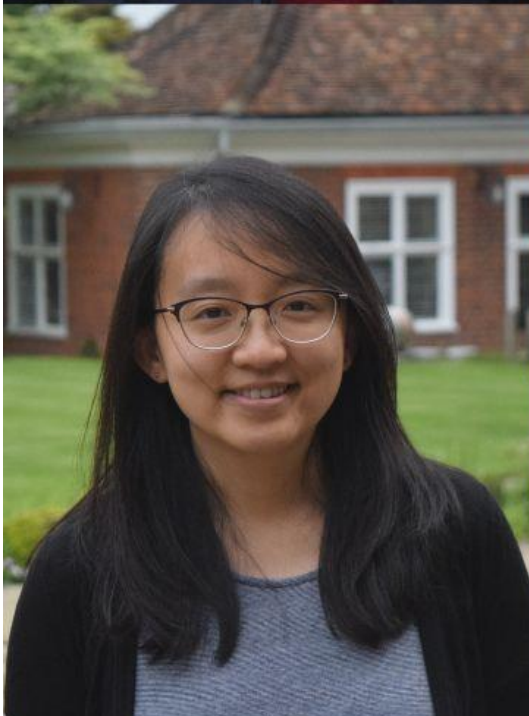# UNIVERSITY OF CAMBRIDGE

INSTITUTE OF CONTINUING EDUCATION

Student Handbook 2024/2025 – Award-Bearing Courses, non-matriculated students

Front cover photo courtesy of Daniel Hyde

The information in this handbook relates to undergraduate and post-graduate 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 2024-25.

If you require this handbook in an alternative format, please email the Student Support team.

Student Handbook 2024/2025 PART-TIME Award bearing courses, non-matriculated students

Contents

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 academically rigorous, part-time and full-time adult education courses, many of which have no formal academic entry requirements.

The wide range of undergraduate and postgraduate courses and qualifications we offer includes University of Cambridge awards, such as Certificates, Diplomas and Advanced Diplomas. These awards are referred to within the University as 'non- member awards' as students are not required to matriculate (i.e. join the roll of the University) or become a member of a Cambridge College. ICE does not confer an undergraduate degree, however, students who achieve academic credit with the Institute may count it towards degree programmes at other Higher Education institutions via credit transfer, if they wish (see section on Academic credit and university-level study).

We also offer part-time, postgraduate degrees (Master of Studies) where students matriculate and are members of a Cambridge College.

We also offer apprenticeships (Level 7) in a select range of areas. Students on these courses are also subject to the UK Government's regulations on degree apprenticeships.

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

1.2 About ICE qualifications

All qualifications offered by ICE are qualifications of the University of Cambridge, endorsed by the relevant Faculties or Departments and approved by the University's Academic Standards and Enhancement Committee.

1.3 Student commitment and attendance

To study at undergraduate and 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 these and in the discussion forums on the Virtual Learning Environment (VLE). You

will need to complete 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 course assignments. The time for fulfilling these requirements is included in the recommended study hours laid out in the Academic credit and university-level study section.

Full engagement with your course, including attendance at teaching sessions, is a factor in achieving successful outcomes. Regular attendance is essential in enabling you to contribute to and benefit from the strength of your peer-learning community. As such, you are expected to attend all of the teaching sessions scheduled for your course. If you miss a session due to unforeseen and significant circumstances, you should inform your Tutor and the Course Administration team in advance of the session. Non-attendance may result in a meeting with your Course Director to discuss your course progression. If you encounter any significant personal issues which affect your ability to attend, please contact your Course Administration team in the first instance.

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, we recommend that you discuss this with the appropriate Course Director who can advise you on the specific commitments for the course.

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. It is the Tutor's role to ensure that the class stays focused, and to balance the amount of discussion-time 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.

1.4   Student Charter and Student Behaviour

ICE is committed to excellence in adult education and to facilitating an open and inclusive academic learning environment. You are expected to take full advantage of the facilities, teaching and support offered to you and to be proactive, independent and self-directed in your study. **You are also expected to meet deadlines for the submission of work and to complete your course within the timeframe specified.**

If you experience difficulties with your study you should discuss these with your Course Director, tutor or Course Administration team at the earliest opportunity. You are also able to contact our student support team at studentwelfare@ice.cam.ac.uk.

We commit to the **ICE Student Charter** and expect the same undertaking from our students. The ICE Student Charter also includes our social media guidelines which we expect all students to have read and adhere to.

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 Course Director and to the Deputy Director (Professional Services and Students), or designated deputy, who will decide what further action should be taken. Further information relating to Student Behaviour can be found under section 7.27 University of Cambridge Student Disciplinary Procedure.

1.5 Academic credit and university-level study

Academic credit formally recognises and measures the designated learning outcomes that you have achieved at a specified level.

A course is designed and approved with clear aims and learning outcomes. It may be taught in a number of components, as units or modules. The volume of learning for each component, and for the programme as a whole, can be assigned a credit on the basis that each credit typically represents 10 notional hours of learning; so, a 60- credit course will involve around 600 hours of 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 (discussion boards, peer feedback);
- peer-to-peer interaction (informal and guided);
- field-work, lab-work and visits;
- preparations for assignments;
- assignment writing and feedback.

When students are assessed, they are asked to demonstrate that they have met the programme learning outcomes, and if achieved, they will receive academic credit which counts towards their award.

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 or postgraduate 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 is typically taught and assessed at - level 4, the second -

year at - level 5 and the third year at - level 6 (For details of the differences between the academic requirements of each level, see Table 1, Qualifications of the University of Cambridge offered through ICE.

If you do not complete a course, you cannot be awarded credit for part of it.

Credit cannot be awarded twice for the same learning. If you are concerned about the possibility of academic overlap in a course you are proposing to take and a course you have previously taken, you should contact the relevant Head of Academic Centre Administration in the first instance.

The flexibility of the Credit Accumulation and Transfer Scheme makes it possible to transfer credit awarded by the University of Cambridge through ICE to programmes provided by other higher education institutions. The rules of transfer, including the volume, vary from one institution to another and, therefore, you are advised to contact the receiving institution directly.

