



UNIVERSITY OF
CAMBRIDGE

Institute of Continuing Education

Student Handbook 2020–2021

Non-award-bearing courses



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This information relates to non-award-bearing courses for non-matriculated students (i.e. those who are not members of a Cambridge College) at the Institute of Continuing Education in the academic year 2020-21.

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

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1 Studying with the University of Cambridge Institute of Continuing Education

1.1 Introduction

- 1.1.1 The Institute of Continuing Education (referred to as 'we' or 'ICE' throughout the handbook) offers a wide range of non-award bearing courses which are all taught at undergraduate or postgraduate level.
- 1.1.2 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 for non-award bearing courses. Many of these policies key 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 Student commitment

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

1.3 Student certificates

- 1.3.1 Upon completion of some non-award-bearing courses you may apply for a Certificate of Attendance by emailing the relevant [Course Administration team](#). These can normally only be supplied following 100% attendance on the course.
- 1.3.2 Active participation and discussion throughout an Online programme course is recognised by the provision of a Certificate of Participation.
- 1.3.3 To receive a certificate from an edX platform course you would need to upgrade to the verified track. For more details on certificates from edX please see <https://support.edx.org/hc/en-us/categories/115002269627-Certificates>

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. We commit to the Student Charter below and expect the same from our students.

1.5 Table 1 – Student Charter

What you can expect of ICE:	What ICE expects of its students:
<ul style="list-style-type: none"> • A learning environment and learning opportunities which enable and encourage active engagement. • Clear, accessible and timely information about your studies, including: <ul style="list-style-type: none"> - details of course-content and resources; - course tuition fees and associated costs; - the timetable for teaching sessions, VLE engagement and the submission of assignments; - how assignments are assessed against pre-determined and published academic criteria (if applicable); - the circumstances which lead to the application of late penalties (if applicable) and how to avoid such penalties; - how to access support if you are experiencing problems or a change in circumstances which impinge on your ability to study. • Clear consultation and engagement with students on any changes to course-content, structure or timings. • Assistance to understand your responsibility to engage with the learning opportunities provided and to shape your learning experience. • Timely feedback on assignments to facilitate learning. • 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. • To be treated by ICE staff with courtesy and professionalism. • To study in an environment which promotes diversity and where there is equality of opportunity among students and staff. 	<ul style="list-style-type: none"> • To become an engaged member of ICE's learning community. • 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. • To make effective use of guidance and feedback from formative and summative assignments provided during your programme of study. • 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. • To treat other students and staff with courtesy and to behave in a way that does not disrupt teaching, studying, research or administration. • 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. • 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. • To advise the Course Administration 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.

1.6 Transferable skills

1.6.1 Transferable skills are core abilities and qualities that are relevant and useful in many areas of life, such as socially, professionally or in education. We have identified a number of skills which may be further developed during your studies with us:

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

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

1.6.3 Some specific courses offered by ICE ensure that you are also given the opportunity to develop professional competencies, workplace skills and achieve professional qualifications that will enable you to progress or change careers. Full details of these opportunities can be found in the relevant course guides on the ICE website.

1.7 Feedback from students

- 1.7.1 ICE wants you to have the most rewarding and enriching experience possible. We value your feedback and want to hear your thoughts and ideas on your course and time with us, so we can continually improve our courses. To help us with this you are encouraged to complete an evaluation form at the end of your course and are asked to answer the questions as fully and honestly as possible. Depending on the programme this may be a paper or online form.
- 1.7.2 The information provided on the feedback forms is reviewed and used to help improve and develop ICE course provision. The forms can be returned anonymously, but we are also grateful for personal feedback on any aspect of our provision at any time of the year. Immediate concerns or suggestions can be given to the most relevant member of staff, for example your Tutor, Course Administration team or Hall staff. Alternatively, you can email the Quality Governance team at qa@ice.cam.ac.uk.
- 1.7.3 Non-award-bearing courses are scrutinised and reviewed annually by a Programme Review Panel composed of:
- a University of Cambridge representative external to ICE;
 - a representative from an external university;
 - a representative from ICE's academic staff;
 - a member of the Cambridge Student Union;
 - representatives from the ICE Tutor Panel and
 - ICE students.
- 1.7.4 The Panel submits an annual report to the Director of Continuing Education and the ICE Academic Policy and Operations Committee to inform course enhancement.

