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 2018-19.

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

Updates to the Student Handbook

- January 2019 – Mitigating Circumstances procedure from Lent term (section 5.16, page 28)
- January 2019 – Updates to the Contacts list (section 9, page 56)
- February 2019 – Paragraph 1.7.1 – University facilities (page 5)
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1 Studying with the University of Cambridge Institute of Continuing Education

1.1 Introduction

1.1.1 The Institute of Continuing Education (referred to as ‘we’ or ‘ICE’ throughout the handbook) is part of the world-class University of Cambridge and offers Cambridge-quality, part-time adult education courses, many of which have open access.

1.1.2 The wide range of courses and qualifications we offer includes University of Cambridge awards. These awards are referred to within the University as ‘non-member awards’ as students are not required to matriculate (i.e. join the roll of the University) or become a member of a Cambridge College, as students studying for a University of Cambridge degree must.

1.1.3 We also offer part-time, postgraduate degrees where students matriculate and are members of a Cambridge College but, do not offer undergraduate (Bachelor’s) degrees. However, students who achieve academic credit with the Institute of Continuing Education may count it towards degree programmes at other Higher Education institutions via credit transfer, if they wish (see section 2.2).

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

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 complete any required reading and go beyond the course materials to develop your knowledge further; for example, through further reading, or through visits to sites and museums. You are also required to undertake all course assignments. The time for fulfilling these requirements is included in the recommended study hours laid out in section 2.2.2.

1.2.2 You are expected to attend all of the teaching sessions for your course. If you must miss a session due to unforeseen and significant circumstances, please inform your tutor and the Academic Centre Coordinator as soon as possible.
1.2.3 Deciding to study for any course is a significant commitment and success often depends on the support of family, friends and employers. If you are unsure about whether you will be able to set aside the time required, or are in a role where your workload fluctuates, we recommend that you discuss this with the appropriate Course Director and/or Academic Director who can advise you on the specific commitments for the course.
### 1.3 Student Charter

1.3.1 ICE is committed to excellence in adult and part-time education and to facilitating an open and inclusive academic learning environment, and therefore, students are asked to adhere to the Institute’s Student Charter below.

<table>
<thead>
<tr>
<th>What you can expect of the Institute:</th>
<th>What the Institute expects of its students:</th>
</tr>
</thead>
<tbody>
<tr>
<td>A learning environment and learning opportunities which enable and encourage active engagement</td>
<td>To become an engaged member of ICE’s learning community</td>
</tr>
<tr>
<td>Clear, accessible and timely information about your studies, including:</td>
<td>To embrace the aims and expectations of your chosen programme of study and to take responsibility for your own learning by actively participating in learning opportunities</td>
</tr>
<tr>
<td>- Details of course-content and resources</td>
<td>To make effective use of guidance and feedback from formative and summative assignments provided during your programme of study</td>
</tr>
<tr>
<td>- Any changes to course-content, structure or timings</td>
<td>To support open discussion based on the principles of evidence-based academic debate and to engage in a way that is tolerant of others’ viewpoints and perspectives</td>
</tr>
<tr>
<td>- Course tuition fees and associated costs</td>
<td>To treat other students and staff with courtesy and to behave in a way that does not disrupt teaching, studying, research or administration</td>
</tr>
<tr>
<td>- The timetable for teaching sessions, VLE engagement and the submission of assignments</td>
<td>To be familiar with the ICE’s procedures and regulations as given in the Student Handbook and to seek clarification from ICE staff if necessary</td>
</tr>
<tr>
<td>- How assignments are assessed against predetermined and published academic criteria</td>
<td>To observe the ICE’s social media guidelines in all course-related online interactions, including conducting course-related activity within the ICE’s Virtual Learning Environment (VLE) to ensure all students have equal access</td>
</tr>
<tr>
<td>- The circumstances which lead to the application of penalties and how to avoid such penalties</td>
<td>To advise the programme team (tutors and administrators) of any issues which may interfere with your ability to study or submit assignments on time, so that appropriate support may be provided.</td>
</tr>
<tr>
<td>- How to access support if you are experiencing problems or a change in circumstances which impinge on your ability to study</td>
<td></td>
</tr>
<tr>
<td>Assistance to understand your responsibility to engage with the learning opportunities provided and to shape your learning experience</td>
<td></td>
</tr>
<tr>
<td>Timely feedback to facilitate the development of learning</td>
<td></td>
</tr>
<tr>
<td>Opportunities for you to give feedback to the Institute and to be clear as to how the Institute has acted on it</td>
<td></td>
</tr>
<tr>
<td>To be treated by ICE staff with courtesy and professionalism</td>
<td></td>
</tr>
<tr>
<td>To study in an environment which promotes diversity and equality of opportunity among students and staff</td>
<td></td>
</tr>
</tbody>
</table>
1.4 **Additional support for students**

1.4.1 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.

1.4.2 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 which is treated separately to your application. This form is also available at www.ice.cam.ac.uk/info/student-forms. The SARF will ask you to provide further details about your requirements and support needs.

1.4.3 It is essential that you inform us 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 normally unable to make retrospective allowances for disability-related issues. If your circumstances change during the course, please let the Disability Liaison Officer know as soon as you can (da@ice.cam.ac.uk).

**Access for students with disabilities**

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

1.4.5 Some of our courses are held in buildings which are not owned by the University of Cambridge. If you have completed a SARF, we will contact you to discuss your requirements.

1.4.6 Please contact the Disability Liaison Officer at da@ice.cam.ac.uk if you have any questions or would like to request a SARF.

1.5 **Student Registration Exercise**

1.5.1 All students enrolled on an award-bearing course must complete an annual Registration Exercise for the UK Higher Education Statistics Agency (HESA).

1.5.2 After your place on a course has been confirmed, you will receive an email advising you of your Student Identification Number, shortly followed by a further email inviting you to complete the Registration Exercise and a link to the online form. For further guidance and details please see www.ice.cam.ac.uk/info/student-registration-exercise.

1.5.3 If you have any queries or problems when logging into Student Registration Exercise website you are asked to contact the Student Data Manager at ice.records@ice.cam.ac.uk.
1.6 Field trips and laboratory sessions

1.6.1 Some courses may include field trips, visits to local museums or galleries, or laboratory work. We undertake a risk assessment under University of Cambridge guidelines and take appropriate measures where needed. Please listen carefully when the tutor draws attention to any hazards; all instructions should be followed carefully, as should recommendations regarding suitable clothing and equipment for such sessions.

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

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

1.6.4 Any accident or incident which has a potential for harm must be reported to the tutor, Course Director or other appropriate person who will inform the Head of Academic Centre Administration and the ICE’S Health and Safety Committee.

1.7 University facilities

1.7.1 If you are studying for a qualification that is at least one academic year in length you are entitled to a University card. The card provides full access to the resources of the Cambridge University Library (www.lib.cam.ac.uk/) as well as entry to a number of University of Cambridge facilities (see below). To receive a University card you are required to send in an up-to-date passport style photograph either to the Student Data Manager at ice.records@ice.cam.ac.uk or by uploading a suitable photograph to your application form.

1.7.2 To replace a lost card, at no charge, contact the Student Data Manager at ice.records@ice.cam.ac.uk.

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

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

1.7.5 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.
1.8 Delaying or stopping your studies

1.8.1 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, 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 the relevant course guide for more information).

Intermission

1.8.2 In cases of particular and unforeseen difficulty, such as serious illness — your own or that of a close family member — or an unexpected change in personal circumstances, you may request to intermit, i.e. to take a break from your studies and return at a later date to complete them. You must normally have completed at least one course unit’s assessment to be permitted to intermit.

1.8.3 Financial difficulty will not normally be considered an appropriate cause for intermission.

1.8.4 If circumstances arise which cause you to consider intermitting from your course, it is important to discuss them first with your Course Director and/or Academic Director who may be able to offer you guidance and support. Your Academic Centre Coordinator can advise you of the options open to you.

1.8.5 To apply to intermit, please complete and submit the Intermission Request Form, found online at www.ice.cam.ac.uk/info/student-forms, along with any documentary evidence. If you require a copy of this form in an alternative format please contact the Quality Governance team at qa@ice.cam.ac.uk. If illness or a medical condition is cited, the request cannot be considered without supporting medical documentation.

1.8.6 Applications to intermit will be reviewed by the Head of Human Resources, Governance and Administration (or delegate) and the decision will be communicated to you via your Academic Centre Coordinator.

1.8.7 Intermitting students are required to accept the terms and conditions below:

- If you wish to intermit part way through a termly unit, you will be required to attend and complete the whole of that unit upon returning to your studies. Therefore you cannot normally intermit during the first term of a course.

- 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 later but may be less frequent. Please contact the Academic Director for further information.

- If you are granted an intermission, course fees must be paid in full for the year — or for the course as a whole if you are taking a two year course— 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 are obliged to contact your Academic Centre Coordinator to confirm your return to the course at least two months prior to your scheduled return and to request information regarding the payment of any difference in fees.

• You will be subject to the ICE policies and procedures active at the time of your return.

1.8.8 If you are an intermitting student, your access to the Virtual Learning Environment (VLE) for the unit(s) you have completed will be reduced to a read-only status and your access to the unit(s) from which you are intermitting will be suspended until your return to the course, when you will have full access again.

Delaying your start date (deferral)

1.8.9 ICE does 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 cannot be guaranteed.

Stopping your studies (withdrawal)

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

1.8.11 If you wish to withdraw from a course, you should contact your Academic Centre Coordinator as soon as possible. Standard cancellation conditions will apply (see section 8.2).

1.8.12 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. You should also return your University card to the Student Data Manager at the point of withdrawal.

1.9 Change of name or address

1.9.1 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 Data Manager at ice.records@ice.cam.ac.uk.
1.9.2 Changes of address, telephone number or email address should be notified to ICE via the Academic Centre Coordinator for your course. It is particularly important to do this if the change is near the beginning or towards the end of the course, as course materials or notification of the award may otherwise go astray.

1.10 Feedback from students

1.10.1 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.

1.10.2 We are also grateful for your informal or formal feedback on any aspect of our provision at any time of year. Immediate concerns or suggestions should be given orally or by email to your tutor, or to the Head of Academic Centre Administration for your course. Alternatively you can email the Quality Governance team at 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 Credit is generally calculated in terms of hours of study: both face-to-face teaching and discussion, and independent study (e.g. for assignments). The calculation assumes that each credit is awarded for around 10 hours of successful learning; so, a 60-credit course will involve around 600 hours of successful study. It is, however, recognised that students study at different paces and use a variety of approaches, so this is a recommendation, rather than an absolute calculation. Examples of how study may be broken down are: pre-class preparation; classroom time (including lectures, seminars, discussions, debates, case studies, break-out groups etc.); engagement within the VLE; peer-to-peer interaction (informal and guided); field work and visits; preparations for assignments; assignment writing and feedback and so on.

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 Table 1, Qualifications of the University of Cambridge offered through ICE.

2.2.4 Credit is awarded to you when you have shown, through assessment, that you have successfully completed a programme by meeting the specific set of learning outcomes for that programme.

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

2.2.6 Credit cannot be awarded twice for the same learning. If you are concerned about the possibility of academic overlap in a course you are proposing to take and a course you have previously taken, you should contact the relevant Head of Academic Centre Administration, in the first instance.
2.2.7 The flexibility of the Credit Accumulation and Transfer Scheme makes it possible to transfer credit awarded by the University of Cambridge through ICE to the degree programmes of other higher education providers. The volume of credit that can be transferred from ICE to 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.