The European Credit Transfer and Accumulation System (ECTS) is used by many higher education providers in England, and across the UK, to support student mobility in Europe, allowing students to transfer credit.

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

2.   Guidance on concurrent registration

2.1   Permitted concurrent registration

Subject to permission being granted, students may normally be permitted to concurrently be registered on:

1. Up to two part time award bearing courses, for a total of 120 credits per year, this is equivalent to full time mode of study.

2. Studying above 120 credits per year is not permitted.

3. Students are advised to speak to their Academic or Course Director before making a decision.

Where a student is registered for two part time courses concurrently and finds they cannot manage the workload they may be permitted to suspend study from one course. Fees will be liable.

Timetabled synchronous teaching and assessment deadlines of concurrent courses may coincide and applicants should be aware that concurrent study will not be deemed an acceptable reason to submit late.

2.2   Studying an award bearing course 'Not for credit'

It may be possible for a student to remain enrolled on a credit bearing course on a 'Not for credit' basis. This means you will not be required to submit assignments, but you will not be awarded credits and therefore you will not achieve the qualification. You may be entitled to receive a Certificate of Attendance. Please contact the course administration team to discuss this option. You will still be liable for the full course fees.

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

Level	Credits	Award	Notional hours of study
Level 4	60 credits	**Certificate**	600 hours
		Two related certificates ↓	
Level 4	120 credits	**Certificate of Higher Education**	1200 hours
Level 5	60 credits	**Diploma**	600 hours
		Two related Diplomas ↓	
Level 5	120 credits	**Diploma of Higher Education**	1200 hours
Lv 6	2 x 60 credits	**Advanced Diploma**	1200 hours across 2 years
Level 7	60 credits	**Postgraduate Certificate**	600 hours
Level 7	120 credits	**Postgraduate Diploma**	1200 hours
Level 7	180 credits	**Master of Studies (P/T two years)**	1800 hours

2.3   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 and your research skills.

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. Full details of these opportunities can be found in the relevant course guides and/or programme specifications which can be found on the ICE website and

in the ICE VLE.

2.4   Feedback from students

We want you to have the most rewarding and enriching experience possible whilst studying with us. We value your feedback and want to hear your thoughts on your course and time with us, so we can continually improve our courses. To help us with this you are encouraged to complete an anonymous online evaluation form at the end of your course and are asked to answer the questions as fully and honestly as possible. The feedback is then collated and reviewed by ICE staff and Committees to inform course enhancement.

Some courses will offer the opportunity to provide feedback during the course, and we welcome informal feedback on any aspect of our provision during your time studying with us. Immediate concerns or suggestions should be passed on to your Tutor or the Course Administration team.

3.   Before you start your studies

3.1   Student Registration Exercise

All students enrolled on an award-bearing course are required to complete an annual Registration Exercise for the UK Higher Education Statistics Agency (HESA). This involves confirming and/or updating the personal details that we hold about you and will only take a few minutes. At the same time, we check your preferred method of contact and ask you to tell us who to contact in an emergency. For full guidance please see the Student Registration Exercise webpage.

3.2   Cambridge username (CRSid)

On the final screen of the Student Registration Exercise, you will be able to collect your Cambridge username, known as your CRSid, and your initial password to log in to get your student account and email. Your email address will be in the form of [Your CRSid]@cam.ac.uk and will allow you access to Office 365, including OneDrive, a cloud-based service where you can save and store your work. For further information on how to access your CRSid see the University Information Services website.

You will be enrolled on to the VLE using the contact email address you provided in your application.

3.3   University Office 365

Your University email address will allow you access to Office 365, including

OneDrive, a cloud-based service where you can save and store your work. If you do save your work on a hard drive always ensure you make regular backups of your computer files, for instance on a hard drive or cloud platform (such as OneDrive, Dropbox, Google Drive), and avoid having the backed-up files on the same drive or machine as the main files. Please bear in mind that computers crash, files can be lost or corrupted and printers break down; there can often be congestion when multiple students seek to use the IT facilities for the same deadline. Problems of this sort do not constitute good grounds for seeking extension or mitigating circumstances claims.

3.4   University card

If you are studying for a qualification that is at least one academic year in length you can apply for a University card. The card provides full access to the resources of the Cambridge University Library as well as entry to a number of University of Cambridge facilities. To receive a University card you are required to email a passport style photograph to the ICE Records team (ICEUniversityCard@ice.cam.ac.uk). Please visit https://help.uis.cam.ac.uk/university-card-photo for photo acceptance criteria. If you would like to receive the physical card it can be posted to you by confirming your postal address with your Course Administration team.

You can also gain free entry to the University Botanic Garden by presenting your University card.

To replace a lost card, at no charge, please contact the Student Records team.

You are required to return your University card to the Student Data team when your studies end or when the card expires. The expiry date is given on the card.

3.5   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 award-supporting documents. If you wish to change your name or its format you should contact your Course Administration team. **Your details will be checked during the Induction process, when you will be asked to provide proof of identity.**

Changes of address, telephone number or email address should be notified to ICE via the Course Administration team 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.

3.6   Checking proof of identity

Carrying out identify checks is an essential part of the enrolment process. For this we require a photo ID in the form of one of the following documents:

- UK Driving license
- Passport
- EU ID card
- Birth certificate accompanied by a photo proof of ID

We will carry out the identity checks at your first teaching session, therefore if your teaching session is online, please note that you will need to have your camera turned on, or you will need to bring this document to the first in person teaching session.

4.   Study guidance

4.1   Study skills

Effective study skills are fundamentally important, and it is worthwhile investing time in developing these skills, particularly if you are returning to study after a break. Study skills guidance can be found in the Student Information Section on the ICE VLE; some study skills may also be provided by your Tutors as part of your course.

