This information relates to award-bearing courses for non-matriculated students (i.e. those who are not members of a Cambridge College) at the Institute of Continuing Education in the academic year 2015-16.

If you require this handbook in an alternative format please email
studentsupport@ice.cam.ac.uk
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1  Studying with the University of Cambridge Institute of Continuing Education

1.1  Introduction

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

1.2  Student commitment

1.2.1  To study at undergraduate or postgraduate level, you will need to set aside sufficient time for the demands of the course. You should ensure that you are able to prepare for your taught sessions so that you can participate in class and/or in the Virtual Learning Environment (VLE). You will need to do any required reading and go beyond the course materials to develop your knowledge further, for example through further reading, or through visits to sites and museums. You are also required to undertake all the assignments, and the time for this is included in the study hours.

1.2.2  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, you should discuss it with the appropriate Course Director and/or Academic Director who can advise you on specific commitments for the course.

1.3  Additional support for students

1.3.1  We make every effort both to anticipate and to make reasonable adjustments to meet the requirements of disabled students including those with unseen disabilities and specific learning difficulties such as dyslexia.

1.3.2  We can best support and advise you when we are made aware, in advance, of the support you require. If you indicate on your application form that you require additional support you will be sent a Student Additional Requirements Form (SARF) to complete; this will not affect your application.

1.3.3  The SARF will ask you to provide further details about your requirements, such as extra time for the submission of assignments or examinations, or other kinds of assistance.

1.3.4  You should let us know about any additional requirements as soon as possible. If you inform us after the start of the course, support may take time to implement and we are unable to make retrospective allowances for disability-related issues. If your circumstances change during the course, please let us know as soon as you can.
**Access for students with mobility impairments**

1.3.5 Madingley Hall offers parking at the front of the Hall for people with mobility impairments where level access is provided to the building, dining room, bar and ground-floor teaching rooms. A platform lift provides access to the rooms on the first-floor but is subject to safety controls and assessment for wheelchair users. There is also a platform lift for access to two study bedrooms specifically equipped for the needs of disabled students. If you require these facilities you should inform the admissions team at the time of booking, or contact your Academic Programme Manager during the course for further support.

1.3.6 Some of the Institute’s courses are held in buildings which are not owned by the University. For information on their facilities, please contact your Academic Programme Manager (see section 9.4).

1.3.7 Please contact da@ice.cam.ac.uk if you would like to discuss your particular requirements, have any questions or would like to request a Student Additional Requirements Form.

**1.4 Field trips and laboratory sessions**

1.4.1 Some courses include field trips, visits to galleries or laboratory work. We undertake a risk assessment under University guidelines, and take appropriate measures where needed. You should listen carefully when the tutor draws attention to any hazards, and all instructions should be followed carefully, as should recommendations regarding suitable clothing and equipment for the teaching session.

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

1.4.3 If arrangements have been made for students to meet at a gallery, laboratory or fieldwork site, you are normally responsible for arranging your own transport to the venue. The Institute’s public liability insurance cover commences only when you arrive at the location. If transport to an activity is provided, the cost of transport will normally have been included in your course-fee. ICE aims to identify for students any additional costs which will be incurred during a course.

1.4.4 Any accident or incident which has a potential for harm must be reported to the tutor, Course Director or other appropriate person who will report it for ICE records.
1.5 University facilities

1.5.1 Students studying for a qualification with ICE on a course that is at least one academic year in length are eligible to carry a University card (www.misd.admin.cam.ac.uk/services-and-support/university-card) which will also give you full access to the resources of the University Library www.lib.cam.ac.uk/

1.5.2 To replace a lost card at no charge, you should contact studentsupport@ice.cam.ac.uk. You are required to return your University card to the Registry at ICE when your studies end or when the card expires; the expiry date is given on the card.

1.5.3 ICE students are welcome to use the membership facilities at the University Centre in Mill Lane, Cambridge. See www.unicen.cam.ac.uk for the range of eating places and relaxation areas available.

1.5.4 Free entry to the University Botanic Gardens (www.botanic.cam.ac.uk/) is available on presentation of a University card. Students are asked to identify themselves as ICE students upon entering the gardens.

1.6 Changes to your circumstances

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

Delaying your start date (deferral)

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

Taking a break (Intermission)

1.6.3 In cases of particular and unforeseen difficulty, such as serious illness of a student or a close family member or an unexpected change in personal circumstances, you may request to intermit, i.e. to return at a later date to complete your studies, if at least one course unit’s assessment has been completed.

1.6.4 Financial difficulty will not normally be considered appropriate cause for intermission.
1.6.5 The online form by which you may request an intermission can be found at www.ice.cam.ac.uk/studying-with-us/information-for-students/student-forms. Please complete and submit the form, together with documentary evidence. If illness or a medical condition is cited, the request cannot be considered without supporting medical documentation.

1.6.6 Applications to intermit will be reviewed by the Director of Teaching and Learning (or delegate) and the decision will be communicated to you via the Academic Programme Manager.

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

- If you intermit part way through a term you will be required to attend and complete the whole of that term upon return. Therefore you cannot intermit during the first term of a course but you may apply for the course again when it is next offered. There can be no guarantee that you will be offered a place.

- If you have received permission to intermit you will be expected to return to study at the first available opportunity. Intermission can be carried forward to the next presentation of the course which is normally one academic year but may be less frequent. Contact the Academic Director for further information.

- If you are granted an intermission, course fees must be paid in full for the year and will be held by ICE towards the course fees due on your return.

- The course fees active at the time of return will apply and any shortfall between payments already made and the fees due at the time of return must be met by you.

- ICE is committed to making every effort to enable you to complete your studies. However, ICE cannot guarantee to run any course in any particular year or to maintain the current format of a course to facilitate intermission.

- You must contact your Academic Programme Manager to confirm your return to the course at least one month prior to your scheduled return and to request information regarding any outstanding fees.

1.6.8 If you do not complete the first term of a course, i.e. submit the term’s assignment(s), you would be deemed to have withdrawn and would be required to reapply to retake the whole course upon return.
Stopping your studies (withdrawal)

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

1.6.10 If you wish to withdraw from a course you should contact your Academic Programme Manager as soon as possible. Standard cancellation conditions will apply.

1.6.11 If you have withdrawn from a course, your Virtual Learning Environment (VLE) access will be suspended and you will no longer have access to the VLE.

1.7 Change of name or address

1.7.1 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 the student records team at ice.records@ice.cam.ac.uk

1.7.2 Changes of address, telephone number or email address should be notified to ICE via the student records team at ice.records@ice.cam.ac.uk. It is particularly important to do this if the change is near the beginning or towards the end of the course, as course materials or notification of the award may otherwise go astray.

1.8 Feedback from students

1.8.1 You are encouraged to complete an online evaluation form at the end of each course. The information provided is used to help improve and develop ICE course provision. Questionnaires are completed anonymously and can be completed on paper by requesting a printed version from the Education and Student Services Team at qa@ice.cam.ac.uk.

1.8.2 We are also grateful for your feedback on any aspect of our provision at any time of year. Immediate concerns or suggestions should be given verbally or by email to your tutor, or to the Academic Programme Manager for your course. Alternatively you can email qa@ice.cam.ac.uk.
2 Studying at the University

2.1 About ICE qualifications

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

2.2 Academic credit and university-level study

2.2.1 Academic credit formally recognises and measures in credit points the learning process that you have undertaken and successfully completed.

2.2.2 The award of credit recognises successful learning. Credit is generally calculated in terms of hours of studyː both face-to-face teaching and discussion, and independent study for assignments, including reading, site visits and so on. The calculation assumes that each credit is awarded for around 10 hours of successful learning; so, for example, a 60-credit course will involve around 600 hours of successful study.

2.2.3 Each qualification carries a specified number of credit points and these are nationally recognised within the Credit Accumulation and Transfer Scheme (CATS). Under the CAT Scheme, each year of a full-time undergraduate degree programme equates to 120 credit points. Each year of a degree is generally studied at a particular level; the first year of a full-time degree programme in England, Wales and Northern Ireland is taught and assessed at FHEQ level 4, the second year at FHEQ level 5 and the third year at FHEQ level 6 (Framework for Higher Education Qualifications). For details of the differences between the academic requirements of each level, see the table, ‘Qualifications of the University of Cambridge offered through ICE’.

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

2.2.5 The flexibility of this system makes it possible to transfer credit awarded by the University through ICE into the degree programmes of other higher education providers (under the CAT scheme). The volume of credit that can be transferred from ICE into a course at another institution is at the discretion of that institution. The rules vary from one institution to another and you are advised to contact the receiving institution as soon as possible.

2.2.6 To achieve a University of Cambridge qualification, you need to complete an approved core curriculum. You cannot therefore transfer credits from other higher education institutions to the University of Cambridge.
Qualifications of the University of Cambridge offered through ICE
2.3 The degree of Masters of Studies

2.3.1 The Master of Studies (MSt) is a part-time postgraduate degree of the University of Cambridge. All MSt students are members of a Cambridge College and may spend short periods of residence in Cambridge. Degrees are offered in a range of disciplines. Further information is available on the ICE website at www.ice.cam.ac.uk/courses/mst. Students applying for admission to an MSt are normally expected to have a good first degree and/or relevant professional experience.

2.3.2 MSt degree programmes do not automatically carry specified units of academic credit. Students who successfully complete only the first year of their chosen MSt degree programme may, on some MSt programmes, be awarded a Postgraduate Certificate or Diploma; for example, the Postgraduate Certificate in Creative Writing may be awarded to those who do not proceed to the second year of the MSt in Creative Writing.

2.3.3 MSt programmes are governed by the rules and regulations in the appropriate MSt Course Handbook, which is provided by the Academic Programme Manager.