2.2.8 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 University of Cambridge awards.

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

<table>
<thead>
<tr>
<th>Course</th>
<th>Credits</th>
<th>Qualification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Undergraduate Certificate course</td>
<td>60 Credits</td>
<td>eg Undergraduate Certificate in Archaeology</td>
</tr>
<tr>
<td>Undergraduate Certificate course I + Undergraduate Certificate course II in the same subject</td>
<td>120 Credits</td>
<td>eg Undergraduate Certificate of Higher Education in Archaeology</td>
</tr>
<tr>
<td>Undergraduate Diploma course</td>
<td>60 Credits</td>
<td>eg Undergraduate Diploma in Archaeology</td>
</tr>
<tr>
<td>Undergraduate Diploma course I + Undergraduate Diploma course II in the same subject</td>
<td>120 Credits</td>
<td>eg Undergraduate Diploma of Higher Education in Archaeology</td>
</tr>
<tr>
<td>Undergraduate Advanced Diploma course</td>
<td>120 Credits</td>
<td>eg Undergraduate Advanced Diploma in Archaeology</td>
</tr>
<tr>
<td>Postgraduate Certificate</td>
<td>60 Credits</td>
<td>eg Postgraduate Certificate in Medical Education</td>
</tr>
<tr>
<td>Postgraduate Diploma</td>
<td>120 Credits</td>
<td>Postgraduate Diploma</td>
</tr>
<tr>
<td>A part-time Master’s degree taken over two years</td>
<td></td>
<td>Master of Studies (MSt)</td>
</tr>
</tbody>
</table>
3 Study guidance

3.1 Study skills

3.1.1 Effective study skills are fundamentally important and it is worthwhile investing time in developing these skills, particularly if you are new to undergraduate-level study or returning after a break. Study skills guidance can be found through the ICE VLE or from your tutors.

3.2 University libraries

3.2.1 If you are studying for an award that is at least one academic year in length, you can apply for a University card, (see section 1.7.1), which will allow you access to the University Library and the same borrowing rights as a University of Cambridge undergraduate student, i.e. you may borrow ten books for two weeks. You will also be able to access the University Library’s online resources by using your Raven password. For information on opening times and guidance on visiting the University Library please visit the library website: www.lib.cam.ac.uk/.

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.

3.3 Using the ICE Virtual Learning Environment (VLE)

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

<table>
<thead>
<tr>
<th>Item</th>
<th>Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic internet skills</td>
<td>Essential</td>
</tr>
<tr>
<td>Personal email address</td>
<td>Essential</td>
</tr>
<tr>
<td>Internet access</td>
<td>Essential (access via a library should be sufficient)</td>
</tr>
<tr>
<td>Word processing software</td>
<td>Essential (able to export to Word/Open Office)</td>
</tr>
<tr>
<td>Broadband</td>
<td>Recommended (for video/audio)</td>
</tr>
</tbody>
</table>

3.3.2 You must have a unique email account (not the same as another student) and regular access to an internet-connected computer.

3.3.3 ICE award-bearing courses are supported by a web-based Virtual Learning Environment (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.

3.3.4 After registering for a course which requires access to the VLE you will be provided with login instructions by the ICE Technology Enhanced Learning 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 Technology Enhanced Learning team at elearning@ice.cam.ac.uk.
3.4 Use of the internet

3.4.1 If you do not have internet access at home, the computing facilities available at a public library or internet café may be sufficient. 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 your course’s learning resources within the VLE 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 articulately and effectively
- enter a debate and argue clearly and concisely
- listen patiently to the opinions of others
- deliver and receive critical feedback constructively

**Organisational skills, which include:**
- time management
- record keeping
- self-discipline
- self-direction
- the ability to gather, organise and deploy evidence, data and information
- bibliographic skills
Interpersonal skills, which include:
- working creatively, flexibly and co-operatively with others
- formulating and meeting team objectives
- interacting successfully on a one-to-one basis
- giving support and encouragement to others

3.5.2 You may 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; or, in the case of self-plagiarism, unless explicitly permitted by regulation, submitting one’s own work that has already been submitted for assessment to satisfy the requirements of any other academic qualification, or submitted for publication 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;
- 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 student, 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 of 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. The most appropriate method for attribution of others’ work may vary according to the subject matter and mode of assessment. The Course Director will provide guidance on the relevant scholarly convention for submitted work at the start of your course.
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 should be added in the assignment text to accompany the quotation and indicate from where it is taken (see References and bibliographies section below). 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. Particularly for visual media, you must check that the copyright status permits it to be used in this context.

Self-plagiarism

4.1.7 You may only submit an assignment for formal assessment once. Assignments that have previously been submitted to ICE or to another higher education institution for formal assessment should not be submitted. Self-plagiarism occurs when the same piece of work (or a significant part thereof) is submitted for formal assessment twice.

4.1.8 If you do cite small sections of your own pre-existing work, you must reference it in the same way as if it were sourced from another author.

4.1.9 You are responsible for ensuring that you have read and understood ICE’s plagiarism guidance above and follow it in all work submitted for assessment.

4.1.10 If, after reading the guidance, you have any outstanding queries you should seek clarification at the earliest opportunity from the Course Director.

4.1.11 All assignments submitted for assessment are screened using the text-matching software Turnitin (see section 4.3).

4.1.12 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 ICE Assessment Standards Panel and may affect the mark given to your work (see section 4.4). In addition, suspected cases of the use of unfair means (of which plagiarism is one form) may be subject to further disciplinary action (see section 7.5).

4.1.13 This guidance is also given in the ICE VLE.

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.

4.2.2 Acceptable means of acknowledging the work of others (by referencing, in footnotes, or otherwise) may 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 contact your Course Director.
4.2.3 Postgraduate Certificate, Postgraduate Diploma and Master of Studies students are also asked to follow the more comprehensive guidance in their programme handbooks. Some professional programmes also have specific professional presentation requirements.

4.3 Turnitin UK text-matching software

About Turnitin UK text-matching software

4.3.1 The University of Cambridge subscribes to Turnitin UK text-matching software, which is widely used in UK universities and matches text of submitted work to sources in its database, which is made up of internet content, selected journals, and previous student submissions.

4.3.2 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.

In many cases the software highlights correctly cited references or ‘innocent’ matches. Therefore, all originality reports will be carefully reviewed to determine whether matches may indicate wider concerns around poor scholarly technique or an attempt to gain unfair advantage, and whether any further action should be taken.

How will Turnitin be used by ICE?

4.3.3 Work submitted to ICE for assessment will be subjected to blanket screening. The originality report issued by Turnitin UK is then scrutinised by the Head of Academic Centre Administration for your course, to determine whether further action may be necessary. We have chosen blanket screening as the fairest process. The resulting originality report will normally only be referred to ICE’s Assessment Standards Panel if there is evidence of suspected plagiarism or faulty scholarship (see section 4.4).

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

4.3.4 Use of Turnitin UK complies with UK Copyright and Data Protection Laws. Submission to Turnitin does not affect your ownership of the work; the copyright and intellectual property of all work remains with the original owner (normally the student, with the exception of some sponsored research projects). No personal or sensitive data will be transmitted.

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

4.3.5 Materials submitted to Turnitin UK will be identified by a Turnitin reference number, course details and institution. Therefore, personal data will not be used.
What will happen if the text submitted by another student matches a student’s work?

4.3.6 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 of Cambridge’s Turnitin UK Administrator. If approached, the Turnitin UK Administrator may attempt to contact you about the matter. The content of your work will not normally be revealed to a third party outside the University of Cambridge without your express permission.

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

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

4.3.8 Work submitted to Turnitin UK will be retained indefinitely on the Turnitin UK database unless a student specifically requests that it be removed. Retaining your work on the database will help to ensure that your work remains protected from future attempts to plagiarise it; will help maintain the integrity of the University of Cambridge’s qualifications; and will maximise the effectiveness of the software, therefore it is hoped that such requests will be kept to a minimum. However, once moderation has been concluded, students may at any time contact the Head of Academic Centre Administration for their course, to request that their work be removed.

4.3.9 Queries about ICE’s use of Turnitin UK should be addressed in the first instance to the Course Director or Academic Director.

4.3.10 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.

4.3.11 Students are responsible for ensuring they have read and understood our policy on plagiarism and the information above on Turnitin.

4.4 ICE 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 ICE Assessment Standards Panel (consisting of a member of academic staff as Chair, the relevant Academic Director, the Marker, the Course Director, and the relevant Head of Academic Centre Administration). 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. In making their decision the Panel may invite you to an interview.
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 mark reduction proportionate to the level of poor/faulty scholarship (that does not introduce a punitive element). The Panel may decide to refer the work back to the tutor to be remarked, based on original content only. The Head of Academic Centre Administration will communicate the final mark to you.

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. You may also be invited to attend an interview. 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 (or delegate) will convey the outcome and the final mark to you in writing.

ii) **No intention to gain unfair advantage but evidence of poor scholarship**
   The Panel may modify the mark in light of the decision. The Chair of the Panel (or delegate) will convey the outcome and the final mark to you in writing.

iii) **Unfair means suspected**
   Where it is evident that there was a deliberate attempt to gain an unfair advantage, or that the facts are unclear or disputed, the Chair will refer the case and all supporting evidence to the Director of Academic Centres (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 mark
      • 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 you intending to use unfair means.
   
   The Director of Academic Centres (or delegate) will convey the outcome to you in writing.

**Review stage**

4.4.4 Following the Assessment Standard Panel’s decision, if you remain dissatisfied with the outcome, you may request a review by contacting the Quality Governance Manager at qa@ice.cam.ac.uk within 14 working days of receiving the decision. The Quality Governance Manager will allocate an independent ICE Reviewer to consider the case.
4.4.5 The review will not usually consider issues afresh or involve a further investigation. The procedure allows for a decision to be reviewed on the following grounds:

a) Procedural irregularities that occurred during the decision-making process, which were material or potentially material to the decision reached; and/or

b) The decision is unreasonable, in that no reasonable person could have reached the same decision on the available evidence; and/or

c) The availability of new evidence, which materially impacts the outcome and which, for valid reasons, could not have been submitted at an earlier stage.

4.4.6 The Reviewer will convey the outcome to you in writing within 14 working days of receiving the request, unless stated otherwise.
5 Regulations

5.1 Achieving a qualification

5.1.1 You must meet all requirements to achieve a qualification:
- participate actively in class work and/or in activities in the VLE, where appropriate;
- submit all of the assessed assignments for your course;
- demonstrate the achievement of all the learning outcomes expected from the course by achieving a pass mark for each termly unit (though see section 5.17 - If you fail an assignment) and/or tasks stated as a requirement in the syllabus;
- attend the face-to-face teaching sessions; full attendance is expected. If you must miss a session owing to unforeseen and significant circumstances, the tutor and Academic Centre Coordinator should be informed as soon as possible.

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

Achieving a Certificate/Diploma of Higher Education

5.1.3 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 combined award of a Certificate/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 Student Data Manager during 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.

5.1.5 If you wish to receive a Certificate/Diploma of Higher Education, you are required to return your certificate and transcript from your first award to the Student Data Manager.