4.2   The University Library

The University Library (UL) is affiliated with over 20 University departmental and faculty libraries in Cambridge. It is a legal deposit library and a repository of official documents of the UK government and of many international organisations. To gain access to the library, you will need to have a University Card as this also serves as your University Library card. Please see the University Library website for current guidance and further information. You should contact your Course Team to request a University card.

iDiscover is the University Library's catalogue system. It enables students to simultaneously search across the print items held in the University's libraries and the numerous electronic resources (ebooks, ejournals and databases) to which the University subscribes, together with the open access items in the University's repository. You can also manage any loans, requests and fines via the online resource. Tutorials on how to use iDiscover, as well as guidance on how to search effectively for resources, can be found in the Student Information Section on the ICE VLE and on the University pages: https://libguides.cam.ac.uk/idiscover.

The UL runs a research skills programme with some general interest sessions and others that focus on specific subject areas; some sessions are open to all readers and others for more subject-specific sessions aimed

primarily at postgraduate students. Further information is available on the Research Skills Programme website.

4.3 Access to other libraries

The British Library based in London offers members of the public permission to use its Reading Rooms and online collections. For further details visit their website.

Local libraries may also be a good resource for study and research. Books are generally stored on online catalogues and many libraries now offer inter-library loan request services for a modest fee.

4.4 IT and the Virtual Learning Environment (VLE)

ICE award-bearing courses are delivered on the online virtual learning environment (VLE), and this is the main communication channel between students, Tutors, and course administrators. 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, you will be provided with login instructions to the VLE by the ICE Technology Enhanced Learning (TEL) team. Online, you will 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 TEL team.

You will normally retain access to your course's learning resources within the VLE for two academic years after you have completed your course.

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

- Basic internet skills
- Unique email address
- Broadband/internet access
- Word processing software if submitting assignments (able to export Word/Office)

4.5 Online safety

With more and more of our lives, work and study taking place on-line, it is important that we keep abreast of our on-line safety. Information is provided here on resources and training provided by the University, as well as practical advice to take into account when conducting ourselves in the on-line domain.

Cyber security training

Cyber security information and training is provided by the University. Guidance is available on the University Information Services website, and in particular cyber security awareness training. It is recommended that you look

at the resources on this website and complete the training.

On-line behaviour

As part of the Institute's Student Charter we expect all learners and students to treat other learners and staff with courtesy and to behave in a way that does not disruptive teaching, studying, research or administration. This includes in person, on University premises, and also on-line. Increasingly we are using technology platforms as part of our learning, and for a large proportion of the courses offered by ICE the education environment is exclusively online on the Institute's Virtual Learning Environment (VLE). Our expectation of good conduct also applies to social media platforms too, and this is outlined in our social media guidelines. See section 1.4

4.6 Student research ethics

Some ICE programmes may involve a self-directed research project. Your Course Director will provide you with support and advice on developing your research project and guidance is also available within your course space on the VLE.

The ICE Research Ethics Committee (REC) 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 participants.

All research students **must** complete a Research Ethics Form which can be found on the ICE website. If a student's research project does not involve the collection of primary data, they will only be required to complete the first part of the form. If a student's research project does involve the collection of primary data, they will need to complete all questions on the form and also submit a Participant Consent Form and Participant Information Sheet relating to their research project. The REC will consider all research project proposals and either approve the project, ask for more information, or suggest amendments.

For those students carrying out projects using personal data please see the University's Research Integrity Quick guide.

Some students are required to identify a gatekeeper in their research project. This is an independent person who can be contacted in the research process if a problem arises. Furthermore, some students need access to contact details of current or past students to offer the opportunity to take part in their research. ICE Records can do this on behalf of the students. Their contact details are ice.records@ice.cam.ac.uk.

4.7 Laboratory sessions and field trips: in person courses only

Some courses may include laboratory work or field trips to local museums or galleries, which add to the academic experience of the course. 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 such sessions.

Students enrolled on a course requiring participation in laboratory sessions or field trips are covered by the University of Cambridge's public liability insurance during that activity. Please note, however, that the University of Cambridge does not provide travel or personal accident insurance and you may therefore wish to take out your own insurance.

If arrangements have been made for you to meet at a specific venue i.e. a gallery, museum, fieldwork site or laboratory, you are normally responsible for arranging your own transport to the venue. The University of Cambridge'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 identifies any additional costs which will be incurred during a course and informs students in advance of them accepting a place on the course.

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 Institute's Health and Safety Committee.

5. Support for disabled students

We welcome learners of all backgrounds and abilities at the Institute of Continuing Education (ICE), and for this reason we have robust learning support in place for any student who needs it.

We are committed to providing students with disabilities or medical conditions equal opportunities and access in their chosen course of study. We recognise the importance of an individualised approach when considering reasonable adjustments and are committed to working towards removing barriers including instructional, physical, and social ones that our students may face.

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

We make every effort both to anticipate and to make reasonable adjustments

to meet the requirements of disabled students and those with additional requirements.

ICE Undergraduate and Postgraduate Courses

The Accessibility & Disability Resource Centre (ADRC) provides advice, guidance, and resources to disabled students on ICE award-bearing undergraduate and postgraduate courses.

If you would like to access support from the ADRC please complete their online Student Information Form soon as possible. If you are able to, please upload your evidence (written in English) within the Student Information Form where prompted. This page (https://www.disability.admin.cam.ac.uk/how-get-support/evidence-your-diagnosis) with guidance on medical and diagnostic evidence will help answer any questions you may have.

If you have any questions concerning disability support then please contact the ADRC NMS team via adrc.nms@admin.cam.ac.uk or view their website via https://www.disability.admin.cam.ac.uk/non-matriculated-students

You can also disclose a disability at any time during your course by contacting either the ADRC NMS team, or ICE's Student Support team via da@ice.cam.ac.uk

Examinations

If your course involves a formal written examination, the format of the examination will be described in the course syllabus.

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 within the first four weeks of the start of the course. If you have already received a SSD (Student Support Document), then please contact your Course Administration team who will be able to arrange for any reasonable adjustments to be put in place. If you do not have a SSD, please email the Disability Liaison Officer, who can advise you on possible options to ensure that appropriate arrangements can be made. Requests made late into the course may mean that arrangements cannot be implemented in time.

