Student Handbook 2019–20
Award-bearing courses – Postgraduate
This information relates to postgraduate 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 2019-20.

If you require this handbook in an alternative format please email qa@ice.cam.ac.uk.
1 Studying with the University of Cambridge Institute of Continuing Education
   1.1 Introduction
   1.2 About ICE qualifications
   1.3 Student commitment
   1.4 Student Charter
   1.5 Academic credit and university-level study
   1.6 Table 1: Qualifications of the University of Cambridge offered through ICE
   1.7 Transferable skills
   1.8 Feedback from students
2 Before you start your studies
   2.1 Additional support for students
   2.2 Student Registration Exercise
   2.3 University card
   2.4 ICE Shuttle bus service
   2.5 Change of name or address
3 Study guidance
   3.1 Study skills
   3.2 University libraries
   3.3 ICE Library
   3.4 Access to other libraries
   3.5 Cambridge University Press discounts
   3.6 Using the ICE Virtual Learning Environment (VLE)
   3.7 Use of the internet
   3.8 Plagiarism
   3.9 Turnitin UK text-matching software
   3.10 Suspected academic misconduct
   3.11 Student research ethics
   3.12 Field trips and laboratory sessions
4 Student Welfare
   4.2 Table 2 - Issues counselling provided by ICE will and will not deal with
5 Regulations
   5.1 Achieving a qualification
   5.2 Assessment
5.3 Examinations ................................................................................................................................. 19
5.4 Oral examination (*viva voce*) ....................................................................................................... 20
5.5 Submission of assignments .............................................................................................................. 20
5.6 Deadlines for submission of assignments ...................................................................................... 21
5.7 Marking and returning assignments .............................................................................................. 22
5.8 Marks ............................................................................................................................................... 22
5.9 Marking criteria ............................................................................................................................... 22
5.10 Table 3 - Marking scale for courses at postgraduate level .............................................................. 23
5.11 Moderation procedures .................................................................................................................. 24
5.12 Extensions to assignment submission deadlines ............................................................................ 24
5.13 Mitigating circumstances ................................................................................................................ 25
5.14 If you fail an assignment - resubmission ...................................................................................... 28
5.15 Tutorials .......................................................................................................................................... 29
5.16 Delaying or stopping your studies ................................................................................................. 29
5.17 Confirmation of the award of a qualification ................................................................................. 31
5.18 Certificates and transcripts ............................................................................................................ 31
5.19 Replacement certificates and transcripts ....................................................................................... 31
5.20 Additional information regarding your academic performance ................................................... 31
6 ICE Policies and Procedures ............................................................................................................. 32
6.1 Data protection ................................................................................................................................ 32
6.2 HESA .............................................................................................................................................. 32
6.3 ICE data retention policy ................................................................................................................. 32
6.4 Table 4 – Retention of ICE data .................................................................................................... 33
6.5 Dignity ............................................................................................................................................. 34
6.6 Freedom of speech ............................................................................................................................ 35
6.7 The University’s Health and Safety policy ....................................................................................... 35
6.8 Disability ......................................................................................................................................... 35
6.9 Fitness to Study ................................................................................................................................. 35
6.10 ICE Student complaints procedure .............................................................................................. 38
6.11 University of Cambridge procedure for handling cases of harassment and sexual misconduct .................................................................................................................. 39
6.12 Academic appeals from students .................................................................................................. 40
6.13 The Office of the Independent Adjudicator (OIA) ....................................................................... 46
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 1.5).

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 link into overarching University of Cambridge policies but in some instances, local policies have been developed to accommodate the particular context in which ICE students study.

1.2 About ICE qualifications

1.2.1 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.

1.3 Student commitment

1.3.1 To study at 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 1.5.2.
1.3.2 Full engagement with your course, including attendance at face-to-face sessions, is a factor in achieving successful outcomes. Regular attendance is essential in enabling you to contribute to and benefit from the strength of your peer-learning community. As such, you are expected to attend all of the teaching sessions scheduled for your course. If you must miss a session due to unforeseen and significant circumstances, you should inform your tutor and the Academic Centre Coordinator in advance of the session. Regular non-attendance will result in a meeting with your Course Director to discuss your course progression. If you should encounter any significant personal issues which affect your ability to attend, please contact your Academic Centre Coordinator in the first instance and consider the following policies: Mitigating Circumstances Procedure or Intermission.

1.3.3 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.
### 1.4 Student Charter

#### 1.4.1
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 ICE:</th>
<th>What ICE 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>- Course tuition fees and associated costs</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>- The timetable for teaching sessions, VLE engagement and the submission of assignments</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>- How assignments are assessed against pre-determined and published academic criteria</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 to access support if you are experiencing problems or a change in circumstances which impinge on your ability to study</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>• Clear consultation and engagement with students on any changes to course-content, structure or timings</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>• Assistance to understand your responsibility to engage with the learning opportunities provided and to shape your learning experience</td>
<td>• Timely feedback to facilitate learning</td>
</tr>
<tr>
<td>• Timely feedback to facilitate learning</td>
<td>• Opportunities for you to give feedback to the Institute and to be clear as to how ICE has acted on it, e.g. via the End of Course Student Surveys and the Student Barometer</td>
</tr>
<tr>
<td>• To be treated by ICE staff with courtesy and professionalism</td>
<td>• To study in an environment which promotes diversity and where there is equality of opportunity among students and staff.</td>
</tr>
</tbody>
</table>
1.5 Academic credit and university-level study

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

1.5.2 A programme is designed and approved with clear aims and learning outcomes. It may be taught in a number of components, as units or modules. The volume of learning for each component, and for the programme as a whole, can be assigned a credit on the basis that each credit typically represents 10 hours of 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. When students are examined or assessed, they are asked to demonstrate that they have met the programme learning outcomes, and depending on how well they do, they will receive academic credit which counts towards their award.

1.5.3 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 typically 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.

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

1.5.5 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.

1.5.6 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.

