

Student Handbook 2023–2024

Non-award-bearing courses



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This information relates to non-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 2023-24.

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

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1 Studying with the University of Cambridge Institute of Continuing Education

1.1 Introduction

- 1.1.1 The Institute of Continuing Education (referred to as 'we' or 'ICE' throughout the handbook) is part of the world-class University of Cambridge and offers a wide range of non-award-bearing courses which are all taught at undergraduate or postgraduate level.
- 1.1.2 To ensure that our students (referred to as 'you' throughout this document) are aware of the regulations which govern their study, this handbook lays out the relevant policies for part-time study for non-award-bearing courses. Many of these policies 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 Student commitment

- 1.2.1 Many students attend our non-award-bearing courses for enjoyment and personal enrichment. Often the courses can be studied with no previous study or experience, however, you should be confident that you are sufficiently prepared to participate in class discussions and/or discussion boards in the [Virtual Learning Environment \(VLE\)](#) and by completing any required reading. Should you wish to discuss the specific commitments for your course please contact your [Course Administration team](#) who will put you in touch with the appropriate Course Director.
- 1.2.2 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.

1.3 Student certificates

- 1.3.1 Upon completion of some non-award-bearing courses you may apply for a Certificate of Attendance by emailing the relevant [Course Administration team](#). These can normally only be supplied following 100% attendance on the course.
- 1.3.2 A Certificate of Participation will be awarded to Online programme students who contribute constructively to weekly discussions and exercises/assignments for the duration of the course.
- 1.3.3 A Certificate of Participation will be sent electronically to students on the Summer Programme within a week of completing the course.
- 1.3.4 To receive a certificate from an edX platform course you would need to upgrade to the verified track. For more details on certificates from edX please see the [edX Helpcentre page](#).

1.4 Student Charter

- 1.4.1 ICE is committed to excellence in adult education and to facilitating an open and inclusive academic learning environment. We commit to the [ICE Student Charter](#) and expect the same undertaking from our students, where applicable to a non-award-bearing programme or course.
- 1.4.2 If there are any occasions of behaviour or conduct that do not comply with the Student Charter, your tutor will speak to you in the first instance to try to resolve the matter. Your tutor can require you to leave a teaching session if your behaviour is disrupting the class.

If the behaviour persists it will be referred to the Course Director and to the Deputy Director (Professional Services and Students), who will decide what further action should be taken. Further information relating to Student Behaviour can be found under section 4.12 University of Cambridge Student Disciplinary Procedure.

1.5 Transferable skills

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

[Intellectual skills, which include the ability to:](#)

- reflect critically on information received, whether spoken or written
- analyse and evaluate information
- develop and present new ideas
- identify and solve problems
- interpret material which may be presented in an unfamiliar style or format
- apply reasoning or logic

[Communication skills, which include the ability to:](#)

- present written material clearly and appropriately
- present oral material articulately and effectively
- enter a debate and argue clearly and concisely
- listen patiently to the opinions of others
- deliver and receive critical feedback constructively

[Organisational skills, which include:](#)

- time-management
- record-keeping
- self-discipline
- self-direction
- the ability to gather, organise and deploy evidence, data and information
- bibliographic skills

Interpersonal skills, which include:

- working creatively, flexibly and co-operatively with others
- formulating and meeting team objectives
- interacting successfully on a one-to-one basis
- giving support and encouragement to others

- 1.5.2 You may also develop your observational and practical skills, research skills and digital literacy.
- 1.5.3 Some specific courses offered by ICE ensure that you are also given the opportunity to develop professional competencies, workplace skills and achieve professional qualifications that will enable you to progress or change careers. Full details of these opportunities can be found in the relevant course guides on the [ICE website](#).

1.6 Feedback from students

- 1.6.1 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 evaluation form at the end of your course and are asked to answer the questions as fully and honestly as possible.
- 1.6.2 The information provided on the feedback forms is reviewed and used to help improve and develop ICE course provision. The forms can be returned anonymously, but we are also grateful for personal feedback on any aspect of our provision. Immediate concerns or suggestions can be given to the most relevant member of staff, for example your Tutor, [Course Administration team](#) or Hall staff. Alternatively, you can email the [Quality Assurance team](#).
- 1.6.3 Non-award-bearing courses are scrutinised and reviewed by a Non-award-bearing course review panel.
- 1.6.4 The panel reports to the Director of Continuing Education and the ICE Academic Policy and Operations Committee to inform course enhancement.