If you are unwell at the time of an examination, please inform your Course Administration team, before you take the examination, of any illness that may affect your performance.

You may apply to ICE for the consideration of mitigating circumstances relating to your performance using the Mitigating Circumstances process.

ICE Postgraduate Modules (CPPD / For Credit)

We can best support and advise students when we have sufficient information about the impact on your study and the types of academic-related support adjustments you may require. Therefore, if you have a disability or

medical condition including a mental health condition, we invite you to complete our Student Additional Requirement Form.

You will be requested to provide time-relevant supporting evidence (written in English), such as a diagnostic assessment or GP letter.

6. Student welfare and support

ICE is committed to safeguarding the welfare of all members of its community. It is important that all our students feel safe in their learning environments, therefore we offer a variety of support mechanisms to those who are experiencing challenges.

Course Directors and Tutors are best able to provide you with academic guidance and you should always speak to them first about your academic work. They can talk you through the options if you face disruption to your studies and may need to consider either an extended deadline for a piece of work or a break in learning. Options such as intermission or mitigating circumstances, may often help you achieve academic success. If you feel uncomfortable discussing issues with your Course Director you can contact the Student Support team at studentwelfare@ice.cam.ac.uk.

For pastoral advice and guidance you can contact the student support team directly, studentwelfare@ice.cam.ac.uk, or you can complete our secure welfare form and a colleague will contact you.

It is important that you let someone know if you are struggling with issues that are directly and adversely impacting upon your ability to study, as you may be eligible for wellbeing support sessions. The purpose of these sessions is to help you to consider ways of managing your current situation. In some exceptional instances we may be able to arrange confidential series of short-term counselling sessions. For issues which ICE is unable to directly support, appropriate signposting to external support services is available from the Student Information section on the VLE, Academic/Course Director(s), the Student Support team or the Course Administration team.

To be considered for a wellbeing support session you should contact the Student Support team to receive an initial screening. Where a wellbeing support session is not considered to be an appropriate approach, you will be made aware of alternative options to suit your wellbeing needs.

7. Education Policies

7.1 Achieving a qualification

You must meet all the following requirements to achieve a qualification:

- submit all 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 unit (though see section - If you fail an assignment) and/or tasks stated as a requirement in the syllabus.
- must have paid the course fees.

In addition, we expect you to:

- participate actively in class work and/or in activities in the VLE, where appropriate;
- attend the teaching sessions. If you miss a session owing to unforeseen and significant circumstances, the Tutor and Course Administration team should be informed as soon as possible.

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

Achieving a certificate/diploma of higher education (Undergraduate only)

Some programmes at ICE offer two or three complementary courses in the same subject-area, e.g. in Archaeology, English Literature and Creative Writing. Each pathway is offered over one academic year and successful students are awarded a Certificate or Diploma equivalent to 60 credits.

If you successfully complete a second Certificate or Diploma in the same subject area, and at the same level of study, then you may either:

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

If you wish to be considered for a Certificate/Diploma of Higher Education you should contact your Course Administration team. If you are approved, you will be required to return your certificate and transcript from your first award to the Student Data Manager.

Note that it is only possible to combine two Certificates or two Diplomas in the same subject area to achieve a combined award. It is not possible to combine

one Certificate and one Diploma in the same subject, as they are taught at different levels of study.

7.2 Assessment

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, presentations, or practical work 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 are normally described in the course guide prepared by the Course Director and Tutor(s). The satisfactory completion of such work is essential for the award of a qualification.

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 your Course Director or Tutor.

If your course permits you to create your own assignment title, one that is not listed in the course guide, you **must** discuss this with your Course Director and Tutor beforehand to ensure it meets the learning outcome of the unit. Approval of the title will be agreed **in writing** and a record of this should be kept by the student, Tutor/Course Director and the Course Administration team.

Assignments which have previously been submitted towards an award for summative assessment, whether with ICE or with another provider, should not be submitted a second time, unless resubmission of the assignment has been formally sanctioned.

7.3 Submission of assignments

The information below applies unless a course-specific handbook/guide gives alternative instructions, in which case you should observe those instructions.

Assignments should be typed and submitted via the VLE. You are generally asked to type your assignments using commonly available word-processing software, such as Microsoft Word or Open Office (free to download). File formats we can accept are Word (doc/docx), PDF and RTF. Most word processing packages can save to these formats.

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.

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

either at ICE or at another institution as this is classed as self-plagiarism – see the section on academic misconduct.

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 (using someone else's ideas, words, data, or other material produced by them without acknowledgement) is not acceptable to the University, whether or not there is intent to deceive (see academic misconduct for further guidance and information).

All assignments submitted for assessment are screened using the text-matching software Turnitin.

Assignments should be within the stipulated word count.

Course requirements regarding the length of assignments vary, so you should always check the course guide and with your Tutor. You are required to declare the word length of your work on your assignment.

Submissions that exceed the maximum word count limit may incur penalties – see the section below on penalties for assignments.

The word count specified *includes* or *excludes* the following (unless otherwise stated in the course guide and/or assignment brief)

includes: references in the main body of the text, quotations 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.

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.

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 Course Director or Tutor.

7.4 Turnitin UK text-matching software

All ICE assignments and dissertations will be submitted to Turnitin UK Text-Matching Software. Turnitin compares the text of submitted work to sources in its database, which is made up of internet content, selected journals, and previous student submissions. Turnitin is only one method of checking the originality of a student's work and examiners may use other investigative procedures if they have any queries regarding originality.

Artificial Intelligence:

This is the University's academic misconduct statement regarding the use of Large Language Models (LLMS) such as ChatGPT and Microsoft Copilot, often referred to as generative artificial intelligence (AI)

'A student using any unacknowledged content generated by artificial intelligence within a summative assessment as though it is their own work constitutes academic misconduct, unless explicitly stated otherwise in the assessment brief'.

When submitting your assignment on the VLE you will be required to check a box to confirm the work submitted is your own.

For more information please visit:
https://blendedlearning.cam.ac.uk/guidance-support/ai-and-education/generative-ai-and-assessment

https://www.plagiarism.admin.cam.ac.uk/investigating/turnitin/students

Please ensure you are familiar with the University's Academic Misconduct guidance about referencing and contact your Academic/Course Director or Course Administration team if you have any questions.

