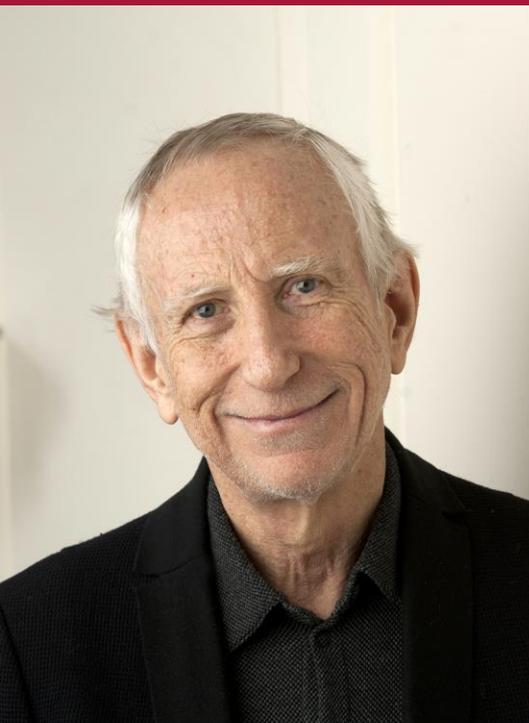


Student Handbook 2021–22

Award-bearing courses - Undergraduate



Front cover photo courtesy of Michael Bailie

The information in this handbook relates to undergraduate award-bearing courses for non-matriculated students (ie those who are not members of a Cambridge College) at the Institute of Continuing Education in the academic year 2021-22.

If you require this handbook in an alternative format please email the [Disability Liaison team](#).

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1 Studying with the University of Cambridge Institute of Continuing Education

1.1 Introduction

- 1.1.1 The Institute of Continuing Education (referred to as 'we' or 'ICE' throughout the handbook) is part of the world-class University of Cambridge and offers Cambridge-quality, part-time adult education courses, many of which have no formal academic entry requirements.
- 1.1.2 The wide range of courses and qualifications we offer includes University of Cambridge awards, such as Certificates, Diplomas and Advanced Diplomas. These awards are referred to within the University as 'non-member awards' as students are not required to matriculate (ie 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 (Master of Studies) 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 on [Academic credit and university-level study](#)).
- 1.1.4 We also offer postgraduate level apprenticeships (Level 7) in a select range of professional areas. Students on these courses are also subject to the UK Government's regulations on degree apprenticeships.
- 1.1.5 To ensure that our students (referred to as 'you' throughout this handbook) are aware of the regulations that 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 University's Academic Standards and Education Committee.

1.3 Student commitment and attendance

- 1.3.1 To study at undergraduate 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 these and in the discussion forums on 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 the [Academic credit and university-level study](#) section.
- 1.3.2 Full engagement with your course, including attendance at teaching 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 Course Administration team 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 [Course Administration team](#) 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 who can advise you on the specific commitments for the course.
- 1.3.4 A wide range of opinions can be represented within each class and as students get to know each other they will become more confident in sharing their own. It is the Tutor's role to ensure that the class stays focused, and to balance the amount of discussion-time and teaching-time, so that everyone can contribute to discussions. All participants should engage in discussions in a way that is tolerant of others' viewpoints and perspectives.

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. You are expected to take full advantage of the facilities, teaching and support offered to you and to be proactive, independent and self-directed in your study. You are also expected to meet deadlines for the submission of work and to complete your course within the timeframe specified. If you experience difficulties with your study you are expected to discuss these with your Academic/Course Director or Course Administration team at the earliest opportunity.

1.4.2 We commit to the ICE [Student Charter](#) and expect the same undertaking from our students.

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 notional 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, lab-work and visits;
- preparations for assignments;
- assignment writing and feedback.

1.5.3 When students are examined or assessed, they are asked to demonstrate that they have met the programme learning outcomes, and if achieved, they will receive academic credit which counts towards their award.

1.5.4 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 2, Qualifications of the University of Cambridge offered through ICE](#).

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

1.5.6 Credit cannot be awarded twice for the same learning. If you are concerned about the possibility of academic overlap in a course you are proposing to take and a course you have previously taken, you should contact the relevant [Head of Academic Centre Administration](#) in the first instance.

- 1.5.7 The flexibility of the Credit Accumulation and Transfer Scheme makes it possible to transfer credit awarded by the University of Cambridge through ICE to programmes provided by other higher education institutions. The rules of transfer, including the volume, vary from one institution to another and, therefore, you are advised to contact the receiving institution directly.
- 1.5.8 The [European Credit Transfer and Accumulation System \(ECTS\)](#) is used by many higher education providers in England, and across the UK, to support student mobility in Europe, allowing students to transfer credit.
- 1.5.9 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.

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

		Course	Credits	Notional hours of study	Qualification
UNDERGRADUATE	FHEQ 4	Undergraduate Certificate course	60 credits	600 hours	e.g. Undergraduate Certificate in Genetics
		Two Undergraduate Certificate courses in the same subject	120 credits	1200 hours	e.g. Undergraduate Certificate of Higher Education in English Literature
	FHEQ 5	Undergraduate Diploma course	60 credits	600 hours	e.g. Undergraduate Diploma in Creative Writing
		Two Undergraduate Diploma courses in the same subject	120 credits	1200 hours	e.g. Undergraduate Diploma of Higher Education in Archaeology
	FHEQ 6	Undergraduate Advanced Diploma course	120 credits	1200 hours	e.g. Undergraduate Advanced Diploma in Research Theory and Practice
POSTGRADUATE	FHEQ 7	Postgraduate Certificate	60 credits	600 hours	e.g. Postgraduate Certificate in Medical Education
		Postgraduate Diploma	120 credits	1200 hours	e.g. Postgraduate Diploma in Genomic Medicine
		A part-time Master's degree taken over two years	180 credits	1800 hours	e.g. Master of Studies (MSt) in History
		Apprenticeships	60 – 180 credits	600 – 1800 hours	e.g. Degree Apprenticeship in Applied Criminology and Police Management

1.7 Transferable skills

1.7.1 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:

1.7.2 **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

1.7.3 **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

1.7.4 **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

1.7.5 **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

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

1.7.7 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 on the [ICE website](#) and in the [ICE VLE](#).