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 guide prepared by the tutor(s) 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 guide, 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, whether with ICE or with another provider, should not be submitted a second time, unless resubmission of the assignment has been formally sanctioned (see section 4.1.7 on self-plagiarism).

5.3 Examinations

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

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 Head of Academic Centre Administration. If you have not submitted a SARF, please email the Disability Liaison Officer on da@ice.cam.ac.uk in the first instance, to ensure that appropriate arrangements can be made. Requests made after the end of the first term may mean that arrangements cannot be implemented in time.

5.3.3 If you are unwell at the time of an examination, please inform the Head of Academic Centre Administration, before the examination is taken, of any illness that may affect your performance.

5.3.4 You may apply to ICE for the consideration of mitigating circumstances relating to your performance (undergraduate programmes only), using the Mitigating Circumstances Form (available at www.ice.cam.ac.uk/info/student-forms). Documentary evidence will normally be required. 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 mark, or are on the borderline between groups of marks) 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 Student research ethics

5.5.1 Some ICE programmes, for example Advanced Diplomas, may involve a self-directed research project. The ICE Student Research Ethics Committee (SREC) considers ethical aspects of students’ research projects which involve human participants or the collection of data that may be of a personal nature, or involve methods that affect the participants.
5.5.2 If you are undertaking such a research project you will be asked by your supervisor to complete a Student Research Ethics Form which can be found on the ICE website: www.ice.cam.ac.uk/info/student-forms. Where a project does include activities such as those listed above, the SREC will consider the proposal and either approve the project, ask for more information, or suggest amendments.

5.6 Submission of assignments

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

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

5.6.3 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 (doc/docx), PDF and RTF. Most word processing packages can save to these formats.

5.6.4 In some cases it may not be appropriate to submit assignments using the formats above – in these cases your tutor will discuss alternative arrangements with you.

5.6.5 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 either at ICE or at another institution (see section 4.1.7 on self-plagiarism).

5.6.6 All sources must be acknowledged within assignments and listed in a bibliography. It is essential that in each assignment the source of quotations and specific points taken from other authors are acknowledged and referenced according to the referencing system recommended for your course. The assignment needs to be accompanied by a bibliography or list of resources that have been consulted during the preparation process. Plagiarism (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).

5.6.7 All assignments submitted for assessment are screened using the text-matching software Turnitin (see section 4.3 for further information).

5.6.8 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 work on your assignment.

5.6.9 The word length specified includes or excludes the following (unless otherwise stated in the course guide):

- 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.
5.6.10 **Appendices should only be used with the agreement of your tutor/supervisor.**
The use of appendices is generally discouraged except where additional data, not available in published form, must be presented. This should be previously agreed with your tutor/supervisor.

5.6.11 **Use of diagrams should be discussed with your tutor/supervisor.**
If the work includes diagrams, graphs, charts, tables or maps, you should discuss with the course tutor whether these will be permitted to take the place of words in the word count. If permitted to contribute to the word count, the allowable number of such diagrams, graphs, charts, tables or maps may be limited and needs to be checked with your tutor or Course Director.

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

5.7.1 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 for assignments are not available and late assignments, without accepted mitigating circumstances, will incur late submission penalties (see section 5.15).

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

5.8 **Deadlines for submission of assignments (postgraduate programmes)**

5.8.1 Please see your course guide for full details.

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

5.9 **Marking and returning assignments**

5.9.1 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 mark for your assignments will follow shortly, as soon as the unit has been moderated by the Internal Assessor. Please note that all marks are provisional until the full moderation process for the course / year has been completed.

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

5.10 **Marks**

5.10.1 You will receive three types of mark for your course: a mark for each assignment; unit marks, made up of weighted assignment marks if more than one assessed assignment has been submitted for a unit; and an overall course mark. These are defined as follows:

- Assignment mark: the mark given for each assignment submitted for assessment.
Assignment mark (late submission – for undergraduate programmes only): the mark given for each assignment submitted for assessment minus any reduction for late submission (see section 5.15 – Late submission of assignments).

Unit mark: the mark given for each unit (term) of study. If you are submitting more than one assignment for a unit, the unit mark will comprise a weighted average of each assessed assignment for that unit. Please note that if any late submission penalties have been applied to your assignments’ marks, it is these reduced marks that will be used for your unit mark.

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

5.11 Marking criteria

5.11.1 Your assignments will be assessed by your ability to demonstrate the successful achievement of the learning outcomes and the use of academic skills, both of which are given in the course guide. The academic skills listed below are relevant to most courses, though this list is not exhaustive or subject-specific:

- relevant knowledge and information showing conceptual understanding, contextualisation, reading and research;
- use of appropriate academic and other relevant sources
- independence of thought
- quality and structure of argument
- analysis, evaluation and critical engagement with arguments and evidence
- spelling, punctuation and grammar
- references and bibliography

5.11.2 Your work will receive a percentage mark using the scale in Table 2 (undergraduate courses) or Table 3 (for the majority of postgraduate courses). Postgraduate students should refer to their individual course guides for their course marking scale.
# Table 2 - Marking scale for courses at undergraduate level

<table>
<thead>
<tr>
<th>Mark (%)</th>
<th>Student's work shows:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellent</td>
<td>• Evidence of exceptional quality over and above the criteria listed for the mark of 79% and below (see below).</td>
</tr>
<tr>
<td>80 – 100</td>
<td>• Wide range of knowledge and information and evidence of independence of thought.</td>
</tr>
<tr>
<td></td>
<td>• Appropriate and perceptive reference to relevant academic sources.</td>
</tr>
<tr>
<td></td>
<td>• A consistent demonstration of powers of critical analysis and synthesis in developing arguments.</td>
</tr>
<tr>
<td>Good</td>
<td>• A thorough grasp of relevant knowledge and information.</td>
</tr>
<tr>
<td>60 - 69</td>
<td>• Extensive reference to appropriate academic sources.</td>
</tr>
<tr>
<td></td>
<td>• Clear evidence of an analytical approach to the issues raised by the topic.</td>
</tr>
<tr>
<td></td>
<td>• The capacity to engage critically with arguments and evidence.</td>
</tr>
<tr>
<td>Competent</td>
<td>• A secure grasp of relevant knowledge and information and evidence of a competent understanding of relevant concepts.</td>
</tr>
<tr>
<td>50 - 59</td>
<td>• Reference to a reasonable range of relevant academic sources.</td>
</tr>
<tr>
<td></td>
<td>• Some evidence of an analytical and critical approach.</td>
</tr>
<tr>
<td>Weak</td>
<td>• Evidence of assimilation of relevant knowledge, but contains some errors, omissions or irrelevancies.</td>
</tr>
<tr>
<td>40 - 49</td>
<td>• Limited reference to relevant academic sources.</td>
</tr>
<tr>
<td></td>
<td>• Little evidence of analysis or a critical approach.</td>
</tr>
<tr>
<td></td>
<td>• Some weakness in the structuring of assignments.</td>
</tr>
<tr>
<td>PASS THRESHOLD</td>
<td>• Some elements of relevant knowledge but contains significant errors, omissions or irrelevancies.</td>
</tr>
<tr>
<td>0 – 39</td>
<td>• Evidence of a poor grasp of relevant concepts.</td>
</tr>
<tr>
<td></td>
<td>• Poorly structured assignments failing to address the issues under discussion.</td>
</tr>
<tr>
<td></td>
<td>• Work of an extremely low standard, fundamentally failing to address relevant issues.</td>
</tr>
<tr>
<td></td>
<td>• Incoherent argument, serious errors.</td>
</tr>
<tr>
<td>Numerical scale</td>
<td>Mark awarded</td>
</tr>
<tr>
<td>-----------------</td>
<td>--------------</td>
</tr>
<tr>
<td><strong>Excellent</strong></td>
<td></td>
</tr>
<tr>
<td>80-100</td>
<td>Pass with distinction (where programme awards distinction)</td>
</tr>
</tbody>
</table>
| 75-79           | Pass with distinction (where programme awards distinction) | • An accessible, accurate and clear account.  
• Clear assimilation and understanding of the evidence.  
• Well informed by a wide range of relevant ideas.  
• Excellent analyses, arguments and explanations.  
• Exceptionally good structuring of the material with clear progression and development as the work proceeds. |
| **Good**        |              |                      |
| 70-74           | Pass         | • An accessible, accurate and direct account.  
• Clear assimilation and understanding of the evidence.  
• Well informed by current ideas.  
• Very good analyses, arguments and explanations.  
• Very good insights and personal reflections on the material.  
• Carefully structured and organised presentation. |
| **Competent**   |              |                      |
| 65-69           | Pass         | • An accessible, accurate and direct account.  
• Good analyses, arguments and explanations.  
• Good insights and personal reflections on the material.  
• Well-organised presentation. |
| 60-64           | Pass         | • An accessible, accurate and direct account.  
• Fair analyses, arguments and explanation but with some remaining gaps or confusion.  
• Fair degree of personal insight.  
• Reasonably well organised presentation. |
| **PASS THRESHOLD** |          |                      |
| 50-59           | Fail         | • Reliance on a restricted range of evidence, or irrelevant material introduced.  
• Weaknesses of factual description.  
• Weaknesses in the analyses, arguments and explanations.  
• Weaknesses in the insights and reflections on the material.  
• Weakly-organised presentation with a poor progression through the work. |
| 0-49            | Fail         | • Limited range of evidence or lack of focus.  
• Weak understanding of the material presented.  
• Lack of coherent argument.  
• Absence of personal insight.  
• Serious weaknesses in the organisation of the presentation. |
5.14 Moderation procedures

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

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

5.14.3 Samples of work, tutors’ feedback, 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. The Panel are responsible for determining that the work reaches the required standard for the level of the course; that tutors’ marking is fair, and that the standard achieved is commensurate with that of other higher education providers elsewhere in the country. All results remain provisional until the moderation process has been completed and approved.

5.14.4 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 calendar year in which the course is completed.

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

5.15 Late submission of assignments (undergraduate programme only)

5.15.1 The submission deadlines for each unit’s assignment(s) are given in the course guide. ICE does not grant extensions for assignments. If you know in advance that you must submit your work after the submission deadline, please inform your tutor and Academic Centre Coordinator for your course.

5.15.2 If you need to submit work late due to a significant problem such as a serious illness – your own or that of a close relative – please let us know as soon as possible, as a request for mitigating circumstances may be the best option your circumstances (see section 5.16 - Mitigating Circumstances).

5.15.3 For late submissions due to less serious issues such as time management or technical problems, a daily cumulative system of penalties is applied to the mark given for your assignment, up to a maximum of a 10% penalty. The late penalties awarded will not take the assignment below the pass threshold of 40%.

5.15.4 After eight days, the assignment cannot be accepted and a non-completion of the required assessed work for the course is recorded. Please note that unless the Mitigating Circumstances Committee approves a formal request for mitigating circumstances to be taken into account, non-completion of the required assessed work means that you cannot achieve the award.
5.15.5 The rate at which marks will be deducted from the academic mark for a late assignment is as follows:

- on Day 1 at 3%, plus 1% for each successive day up to a maximum of 10% (Day 8). The late penalties will not take the assignment mark below the pass threshold of 40%.
- on Day 9, the assignment becomes inadmissible without approved mitigating circumstances and non-completion of the required assessed work will be recorded for the course.

5.15.6 A day normally covers 24 hours from the date and time of the submission deadline. Part of a day late – i.e. less than 24 hours - counts as a day late in terms of the application of these penalties.