3 Study guidance

3.1 General advice

3.1.1 All undergraduate and postgraduate courses require periods of preparation and independent study in addition to course meetings. In making a commitment to study with ICE, you need to set aside sufficient time for the demands of the course.

3.1.2 Effective study skills are fundamentally important and it is worthwhile investing time in developing these skills, particularly for students who are new to undergraduate-level study or returning after a break. Study skills guidance is available through the ICE VLE. Tutors will inform you of any additional subject-specific guidance that is available.

3.2 University libraries

3.2.1 If studying for a qualification on a course that is at least one academic year in length you will be able to use your University card as a University Library card with the same borrowing rights as a University undergraduate. You will also be able to access the University Library’s online resources off campus by using your Raven password.

3.2.2 Some of the University’s departments hold specialist libraries and it is worthwhile checking with the Course Director whether they would be a useful resource to consult.
Students who pass an award-bearing course are entitled to a University Library reader card, valid for two years after the completion of their course. Former students are asked to present a copy of their certificate and transcript; a piece of ID (i.e. passport/driving licence) and a separate document showing their address (i.e. utility bill) to the Library on registering.

3.3 Using the ICE VLE

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

<table>
<thead>
<tr>
<th>Basic internet skills</th>
<th>Essential</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal email address</td>
<td>Essential</td>
</tr>
<tr>
<td>Internet access</td>
<td>Essential (library access should be fine)</td>
</tr>
<tr>
<td>Word processing software</td>
<td>Essential (able to export to word format)</td>
</tr>
<tr>
<td>Broadband</td>
<td>Recommended (for video/audio)</td>
</tr>
</tbody>
</table>

3.3.2 It is essential that you have an email account and regular access to an internet-connected computer.

3.3.3 ICE award-bearing courses are supported by a web-based VLE. This is both a useful study resource and a communication channel with fellow students and tutors. It is also the place where assignments are submitted and tutor feedback is received, unless an assignment is unsuitable for electronic submission. After registering for a course which requires access to the VLE you will be provided with login instructions by the ICE eLearning team. Online, you have access to many resources and explanatory help files to enable you to get the most from your studies. If you encounter any problems you are advised to contact the eLearning team helpdesk via support.iceonline.cam.ac.uk.

3.4 Use of the internet

3.4.1 The computing facilities available at a public library or internet café may be sufficient and unlimited free computing and internet access will be available to you within the University Library throughout your course.

3.4.2 A public library is a good place to enquire about access and training. The BBC provides useful information and guidance for those new to using the internet at www.bbc.co.uk/webwise.

3.4.3 Whilst there is a great deal of information available on the internet, it is important to note that websites should be approached critically. Not all will be reliable or up to date, and you should check both the credentials of the author and the date on which the web-page was last updated. You are strongly advised that it is not usually appropriate to rely largely or wholly on information taken from websites in the preparation of assignments.
3.4.4 You will normally retain access to the learning resources, within the VLE, on your course for two academic years after you have completed your course.

3.5 Transferable skills

3.5.1 You acquire transferable skills while undertaking many activities, not just your studies, and these can be applied in many other situations. We have identified a number of such skills which may be further developed during your studies. They can be classified as intellectual, communication, organisational or inter-personal skills:

Intellectual skills, which include the ability to:
- reflect critically on information received, whether spoken or written, analyse and evaluate information
- develop and present new ideas
- identify and solve problems
- interpret material which may be presented in an unfamiliar style or format
- apply reasoning or logic

Communication skills, which include the ability to:
- present written material clearly and appropriately
- present oral material in an articulate and effective way
- enter a debate and argue clearly and concisely
- listen patiently to the opinions of others
- deliver 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

Inter-personal skills, which include:
- working creatively, flexibly and co-operatively with others
- formulating and meeting team objectives
- interacting successfully on a one-to-one basis
- giving support and encouragement to others
3.5.2 You will also develop your observational and practical skills, research skills and computer literacy.

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

4 Plagiarism

4.1 Plagiarism

4.1.1 Plagiarism is defined as submitting as one’s own work, irrespective of intent to deceive, that which derives in part or in its entirety from the work of others without due acknowledgement. It is both poor scholarship and a breach of academic integrity.

4.1.2 Examples of plagiarism include copying (using another person’s language and/or ideas as if they are a candidate’s own), by:

- quoting verbatim another person’s work without due acknowledgement of the source;
- paraphrasing another person’s work by changing some of the words, or the order of the words, without due acknowledgement of the source;
- using ideas taken from someone else without reference to the originator;
- cutting and pasting from the internet to make a pastiche of online sources;
- submitting someone else’s work as part of your own without identifying clearly who did the work; e.g. buying or commissioning work via professional agencies such as ‘essay banks’ or ‘paper mills’, or not attributing research contributed by others to a joint project.

4.1.3 Plagiarism might also arise from colluding with another person, including another candidate, other than as permitted for joint project work (i.e. where collaboration is concealed or has been forbidden). You should include a general acknowledgement where you have received substantial help, for example with the language and style of a piece of written work.

4.1.4 Plagiarism can occur in respect to all types of sources and media:

- text, illustrations, musical quotations, mathematical derivations, computer code, etc;
- material downloaded from websites or drawn from manuscripts or other media;
- published and unpublished material, including lecture hand-outs and other students’ work.
4.1.5 Acceptable means of acknowledging the work of others (by referencing, in footnotes, or otherwise) is an essential component of any work submitted for assessment, whether written examination, dissertation, essay, registration exercise or group course work.

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

4.1.7 You must reference your own pre-existing work in the same way as if it were sourced from another author.

4.1.8 Further guidance relating to the avoidance of plagiarism is available from within the ICE VLE and at www.ice.cam.ac.uk/studying-with-us/information-for-students/academic-policies/plagiarism-policy. If, after reading the guidance, you have any outstanding queries you should seek clarification at the earliest opportunity from the Course Director.

4.1.9 All assignments submitted are screened by the text-matching software Turnitin (see section 4.3).

4.1.10 Failure to conform to the expected standards of scholarship (e.g. by not referencing sources) in work submitted for assessment will be investigated by the Assessment Standards Panel and may affect the grade given to your work. In addition, suspected cases of the use of unfair means (of which plagiarism is one form) may be subject to further disciplinary action.

4.2 References and bibliographies

4.2.1 You must familiarise yourself with the guidance on referencing and good academic practice in your programme, and follow it in all work submitted for assessment. You will be required to submit a declaration to that effect.

4.2.2 Acceptable means of acknowledging the work of others (by referencing, in footnotes, or otherwise) vary according to the subject matter and mode of assessment, so you should refer to the guidance materials available on the ICE VLE that relate to the relevant scholarly conventions for submitting work in a particular subject area of study. If a paper copy of this guidance is required, you should ask your Course Director.
4.2.3 Undergraduate Advanced Diploma, Postgraduate Certificate, Postgraduate Diploma and Master of Studies students are asked to follow the more comprehensive guidance in their programme handbooks. Some professional programmes have specific professional presentation requirements.

4.3 Turnitin UK text-matching software

ICE terms of use

4.3.1 The University subscribes to Turnitin UK software which is widely used in UK universities and matches text in work submitted to that in a large database of online sources. This section explains how Turnitin UK will be used by ICE and explains the implications of submitting your work to the software.

4.3.2 Before submitting assignments you will be asked to confirm that you have read and understand this information and that you consent to your work being submitted to Turnitin UK as described in this section. This requires you to download from your course space in the VLE the OriginalityDeclaration Form, complete it and upload it to the VLE before the submission of your first assignment. Without this written consent, ICE cannot submit your work to the software.

4.3.3 You are reminded that Turnitin is only one method of checking the originality of your work. Examiners may initiate the standard investigative procedures if they have unresolved queries about the originality of your work, regardless of whether Turnitin has been used or whether it has substantiated any concerns.

4.3.4 ICE may decide to pursue a case where a student is suspected of plagiarism, or collusion to plagiarise (this includes allowing another student to copy your work), even where that student has not consented to the use of Turnitin. In such circumstances you may be specifically asked again by ICE to consent to submission to Turnitin and a failure to consent will be provided as part of the evidence against you.
About Turnitin UK text-matching software

4.3.5 The University of Cambridge is the recognised Data Controller for the data held and processed by, or on behalf of, the service. An American company, iParadigms, is the Data Processor.

4.3.6 Turnitin UK may indicate through text-matching the presence of direct plagiarism, paraphrasing and collusion, as submitted work is compared with a vast database of online material and with a 'private' database of previous submissions. Therefore, submitting work to the database helps to protect it from future attempts to plagiarise it, and helps to maintain the integrity of the University's qualifications.

4.3.7 The software makes no judgement about whether a student has plagiarised; it simply shows the percentage of the submission that matches other sources and produces an originality report which highlights the text matches and, where possible, displays the matching text and its immediate context.

4.3.8 In many cases the software highlights correctly cited references or 'innocent' matches. Therefore, all originality reports will be carefully reviewed to determine whether the work does contain plagiarism.
How will Turnitin be used by ICE?

4.3.9 Work submitted for assessment will be subjected to blanket screening. The originality report issued by Turnitin UK is then scrutinised by the Academic Programme Manager of your course. ICE has chosen blanket screening as the fairest process. The resulting originality report will normally only be referred to the Assessment Standards Panel if there is evidence of plagiarism or faulty scholarship.

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

4.3.10 The copyright and intellectual property rights of the submitted material remain wholly with the original owner (normally the student with the exception of some collaborative or sponsored research projects). However, by signing the assignment declaration you are permitting Turnitin UK to:

- reproduce your work to assess it for originality;
- retain a copy of your work for comparison at a later date with future submissions

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

4.3.11 Materials submitted to Turnitin UK will be identified by a Turnitin reference number, course details and institution. Personal data will not be used.