1.5.7 To achieve a University of Cambridge qualification, you need to complete an approved course. You cannot therefore transfer credits from other higher education institutions to University of Cambridge awards.
### 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 Genetics</td>
</tr>
<tr>
<td>Two Undergraduate Certificate courses in the same subject</td>
<td>120 Credits</td>
<td>eg Undergraduate Certificate of Higher Education in English Literature</td>
</tr>
<tr>
<td>Undergraduate Diploma course</td>
<td>60 Credits</td>
<td>eg Undergraduate Diploma in Creative Writing</td>
</tr>
<tr>
<td>Two Undergraduate Diploma courses 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>60 Credits</td>
<td>eg Undergraduate Advanced Diploma in Research Theory &amp; Practice</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>eg Postgraduate Diploma in Genomic Medicine</td>
</tr>
<tr>
<td>A part-time Master’s degree taken over two years</td>
<td>180 Credits</td>
<td>eg Master of Studies (MSt) in History</td>
</tr>
<tr>
<td>Apprenticeships</td>
<td>60 - 180 Credits</td>
<td>eg Degree Apprenticeship in Applied Criminology and Police Management</td>
</tr>
</tbody>
</table>
1.7 Transferable skills

1.7.1 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

1.7.2 You may also develop your observational and practical skills, research skills and computer literacy.

1.7.3 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. Full details of these opportunities can be found in the relevant course guides and/or programme specifications which can be found in the ICE VLE.
1.8 **Feedback from students**

1.8.1 We value feedback from all our students and use this to continually improve our courses. To help us with this you are encouraged to complete an anonymous online evaluation form at the end of your course. Student feedback is collated and reviewed by ICE Committees to inform course enhancement.

1.8.2 Some courses will offer other chances to provide feedback during the course of your studies and we welcome informal or formal feedback on any aspect of our provision during your time studying with us. Immediate concerns or suggestions should be given orally or by email to your tutor or to the Academic Centre Coordinator for your course. Alternatively you can email the Quality Governance team at qa@ice.cam.ac.uk.
2 Before you start your studies

2.1 Additional support for students

2.1.1 We make every effort both to anticipate and to make reasonable adjustments to meet the requirements of disabled students and those with additional needs such as dyslexia.

2.1.2 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.

2.1.3 It is essential that you inform us about any additional requirements as soon as possible. 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

2.1.4 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 Academic Centre Coordinator during the course for further support.

2.1.5 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.

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

2.2 Student Registration Exercise

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

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

2.2.3 If you have any queries or problems when logging into the Student Registration Exercise website you are asked to contact the Student Data Manager at ice.records@ice.cam.ac.uk or on 01223 746294.
2.3 University card

2.3.1 If you are studying for a qualification that is at least one academic year in length you can apply for a University card. The card provides full access to the resources of the Cambridge University Library (www.lib.cam.ac.uk/) as well as entry to a number of University of Cambridge facilities. 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.

2.3.2 Your University card also allows you 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.

2.3.3 You can also gain free entry to the University Botanic Garden (www.botanic.cam.ac.uk/) by presenting your University card. Students are asked to identify themselves as ICE students upon entering the gardens.

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

2.3.5 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.

2.4 ICE Shuttle bus service

2.4.1 ICE offers a free shuttle bus service (16 seater) from the train station to Madingley Hall and return during selected hours Mondays to Fridays and selected Saturdays and Sundays.

2.4.2 The shuttle bus timetable varies depending on the delivery of courses at Madingley Hall and therefore students are advised to follow the bus timetable on Twitter @ICEShuttleBus or ask the reception team or the programmes teams for details.

2.5 Change of name or address

2.5.1 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.

2.5.2 Changes of address, telephone number or email address should be notified to ICE via the Academic Centre Administrator for your course. It is particularly important to do this if the change is near the beginning or towards the end of the course, as course materials or notification of the award may otherwise go astray.
3 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 returning to study after a break. Study skills guidance and tutorials can be found in the Student Information Section on the ICE VLE (vle.iceonline.cam.ac.uk) or provided by 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 2.3) which will allow you access to the University Library and the same borrowing rights as a University of Cambridge postgraduate student, i.e. you may borrow 20 books for eight weeks. You will also be able to access the University Library’s online resources (idiscover) by using your Raven password to log in. Tutorials on how to use the online resource, as well as guidance on how to search effectively for resources can be found in the Student Information Section on the ICE VLE (vle.iceonline.cam.ac.uk).

3.2.2 For information on opening times and guidance on visiting the University Library please visit the library website: www.lib.cam.ac.uk/.

3.2.3 Some of the University’s departments hold specialist libraries and it is worthwhile checking with your Course Director whether they would be a useful resource to consult and are accessible for ICE students.

3.3 ICE Library

3.3.1 The Institute’s library, located in the Stuart room, at Madingley Hall offers a peaceful working space for students with access to Wi-Fi and plug sockets for laptops. The library aims to hold two copies of the core texts from every ICE award-bearing course; one for borrowing and one for reference. There are also a number of books available that focus on improving study skills.

3.3.2 You will be invited via email to join the library’s online borrowing facility, Librarika, at the start of your course. If you do not receive an invite please contact library@ice.cam.ac.uk. You can check out a maximum of two books for one week by providing photographic ID (including your Student ID card) to the Madingley Hall Reception desk.

3.3.3 The library has limited opening times which are set termly and are communicated to students via the Student Information section of the ICE VLE. You can also phone the ICE Madingley Hall Reception desk to ensure the library is available to use.

3.3.4 For further information on the ICE Library and the full terms and conditions of use please see www.ice.cam.ac.uk/ice-library.
3.4 Access to other libraries

3.4.1 Your local University or College of Further Education may grant students from other educational institutions and members of the public access to their library for study purposes. Access will be granted at the local University or College of Further Education’s discretion so it is worthwhile contacting their appropriate librarian before visiting their facilities in person.

3.4.2 The British Library based in London offers members of the public permission to use its Reading Rooms and online collections. For further details visit their website: www.bl.uk/help/how-to-get-a-reader-pass.

3.5 Cambridge University Press discounts

3.5.1 As an ICE student studying an award-bearing course, you are entitled to a 20% discount on books published by Cambridge University Press (CUP) which are purchased at the Press bookshop, 1 Trinity Street, Cambridge (Mon to Sat 9am - 5:30pm, Sun 11am - 5pm). Presentation of your University card should be presented as evidence of study.

3.6 Using the ICE Virtual Learning Environment (VLE)

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

| Basic internet skills | Essential |
| Personal email address | Essential |
| Internet access       | Essential (access via a library should be sufficient) |
| Word processing software | Essential (able to export to Word/Open Office) |
| Broadband             | Recommended (for video/audio) |

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

3.6.3 ICE award-bearing courses are supported by a web-based VLE. This is both a useful study resource and a communication channel with fellow students and tutors. It is also the place where assignments are submitted and tutor feedback is received, unless an assignment is unsuitable for electronic submission.

