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

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

1.1 Introduction

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

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

1.2 Student commitment

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

Additional support for students

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

1.2.3 We can best support and advise you when we have been made aware, in advance, of the support you require. Please notify us of disability-related support on your application form for every course you undertake.

1.2.4 You may disclose a disability at any point but if you inform us after the start of the course support may take time to implement.

1.2.5 Please contact da@ice.cam.ac.uk to discuss any particular requirements.
Access for students with mobility impairments

1.2.6 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 or Public Programmes Co-ordinator during your course for further support.

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

1.2.8 Please contact da@ice.cam.ac.uk if you would like to discuss your particular requirements or have any questions.

1.3 Field trips and laboratory sessions

1.3.1 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.

1.3.2 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.

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

1.3.4 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.

1.4 Change of name or address

1.4.1 The name you give on your application should be your legal name. This will be used on all certificates and supporting documents. If you wish to change your name or its format, you should contact the student records team at ice.records@ice.cam.ac.uk.
1.4.2 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.

1.5 Feedback from students

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

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

1.6 Virtual Learning Environment (VLE)

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

1.7 University Library

1.7.1 You may apply to the Academic Programme Manager or Public Programmes Co-ordinator for a letter of introduction to the University Library where access rights can be gained free of charge.

1.8 Use of the Internet

1.8.1 Some non-award-bearing courses are supported by resources online (in the ICE VLE) where tutors and students can share thoughts and ideas between face-to-face sessions. You will only require rudimentary internet skills to access and use the VLE and it is strongly recommended that you have access to the internet to take full advantage of this support. A broadband connection is preferable and a personal email account is required. You may find that a lack of access to resources and discussion online will impact your enjoyment and success of some courses.
1.8.2 What you will need to be able to study a course with ICE:

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

1.8.3 If you do not have internet access at home you should make use of a publicly available access point. 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](http://www.bbc.co.uk/webwise).

1.8.4 Whilst there is a great deal of information available on the internet, it is important to note that websites should be approached critically. Not all will be reliable or up-to-date, and you should check both the credentials of the author and the date on which the web-page was last updated. You are strongly advised that it is not usually appropriate to rely largely or wholly on information taken from websites in the preparation of any coursework.

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

1.9 **Transferable skills**

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

1.9.1 You will also develop your observational and practical skills, research skills and computer literacy.

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

2 Plagiarism

2.1 Plagiarism defined

2.1.1 Plagiarism is defined as submitting work, irrespective of intent to deceive, which derives in part or in its entirety from the work of others without due acknowledgement. It is both poor scholarship and a breach of academic integrity. Further guidance is available on the VLE.
3 Student complaints procedure

3.1 About the complaints and appeals process

3.1.1 The Institute’s formal complaints and appeals procedures do not cover complaints that relate to matters of academic judgment. Complaints on such grounds are 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). www.oiahe.org.uk/media/42281/guidance-note-scheme-eligibility-march-2013.pdf

3.2 About the complaints process

3.2.1 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 the Award-bearing Student Handbook) you should follow the procedure as detailed below.

3.2.2 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.

3.2.3 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:
   1. Discussion and advice
   2. Informal process
   3. Formal process
3.2.4 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.

3.2.5 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.

Stage 1: Discussion and advice:

3.2.6 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.

3.2.7 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/Public Programmes Co-ordinator
- Disability Liaison Officer
- Education and Student Services Manager
- Appropriate departmental administrator
- Director of International Programmes
- Director of Programmes

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

3.2.9 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.
3.2.10 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**

3.2.11 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.

3.2.12 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](http://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.

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

3.2.14 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.

3.2.15 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 or Public Programmes Coordinator, 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.

3.2.16 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).

3.2.17 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.
3.2.18 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

3.2.19 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**

3.2.20 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.

3.2.21 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.

3.2.22 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.

3.2.23 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.
3.2.24 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.

3.2.25 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 recommended to be taken. If the complaint is dismissed, the Reviewer will provide reasons for the decision.

3.2.26 The Reviewer may terminate the proceedings, determine that a complaint is rejected as vexatious or frivolous, or refer the complaint for informal resolution.

3.2.27 The Director of Continuing Education will communicate the decision of the Reviewer to you, normally within 15 working days of the meeting or hearing.

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

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

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

3.2.31 If you remain dissatisfied following completion of the University’s formal internal review and complaints procedures and after receiving a ‘completion of procedure letter’ you may refer the matter to the Office of the Independent Adjudicator (OIA) (see section 3.3).

3.3 The Office of the Independent Adjudicator (OIA)

3.3.1 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.

3.3.2 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
4 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 and the VLE. Please refer to the latest version when appropriate.

4.1 Data protection

4.1.1 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/

4.1.2 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.

4.2 ICE data retention policy

4.2.1 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.

4.2.2 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.

4.2.3 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.

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

4.3 Use of student work by ICE

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

4.3.2 Copyright and all other intellectual property rights relating to assignments and dissertations remain throughout with you.
4.4 Equality and diversity

4.4.1 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.

4.4.2 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.

4.4.3 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.

4.5 Dignity

4.5.1 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.

4.5.2 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.

4.5.3 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.

4.5.4 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 the Registry Manager at 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
4.6 Freedom of speech

4.6.1 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

4.7 The University’s health and safety policy

4.7.1 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.

4.7.2 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.