1.8 Feedback from students

- 1.8.1 We want you to have the most rewarding and enriching experience possible whilst studying with us. We value your feedback and want to hear your thoughts 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 anonymous online evaluation form at the end of your course and are asked to answer the questions as fully and honestly as possible. The feedback is then collated and reviewed by ICE staff and Committees to inform course enhancement.
- 1.8.2 Some courses will offer the opportunity to provide feedback during the course, and we welcome informal feedback on any aspect of our provision during your time studying with us. Immediate concerns or suggestions should be passed on to your Tutor or the [Course Administration team](#).
- 1.8.3 You can also pass on feedback through Unitu, the award-winning platform which helps universities to collect and analyse student feedback in real time, and deliver faster improvements to your learning experience. You will be able to login to Unitu with your Raven details and directly through the VLE.

2 Before you start your studies

2.1 Support for disabled 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 requirements.
- 2.1.3 All students who disclose a disability on application will be emailed a link to complete a [Student Additional Requirements Form \(SARF\)](#) asking for more information. Completing a SARF on application will enable us to offer you the support and advice you require before the start of the course, enabling a smooth transition to your studies. It is, however, possible to disclose a disability at any time during your course.
- 2.1.4 If you would like to discuss your requirements or if your circumstances change during the course, please contact the [Disability Liaison team](#).

2.2 Student Registration Exercise

- 2.2.1 All students enrolled on an award-bearing course are required to complete an annual Registration Exercise for the UK Higher Education Statistics Agency (HESA). This involves confirming and/or updating the personal details that we hold on file about you and will only take a few minutes. At the same time we check your preferred method of contact and ask you to tell us who to contact in an emergency. For full guidance please see the [Student Registration Exercise](#) webpage.

2.3 Cambridge username (CRSid)

- 2.3.1 On the final screen of the Student Registration Exercise, you will be able to collect your Cambridge username, known as your CRSid, and your initial password to log in to get your student account and email. Your email address will be in the form of [Your CRSid]@cam.ac.uk and will allow you access to Office 365, including OneDrive, a cloud-based service where you can save and store your work. For further information on how to access your CRSid see the [University Information Services](#) website.
- 2.3.2 You will be enrolled into the VLE with your @cam email address and this is the address which Tutors and the Course Administration team will contact you on. Your VLE username will also be your CRSid.

2.4 University card

- 2.4.1 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](#) as well as entry to a number of University of Cambridge facilities. To receive a University card you are required to upload an up-to-date photograph to your application form or email a passport style photograph to the [Student Records team](#).
- 2.4.2 To replace a lost card, at no charge, please contact the [Student Records team](#).
- 2.4.3 You are required to return your University card to the Student Data team when your studies end or when the card expires. The expiry date is given on the card.

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 Records team](#).
- 2.5.2 Changes of address, telephone number or email address should be notified to ICE via the [Course Administration team](#) 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 new to undergraduate-level study or returning after a break. Study skills guidance can be found in the Student Information section on the [ICE VLE](#); some study skills may also be provided by your Tutors as part of your course.

3.2 The University Library

- 3.2.1 The University Library (UL) is on the outskirts of the city centre and is affiliated with over 20 University departmental and faculty libraries in Cambridge. It is a legal deposit library and a repository of official documents of the UK government and of many international organisations. If you wish to visit the library, you will need to have your University Card as this also serves as your University Library card. Please see the [University Library website](#) for current guidance and further information.
- 3.2.2 [iDiscover](#) is the University Library's catalogue system. It enables students to simultaneously search across the print items held in the University's libraries and the numerous electronic resources (ebooks, ejournals and databases) to which the University subscribes, together with the open access items in the University's repository. You can also manage any loans, requests and fines via the online resource. Tutorials on how to use iDiscover, as well as guidance on how to search effectively for resources, can be found in the Student Information Section on the [ICE VLE](#).

3.3 Access to other libraries

- 3.3.1 Cambridge University Library participates in the Society of College, National and University Libraries (SCONUL) Vacation Access scheme. This enables undergraduate and postgraduate students following taught courses at the University of Cambridge to have reference use of other higher education libraries free of charge during the summer vacations of the host institution. If you request admittance to another library, you should be prepared to present proof of your current membership of Cambridge University (ie your University card). Please check the [SCONUL](#) information for each library you wish to access.
- 3.3.2 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](#).
- 3.3.3 Local libraries may also be a good resource for study and research. Books are generally stored on online catalogues and many libraries now offer inter-library loan request services for a modest fee.

3.4 Cambridge University Press discounts

3.4.1 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 can be purchased at the [Press bookshop](#), 1 Trinity Street, Cambridge. Presentation of your University card should be presented as evidence of study.

3.5 IT and the Virtual Learning Environment (VLE)

3.5.1 ICE award-bearing courses are supported by an online virtual learning environment (VLE) and this is the main communication channel between students, Tutors and course administrators. It is also the place where assignments are submitted and Tutor feedback is received, unless an assignment is unsuitable for electronic submission.

3.5.2 After registering for a course you will be provided with login instructions to the VLE by the ICE Technology Enhanced Learning (TEL) 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 [TEL team](#).

3.5.3 You will normally retain access to your course's learning resources within the VLE for two academic years after you have completed your course.

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

- Basic internet skills
- Unique email address
- Broadband/internet access
- Word processing software if submitting assignments (able to export to Word/ Open Office)

3.6 Use of the internet

3.6.1 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.

3.6.2 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. Problems of this sort do not constitute good grounds for seeking extension or mitigating circumstances claims. Your University email address will allow you access to Office 365, including OneDrive, a cloud-based service where you can save and store your work. If you do save your work on a hard drive always ensure you make regular backups of your computer files, for instance on a hard drive or cloud platform (such as OneDrive, Dropbox, Google Drive), and avoid having the backed up files on the same drive or machine as the main files.