2 Before you start your studies

2.1 Support for disabled students

- 2.1.1 We are committed to providing people with disabilities or medical conditions equal opportunities and access in their chosen course of study. We recognise the importance of an individualised approach when considering reasonable adjustments and are committed to working towards removing barriers including instructional, physical, and social ones that our students may face.
- 2.1.2 We are committed to developing an inclusive learning and teaching environment for all students and will seek to make reasonable adjustments where possible in order to enable disabled students to reach their full potential whilst studying with us.
- 2.1.3 We make every effort both to anticipate and to make reasonable adjustments to meet the requirements of disabled students and those with additional requirements.
- 2.1.4 All students who disclose a disability or medical condition 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.
- 2.1.5 If you would like to discuss your requirements or if your circumstances change during the course, please contact the [Student Support team](#) at da@ice.cam.ac.uk.
- 2.1.6 Information on support available to disabled students can be found in the Student Help section on the [VLE](#).
- 2.1.7 Our approach is aligned to the requirements of the Equality Act 2010 which 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.

3 Study guidance

3.1 University Library

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

3.2 Local libraries

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

3.3 IT and the Virtual Learning Environment (VLE)

- 3.3.1 Most of our non-award-bearing courses are delivered on the ICE web-based [Virtual Learning Environment \(VLE\)](#). This is a useful study resource and communication channel between students, Tutors and course administrators. If you are studying an Online course, this is where all of your learning will take place. In some cases, it is the place where assignments are submitted and Tutor feedback is received.
- 3.3.2 A small number of courses are hosted on an external platform, such as edX courses, and this will be stated on the course page on the [ICE website](#).
- 3.3.3 After registering for a course which requires access to an online classroom you will be emailed login instructions by the ICE Technology Enhanced Learning (TEL) team. Some emails sent from our offices are occasionally redirected to junk or spam folders, so please ensure you check these folders regularly.
- 3.3.4 The VLE provides you with access to resources and explanatory help files to enable you to get the most from your studies. If you encounter any problems related to accessing the VLE or logging into your account, you are advised to contact the [TEL team](#).
- 3.3.5 You will normally have access to the VLE for two years after your course has finished.
- 3.3.6 You will only require basic internet skills to access and use the VLE but you will need access to the internet to take full advantage of this support. If you have any concerns please discuss these with your Tutor or [Course Administration team](#).
- 3.3.7 What you will need to be able to study online with ICE:
- Basic internet skills
 - Unique email address
 - Broadband / Internet access
 - Word processing software (if submitting assignments) (able to export to Word/Open Office)

3.4 Use of the Internet

- 3.4.1 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. If you are submitting work, 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.

3.5 Academic Misconduct

- 3.5.1 Some non-award-bearing courses allow students to submit work for non-assessment and receive Tutor feedback. The University defines academic misconduct 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.”*
- 3.5.2 Although non-award-bearing programmes do not receive an award of credit and, therefore, suspected cases of academic misconduct will not be reviewed by the University, students submitting work are expected to be familiar with the [guidance](#) on academic misconduct.
- 3.5.3 For advice on referencing and study skills please contact your Course Director via your Course Administration team and see the guidance provided in the [VLE](#). The central University also provide useful [guidance](#) on referencing and study skills, although please note not all of it is relevant to non-award-bearing students.

3.6 Stopping your studies (withdrawal)

- 3.6.1 If circumstances arise which cause you to consider withdrawing from your course, it is important to discuss them with the [Course Administration team](#) as soon as possible, who may be able to direct you to sources of help and advice.
- 3.6.2 If you wish to withdraw from a course, you should contact the [Course Administration team](#) as soon as possible. Standard refund and cancellation policies will apply and these can be found on the [ICE website](#).
- 3.6.3 If you have withdrawn from a course, your VLE access for the course will be suspended and you will no longer have access to the course space on the VLE.

4 ICE Policies and Procedures

- 4.1.1 Information here relates to the academic year 2023-24. Any amendments will be communicated to you and added to the [ICE website](#). Please refer to the latest version.

4.2 Data protection

- 4.2.1 Information about the University of Cambridge's data protection policies and procedures is published on the University's [Information Compliance webpages](#).
- 4.2.2 The ICE Privacy Policy can be found on our [website](#).
- 4.2.3 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.
- 4.2.4 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.