2 Before you start your studies

2.1 Additional support for students

- 2.1.1 The Equality Act 2010 makes it unlawful for educational institutions 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.
- 2.1.2 We make every effort both to anticipate and to make reasonable adjustments to meet the requirements of disabled students and those with additional needs.
- 2.1.3 We can best support and advise you when we have been made aware, in advance, of the support you require. You are therefore asked if you wish to disclose a disability as part of the booking process and if you do so, your Head of Academic Centre Administration will contact you, before the start of your course, to discuss your needs and put measures in place.
- 2.1.4 If you are completing an edX course you can open a support request – see <https://support.edx.org/hc/en-us/articles/207249668-As-a-student-with-a-disability-who-do-I-contact-for-help->

Access for students with disabilities

- 2.1.5 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 you should inform the Admissions team at the time of booking, or contact your Head of Academic Centre Administration during your course for further support.
- 2.1.6 Some of our courses are held in buildings which are not owned by the University of Cambridge. For information on the facilities in these buildings please contact your Head of Academic Centre Administration ([see section 6](#) for contact details).
- 2.1.7 We aim to make our remote delivery (online) courses as accessible as possible. Please contact the [Course Administration team](#) regarding any specific adjustments that you require.

3 Study guidance

3.1 University Library

3.1.1 It is possible to gain free of charge reading rights access to the University Library for the duration of your course or for one week (whichever is longer). You will need to a letter of introduction from your Head of Academic Centre Administration, photographic ID and proof of address to register at the Library. Please see the University Library website for further details: www.lib.cam.ac.uk/

3.2 Local libraries

3.2.1 Local libraries may also be a good resource for study and research. Books are generally stored on on-line catalogues and many libraries now offer inter-library loan request services for a modest fee.

3.3 IT and the Virtual Learning Environment (VLE)

3.3.1 Most non-award bearing courses are supported by the ICE Virtual Learning Environment (VLE). This is a useful study resource and communication channel between students, Tutors and course administrators. If you are studying an Online Programme course, this is where all of your learning will take place. In some cases, it is the place where assignments are submitted and Tutor feedback is received.

3.3.2 After registering for a course which requires access to an online classroom you will be provided with login instructions by the ICE Technology Enhanced Learning team. Online, you will have access to resources and explanatory help files to enable you to get the most from your studies. If you encounter any problems please contact the Technology Enhanced Learning team at www.ice.cam.ac.uk/about-us/elearningsupport

3.3.3 You will only require basic internet skills to access and use the VLE but you will need access to the internet to take full advantage of this support. If you have any concerns please discuss these with your Tutor or [Head of Academic Centre Administration](#).

3.3.4 What you will need to be able to study online with ICE:

Basic internet skills	Essential
Unique email address	Essential
Internet access	Essential
Word processing software	Essential (able to export to Word/Open Office)
Broadband	Recommended (for video/audio)

3.4 Use of the Internet

- 3.4.1 The BBC provides useful information and guidance for those new to using the internet at www.bbc.co.uk/webwise/topics/using-the-web/about-the-internet/
- 3.4.1 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.
- 3.4.2 Please bear in mind that computers crash, files can be lost or corrupted and printers break down; there can often be congestion when multiple students seek to use the IT facilities for the same deadline. Always make regular backups of your computer files, keep hard copy printouts and avoid having the backed up files on the same drive or machine as the main files.

3.5 Plagiarism

- 3.5.1 Some non-award bearing courses allow students to submit work for non-assessment and receive Tutor feedback. The University defines academic misconduct, including plagiarism as,
- “gaining or attempting to gain, or helping others to gain or attempt to gain, an unfair academic advantage in formal University assessment, or any activity likely to undermine the integrity essential to scholarship and research. It includes being in possession of unauthorised materials or electronic devices during an examination, including recording or communication devices or devices that can store data, even where Registered Students are unaware that such materials or devices are unauthorised, have no intention of using them, or are unaware that they have them in their possession.”*
- 3.5.2 Although non-award bearing programmes do not receive an award of credit and, therefore, suspected cases of academic misconduct will not be reviewed by the University, students submitting work are expected to be familiar with the guidance on plagiarism. For the University’s guidance on plagiarism please see www.plagiarism.admin.cam.ac.uk/what-academic-misconduct
- 3.5.3 For advice on referencing and study skills please contact your Course Director and see guidance in the VLE. The central University also provide some useful guidance on referencing and study skills, although please note not all is relevant to non-award bearing students. See www.plagiarism.admin.cam.ac.uk/resources-and-support

4 ICE Policies and Procedures

4.1.1 Information here relates to the academic year 2020-21. Any amendments will be communicated to you and added to the [ICE website](#). Please refer to the latest version.