3.6.4 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 will have access to many resources and explanatory help files to enable you to get the most from your studies. If you encounter any problems, you are advised to contact the Technology Enhanced Learning team at elearning@ice.cam.ac.uk.

3.6.5 You will normally retain access to your course’s learning resources within the VLE for two academic years after you have completed your course.
3.7 Use of the internet

3.7.1 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 and free Wi-Fi is also available in the ICE Library and the Terrace Bar at Madingley Hall.

3.7.2 It is important to critically evaluate websites. 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.

3.8 Plagiarism

3.8.1 The University defines plagiarism 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.”

3.8.2 For the University’s full guidance on plagiarism, including examples of plagiarism and resources and support, please see www.plagiarism.admin.cam.ac.uk/.

3.8.3 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 always refer to the guidance materials available on the ICE VLE (vle.iceonline.cam.ac.uk) 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.

3.8.4 You are responsible for ensuring that you have read and understood the University’s plagiarism definition and guidance and follow it in all work submitted for assessment.

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

3.9 Turnitin UK text-matching software

About Turnitin UK text-matching software

3.9.1 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.

3.9.2 All assignments submitted for assessment are screened using Turnitin.
3.9.3 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.

3.9.4 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?**

3.9.5 Work submitted to ICE for assessment will be subjected to blanket screening. The originality report issued by Turnitin UK is then scrutinised by the marker 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 the Chair of the Examiners if there is evidence of suspected academic misconduct (see section 3.9).

3.9.6 Students will be permitted to submit draft assignments prior to the submission deadline in order to view their originality reports for formative feedback purposes. Guidance on how to obtain an originality report is available in the Help Files section on the VLE.

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

3.9.7 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?**

3.9.8 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?**

3.9.9 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.

3.9.10 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?**
3.9.11 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.

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

3.9.13 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.

3.9.14 Students are responsible for ensuring they have read and understood the University of Cambridge’s policy on plagiarism and the information above on Turnitin.

3.10 Suspected academic misconduct

3.10.1 Academic misconduct includes any practice that may unfairly advantage a student’s academic assessment. One type of academic misconduct is plagiarism, defined as submitting as one’s own work that which derives in part or in its entirety from the work of others without due acknowledgement (see section 3.7 above). The University outlines many potential forms of academic misconduct within the University Discipline Regulations, for example:

- Copying someone else’s work, both words and ideas
- Quoting or paraphrasing someone else’s work without due acknowledgement
- Buying or commissioning work from others, or not attributing research contributed by others
- Self-plagiarism, using one’s own work submitted for publication or assessment elsewhere without due attribution

3.10.2 Whilst all academic misconduct is a breach of the University’s disciplinary regulations, it is accepted that in some cases students may have attempted to acknowledge a source but that this has not been done correctly, or that they may have misunderstood the referencing requirements or breached them in a minor way. These cases are viewed as a minor breach of the regulations and this will be taken into consideration within the marking process (without a punitive sanction).

3.10.3 If academic misconduct is suspected in a piece of your work (i.e. if a Turnitin originality report, or a marker identifies unacknowledged material in an assignment) then the University’s academic misconduct procedure will be followed.

3.10.4 The marker of the assignment will determine the extent and significance of any suspected academic misconduct within your assignment.
3.10.5 If academic misconduct is suspected, the maker will discuss the case with the Course Director/Academic Director before referring the case to the Chair of the Examiners or Chair of the Degree Committee along with the following evidence:

- A copy of the assignment
- A copy of the Turnitin originality report (if relevant)
- A copy of any source material (where not included in the Turnitin originality report)
- Guidance and information provided to students undertaking the course and assessment – including any declaration to confirm that the work was your own
- A copy of the marking criteria for the assessment

3.10.6 The Chair will consider all of the information and may choose to hold an investigatory meeting with you. The purpose of the meeting is to provide you with an opportunity to respond and answer questions regarding the suspected academic misconduct; it does not have a punitive or disciplinary element.

3.10.7 For full guidance and on the University’s academic misconduct procedure, including further information on the investigative meeting and the possible outcomes of the meeting, please see www.plagiarism.admin.cam.ac.uk/information-staff/procedures-and-policy-investigating-plagiarism.

3.10.8 If you have any questions regarding academic misconduct please contact your Course Director.

3.11 Student research ethics

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

3.11.2 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.

3.11.3 All research students must complete a Student Research Ethics Form which can be found on the ICE website: www.ice.cam.ac.uk/info/student-forms. If a student’s research project does not involve the collection of primary data they will only be required to complete the first part of the form. If a student’s research project does involve the collection of primary data they will need to complete all questions on the form and also submit a Participant Consent Form and Participant Information Sheet relating to their research project. The SREC will consider all research project proposals and either approve the project, ask for more information, or suggest amendments.
3.12 Field trips and laboratory sessions

3.12.1 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.

3.12.2 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.

3.12.3 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 identifies any additional costs which will be incurred during a course and informs students in advance of them accepting a place on the programme.

3.12.4 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.
4 Student Welfare

4.1.1 ICE is committed to student welfare and we offer a variety of support mechanisms to those who are experiencing challenges maintaining positive mental wellbeing.

4.1.2 Academic/Course Directors and tutors are able to provide you with confidential academic and pastoral guidance and signpost you to appropriate support mechanisms available within ICE and possibly beyond. Therefore, your Academic Director or Course Director is normally the best point of initial contact so any problems can be resolved at the earliest opportunity. Making timely use of academic regulations, such as intermission or mitigating circumstances, is often an option to help you achieve academic success.

4.1.3 Regular wellbeing evenings occur during each unit where students can have a short one-off individual discussion with a trained counsellor. These confidential discussions are ideal if you have an immediate need to overcome a short-term challenge. Wellbeing evenings are advertised via the VLE.

4.1.4 Wellbeing evenings also occur where groups of students are invited to discuss an issue of concern; such as how to approach an assignment, making the best of feedback or preparing to make a presentation. Discussion groups are typically facilitated by a counsellor and will respect student confidentiality. Group wellbeing evenings are also advertised via the VLE.