3.7 Academic Misconduct

3.7.1 The University defines 'academic misconduct' as the, *“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.”*

3.7.2 Academic misconduct includes:

- **Plagiarism:** using someone else's ideas, words, data, or other material produced by them without acknowledgement;
- **Self-plagiarism:** using the Registered Student's own ideas, words, data or other material produced by them and submitted for formal assessment at this University or another institution, or for publication elsewhere, without acknowledgement, unless expressly permitted by the assessment;
- **Contract cheating:** contracting a third party to provide work, which is then used or submitted as part of a formal assessment as though it is the Registered Student's own work;
- **Collusion:** working with others and using the ideas or words of this joint work without acknowledgment, as though it is the Registered Student's own work, or allowing others to use the ideas or words of joint work without acknowledgment;
- **Impersonating someone or being impersonated** in an examination or arranging for someone to impersonate someone else by sitting their examination;
- **Fabrication, falsification or misrepresentation** of data, results or other outputs or aspects of research, including documentation and participant consent, or presenting or recording such data, etc., as if they were real; or
- **Failure to meet legal, ethical and professional obligations** in carrying out research. This includes failure to follow agreed protocol if this failure results in unreasonable risk or harm to humans, other sentient beings or the environment, and facilitating of misconduct in research by collusion in, or concealment of, such actions by others. It includes any plan or conspiracy to attempt to do any of these things.

3.7.3 Breaches of academic misconduct will be taken seriously and taken forward under the Student Discipline Procedure. Further information can be found on the University's [Plagiarism and Academic Misconduct](#) webpage and the section on [Suspected academic misconduct](#) below.

3.7.4 Remember the Golden Rule: **The Examiners must be left in no doubt as to which parts of any submission are your own original work and which are not.**

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

3.8 Turnitin UK text-matching software

3.8.1 All ICE assignments and dissertations will be submitted to Turnitin UK Text-Matching Software. Turnitin compares the text of submitted work to sources in its database, which is made up of internet content, selected journals, and previous student submissions. Turnitin is only one method of checking the originality of a student's work and examiners may use other investigative procedures if they have any queries regarding originality.

3.8.2 Please ensure you are familiar with the University's [Academic Misconduct guidance](#) about referencing and contact your Academic/Course Director or [Course Administration team](#) if you have any questions.

3.9 Suspected academic misconduct

3.9.1 Academic misconduct includes any practice that may unfairly advantage a student's academic assessment. For the University's definition of 'academic misconduct' and examples of misconduct see the section [above](#).

3.9.2 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).

3.9.3 If academic misconduct is suspected in a piece of your work (ie if a Turnitin originality report shows a high percentage match between your work and other sources, or a marker identifies unacknowledged material in an assignment) then the University's academic misconduct procedure will be followed.

3.9.4 The marker of the assignment will determine the extent and significance of any suspected academic misconduct within your assignment.

3.9.5 If academic misconduct is suspected, the marker will discuss the case with the Course Director / Academic Director before referring the case to the Chair of the Examiners 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 the assessment – including any declaration to confirm that the work was your own;
- a copy of the marking criteria for the assessment.

- 3.9.6 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.
- 3.9.7 Full guidance on the Procedure, including further information on the investigative meeting and the possible outcomes of the meeting, can be found on the University's [Academic Misconduct website](#).
- 3.9.8 If you have any questions regarding academic misconduct please contact your Course Director.

3.10 Student research ethics

- 3.10.1 Some ICE programmes, for example the Advanced Diploma in Research in the Arts/Sciences, may involve a self-directed research project. Your Course Director will provide you with support and advice on developing your research project and guidance is also available within your course space on the VLE.
- 3.10.2 The ICE Student Research Ethics Committee (SREC) considers the 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.
- 3.10.3 All research students **must** complete a [Student Research Ethics Form](#) which can be found on the ICE website. 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.
- 3.10.4 For those students carrying out projects using personal data please see the University's Research Integrity [Quick guide](#).

4 Student welfare

4.1 Student welfare and support

- 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 Course Directors and Tutors are able to provide you with academic and pastoral guidance and signpost you to appropriate support mechanisms available within ICE and possibly beyond. Therefore, your 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. If you feel uncomfortable discussing pastoral issues with your Course Director you can contact the [Deputy Director, Academic Centres Division \(Student and Professional Services\)](#).
- 4.1.3 ICE will run occasional student wellbeing and support activities through remote platforms such as Zoom and Skype. These will be accessible on a first-come-first-served basis. For more information please see the Student Wellbeing area in the Student information section of the [VLE](#).
- 4.1.4 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 are unable to directly support, appropriate signposting to external support services are available from the Student Information section on the VLE, Academic/Course Director(s), [Deputy Director, Academic Centres Division \(Student and Professional Services\)](#) or the [Course Administration team](#).
- 4.1.5 To be considered for counselling you should contact the [Deputy Director, Academic Centres Division \(Student and Professional Services\)](#) 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.
- 4.1.6 The University Counselling Service (UCS) is only available to matriculated students, however, their website offers [self-help guidance](#) which may be beneficial. There is also a self-help section in the Student information section on the [VLE](#).

4.2 Table 2 – Personal issues where counselling may be provided by ICE

Personal issues which can be referred to a counsellor	Personal issues which are not appropriate to be referred to a counsellor
<ul style="list-style-type: none"> • Mild to moderate mental health issues – anxiety, depression, mild OCD tendencies and stress • Academic pressures, perfectionism, feelings of inferiority, not being good enough and procrastination • Shame and Guilt • Bereavement, Grief and Loss • Family/Relationship issues • Gender and sexuality issues • Bullying, abuse and assault • Low self-esteem and self-worth • Lack of assertiveness and confidence • Body Image • Self-harm and suicidal thoughts/feelings (mild) • Mild addictions 	<p>Contact your doctor if you need treatment for ongoing mental health conditions such as:</p> <ul style="list-style-type: none"> • An eating disorder • Severe mental health issue – Bi-polar, Clinical depression, Schizophrenia, PTSD, OCD • Severe Addictions • Historical abuse or Trauma <p>The series of short-term counselling interventions are not suitable to support:</p> <ul style="list-style-type: none"> • An emergency or crisis situation • Long-term therapeutic care • Existing NHS or private mental health support or treatment

External support organisations

- 4.2.1 There may be circumstances in which you prefer to consult someone more independent of your daily environment. A list of support organisations is provided in the Student Information section of the [VLE](#).