4.2 Data protection

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

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

4.3 ICE data retention policy

4.3.1 You may request copies of personal data kept by ICE in accordance with the University of Cambridge's data retention policy, as outlined www.information-compliance.admin.cam.ac.uk/records-management. At the end of the retention period, data are either destroyed or anonymised and used for statistical analyses, unless subject to an appeal or complaint.

4.3.2 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.

4.3.3 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

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

4.4 Change of name or address

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

4.4.2 Changes of address, telephone number or email address should be notified to ICE via the Head of Academic Centre Administration 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 certificates may otherwise be sent to your old address.

4.5 Use of student work by ICE

- 4.5.1 Occasionally we may wish to keep examples of student work for use in staff development, quality assurance or as a teaching tool. We will always seek your permission to use your work or ask you to opt out of the scheme. 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.
- 4.5.2 Copyright and all other intellectual property rights relating to assignments remain with you throughout.

4.6 Equality and diversity

- 4.6.1 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/

4.7 Dignity

- 4.7.1 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.
- 4.7.2 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.
- 4.7.3 Students are asked to respect other students' privacy, whether online or in the classroom. It is not acceptable to discuss the contributions of other students outside of the classroom.
- 4.7.4 If you feel that 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

4.8 Freedom of speech

- 4.8.1 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

4.9 The University's Health and Safety policy

- 4.9.1 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/
- 4.9.2 If you are concerned about a health or safety issue, it should be reported to a member of ICE staff without delay.

4.10 Field trips and laboratory sessions

- 4.10.1 Some courses may include field trips, visits to local museums, 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.
- 4.10.2 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.
- 4.10.3 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. Our public liability insurance cover commences only when you arrive at the location. If transport to an activity is provided, you will normally be expected to make a payment to cover the cost. ICE identifies any additional costs which will be incurred during a course and informs students in advance of them accepting a place on the programme.
- 4.10.4 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 Health and Safety Committee.

4.11 ICE Student Complaints Procedure

About the Complaints Procedure

- 4.11.1 If you are unhappy with the experience you have received at ICE, there is 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 due sensitivity.
- 4.11.2 The ICE Student Complaints Procedure for non-award bearing students has three stages:



- 4.11.3 A complaint can normally only be made by the student affected, and normally within 28 calendar days of the event or issue being complained about. Where issues raised affect a number of students, those students may submit a group complaint, although to manage the process the group will be asked to nominate one student to act as the group representative.
- 4.11.4 Any reference in the Complaints Procedure to an ICE officer or other named role includes a deputy appointed by that officer or role-holder to exercise the functions assigned to that officer under this procedure.

Local Resolution

- 4.11.5 The purpose of the Complaints Procedure is to resolve problems. It is therefore very important to voice concerns or to register the nature of a complaint as soon as possible, and normally within 28 calendar days of the issue, as it often enables the problem to be resolved quickly and informally. In the first instance, students should contact the administrator or Tutor of the course or the Quality Governance Manager at qa@ice.cam.ac.uk
- 4.11.6 The person the student contacts may be able to solve the problem directly or offer suitable advice about how to proceed or where else to go for assistance or advice.
- 4.11.7 If, however, the student feels that a complaint has not been dealt with satisfactorily at the initial local level or if the problem is of a more serious nature, a formal procedure applies.

Formal Resolution

- 4.11.8 Before making a complaint under the Formal Resolution stage of the Complaints Procedure, the student should have exhausted informal routes, unless the complaint is so serious that it cannot be resolved informally.