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

4.3.12 If a report generated by another institution identifies matches with a student’s work, the report will only show the extent of the match and the contact details of the University’s Turnitin UK Administrator. If approached, the Turnitin UK Administrator may attempt to contact you about the matter. The contents of your work will not be revealed to a third party outside the University of Cambridge without your permission.

4.3.13 If a match is found with material submitted from within the University, the reviewers can obtain the full text without your permission.

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

4.3.14 Work submitted to Turnitin UK will be stored indefinitely on the Turnitin UK database unless a student specifically requests that it be removed. To maximise the effectiveness of the software it is hoped that such requests will be kept to a minimum. However, once examinations have been concluded, students may at any time contact the Academic Programme Manager for their course, to request that their work be removed.
4.4  Procedure for dealing with assignments found to contain unacknowledged materials

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

4.4.2 If the decision of the Assessment Standards Panel is that the unacknowledged work is the result of poor/faulty scholarship, the Panel will then decide on a grade reduction proportionate to the level of poor/faulty scholarship.

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

i)  **No case to answer: the suspicions are unfounded**

The Chair of the Assessment Standards Panel will convey the outcome and the final grade to you in writing.

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

The Panel may modify the grade in light of the decision.

The Chair of the Panel will convey the outcome and the final mark to you in writing.

iii) **Unfair means suspected**

The Chair will refer the case and all supporting evidence to the Director of Teaching and Learning (or delegate) who will come to one of the following decisions:

a) Not to pursue the case

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

   • Withdrawal from the course
   • Lowering the grade
   • Failure of the examination or assignment

c) If the case is not proved, to conclude the academic assessment process on the basis that there is no question of the student intending to use unfair means.
The Director of Teaching and Learning (or delegate) will convey the outcome to you in writing.

5 Regulations

5.1 Achieving a qualification

5.1.1 You must meet all requirements to achieve a qualification. In all cases, students wishing to achieve an award must:

- participate actively in class work and/or in the VLE, where appropriate
- demonstrate the achievement of all the learning outcomes expected from the course by completing each term’s assignments satisfactorily, and/or any other tasks stated as a requirement in the syllabus.

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

5.1.3 Achieving a Cert HE or Dip HE

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

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

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

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

5.2.2 If you have any questions about an assignment—for example, difficulty in understanding the question, uncertainty about a topic or title, or inability to find the sources needed—you should consult the tutor or Course Director. Where the assignment topic is selected by you and is not listed in the course specification it must always be approved by the tutor or Course Director beforehand. A written record of this agreement should be kept.

5.2.3 Assignments which have previously been submitted towards an award for assessment should not be submitted a second time, unless resubmission of the assignment has been formally approved.

5.3 Examinations

5.3.1 If the course involves a formal written examination, the format of the examination will be described in the syllabus of the course so that you are aware of the requirements of the examination from the start of your studies.

5.3.2 If you have special examination requirements due to disability or medical condition(s) (e.g. extra time or the use of a computer), you must notify us before the end of the first term of your course. If you have already submitted a SARF (Student Additional Requirements Form), then please contact your Academic Programme Manager. If you have not submitted a SARF, please email da@ice.cam.ac.uk in the first instance, to ensure that appropriate arrangements can be made. Requests made after this time may mean that arrangements cannot be implemented in time.

5.3.3 If you are unwell at the time of an examination you must ensure that the Academic Programme Manager is informed, before the examination is taken, of any illness that might affect your performance. Documentary evidence will subsequently be required if you apply to ICE for the consideration of mitigating circumstances relating to your performance. Such applications will be considered by the Mitigating Circumstances Committee.
5.4 Oral examination (viva voce)

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

5.5 Submission of assignments

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

5.5.2 Assignments should be word processed and submitted via the VLE. A high level of competence in writing, grammar and spelling is always expected.

5.5.3 You are generally expected to word process your assignments using commonly available word-processing software, such as Microsoft Word or Open Office (free to download from www.openoffice.org). File formats we can accept are Word (docx), PDF and RTF. Most word processing packages can save to these formats and you should refer to your programme’s documentation for help with this.

5.5.4 In some cases it may not be appropriate to submit assignments using the formats above and your tutor will discuss alternative arrangements.

5.5.5 All submitted work must be your own and must not have been previously submitted as part of the formal assessment for an award-bearing course.

All sources must be acknowledged within assignments and listed in a bibliography.

5.5.6 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 need to be accompanied by a bibliography or list of resources that have been consulted during the preparation process. Plagiarism (the unacknowledged submission of ideas, words, images or figures created by others) is not acceptable to the University whether or not there is intent to deceive (see the ICE Plagiarism Policy in section 4.0 for further guidance and information).

5.5.7 All submitted assignments are screened by the text-matching software Turnitin (see the ICE Plagiarism Policy in section 4.0 for further information).
5.5.8 You will be asked to sign and date an **Originality Declaration Form** before you submit your first assignment as this confirms that you have read and understood the University’s plagiarism policy and that you give permission for your assignment to be put through Turnitin. Completion of this form is required for grades for your assignments to be given to you.

5.5.9 **Assignments should be within the stipulated word count.**
Course requirements regarding the length of assignments vary, so you should always check the syllabus and with your tutor. You are required to declare the word length of your assignment on your assignment.

5.5.10 The word length specified *includes or excludes* the following (unless otherwise stated in the course specification):

- includes: references in the main body of the text, footnotes and endnotes,
- excludes: bibliography or list of resources, abstract, list of contents or abbreviations at the beginning or end of the assignment, numerical tables and figures.

5.5.11 **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 the tutor/supervisor.

5.5.12 **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 also be limited, and needs to be checked with the tutor or Course Director.

5.6 **Deadlines for submission of assignments (undergraduate programmes)**

5.6.1 Deadlines for the submission of course assignments will always be clearly signalled to you, in writing and usually in course/programme documents published before the start of the course. Extensions are not available; late assignments may lead to a penalty being applied to the course grade of one grade point for each assignment that is one day late, although it is unlikely that a course grade would be affected by a single assignment that is one day late (see section 5.11).

5.6.2 All submission deadlines refer to Greenwich Mean Time (GMT) or British Summer Time (BST). Check carefully if your local time differs from this.
5.7 **Deadlines for submission of assignments (postgraduate programmes)**

5.7.1 Please see your course handbook for details.

5.8 **Grading and returning assignments**

5.8.1 ICE aims to return your marked work to you as promptly as possible, with the feedback from the tutor, to enable you to build on this feedback for your next assignment. The grade for your work will be given to you within 2 weeks of this feedback, to allow the first stage of moderation to take place first. Please note that all grades are provisional until the full moderation process for the course / year has been completed.

5.8.2 If a course has a weighted marking scheme, details are given in the course syllabus or specific course handbook.

5.9 **Grades**

5.9.1 You will receive three types of grade on your course: assignments grades; unit grades, made up of weighted assignment grades if more than one assessed assignment has been submitted for a unit; and an overall course grade.

*Assignment grade:* the grade given for each assignment submitted for assessment.

*Unit grade:* the grade given for each unit (term) of study, comprising a weighted average of each assessed assignment for that unit.

*Course grade:* your final grade, combining a weighted average of your assignment grades and any penalties incurred for late submission.

5.10 **Marking criteria**

5.10.1 Your assignment will be marked according to the outcomes given in your course specification and the marking criteria, both of which are given on the assignment feedback form on which your tutor will give you feedback on your assignment. The marking criteria, listed below, are generic to all undergraduate courses:

- Relevant knowledge and information showing conceptual understanding, contextualisation, reading and research
- Use of appropriate academic and other relevant sources
- Independence of thought
- Quality and structure of argument
- Analysis, evaluation and critical engagement with arguments and evidence
- Spelling, punctuation and grammar
- References and bibliography

5.10.2 Specific subjects may have additional marking criteria listed on the assignment feedback form, as appropriate.
### Marking scale for courses at undergraduate level

<table>
<thead>
<tr>
<th>Grade</th>
<th>Percentage equivalent</th>
<th>Student’s work shows:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Excellent</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A+</td>
<td>80 – 100</td>
<td>• Evidence of exceptional quality over and above the criteria listed below.</td>
</tr>
</tbody>
</table>
| A | 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. |
| A- | | |

| **Good** | | |
| B+ | 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. |
| B | | |
| B- | | |

| **Competent** | | |
| C+ | 50 - 59 | • A secure grasp of relevant knowledge and information and evidence of a competent understanding of relevant concepts. |
| C | | • Reference to a reasonable range of relevant academic sources.  
• Some evidence of an analytical and critical approach. |
| C- | | |

| **Weak** | | |
| D+ | 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. |
| D | | |
| D- | | |

| **Pass threshold** | | |
| E+ | 35 – 39 | • Some elements of relevant knowledge but contains significant errors, omissions or irrelevancies.  
• Evidence of a poor grasp of relevant concepts. |

| **Fail** | | |
| E | 0 - 34 | • 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. |
| E- | | |
| F | | |
5.10.3 Your work will receive a letter-grade using the scale above. Please note that the percentage equivalent is given for context only.

5.11 Late submission of assignments (undergraduate programme only)

5.11.1 ICE recognises that external circumstances can sometimes affect students’ ability to undertake part-time study.

5.11.2 ICE does not allow extensions for assignment deadlines. You will be able to upload your assignments at any point during the course, although you should be aware that late submission is subject to penalties (see section 5.6.i). **However, all assignments must be uploaded to the VLE by the assignment submission deadline of the third unit (normally, Easter term) of your course.** It would be helpful if you let your tutor and the Academic Programme Manager for your course know that you will be submitting late so that the tutor is aware of when to expect it. Work submitted late may experience a delay in assessment.

5.11.3 If you need to submit work very late due to a significant problem such as a serious illness - your own or that of a close relative - please let us know during your course as a request for mitigating circumstances may be the best way forward for you. Please note that the latest date for lodging a request for mitigating circumstances to be taken into account is **Monday 1 August 2016.**

5.11.4 For less serious issues such a time management or technical problems, a small penalty may be applied when calculating your course grade.