4.3 ICE data retention policy

- 4.3.1 You may request copies of personal data kept by ICE in accordance with the [University of Cambridge's data retention policy](#). At the end of the retention period, data are either destroyed or anonymised and used for statistical analyses, unless subject to an appeal or complaint.
- 4.3.2 All requests for copies of personal data held by ICE should be directed in writing to the [Quality Assurance team](#) in the first instance.
- 4.3.3 Release of data under this policy does not constitute a formal subject access request under data protection legislation. Requests for access to all other personal data should be directed to the [University Data Protection Office](#). For further information please see the [Compliance website](#).
- 4.3.4 All data relating to student appeals and complaints is kept for six years after the issue of a letter of completion.
- 4.3.5 All data relating to Student Additional Requirement Forms (SARF) is held for six years after a student's departure from the course before being deleted.

4.4 Change of name or address

- 4.4.1 The name you give on your application should be your legal name. This will be used on all certificates and supporting documents. If you wish to change your name or its format, you should contact your Course Administration team.

- 4.4.2 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 certificates may otherwise be sent to your old address.

4.5 Use of student work by ICE

- 4.5.1 Occasionally we may wish to keep examples of student work for use in staff development, quality assurance or as a teaching tool. We will always seek your permission to use your work or ask you to opt out of the scheme. In all cases work would be anonymised. Work not kept for these purposes will be destroyed and/or deleted two years after the end date of the course.
- 4.5.2 Copyright and all other intellectual property rights relating to assignments remain with you throughout.

4.6 Equality and Diversity

- 4.6.1 The University of Cambridge, which includes ICE, is committed in its pursuit of academic excellence to equality of opportunity and to a proactive 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](#).

4.7 Dignity

- 4.7.1 The University of Cambridge, including ICE, is committed to maintaining a learning and working environment in which the rights and dignity of all members of the University community are respected.
- 4.7.2 The University of Cambridge expects all members of its community to treat each other with respect, courtesy and consideration at all times. All members of the University community have the right to expect professional behaviour from others and have corresponding responsibility to behave professionally towards others. This includes online activity.
- 4.7.3 Students are asked to respect other students' privacy, whether online or in the classroom. It is not acceptable to discuss the contributions of other students outside of the classroom.
- 4.7.4 If you feel that you would like support from ICE in approaching an individual who you consider to have compromised your dignity through inappropriate behaviour please contact the [Student Welfare team](#).

4.8 Freedom of speech

- 4.8.1 The University of Cambridge is committed to the principle and promotion of freedom of speech and expression, and has a long tradition of seeking to safeguard them. Under section 43 of the Education (No.2) Act 1986, universities are required to issue a Code of Practice. The Code covers requirements and responsibilities for meetings on University of Cambridge premises. A copy of the Code of Practice is available on the University's [Freedom of Speech webpage](#).

4.9 The University's Health and Safety policy

- 4.9.1 The University of Cambridge is subject to the Health and Safety at Work Act. The University has a range of health and safety policies in accordance with section 2(3) of the Health and Safety at Work Act 1974. These policies cover all institutions in the University (except the University Press) and apply to all persons working in the University, including students. For more information see the about [Health and Safety website](#).
- 4.9.2 If you are concerned about a health or safety issue, it should be reported to a member of ICE staff without delay.

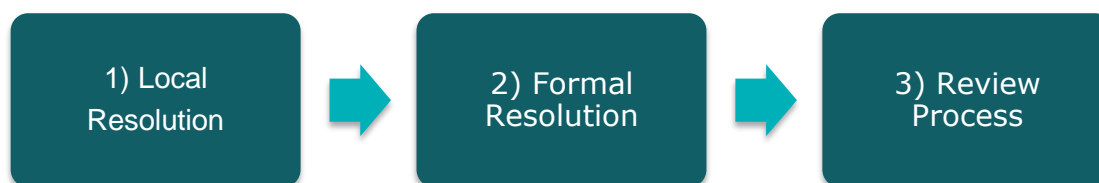
4.10 Field trips and laboratory sessions

