UNIVERSITY OF CAMBRIDGE

Institute of Continuing Education

Course Management Handbook 2020-21

Courses for non-matriculated students:

Section 1: An introduction to the Institute of Continuing Education (ICE)

Contents

www.ice.cam.ac.uk

An introduction to the Institute of Continuing Education (ICE)

The Institute

1. The University of Cambridge Institute of Continuing Education (referred to as 'we' or 'ICE' throughout the handbook) is the oldest continuing education department in the country. It owes its existence to James Stuart – a great proponent of higher education for women and for the working classes, and Cambridge's first real professor of Engineering (Professor of Mechanism and Applied Mechanics) – who in the 1870s established a system of extra-mural lectures that led directly to university extension courses and today's understanding of continuing education and lifelong learning.

Madingley Hall

2. ICE has its headquarters at Madingley Hall, a beautiful 16th century country house set in its own grounds, in the village of Madingley on the western edge of Cambridge. In addition to the programme of courses described below, ICE runs a series of public lectures, concerts and social and cultural events. For details, see: www.ice.cam.ac.uk/events

3. The Hall has 14 classrooms which are arranged and equipped to encourage effective group learning and peer interaction. Technology-enhanced learning, including lecture capture where appropriate, is increasingly utilised and there is site-wide Wi-Fi. The Hall also has a number of social learning spaces which students and Tutors can make use of before or after class if teaching is on-site.

4. Madingley Hall offers disabled parking at the front of the Hall where level access is provided to the building, dining room, bar and ground floor teaching rooms. A platform lift provides access to the rooms on the first floor but is subject to safety controls and assessment for wheelchair users. There is also a platform lift for access to two study bedrooms specifically equipped for the needs of disabled students. If you require these facilities please inform your Academic Centre Coordinator as soon as possible. See: www.ice.cam.ac.uk/info/students-additional-requirements-courses-madingley-hall

5. Some of the courses offered by ICE are held in buildings which are not managed by us. For information on their facilities, please contact the appropriate Academic Centre Coordinator (see **appendix 1**).

6. Madingley Hall offers a range of catering including formal dining, afternoon teas and a café. See www.madingleyhall.co.uk/eating The Hall also offers a home delivery service which provides hampers and takeaway food to local towns and villages – see www.madingleyhall.co.uk/home-delivery-service

ICE courses

7. All ICE courses are taught at undergraduate or postgraduate level to students predominantly studying on a part-time basis.

8. All students are expected to set aside sufficient time for the demands of their course or programme; to prepare for their course sessions and to participate actively in class and in the Virtual Learning Environment (VLE). In addition, students are expected to undertake any Tutor-set course work (in non-award-bearing courses) or the required assignments (when studying an award-bearing course for a University award).

Awards

9. ICE offers undergraduate and postgraduate-level Certificate, Diploma and Advanced Diploma courses, and Master of Studies (MSt) degrees. All qualifications offered by ICE are qualifications of the University of Cambridge, endorsed by the relevant Faculties or Departments and approved by the Academic Standards and

Enhancement Committee of the University's General Board. Most Certificates and Diplomas are studied over the course of one academic year. 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, as students studying for a University of Cambridge degree must.

10. The Master of Studies (MSt) Degree is a part-time postgraduate degree studied over two years. All MSt students are matriculated (members of a Cambridge College) and may spend periods of residence in College. These degrees are offered in a range of disciplines. For details, see: www.ice.cam.ac.uk/mst and in the individual MSt course handbooks. Students applying for an MSt are normally expected to have a good first degree and/or relevant professional experience.

Apprenticeships

11. ICE are developing postgraduate level apprenticeships in a selected range of professional fields. We are actively working with employers who are looking to upskill their staff and utilise the levy in place. See: www.ice.cam.ac.uk/apprenticeships

Non-award-bearing courses

12. ICE also offers a wide range of non-award-bearing programmes and courses in a variety of formats.

13. International Summer Programmes welcome participants from all over the world to study a variety of interdisciplinary and specialist programmes. Students normally reside in Cambridge during July and August whilst usually staying in a Cambridge College. ICE also ran a Virtual Summer Festival of Learning in 2020 which offered week-long remote taught courses and a number of free online talks.

14. Our online programme offers interactive courses, running over seven weeks. They are open to anyone with an interest in the topic, enabling students from around the world to study 'anytime, anywhere' and contribute to on-going lively discussion and debate with their fellow students and Tutor(s). Active participation and discussion is expected and encouraged.

15. The Short Course programme is designed to provide an insight into the various academic disciplines taught at Madingley Hall.