7.5 Suspected academic misconduct

Academic misconduct includes any practice that may unfairly advantage a student's academic assessment. For the University's definition of 'academic misconduct' and examples of misconduct see the University's Academic Misconduct website. Breaches of academic misconduct will be taken seriously and taken forward under the Student Discipline Procedure. Further information can be found on the University's Plagiarism and Academic Misconduct webpage.

If academic misconduct is suspected in a piece of your work (i.e. if a Turnitin originality report shows a high percentage match between your work and other sources, or a marker identifies unacknowledged material in an assignment) then the University's academic misconduct procedure will be

followed.

If academic misconduct is suspected, a referral is made to the Chair of Examiners.

If the Chair decides to proceed with an investigation, the student may be asked to provide a written statement or attend a meeting.

The potential outcomes of the investigation are:
- An educative session regarding academic integrity;
- A mark for the assessment that only reflects the parts of the assessment not affected by academic misconduct;
- A mark of 0 for the assessment affected by academic misconduct;
- An apology;
- A written reflection;
- Where re-sits are permitted by the course of study regulations, a re-sit assessment where the maximum mark permitted is a pass mark.

If you have any questions regarding academic misconduct process or the appeal process please contact your Course Director or Course Administration Team.

7.6 Deadlines for submission of assignments

The deadline for the submission of a course assignment will always be clearly signalled to you in writing and will normally be in the course guide, published before the start of the course. Late assignments, without an accepted extension or mitigating circumstances claim, will incur late submission penalties.

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

7.7 Marking and returning assignments

Your marked work will normally be returned to you within 15 working days of the assignment submission deadline. The work will include a provisional mark (subject to moderation) and formal written feedback from the Tutor, to enable you to develop your future work.

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

7.8 Marks

You will normally receive three types of mark for your course:

Assignment mark: the mark given for each assignment submitted for assessment.

Or

Assignment mark (with penalties): the assignment mark minus any reduction due to late submission or reduction due to exceeding the word count limit.

Unit mark: the mark given for each unit 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. If any late submission penalties or word count penalties have been applied to your assignments' marks, it is these reduced marks that will be used for your unit mark.

Course mark: your final percentage mark, combining a weighted average of your assignment marks and any penalties incurred. If your unit marks have been reduced owing to late submission penalties, it is these reduced marks that will contribute to your overall course mark.

7.9   Marking criteria

Your assignments will be assessed by your ability to demonstrate the successful achievement of the learning outcomes and the use of academic skills, both of which are given in the course guide. 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.

Your work will receive a percentage mark. Postgraduate students should refer to their individual course guides for their course marking scale, although the majority of postgraduate courses use the marking scale below. Classifications such as "Competent/Good/Excellent" are purely internal, ICE courses are generally awarded on a Pass/Fail basis, with percentage marks included on Transcripts only.

Marking scale for courses at postgraduate level

Numerical scale	Mark awarded	Student's work shows
Excellent		
80-100	Pass with distinction (where 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 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

Marking scale for courses at undergraduate level

Mark (%)	Student's work shows:
Excellent	
80 – 100	• Evidence of exceptional quality over and above the criteria listed for the mark of 79% and below (see below).
70 - 79	• 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	• 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	• 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.
Pass	
40-49	• 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.
Fail	
0-39	• Some elements of relevant knowledge but contains significant errors, omissions, or irrelevancies. • Evidence of 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.

7.10 Penalties for assignments that are over the word count limit

Assignment guidelines will include clear instructions about word counts and what these include and exclude.

Assignments that significantly fall below the set word limit are unlikely to meet the learning outcomes and academic standards required for the assignment and this will be taken into account during the marking process.

Where an assignment exceeds the set word limit by more than 10%, a penalty will be applied. This will be a deduction of 5 percentage points.

The tutor reserves the right to stop reading at the point at which the 10% cut-off point is reached.

In the cover sheet of your assignment (or at the top of your assignment) please note the word count, **not including the bibliography**. Please note that the automatic word course on your software will count the bibliography unless you highlight the section to be counted.

7.11 Assignment deadlines, and extensions

The submission deadlines for each assignment are given in the course guide. It is important to manage your assignment deadlines, so you can submit your work on time. Your Course Director and Tutors will be able to provide techniques on how to manage your deadlines and there are useful study tips and advice on time management in the Student Help section on the VLE.

However, we understand that sometimes things happen which may affect your ability to study or prevent you from submitting your work. If this happens in the time leading up to your assignment submission you are advised to contact your Course Administration team to discuss your options.

The type of extensions you can request are:

1. up to 7-days self-certified extension, no evidence required
2. 7-days self-certified extension, followed by 2 weeks certified extension, evidence required.
3. up to 3 weeks certified extension, evidence required

If you know you need a longer extension, please proceed and apply directly for a 3 week extension.

If you request a 7-days self- certified extension, you do not need to provide evidence to support your request nor are you required to provide a specific reason. However, it is essential that you let the course team and Tutor/Course Director know prior to or on the submission deadline. If you submit your assignment(s) within the 7 days granted by a self-certified

extension, no penalties will apply. Following the 7 days extension granted, penalties will be applied as in section 7.12.

Certified extensions will require the submission of evidence in support of your application. Please ensure you discuss your options with the course team and your tutor to fully understand the repercussions on subsequent deadlines, workload, marking or being able to complete your studies in time.

Examples of grounds for a short-term extension request:
- short-term illness of self or dependants;
- unanticipated changes in personal circumstances;
- unexpectedly heavy work demands.

The following reasons would **not** normally be accepted as valid reasons for a short- term extension:
- misreading information about submission deadlines;
- holiday arrangements;
- religious festivals;
- social commitments;
- technical software, hardware, network or internet problems.

Examples of grounds for a long extension request:
- Long-term illness of self or dependants;
- Major unanticipated changes in personal circumstances;
- Prolonged heavy work demands over a period of 4 weeks or more.