5.11.5 If a penalty is applied, it will be applied to your course grade and not your assignment grade or unit grade. The usual tariff for a penalty for late submission is a reduction in your course grade of one grade point for each assignment that is a day late (for example, from B+ to B), although it is unlikely that a course grade would be affected by a single assignment that is one day late. Please note that part of day is treated as a day in this context. The lowering of the course grade will be capped when the course grade reaches grade F (fail); at that point, the accumulation of additional days’ lateness will cease.

5.11.5 If your work is late, you are encouraged to submit it as soon as you can after the due date.
## Marking scale for courses at postgraduate level

<table>
<thead>
<tr>
<th>Numerical scale</th>
<th>Grade awarded</th>
<th>Student’s work shows</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Excellent</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>80-100</td>
<td>Pass with distinction (where the programme awards distinction)</td>
<td>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</td>
</tr>
<tr>
<td>75-79</td>
<td>Pass with distinction (where the programme awards distinction)</td>
<td>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</td>
</tr>
<tr>
<td><strong>Good</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Competent</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>60-64</td>
<td>Pass</td>
<td>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.</td>
</tr>
<tr>
<td><strong>No pass</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>50-59</td>
<td>Fail</td>
<td>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.</td>
</tr>
<tr>
<td>0-49</td>
<td>Fail</td>
<td>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.</td>
</tr>
</tbody>
</table>
5.12 Mitigating circumstances (undergraduate programme only)

5.12.1 From time to time, you may encounter difficulties that affect your studies. These may be relatively minor and short-term, or they may be more substantial. In these cases, we strongly recommend that you let us know so that we can help where possible.

5.12.2 When you submit work late, a penalty is only finalised after the mitigating circumstances process and moderation of the course have been completed.

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

- hospitalisation
- bereavement
- serious illness of self or dependants
- unexpectedly heavy work demands

It is unlikely that minor ailments would be eligible for this process. Medical-related requests can only be considered when medical evidence is provided. You will be asked to identify the length of time that the circumstances affected your study and to confirm for which assignments you are seeking mitigation.

5.12.4 If you encounter difficulties that substantially affect your achievement, result in late submission or cause you to miss classes, you should complete a mitigating circumstances form online (www.ice.cam.ac.uk/student-forms). The form and all supporting evidence will be treated confidentially within ICE and will be viewed only by those necessary to the process of the consideration of the request. Supporting documents can be sent by post to the Education and Student Services Manager, if preferred.

5.12.5 You can complete a mitigating circumstances form at any time during your course. Please note that the deadline for the submission of this form for 2015/16 is Monday 1 August 2016.

5.12.6 The Mitigating Circumstances Committee meets annually to consider all requests, which are evaluated on the basis of severity and length of effect.

5.12.7 The Committee may:

- Cancel some or all penalties
- Recommend that the student is permitted to re-write and resubmit the assignment
- Recommend that the student is permitted to submit a missed assignment
- Recommend no action
5.12.8 The submission deadline for all resubmitted and newly submitted work, as approved by the Mitigating Circumstances Committee, will be **Friday 23 September 2016**. Students submitting work in this context will be offered a tutorial beforehand. Please note that resubmitted work would not be capped at D-, where the opportunity to resubmit work, or submit missed work, had come from the Mitigating Circumstances Committee (see section 5.13.3).

5.13 If you fail an assignment

5.13.1 The following guidelines on the resubmission of assignments are for Certificate, Diploma and Advanced Diploma students. Postgraduate students should consult their individual programme handbooks.

5.13.2 There are two types of fail grade: a marginal fail (E+) and a clear fail (E, E- and F). Both a marginal fail and a clear fail may be redeemed by higher assignment grades elsewhere in the course; if your overall course grade stands at D- or above at the end of the course, you will have met the pass standard for the course.

5.13.3 If you receive a marginal fail grade (E+) or a clear fail grade (E, E- or F) for one of your assignments and your course grade stands at a fail grade (E, E- or F), you will be asked to resubmit the failed assignment. This resubmission would be capped at D-; if this cap on your resubmission grade would mean that it would be impossible to achieve an overall pass grade for the course, you would not be asked to resubmit.

5.13.4 A Course Director may stipulate for particular courses that students need to achieve a pass grade (that is D- and above) for all assignments in order to pass the course. If this is the case for your course, it will state this in your course specification.

**Resubmission of work**

5.13.5 You will be informed if you will be required to resubmit work shortly after the end of the course, along with a resubmission deadline. You may be offered a tutorial to help you with your resubmission.

5.13.6 Resubmission is not offered to students who have a fail grade as an overall course grade (E, E- or F), where more than one assignment has a fail grade.

5.13.7 The marking scale is given in section 5.10.3 above. Pass grades range from A+ to D-.

**Failure due to circumstances outside your control**

5.13.8 If circumstances outside your control have contributed to your failure, or prevented you from submitting work, you are strongly encouraged to complete a mitigating circumstances form as soon as you are able to do so (and by **1 August 2016** at the latest). Depending on the severity of the problem, you may be permitted to submit work at the end of the course without penalty. Please see section 5.12 Mitigating Circumstances.
5.14 Tutorials

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

5.14.2 If we are concerned about your progress, we may invite you to attend a tutorial with the Course Director. If the circumstances are severe enough to warrant potential withdrawal from the programme, the Course Director may set conditions that would need to be fulfilled to permit continued study. In these circumstances, a record of the tutorial would be kept, including any conditions or advice agreed upon, and summary of what was agreed would be sent to you.

5.15 Moderation procedures

5.15.1 The moderation of assessment is an important element in assuring the quality of programmes.

- Samples of assessed work from each Certificate, Diploma and Advanced Diploma course are moderated each term by an internal subject assessor.
- All dissertations are moderated.

5.15.2 Samples of work, tutors’ assessments, and the reports of internal assessors are submitted to a Subject Moderation Panel at the end of the course (and at the end of the first year of two year courses such as Advanced Diplomas). The Panel consists of an Internal Assessor; an Internal Examiner, usually a member of the University’s academic staff; and a Moderating External Examiner, usually an academic member of staff from another University. This Panel is responsible for determining that the work reaches the required standard for the level of the course, that tutors’ marking is fair, and that the standard achieved is commensurate with that of other higher education providers elsewhere in the country. All results remain provisional until the moderation process has been completed and approved.

5.15.3 The report of the Subject Moderation Panel is considered by the Institute’s Academic Policy and Operations Committee for the approval of University awards normally in November or December of the year in which the course is completed.

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

5.16 Confirmation of the award of a qualification

5.16.1 When the awards have been approved by the Academic Policy and Operations Committee you will be informed of your results by letter or email.
5.17 Certificates and transcripts

5.17.1 The University will generate a certificate and transcript which can either be sent by post or presented at an awards ceremony held at Madingley Hall.

5.18 Replacement certificates and transcripts

5.18.1 For qualifications awarded from 2010-11 onwards:

- Duplicate or replacement certificates and transcripts can be requested from the University’s online store at www.cambridgestudents.cam.ac.uk/your-course/graduation-and-what-next/degree-certificates-and-transcripts

5.18.2 For qualifications awarded up to and including 2009-10

- Contact ice.records@ice.cam.ac.uk stating your full name, date of birth, the title and date of the course or qualification concerned and whether you require a replacement/additional certificate or transcript. There will be an administrative charge of £25.

5.19 Additional information regarding your academic performance

5.19.1 Please refer to the section on ‘Data Protection’, which details the ICE data retention policy in respect of assessed work. Such information should be requested within 10 working days of receiving formal confirmation of the decision relating to the award of credit, mark or grade. Students should bear in mind, however, that the Subject Moderation Panel sees only samples of work submitted for assessment.
6  Student complaints and appeals procedures

6.1 About the complaints and appeals process

6.1.1 The Institute’s formal complaints and appeals procedures do not cover complaints that relate to matters of academic judgment. Complaints on such grounds are therefore not likely to be accepted, and will be ordinarily dismissed or otherwise deemed ineligible for consideration. This position corresponds in principle to that adopted by the Office of the Independent Adjudicator for Higher Education (OIA) with regard to its reviews of student complaints (OIA Rule 3.2)


6.2 About the complaints process

6.2.1 If you are dissatisfied with the Institute’s educational or support services (other than the award of credit, a mark, grade or qualification in respect of which the Academic Appeals Procedure applies (see section 6.3) you should follow the procedure as detailed below.

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

6.2.3 The complaints process has three stages and it is anticipated that most problems will be resolved in the first two stages. The three stages are:

- Discussion and advice
- Informal process
- Formal process

6.2.4 You may withdraw a complaint or stop the process at any time in stage 1 or 2 and, in stage 3, with the consent of the Reviewer. Personal privacy will be respected.

6.2.5 If you are contemplating making a complaint relating to the Institute’s educational or support services, you may wish to contact the ICE Appeals and Complaints Procedures Advisor, studentsupport@ice.cam.ac.uk. The advisor cannot advise you on the merit or otherwise of your complaint or act on your behalf, but will guide you through the process and provide procedural advice at each stage. Please note that communication with the advisor may be shared within ICE to enable your complaint to be handled more effectively.
6.2.6 It is very important to voice concerns or to register the nature of a complaint as soon as possible, and to seek informal resolution and conciliation if possible, as this facilitates early resolution. Raising an issue can often resolve a problem quickly and informally; a complaint (which may, for instance, be founded on misunderstanding or disagreement) can sometimes simply require a calm, balanced and non-prejudicial discussion between parties, without the need for any further action.