4.1.5 If you are struggling with issues that are directly and adversely impacting upon your ability to study, you may be eligible for a confidential series of short-term counselling sessions arranged through ICE. Table 2 below provides an indication of the issues the counselling service is intended to support. For issues which ICE is unable to directly support, appropriate signposting to external support services are available from the VLE, Academic/Course Director(s), the Assistant Director of Academic Centres: Student Experience or the course administrative team.

4.1.6 To be considered for counselling you should contact your Academic/Course Director or the Assistant Director of Academic Centres: Student Experience to receive an initial screening to determine if a referral can be made to the counselling provider. The first meeting with the counsellor is a formal assessment to determine if counselling is a suitable therapy. Where counselling is not considered to be an appropriate approach, you will be made aware of alternative options to suit your wellbeing needs.

4.1.7 The University Counselling Service (UCS) is available to matriculated students, which includes students studying an MSt course. However, their website offers self-help guidance which may be beneficial. Please see www.counselling.cam.ac.uk/selfhelp for details.
### Table 2 - Issues counselling provided by ICE will and will not deal with

<table>
<thead>
<tr>
<th>What issues do the counsellors deal with?</th>
<th>What are the Issues the counselling provision will NOT deal with?</th>
</tr>
</thead>
<tbody>
<tr>
<td>● Mild to moderate mental health issues – anxiety, depression, mild OCD tendencies and stress</td>
<td>Contact your doctor if you need treatment for ongoing mental health conditions such as:</td>
</tr>
<tr>
<td>● Academic pressures, perfectionism, feelings of inferiority, not being good enough and procrastination</td>
<td>● An eating disorder</td>
</tr>
<tr>
<td>● Shame and Guilt</td>
<td>● Severe mental health issue – Bipolar, Clinical depression, Schizophrenia, PTSD, OCD</td>
</tr>
<tr>
<td>● Bereavement, Grief and Loss</td>
<td>● Severe Addictions</td>
</tr>
<tr>
<td>● Family/Relationship Issues</td>
<td>● Historical abuse or Trauma</td>
</tr>
<tr>
<td>● Gender and sexuality issues</td>
<td></td>
</tr>
<tr>
<td>● Bullying, abuse and assault</td>
<td></td>
</tr>
<tr>
<td>● Low self-esteem and self-worth</td>
<td></td>
</tr>
<tr>
<td>● Lack of assertiveness and confidence</td>
<td></td>
</tr>
<tr>
<td>● Body Image</td>
<td></td>
</tr>
<tr>
<td>● Self-harm and suicidal thoughts/feelings (mild)</td>
<td></td>
</tr>
<tr>
<td>● Mild addictions</td>
<td></td>
</tr>
<tr>
<td></td>
<td>The series of short-term counselling interventions are not suitable to support:</td>
</tr>
<tr>
<td></td>
<td>● An emergency or crisis situation</td>
</tr>
<tr>
<td></td>
<td>● Long-term therapeutic care</td>
</tr>
<tr>
<td></td>
<td>● Existing NHS or private mental health support or treatment</td>
</tr>
</tbody>
</table>
5 Regulations

5.1 Achieving a qualification

5.1.1 You must meet all requirements to achieve a qualification:
- 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 unit (though see section 5.14 - If you fail an assignment) and/or tasks stated as a requirement in the syllabus;

5.1.2 In addition, we expect you to:
- participate actively in class work and/or in activities in the VLE, where appropriate;
- 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 Administrator should be informed as soon as possible.

5.1.3 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.

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, presentations, 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 are normally 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 your 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 your tutor or Course Director beforehand. A written record of this agreement should be kept by both.

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.

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 course unit. If you have already submitted a SARF (Student Additional Requirements Form), then please contact your Academic Centre Coordinator who will be able to arrange for any reasonable adjustments to be put in place. If you have not submitted a SARF, please email the Disability Liaison Officer on da@ice.cam.ac.uk, to ensure that appropriate arrangements can be made. Requests made after the end of the first unit may mean that arrangements cannot be implemented in time.

5.3.3 If you are unwell at the time of an examination, please inform your Academic Centre Coordinator, before you take the examination, 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 using the Mitigating Circumstances process. Documentary evidence will be required and 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 dissertation). You will be given advance notice of this, along with advice on how to prepare.

5.5 Submission of assignments

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

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

5.5.3 You are generally asked 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.

5.5.4 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.

5.5.5 All submitted work must be your own and must not have been previously submitted as part of the formal assessment for an award-bearing course either at ICE or at another institution.
5.5.6 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 section 3.7 on plagiarism further guidance and information).

5.5.7 All assignments submitted for assessment are screened using the text-matching software Turnitin - see section 3.8 for further information.

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

5.5.9 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

5.5.10 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.

5.5.11 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.

5.6 Deadlines for submission of assignments

5.6.1 Deadlines for the submission of course assignments will always be clearly signalled to you in writing and will normally be published in the course guide before the start of the course.

5.6.2 All submission deadlines refer to Greenwich Mean Time (GMT) or British Summer Time (BST). Check carefully if your local time differs from this.
5.7 **Marking and returning assignments**

5.7.1 Your marked work will normally be returned to you within three weeks of the assignment submission date. The work will include a provisional mark (subject to moderation) and formal written feedback from the tutor, to enable you to develop your future work.

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

5.8 **Marks**

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

- Assignment mark: the mark given for each assignment submitted for assessment.
- Unit mark: the mark given for each unit of study. If you are submitting more than one assignment for a unit, the unit mark will comprise a weighted average of each assessed assignment for that unit.
- Course mark: your final percentage mark, combining a weighted average of your assignment marks.

5.9 **Marking criteria**

5.9.1 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.

5.9.2 Your work will receive a percentage mark. Postgraduate students should refer to their individual course guides for their course marking scale, although the majority of postgraduate courses use the marking scale below in Table 3: Marking scale for course at postgraduate level.
### Table 3 - Marking scale for courses at postgraduate level

<table>
<thead>
<tr>
<th>Numerical Scale</th>
<th>Mark Awarded</th>
<th>Student’s Work Shows</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Excellent</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>80-100</td>
<td>Pass with distinction (where programme awards distinction)</td>
<td>Evidence of the exceptional quality in relation to the criteria listed for the award of 70-79% and outstanding critical insights and thought-provoking arguments.</td>
</tr>
</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. |
5.11 Moderation procedures

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

5.11.2 All postgraduate assignments are double marked.

5.11.3 Samples of assessed work from each Certificate and Diploma course may be moderated by an internal subject assessor at the end of each unit.