To request an extension, you should complete an online Extension Request Form **before** your assignment deadline and selecting which extension you are requesting. Your Course Administration team can provide you with a copy of the form and guide you through the process.

Regardless of the nature of your extension request, for certified extension requests you will normally be asked to provide documentary evidence to support your application. The exact evidence will depend on the nature of the claim but may include a medical letter from your GP or hospital, a letter from your employer or legal documents. Any evidence provided must be time-relevant to the period you are making a claim for. If the supporting documentation is not in English, a translation must accompany the document. All supporting documentation **must** be submitted together with the request for an extension, or the request will be rejected.

All documentation will be treated confidentially within ICE and will only be viewed by those necessary in the decision-making process.

If an extension is granted, you would be expected to meet the agreed deadline.

Please be aware when requesting an extension of the repercussions on subsequent deadlines. Falling behind due to an extension is not a valid reason for requesting another extension to subsequent assignments. Please also be aware that extensions may result in not completing with your cohorts and delays in receiving ratified marks.

7.12 Late submission and late penalties

For late submissions which do not fall under the remit of an authorised extension, such as time management or technical problems, it is possible to submit your work, up to eight days late. A daily cumulative system of penalties will be applied to the assignment mark, up to a maximum of a 10% penalty of the maximum mark available. The late penalties awarded will not take the assignment below the pass threshold (40% for undergraduate and 60% for postgraduate)

After eight days, the assignment cannot be accepted, and the assessed work will be classed as a non-completion meaning that you cannot achieve the award.

The rate at which marks will be deducted from the academic mark for a late assignment is as follows:
- on Day 1 at 3% of the maximum mark available,
- Days 2 to 8, 1% of the maximum mark available will be deducted, up to a maximum of 10%. The late penalties will not take the assignment mark below the pass threshold of 60%. For example, if an assignment mark was 70% and a penalty of 10% of the maximum mark was deducted the final mark would be 60%.
- on Day 9, the assignment becomes inadmissible without an approved extension or mitigating circumstances and non-completion of the required assessed work will be recorded for the course.

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.

You are advised to start the uploading of your work in good time to allow for any issues such as computer or internet failure. 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.

7.13 The Mitigating Circumstances Procedure

The mitigating circumstances process is intended to help those who have experienced **severe or unexpected difficulties at the time of submitting an assignment or taking an assessment**. and the effect on the submission or performance of the assignment must have been seriously adverse,

unanticipated and beyond your control.

Examples of situations that might lead to an application for mitigating circumstances may include:

- significant physical or psychological illness;
- severe personal difficulties;
- serious illness or death of a member of your immediate family (or someone you are a carer for);
- sudden deterioration in a long-standing medical condition or disability;
- being the victim of a serious crime;
- legal proceedings requiring attendance at court (e.g. as a witness or juror);
- unexpected adoption or fostering issues;
- redundancy;
- unexpectedly heavy work demands over an extended period.

The following reasons would **not** normally be accepted as mitigating circumstances:

- failure to read the examination timetable or assignment deadline properly;
- normal pressure of work;
- technical, software, hardware, network, or internet problems;
- minor illnesses;
- religious festivals;
- disruptions which can be anticipated (e.g. moving house, holidays);
- over-commitment of studies (e.g. studying numerous courses at the same time).

Applying for Mitigating Circumstances

To submit an application you should complete an online Mitigating Circumstances Form. If you require the form in a different format please contact the Student Support team. If you are anticipating difficulty you should apply for an extension.

Regardless of the nature of your mitigating circumstances claim, you will be asked to provide documentary evidence to support your request. **Evidence is necessary for the request to be approved.** Examples of evidence that may be relevant to your application include, but are not limited to:

Health: Correspondence from a doctor or health professional or a dated prescription, medicine label or official test result. Where this specific evidence is unavailable, please include alternative evidence.

Employment: A headed and dated letter from an employer or professional contract (this can be redacted to preserve anonymity). Where this specific evidence is unavailable, please include alternative evidence.

Family: Official documentation, e.g. birth/death certificate, hospital

appointment confirmation or other relevant, third-party correspondence. Where this specific evidence is unavailable, please include alternative evidence.

Any evidence provided must be directly related to the time period you are making a claim for. Requests cannot be reviewed without the appropriate supporting evidence. You must either provide evidence or provide an explanation for why evidence is not available. If the supporting documentation is not in English, a translation must accompany the document. All supporting documentation **must** be submitted together with the request for mitigation circumstances or within 14 calendar days of the submission deadline, or the request will be rejected.

The form and all supporting evidence will be treated confidentially within ICE and will only be viewed by those necessary in the decision-making process and to support you. It is not necessary to submit sensitive information such as bank statements or payslips, or information relating to an individual who is not an ICE student. Evidence can be redacted to protect your privacy or the privacy of others, as long as the relevant information is still visible.

If you are studying for more than one course at the Institute, then please complete a form for each course you are enrolled on.

Timeframe for Requesting Mitigating Circumstances

You should complete a Mitigating Circumstances Form as soon as you can for each unit where your work or performance has been adversely affected by significant events.

Please be aware that if you do not apply for Mitigating Circumstances, within 14 calendar days of the assignment deadline or exam, your result may be presented to the Examiners Meeting as a fail or non-completion. Please also be aware that if you have applied for Mitigating Circumstances, your final marks may not be ratified along with the rest of your cohort.

Late mitigating circumstances requests will be considered on a case-by-case basis, and you will be asked to explain the reasons for your late submission and provide documentary evidence to support your late request.

Mitigating circumstances applications after the examiners meetings have taken place and marks have been ratified will not be accepted.

Mitigating Circumstances Outcomes

The Committee makes decisions based on the information given on your form, so please provide as much detail as possible.

The Committee may:
- cancel some or all late submission penalties;
- recommend that the student is permitted to re-write and resubmit the

assignment (this may include removal of any late submission penalties or mark capping);

- recommend that the student is permitted to submit a missed assignment (with no late submission penalty);

- recommend no action.

The Committee does not alter individual assignment marks.