5 Regulations

5.1 Achieving a qualification

5.1.1 You must meet all the following requirements to achieve a qualification:

- submit all 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 - [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 teaching sessions; full attendance is expected. If you must miss a session owing to unforeseen and significant circumstances, the Tutor and Course Administration team should be informed as soon as possible.

5.1.3 All courses have their own course guides or handbooks detailing specific requirements that must be fulfilled in order to achieve a qualification. Copies of these are available in your course space on the [VLE](#).

5.2 Achieving a Certificate/Diploma of Higher Education

5.2.1 Some programmes at ICE offer two or three complementary pathways (courses) in the same subject area, eg in Archaeology, English Literature and Creative Writing. Each pathway is offered over one academic year and successful students are awarded a Certificate or Diploma equivalent to 60 credits.

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

- accept the award of a second Certificate or Diploma (each transcript will detail the subject areas studied), or,
- request a combined award of a Certificate/Diploma of Higher Education (120 credits in the CAT Scheme).

5.2.3 You will be contacted by the Student Data Manager during your second year of study and asked if you wish to receive a second Certificate/Diploma or to apply for a Certificate/Diploma of Higher Education. If you request the latter, you are required to return your certificate and transcript from your first award to the Student Data Manager.

5.3 Assessment

- 5.3.1 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 work. 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 Course Director and Tutor(s). The satisfactory completion of such work is essential for the award of a qualification.
- 5.3.2 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 Course Director or Tutor .
- 5.3.3 If your course permits you to create your own assignment title, one that is not listed in the course guide, you **must** discuss this with your Course Director and Tutor beforehand to ensure it meets the learning outcome of the unit. Approval of the title will be agreed **in writing** and a record of this should be kept by the student, Tutor/Course Director and the Course Administration team.
- 5.3.4 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.

5.4 Submission of assignments

- 5.4.1 The information below applies unless a course-specific handbook/guide gives alternative instructions, in which case you should observe those instructions.
- 5.4.2 **Assignments should be word processed and submitted via the VLE.** 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). File formats we can accept are Word (doc/docx), PDF and RTF. Most word processing packages can save to these formats.
- 5.4.3 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.
- 5.4.4 A high level of competence in writing, grammar and spelling is always expected.
- 5.4.5 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 as this is classed as self-plagiarism – see the section on [academic misconduct](#).

- 5.4.6 **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 (using someone else's ideas, words, data, or other material produced by them without acknowledgement) is not acceptable to the University, whether or not there is intent to deceive (see section on [academic misconduct](#) for further guidance and information).
- 5.4.7 All assignments submitted for assessment are screened using the text-matching software [Turnitin](#).
- 5.4.8 **Assignments should be within the stipulated word count.** Course requirements regarding the length of assignments vary, so you should always check the course guide and with your Tutor. You are required to declare the word length of your work on your assignment. Submissions that exceed the maximum word count limit may incur penalties – see the section below on [Penalties for assignments](#).
- 5.4.9 The word count 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.
- 5.4.10 **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.
- 5.4.11 **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 Course Director or Tutor .

5.5 **Deadlines for submission of assignments**

- 5.5.1 The deadline for the submission of a course assignment will always be clearly signalled to you in writing and will normally be in the course guide, published before the start of the course. Late assignments, without an accepted extension or mitigating circumstances claim, will incur [late submission penalties](#).
- 5.5.2 All submission deadlines refer to Greenwich Mean Time (GMT) or British Summer Time (BST). Check carefully if your local time differs from this.

5.6 Marking and returning assignments

- 5.6.1 Your marked work will normally be returned to you within three weeks of the assignment submission deadline. 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.
- 5.6.2 If a course has a weighted marking scheme, details will be given in the course guide or specific course handbook.

5.7 Marks

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

- **Assignment mark:** the mark given for each assignment submitted for assessment.

or

Assignment mark (with penalties): the assignment mark minus any reduction due to [late submission](#) or reduction due to [exceeding the word count limit](#).

- **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. If any late submission penalties or word count penalties have been applied to your assignments' marks, it is these reduced marks that will be used for your unit mark.
- **Course mark:** your final percentage mark, combining a weighted average of your assignment marks and any penalties incurred. If your unit marks have been reduced owing to late submission or word count penalties, it is these reduced marks that will contribute to your overall course mark.

5.8 Marking criteria

5.8.1 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.

5.8.2 Your work will receive a percentage mark using the undergraduate marking scale below.

5.9 Table 3 - Marking scale for courses at undergraduate level

Mark (%)	Student's work shows:
Excellent	
80 – 100	<ul style="list-style-type: none"> • Evidence of exceptional quality over and above the criteria listed for the mark of 79% and below (see below).
70 - 79	<ul style="list-style-type: none"> • Wide range of knowledge and information and evidence of independence of thought. • Appropriate and perceptive reference to relevant academic sources. • A consistent demonstration of powers of critical analysis and synthesis in developing arguments.
Good	
60 - 69	<ul style="list-style-type: none"> • A thorough grasp of relevant knowledge and information. • Extensive reference to appropriate academic sources. • Clear evidence of an analytical approach to the issues raised by the topic. • The capacity to engage critically with arguments and evidence.
Competent	
50 - 59	<ul style="list-style-type: none"> • A secure grasp of relevant knowledge and information and evidence of a competent understanding of relevant concepts. • Reference to a reasonable range of relevant academic sources. • Some evidence of an analytical and critical approach.
Weak	
40 - 49	<ul style="list-style-type: none"> • Evidence of assimilation of relevant knowledge, but contains some errors, omissions or irrelevancies. • Limited reference to relevant academic sources. • Little evidence of analysis or a critical approach. • Some weakness in the structuring of assignments.
PASS THRESHOLD	
0 – 39	<ul style="list-style-type: none"> • Some elements of relevant knowledge but contains significant errors, omissions or irrelevancies. • Evidence of a poor grasp of relevant concepts. • Poorly structured assignments failing to address the issues under discussion. • Work of an extremely low standard, fundamentally failing to address relevant issues. • Incoherent argument, serious errors.