5.15.7 You are advised to start the uploading of your work in good time, to allow for any issues such as computer or internet failure. If your work is late, you are encouraged to submit it as soon as you can after the due date, to minimise the late submission penalty.

5.16 Mitigating circumstances (undergraduate programmes only)

5.16.1 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 contact your Academic Centre Coordinator to discuss all the options open to you. When you submit work late, a penalty is only finalised after the mitigating circumstances process and moderation of the course have been completed.

5.16.2 The mitigating circumstances process is intended to help those facing severe and/or unexpected difficulties. Examples of situations that might lead to an application for mitigating circumstances may include:

- Significant physical or psychological illness
- Severe personal difficulties
- Serious illness or death of a member of your immediate family (or someone you are a carer for)
- Sudden deterioration in a long standing medical condition or disability
- Being the victim of a serious crime
- Legal proceedings requiring attendance at court (e.g. as a witness or juror)
- Unexpected adoption or fostering issues
- Redundancy
- Unexpectedly heavy work demands over an extended period

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

- Failure to read the examination timetable or course work deadline properly
- Normal pressure of work
- Technical, software, hardware, network or internet problems
- Minor illnesses
- Religious festivals
- Disruptions which can be anticipated (e.g. moving house, holidays)
Over-commitment of studies (e.g. studying numerous courses at the same time)

5.16.4 If you encounter severe and/or unexpected difficulties that substantially affect your achievement (and you can provide direct evidence of this), result in late submission or cause you to miss classes, you should complete a Mitigating Circumstances Form online (www.ice.cam.ac.uk/info/student-forms). If you require the form in a different format please contact the Quality Governance team at qa@ice.cam.ac.uk.

5.16.5 Should you wish to discuss your claim with someone other than your tutor or the programme team you may contact the Assistant Director of Academic Centres (Student Experience) who will be able to offer you pastoral support and guidance.

5.16.6 Regardless of the nature of your mitigating circumstances claim, you will be asked to provide documentary evidence to support your request. The exact evidence will depend on the nature of the claim. Examples of evidence that may be relevant to your application include, but are not limited to:

- A medical letter from your GP or hospital
- A copy of a death certificate
- Crime reference numbers
- A letter from your employer
- Flight/travel details
- Legal documents

5.16.7 Any evidence provided must be time-relevant to the period you are making a claim for. If you submit a mitigating circumstances claim for each term you will be asked to provide evidence which covers each term.

5.16.8 The form and all supporting evidence will be treated confidentially within ICE and will be viewed only by those necessary for the process of considering the request and to support you.

5.16.9 You should complete a Mitigating Circumstances Form as soon as you can for each term where your work or performance has been adversely affected by significant events. Please note that the deadline for the submission of this form for each term is below:

- Michaelmas term 2018: 1 February 2019
- Lent term 2019: 1 May 2019
- Easter term 2019: 1 August 2019

5.16.10 If you are studying a course which did not start in October please discuss the appropriate dates for the submission of mitigating circumstances requests with your Academic Centre Coordinator.

5.16.11 The Mitigating Circumstances Committee usually meets 2-4 weeks after the form submission deadline. The Committee makes decisions based on the information given on your form, so please provide as much detail as possible. If you wish to submit further information or evidence before the final submission deadlines above, please contact the Quality Governance Manager at qa@ice.cam.ac.uk.
5.16.12 The submission of late mitigating circumstances requests will be considered on a case-by-case-basis and you will be asked to explain the reasons for your late submission. You may also be asked to provide documentary evidence of the reasons.

5.16.13 The Committee may:
- Cancel some or all late submission penalties;
- Recommend that the student is permitted to re-write and resubmit the assignment (with no late submission penalty);
- Recommend that the student is permitted to submit a missed assignment (with no late submission penalty);
- Recommend no action.

5.16.14 The Committee does not alter individual assignment marks.

5.16.15 If the Committee approves your mitigating circumstance request and allows you to submit new or resubmitted work, you will be advised of the new submission deadline by the Quality Governance team. The new deadline will normally be four weeks from being notified of the decision.

5.16.16 Students with mitigating circumstances may also be permitted to resubmit more than one unit’s work if this is approved by the Mitigating Circumstances Committee.

Review stage

5.16.17 Following the Mitigating Circumstances Committee’s decision, if you remain dissatisfied with the outcome, you may request a review by contacting the Quality Governance Manager (qa@ice.cam.ac.uk) within 14 calendar days of receiving the decision. The Quality Governance Manager will allocate an independent ICE Reviewer to consider the case.

5.16.18 The review will not usually consider issues afresh or involve a further investigation. The procedure allows for a decision to be reviewed on the following grounds:

   a) Procedural irregularities that occurred during the decision-making process, which were material or potentially material to the decision reached; and/or

   b) The decision is unreasonable, in that no reasonable person could have reached the same decision on the available evidence; and/or

   c) The availability of new evidence, which materially impacts the outcome and which, for valid reasons, could not have been submitted at an earlier stage.

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

Office of the Independent Adjudicator

5.16.20 If you remain dissatisfied following completion of the review stage, and after receipt of a completion of procedures letter, you may refer the matter to the Office of the Independent Adjudicator (see section 7.4).
5.17 If you fail an assignment (undergraduate programmes only)

5.17.1 The following guidelines on the resubmission of assignments are for Certificate, Diploma and Advanced Diploma students. For postgraduate programmes see section 5.18.

5.17.2 Undergraduate students are required to pass all units of a course to achieve the award. The assignment(s) within each unit make up the unit mark, dependent on the weighting of the assignments. If a unit mark is below the pass mark, you will be offered the opportunity to resubmit, once only, the failed assignment(s). Resubmission outside of the mitigating circumstances process is offered for no more than one unit’s work during the course, regardless of the length of the course, and only if the unit mark is a fail.

5.17.3 Where a unit requires the submission of more than one assessed assignment, you will be considered to have passed the unit even if not all of the assignments have met the pass standard, provided that the unit mark is a pass.

5.17.4 A Course Director may stipulate for certain courses that students need to achieve a pass mark for all assignments in order to pass the course. If this is the case for your course, this will be stated in your course guide.

Resubmission of work

5.17.5 If you are required to resubmit work, you will be informed shortly after the end of the unit, along with a resubmission deadline. You may be offered a tutorial to help you with your resubmission.

5.17.6 Within the failed unit, you will only be able to re-submit the failed assignment(s) and not those assignment(s) which have met the pass standard. The marks for resubmitted work are not capped.
Failure due to circumstances outside your control

5.17.7 If circumstances outside your control have contributed to you failing an assignment, 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. Depending on the severity of the problem, you may be permitted to submit work at the end of the unit without penalty. Please see section 5.16 Mitigating Circumstances.

5.18 If you fail an assignment (postgraduate programmes only)

5.18.1 The following guidelines on the resubmission of assignments are for students studying a postgraduate programme. For undergraduate programmes see section 5.17.

5.18.2 Postgraduate students are required to pass all units of a course in order to achieve the award. The assignment(s) within each unit make up the unit mark, dependent on the weighting of the assignments. If a unit mark is below the pass mark, you will be offered the opportunity to resubmit, once only, the failed assignment(s). Resubmission is offered for no more than one unit’s work during the course, regardless of the length of the course, and only if the unit mark is a fail.

5.18.3 Where a unit requires the submission of more than one assessed assignment, you will be considered to have passed the unit even if not all of the assignments have met the pass standard, provided that the unit mark is a pass.

5.18.4 A Course Director may stipulate for certain courses that students need to achieve a pass mark for all assignments in order to pass the course. If this is the case for your course, it will state this in your course guide.

Resubmission of work

5.18.5 If you are required to resubmit work, you will be informed shortly after the end of the unit, along with a resubmission deadline. You may be offered a tutorial to help you with your resubmission.

5.18.6 Within the failed unit, you will only be able to resubmit the failed assignment(s) and not those assignment(s) which have met the pass standard. Marks for resubmitted work are not normally capped unless otherwise stated. Please refer to the Course Handbook for details.

5.18.7 Extensions to assignment submission deadlines (postgraduate programmes only)

5.18.8 In exceptional circumstances you may request an extension to your assignment submission deadline via your Head of Academic Centre Administration.

5.18.9 An extension can normally be granted for a period of up to two weeks, although this may vary on different courses, and there should be no expectation that such an extension will be granted.
5.18.10 Examples of exceptional circumstances would include illness of self or dependants, or unanticipated changes in personal circumstances.

5.18.11 Holiday arrangements, social commitment, and normal changes in workload are not considered as exceptional circumstances.

5.18.12 If an extension is granted, you would be expected to meet the agreed deadline. A request for a second extension cannot normally be considered.

5.18.13 In extreme circumstances a longer extension may be possible but, again, there should be no expectation that such an extension will be granted. Such applications will be referred to the Faculty for your particular programme. The exact duration of the extension will be determined by the Faculty for your programme and in some instances a recommendation to delay studying for a period of time (an intermission) may be made.

5.18.14 Examples of extreme circumstances would include bereavement or prolonged illness. Regardless of the nature of your extension claim, you may be asked to provide documentary evidence to support your request, except for example, in cases of bereavement.

5.18.15 If an extension is granted, you may request a letter from your Head of Academic Centre Administration to request that the University Library extend your borrowing rights.

5.18.16 A formal record of the extension will be kept.

5.18.17 When an extension is granted, marking and moderation processes fall outside of the standard timetable and may take longer to complete.

5.19 Tutorials

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

5.19.2 If we are concerned about your progress, we may invite you to attend a tutorial with the Course Director.
5.20 Confirmation of the award of a qualification

5.20.1 When your award have been approved by the our Academic Policy and Operations Committee, you will be informed of your results by letter or email.

5.21 Certificates and transcripts

5.21.1 The University of Cambridge generates a certificate and transcript which can either be sent by post or presented at an awards ceremony held at Madingley Hall.

5.22 Replacement certificates and transcripts

5.22.1 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/academic-transcripts.

5.22.2 For qualifications awarded up to and including 2009-10, please contact the Student Data Manager at 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.

5.23 Additional information regarding your academic performance

5.23.1 Please refer to section 6.2 which details the ICE data retention policy in respect of assessed work. You may request copies of personal data kept by ICE. Such information should be requested via qa@ice.cam.ac.uk 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  ICE procedures

Information here relates to the academic year 2018-19. Any amendments will be
communicated to you and will be added to the ICE website www.ice.cam.ac.uk/info-for-
applicants/topic/policies and the VLE. Please refer to the latest version when appropriate.

6.1  Data protection

6.1.1 Information about the University of Cambridge’s data protection policies and procedures is
published at www.information-compliance.admin.cam.ac.uk/data-protection.

6.1.2 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 forthcoming 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.

6.2  ICE data retention policy

6.2.1 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 is either destroyed or anonymised and
used for statistical analyses, unless subject to an appeal or complaint.

6.2.2 All requests for copies of personal data held by ICE should be directed in writing to the Quality
Governance Manager (qa@ice.cam.ac.uk) in the first instance.