If the Committee approves your mitigating circumstance request and allows you to submit new or resubmitted work, you will be advised of the new submission deadline by your Course Administration team. Late assignments will incur the standard late penalties. Please be aware that this may result in not being able to receive your award at the same time of the rest of your cohort and may impact your graduation date.

Review stage

Following the Mitigating Circumstances Committee's decision, if you remain dissatisfied with the outcome, you may request a review by contacting the Quality Assurance and Committee Coordinator within 14 calendar days of receiving the decision. The Quality Assurance and Committee Coordinator will allocate an independent ICE Reviewer to consider the case.

The review will not usually consider issues afresh or involve a further investigation. The 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.

The Reviewer will convey the outcome to you in writing and issue a Completion of Procedures letter within 14 calendar days of receiving the request, unless stated otherwise.

Office of the Independent Adjudicator

If you remain dissatisfied following completion of the review stage, and after receipt of a completion of procedures letter, you may refer the matter to the Office of the Independent Adjudicator.

7.14 If you fail an assignment – resubmission

Students are required to pass all units of a course 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) from each unit.

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.*

Where one summative (assessed) piece of work is submitted at the end of a course, for example on the Postgraduate Certificate in Teaching and Learning (portfolio) or the Postgraduate Certificate in Teaching Creative Writing, you will be permitted to resubmit the work, once only, if it does not reach the pass mark.

A Course Director may stipulate for certain 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, this will be stated in your course guide and you would be permitted to resubmit any failed assignment, once only.

Resubmission of work

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 of up to 30 minutes, with the Course Director or appropriate Tutor, to help prepare.

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 will be capped at the pass mark unless stated otherwise on the course guide.

Once a new resubmission deadline has been set, you should follow the standard submission of assignments process.

7.15 Moderation procedures

The moderation of assessment is an important element in assuring the quality of programmes. All summative assessments are moderated.

The Subject moderating Panel meet to review and ratify marks at the end of each course. They 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.

The Institute's Academic Policy and Operations Committee review the report from the Subject Moderation Panel and confer the University award.

The annual report of the External Examiner is made available to students on the course via the ICE VLE.

7.16 Tutorials

If at any time you are concerned about your progress, or feel your studies are being affected by circumstances outside your control, 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 to complete the programme successfully.

7.17 Delaying or stopping your studies

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.

Intermission

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 take a break from your studies and return at a later date to complete them.

If circumstances arise which cause you to consider intermitting from your course, it is important to discuss them first with your Course Director who may be able to offer you guidance and support. You may also wish to discuss this with the Student Support Team. Intermitting may affect your funding, so it is important you discuss your options with the Course Administration team.

To request to intermit please complete and submit the online Intermission Request Form. If you require a copy of this form in an alternative format, please contact the Student Support team. You will be asked to provide documentary evidence to support your intermission request. If you are studying for more than one course at the Institute then please complete a form for each course you are enrolled on.

Applications to intermit will be reviewed and the decision will be communicated to you via your Course Administration team.

Applications to intermit can be backdated by one calendar month or to the start of the current unit of teaching, whichever is longer.

Intermission during the **first** term will only be approved in exceptional

circumstances and cannot normally be used as a way of deferring admission. Students will normally be required to withdraw and reapply.

Terms of intermission for maternity or paternity leave do not count when calculating whether students have intermitted for the maximum period permissible.

Intermitting students are required to accept the terms and conditions below.

You will normally be required to return to your studies at the equivalent point to which you left, except under exception circumstances.

If you have received permission to intermit, you will be expected to restart your studies at the next presentation of the course which is normally one academic year later but may be less frequent. Please contact your Course Director or Course Administration team for details on when courses will run.

You would not normally be permitted to intermit from a programme more than once, and this would be in exceptional circumstances only.

If you are granted an intermission, your course fee payments will be suspended and resumed when you return to your studies. If you have paid your course fees in full, ICE will retain the fees until you return to study, or you can request a refund for the units you have not studied and payment will be resumed on your return. For this purpose any requested refund of fees for units not studied will be deemed to be those for which no teaching has been received. Teaching includes access to the Unit VLE or attendance at teaching sessions. Payments will be due one month prior to your re-enrolment on the VLE course space.

When you return from a period of intermission you will be required to pay any difference in the course fees at the time of your return.

ICE is committed to making every effort to enable you to complete your studies and we will discuss study options with you before you are due to return. However, we cannot guarantee that courses will be identical in content, repeated in the same format, or necessarily run again.

You will need to contact your Course Administration team 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 difference in fees. You will receive an automatic email reminder two months before you are due to return to your course.

Before you return to study you will be offered a meeting with your Course Director who will be able to offer you pastoral support.

You will be subject to the ICE policies and procedures active at the time of

your return.

During intermission your access to the VLE will be suspended until upon your return, except in specific circumstances.

If you are not in a position to return to study at the scheduled return date you may apply for a second intermission, however, a second intermission is rare and would only be granted in exceptional circumstances and on provision of relevant evidence. Should you be unable to return to your studies within a 24-month period you will be withdrawn from the course.

Applications to intermit following the end of the academic year will not be considered unless truly exceptional circumstances apply that will be considered on a case-by- case basis.

Stopping your studies (withdrawal)

If circumstances arise which cause you to consider withdrawing from the course, it is important to discuss them with your Course Director who may be able to direct you to sources of help and advice.

If you to decide to withdraw from a course, you should contact your Course Administration team as soon as possible. Standard cancellation conditions will apply.

If you have withdrawn from a course you will no longer have access to the VLE.

You must return your University card to the Institute at the point of withdrawal.

To submit a withdrawal application please click on this **link.**

7.18 Confirmation of the award of a qualification

Once you have completed your course and your award has been approved by ICE's Academic Policy and Operations Committee, you will be informed of your results by email.

7.19 Certificates and transcripts

The University of Cambridge generates a certificate and transcript which will be posted to you, or can be collected from the Annual Award Ceremony. These are usually available within nine months of awards being validated.

7.20 Replacement certificates and transcripts

Duplicate certificates and transcripts can be requested from the University's

online store. For replacement of a damaged or lost in transit certificate, contact your Course Administration team.