- 4.10.1 Some courses may include field trips, visits to local museums, galleries or laboratory work; which add to the academic experience of the course. We undertake a risk assessment under University of Cambridge guidelines, and take appropriate measures where needed. Please listen carefully when the Tutor draws attention to any hazards; all instructions should be followed carefully, as should recommendations regarding suitable clothing and equipment for such sessions.
- 4.10.2 Students enrolled on a course requiring participation in specific field trips, visits or laboratory sessions organised by ICE are covered by the University of Cambridge's public liability insurance during that activity. Please note, however, that the University of Cambridge does not provide travel or personal accident insurance and you may therefore wish to take out your own insurance.
- 4.10.3 If arrangements have been made for you to meet at a specific venue ie a gallery, museum, fieldwork site or laboratory, you are normally responsible for arranging your own transport to the venue. The University of Cambridge's public liability insurance cover commences only when you arrive at the location. If transport to an activity is provided, you will normally be expected to make a payment to cover the cost. ICE identifies any additional costs which will be incurred during a course and informs students in advance of them accepting a place on the course.
- 4.10.4 Any accident or incident which has a potential for harm must be reported to the Tutor, Course Director or other appropriate person who will inform the [Course Administration team](#) and the ICE Health and Safety Committee.

4.11 ICE Student Complaints Procedure

About the Complaints Procedure

- 4.11.1 If you are unhappy with the experience you have received at ICE, there is a Student Complaints Procedure for you to use in order to try and resolve the situation. All complaints are treated seriously and will be handled with due sensitivity.
- 4.11.2 The ICE Student Complaints Procedure for non-award-bearing students has three stages:



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

Local Resolution

- 4.11.5 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 a 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.
- 4.11.6 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 [Quality Assurance team](#). 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.
- 4.11.7 The case reviewer will acknowledge the complaint and consider the case, consulting with appropriate individuals, as required.
- 4.11.8 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.

- 4.11.9 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.

Formal Resolution

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

Review Process

- 4.11.18 If the student is not satisfied with the Formal Resolution decision, they can submit a request for Review within 14 calendar days of the Formal Resolution decision being communicated.
- 4.11.19 The Review will not usually consider issues afresh or involve a further investigation.
- 4.11.20 A Review can only be requested on the following grounds:
- procedural irregularities that occurred during Formal Resolution, which were material or potentially material to the decision reached: and/or
 - the Formal decision is unreasonable, in that no reasonable person could have reached the same decision on the available evidence; and/or
 - the availability of new evidence, which materially impacts the complaint outcome and which, for valid reasons, could not have been submitted at an earlier stage.
- 4.11.21 To request a review the student should complete the online [Student Complaint Form \(Stage 3 – Review Process\)](#).
- 4.11.22 If the request for Review is eligible under the specified grounds and is within the timeframe, as determined above, ICE will appoint an independent Reviewer.
- 4.11.23 The independent Reviewer will consider the student's request, the information considered during Formal Resolution, the decision, and any new information. The independent Reviewer may also request further information.
- 4.11.24 Following investigation the independent Reviewer will have the power to either:
- uphold the complaint in whole or in part and will recommend such remedies as necessary *or*
 - dismiss the request for review and confirm the Head of Human Resources, Governance and Administration's (or delegate) decision.
- 4.11.25 The student will receive the independent Reviewer's decision and the reasons for the decision, in writing, normally within 28 calendar days of submitting the Complaints Review Form. This is the final stage of ICE's complaints procedure for non-award-bearing courses.