6.2.3 Release of data under this policy does not constitute a formal subject access request under
data protection legislation. Requests for access to all other personal data should be directed
to the University Data Protection Office at data.protection@admin.cam.ac.uk. For further
information please see www.information-compliance.admin.cam.ac.uk/data-
protection/subject-access-request.
### Table 4 – Retention of ICE data

<table>
<thead>
<tr>
<th>Data relating to examination papers and dissertations</th>
<th>Retention time (unless a student has already initiated an appeal against their result)</th>
<th>Accessible through</th>
</tr>
</thead>
<tbody>
<tr>
<td>Examination scripts</td>
<td>Six months from the publication of final results</td>
<td>Head of Academic Centre Administration</td>
</tr>
<tr>
<td>Marks for individual questions (examination papers only)</td>
<td>Six months from the publication of final results</td>
<td>Head of Academic Centre Administration</td>
</tr>
<tr>
<td>Examiners’ comments relating to procedural or rubric infringements or other practical points</td>
<td>Six months from the publication of final results</td>
<td>Head of Academic Centre Administration</td>
</tr>
<tr>
<td>Examiners’ comments relating to academic judgement</td>
<td>Six months from the publication of final results</td>
<td>Head of Academic Centre Administration</td>
</tr>
<tr>
<td>Minutes of examiners’ meetings</td>
<td>Indefinitely</td>
<td>Head of Academic Centre Administration</td>
</tr>
<tr>
<td>Final result and/or mark or grade</td>
<td>Indefinitely</td>
<td>Available on student certificate and transcript</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Data relating to assignment assessment</th>
<th>Retention time (unless a student has already initiated an appeal against their result)</th>
<th>Accessible through</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assignment scripts and Advanced Diploma dissertation scripts</td>
<td>Two academic years after the academic year of the course¹</td>
<td>Available via the VLE (Virtual Learning Environment)</td>
</tr>
<tr>
<td>Assignment feedback from tutor</td>
<td>Two academic years after the academic year of the course</td>
<td>Available via the VLE (Virtual Learning Environment)</td>
</tr>
<tr>
<td>Minutes of examiners’ meetings</td>
<td>Indefinitely</td>
<td>Head of Academic Centre Administration</td>
</tr>
<tr>
<td>Assignment marks/grades</td>
<td>Indefinitely</td>
<td>Available on student certificate and transcript</td>
</tr>
<tr>
<td>Final result and/or mark or grade</td>
<td>Indefinitely</td>
<td>Available on student certificate and transcript</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Data relating to complaints and appeals procedure</th>
<th>Retention time</th>
<th>Accessible through</th>
</tr>
</thead>
<tbody>
<tr>
<td>All documents relating to students’ appeals and complaints</td>
<td>Last action on complaint plus six years</td>
<td>Quality Governance Manager</td>
</tr>
</tbody>
</table>

¹ Assignments unsuitable for electronic submission or scanning will be returned to/colllected by you for appropriate retention/storage.
Use of student work by ICE

6.3.1 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 permission to use your work or ask you to opt out of the scheme. 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.

6.3.2 Copyright and all other intellectual property rights relating to assignments and dissertations remain throughout with you.

6.4 HESA

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

6.4.2 If you are studying on an award-bearing course we will send some of the information we hold about you to HESA. HESA will handle your personal data securely. For more information please see www.hesa.ac.uk/about/regulation/data-protection/notices.

6.4.3 Equality and diversity

6.4.4 The University of Cambridge, which includes ICE, is committed in its pursuit of academic excellence 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 of Cambridge’s core values, expressed in its mission statement, include freedom of thought and expression and freedom from discrimination.

6.4.5 It is the intention of ICE to create conditions in which students, members of staff and applicants for admission as a student, are treated solely on the basis of their merits, abilities and potential. 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.

6.5 Dignity

6.5.1 The University of Cambridge, including ICE, is committed to maintaining a learning and working environment in which the rights and dignity of all members of the University community are respected.

6.5.2 The University of Cambridge expects all members of its community to treat each other with respect, courtesy and consideration at all times. All members of the University community have the right to expect professional behaviour from others, and have corresponding responsibility to behave professionally towards others. This includes online activity.
6.5.3 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 the classroom.

6.5.4 If you would like support from ICE in approaching an individual who you consider to have compromised your dignity through inappropriate behaviour, please contact the Head of Human Resources, Governance and Administration at qa@ice.cam.ac.uk.

6.6 **Freedom of speech**

6.6.1 The University of Cambridge is committed to the principle and promotion of freedom of speech and expression, and has a long tradition of seeking to safeguard them. Under section 43 of the Education (No.2) Act 1986, universities are required to issue a Code of Practice. The Code covers requirements and responsibilities for meetings on University of Cambridge premises. A copy of the Code of Practice is available at: [www.cambridgestudents.cam.ac.uk/new-students/rules-and-legal-compliance/freedom-speech](http://www.cambridgestudents.cam.ac.uk/new-students/rules-and-legal-compliance/freedom-speech).

6.7 **The University’s Health and Safety policy**

6.7.1 The University of Cambridge is subject to the Health and Safety at Work Act. The University has a range of health and safety policies in accordance with section 2(3) of the Health and Safety at Work Act 1974. These policies cover all institutions in the University (except the University Press) and apply to all persons working in the University, including students.

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

6.8 **Disability**

6.8.1 The Equality Act 2010 makes it unlawful for educational institutions, such as the University of Cambridge, 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. For more information regarding additional support see section 1.3.
7 ICE Policies

7.1 ICE Student complaints procedure

About the complaints procedure

7.1.1 The University of Cambridge is committed to high quality of educational and other provision for students, and encourages students to communicate their concerns when they feel that provision does not meet these high standards in both individual and general matters.

7.1.2 The University of Cambridge 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.

7.1.3 The University of Cambridge’s Student Complaints Procedure and guidance can be found at www.studentcomplaints.admin.cam.ac.uk/student-complaints. The procedure can only be used by a Registered Student, which includes ICE students pursuing a course of study leading to the award of a certificate or diploma. Before making a complaint, students are asked to consult the procedure, read the explanatory notes on the procedure and are encouraged to seek support from an advisor of their choice.

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

7.1.5 ICE also offers procedural support through the ICE Appeals and Complaints Procedures Advisor (qa@ice.cam.ac.uk). The Advisor cannot instruct students on the merit or otherwise of their complaint or act on the student’s behalf, but will guide them through the process and provide procedural advice at each stage. We recommend that students contact the ICE Appeals and Complaints Procedures Advisor before making a formal complaint as they will be able to provide procedural support on completing the Formal Compliant Form, and be able to advise which sections are not relevant to ICE students.

7.1.6 The University’s Student Complaints Procedure has three stages: Local Resolution, Formal Resolution and Review. The Local Resolution procedure, dealt with by ICE, is outlined below.

Local Resolution

7.1.7 This procedure should be read in conjunction with the full University of Cambridge Student Complaints Procedure and guidance as referred to in paragraph 7.1.3.
7.1.8 Since the purpose of the complaints procedure is to resolve problems, it is very important to voice concerns or to register the nature of a complaint as early as possible, as it often enables the problem to be resolved quickly and informally. It is expected that an issue will be raised as soon as possible and in any event within 28 calendar days of it occurring, to enable swift resolution. Complaints or evidence submitted outside of this timeframe will not normally be accepted unless there is a valid reason for delay, which will be judged on a case-by-case basis.

7.1.9 Complainants should raise complaints, in writing or in person, to the Head of Human Resources, Governance and Administration (or delegate) at qa@ice.cam.ac.uk.

7.1.10 The Head of Human Resources, Governance and Administration (or delegate) will acknowledge the complaint and investigate and consider the case, consulting with appropriate individuals, as required.

7.1.11 A complaint may be resolved quickly and efficiently by simple consultation or discussion with the appropriate people, such as those listed below:

- Tutor
- Course Director
- Academic Director
- Supervisor
- Head of Academic Centre Administration
- Academic Centre Coordinator
- Director of International Summer Programmes and Lifelong Learning
- Director of Academic Centres
- Admissions Manager
- Quality Governance Manager
- Appropriate departmental administrator

7.1.12 The Head of Human Resources, Governance and Administration (or delegate) may invite the Complainant to a meeting as part of an investigation, but is not obliged to hold such a meeting. If such meeting is held, the Complainant may be accompanied or represented by someone of the Complainant’s choosing.

7.1.13 Once the Head of Human Resources, Governance and Administration (or delegate) has completed the investigations of the complaint, they will respond, in writing, in a timely manner and normally within 21 calendar days of its receipt. Where a response cannot be provided within 21 calendar days, the Head of Human Resources, Governance and Administration (or delegate) will write to the Complainant within that period to indicate the reasons for delay and when a response is likely to be provided. The written response will inform the Complainant about the next stage of the Procedure where the Complainant remains dissatisfied with the response.

7.2 University of Cambridge procedure for handling cases of harassment and sexual misconduct between students

7.2.1 We are committed to providing an environment that is free from discrimination and affirms the right of all members to be treated with dignity and respect.
7.2.2 The University of Cambridge defines harassment as single or repeated incidents involving unwanted or unwarranted conduct towards another person which is reasonable to think would have the effect of i) violating that other’s dignity or ii) creating an intimidating, hostile, degrading, humiliating, or offensive environment for that other. Harassment may be verbal, psychological, or physical; in person or via a virtual platform; or through other methods of contact. The University of Cambridge’s Code of Conduct provides full definitions of the behaviour expected by students.

7.2.3 There are two options for reporting any form of harassment, bullying, discrimination or sexual misconduct from another student. Full details can be found on the Office of Student Conduct and Complaints and Appeals (OSCCA) website: www.studentcomplaints.admin.cam.ac.uk/harassment-sexual-misconduct/reporting-harassment-or-sexual-misconduct.

Procedure for reporting student harassment and sexual misconduct

7.2.4 The procedure for reporting student harassment and sexual misconduct should be used if you want to limit your possible interaction with the other student. An overview of the procedure is below.

- The Procedure will not make any findings or decisions about whether the harassment or sexual misconduct has taken place.
- No record of your report will be held on your or the other student's file.
- Following investigation, outcomes can include a conduct agreement, which can stop the student from contacting or approaching you; being able to access parts of the University that you frequently use; or a behaviour awareness assessment.

7.2.5 You can report a student by completing the Harassment and Sexual Misconduct Reporting Form. You only need to include brief details of the harassment and/or sexual misconduct on the form.

7.2.6 Once you have submitted the form, you will be invited to a meeting to discuss the following steps:

1. if the University of Cambridge believes that there is a significant risk to you or others in the University then precautionary action can be taken to prevent the student from contacting you or putting other people at risk while an investigation is ongoing;
2. the University of Cambridge will acknowledge your form within 7 days and confirm the next steps;
3. if your case is referred for investigation, an independent investigator who has no knowledge of anyone involved will offer to meet with you to discuss your form in more detail. You can bring a supporter with you to any meetings, such as a representative from ICE. Although it is not envisaged that it will be necessary for you to bring a legal advisor, you may do so if you wish;
4. the investigator will invite the person against whom you have made your complaint to a separate meeting;
5. following the investigation, the investigator will then write a report and recommend suggested actions that would limit the future interaction between you and the other student;
6. you will be informed of the suggested actions. If both you and the other student agree to the actions this will be confirmed by letter. If one of you does not agree to the suggested actions then with your agreement, the complaint could be considered using the ICE Disciplinary Procedure.1

Disciplinary Procedure

7.2.7 If you wish your complaint to be investigated with findings made and the possibility of sanctions being imposed, you can email the Head of Human Resources, Governance and Administration at qa@ice.cam.ac.uk with a brief summary of your complaint and request that you would like it to be reviewed under ICE’s Disciplinary Procedure.