5.10 Penalties for assignments that are over the word count

- 5.10.1 Assignment guidelines will include clear instructions about word counts and what these include and exclude (see section on [word count](#) above).
- 5.10.2 Assignments that significantly fall below the set word limit are unlikely to meet the learning outcomes and academic standards required for the assignment and this will be taken into account during the marking process.
- 5.10.3 Where an assignment exceeds the set word limit by more than 10%, a penalty may be applied. This will be a deduction of 5% of the mark awarded. For example, if an assignment mark was 60 out of 100 and a penalty of 5% was applied, the final mark would be 57 out of 100.

5.11 Assignment deadlines and short-term extensions

- 5.11.1 The submission deadlines for each assignment are given in the course guide. It is important to manage your assignment deadlines so you are able to submit your work on time. Your Course Director and Tutor(s) will be able to provide techniques on how to manage your deadlines and there are useful study tips and advice on time management in the Student Information section on the [VLE](#).
- 5.11.2 However, we understand that sometimes things happen which may affect your ability to study or prevent you from submitting your work. If this happens you are advised to contact your [Course Administration team](#) to discuss your options. You may be able to request a short-term extension of up to two weeks (unless stated otherwise in your course guide).
- 5.11.3 Examples of grounds for a short-term extension request:
- short-term illness of self or dependants;
 - unanticipated changes in personal circumstances;
 - unexpectedly heavy work demands.
- 5.11.4 The following reasons would **not** normally be accepted as valid reasons for a short-term extension:
- misreading information about submission deadlines;
 - holiday arrangements;
 - religious festivals;
 - social commitments;
 - technical software, hardware, network or internet problems.
- 5.11.5 To request a short-term extension you should complete an online [Extension Request Form](#), **before** your assignment deadline. Alternatively your Course Administration team can provide you with a copy of the form and guide you through the process.
- 5.11.6 Regardless of the nature of your extension request you will normally 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. Any evidence provided must be time-relevant to the period you are making a claim for.

- 5.11.7 Once complete, the form and documentary evidence should be emailed to your Course Administration team to process. All documentation will be treated confidentially within ICE and will only be viewed by those necessary in the decision making process.
- 5.11.8 If an extension is granted, you would be expected to meet the agreed deadline. A request for a second extension cannot normally be considered.
- 5.11.9 If you need to submit work late due to a severe and/or unexpected difficulties, such as a serious illness or bereavement, you can request a longer extension through the [Mitigating Circumstances Procedure](#).

5.12 Late Submission and late penalties

- 5.12.1 For late submissions, which do not fall under the remit of an authorised extension, such as time management or technical problems, it is possible to submit your work, up to eight days late. A daily cumulative system of penalties will be applied to the assignment mark, up to a maximum of a 10% penalty of the maximum mark available. The late penalties awarded will not take the assignment below the pass threshold of 40%.
- 5.12.2 After eight days, the assignment cannot be accepted and the assessed work will be classed as a non-completion meaning that you cannot achieve the award.
- 5.12.3 The rate at which marks will be deducted from the academic mark for a late assignment is as follows:
- on Day 1 at 3% of the maximum mark available,
 - Days 2 to 8, 1% of the maximum mark available will be deducted, up to a maximum of 10%. The late penalties will not take the assignment mark below the pass threshold of 40%. For example, if an assignment mark was 70% and a penalty of 10% of the maximum mark was deducted the final mark would be 60%.
 - on Day 9, the assignment becomes inadmissible without an approved extension or mitigating circumstances and non-completion of the required assessed work will be recorded for the course.
- 5.12.4 A day normally covers 24 hours from the date and time of the submission deadline. Part of a day late – ie less than 24 hours - counts as a day late in terms of the application of these penalties.
- 5.12.5 You are advised to start the uploading of your work in good time to allow for any issues such as computer or internet failure. If your work is late, you are encouraged to submit it as soon as you can after the due date, to minimise the late submission penalty.

5.13 Mitigating Circumstances Procedure

- 5.13.1 The mitigating circumstances process is intended to help those facing severe 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 (eg as a witness or juror);
 - unexpected adoption or fostering issues;
 - redundancy;
 - unexpectedly heavy work demands over an extended period.
- 5.13.2 The following reasons would **not** normally be accepted as mitigating circumstances:
- failure to read the examination timetable or assignment deadline properly;
 - normal pressure of work;
 - technical, software, hardware, network or internet problems;
 - minor illnesses; religious festivals;
 - disruptions which can be anticipated (eg moving house, holidays);
 - over-commitment of studies (eg studying numerous courses at the same time).
- 5.13.3 To submit a claim you should complete an online [Mitigating Circumstances Form](#). If you require the form in a different format please contact the [Disability Liaison team](#).
- 5.13.4 Regardless of the nature of your mitigating circumstances claim, you will be asked to provide documentary evidence to support your request. 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.
- 5.13.5 Any evidence provided must be time-relevant to the period you are making a claim for. For example, an illness in December would not be relevant evidence for mitigation for an assignment due in April. Requests cannot be reviewed without the appropriate supporting evidence.
- 5.13.6 The form and all supporting evidence will be treated confidentially within ICE and will only be viewed by those necessary in the decision-making process and to support you.
- 5.13.7 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. The deadline for the submission of this form for each unit is below:
- Unit 1 (Michaelmas 2021): 21 January 2022
 - Unit 2 (Lent 2022): 8 April 2022
 - Unit 3 (Easter 2022): 27 June 2022

- 5.13.8 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 Course Administration team.
- 5.13.9 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 team](#).
- 5.13.10 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 and provide documentary evidence to support your late request.
- 5.13.11 The Committee may:
- cancel some or all late submission penalties;
 - recommend that the student is permitted to re-write and resubmit the assignment (this may include removal of any late submission penalties or mark capping);
 - recommend that the student is permitted to submit a missed assignment (with no late submission penalty);
 - recommend no action.
- 5.13.12 The Committee does not alter individual assignment marks.
- 5.13.13 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 Course Administration team. The new deadline will normally be four weeks from being notified of the decision and you will be expected to meet this deadline. If you are unable to meet the new deadline you will be able to request a two-week extension via the Short-term extension procedure. Late assignments will incur the standard later penalties.

