE for example displaying behaviour contrary to the Student Charter, or brings ICE (and/or the University of Cambridge) into disrepute, ICE may exclude such person from all or part of that service on a temporary or permanent basis. If a person is removed permanently from a service, ICE will return any fee paid by or for the individual, but there will be no further liability of the ICE.

6 Contact

6.1 Teaching staff at ICE

Please see www.ice.cam.ac.uk/about-us/staff-profiles/academic-staff for a list of our academic teaching staff.

6.2 Administrative staff at ICE

Please see www.ice.cam.ac.uk/about-us/staff-profiles/administrative-staff for a list of the administrative staff at ICE.

6.3 Address for hard copy correspondence

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

6.4 General enquiries

For more information and general enquiries, please contact us via the following channels:

ICE Website	www.ice.cam.ac.uk
Email	intenq@ice.cam.ac.uk
Phone	+44 (0)1223 760850
ICE Disability	da@ice.cam.ac.uk
Madingley Hall Reception	enquiry@madingleyhall.co.uk