7.2.8 The Head of Human Resources, Governance and Administration shall, at their discretion, decide whether disciplinary proceedings should be initiated against the student. If it is decided to begin disciplinary proceedings, the student will be informed, in writing, the Disciplinary procedure (see section 7.5) will be followed.

Anonymous reporting of harassment, hate crime and sexual misconduct

7.2.9 You can also anonymously report harassment or sexual misconduct to the University of Cambridge by completing the form on the OSCCA website: www.studentcomplaints.admin.cam.ac.uk/anonymous-reporting. The information provided will be collated for statistical purposes and will not result in any action being taken in relation to the incident.

1 ICE students are not matriculated and therefore not eligible to use the University of Cambridge’s Disciplinary procedure. Instead, complaints should be raised via the ICE Disciplinary Procedure.
7.3 Academic appeals from students

About the Examination Review procedure

7.3.1 An examination review, or academic appeal, is a procedure which allows you, in certain circumstances, to appeal against your final marks and result.

7.3.2 ICE has robust policies in place to ensure that all assessments and examination results are rigorously and fairly moderated. However, if you consider that a procedural irregularity may have occurred or you perceive there was demonstrable bias within the examination process you can request that your examination results are reviewed. Please note that in this context, examination means the assessment of submitted work, whether as assignments or an invigilated examination.

7.3.3 ICE follows the University of Cambridge’s Examination Review Procedure. The procedure applies to a wide range of students throughout the University and this is reflected in the wording. The section below interprets the procedure within an ICE context.

Procedural guidance

7.3.4 Before making a request for your examination (assessment) results to be reconsidered you should read the procedure and the explanatory notes below.

Glossary of key terms for ICE students

7.3.5 The following terms are used throughout the procedure and the meanings are set out below:

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic Judgment</td>
<td>The decision made by academic staff on the quality of the work itself or the criteria being applied to mark the work. This is not a permitted ground for complaint or appeal.</td>
</tr>
<tr>
<td>Case Handler</td>
<td>Member of OSCCA or the Student Registry who determines whether a request is eligible to be investigated and who conducts an investigation under the formal Reconsideration of Examination Results stage.</td>
</tr>
<tr>
<td>Completion of Procedures Letter</td>
<td>A letter that confirms the end of the University’s internal proceedings, following which a student may be able to raise a complaint with the Office of the Independent Adjudicator.</td>
</tr>
<tr>
<td>Course Director</td>
<td>The academic member of staff who has oversight of a course.</td>
</tr>
<tr>
<td>Examination Results</td>
<td>The final results of an examination, (including assignments) that have been agreed by the Examining Body, and</td>
</tr>
<tr>
<td>Role/Role Title</td>
<td>Description</td>
</tr>
<tr>
<td>----------------</td>
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</tr>
<tr>
<td>Examination Review Officer</td>
<td>A trained member of academic staff who decides whether a request for the reconsideration of Examination Results is upheld or dismissed.</td>
</tr>
<tr>
<td>Examing Body</td>
<td>The University body or bodies responsible for agreeing the Examination Results. For ICE, this is the Subject Moderation Panel.</td>
</tr>
<tr>
<td>Head of Academic Centre Administration</td>
<td>The administrative member of staff who manages the course.</td>
</tr>
<tr>
<td>ICE Appeals and Complaints Procedures Advisor</td>
<td>A member of the ICE Quality Governance team who will guide students through the Examination Review process and provide procedural advice throughout.</td>
</tr>
<tr>
<td>OSSCA</td>
<td>The Office of Student Conduct, Complaints, and Appeals.</td>
</tr>
<tr>
<td>Student Registry</td>
<td>Administrative department that manages aspects of student administration including examination arrangements.</td>
</tr>
</tbody>
</table>

**Scope and principles**

7.3.6 The Procedure allows for the reconsideration of examination marks and assessment results on the following grounds:

a) a procedural irregularity in the examination process (i.e. marking and/or moderation) adversely impacted on your examination results; or

b) demonstrable bias or the perception of bias occurred within the examination process.

7.3.7 Please note that in this context, examination means the assessment of submitted work, whether as assignments or an invigilated examination.

7.3.8 The procedure cannot be used for examination review requests relating to:

a) Arithmetical mark checks unless requested as a result of the permitted grounds (Students should liaise with their tutors if they have informal questions about their marks);

b) Academic judgement (i.e. decisions that can only be made by applying an academic expert opinion);

c) Teaching or supervision arrangements, complaints regarding which should be submitted under the complaints procedure.
7.3.9 You should make a request for the reconsideration of your examination results yourself. In limited circumstances we will accept a request from a third party acting as an authorised representative.

7.3.10 The procedure is an internal process and does not have the same degree of formality as proceedings in a court of law, and therefore, it is not normally necessary or appropriate for you or the University of Cambridge to be legally represented at any meetings that form part of the procedure except in exceptional circumstances.

7.3.11 You will not be disadvantaged for raising a valid request for the reconsideration of your results. The University of Cambridge will act reasonably in considering requests under this procedure and decisions will be made fairly and transparently. The Case Handler, Examination Reviewer Officer and the Reviewer will have had no material involvement in the matters raised as part of the appeal.

7.3.12 The University will only share the information and evidence submitted in a request for review with members of staff where it is strictly necessary in order to process, investigate and consider requests made using the procedure.

7.3.13 The Case Handler, Examination Reviewer Officer and the Reviewer may terminate the reconsideration of your results if your request is considered to be frivolous or vexatious. If the request is terminated then you will be issued with a Completion of Procedures letter, which will enable you to raise a complaint with the external ombudsman, the Office of the Independent Adjudicator if you consider the University’s decision to be wrong.

7.3.14 All those involved in the review are required to communicate respectfully and to behave reasonably at all times whilst using the procedure. Abusive or threatening behaviour and language will not be tolerated. If following a warning, you behave in an unacceptable manner, the case may be terminated without further consideration. If a request is terminated then you will receive a Completion of Procedures letter.

7.3.15 You are encouraged to provide details and evidence of any disability and/or reasonable adjustment which may be appropriate in light of any disability.

The Procedure

7.3.16 If students have any concerns or queries about the assessment process or their results, they are advised to discuss these informally first with their Course Director or Head of Academic Centre Administration, who will be able to explain the assessment process that was undertaken. If, following these discussions, the student still has concerns, they may wish to make a formal academic appeal using the University’s Examinations Review Procedure outlined below.

7.3.17 Students are advised to contact the ICE Appeals and Complaints Procedures Advisor at qa@ice.cam.ac.uk before making an academic appeal to the Office of Student Conduct, Complaints and Appeals (OSSCA). The Advisor cannot instruct students on the merit or their appeal or act on their behalf, but will be able to guide them through the Examination Review process and provide procedural guidance and support throughout.
7.3.18 The Examination Review Procedure has two stages depending upon whether the student realises immediately that an issue may have occurred, or where they do not realise until after they have received the formal notification of your award.

1. Immediate issues – Review before the Examiners confirm the Examination Results

7.3.19 Where a student becomes aware of an irregularity within the examination process (including the submission of assignments) they should report this to OSCCA within 5 calendar days of the event by submitting the Representations to Examiners Form (ER1F) to examreview@admin.cam.ac.uk. Students should contact the ICE Appeals and Complaints Procedures Advisor for a copy of the form.

7.3.20 OSSCA shall pass the form (ER1F) onto the Chair of Examiners and it will be considered by the Examiners at the Subject Moderation Panel meeting at the end of the academic year. Following consideration, the Examiners shall take whatever action they think fit in light of the representations. The consideration of the form and any actions that have been taken will be recorded in the minutes of the Examiner’s meeting.

7.3.21 The Chair of Examiners shall communicate the outcome of any informal review to OSCCA who will confirm the outcome to the affected students.

2. Formal process – Reconsideration of Examination Results

7.3.22 Students may request that their examination results are reconsidered by submitting the Examination Review form (ER2F) to OSCCA (examreview@admin.cam.ac.uk) within 28 calendar days of receiving their formal results. Students should contact the ICE Appeals and Complaints Procedures Advisor for a copy of the form.

7.3.23 An OSCCA Case Handler will consider the review request and make one or more of the following determinations.

a) the request in whole or in part is eligible to be investigated using this procedure (see eligibility criteria above – paragraph 7.3.6);
b) the request in whole or in part should be referred to an alternative procedure;
c) the request is ineligible to be considered by the University of Cambridge, for example because it is out of time, questions academic judgement, or is vexatious.

7.3.24 Where a determination is ineligible to be considered or is referred to an alternative procedure, the reasons for this and information about the options available to the student will be provided in writing within 7 calendar days.

7.3.25 If the student disagrees with the Case Handler’s determination, the reasons for disagreement should be provided, in writing, and within 7 calendar days of receiving the decision, to the Head of OSSCA (examreview@admin.cam.ac.uk) who will review the case with 14 calendar days. Where, in the opinion of the Head of OSSCA, a request cannot be considered further by the University of Cambridge a Completion of Procedures letter will be issued.
7.3.26 Where a case is eligible for review, the student will be informed and the OSSCA Case Handler will conduct an investigation, requesting a factual statement and any relevant evidence from the Chair of the Subject Moderation Panel.

7.3.27 An Examination Review Officer will be appointed by the OSSCA Case Handler to consider all the provided materials. In exceptional circumstances the Examination Review Officer may request further written statements and will have the discretion to hold a meeting or hearing.

7.3.28 Following consideration of all of the evidence the Examination Review Officer will have the power to make one or more of the following decisions:

   a) Uphold the student’s request where at least one of the grounds for appeal has been met (see paragraph 7.3.6) and either refer back to the Examining Body for reconsideration in accordance with the Examining Body’s written rules and guidance; or require the Examining Body to re-examine the student in conditions considered appropriate to the Examination Review Officer including:
      i. to require the Examiners to examine or re-examine the student;
      ii. to require new Examiners to re-examine the student;
      iii. to permit the student to submit a revised dissertation or other assessment;
      iv. to require one or more additional Examiners to make an independent report or reports on the work submitted by the student;
      v. to require the Examining Body to set the student new examination papers or other assessments.

   b) dismiss the student’s request where it is found that none of the grounds for appeal has been met.

7.3.29 The student will receive written confirmation of the decision, the reasons for the decision and copies of the evidence considered by the Examination Review Officer, normally within 45 calendar days of having submitted the Examination Review form.

Review

7.3.30 If a student remains dissatisfied following the decision of the Examination Review Officer, they can submit a Request for Review Form within 14 calendar days of the decision being communicated. Alternatively, if the student is dissatisfied with the decision but does not believe the reasons for the dissatisfaction would meet the grounds for a Review (see below), the student can request a Completion of Procedures letter.

7.3.31 The Review will not usually consider issues afresh or involve a further investigation. A Review can only be requested on the following grounds:

   a) procedural irregularities that occurred during the reconsideration of Examination Results procedure which were material or potentially material to the decision reached; and/or
   b) the Examination Review Officer’s decision is unreasonable, in that no reasonable person or body could have reached the same decision on the available evidence; and/or
c) the availability of new evidence, which materially impacts the Examination Review Officer’s decision and which, for valid reasons, could not have been submitted at an earlier stage.