16. ICE runs a number of non-award-bearing professional programmes developed as bespoke courses in association with other parts of the University as well as external clients. These are designed to contribute to professional development and learning within the workplace, and can be delivered in a range of formats.

17. A small number of professional courses are run fully online on the edX platform. These courses are self-paced to allow for flexible study.

Certificates for non-award bearing courses

18. Upon completion of some non-award-bearing courses, e.g. the Short Courses programme, students may apply for a Certificate or Letter of Attendance from the Course Administration team. These certificates can normally only be supplied following 100% attendance on the course. Students should contact shortcourses@ice.cam.ac.uk for more information.

19. Active participation and discussion throughout an online course is recognised by the provision of a Certificate of Participation. These should be requested from the Head of Technology Enhanced Learning.

20. To receive a certificate from an edX platform course students would need to upgrade to the verified track and receive a passing score before the end of their course. For more details on certificates from edX please see https://support.edx.org/hc/en-us/categories/115002269627-Certificates

Technology Enhanced Learning

21. We use technology enhanced learning to support the majority of courses offered at ICE. With the exception of the Short Course programme, courses are normally supported by learning resources in the ICE Virtual Learning Environment (VLE).

22. Students are advised that it is essential to have regular access to an internet-connected computer and to have a unique email account.

23. If teaching remotely Tutors can record their lectures/sessions using a number of methods, i.e. Panopto or zoom. The ICE Technology Enhanced Learning team can offer advice and support on recording lectures and on using the ICE VLE (Moodle). For further information and to arrange access, contact the Digital Content and VLE Coordinators at elearning@ice.cam.ac.uk

24. Assignments are submitted online and feedback is delivered online, except where the nature of an assignment makes electronic submission unsuitable. Assignments are automatically uploaded to the text matching and plagiarism detection service, *Turnitin*. For full details see the University Plagiarism and Academic Misconduct webpages: www.plagiarism.admin.cam.ac.uk/turnitin-uk

25. Students generally retain access to the online learning resources for their course for two academic years after they have completed their course.

Student Registration Exercise

26. All students enrolled on an award-bearing course must 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 on file about students and checking preferred method of contact and who to contact in an emergency.

27. Once a student's place on a course has been confirmed they will receive an email advising them about their Student Identification Number and a further email inviting them to complete the Registration Exercise which has a link to the online form. Further guidance and details can be found at www.ice.cam.ac.uk/info/student-registration-exercise

28. Students should contact the Student Data Manager if they have any problems logging into the Student Registration Exercise website, ice.records@ice.cam.ac.uk

Tutor email address

29. Tutors who would like to request an '@cam' email address should contact the HR Coordinator at tutorrecruitment@ice.cam.ac.uk

University card

30. Students studying for an ICE qualification that is at least one academic year in length, and the Tutors teaching on these courses, are eligible for a University card. The card provides full access to the resources of the Cambridge University Library (www.lib.cam.ac.uk/) as well as entry to a number of University of Cambridge facilities such as the University Centre on Mill Lane, Cambridge. See www.unicen.cam.ac.uk/

31. To receive a University card, students are asked to upload a suitable photograph to their application form or to send an up-to-date passport style photograph to the Student Data Manager, ice.records@ice.cam.ac.uk

32. Tutors are asked to send an up-to-date passport style photograph (JPEG format) to the Student Data Manager, ice.records@ice.cam.ac.uk Once the card has been produced it will be given to the Tutor at their next teaching session or posted to them.

33. To replace a lost card at no charge, students and Tutors should contact the Student Data Manager.

34. Both students and Tutors are asked to return their University card to the Student Data Manager when their studies end or when the card expires. The expiry date is given on the card.

Our Students

Student Handbook

35. The Student Handbook is available on our website and in the ICE VLE in the Student Information section.

Competence in the English language

36. All teaching and assessment is in English. Students for whom English is not their first language are asked to satisfy themselves and ICE that they have the required near-native command of the language to get the maximum benefit from studying with ICE. Students are informed that less than native fluency in both spoken and written English may affect their success on a course, as even non-award bearing courses at ICE are studied at undergraduate level.

37. We ask for recent certification as part of the admissions process for the majority of our programmes. For details, see:www.ice.cam.ac.uk/info-for-applicants/topic/english-language

Provision for students and Tutors with additional requirements

38. ICE makes every effort both to anticipate and to make reasonable adjustments to meet the requirements of disabled students and Tutors and those with additional learning requirements. For details of support to students, see: www.ice.cam.ac.uk/info/students-additional-requirements-courses-madingley-hall

39. ICE requests that any need for disability-related support is noted on a student's application/enrolment form for every course they undertake. Students taking an award-bearing course are asked to complete a Student Additional Requirements Form (SARF) and to provide details on their requirements, such as extra time for the submission of assignments or extra time for examinations. Students taking a non-award bearing course will be contacted by the Course Administration team to discuss their needs.