4.12 Student Disciplinary Procedure

- 4.12.1 Disciplinary proceedings may be brought against a student who is suspected of having acted or behaved in a manner which unreasonably interferes with the functioning or activities of ICE, or of those who work or study at ICE, or which otherwise damages ICE or its reputation. The following is a non-exhaustive list of examples:
- a) Academic misconduct in work submitted for assessment or in examinations, ie any action which gains, attempts to gain, or assists others in gaining or attempting to gain an unfair academic advantage. For further details please refer to the University of Cambridge's [definition of academic misconduct](#).
 - b) The disruption or attempted disruption of the teaching or administration of the Institute's work or aggressive or harassing behaviour, either physical or verbal, towards any student, or person, such as a Tutor, acting on behalf of ICE.
 - c) The abuse of alcohol or drugs on any premises where ICE courses are held, including transport and residential components of field trips or excursions.
 - d) The theft, damage or defacing of any of the Institute's property or any property on premises where ICE courses are held.
 - e) Other behaviour inconsistent with the University of Cambridge's Rules of Behaviour (where applicable) which can be found on the [Office of Student Conduct, Complaints and Appeals](#) website.
- 4.12.2 In the case of alleged serious misconduct, ICE, through its officers, reserves the right to suspend a student immediately from the programme or course and to exclude them from the premises of ICE (whether the permanent premises at Madingley Hall or teaching accommodation elsewhere in the University of Cambridge or externally) and/or the virtual classroom until investigation of the circumstances has been undertaken according to the procedure below.
- 4.12.3 If disciplinary proceedings are being taken against a student and they have any queries or require procedural advice they are advised to contact the [Quality Assurance team](#).
- 4.12.4 If it is suspected that a student has committed a disciplinary offence, the Director of Academic Centres or Director of International Summer Programmes and Lifelong Learning shall, at their discretion, decide whether disciplinary proceedings should be initiated against the student. If it is decided to begin disciplinary proceedings, the student will be informed, in writing, by the appropriate Director, and the following procedure observed. In the case of International Programmes students attending ICE from an external institution, the ICE staff will decide the appropriate stage at which any accompanying external faculty member, and/or the home institution should be contacted about the incident, and the extent to which these parties should be involved in the following steps:

- a) The Director of Continuing Education will appoint an investigating officer from among the staff of ICE, who has no prior involvement in the matter under investigation. The Investigating Officer will act on behalf of the appropriate Director and request them to provide a full written report on the issues under investigation normally within 20 calendar days. A copy of the report will be sent to the student and relevant members of the ICE staff. The Investigating Officer will invite the student to make a written statement and seek information from any other person thought by any of the parties to have relevant information.
- b) If the Director of Academic Centres or Director of International Summer Programmes and Lifelong Learning decides that there is no apparent case of a disciplinary offence having been committed, the student will be notified and no further action will be taken other than any informal guidance and/or counselling which the Director may consider appropriate in the circumstances.
- c) If the Director of Academic Centres or Director of International Summer Programmes and Lifelong Learning, decides that there is an apparent case and that a disciplinary offence has been committed, unless it is decided to proceed by way of informal counselling, the Director will:
 - convene a disciplinary hearing before a Panel of Inquiry comprising of three members of University of Cambridge staff. One member of the Panel shall be appointed Chairperson of the Panel. The members of the Panel will have had no previous involvement in the matter to be considered;
 - communicate to the student a statement of the disciplinary allegation to be determined at the hearing;
 - provide the student with copies of all statements and evidence to be considered at the disciplinary hearing;
 - advise the student that they may attend the hearing to present their case, and to give evidence, and that they may bring a companion for support or representation and/or invite one or more witnesses to attend to give evidence in person, the only requirement being that the student inform ICE beforehand of those attending the hearing on their behalf.
- d) At the disciplinary hearing, the case for ICE shall be presented by the Director of Academic Centres or the Director of International Summer Programmes and Lifelong Learning, who may also call witnesses to the hearing.
- e) At the conclusion of the consideration of the allegation, the Panel of Inquiry shall decide whether the disciplinary allegation has been proved.
- f) The range of disciplinary sanctions available to the Panel shall include any one or more of the following:
 - formal warning;
 - suspension from use of the Institute of Continuing Education's facilities;
 - expulsion from the programme or course;
 - debarring from subsequent enrolment on any of the ICE's programmes or courses for a determined period;