7.3.32 If the request for Review is eligible, OSCCA will appoint a Reviewer to consider the case. Where a request cannot be considered further by the University of Cambridge a Completion of Procedures letter will be issued.

7.3.33 The Reviewer will consider the student’s request for Review, the information considered by the Examination Review Officer and their decision. The Reviewer may also request further information.

7.3.34 Following the consideration, the Reviewer will have the power to make one or more of the following decisions:
   a) uphold the request for Review, in whole or in part, either referring the request back to the Examination Review Officer, the Academic Policy and Operations Committee and/or the Examining Body for reconsideration or, requiring the Examining Body to re-examine the student on conditions considered appropriate to the Reviewer including:
      i. to require the Examiners to examine or re-examine the student;
      ii. to require new Examiners to re-examine the student;
      iii. to permit the student to submit a revised dissertation or other assessment;
      iv. to require one or more additional Examiners to make an independent report or reports on the work submitted by the student;
      v. to require the Examining Body to set the student new examination papers or other assessments.
   b) dismiss the request for Review and confirm the decision of the Examination Review Officer.

7.3.35 The student will receive the Reviewer’s decision and the reasons for the decision, in writing, normally within 28 calendar days of submitting the Request for Review form. This is the final stage of the University of Cambridge’s internal appeals process and therefore the Student will be issued with a Completion of Procedures letter.

7.4 The Office of the Independent Adjudicator (OIA)

7.4.1 If a student remains dissatisfied following completion of the University’s formal internal review and appeals and complaints procedures, and after receipt of a completion of procedures letter, the student 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.

7.4.2 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.
7.5  ICE Student disciplinary procedure

7.5.1  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; or, in the case of self-plagiarism, unless explicitly permitted by regulation, submitting one’s own work that has already been submitted for assessment to satisfy the requirements of any other academic qualification, or submitted for publication 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 of Cambridge 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 ICE’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 of Cambridge’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/2017/chapter02-section17.html.

7.5.2  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 our permanent premises at Madingley Hall or teaching accommodation elsewhere in the University or externally) until investigation of the circumstances has been undertaken according to the procedure below.

7.5.3  If disciplinary proceedings are being taken against a student, they may wish to contact the ICE Appeals and Complaints Procedures Advisor, qa@ice.cam.ac.uk. The Advisor cannot advise the student on what action to take, or act on their behalf, but will guide the student through the process providing procedural 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.
7.5.4 If it is suspected that a student has committed a disciplinary offence, the Director of Academic Centres or Director of International Summer Programmes and Lifelong Learning shall, at their discretion, decide whether disciplinary proceedings should be initiated against the student. If it is decided to begin disciplinary proceedings, the student will be informed, in writing, by the appropriate Director, and the following procedure observed. In the case of International Summer Programmes’ students attending ICE from an external institution, ICE staff will decide the appropriate stage at which any accompanying external faculty member, and/or the home institution should be contacted about the incident, and the extent to which these parties should be involved in the following steps:

a) The Director of Academic Centres or Director of International Summer Programmes and Lifelong Learning 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 and request them to provide a full written report on the issues under investigation, normally within 20 calendar days, a copy of which will be sent to the student and other members of the Institute’s staff, where relevant. The Investigating Officer will invite the student to make a written statement and seek information from any other person thought by any of the parties to have relevant information.

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

c) If the Director of Academic Centres or Director of International Summer Programmes and Lifelong Learning 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 University of Cambridge staff. 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 the student a statement of the disciplinary allegation to be determined at the hearing;
- provide the student with copies of all statements and evidence to be considered at the disciplinary hearing;
- advise the student that they may attend the hearing to present their case, and to give evidence, and that they may bring a companion for support or representation and/or invite one or more witnesses to attend to give evidence in person, the only requirement being that the student inform ICE beforehand of those attending the hearing on their behalf.
d) At the disciplinary hearing, the case for ICE shall be presented by the Director of Academic Centres or Director of International Summer Programmes and Lifelong Learning, who may also call witnesses to the hearing.

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

f) The range of disciplinary sanctions available to the Panel shall include any one or more of the following:
   - formal warning
   - suspension from use of the Institute of Continuing Education’s facilities
   - expulsion from the programme or course
   - debarring from subsequent enrolment on any of the Institute of Continuing Education’s programmes or courses
   - a fine (not exceeding £175) or a requirement to pay compensation (not exceeding £250) or make restitution either to ICE or any victim
   - such other penalty as the Director of Academic Centres or Director of International Summer Programmes and Lifelong Learning, as appropriate, considers to be equitable and merited by the circumstances.

7.5.5 The date of the hearing shall be determined taking into account the availability of the student and the members of the Panel and other officers in attendance. In the event that the student fails to attend the disciplinary hearing, the Panel of Inquiry may, at its discretion, proceed to decision in the student’s absence.

7.5.6 The Quality Governance Manager will assist the Panel of Inquiry, be present throughout the whole proceedings of any hearing, and will prepare minutes of the meeting.

7.5.7 The student will be informed by the Chairperson, in writing, of the decision of the Panel normally within 14 calendar days. At the same time, the student will be informed of the right to appeal, in writing, to the Director of Continuing Education against the decision of the Panel within 14 calendar days of receiving notice of the decision. The student must state the grounds for the appeal.

7.5.8 On receiving the student’s decision to appeal, the Director of Continuing Education will initiate the process of appointing a Reviewer to consider the appeal, who will have had no prior involvement in the case.

7.5.9 In exceptional circumstances the 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 the process.

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

7.5.11 If a student’s appeal is accepted, the student will be invited to submit written representations within 14 calendar days, or longer where appropriate. The Reviewer will consider all written
documents relating to the case, the student’s representations and the results of any further enquiries the Reviewer may make, at their discretion. All documents considered by the Reviewer will be made available to the student.

7.5.12 The Reviewer will issue a report containing findings about the appeal and may make recommendations as to remedies to be adopted or other action recommended to be taken. If the appeal is dismissed the Reviewer will provide, in writing, reasons for the decision.

7.5.13 The Director of Continuing Education will communicate the decision of the Reviewer to the student, in writing, normally within 14 calendar days of the review, along with a completion of procedures letter.

7.5.14 The decision of the Reviewer is final within the University of Cambridge. All decisions reached by a Reviewer are reported to ICE’s Academic Policy and Operations Committee.

7.5.15 If the student remains dissatisfied following completion of the University of Cambridge’s formal internal review and disciplinary procedures and after receiving a completion of procedures letter, they may refer the matter to the Office of the Independent Adjudicator (OIA) (see section 7.4).

Removal from the premises

7.5.16 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 ICE.
8 Fees

8.1 About fees

8.1.1 Fees for individual courses are outlined in the course leaflets and brochures and our website. Most offer the option to pay in instalments on enrolment though fees can be paid in full. Fees cover all resources uploaded to the VLE. They do not cover travelling expenses for field trips or residential accommodation (except where stated in the course information or for residential courses held at Madingley Hall). ICE aims to advise students of all direct costs relating to undertaking a course.

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 in accordance with the Refund and Cancellation Policy (see below).

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 will need to cover the difference between fees already paid and the current course fees due at the time of return.

8.1.5 If any fee payments, whether by cheque or credit card, remain outstanding 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, 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 if there is an outstanding debt to the University of Cambridge.
- normally no 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 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.

8.2.2 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.
8.2.3 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.

8.2.4 To cancel a course booking, you must inform us by calling Admissions 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 Admissions team, 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.

8.2.5 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.

8.2.6 If you start to use our services 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), and you cancel the Contract, 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.

8.2.7 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

8.2.8 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.

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

8.2.10 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 75% refund of course fees.
- where payment is by instalment, the remaining instalments will not be taken.
- in addition, a non-refundable application fee may be required for some courses and this will be clearly stated in the course information.
8.2.11 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.

8.2.12 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.

8.2.13 In the case of exceptional circumstances, students 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.

8.2.14 For full information on ICE’s fee and refunds policies, please see ICE’s website: www.ice.cam.ac.uk/info/refund-and-cancellation-policy.

8.3 Cancellation by ICE

8.3.1 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.

8.4 Cancellation of course place

8.4.1 If you are no longer able to take up your place please contact the Admissions team at ice.admissions@ice.cam.ac.uk.

8.4.2 Course places cannot be transferred to other people.
## 9  Contacts

### 9.1 General enquiries

<table>
<thead>
<tr>
<th>Role</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>Disability Liaison Officer</td>
<td><a href="mailto:da@ice.cam.ac.uk">da@ice.cam.ac.uk</a></td>
<td>01223 746224</td>
</tr>
<tr>
<td>Head of Human Resources, Governance and Administration</td>
<td><a href="mailto:linda.andrews@ice.cam.ac.uk">linda.andrews@ice.cam.ac.uk</a></td>
<td>01223 746224</td>
</tr>
<tr>
<td>ICE Appeals and Complaints Procedures Advisor</td>
<td><a href="mailto:qa@ice.cam.ac.uk">qa@ice.cam.ac.uk</a></td>
<td>01223 746417 or 01223 746415</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>Marketing</td>
<td><a href="mailto:marketing@ice.cam.ac.uk">marketing@ice.cam.ac.uk</a></td>
<td></td>
</tr>
<tr>
<td>Quality Governance team</td>
<td><a href="mailto:qa@ice.cam.ac.uk">qa@ice.cam.ac.uk</a></td>
<td>01223 746415 or 01223 746217</td>
</tr>
<tr>
<td>Student Data Manager</td>
<td><a href="mailto:ice.records@ice.cam.ac.uk">ice.records@ice.cam.ac.uk</a></td>
<td></td>
</tr>
</tbody>
</table>

### 9.2 Course-related enquiries

<table>
<thead>
<tr>
<th>Course Type</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apprenticeships</td>
<td><a href="mailto:apprenticeships@ice.cam.ac.uk">apprenticeships@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>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>International Summer Programmes</td>
<td><a href="mailto:intenq@ice.cam.ac.uk">intenq@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>Lifelong Learning 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.cam.ac.uk">onlinecourses@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>
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### 9.3 Web addresses

<table>
<thead>
<tr>
<th>Service</th>
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<tr>
<td>ICE Website</td>
<td><a href="http://www.ice.cam.ac.uk">www.ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>ICE Virtual Learning Environment (VLE)</td>
<td><a href="https://vle.iceonline.cam.ac.uk">https://vle.iceonline.cam.ac.uk</a></td>
</tr>
<tr>
<td>MST Virtual Learning Environment</td>
<td><a href="https://mst.iceonline.cam.ac.uk">https://mst.iceonline.cam.ac.uk</a></td>
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</table>