6.2.7 At the earliest stages, a complaint may be resolved quickly and efficiently by simple consultation or discussion with the right person, such as those listed below:
- Tutor
- Course Director
- Academic Director
- Supervisor
- Academic Programme Manager
- Disability Liaison Officer
- Education and Student Services Manager
- Appropriate departmental administrator
- Director of International Programmes
- Director of Programmes

6.2.8 Where possible you should raise your concern with the person to whom the complaint refers.

6.2.9 The person you contact might be able to solve the problem directly, to intervene, or at least offer suitable advice about how to proceed or where to go for assistance or advice. S/he may be able to advise about what would constitute an appropriate remedy, and opportunity to consider whether there is indeed a complaint to be addressed. You will then be in a position to decide whether to proceed further, and how.

6.2.10 If, however, you feel that a complaint has not been dealt with satisfactorily at the initial, local level or if the problem is of a more serious nature, then you should follow the formal procedures set out below.

**Stage 2: Informal process**

6.2.11 Before making a complaint under stage 2 of the process, you should have exhausted informal routes, as outlined under stage 1. If informal routes seem not to have been exhausted then the complaint may be referred to informal resolution under stage 1.
6.2.12 To submit a formal complaint, you should contact the Director of Teaching and Learning (or delegate) in writing by completing the Student Complaints Form (Stage 2) www.ice.cam.ac.uk/student-forms, which asks you to explain the nature of, and grounds for, the complaint. The Director of Teaching and Learning (or delegate) will acknowledge the complaint when received. A complaint should normally be made within three months of the occurrence of the matter complained about. If there is a delay you should explain the reason.

6.2.13 If the complaint concerns the Director of Teaching and Learning (or delegate), you should continue directly to Stage 3 of the complaints’ process.

6.2.14 If the Director of Teaching and Learning (or delegate), on inquiry, judges that the complaint appears to be unjustified, misconceived or vexatious, the Director of Teaching and Learning (or delegate) may write to you to invite withdrawal of the complaint. The complaint will proceed only if you respond, in writing, within 10 working days and request the complaint to proceed.

6.2.15 In the event that the complaint has not been resolved by informal discussion or does not appear capable of informal resolution, the Director of Teaching and Learning (or delegate) will proceed to consider the complaint formally in consultation with those concerned in the provision of the service, e.g. the Course Tutor, Internal Assessor, Academic Programme Manager, Director of Programmes or International Programmes, as appropriate, or other Service Manager. You will be informed at this stage that formal procedures have been initiated.

6.2.16 Where a complaint puts in issue a matter of academic freedom and/or the professional judgement and/or reputation of the person about whom you are complaining, s/he will have a right to put their case to the Director of Teaching and Learning (or delegate).

6.2.17 The Director of Teaching and Learning (or delegate) will provide you with a provisional response in writing as soon as reasonably practicable, and normally within 20 working days of the initiation of the formal procedure. You will be invited to comment on the provisional response in writing within 15 working days or longer, where appropriate. The Director of Teaching and Learning (or delegate) will review the provisional response in the light of any observations made by you, and then provide you with a final written response normally within 15 working days after the date by which you were invited to comment on the provisional response.

6.2.18 If the Director of Teaching and Learning (or delegate) upholds the complaint, s/he will procure so far as possible such remedy as they consider fair and equitable in all the circumstances, which may include:

- A full explanation
- An apology (which is not an admission of liability)
- The matter put right if possible
- If appropriate, some kind of financial recompense (for example if you have paid for something which you did not receive)
• If appropriate, disciplinary action may be taken

6.2.19 If you are not satisfied with the outcome, whether the complaint is upheld or not, you may consider whether to pursue the complaint through stage 3.

Stage 3: Formal process

6.2.20 If you decide to pursue your complaint, you should contact the Director of Continuing Education in writing by completing the Student Complaints Form – (Stage 3) within 20 working days of learning the outcome of the investigations under stage 2. The ICE Appeals and Complaints Procedures Advisor will direct you to the relevant online form.

6.2.21 On receiving a complaint form, the Director of Continuing Education will request the Director of Teaching and Learning (or delegate) to provide, normally within 15 working days, a full written report covering all the circumstances leading to the complaint, the investigation and the outcome, a copy of which will be sent to you. The Director of Continuing Education will invite you to make representations in writing on the written report within a further 15 working days, or longer where appropriate, and will then appoint a University Reviewer, with no prior involvement in the case.

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

6.2.23 The Reviewer will consider all documents relating to the case, including the report of the Director of Teaching and Learning (or delegate), your representations and the results of any further enquiries they may make, at their discretion. All documents considered by the Reviewer will be made available to you. If the Reviewer agrees that the matter has been considered fully and appropriately and that there are no grounds for a hearing, you will be informed that your complaint has been dismissed and the reasons for the decision. If, however, it appears that you may have grounds for making a complaint, the Reviewer will arrange a hearing to which you will be invited and you may, if you wish, be accompanied by the ICE Appeals and Complaints Procedures Advisor or another appropriate person. Others involved in the case may also be invited to appear before the Reviewer and will be provided with the same documents as you and the Reviewer.

6.2.24 The ICE Education and Student Services Manager will assist the Reviewer and will be present throughout the whole proceedings of any hearing, and will prepare the draft report.

6.2.25 The Reviewer will issue a report containing findings about the complaint and may make recommendations as to remedies, if any, to be adopted or other action
6.3 Academic appeals from students

6.3.1 The academic appeals procedure is limited to instances where a student has failed to be approved for the qualification for which s/he has been examined.

6.3.2 If you are dissatisfied with a decision relating to the award of credit or a qualification, the following procedure must be observed, except in the case of the Institute’s International Programmes Division where credit is only awarded by an external body. In such cases, appeals concerning award of credit must be taken up with the relevant external institution.

6.3.3 The appeals process has two stages:
- Informal process
- Formal process

6.3.4 You may withdraw an appeal or stop the process at any time in stage 1 and in stage 2, with the consent of the Reviewer.

6.3.5 If you are contemplating making an appeal relating to the award of credit or a qualification you may wish to contact the ICE Appeals and Complaints Procedures Advisor, studentsupport@ice.cam.ac.uk. The advisor cannot advise you on the merit or otherwise of your appeal or act on your behalf, but will guide you through the process and provide procedural advice at each stage. Please note that communication with the advisor may be shared within ICE to enable your appeal to be handled more effectively.
Stage 1: Informal process

6.3.6 As the first stage in making an appeal, you will need to contact the Director of Teaching and Learning (or delegate) by completing the Student Appeals Form (Stage 1) www.ice.cam.ac.uk/student-forms. This initial contact should be made within 15 working days after receiving formal confirmation of the decision relating to the award of a qualification or notification of the failure of a unit or course which determines failure on the subject programme as a whole. If there is any delay you should explain the reason.

6.3.7 The Director of Teaching and Learning (or delegate) will acknowledge the request for a review when received. Any request for additional documentary evidence should be provided by you within 15 working days of the request.

6.3.8 The review will be conducted by the Director of Teaching and Learning (or delegate) who will consult the relevant Moderation Panel and other persons or bodies, if appropriate.

6.3.9 As a result of the review, the Director of Teaching and Learning (or delegate) will procure as far as possible such remedy as s/he considers fair and equitable in all the circumstances and may, for example, confirm a substituted award in writing to you, or confirm the original award providing reasons for the decision.

Stage 2: Formal process

6.3.10 If you are not satisfied with the outcome of the review under stage 1, you may contact the Director of Continuing Education by completing the Student Appeals Form (Stage 2) within 15 working days of receiving notification of the outcome. The ICE Appeals and Complaints Procedures Advisor will direct you to the relevant online form.

6.3.11 On receiving an appeal form, the Director of Continuing Education will request the Director of Teaching and Learning (or delegate) to provide, normally within 15 working days, a full written report covering all the circumstances leading to the appeal, a copy of which will be provided to you. The Director of Continuing Education will invite you to make representations in writing on the written report within a further 15 working days or longer where appropriate, and will then appoint a University Reviewer with no prior involvement in the case.

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

6.3.13 The Reviewer will consider all documents relating to the case, including the report of the Director of Teaching and Learning (or delegate), your representations and the results of any further enquiries they may make, at their discretion. All documents considered by the Reviewer will be made available to you. If the Reviewer agrees that
the matter has been considered fully and appropriately and that there are no
grounds for a hearing, you will be informed that your appeal has been dismissed and
the reasons for the decision. If, however, it appears that you may have grounds for
making an appeal, the Reviewer will arrange a hearing to which you will be invited
and, if you wish, be accompanied by the ICE Appeals and Complaints Procedures
Advisor or another appropriate person. Others involved in the case may also be
invited to appear before the Reviewer and will be provided with the same documents
as you and the Reviewer.

6.3.14 Following full consideration of the case, the Reviewer may make one of the following
decisions:
- Dismiss the appeal with reasons;
- Require the Chairperson of the Moderation Panel to reconvene the meeting of
  the examiners to reconsider their earlier decision;
- Require the appointment of an additional examiner and reconvene a meeting of
  the original examiners together with the additional examiner to reconsider their
  earlier decision;
- Require re-examination of your work on the programme or course and, where
  relevant, examination papers, under whatever arrangements may be specified
  by the University Reviewer;
- Determine such other procedure as appears fair and appropriate in the
  circumstances.

6.3.15 The Reviewer will issue a report containing the findings about the appeal, along with
the reasons.

6.3.16 The ICE Education and Student Services Manager will assist the Reviewer and will be
present throughout the whole proceedings of any hearing, and will prepare the draft
report.

6.3.17 The Reviewer may terminate the proceedings at any time or determine that an
appeal is rejected as vexatious or frivolous.

6.3.18 The Director of Continuing Education will communicate the decision, with reasons, to
you in writing, normally within 15 working days of the Review or hearing.