- 4.11.9 To submit a formal complaint, the student should contact the Head of Human Resources, Governance and Administration in writing by completing the online [Student Complaints Form \(Stage 2 - Formal Resolution\)](#) within 28 calendar days of receiving a response under the Local Resolution process. If students require procedural advice on completing the form or have any queries on the Complaints Procedure they are advised to contact the Quality Governance team at qa@ice.cam.ac.uk
- 4.11.10 The Head of Human Resources, Governance and Administration will acknowledge the complaint when received.
- 4.11.11 The Head of Human Resources, Governance and Administration may terminate consideration of a complaint if it is deemed to be frivolous or vexatious. Examples of vexatious complaints are those which are obsessive, harassing or repetitive: insist on pursuing unrealistic or unreasonable outcomes and/or requests which are designed to cause disruption and annoyance.
- 4.11.12 If a complaint is eligible for formal review the Head of Human Resources, Governance and Administration will consider the complaint formally in consultation with those concerned in the provision of the service, e.g. the Course Tutor, Head of Academic Centre Administration, Director of Academic Centres, Director of International Summer Programmes and Lifelong Learning or other Service Manager.
- 4.11.13 The Head of Human Resources, Governance and Administration will provide the student with a response in writing, normally within 28 calendar days of the initiation of the formal procedure.
- 4.11.14 If the Head of Human Resources, Governance and Administration upholds the complaint, they will provide such remedy as is considered fair and impartial in all the circumstances, which may include:
- a full explanation
 - an apology (which is not an admission of liability)
 - the matter put right if possible
 - if appropriate, some kind of financial recompense (for example if the student has paid for something which s/he did not receive)
- 4.11.15 If the Head of Human Resources, Governance and Administration rejects the complaint, the written response will give a clear explanation of the decision and guidance on the student's options at this point.

Review process

- 4.11.16 If the student is not satisfied with the Formal Resolution decision, they can submit a request for Review within 14 calendar days of the Formal Resolution decision being communicated.
- 4.11.17 The Review will not usually consider issues afresh or involve a further investigation.
- 4.11.18 A Review can only be requested on the following grounds:

- a) procedural irregularities that occurred during Formal Resolution, which were material or potentially material to the decision reached: and/or
 - b) the Formal 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 complaint outcome and which, for valid reasons, could not have been submitted at an earlier stage.
- 4.11.19 To request a review the student should complete the online [Student Complaint Form \(Stage 3 – Review Process\)](#)
- 4.11.20 If the request for Review is eligible under the specified grounds and is within the timeframe, as determined above, ICE will appoint an independent Reviewer.
- 4.11.21 The independent Reviewer will consider the student’s request, the information considered during Formal Resolution, the decision, and any new information. The independent Reviewer may also request further information.
- 4.11.22 Following investigation the independent Reviewer will have the power to either:
- a) uphold the complaint in whole or in part and will recommend such remedies as necessary; or
 - b) dismiss the request for review and confirm the Head of Human Resources, Governance and Administration's decision.
- 4.11.23 The student will receive the independent Reviewer’s decision and the reasons for the decision, in writing, normally within 28 calendar days of submitting the Complaints Review Form. This is the final stage of ICE's complaints procedure for non-award bearing courses.

4.12 Student disciplinary procedure

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

- b) The disruption or attempted disruption of the teaching or administration of the ICE's work or aggressive or harassing behaviour, either physical or verbal, towards any student, or person, such as a Tutor, acting on behalf of ICE.
 - c) The abuse of alcohol or drugs on any premises where ICE courses are held, including transport and residential components of field trips or excursions.
 - d) The theft, damage or defacing of any of the Institute's property or any property on premises where the Institute's courses are held.
 - e) Other behaviour inconsistent with the University of Cambridge's General Regulations for Discipline (where applicable). University disciplinary regulations are given in full in the Statutes and Ordinances at www.admin.cam.ac.uk/univ/so/2019/chapter02-section20.html#heading2-16
- 4.12.2 In the case of alleged serious misconduct, ICE, through its officers, reserves the right to suspend a student immediately from the programme or course and to exclude them from the premises of ICE (whether the permanent premises at Madingley Hall or teaching accommodation elsewhere in the University of Cambridge or externally) and/or the virtual classroom until investigation of the circumstances has been undertaken according to the procedure below.
- 4.12.3 If disciplinary proceedings are being taken against a student and they have any queries or require procedural advice they are advised to contact the Quality Governance team at qa@ice.cam.ac.uk
- 4.12.4 If a student is invited to a meeting as part of the disciplinary investigations, they may be accompanied or represented by someone of the student's choosing, whether this is an independent member of staff, a family member or an external representative.
- 4.12.5 If it is suspected that a student has committed a disciplinary offence, the Director of Academic Centres or Director of International Summer Programmes and Lifelong Learning shall, at their discretion, decide whether disciplinary proceedings should be initiated against the student. If it is decided to begin disciplinary proceedings, the student will be informed, in writing, by the appropriate Director, and the following procedure observed. In the case of International Programmes students attending ICE from an external institution, the ICE staff will decide the appropriate stage at which any accompanying external faculty member, and/or the home institution should be contacted about the incident, and the extent to which these parties should be involved in the following steps:
- a) The Director of Academic Centres or Director of International Summer Programmes and Lifelong Learning will appoint an investigating officer from among the staff of ICE, who has no prior involvement in the matter under investigation. The Investigating Officer will act on behalf of the appropriate Director and request them to provide a full written report on the issues under investigation normally within 20 calendar days, a copy of which will be sent to the student and other members of the ICE staff, where relevant. The Investigating Officer will invite the student to make a written statement and seek information from any other person thought by any of the parties to have relevant information.
 - b) If the Director of Academic Centres or Director of International Summer Programmes and Lifelong Learning decides that there is no apparent case of a disciplinary offence having been committed, the student will be notified and no