- require the student to pay the cost of material damages up to the amount of £250;
 - such other lighter penalty as the Director of Academic Centres or Director of International Summer Programmes and Lifelong Learning, as appropriate, considers to be equitable and merited by the circumstances.
- 4.12.5 The date of the hearing shall be determined taking into account the availability of the student and the members of the Panel and other officers in attendance. In the event that the student fails to attend the disciplinary hearing, the Panel of Inquiry may, at its discretion, proceed to decision in the student's absence.
- 4.12.6 The Quality Assurance and Committee Coordinator will assist the Panel of Inquiry, be present throughout the whole proceedings of any hearing and will prepare minutes of the meeting.
- 4.12.7 The student will be informed by the Chairperson, in writing, of the decision of the Panel, normally within 14 calendar days. At the same time, the student will be informed of the right to appeal in writing, to the Director of Continuing Education against the decision of the Panel within 14 calendar days of receiving notice of the decision.
- 4.12.8 An appeal can be submitted on the following grounds, that:
- a) the procedures were not followed properly;
 - b) the Panel of Inquiry reached an unreasonable decision, in that no reasonable person could have reached the same decision on the available evidence;
 - c) the student has new material evidence, which materially impacts the outcome and which, for valid reasons, they could not have submitted at an earlier stage in the process;
 - d) there was bias or reasonable perception of bias during the procedure;
 - e) the penalty imposed was disproportionate, or not permitted under the procedures.
- 4.12.9 On receiving the student's decision to appeal, the Director of Continuing Education will initiate the process of appointing an independent Reviewer to consider the appeal, who will have had no prior involvement in the case.
- 4.12.10 In exceptional circumstances the Reviewer may at their discretion refuse to consider an appeal, should the grounds on which the appeal is based appear to be without merit, vexatious or an abuse of the process.
- 4.12.11 The Director Continuing Education and/or the Reviewer may from time to time vary, at their discretion, the procedure adopted, to provide for the efficient and equitable disposal of disciplinary issues.
- 4.12.12 If a student's appeal is accepted, the student will be invited to submit written representations within 14 calendar days, or longer where appropriate. The Reviewer will consider all written documents relating to the case, the student's representations and the results of any further enquiries the Reviewer may make, at their discretion. All documents considered by the Reviewer will be made available to the student.

- 4.12.13 The Reviewer will issue a report containing findings about the appeal and may make recommendations as to remedies to be adopted or other action recommended to be taken. If the appeal is dismissed the Reviewer will provide, in writing, reasons for the decision.
- 4.12.14 The Director of Continuing Education will communicate the decision of the Reviewer to the student in writing normally within 14 calendar days of the review, along with a completion of procedures letter.
- 4.12.15 The decision of the Reviewer is final within the University of Cambridge. All decisions reached by a Reviewer will be reported to ICE's Academic Policy and Operations Committee.

4.13 Removal from Physical Facilities and/or Online Environments

- 4.13.1 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 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.

5 Fees

5.1 About our fees

- 5.1.1 Fees for individual courses are outlined on the ICE's website. Most are payable in full on enrolment although for some courses there is an option to pay in instalments. Fees cover all resources uploaded to the VLE. They do not cover travelling expenses for field trips, catering or residential accommodation (except where stated in the course information or for residential courses held at Madingley Hall). ICE aims to advise students of all direct costs relating to undertaking a course.
- 5.1.2 When paying for courses by credit card, where the initial payment is a registration fee, or the first instalment payment, the remainder of the fee will be taken from the designated card according to the schedule given on receipt of the registration fee or instalment.
- 5.1.3 Students who withdraw are expected to meet any outstanding fee payments in accordance with the Refund and Cancellation Policy.
- 5.1.4 If any fee payments 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 ICE invoice.
- 5.1.5 The refund and cancellation policies of all programmes can be found on the [ICE website](#).

5.2 Cancellation by ICE

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

5.3 Transfer of course place

- 5.3.1 If you are no longer able to take up your place please contact the [Admissions team](#).
- 5.3.2 Course places cannot be transferred to others.

6 Contacts

6.1 General enquiries

Team	Contact Details
Admissions team	ice.admissions@ice.cam.ac.uk
Conference Office	conference.enquiries@ice.cam.ac.uk 01223 746264
Madingley Hall Reception	enquiry@madingleyhall.co.uk 01223 746222
Marketing team	marketing@ice.cam.ac.uk
Quality Assurance team	qa@ice.cam.ac.uk
Student Support team Welfare, safeguarding, study skills, bursaries, and student support fund support Disability support	studentwelfare@ice.cam.ac.uk da@ice.cam.ac.uk

6.2 Course administration enquiries

Team	Contact Details
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 Summer Programmes	intenq@ice.cam.ac.uk
Lifelong Learning courses	intenq@ice.cam.ac.uk
Medical Education courses	meded@ice.cam.ac.uk
Online courses	onlinecourses@ice.cam.ac.uk
Pre-medical courses	pre-medical@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

6.3 Web addresses

Website	Web Address
ICE Website	www.ice.cam.ac.uk

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

6.4 Teaching staff at ICE

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

6.5 Administrative staff at ICE

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

6.6 Address for hard copy correspondence

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