5.11.4 Samples of work, tutors’ feedback, and the reports of internal assessors (if appropriate) 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). 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.

5.11.5 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.

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

5.12 Extensions to assignment submission deadlines

5.12.1 In exceptional circumstances you may request an extension to your assignment submission deadline from your Course Director. An extension can normally be granted for a period of up to two weeks.

5.12.2 Examples of exceptional circumstances would include illness of self or dependants, or unanticipated changes in personal circumstances.

5.12.3 Holiday arrangements, social commitment, and normal work pressures are not considered as exceptional circumstances.

5.12.4 If you require an extension due to exceptional circumstances please contact your Academic Centre Administrator who will be able to provide you with an Extension Request Form and guide you through the process.

5.12.5 Regardless of the nature of your extension request you will be asked to provide documentary evidence to support your application. The exact evidence will depend on the nature of the claim, but may include a medical letter from your GP or hospital, a letter from your employer or legal documents.

5.12.6 Any evidence provided must be time-relevant to the period you are making a claim for.
5.12.7 The form and all documentary evidence will be treated confidentially within ICE and will be viewed only by those necessary in the decision making process.

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

Longer extensions

5.12.9 A longer extension may be requested for those facing severe difficulties. If you are studying a stand-alone postgraduate programme please see the Mitigating Circumstances procedure below.

5.12.10 If you are studying a Certificate or Diploma course as part of a progression model and require a longer extension applications will be referred to the Faculty for your programme. The exact duration of the extension will be determined by the Faculty and in some instances a recommendation to delay studying for a period of time (an intermission) may be made.

5.12.11 Please contact your Academic Centre Administrator who will be able to direct you to the correct procedure for your programme.

5.12.12 A formal record of the extension will be kept.

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

5.12.14 Failure to submit an assignment by the agreed deadline may lead to the work being inadmissible for marking which could lead to failure of the course.

5.13 Mitigating circumstances

5.13.1 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 Administrator to discuss all the options open to you. If you are studying a progression model course, please see paragraph 5.12.9 above. If you are studying a stand-alone postgraduate course, you may be able to apply for mitigating circumstances.

5.13.2 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

5.13.3 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)

5.13.4 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.

5.13.5 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. To make an appointment (in person or by telephone) please email garry.bishop@ice.cam.ac.uk.

5.13.6 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

5.13.7 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 unit you will be asked to provide evidence which covers each unit.

5.13.8 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.

5.13.9 You should complete a Mitigating Circumstances Form as soon as you can for each unit where your work or performance has been adversely affected by significant events. Please note that the deadline for the submission of this form for each unit is below:
• Unit 1 (Michaelmas 2019): 21 January 2020
• Unit 2 (Lent 2020): 24 May 2020

26
5.13.10 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 Administrator.

5.13.11 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.

5.13.12 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.

5.13.13 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.

5.13.14 The Committee does not alter individual assignment marks.

5.13.15 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 your Academic Centre Coordinator. The new deadline will normally be four weeks from being notified of the decision.

Review stage

5.13.16 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.

5.13.17 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.
5.13.18 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

5.13.19 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 6.13).

5.14 If you fail an assignment - resubmission

5.14.1 Students are required to pass all units of a course to achieve the award. The assignment(s) within each unit make up the unit mark, dependent on the weighting of the assignments. If a unit mark is below the pass mark, you will be offered the opportunity to resubmit, once only, the failed assignment(s) from each unit.

5.14.2 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.

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

5.14.4 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 and you would be permitted to resubmit any failed assignment, once only.

Resubmission of work

5.14.5 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 of up to 30 minutes, with the Course Director or appropriate Tutor, to help you with your resubmission.

5.14.6 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 will be capped at the postgraduate programmes pass mark of 60% unless stated otherwise on the course guide.

Failure due to circumstances outside your control

5.14.7 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 Mitigating Circumstances section.
5.15 Tutorials

5.15.1 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.

5.15.2 If we are concerned about your progress, we may invite you to attend a tutorial with the Course Director.

5.16 Delaying or stopping your studies

5.16.1 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.

Intermission

5.16.2 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.

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

5.16.4 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. The Assistant Director of Academic Centres: Student Experience will be able to offer pastoral support if required. To book an appointment by phone or in person please email garry.bishop@ice.cam.ac.uk.

5.16.5 To request to intermit please complete and submit the Intermission Request Form, found online at www.ice.cam.ac.uk/info/student-forms. If you require a copy of this form in an alternative format please contact the Quality Governance team at qa@ice.cam.ac.uk. You may be asked to provide documentary evidence to support your claim.

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

5.16.7 Intermittent students are required to accept the terms and conditions below:

- You will be required to return to your studies at the point at which you left. If you left part way through a unit it is possible to re-start that unit again upon returning to your studies.
• 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.

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

• 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. Although we cannot always guarantee that particular courses will be identical in content or repeated in the same format we will discuss study options with you before you are due to return to your studies to ensure that you are able to complete your course.

• 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.

• Before you return to study you will be offered a meeting with the Assistant Director of Academic Centres: Student Experience, who will be able to offer your pastoral support.

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

5.16.8 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.

5.16.9 If you are not in a position to return to study at the scheduled return date you may apply for a second intermission, however, a second intermission is rare and would only be granted in exceptional circumstances.

Delaying your start date (deferral)

5.16.10 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 on the ICE website - www.ice.cam.ac.uk/info-for-applicants). Acceptance on a future offering of the course cannot be guaranteed.

Stopping your studies (withdrawal)
5.16.11 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.

5.16.12 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 7.2).

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

5.17 Confirmation of the award of a qualification

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

5.18 Certificates and transcripts

5.18.1 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.

5.19 Replacement certificates and transcripts

5.19.1 For qualifications awarded from 2010-11 onwards, duplicate or replacement certificates and transcripts can be requested from the University’s online store at:

5.19.2 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.

5.20 Additional information regarding your academic performance

5.20.1 Please refer to section 6.3 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. Students should bear in mind, however, that the Subject Moderation Panel sees only samples of work submitted for assessment.
6 **ICE Policies and Procedures**

Information here relates to the academic year 2019-20. Any amendments will be communicated to you and will be added to the ICE website www.ice.cam.ac.uk/info-for-applicants and the VLE. Please refer to the latest version.