7.21 Procedure to Support and Assess Capability to Study

All students are asked to conform to the University's Rules of Behaviour to maintain the ICE community. It is recognised that breaches of these rules do not always require disciplinary action as a student may be in significant distress or causing significant concern to those around them due to possible health difficulties. The Procedure to Support and Assess Capability to Study allows us to take a supportive approach to enable students to continue with their studies with the appropriate support, or to take a break until they are fit enough to return.

If you are facing mental or physical health difficulties which are affecting your studies, you may wish to contact your Course Director, Head of Academic Centre Administration or the Student Support Team, who will be able to offer pastoral assistance and direct you to appropriate internal and external sources of support and guidance.

Where there are concerns regarding a student's capability to study, the University acts under the Procedure to Support and Assesses Capability to Study. Full guidance, including who can initiate and use the procedure can be found on the Supporting and Assessing Capability to Study website. The procedure will only be used in cases where a student's behaviour or disruption is perceived to be of a serious or potentially serious nature**.**

For ICE students, the following roles can initiate the procedure:
- Director of Continuing Education;
- Directors of Academic Programmes
- Deputy Director of Academic Centres (Student and Professional Services).

7.22 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.

7.23 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 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.

7.24 University Examination Review Procedure

ICE has robust policies in place to ensure that all examination results are accurate. However, something unusual may have taken place during the examination process and you may want to check that the examiners were aware of the circumstances and that they have been taken into account. The term 'examination' includes any assessment you submit which will receive marks that count towards your University of Cambridge award. This process applied to ratified marks and not provisional marks.

You can request an examination review on one of the following grounds:

1. a procedural irregularity in the examination process has adversely impacted on your examination results; or

2. demonstrable bias or the perception of bias has occurred within the examination process; or

3. the withdrawal of academic provision, which had adversely impacted on your examination results and of which the Examining Board were not aware.

The Examination Review Procedure and full guidance can be found on the Student Complaints website.

The Examination Review Procedure applies to a wide range of students throughout the University of Cambridge who are studying different courses.

The guidance advises students to seek advice from their College Tutor before they submit an exam review; ICE students can contact their Course Director or their Head of Academic Centre Administration. You can also seek advice from the Student Advice Service.

Before submitting an exam review you can seek advice from your Course Administration team and request a mark check to ensure your marks have been appropriately calculated.

7.25 The Office of the Independent Adjudicator for Higher Education (OIA)

If a student remains dissatisfied following completion of the University's internal formal review, appeals and complaints procedures, and after receipt of a completion of procedures letter, the student may be able to apply for a review of their complaint to the Office of the Independent Adjudicator for Higher Education (OIA). 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.

Information about the service can be found at: www.oiahe.org.uk and on the University Student Complaints website.

7.26 University of Cambridge Rules of Behaviour and Discipline

The University of Cambridge requires all Registered students (which includes ICE students studying a certificate, diploma or advanced diploma course) 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.

7.27 University of Cambridge 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.

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.

8. Fees

8.1 About fees

Fees for individual courses are outlined on our 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.

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.

Students who withdraw are expected to meet any outstanding fee payments in accordance with the Refund and Cancellation Policy.

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.

Fees must be settled within four weeks from the date of the last notification of payment due, if fees are not settled within four weeks of the last notification, the student's access will be suspended until payment is received. If payment is still outstanding after four weeks from the dates of suspension the student will be withdrawn. The student will not be admitted onto future courses until the fees are settled.

8.2 Cancellation by ICE

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.

8.3 Cancellation of course place

If you are no longer able to take up your place, please contact the Admissions team.

Course places cannot be transferred to other people

9. Contacts

9.1 General enquiries

Team	Contact Details
Admissions team	ice.admissions@ice.cam.ac.uk 01223 746262
Conference Office	conference.enquiries@ice.cam.ac.uk 01223 746264
Madingley Hall Reception	enquiry@madingleyhall.co.uk 01223 746222
Marketing team	marketing@ice.cam.ac.uk
Quality Assurance team	qa@ice.cam.ac.uk
Student Data team (Credit queries, credit transcripts, replacement certificates)	ice.records@ice.cam.ac.uk 01223 746294 or 01223 760858
Student Support team (Welfare, safeguarding, study skills, bursaries, and student support fund support) (Disability support)	studentwelfare@ice.cam.ac.uk da@ice.cam.ac.uk

9.2 Course administration enquiries

Team	Contact Details
Apprenticeships	apprenticeships@ice.cam.ac.uk
Architecture courses	architecture@ice.cam.ac.uk
Undergraduate courses	undergraduate@ice.cam.ac.uk
Career and Professional Development courses	cpd@ice.cam.ac.uk

Clinical Research, Education and Leadership	crel@ice.cam.ac.uk
Creative Writing courses	creativewriting@ice.cam.ac.uk
English and Literature courses	literature@ice.cam.ac.uk
Film Studies courses	film@ice.cam.ac.uk
Genomic Medicine courses	genomics@ice.cam.ac.uk
Healthcare Date and Informatics	healthcaredata@ice.cam.ac.uk
Medical Education courses	meded@ice.cam.ac.uk
Dental Education	dentaled@ice.cam.ac.uk
Postgraduate Philosophy courses	PGPhilosophy@ice.cam.ac.uk
Professional short courses	prof-shortcourses@ice.cam.ac.uk
Pre-medical courses	pre-medical@ice.cam.ac.uk
STEM (Science, Technology, Engineering and Mathematics)	pg-stem@ice.cam.ac.uk
Postgraduate Certificate in Teaching and Learning in Higher Education MSt in Advanced Subject Teaching ECR Teach	education@ice.cam.ac.uk

9.3   Web addresses

ICE Website	www.ice.cam.ac.uk
ICE Virtual Learning Environment (VLE)	https://vle.iceonline.cam.ac.uk
Technology Enhanced Learning (eLearning) Helpdesk	http://www.ice.cam.ac.uk/about- us/elearningsupport

9.4   Teaching staff at ICE

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