4.8 Student disciplinary procedure

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

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

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

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

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

e) Other behaviour inconsistent with the University’s General Regulations for Discipline (where applicable). University disciplinary regulations are given in full in the Statutes and Ordinances at www.admin.cam.ac.uk/univ/so/2012/statute_b-front.html.
4.8.2 In the case of alleged serious misconduct, ICE through its officers, reserves the right to suspend a student immediately from the programme or course and to exclude them from the premises of ICE (whether the Institute’s permanent premises at Madingley Hall or teaching accommodation elsewhere in the University or outside) until investigation of the circumstances has been undertaken according to the procedure below.

4.8.3 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.

4.8.4 If it is suspected that you have committed a disciplinary offence, the Director of Continuing Education shall, at their 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, they 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
4.8.5 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.

4.8.6 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.

4.8.7 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.

4.8.8 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.

4.8.9 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.

4.8.10 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.

4.8.11 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.

4.8.12 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.

4.8.13 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.

4.8.14 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.

4.8.15 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.
4.8.16 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. The decision of the University Reviewer will be final within the University.

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

4.8.18 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 3.3).

4.9 Removal from premises

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

5 Fees

5.1 About our fees

5.1.1 Fees for individual courses, or where appropriate individual programmes, 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, catering or residential accommodation (except where stated in the course leaflets or for residential courses held at Madingley Hall).

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

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

5.1.4 If any fee payments, whether by cheque or credit card, remain outstanding 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, (01223 746262, email ice.admissions@ice.cam.ac.uk), you will be withdrawn from the course.

• 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.

5.2 Refund and cancellation policies

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

5.2.2 You may cancel 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.

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

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

5.2.5 To cancel a Course Booking, 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.

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

5.2.7 If you requested to begin performance of the Contract during the cancellation period (i.e. if the course commences during the 14-day cancellation period)

5.2.8 or if you access the course materials via our VLE, you shall pay us an amount that is in proportion to what has been performed up until you have communicated to us your cancellation from this Contract, in comparison to full coverage of the Contract.
5.2.9 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.

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

Policy 1: International Summer Programmes; Cambridge Polar Leaders Programme; English Legal Methods Summer School

5.2.11 There will be a Registration Fee of £400 for programmes lasting four weeks or more and a Registration Fee of £200 for programmes of less than four weeks.

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

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

<table>
<thead>
<tr>
<th>Tuition fees</th>
<th>Accommodation fees</th>
<th>Registration fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cancellations made within 2 weeks of receiving your Order Confirmation</td>
<td>Full refund</td>
<td>Full refund (unless cancellation period falls within 4 weeks of the start of the programme, in which case not refundable).</td>
</tr>
</tbody>
</table>

After the two-week cancellation period:

<table>
<thead>
<tr>
<th>Weeks before beginning of Programme</th>
<th>Tuition fees</th>
<th>Accommodation fees</th>
<th>Registration fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>More than 8 weeks</td>
<td>Full refund of the balance of payment (tuition less Registration Fee)</td>
<td>Full refund</td>
<td>Not refundable</td>
</tr>
<tr>
<td>8 to 4 weeks</td>
<td>50% refund of the balance of payment</td>
<td>Full refund</td>
<td>Not refundable</td>
</tr>
<tr>
<td>4 to 2 weeks</td>
<td>50% refund of the balance of payment</td>
<td>Not refundable</td>
<td>Not refundable</td>
</tr>
<tr>
<td>Less than 2 weeks</td>
<td>Not refundable</td>
<td>Not refundable</td>
<td>Not refundable</td>
</tr>
</tbody>
</table>
Cancellation of other course bookings:

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

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

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

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

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

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

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

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

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

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

5.3 Cancellation by ICE

5.3.1 Whilst every effort is made to avoid changes to our programmes ICE reserves the right to withdraw any course. 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.

5.4 Transfer of course place

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

6.1 General enquiries

<table>
<thead>
<tr>
<th></th>
<th>Email</th>
<th>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></td>
<td>01223 746262</td>
</tr>
<tr>
<td>Madingley Hall Reception</td>
<td><a href="mailto:enquiry@madingleyhall.co.uk">enquiry@madingleyhall.co.uk</a></td>
<td>01223 746222</td>
</tr>
<tr>
<td>Education and Student Services,</td>
<td><a href="mailto:qa@ice.cam.ac.uk">qa@ice.cam.ac.uk</a></td>
<td></td>
</tr>
<tr>
<td>ICE Appeals and Complaints Procedures Advisor</td>
<td><a href="mailto:student.support@ice.cam.ac.uk">student.support@ice.cam.ac.uk</a></td>
<td></td>
</tr>
<tr>
<td>Disability Liaison Officer</td>
<td><a href="mailto:da@ice.ca.ac.uk">da@ice.ca.ac.uk</a></td>
<td></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>
<td></td>
</tr>
</tbody>
</table>

6.2 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></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>

6.3 Web addresses

<table>
<thead>
<tr>
<th>Web address</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website</td>
<td><a href="http://www.ice.cam.ac.uk">www.ice.cam.ac.uk</a></td>
</tr>
<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>
# 6.4 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>programmes</th>
<th>Name</th>
<th>Email</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>International Programmes</td>
<td>Peter Drew</td>
<td><a href="mailto:peter.drew@ice.cam.ac.uk">peter.drew@ice.cam.ac.uk</a></td>
<td>01223 760856</td>
</tr>
<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>Clare Kerr</td>
<td><a href="mailto:clare.kerr@ice.cam.ac.uk">clare.kerr@ice.cam.ac.uk</a></td>
<td>01223 746237</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>
### 6.5 Academic Directors

<table>
<thead>
<tr>
<th>Field</th>
<th>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>

### 6.6 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>
6.7 Address for hard copy correspondence with all of the above:

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