Review stage

- 5.13.14 Following the Mitigating Circumstances Committee's decision, if you remain dissatisfied with the outcome, you may request a review by contacting the Quality Governance team (qa@ice.cam.ac.uk) within 14 calendar days of receiving the decision. The Quality Governance team will allocate an independent ICE Reviewer to consider the case.
- 5.13.15 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.

- 5.13.16 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

- 5.13.17 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](#).

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 (assessed) piece of work is submitted at the end of a course, for example on the Advanced Diploma in Research in the Arts/Sciences, 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 undergraduate programmes pass mark of 40% unless stated otherwise on the course guide.
- 5.14.7 Once a new resubmission deadline has been set, you should follow the standard [submission of assignments](#) process.

Failure due to circumstances outside your control

- 5.14.8 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 the [Mitigating Circumstances section](#).

5.15 Moderation procedures

- 5.15.1 The moderation of assessment is an important element in assuring the quality of programmes.
- 5.15.2 All Advanced Diploma dissertations are double marked.
- 5.15.3 Samples of assessed work from each Certificate, Diploma and Advanced Diploma course may be moderated by an internal subject assessor at the end of each unit.
- 5.15.4 The following are submitted to the Subject Moderation Panel at the end of the course (and at the end of the first year of two-year courses):
- samples of student work;
 - Tutors' feedback;
 - the reports of Internal Assessors (if appropriate).
- 5.15.5 The Subject Moderation Panel consists of:
- an Internal Assessor;
 - an Internal Examiner, usually a member of the University's academic staff;
 - a Moderating External Examiner, usually an academic member of staff from another University.
- 5.15.6 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.
- 5.15.7 The Institute's Academic Policy and Operations Committee review the report from the Subject Moderation Panel and confer the University award.
- 5.15.8 The annual report of the Moderating External Examiner is made available to students on the course via the ICE VLE.

5.16 Tutorials

- 5.16.1 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.

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

5.17 Delaying or stopping your studies

5.17.1 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

5.17.2 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, ie to take a break from your studies and return at a later date to complete them.

5.17.3 If circumstances arise which cause you to consider intermitting from your course, it is important to discuss them first with your Course Director who may be able to offer you guidance and support. You may also wish to discuss this with the [Deputy Director, Academic Centres Division \(Student and Professional Services\)](#).

5.17.4 To request to intermit, please complete and submit the online [Intermission Request Form](#). If you require a copy of this form in an alternative format please contact the [Disability Liaison team](#). You may be asked to provide documentary evidence to support your intermission request.

5.17.5 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 Course Administration team.

5.17.6 Intermitting 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 Course Director or Course Administration team for details on when courses will run.
- For students on an Advanced Diploma programme we cannot guarantee that the Supervisor you had before intermission will be available on your return, but we will find another suitable Supervisor to support you in your studies.
- 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, your course fee payments will be suspended and resumed when you return to your studies. If you have paid your course fees in full, ICE will retain the fees until you return to study, or you can request a refund for the units you have not studied and payment will be resumed on your return. For this purpose any requested refund of fees units not studied will be deemed to be those for which no teaching has been received. Teaching includes access to the Unit VLE or attendance at teaching sessions. Payments will be due one month prior to your re-enrolment on the VLE course space.
 - When you return from a period of intermission you may be required to pay the course fees active at the time of your return.
 - 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 Course Administration team 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 your Course Director who will be able to offer you pastoral support.
 - You will be subject to the ICE policies and procedures active at the time of your return.
- 5.17.7 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.
- 5.17.8 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)

- 5.17.9 ICE does not operate a deferral process. If you apply for a course and later wish to postpone your entry, you must withdraw and reapply for a later presentation (see the refund and cancellation policy on the [ICE website](#)). Acceptance on a future offering of the course cannot be guaranteed.

Stopping your studies (withdrawal)

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

- 5.17.11 If you wish to withdraw from a course, you should contact your Course Administration team as soon as possible. Standard [cancellation conditions](#) will apply.
- 5.17.12 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.
- 5.17.13 You should also return your University card to the Student Data Manager at the point of withdrawal.

5.18 Confirmation of the award of a qualification

- 5.18.1 Once you have completed your course and your award has been approved by ICE's Academic Policy and Operations Committee, you will be informed of your results by email.

5.19 Certificates and transcripts

- 5.19.1 The University of Cambridge generates a certificate and transcript which will be posted to you.

5.20 Replacement certificates and transcripts

- 5.20.1 Duplicate or replacement certificates and transcripts can be requested from the [University's online store](#).
- 5.20.2 For qualifications awarded up to and including 2009-10, please contact the [Student Data team](#) 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.

5.21 Additional information regarding your academic performance

- 5.21.1 Please refer to the ICE [data retention policy](#) which details how long assessed work will be retained and how to request copies of personal data kept by ICE. 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 2021-22. Any amendments will be communicated to you and will be added to the [ICE website](#) 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 on the University's [Information Compliance webpages](#).
- 6.1.2 The ICE Privacy Policy can be found on our [website](#).
- 6.1.3 We use emails as a way of keeping our community informed about upcoming courses, events and other activities at ICE that may be of interest. If you receive these emails from ICE it is likely that you have opted-in to receive emails either during the course application process or when completing a contact form on the ICE website. You are offered the possibility to opt out at the bottom of all our marketing email communications or complete the [unsubscribe form](#) at any time.
- 6.1.4 If you do not receive email communications from ICE but would like to, please complete the [contact us form](#) on our website. To receive our Inside ICE publication distributed via postal mail twice a year, please complete the [Inside ICE form](#).