6.3.19 When the recommendations of the Reviewer are completed, ICE will send a
completion of procedures letter to you.

6.3.20 The decision of the Reviewer is final within the University.

6.3.21 All decisions reached by the Reviewer will be reported to the Institute of Continuing
Education Academic Policy and Operations Committee.

6.3.22 Students who remain dissatisfied following completion of the University’s formal
internal review and appeals procedures and after receiving a ‘completion of
procedure letter’ may refer the matter to the Office of the Independent Adjudicator
(OIA).
6.4 The Office of the Independent Adjudicator (OIA)

6.4.1 If you remain dissatisfied following completion of the University’s formal internal review and appeals and complaints procedures, and after receipt of a ‘completion of procedures letter’, you may refer the matter to the Office of the Independent Adjudicator. The OIA provides a statutory system of review by an independent national adjudicator, pursuant to the Higher Education Act 2004. The service is free to students.

6.4.2 The OIA operates strict time limits for applications and there are narrowly defined rules over the areas that can be reviewed – matters of academic judgement and issues relating to admissions, for example, are excluded. Information about the service can be found at: www.oiahe.org.uk
7 ICE policies and procedures

Information here relates to the academic year 2015-16. Any amendments will be communicated to you and will be added to the ICE website www.ice.cam.ac.uk/studying-with-us/information-for-students/institute-policies and the VLE. Please refer to the latest version when appropriate.

7.1 Data protection

7.1.1 The Data Protection Act 1998 sets out rules for processing personal information. It applies to some paper records as well as those held in electronic form. The Act gives individuals certain rights. It also imposes obligations on those who record and use personal information to be open about how information is used. For full details of the University of Cambridge data protection policy, please see www.admin.cam.ac.uk/univ/information/dpa.

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

7.2 ICE data retention policy

7.2.1 You may request copies of personal data kept by ICE in accordance with the retention policy stated below. At the end of the retention period, data are either destroyed or anonymised and used for statistical analyses, unless subject to an appeal or complaint.

7.2.2 All applications for copies of personal data held by ICE should be directed in writing to the Registry Manager (studentsupport@ice.cam.ac.uk) in the first instance. Please note however, that there is no requirement to supply copies of examination scripts under the Data Protection Act of 1998.

7.2.3 Release of data under this policy does not constitute a subject access request under the Data Protection Act of 1998. Requests for access to all other personal data should be directed to the University Data Protection Officer – email data.protection@admin.cam.ac.uk
<table>
<thead>
<tr>
<th>Data relating to examination papers and dissertations</th>
<th>Retention time (unless a student has already initiated an appeal against his or her result)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Examination scripts and dissertations</td>
<td>Six months from the publication of final results</td>
</tr>
<tr>
<td>Marks for individual questions (examination papers only)</td>
<td>One month from the publication of final results</td>
</tr>
<tr>
<td>Examiners’ comments relating to procedural or rubric infringements or other practical points</td>
<td>One month from the publication of final results</td>
</tr>
<tr>
<td>Examiners’ comments relating to academic judgement</td>
<td>One month from the publication of final results</td>
</tr>
<tr>
<td>Minutes of examiners’ meetings</td>
<td>Indefinitely</td>
</tr>
<tr>
<td>Final result and/or mark or grade</td>
<td>Indefinitely</td>
</tr>
<tr>
<td><strong>Data relating to assignment assessment</strong></td>
<td>Retention time (unless a student has already initiated an appeal against his or her result)</td>
</tr>
<tr>
<td>Assignment scripts</td>
<td>Two academic years after the academic year of the course(^1)</td>
</tr>
<tr>
<td>Assignment grades and/or mark and assignment feedback from tutor</td>
<td>Two academic years after the academic year of the course</td>
</tr>
<tr>
<td>Minutes of examiners’ meetings</td>
<td>Indefinitely</td>
</tr>
<tr>
<td>Final result and/or mark or grade</td>
<td>Indefinitely</td>
</tr>
<tr>
<td><strong>Data relating to complaints and appeals procedure</strong></td>
<td>Retention time</td>
</tr>
<tr>
<td>All documents relating to students’ appeals and complaints</td>
<td>Six years after the issue of a letter of completion</td>
</tr>
</tbody>
</table>

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

**Use of student work by ICE**

7.2.4 Occasionally we may wish to keep examples of student work for use in staff development, quality assurance or as a teaching tool. We will always seek your permission to use your work or ask you to opt out of the scheme (by contacting us at studentsupport@ice.cam.ac.uk) before identifying your work for this purpose. In all cases, work would be anonymised. Work not kept for these purposes will be destroyed and/or deleted two years after the end date of the course.

7.2.5

7.2.6 Copyright and all other intellectual property rights relating to assignments and dissertations remain throughout with you.
### 7.3 HESA data protection

7.3.1 The Higher Education Statistics Agency (HESA) is the official agency for the collection, analysis and dissemination of quantitative information about higher education.

7.3.2 If you are studying on an award-bearing course we will send some of the information we hold about you to HESA. This information forms your HESA record, which does not include your contact details. Your contact details may be passed to survey contractors to carry out the National Student Survey and surveys of student finances, on behalf of the education organisations listed on the HESA website. These organisations and their contractors will use your details only for that purpose, and will then delete them. For further details see www.hesa.ac.uk/fpn.

### 7.4 Equality and diversity

7.4.1 The University of Cambridge, which includes ICE, is committed to equality of opportunity and to a pro-active and inclusive approach to equality, which supports and encourages all under-represented groups, promotes an inclusive culture, and values diversity. The University’s core values, expressed in its mission statement, include freedom of thought and expression and freedom from discrimination.

7.4.2 It is the intention of ICE to create conditions in which students and staff are treated solely on the basis of their merits, abilities and potential, regardless of age, disability, gender reassignment, pregnancy, race, religion or belief, sex and sexual orientation, family circumstances or other irrelevant distinction. Our aim is to create a learning environment which is free not only from unlawful discrimination, but also from intimidation and harassment of all kinds; that is, any behaviour which prevents students’ full participation in and enjoyment of their studies.

7.4.3 The University’s policy statement on equality can be found on the equality web pages at: University of Cambridge: Human Resources Division - Equal Opportunities Policy and Codes of Practice: www.admin.cam.ac.uk/offices/hr/policy/equal.html

### 7.5 Dignity

7.5.1 The University of Cambridge is committed to protecting the dignity of students, staff, visitors to the University and all members of the University community in their work and their interactions with others.

7.5.2 The University expects all members of the University community to treat each other with respect, courtesy and consideration at all times. All members of the University community have the right to expect professional behaviour from others, and have a corresponding responsibility to behave professionally towards others, including when participating in courses on the VLE.

7.5.3 Students are asked to respect other students’ privacy, whether online or in the classroom. It is not acceptable to discuss the contributions of other students outside of the classroom.
7.5.4 If you feel that you need support from ICE in approaching an individual who seems to have been compromising your dignity by behaving inappropriately, then you should contact studentsupport@ice.cam.ac.uk. A copy of the University of Cambridge Policy for Dignity at Study is available from: www.cam.ac.uk/current-students/health-and-welfare/dignitystudy

7.6 Freedom of speech

7.6.1 The University of Cambridge has a long tradition of seeking to safeguard freedom of speech. Under section 43 of the Education (No.2) Act 1986, universities are required to issue a Code of Practice. The Code covers requirements and responsibilities for meetings on University premises. A copy of the Code and the Annex which contains the terms of the relevant Act is available at www.cambridgestudents.cam.ac.uk/new-students/rules-and-legal-compliance/freedom-speech

7.7 The University’s health and safety policy

7.7.1 The University is subject to the Health and Safety at Work Act. The University has a safety policy in accordance with section 2(3) of the Health and Safety at Work Act 1974. This policy covers all institutions in the University (except the University Press) and applies to all persons working in the University, including students.

7.7.2 Copies of the University’s Health and Safety Policy are available from: www.safety.admin.cam.ac.uk/. If you are concerned about a health or safety issue it should be reported to a member of ICE staff without delay.

7.8 Disability

7.8.1 The Equality Act 2010 makes it unlawful for educational institutions, such as the University, to discriminate against disabled students in relation to teaching, assessment and access to information. The Act defines disability widely, covering physical, mobility, visual or hearing impairments, medical conditions or mental health difficulties, and specific learning difficulties such as dyslexia and dyspraxia.

7.8.2 ICE welcomes applications from disabled students and makes every effort both to anticipate and to make reasonable adjustments to meet the requirements of disabled participants. For further information, please contact da@ice.cam.ac.uk to discuss any particular requirements.

7.9 Student disciplinary procedure

7.9.1 Disciplinary proceedings may be brought against a student who is suspected of having acted or behaved in a manner which unreasonably interferes with the functioning or activities of ICE, or of those who work or study at ICE, or which otherwise damages ICE or its reputation. The following is a non-exhaustive list of examples:
a) The use of plagiarised material or any unfair means in work submitted for assessment or in examinations. Plagiarism is defined as submitting as one’s own work, irrespective of intent to deceive, that which derives in part or in its entirety from the work of others without due acknowledgement. Unfair means shall include the possession in an examination of any book, paper or other material relevant to the examination unless such possession is authorised. No member of ICE or the University shall assist a student to make use of such unfair means. For further details please refer to the ICE plagiarism policy (see section 4).

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

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

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

e) Other behaviour inconsistent with the University’s General Regulations for Discipline (where applicable). University disciplinary regulations are given in full in the Statutes and Ordinances at [www.admin.cam.ac.uk/univ/so/2012/statute_b-front.html](http://www.admin.cam.ac.uk/univ/so/2012/statute_b-front.html).

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

7.9.3 If disciplinary proceedings are being taken against you, you may wish to contact the ICE Appeals and Complaints Procedures Advisor, studentsupport@ice.cam.ac.uk. The advisor cannot advise you on what action to take, or act on your behalf but will guide you through the process providing advice at each stage. Please note that communication with the advisor may be shared within ICE to enable the disciplinary proceedings to be handled more effectively.