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 **HESA**

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

6.2.2 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. The University is required to share data about students as a condition of its registration with the Higher Education Regulator, the Office for Students.

6.3 **ICE data retention policy**

6.3.1 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.

6.3.2 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.

6.3.3 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.
## 6.4 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 course&lt;sup&gt;1&lt;/sup&gt;</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>

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

6.4.1 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.

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

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. For more information on Equality and Diversity at the University of Cambridge please see www.equality.admin.cam.ac.uk/.

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.

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. For more information about Health and Safety please see www.safety.admin.cam.ac.uk/.

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 for students please see section 2.1.

6.9 Fitness to Study

6.9.1 We have a responsibility for the health, safety and wellbeing of all of our students and staff. The phrase ‘fitness to study’ refers to your ability to fully engage with your studies, both academically and otherwise, without reasonable detriment to your wellbeing and whilst maintaining appropriate standards of behaviour.

6.9.2 The University’s Rules of Behaviour are outlined in chapter II of Statutes and Ordinances and all students are asked to conform to these standards of behaviour to maintain the ICE community. It is recognised that breaches of these rules do not always require disciplinary action as a student may be in significant distress or causing significant concern to those around them due to possible health difficulties. The Fitness to Study Procedure allows us to take a supportive approach to enable you to continue with your studies with the appropriate support, or to take a break until you are fit enough to return.
6.9.3 If you are facing mental or physical health difficulties which are affecting your studies, you wish to contact either your Course Director or Head of Academic Centre Administration or the Assistant Director of Academic Centres: Student Experience, who will be able to offer pastoral assistance and direct you to appropriate internal and external sources of support and guidance.

Use of the procedure

6.9.4 If there is a concern that a student’s behaviour or health are disrupting their own studies or the studies of others, or results in unreasonable demands being placed on staff or other students, the Fitness to Study Procedure below will be followed. The procedure will only be used in cases where a student’s behaviour or disruption is perceived to be of a serious or potentially serious nature.

6.9.5 Examples of circumstances where a student’s fitness to study may be brought into question (but not restricted to) are:
- Serious concerns about a student emerge from a third party (e.g. friend, other student, tutor, placement provider) which indicates there is a need to address their fitness to study.
- The student has told a member of ICE that they have a problem and/or provided information which indicates a need to address their fitness to study.
- The student’s disposition is such that it indicates that there may be a need to address an underlying problem.
- Behaviour, that would otherwise be dealt with as a disciplinary matter, but may be the result of an underlying physical or mental health problem.
- The student’s academic performance or persistent behaviour is not acceptable and this is thought to be the result of an underlying physical or mental health problem.

Emergency situations

6.9.6 The Fitness to Study procedure should not distract from emergency actions to be used in acute or dangerous situations where a student’s behaviour presents an immediate risk to themselves or others.

6.9.7 In these cases, the Emergency Services should be contacted by dialling 999. If a situation occurs at Madingley Hall the Hall Duty Manager should be contacted by calling 31714 (from an internal line) or via 01223 746222 (external line). If teaching is at an off-site venue then site security there should be called, if available.

6.9.8 Following any emergency situation, the Director of Academic Centres, the Assistant Director of Academic Centres: Student Experience and the Head of Academic Centre Administration should be notified of the incident and action taken to ensure a coordinated response to any current or potential future causes for concern.
Suspension

At any point during the Fitness to Study procedure we may need to consider suspending a student where there are serious concerns about the safety and wellbeing of the student, other students and members of staff, or serious disruption to business.

Fitness to Study Procedure

6.9.9 If academic or support staff have concerns about a student’s fitness to study, they should discuss this, in the first instance, with the Assistant Director of Academic Centres: Student Experience (or delegated other). The full extent and context of the concerns will be discussed and a decision made on how to proceed.

6.9.10 It may be possible for a designated person, such as the Head of Academic Centre Administration or the Course Director, to resolve the matter informally. The designated person will contact the student to discuss and understand the student’s circumstances and help to identify sources of academic and/or pastoral support. A written record of the discussion and main points will be kept on the student’s file and a copy sent to the student.

6.9.11 The designated person will arrange a follow up meeting or phone-call with the student to review their progress and discuss the steps the student has taken to address the concerns. If the concerns have been addressed satisfactorily, this will be noted and no further action will be required, although the student will be reminded of the support which is available to them.

6.9.12 If there are still concerns, further meetings will be scheduled to continue to monitor progress and help ensure that continued support is provided. Other members of ICE staff may be invited to these meetings if considered appropriate, for example the Head of Academic Centre Administration, the Course Director or the Assistant Director of Academic Centres: Student Experience. Due to the supportive nature of the meeting the student may be accompanied by a friend or family member or another member of staff. This does not include legal representation.

6.9.13 All meetings will be formally recorded in writing and a copy of the minutes sent to the student.

Referral to the University Fitness to Study procedure

6.9.14 If the procedure above is not successful in satisfactorily solving concerns about a student’s fitness to study, for example because of the severity of the problem and/or due to the student’s lack of engagement with the process, or in exceptional circumstances where it is not considered appropriate for ICE’s processes to be pursued first, the case may be referred to the University’s Registry to be reviewed be a Fitness to Study Panel.

6.9.15 In these cases, the Assistant Director of Academic Centres: Student Experience or the Director of Continuing Education will write to the Registry setting out the grounds for concern about the student’s fitness to study.
6.9.16 The University’s Fitness to Study procedure and guidance can be found on the Office of Student Conduct, Complaints and Appeals website at: www.studentcomplaints.admin.cam.ac.uk/fitness-study-0.

6.10 ICE Student complaints procedure

About the complaints procedure

6.10.1 If you are unhappy with the experience you have received at ICE, the University has a Student Complaints Procedure for you to use in order to try and resolve the situation. All complaints are treated seriously and will be handled with sensitivity.

6.10.2 We understand that it can be a stressful experience to submit a complaint and therefore we recommend that you seek support and advice before submitting your complaint. Depending on the circumstances of the complaint this could be from your programme team or from the Assistant Director of Academic Centre: Student Experience.

6.10.3 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.