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 an award-bearing course we will send some of the information we hold about you to HESA. For more information please see the [HESA website](#). The University is required to share data about students as a condition of its registration with the Higher Education Regulator, the Office for Students. For further information see the University's [Student Registration page](#).

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 and the [University of Cambridge's data retention policy](#). 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 team](#) 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](#). For further information please see the [Compliance website](#).

6.4 Table 4 – Retention of ICE data

Data relating to examination papers and dissertations	Retention time (unless a student has already initiated an appeal against their result)	Accessible through
Examination scripts	Six months from the publication of final results	Head of Academic Centre Administration
Marks for individual questions (examination papers only)	Six months from the publication of final results	Head of Academic Centre Administration
Examiners' comments relating to procedural or rubric infringements or other practical points	Six months from the publication of final results	Head of Academic Centre Administration
Examiners' comments relating to academic judgement	Six months from the publication of final results	Head of Academic Centre Administration
Minutes of examiners' meetings	Indefinitely	Head of Academic Centre Administration
Final result and/or mark or grade	Indefinitely	Available on student certificate and transcript
Data relating to assignment assessment	Retention time (unless a student has already initiated an appeal against their result)	Accessible through
Assignment scripts and Advanced Diploma dissertation scripts	Two academic years after the academic year of the course ¹	Available via the VLE (Virtual Learning Environment)
Assignment feedback from Tutor	Two academic years after the academic year of the course	Available via the VLE (Virtual Learning Environment)
Minutes of examiners' meetings	Indefinitely	Head of Academic Centre Administration
Assignment marks/grades	Indefinitely	Available on student certificate and transcript
Final result and/or mark or grade	Indefinitely	Available on student certificate and transcript
Data relating to complaints and appeals procedure	Retention time	Accessible through
All documents relating to students' appeals and complaints	Last action on complaint plus six years	Quality Governance Manager

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

Use of student work by ICE

- 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 with you throughout.

6.5 Equality and diversity

- 6.5.1 The University of Cambridge 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 see the University's [Equality and Diversity website](#).

6.6 Dignity

- 6.6.1 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.
- 6.6.2 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.
- 6.6.3 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.
- 6.6.4 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](#).

6.7 Freedom of speech

- 6.7.1 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 on the University's [Freedom of Speech webpage](#).

6.8 The University's Health and Safety policy

- 6.8.1 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 see the [Health and Safety](#) webpage.
- 6.8.2 If you are concerned about a health or safety issue, it should be reported to a member of ICE staff without delay.

6.9 Procedure to Support and Assess Capability to Study

- 6.9.1 All students are asked to conform to the University's [Rules 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 Procedure to Support and Assess Capability to Study allows us to take a supportive approach to enable students to continue with their studies with the appropriate support, or to take a break until they are fit enough to return.
- 6.9.2 If you are facing mental or physical health difficulties which are affecting your studies, you may wish to contact either your Course Director or Head of Academic Centre Administration or the [Deputy Director of Academic Centres – Student and Professional Services](#), who will be able to offer pastoral assistance and direct you to appropriate internal and external sources of support and guidance.
- 6.9.3 Where there are concerns regarding a student's capability to study, the University acts under the Procedure to Support and Assesses Capability to Study. Full guidance, including who can initiate and use the procedure can be found on the [Supporting and Assessing Capability to Study](#) website. 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.
- 6.9.4 For ICE students, the following roles can initiate the procedure:
- Director of Continuing Education;
 - Director of Academic Centres Division;
 - Deputy Director of Academic Centres (Academic);
 - Deputy Director of Academic Centres (Student and Professional Services).

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 due 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 Course Administration team or from the Deputy Director of Academic Centres – Student and Professional Services.
- 6.10.3 The University of Cambridge’s [Student Complaints Procedure](#) can only be used by Registered Students, which includes ICE students pursuing a course of study leading to the award of a certificate, diploma or advanced 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 or Central University staff; ICE students are advised, instead, to contact their ICE Course Director, Head of Academic Centre Administration and/or the Deputy Director of Academic Centres – Student and Professional Services for support and advice. ICE students can also contact the [Cambridge University Student Union](#) for advice.
- 6.10.5 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

- 6.10.6 It is 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 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.
- 6.10.7 Where appropriate, Complainants should raise their concerns with the responsible staff member. If the Complainant does not feel comfortable raising the matter with this person then they should write to the [Head of Human Resources, Governance and Administration](#). The Complainant is asked to outline the reason for the complaint and include key events and dates and the names and contact details of any witnesses who can corroborate the complaint. Any documentary evidence should also be provided, such as emails or witness statements
- 6.10.8 The case reviewer will acknowledge the complaint and consider the case, consulting with appropriate individuals, as required.

- 6.10.9 The case reviewer may invite the Complainant to a meeting as part of an investigation, but is not obliged to hold such a meeting. If a meeting is held, the Complainant may be accompanied or represented by someone of their choosing.
- 6.10.10 Once the case reviewer has completed their investigations of the complaint, they will respond, in writing, and normally within 21 calendar days of its receipt. Where a response cannot be provided within 21 calendar days, the case reviewer 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 prohibits students from engaging in physical misconduct, sexual misconduct and abusive behaviour. These terms are defined within the University's [Rules of Behaviour](#). The University takes allegations of harassment and sexual misconduct very seriously and may take action, including disciplinary action, in response to a complaint from a student.
- 6.11.3 If you have experienced any form of misconduct, harassment, bullying or discrimination, and whether you would like to report it or not, it is advised that you speak to the [Deputy Director of Academic Centres – Student and Professional Services](#) who will be able to provide you with information on external support services for your circumstances.