further action will be taken other than any informal guidance and/or counselling which the Director may consider appropriate in the circumstances.

- c) If the Director of Academic centres or Director of International Summer Programmes and Lifelong Learning, decides that there is an apparent case and that a disciplinary offence has been committed, unless it is decided to proceed by way of informal counselling, the Director will:
- convene a disciplinary hearing before a Panel of Inquiry comprising three members of University of Cambridge staff. One member of the Panel shall be appointed chairperson of the Panel. The members of the Panel will have had no previous involvement in the matter to be considered;
 - communicate to the student a statement of the disciplinary allegation to be determined at the hearing;
 - provide the student with copies of all statements and evidence to be considered at the disciplinary hearing;
 - advise the student that they may attend the hearing to present their case, and to give evidence, and that they may bring a companion for support or representation and/or invite one or more witnesses to attend to give evidence in person, the only requirement being that the student inform ICE beforehand of those attending the hearing on their behalf.
- d) At the disciplinary hearing, the case for ICE shall be presented by the Director of Academic Centres or the Director of International Summer Programmes and Lifelong Learning, who may also call witnesses to the hearing.
- e) At the conclusion of the consideration of the allegation, the Panel of Inquiry shall decide whether the disciplinary allegation has been proved.
- f) The range of disciplinary sanctions available to the Panel shall include any one or more of the following:
- formal warning
 - suspension from use of the Institute of Continuing Education's facilities
 - expulsion from the programme or course
 - debarring from subsequent enrolment on any of the ICE's programmes or courses
 - a fine not exceeding £175 or a requirement to pay compensation (not exceeding £250) or make restitution either to ICE or any victim
 - such other penalty as the Director of Academic Centres or Director of International Summer Programmes and Lifelong Learning, as appropriate, considers to be equitable and merited by the circumstances.

- 4.12.6 The date of the hearing shall be determined taking into account the availability of the student and the members of the Panel and other officers in attendance. In the event that the student fails to attend the disciplinary hearing, the Panel of Inquiry may, at its discretion, proceed to decision in the student's absence.
- 4.12.7 The Quality Governance Manager will assist the Panel of Inquiry, be present throughout the whole proceedings of any hearing and will prepare minutes of the meeting.
- 4.12.8 The student will be informed by the Chairperson, in writing, of the decision of the Panel, normally within 14 calendar days. At the same time, the student will be informed of the right to appeal in writing, to the Director of Continuing Education against the decision of the Panel within 14 calendar days of receiving notice of the decision.
- 4.12.9 An appeal can be submitted on the following grounds, that:
- a) the procedures were not followed properly;
 - b) the Panel of Inquiry reached an unreasonable decision, in that no reasonable person could have reached the same decision on the available evidence;
 - c) the student has new material evidence that they were unable, for valid reasons, to provide earlier on the process;
 - d) there was bias or reasonable perception of bias during the procedure;
 - e) the penalty imposed was disproportionate, or not permitted under the procedures.
- 4.12.10 On receiving the student's decision to appeal, the Director of Continuing Education will initiate the process of appointing an independent Reviewer to consider the appeal, who will have had no prior involvement in the case.
- 4.12.11 In exceptional circumstances the Reviewer may at their discretion refuse to consider an appeal, should the grounds on which the appeal is based appear to be without merit, vexatious or an abuse of the process.
- 4.12.12 The Director Continuing Education and/or the Reviewer may from time to time vary, at their discretion, the procedure adopted, to provide for the efficient and equitable disposal of disciplinary issues.
- 4.12.13 If a student's appeal is accepted, the student will be invited to submit written representations within 14 calendar days, or longer where appropriate. The Reviewer will consider all written documents relating to the case, the student's representations and the results of any further enquiries the Reviewer may make, at their discretion. All documents considered by the Reviewer will be made available to the student.
- 4.12.14 The Reviewer will issue a report containing findings about the appeal and may make recommendations as to remedies to be adopted or other action recommended to be taken. If the appeal is dismissed the Reviewer will provide, in writing, reasons for the decision.
- 4.12.15 The Director of Continuing Education will communicate the decision of the Reviewer to the student in writing normally within 14 calendar days of the review, along with a completion of procedures letter.