6.10.4 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, their Head of Academic Centre Administration and/or the Assistant Director of Academic Centre: Student Experience for support and advice.

6.10.5 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.

6.10.6 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**

6.10.7 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.

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

6.10.9 The Head of Human Resources, Governance and Administration will acknowledge the complaint and consider the case, consulting with appropriate individuals, as required.

6.10.10 The Head of Human Resources, Governance and Administration 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.

6.10.11 Once the Head of Human Resources, Governance and Administration 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 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.

6.11 University of Cambridge procedure for handling cases of harassment and sexual misconduct

6.11.1 The University of Cambridge is committed to providing an environment that is free from discrimination and affirms the right of all members to be treated with dignity and respect.

6.11.2 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 has a Code of Conduct which provides full definitions of the behaviour expected by students and a Procedure for Student Harassment and Sexual Misconduct.

6.11.3 If you have experienced any form of harassment, bullying, discrimination or sexual misconduct, and whether you would like to report it or not, it is advised that you speak to the Assistant Director of Academic Centre: Student Experience in the first instance who will be able to provide you with information on external support services for your circumstances.
6.11.4 There are a number of ways in which you can report instances of harassment and sexual misconduct:

a) Complete an anonymous report form
b) Procedure for Student Harassment and Sexual Misconduct (where you would like action taken to limit your possible interactions with another student, but no formal sanctions to be taken)
c) The University Disciplinary Procedure (if you want your complaint to be formally investigated with findings made and possible sanctions imposed)
d) Report a member of staff
e) Report to the police

6.11.5 For full guidance on all of the above procedures please see the Office of Student Conduct, Complaints and Appeals (OSCCA) website: www.studentcomplaints.admin.cam.ac.uk/harassment-sexual-misconduct/reporting-harassment-bullying-discrimination-or-sexual-misconduct.

6.12 Academic appeals from students

About the Examination Review procedure

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

6.12.2 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.

6.12.3 ICE follows the University of Cambridge’s appeal’s procedure (www.studentcomplaints.admin.cam.ac.uk/examination-reviews). 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

6.12.4 Before making a request for your examination (assessment) results to be reconsidered you should read the procedure and the explanatory notes below.
6.12.5 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 members 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 subsequently provided to the student by email.</td>
</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>Examining 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>OSSCA</td>
<td>The Office of Student Conduct, Complaints, and Appeals.</td>
</tr>
<tr>
<td>Reviewer</td>
<td>A trained member of academic staff who considers a Review of the decision following reconsideration of Examination results under the Review Stage of the procedure.</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

6.12.6 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) that has adversely impacted on your examination results; or
   b) demonstrable bias or the perception of bias occurred within the examination process
   c) The withdrawal of academic provision, which has had a demonstrable impact on the examination itself of which the Examining Board were not aware.

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

6.12.8 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’s opinion);
   c) Teaching or supervision arrangements, complaints regarding which should be submitted under the complaints procedure.

6.12.9 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.

6.12.10 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.

6.12.11 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.

6.12.12 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.

6.12.13 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.
6.12.14 All those involved in the procedure are required to communicate respectfully and to behave reasonably at all times. 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.

6.12.15 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

6.12.16 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 their award.

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

6.12.17 Where a student becomes aware of an irregularity within the examination process (including the submission of assignments) they should report this to the Student Registry 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.

6.12.18 The Student Registry 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.

6.12.19 The Chair of Examiners shall communicate the outcome of any informal review to the Student Registry who will confirm the outcome to the affected students.

2. Formal process – Reconsideration of Examination Results

6.12.20 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.

6.12.21 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 5.12.6);
   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.
6.12.22 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.

6.12.23 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 OSCCA, a request cannot be considered further by the University of Cambridge a Completion of Procedures letter will be issued.

6.12.24 Some requests may require the University to take swift action, for example where the issues raised have detrimental consequences for the student’s mental health or where external time limits apply for example in meeting regulatory requirements for the completion of courses. If this is the case, this procedure may be expedited.

6.12.25 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.

6.12.26 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.

6.12.27 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.

6.12.28 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.
6.12.29 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.

6.12.30 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 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.

6.12.31 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.

6.12.32 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.

6.12.33 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.

6.12.34 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.
6.13 The Office of the Independent Adjudicator (OIA)

6.13.1 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.

6.13.2 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.

6.14 University of Cambridge Rules of Behaviour and Discipline

6.14.1 The University of Cambridge maintains established Rules of Behaviour concerning the conduct of Registered students (which includes ICE students) and formerly Registered students. These regulations, including definitions, can be found in the University’s Statutes and Ordinances at: www.admin.cam.ac.uk/univ/so/2018/chapter02-section19.html. Rules 1-10 are applicable to ICE students. The regulations on motor vehicles and the regulations for bicycles and boats are non-applicable to non-matriculated students.

6.14.2 All Registered students and formerly Registered students are responsible for following the Rules of Behaviour. Not knowing about the rules or their consequences in not a justification for not following them.

6.15 University of Cambridge Student disciplinary procedure

6.15.1 Disciplinary proceedings may be brought against a student or former student who is suspected of having acted or behaved in a manner which unreasonably interferes with the University of Cambridge’s Rules of Behaviour. If, after investigation, it is found that the Rules of Behaviour have been breached proportionate sanctions or measures may be imposed. The Student Disciplinary Procedure and full guidance are outlined on the Office of Student Conduct, Complaints and Appeals website: www.studentcomplaints.admin.cam.ac.uk/discipline.

6.15.2 The Disciplinary Procedure applies to a wide range of students throughout the University of Cambridge who are studying very different courses. Throughout the University guidance, students may be directed to College staff, 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, their Head of Academic Centre Administration and/or the Assistant Director of Academic Centre: Student Experience for support and advice.

6.15.3 ICE also offers procedural support through the ICE Appeals and Complaints Procedures Advisor. If you require procedural guidance through the procedure please contact qa@ice.cam.ac.uk.

Removal from the premises
6.15.4 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.
7 Fees

7.1 About fees

7.1.1 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.

7.1.2 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.

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

7.1.4 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.

7.1.5 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.

7.1.6 The refund and cancellation policies of all programmes can be found on the ICE website at www.ice.cam.ac.uk/info-for-applicants.