Reporting the behaviour of other students and staff

- 6.11.4 You can report inappropriate behaviour of other students and staff either anonymously or with your contact details using [Report+Support](#). If you report with contact details, a member of the Office of Student Conduct, Complaints and Appeals (OSCCA) team will be in contact with you in 5 working days to discuss the next steps.
- 6.11.5 If you report inappropriate behaviour through [Report+Support](#) and include your contact details, the following action can be initiated with your consent.
- Informal Complaint Procedure for Student Misconduct (where you would like action taken to limit your possible interactions with another student, but no formal sanctions to be taken)
 - The University's Student Disciplinary Procedure (if you want your complaint to be formally investigated with findings made and possible sanctions imposed)
 - Report a member of staff through the Student Complaints Procedure
- 6.11.6 If you believe that a criminal offence has been committed then you can report the matter to the police.

6.11.7 For full guidance on how to report inappropriate behaviour of other students and staff please see the [OSCCA website](#)

6.11.8 If you have any questions about reporting you can email staff at [OSCCA](#).

6.12 University Examination Review Procedure

6.12.1 ICE has robust policies in place to ensure that all examination results are accurate. However, something unusual may have taken place during the examination process and you may want to check that the examiners were aware of the circumstances and that they have been taken into account. The term 'examination' includes any assessment you submit which will receive marks that count towards your University of Cambridge award.

6.12.2 You can request an examination review through the University's Examination Review Procedure on one of the following grounds:

1. a procedural irregularity in the examination process has adversely impacted on your examination results; *or*
2. demonstrable bias or the perception of bias has occurred within the examination process; *or*
3. the withdrawal of academic provision, which had adversely impacted on your examination results and of which the Examining Board were not aware

6.12.3 The Examination Review Procedure and full guidance can be found on the [Student Complaints website](#).

6.12.4 The Examination Review Procedure applies to a wide range of students throughout the University of Cambridge who are studying different courses. The guidance advises students to seek advice from their College Tutor before they submit an exam review; ICE students can contact their Course Director or their Head of Academic Centre Administration. You can also seek advice from the [Student Advice Service](#).

6.12.5 Before submitting an exam review you can seek advice from your Course Administration team and request a mark check to ensure your marks have been appropriately calculated.

6.13 The Office of the Independent Adjudicator (OIA)

6.13.1 If a student remains dissatisfied following completion of the University's internal formal review, appeals and complaints procedures, and after receipt of a completion of procedures letter, the student may be able to apply for a review of their complaint to the Office of the Independent Adjudicator (OIA). 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 Information about the service can be found at: www.oiahe.org.uk and at [Student Complaints website](#).

6.14 University of Cambridge Rules of Behaviour and Discipline

- 6.14.1 The University of Cambridge requires all Registered students (which includes ICE students studying a certificate, diploma or advanced diploma course) to behave in accordance with University regulations and rules. These regulations, including definitions, can be found on the University's [Student Complaints](#) website and in the University's [Statutes and Ordinances](#).
- 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 is 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 [University's Office of Student Conduct, Complaints and Appeals website](#).
- 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 or Central University staff for advice. ICE students are advised, instead, to contact their ICE Course Director, their Head of Academic Centre Administration and/or the [Deputy Director of Academic Centres – Student and Professional Services](#) for support and advice. ICE students can also contact the [Student Advice Service](#).

Removal from Physical Facilities and / or Online Environment Facilities

- 6.15.3 Where a University or police investigation is ongoing, and it is proportionate to do so, the University has the power to suspend students from study or otherwise limit a student's access to facilities, the Virtual Learning Environment, buildings or named persons in order to protect the University community and/or to enable the investigation to properly be conducted. More information is available at: www.admin.cam.ac.uk/univ/so/pdfs/2020/statuted.pdf
- 6.15.4 If, in the reasonable opinion of ICE, the presence of any client, Course Director, Tutor, student or delegate is, or is deemed likely to be, an impediment to the provision of any service of ICE for example displaying behaviour in contrary to the Student Charter, or brings ICE (and/or the University of Cambridge) into disrepute, ICE may exclude such person from all or part of that service on a temporary or permanent basis. If a person is removed permanently from a service, 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 on 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.
- 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 remain outstanding without explanation, the following procedure will be set in motion:
- you will be issued with an invoice from the ICE 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](#), you will be withdrawn from the course and your VLE access will be removed.
 - you cannot continue on a course or enrol on another ICE course if there is an outstanding debt to ICE
 - 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](#).

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 any expenses incurred, including 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](#).

7.3.2 Course places cannot be transferred to other people.

8 Contacts

8.1 General enquiries

Team	Contact Details
Admissions team	ice.admissions@ice.cam.ac.uk 01223 746262
Conference Office	conference.enquiries@ice.cam.ac.uk 01223 746264
Disability Liaison team	da@ice.cam.ac.uk
Madingley Hall Reception	enquiry@madingleyhall.co.uk 01223 746222
Marketing team	marketing@ice.cam.ac.uk
Quality Governance team	qa@ice.cam.ac.uk
Student Data team (Credit queries, credit transcripts, replacement certificates)	ice.records@ice.cam.ac.uk 01223 746294 or 01223 760858
Student welfare / pastoral care	studentwelfare@ice.cam.ac.uk

8.2 Course administration enquiries

Team	Contact Details
Apprenticeships	apprenticeships@ice.cam.ac.uk
Architecture courses	architecture@ice.cam.ac.uk
Artificial Intelligence courses	ai@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
Clinical Research, Education and Leadership courses	crel@ice.cam.ac.uk
Coaching courses	coaching@ice.cam.ac.uk

Team	Contact Details
Creative Writing courses	creativewriting@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
Lifelong Learning courses	shortcourses@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
Professional short 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
Postgraduate Certificate in Teaching and Learning in Higher Education MSt in Advanced Subject Teaching ECR Teach	education@ice.cam.ac.uk

8.3 Web addresses

Website	Web Address
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

8.4 Teaching staff at ICE

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

8.5 Administrative staff at ICE

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

8.6 Address for hard copy correspondence

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