4.12.16 The decision of the Reviewer is final within the University of Cambridge. All decisions reached by a Reviewer will be reported to ICE's Academic Policy and Operations Committee.

4.13 Removal from premises

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

5 Fees

5.1 About our fees

- 5.1.1 Fees for individual courses are outlined in the course leaflets and brochures and on the ICE's website. Most are payable in full on enrolment although for some courses there is an option to pay in instalments. Fees cover all resources uploaded to the VLE. They do not cover travelling expenses for field trips, catering 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.
- 5.1.2 When paying for courses by credit card, where the initial payment is a registration fee, or the first instalment payment, the remainder of the fee will be taken from the designated card according to the schedule given on receipt of the registration fee or instalment.
- 5.1.3 Students who withdraw are expected to meet any outstanding fee payments in accordance with the Refund and Cancellation Policy.
- 5.1.4 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 Student Financing Team (studentfinancing@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.
- 5.1.5 The refund and cancellation policies of all programmes can be found on the ICE website at www.ice.cam.ac.uk/info-for-applicants

5.2 Cancellation by ICE

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

5.3 Transfer of course place

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

6 Contacts

6.1 General enquiries

Admissions team	ice.admissions@ice.cam.ac.uk 01223 746262
Conference Office	conference.enquiries@ice.cam.ac.uk 01223 746264
Madingley Hall Reception	enquiry@madingleyhall.co.uk 01223 746222
Marketing team	marketing@ice.cam.ac.uk
Quality Governance team	qa@ice.cam.ac.uk 01223 746415 or 01223 746217

6.2 Course administration enquiries

Apprenticeships	apprenticeships@ice.cam.ac.uk
Arts and Science courses	artscience@ice.cam.ac.uk
Business & Management courses	business@ice.cam.ac.uk
Career and Professional Development courses	cpd@ice.cam.ac.uk
Coaching courses	coaching@ice.cam.ac.uk
Creative Writing courses	creativewriting@ice.cam.ac.uk
Clinical Research, Education and Leadership courses	crel@ice.cam.ac.uk
English and Literature courses	literature@ice.cam.ac.uk
Film Studies courses	film@ice.cam.ac.uk
Genomic Medicine courses	genomics@ice.cam.ac.uk
Global Studies and Public Policy courses	globalstudies@ice.cam.ac.uk
Healthcare Data and Informatics courses	healthcaredata@ice.cam.ac.uk

Historic Building Conservation and Practical Horticulture and Plantsmanship courses	ug-awards@ice.cam.ac.uk
International Pre-Masters course	ipm@ice.cam.ac.uk
International Summer Programmes	intenq@ice.cam.ac.uk
Medical Education courses	meded@ice.cam.ac.uk
Online courses	onlinecourses@ice.cam.ac.uk
Practical Science Communication and Biocuration courses	pg-awards@ice.cam.ac.uk
Postgraduate Certificate in Teaching and Learning in Higher Education MSt in Advanced Subject Teaching ECR Teach	education@ice.cam.ac.uk
Professional courses	prof-shortcourses@ice.cam.ac.uk
Psychology courses	psychology@ice.cam.ac.uk
Short courses	shortcourses@ice.cam.ac.uk
STEM (Science, Technology, Engineering and Mathematics) courses	pg-stem@ice.cam.ac.uk

6.3 Web addresses

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

6.4 Teaching staff at ICE

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

6.5 Administrative staff at ICE

Please see www.ice.cam.ac.uk/about-us/staff-profiles/administrative-staff for a list of the administrative staff at ICE.

6.6 Address for hard copy correspondence

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