7.2 Cancellation by ICE

7.2.1 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.
7.3 Cancellation of course place

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

7.3.2 Course places cannot be transferred to other people.
### 8 Contacts

#### 8.1 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>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>
<td>01223 746294</td>
</tr>
<tr>
<td>Conference Office</td>
<td><a href="mailto:conference.enquiries@ice.cam.ac.uk">conference.enquiries@ice.cam.ac.uk</a></td>
<td>01223 746264</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 team</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 746215 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>01223 746294 or 01223 760858</td>
</tr>
</tbody>
</table>

#### 8.2 Course-related enquiries

<table>
<thead>
<tr>
<th>Course</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>Arts and Science courses</td>
<td><a href="mailto:artscience@ice.cam.ac.uk">artscience@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>Business &amp; Management</td>
<td><a href="mailto:business@ice.cam.ac.uk">business@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>Coaching courses</td>
<td><a href="mailto:coaching@ice.cam.ac.uk">coaching@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>Creative Writing courses</td>
<td><a href="mailto:creativewriting@ice.cam.ac.uk">creativewriting@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>English and Literature courses</td>
<td><a href="mailto:literature@ice.cam.ac.uk">literature@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>Course Type</td>
<td>Email Address</td>
</tr>
<tr>
<td>----------------------------------------------------------------</td>
<td>--------------------------------------</td>
</tr>
<tr>
<td>Film Studies courses</td>
<td><a href="mailto:film@ice.cam.ac.uk">film@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>Genomic Medicine courses</td>
<td><a href="mailto:genomics@ice.cam.ac.uk">genomics@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>Global Studies and Public Policy courses</td>
<td><a href="mailto:globalstudies@ice.cam.ac.uk">globalstudies@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>Historic Building Conservation and Practical Horticulture and Plantsmanship</td>
<td><a href="mailto:ug-awards@ice.cam.ac.uk">ug-awards@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>International Pre-Masters course</td>
<td><a href="mailto:ipm@ice.cam.ac.uk">ipm@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>Practical Science Communication and Biocuration</td>
<td><a href="mailto:pg-awards@ice.cam.ac.uk">pg-awards@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>Psychology courses</td>
<td><a href="mailto:psychology@ice.cam.ac.uk">psychology@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>STEM (Science, Technology, Engineering and Mathematics)</td>
<td><a href="mailto:pg-stem@ice.cam.ac.uk">pg-stem@ice.cam.ac.uk</a></td>
</tr>
<tr>
<td>Postgraduate Certificate in Teaching and Learning in Higher Education MST in Advanced Subject Teaching ECR Teach</td>
<td><a href="mailto:education@ice.cam.ac.uk">education@ice.cam.ac.uk</a></td>
</tr>
</tbody>
</table>

### 8.3 Web addresses

<table>
<thead>
<tr>
<th>Web Address</th>
<th>URL</th>
</tr>
</thead>
<tbody>
<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>
</tr>
</tbody>
</table>
### 8.4 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>and Head of Academic Centre Administration – Professional Studies</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 – Arts and Science and Head of Academic Centre Administration – Professional Studies</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 - Creative Writing and Film 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>
<td>Valentina Steel</td>
<td><a href="mailto:valentina.steel@ice.cam.ac.uk">valentina.steel@ice.cam.ac.uk</a></td>
<td>01223 760859</td>
</tr>
<tr>
<td>Head of Academic Centre Administration - Professional Studies</td>
<td>Vicky Steenkamp</td>
<td><a href="mailto:vicky.steenkamp@ice.cam.ac.uk">vicky.steenkamp@ice.cam.ac.uk</a></td>
<td>01223 760861</td>
</tr>
<tr>
<td>Head of Academic Centre Administration – Foundation Programmes</td>
<td>Shamiso Barnett</td>
<td><a href="mailto:shamiso.barnett@ice.cam.ac.uk">shamiso.barnett@ice.cam.ac.uk</a></td>
<td>01223 747226</td>
</tr>
<tr>
<td>Head of Technology Enhanced Learning (Online programmes)</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>
<td>Peter Drew</td>
<td><a href="mailto:peter.drew@ice.cam.ac.uk">peter.drew@ice.cam.ac.uk</a></td>
<td>01223 760856</td>
</tr>
<tr>
<td>Head of Academic Centre Administration – International Summer Programmes</td>
<td>Claire Henry</td>
<td><a href="mailto:claire.henry@ice.cam.ac.uk">claire.henry@ice.cam.ac.uk</a></td>
<td>01223 760853</td>
</tr>
<tr>
<td>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>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>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>
</tbody>
</table>
### 8.5 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>
<td><a href="mailto:lisa.hitch@ice.cam.ac.uk">lisa.hitch@ice.cam.ac.uk</a></td>
<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>Jill Noble</td>
<td><a href="mailto:jill.noble@ice.cam.ac.uk">jill.noble@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>
### 8.6 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>Anindita Biswas</td>
<td><a href="mailto:anindiate.biswas@ice.cam.ac.uk">anindiate.biswas@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>
### 8.7 Academic Directors

<table>
<thead>
<tr>
<th>Subject</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>Dr 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>
</tr>
<tr>
<td>Science, Technology, Engineering and Mathematics (STEM)</td>
<td>Dr Oliver Hadeler</td>
<td><a href="mailto:oliver.hadeler@admin.cam.ac.uk">oliver.hadeler@admin.cam.ac.uk</a></td>
</tr>
</tbody>
</table>

### 8.8 Teaching Associates

<table>
<thead>
<tr>
<th>Subject</th>
<th>Director</th>
<th>Email</th>
</tr>
</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>Senior Teaching Associate Creative Writing (Crime Writing)</td>
<td>Sophie Hannah</td>
<td><a href="mailto:sophie.hannah@ice.cam.ac.uk">sophie.hannah@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>
### 8.9 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 and Lifelong Learning</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>Assistant Director of Academic Centres: 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 of Academic Centres: Academic</td>
<td>Dr Tom Monie</td>
<td><a href="mailto:tpm22@cam.ac.uk">tpm22@cam.ac.uk</a></td>
</tr>
<tr>
<td>Personal Assistant to the Directors</td>
<td>Gillian Walker</td>
<td><a href="mailto:gillian.walker@ice.cam.ac.uk">gillian.walker@ice.cam.ac.uk</a></td>
</tr>
</tbody>
</table>

### 8.10 Address for hard copy correspondence

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