### 9.4 Heads of Academic Centre Administration

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
<th>Email</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Head of Academic Centre Administration – Arts and Science</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>Head of Academic Centre Administration – Arts and Science and</td>
<td>Ola Dlugokencka</td>
<td><a href="mailto:aleksandra.dlugokencka@ice.cam.ac.uk">aleksandra.dlugokencka@ice.cam.ac.uk</a></td>
<td>01223 760066</td>
</tr>
<tr>
<td>Head of Academic Centre Administration – Professional Studies</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Head of Academic Centre Administration - Creative Writing</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>Head of Academic Centre Administration – Professional Studies</td>
<td>Gillian Barclay</td>
<td><a href="mailto:gillian.barclay@ice.cam.ac.uk">gillian.barclay@ice.cam.ac.uk</a></td>
<td>01223 760063</td>
</tr>
<tr>
<td>Head of Academic Centre Administration - Professional Studies</td>
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<td><a href="mailto:valentina.steel@ice.cam.ac.uk">valentina.steel@ice.cam.ac.uk</a></td>
<td>01223 760859</td>
</tr>
<tr>
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<td>Vicky Steenkamp</td>
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<td>01223 760861</td>
</tr>
<tr>
<td>Head of Academic Centre Administration – Foundation Programmes</td>
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<td>01223 747226</td>
</tr>
<tr>
<td>Head of Technology Enhanced Learning</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>Head of Academic Centre Administration – International Summer Programmes</td>
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<td>01223 760856</td>
</tr>
<tr>
<td>Head of Academic Centre Administration – International Summer Programmes</td>
<td>Claire Henry</td>
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<td>01223 760853</td>
</tr>
<tr>
<td>Role</td>
<td>Name</td>
<td>Email</td>
<td>Phone</td>
</tr>
<tr>
<td>---------------------------------------------------------------------</td>
<td>-----------------</td>
<td>------------------------------</td>
<td>-------------</td>
</tr>
<tr>
<td>Head of Academic Centre Administration – International Summer Programmes</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>Academic Centre Manager – International Summer Programmes</td>
<td>Emma Whybrow</td>
<td><a href="mailto:emma.whybrow@ice.cam.ac.uk">emma.whybrow@ice.cam.ac.uk</a></td>
<td>01223 760855</td>
</tr>
<tr>
<td>Head of Academic Centre Administration – Lifelong Learning</td>
<td>Zara Kuckelhaus</td>
<td><a href="mailto:zara.kuckelhaus@ice.cam.ac.uk">zara.kuckelhaus@ice.cam.ac.uk</a></td>
<td>01223 746204</td>
</tr>
<tr>
<td>Queens Young Leaders Course Director</td>
<td>Frances Brown</td>
<td><a href="mailto:frances.brown@ice.cam.ac.uk">frances.brown@ice.cam.ac.uk</a></td>
<td>01223 746221</td>
</tr>
</tbody>
</table>

### 9.5 Academic Centre Coordinators

<table>
<thead>
<tr>
<th>Academic Centre Coordinator</th>
<th>Name</th>
<th>Email</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic Centre Coordinator – Arts and Sciences</td>
<td>Lieke Van Bree</td>
<td><a href="mailto:lieke.vanbree@ice.cam.ac.uk">lieke.vanbree@ice.cam.ac.uk</a></td>
<td>01223 761322</td>
</tr>
<tr>
<td>Academic Centre Coordinator – Creative Writing, English Literature and Film Studies</td>
<td>Lisa Hitch</td>
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<td>01223 746212</td>
</tr>
<tr>
<td>Academic Centre Coordinator – Professional Studies</td>
<td>Lizzie Burgess</td>
<td><a href="mailto:lizzie.burgess@ice.cam.ac.uk">lizzie.burgess@ice.cam.ac.uk</a></td>
<td>01223 760864</td>
</tr>
<tr>
<td>Academic Centre Coordinator – Professional Studies</td>
<td>Liz Deacon</td>
<td><a href="mailto:liz.deacon@ice.cam.ac.uk">liz.deacon@ice.cam.ac.uk</a></td>
<td>01223 746227</td>
</tr>
<tr>
<td>Academic Centre Coordinator – Professional Studies</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>Academic Centre Coordinator – Professional Studies</td>
<td>Julie Neeves</td>
<td><a href="mailto:julie.neeves@ice.cam.ac.uk">julie.neeves@ice.cam.ac.uk</a></td>
<td>01223 746236</td>
</tr>
<tr>
<td>Academic Centre Coordinator – International Summer Programmes</td>
<td>Zoe Burton</td>
<td><a href="mailto:zoe.burton@ice.cam.ac.uk">zoe.burton@ice.cam.ac.uk</a></td>
<td>01223 760854</td>
</tr>
<tr>
<td>Academic Centre Coordinator – International Summer Programmes</td>
<td>Katie Strickland</td>
<td><a href="mailto:katie.strickland@ice.cam.ac.uk">katie.strickland@ice.cam.ac.uk</a></td>
<td>01223 746202</td>
</tr>
<tr>
<td>Academic Centre Coordinator – International Summer Programmes</td>
<td>Suzanne Smith</td>
<td><a href="mailto:suzanne.smith@ice.cam.ac.uk">suzanne.smith@ice.cam.ac.uk</a></td>
<td>01223 761192</td>
</tr>
</tbody>
</table>
### 9.6 Academic Centre Administrators

<table>
<thead>
<tr>
<th>Academic Centre Administrator – Arts and Sciences</th>
<th>Rachel Revell</th>
<th><a href="mailto:rachel.revell@ice.cam.ac.uk">rachel.revell@ice.cam.ac.uk</a> 01223 746282</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic Centre Administrator – Arts and Sciences and Professional Studies</td>
<td>Emily Wells</td>
<td><a href="mailto:emily.wells@ice.cam.ac.uk">emily.wells@ice.cam.ac.uk</a> 01223 746418</td>
</tr>
<tr>
<td>Academic Centre Administrator – Creative Writing, English Literature and Film Studies</td>
<td>Olivia Desborough</td>
<td><a href="mailto:olivia.desborough@ice.cam.ac.uk">olivia.desborough@ice.cam.ac.uk</a> 01223 761278</td>
</tr>
<tr>
<td>Academic Centre Administrator – Lifelong Learning</td>
<td>Fleur Kerrecoe</td>
<td><a href="mailto:fleur.kerrecoe@ice.cam.ac.uk">fleur.kerrecoe@ice.cam.ac.uk</a> 01223 746218</td>
</tr>
<tr>
<td>Academic Centre Administrator – Professional Studies</td>
<td>Liz Webb</td>
<td><a href="mailto:liz.webb@ice.cam.ac.uk">liz.webb@ice.cam.ac.uk</a> 01223 746408</td>
</tr>
<tr>
<td>Academic Centre Administrator – Professional Studies</td>
<td>Tracey Mahoney</td>
<td><a href="mailto:tracey.mahoney@ice.cam.ac.uk">tracey.mahoney@ice.cam.ac.uk</a> 01223 761272</td>
</tr>
<tr>
<td>Academic Centre Administrator – Professional Studies</td>
<td>Tanya Cunningham</td>
<td><a href="mailto:tanya.cunningham@ice.cam.ac.uk">tanya.cunningham@ice.cam.ac.uk</a> 01223 768952</td>
</tr>
<tr>
<td>Academic Centre Administrator – Professional Studies</td>
<td>Anna Rupaningal</td>
<td><a href="mailto:Anna.rupaningal@ice.cam.ac.uk">Anna.rupaningal@ice.cam.ac.uk</a> 01223 761302</td>
</tr>
<tr>
<td>Academic Centre Administrator – International Summer Programmes</td>
<td>Kate Douglas</td>
<td><a href="mailto:kate.douglas@ice.cam.ac.uk">kate.douglas@ice.cam.ac.uk</a> 01223 760857</td>
</tr>
<tr>
<td>Academic Centre Administrator – International Summer Programmes</td>
<td>Valerie Martin</td>
<td><a href="mailto:valerie.martin@ice.cam.ac.uk">valerie.martin@ice.cam.ac.uk</a> 01223 761307</td>
</tr>
<tr>
<td>Academic Centre Administrator – International Summer Programmes</td>
<td>Nora Hamucska</td>
<td><a href="mailto:nora.hamucska@ice.cam.ac.uk">nora.hamucska@ice.cam.ac.uk</a> 01223 760857</td>
</tr>
</tbody>
</table>
## 9.7 Academic Directors

<table>
<thead>
<tr>
<th>Discipline</th>
<th>Director</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Archaeology</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 Tom Monie</td>
<td><a href="mailto:tpm22@cam.ac.uk">tpm22@cam.ac.uk</a></td>
</tr>
<tr>
<td>Creative Writing</td>
<td>Ms Midge Gillies</td>
<td><a href="mailto:midge.gillies@ice.cam.ac.uk">midge.gillies@ice.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>English Literature and Film Studies</td>
<td>Dr Jenny Bavidge</td>
<td><a href="mailto:jrb203@cam.ac.uk">jrb203@cam.ac.uk</a></td>
</tr>
<tr>
<td>History</td>
<td>Dr Samantha Williams</td>
<td><a href="mailto:skw30@cam.ac.uk">skw30@cam.ac.uk</a></td>
</tr>
<tr>
<td>History of Art</td>
<td>Dr Lydia Hamlett</td>
<td><a href="mailto:lydia.hamlett@ice.cam.ac.uk">lydia.hamlett@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>Interdisciplinary Studies</td>
<td>Dr Alexander Carter</td>
<td><a href="mailto:alexander.carter@ice.cam.ac.uk">alexander.carter@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>International Relations</td>
<td>Dr Roxane Farmanfarmaian</td>
<td><a href="mailto:roxane.farmanfarmaian@ice.cam.ac.uk">roxane.farmanfarmaian@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>Philosophy</td>
<td>Dr Alexander Carter</td>
<td><a href="mailto:alexander.carter@ice.cam.ac.uk">alexander.carter@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>
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## 9.8 Teaching Associates

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<thead>
<tr>
<th>Discipline</th>
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<th>Email</th>
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</thead>
<tbody>
<tr>
<td>Business and Management</td>
<td>Dr Sooter Nomhwange</td>
<td><a href="mailto:Sooter.nomhwange@ice.cam.ac.uk">Sooter.nomhwange@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>Creative Writing</td>
<td>Dr Lucy Durneen</td>
<td><a href="mailto:lucy.durneen@ice.cam.ac.uk">lucy.durneen@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>Creative Writing</td>
<td>Rupert Wallace</td>
<td><a href="mailto:rupert.wallace@ice.cam.ac.uk">rupert.wallace@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>Science Communication</td>
<td>Dr Jane Gregory</td>
<td><a href="mailto:jane.gregory@ice.cam.ac.uk">jane.gregory@ice.cam.ac.uk</a></td>
</tr>
</tbody>
</table>
9.9 ICE Directors and Divisional Directors

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director of Continuing Education</td>
<td>Dr James Gazzard</td>
<td><a href="mailto:james.gazzard@ice.cam.ac.uk">james.gazzard@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>Director of Academic Centres</td>
<td>Dr Corinne Boz</td>
<td><a href="mailto:corinne.boz@ice.cam.ac.uk">corinne.boz@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>Director of International Summer 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>
<tr>
<td>and Lifelong Learning</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Director of Business Development and</td>
<td>Tim Landucci</td>
<td><a href="mailto:tim.landucci@ice.cam.ac.uk">tim.landucci@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>Student Recruitment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Assistant Director (Student Experience)</td>
<td>Garry Bishop</td>
<td><a href="mailto:garry.bishop@ice.cam.ac.uk">garry.bishop@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>Assistant Director (Academic)</td>
<td>Dr Tom Monie</td>
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</tr>
<tr>
<td>Personal Assistant to the Directors</td>
<td>Melanie Worgan</td>
<td><a href="mailto:melanie.worgan@ice.cam.ac.uk">melanie.worgan@ice.cam.ac.uk</a></td>
</tr>
</tbody>
</table>

9.10 Address for hard copy correspondence

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Madingley Hall
Madingley
Cambridge
CB23 8AQ