7.9.4 If it is suspected that you have committed a disciplinary offence, the Director of Continuing Education shall, at his/her discretion, decide whether disciplinary proceedings should be established against you. If it is decided to begin disciplinary proceedings, you will be informed by the appropriate Director of Programmes, and the following procedure observed. In the case of students attending as part of a group, particularly on the International Programmes, the Institute’s staff will decide the appropriate stage at which any accompanying external faculty member, and/or your home institution, is contacted about the incident, and the extent to which these parties should be involved in the following steps:
a) The Director of Continuing Education will appoint an investigating officer from among the staff of ICE, who has no prior involvement in the matter under investigation. The Investigating Officer will act on behalf of the appropriate Director of Programmes and request him or her to provide a full written report on the issues under investigation normally within 15 working days, a copy of which will be sent to you and other members of the Institute’s staff, where relevant. The Investigating Officer will invite you to make a written statement and seek information from any other person thought by any of the parties to have relevant information. At the conclusion of his or her enquiries the Investigating Officer will provide a written report to the appropriate Director of Programmes.

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

c) If the Director of Programmes or International Programmes, as appropriate, decides that there is an apparent case and that a disciplinary offence has been committed, unless it is decided to proceed by way of informal counselling, the Director will:
• convene a disciplinary hearing before a Panel of Inquiry comprising three members of ICE staff appointed by the Director of Continuing Education. One member of the panel shall be appointed chairperson of the panel. The members of the panel will have had no previous involvement in the matter to be considered;
• communicate to you a statement of the disciplinary allegation to be determined at the hearing;
• provide you with copies of all statements and evidence to be considered at the disciplinary hearing;
• advise you that you may attend the hearing to present your case, to give evidence and to call witnesses and that you may be accompanied by the ICE Appeals and Complaints Procedures Advisor, and/or another appropriate person for support or representation as appropriate.

d) At the disciplinary hearing, the case for ICE shall be presented by the Director of Programmes or International Programmes, as appropriate, and where evidence is disputed, witnesses may be called.

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

f) Where findings are reached that a disciplinary offence has been committed, the Panel of Inquiry shall consider representations from you or your representative regarding the appropriate disciplinary sanction.
g) The range of disciplinary sanctions available to the Panel shall include any combination of the following:
   - formal warning
   - expulsion from the programme or course
   - suspension from use of the Institute’s facilities
   - debarring from subsequent enrolment on any of the Institute’s programmes or courses
   - a fine not exceeding £175 or a requirement to pay compensation or make restitution either to ICE or any victim
   - such other penalty as the Director of Programmes or International Programmes, as appropriate, considers to be equitable and merited by the circumstances.

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

7.9.6 You will be informed by the Chairperson, in writing, of the decision of the panel normally within 15 working days. At the same time, you will be informed of the right to appeal against the finding that a disciplinary offence has been committed or against the sanction or both.

7.9.7 In the event that you fail to attend the disciplinary hearing the Panel of Inquiry may, at its discretion, proceed to determine the issues in your absence.

7.9.8 You may appeal against the decision of the Panel of Inquiry in writing to the Director of Continuing Education within 20 working days of receiving notice of the decision.

7.9.9 On receiving your decision to appeal, the Director of Continuing Education will appoint a University Reviewer to consider the appeal, who will have had no prior involvement in the case. The Reviewer will be appointed by the General Board of the Faculties and will be a member of Regent House or a senior member of a Cambridge College. The appointment of a University Reviewer is a formal procedure which is normally completed within 30 working days.

7.9.10 You will be invited to submit written representations and will be given 15 working days, or longer on good cause shown, to do so. The Reviewer will consider all written documents relating to the case, your representations and the results of any further enquiries they may make, at their discretion. All documents considered by the Reviewer will be made available to you and to any others invited to the hearing. You will be invited to appear before the Reviewer and, if you wish, be accompanied by the ICE Appeals and Complaints Procedures Advisor or another appropriate person.

7.9.11 The Education and Student Services Manager will assist the University Reviewer and will be present throughout the whole proceedings of any hearing and will prepare the draft report from the meeting.
7.9.12 The University Reviewer will issue a report containing findings about the appeal and may make recommendations as to remedies, if any, to be adopted or other action recommended to be taken. If the appeal is dismissed the University Reviewer will provide reasons for their decision.

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

7.9.14 The Director of Continuing Education will communicate the decision of the University Reviewer to you in writing normally within 15 working days of the appeal taking place.

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

7.9.16 The Institute's Human Resources Advisor may advise the Investigating Officer and the Director of the Division on matters of procedure and may attend the disciplinary hearing to give such advice. The Reviewer may appoint a suitable person to advise it on matters of procedure and that person may attend the appeal hearing to give such advice.

7.9.17 The decision of the University Reviewer will be final within the University.

7.9.18 All decisions reached by a University Reviewer will be reported to the Institute’s Academic Policy and Operations Committee.

7.9.19 If you remain dissatisfied following completion of the University’s formal internal review and disciplinary procedures and after receiving a ‘completion of procedures letter’ you may refer the matter to the Office of the Independent Adjudicator (OIA) (see section 6.4).

7.10 Removal from the premises

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

8.1 About fees

8.1.1 Fees for individual courses are outlined in the course leaflets and brochures. Most are payable in full on enrolment although there is an option to pay in instalments on some courses. Fees cover all tuition costs and any photocopies supplied by the tutor. 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).

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

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

8.1.4 If you are granted an intermission, course fees will be held by ICE towards the course fees due on your return. The course fees active at the time of return will apply; you must meet any shortfall between payments already made and the fees due at the time of return.

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

- You will be issued with an invoice from the University of Cambridge Finance Office, payable immediately.
- If the invoice is not paid within 14 working days and you have not made contact with our admissions team +44 (0)1223 746262, email ice.admissions@ice.cam.ac.uk, you will be withdrawn from the course.
- You cannot continue on a course or enrol on another ICE course or unit if there is an outstanding debt to the University.
- No credit or award can be achieved following the successful completion of a course if the fees for that course have not been paid in full.
8.2 Refund and cancellation policy: all courses

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

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

8.2.3 If you are acting as a consumer, and you cancel the Course Booking within 14 calendar days of receiving your Order Confirmation without giving any reason, you are entitled to a full refund of the price paid. If you are not acting as a consumer, the standard ICE refund and cancellation policy provisions shall apply.

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

8.2.5 To cancel a Course Booking, you must inform us by calling our helpline on +44(0)1223 746262, or let us know of your decision to cancel the Contract by emailing ice.admissions@ice.cam.ac.uk or in writing to the following postal address: The Registry Manager, Institute of Continuing Education, University of Cambridge, Madingley Hall, Madingley, Cambridge, Cambridgeshire, CB23 8AQ. You may use the model cancellation form (available online), although it is not obligatory. Once completed, submit it electronically to the email address above or post it to the postal address above marked for Refund and Cancellation. If you do not use the model cancellation form you must clearly state your intention to cancel the course. To meet the cancellation deadline it is sufficient for you to send your communication concerning exercising the right to cancel before the cancellation period has expired.

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

8.2.7 If you requested to begin performance of the Contract during the cancellation period (i.e. if the course commences during the 14-day cancellation period) or if you access the course materials via our online course spaces (i.e. via our VLE), you shall pay us an amount that is in proportion to what has been performed up until you have communicated to us your cancellation from this Contract, in comparison to full coverage of the Contract.
8.2.15 Express request to start the Services within the Cancellation period - if you wish to start our services during the cancellation period, you must make an express request to do so in writing, e.g. email. If you subsequently decide to cancel the Contract, you will be liable to pay us an amount that is in proportion to the Services performed until you have communicated your decision to cancel, in comparison to full coverage of the Contract.

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

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

8.2.10 Payment of course fees, either the first instalment or full payment, is due within two weeks of the date of the email confirming your place on the course, or for MSt courses, as otherwise stated in the instalment payment schedule.

8.2.11 Cancellations received within the 14-day cancellation period will be entitled to a full refund.

8.2.12 Cancellations received after the 14-day cancellation period and 14 or more days before the start date of the course will be entitled to a refund or fee reduction as follows:

- Where payment has been made in full, the student will normally be eligible for a 60% refund of course fees for courses running from January 2015.
- Where payment is by instalment, the remaining instalments will not be taken.
- In addition, an application fee may be required for some courses and this will be clearly stated in the course information.

8.2.13 Cancellations received after the 14-day cancellation period but later than 14 days before the start date of the course, or withdrawals from an ongoing course, will not be eligible for a refund. Payments for any remaining course fees will be taken according to the agreed instalment plan.

8.2.14 Where a student wishes to cancel a place on a course and transfer to another, the standard refund policy will normally apply and the fees for the chosen course must be paid in full.

8.2.15 In the case of exceptional circumstances, a student can appeal for a refund for part of the course fees by sending details and documentary evidence to support their case to the appropriate Academic Programme Manager.

8.2.16 For full information on ICE’s fee and refunds policies, please see ICE’s website www.ice.cam.ac.uk/studying-with-us/information-for-students
8.3 Fees outstanding

8.3.1 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 payment schedule given on receipt of the registration fee or instalment.

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

- You will be issued with an invoice from the University of Cambridge Finance Office, payable immediately.
- If the invoice is not paid within 14 days and you have not made contact with our Admissions Team, (telephone +44 (0)1223 746262, email ice.admissions@ice.cam.ac.uk), you will be withdrawn from the course.

8.3.3 You cannot continue on a course or enrol on another course at the Institute if there is an outstanding debt to the University. No credit or award can be achieved following the successful completion of a course if the fees for that course have not been paid in full.