40. A student may disclose a disability at any point during their course but after the start of a course support may take time to be implemented. Where permission is granted by the student, ICE will inform the Tutor of their declared disability. For guidance on inclusive teaching, including the preparation of course materials, see the Disability Resource Centre: www.disability.admin.cam.ac.uk/teaching-disabled-students and

www.disability.admin.cam.ac.uk/staff-supporting-disabled-students/teaching-disabled-students/inclusive-teaching

41. Tutors are asked to note any additional needs on their Tutor Information Form (TF04) when joining the ICE Tutor Panel. This will be passed to the relevant Course Administration team to implement any allowances, i.e. a downstairs teaching room.

Student visa and entry clearance

42. As regulations change and additional documents may be required, students are

expected to always check current requirements.
For guidance, see:
www.ice.cam.ac.uk/info/visas-international-students
www.gov.uk/study-visit-visa/overview
www.internationalstudents.cam.ac.uk/

43.   It is the student's responsibility to ensure they apply in sufficiently good time for appropriate visas, so that they are in a safe legal position to begin and complete their course of study in Cambridge.

Appendix 1 - Contacts

General enquiries

Admissions team	ice.admissions@ice.cam.ac.uk 01223 746262
Credit queries, credit transcripts, replacement certificates (Student Data team)	ice.records@ice.cam.ac.uk 01223 746294 or 01223 760858
Conference Office	conference.enquiries@ice.cam.ac.uk 01223 746264
Disability Liaison Officer (for award-bearing programmes)	da@ice.cam.ac.uk 01223 746224
Head of Human Resources, Governance and Administration	linda.andrews@ice.cam.ac.uk 01223 746224
Madingley Hall Reception	enquiry@madingleyhall.co.uk 01223 746222
Marketing team	marketing@ice.cam.ac.uk
Quality Governance team	qa@ice.cam.ac.uk 01223 746415 or 01223 746217
Student Data Manager	ice.records@ice.cam.ac.uk 01223 746294 or 01223 760858

ICE Director and Divisional Directors

Director of Continuing Education	Dr James Gazzard	james.gazzard@ice.cam.ac.uk
Director of Academic Centres	Dr Corinne Boz	corinne.boz@ice.cam.ac.uk
Director of International Summer Programmes and Lifelong Learning	Sarah Ormrod	sarah.ormrod@ice.cam.ac.uk
Deputy Director of Academic Centres (Academic)	Dr Tom Monie	thomas.monie@ice.cam.ac.uk
Assistant Director of Academic Centres (Student Experience)	Garry Bishop	garry.bishop@ice.cam.ac.uk
Personal Assistant to the Directors	Gillian Walker	gillian.walker@ice.cam.ac.uk

Course administration enquiries

Apprenticeships	apprenticeships@ice.cam.ac.uk
Arts and Science courses	artscience@ice.cam.ac.uk
Business & Management courses	business@ice.cam.ac.uk
Career and Professional Development courses	cpd@ice.cam.ac.uk
Clinical Research, Education and Leadership courses	crel@ice.cam.ac.uk
Coaching courses	coaching@ice.cam.ac.uk
Creative Writing courses	creativewriting@ice.cam.ac.uk
Education courses	education@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
Global Studies and Public Policy courses	globalstudies@ice.cam.ac.uk
Healthcare Date and Informatics courses	Healthcaredata@ice.cam.ac.uk
Historic Building Conservation and Practical Horticulture and Plantsmanship courses	ug-awards@ice.cam.ac.uk
International Pre-Masters course	ipm@ice.cam.ac.uk
International Summer Programmes	intenq@ice.cam.ac.uk
Lifelong Learning courses	shortcourses@ice.cam.ac.uk
Medical Education courses	meded@ice.cam.ac.uk

Online courses	onlinecourses@ice.cam.ac.uk
Practical Science Communication and Biocuration courses	pg-awards@ice.cam.ac.uk
Psychology courses	psychology@ice.cam.ac.uk
STEM (Science, Technology, Engineering and Mathematics) courses	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
Short courses	shortcourses@ice.cam.ac.uk
General enquiries	enquiries@ice.cam.ac.uk

Teaching staff at ICE

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

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.

Web addresses

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

Address for hard copy correspondence:

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