8.4 Cancellation by ICE

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

8.5 Cancellation of course place

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

## 9.1 General enquiries

<table>
<thead>
<tr>
<th>Department</th>
<th>Email/Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Admissions Team</td>
<td><a href="mailto:ice.admissions@ice.cam.ac.uk">ice.admissions@ice.cam.ac.uk</a> 01223 746262</td>
</tr>
<tr>
<td>Madingley Hall Reception</td>
<td><a href="mailto:enquiry@madingleyhall.co.uk">enquiry@madingleyhall.co.uk</a> 01223 746222</td>
</tr>
<tr>
<td>Education and Student Services,</td>
<td><a href="mailto:qa@ice.ca.ac.uk">qa@ice.ca.ac.uk</a></td>
</tr>
<tr>
<td>ICE Appeals and Complaints Procedures Advisor</td>
<td><a href="mailto:studentsupport@ice.cam.ac.uk">studentsupport@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>Disability Liaison Officer</td>
<td><a href="mailto:da@ice.ca.ac.uk">da@ice.ca.ac.uk</a></td>
</tr>
<tr>
<td>Student Records, change of email, change of address etc.</td>
<td><a href="mailto:ice.records@ice.cam.ac.uk">ice.records@ice.cam.ac.uk</a></td>
</tr>
</tbody>
</table>

## 9.2 Course related enquiries

<table>
<thead>
<tr>
<th>Enquiries</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Credit queries, credit transcripts, replacement certificates</td>
<td><a href="mailto:ice.records@ice.cam.ac.uk">ice.records@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>Qualification queries</td>
<td>Undergraduate queries – <a href="mailto:ug-awards@ice.cam.ac.uk">ug-awards@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>Postgraduate queries</td>
<td>Postgraduate queries – <a href="mailto:pg-awards@ice.cam.ac.uk">pg-awards@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>International Summer Programmes</td>
<td><a href="mailto:intenq@ice.cam.ac.uk">intenq@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>Career and Professional Development courses</td>
<td><a href="mailto:cpd@ice.cam.ac.uk">cpd@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>Postgraduate awards</td>
<td><a href="mailto:pg-awards@ice.cam.ac.uk">pg-awards@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>Short courses</td>
<td><a href="mailto:shortcourses@ice.cam.ac.uk">shortcourses@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>Online courses</td>
<td><a href="mailto:Onlinecourses@ice.ac.uk">Onlinecourses@ice.ac.uk</a></td>
</tr>
</tbody>
</table>

## 9.3 Web addresses

<table>
<thead>
<tr>
<th>Website</th>
<th><a href="http://www.ice.cam.ac.uk">www.ice.cam.ac.uk</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Virtual Learning Environment</td>
<td>vle.iceonline.cam.ac.uk</td>
</tr>
<tr>
<td>eLearning Helpdesk</td>
<td>support.iceonline.cam.ac.uk</td>
</tr>
<tr>
<td>MSt</td>
<td>mst.iceonline.cam.ac.uk</td>
</tr>
<tr>
<td>International Summer Programmes</td>
<td><a href="http://www.ice.cam.ac.uk/intsummer">www.ice.cam.ac.uk/intsummer</a></td>
</tr>
</tbody>
</table>
## 9.4 Academic Programme Managers

Details of the Academic Programme Manager for each course are given in the course specification, on the ICE website and in the VLE.

<table>
<thead>
<tr>
<th>International Programmes</th>
<th>Peter Drew</th>
<th><a href="mailto:peter.drew@ice.cam.ac.uk">peter.drew@ice.cam.ac.uk</a></th>
<th>01223 760856</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Claire Henry</td>
<td><a href="mailto:claire.henry@ice.cam.ac.uk">claire.henry@ice.cam.ac.uk</a></td>
<td>01223 760853</td>
</tr>
<tr>
<td></td>
<td>Jonathan Lippman</td>
<td><a href="mailto:jonathan.lippman@ice.cam.ac.uk">jonathan.lippman@ice.cam.ac.uk</a></td>
<td>01223 746255</td>
</tr>
<tr>
<td>Online Courses</td>
<td>Cory Saarinen</td>
<td><a href="mailto:cory.saarinen@ice.cam.ac.uk">cory.saarinen@ice.cam.ac.uk</a></td>
<td>01223 760852</td>
</tr>
<tr>
<td>Public and Professional Programmes</td>
<td>Sarah Blakeney</td>
<td><a href="mailto:sarah.blakeney@ice.cam.ac.uk">sarah.blakeney@ice.cam.ac.uk</a></td>
<td>01223 760865</td>
</tr>
<tr>
<td></td>
<td>Susan Brignell</td>
<td><a href="mailto:susan.brignell@ice.cam.ac.uk">susan.brignell@ice.cam.ac.uk</a></td>
<td>01223 760862</td>
</tr>
<tr>
<td></td>
<td>Linda Fisher</td>
<td><a href="mailto:linda.fisher@ice.cam.ac.uk">linda.fisher@ice.cam.ac.uk</a></td>
<td>01223 746218</td>
</tr>
<tr>
<td></td>
<td>Dr Liz Morfoot</td>
<td><a href="mailto:liz.morfoot@ice.cam.ac.uk">liz.morfoot@ice.cam.ac.uk</a></td>
<td>01223 746226</td>
</tr>
<tr>
<td></td>
<td>Katherine Roddwell</td>
<td><a href="mailto:katherine.roddwell@ice.cam.ac.uk">katherine.roddwell@ice.cam.ac.uk</a></td>
<td>01223 746223</td>
</tr>
<tr>
<td></td>
<td>Valentina Steel</td>
<td><a href="mailto:valentina.steel@ice.cam.ac.uk">valentina.steel@ice.cam.ac.uk</a></td>
<td>01223 760859</td>
</tr>
<tr>
<td></td>
<td>Vicky Steenkamp</td>
<td><a href="mailto:vicky.steenkamp@ice.cam.ac.uk">vicky.steenkamp@ice.cam.ac.uk</a></td>
<td>01223 760861</td>
</tr>
</tbody>
</table>
### 9.5 Academic Directors

<table>
<thead>
<tr>
<th>Field</th>
<th>Academic Director</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Archaeology and Anthropology</td>
<td>Dr Gilly Carr</td>
<td><a href="mailto:gcc20@cam.ac.uk">gcc20@cam.ac.uk</a></td>
</tr>
<tr>
<td>Biological Sciences</td>
<td>Dr Ed Turner</td>
<td><a href="mailto:ect23@cam.ac.uk">ect23@cam.ac.uk</a></td>
</tr>
<tr>
<td>Education and Social Science</td>
<td>Dr Nigel Kettley</td>
<td><a href="mailto:nck20@cam.ac.uk">nck20@cam.ac.uk</a></td>
</tr>
<tr>
<td>Historic Environment (Landscape and Gardens)</td>
<td>Dr Susan Oosthuizen</td>
<td><a href="mailto:smo23@cam.ac.uk">smo23@cam.ac.uk</a></td>
</tr>
<tr>
<td>History of Art and Architecture</td>
<td>Dr Francis Woodman</td>
<td><a href="mailto:faw20@cam.ac.uk">faw20@cam.ac.uk</a></td>
</tr>
<tr>
<td>History, Politics and International Relations</td>
<td>Dr Mike Sewell</td>
<td><a href="mailto:mjs1001@cam.ac.uk">mjs1001@cam.ac.uk</a></td>
</tr>
<tr>
<td>International Development and Global Change</td>
<td>Dr Alexandra Winkels</td>
<td><a href="mailto:aw546@cam.ac.uk">aw546@cam.ac.uk</a></td>
</tr>
<tr>
<td>Literature, Film and Creative Writing</td>
<td>Dr Jenny Bavidge</td>
<td><a href="mailto:jrb203@cam.ac.uk">jrb203@cam.ac.uk</a></td>
</tr>
<tr>
<td>Local and Regional History</td>
<td>Dr Samantha Williams</td>
<td><a href="mailto:skw30@cam.ac.uk">skw30@cam.ac.uk</a></td>
</tr>
<tr>
<td>Philosophy</td>
<td>Dr Emily Caddick</td>
<td><a href="mailto:erc36@ice.cam.ac.uk">erc36@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>Physical Sciences</td>
<td>Dr Judith Croston</td>
<td><a href="mailto:judith.croston@ice.cam.ac.uk">judith.croston@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>Public Understanding of Science Fellow</td>
<td>Dr Chris Smith</td>
<td><a href="mailto:chris.smith@ice.cam.ac.uk">chris.smith@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>Religious and Classical Studies</td>
<td>Dr Justin Meggitt</td>
<td><a href="mailto:jjm1000@cam.ac.uk">jjm1000@cam.ac.uk</a></td>
</tr>
</tbody>
</table>
### 9.6 ICE Directors and Divisional Directors

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acting Head of the Institute of Continuing Education</td>
<td>Professor Sir Mike Gregory</td>
<td><a href="mailto:DISTICEDirector@admin.cam.ac.uk">DISTICEDirector@admin.cam.ac.uk</a></td>
</tr>
<tr>
<td>Director of Programmes</td>
<td>Emma Jennings</td>
<td><a href="mailto:emma.jennings@ice.cam.ac.uk">emma.jennings@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>Director of Teaching and Learning</td>
<td>Vacant</td>
<td></td>
</tr>
<tr>
<td>Director of Resources and Administration and Deputy Director of the Institute of Continuing Education</td>
<td>Tamsin James</td>
<td><a href="mailto:tamsin.james@ice.cam.ac.uk">tamsin.james@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>Director of International Programmes</td>
<td>Sarah Ormrod</td>
<td><a href="mailto:sarah.ormrod@ice.cam.ac.uk">sarah.ormrod@ice.cam.ac.uk</a></td>
</tr>
</tbody>
</table>

### 9.7 Address for hard copy correspondence with all of the above

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