

**Code of Practice for students studying for the Master of Philosophy by Advanced Study or
Master of Research**

Starting their course in 2020-21

Introduction

This Code of Practice is for students studying for the Master of Philosophy (MPhil) by Advanced Study or the Master of Research (MRes). A list of courses to which this Code applies is contained in Appendix 1.

This Code has been issued by the University's main academic authority, the General Board, to make clear what you should expect during your study in terms of teaching support and assessment. Of equal importance, it also sets out what the University and those responsible for your study expect of you. These mutual responsibilities and expectations are intended to provide a framework within which you can flourish on your course.

This Code is issued for new students starting their course in 2020-21 and applies for the duration of their course. It is issued each year, and those with responsibility for students on the MPhil by Advanced Study and MRes are made aware of changes between issues.

This Code supplements the University's formal requirements as set out in its Statutes and Ordinances.

If you have any questions about this Code please raise them with your Course Director or the Director of Postgraduate Education in your Faculty/Department.

A summary of key points is included at the start of this Code. This is intended as a quick guide, and must be read in conjunction with the detailed information provided in the Code itself.

A glossary of terms is included as Appendix 2.

Students and Course Directors (or Deputies) are asked to sign a copy of this Code to confirm that it has been read and discussed by them.

Professor Graham Virgo

Senior-Pro-Vice-Chancellor for Education

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Summary of key points

Depending on your course, you will be a member of either a Department or a Faculty (para 1).

Your course will be overseen by a University Committee. This Committee, usually a Degree Committee, is responsible for the structure and content of your course, for monitoring your progress and is usually the formal body which will decide whether to approve your award (para 5).

Day to day management of your course will be by a Course Director (para 11) supported by a Course Administrator. The Director has specific responsibilities in relation to oversight of your study, provision of information and setting out expectations (para 14). Depending on your course you may also be allocated a Director of Studies in your Department. Postgraduate student provision in your Faculty/Department is overseen by a Director of Postgraduate Education (para 3).

If as part of your course you are required to write a research project report or dissertation, you will be allocated a dissertation/research project supervisor. They will be responsible for supporting you in researching and writing up your work (para 23).

You will be allocated a Graduate Tutor in your College who will be available to provide advice and support for any non-academic and pastoral matters (para 33).

You are expected to take full advantage of the facilities, teaching, supervision and support offered to you and to be proactive and self-directed in your study and to make independent use of the facilities available (para 37).

You are expected to meet deadlines for submission of work and to complete your course within the timeframe specified (para 47).

If you are experiencing difficulties with your study you are expected to discuss these with your Course Director (or Director of Studies) without delay (para 11). If you are experiencing difficulties with your Course Director you are expected to raise these with the Director of Postgraduate Education in your Faculty/Department (para 3). You may also wish to speak to your College Tutor.

If at any point your Course Director is concerned about your progress, they are required to highlight this, and to alert the Director of Postgraduate Education in your Faculty/Department (para 62).

In certain circumstances, within 28 days of receiving formal notification of your examination results, you may make a request for a review of the result of your examination using the Examination Review Procedure (para 57). For more general complaints, the Student Complaint Procedure is available (para 68). Your Degree Committee/ Faculty Board may be asked to contribute to an investigation of any complaints and examination appeals (para 10).

We confirm that we have read and discussed the contents of this Code of Practice

Student

Name

Signature

Date

Course Director (or Deputy)

Name

Signature

Date

A Responsibilities and expectations of those involved in your study

The following section describes the roles of the various individuals and entities who share responsibility for your course of study. It also describes the roles of the various formal committees that oversee your progress and the award of your degree.

University Faculties and Departments

- 1 As a student on the MPhil by Advanced Study or MRes you are formally a member of a Department (which will be part of a larger Faculty) or a Faculty. This is referred to as your **Faculty/Department** in this Code of Practice. Although you will be a member of one Department or Faculty, it is possible that you may need to spend time in another Department or Faculty, depending on the requirements of your course.
- 2 The **Head of your Faculty/Department** is responsible for personnel matters within your Faculty or Department. They may reasonably expect to be involved in resolution of any difficulties that fall into this category between staff and students.
- 3 Your **Faculty/Department** will also have a **Director of Postgraduate Education**. They will usually be supported by a Faculty/Department committee with responsibility for postgraduate education. Titles may vary, and in some Faculties this role may be undertaken by the Secretary of the Degree Committee. You will be told the name of the person who carries the responsibilities of the Director of Postgraduate Education in your Faculty/Department.
- 4 Your Director of Postgraduate Education is a source of advice if you experience difficulties that cannot be resolved directly and may act as an intermediary between you and your Course Director if difficulties arise. If you experience difficulties with your Course Director you are encouraged to raise these with the Director of Postgraduate Education in your Faculty/Department without delay.

University Committees

- 5 Your offer of admission will indicate your **Degree Committee**.
- 6 Your Degree Committee is formally responsible for recommending to the **General Board** that you be admitted on to your course and for monitoring your progress.

- 7 If you need to apply to change your student status, such as to intermit (take a break from study)¹ or to work away² from Cambridge, the Degree Committee will provide a commentary on your application as part of the application process.
- 8 The Degree Committee will nominate examiners for appointment by the University's General Board.
- 9 The Degree Committee will confirm whether you have met the requirements for the award of your degree.
- 10 If you make a complaint³ about your course or request a review of your examination results⁴ your Degree Committee may be required to provide a response, which will be used in assessing whether to uphold your complaint or review.

Course Director

- 11 Your **Course Director** takes overall responsibility for course content and assessment, and for ensuring that necessary arrangements for academic and administrative support are available to you. Depending on your course of study you may also be appointed a Director of Studies who will fulfil part of the Course Director role. Your course handbook will make clear the distinction between the Course Director role and the Director of Studies role.
- 12 Your Course Director is expected to be familiar with this Code and related guidance provided by the University authorities. Your Course Director is also expected to advise you on planning your personal and skills development.
- 13 Your Course Director is a source of advice and support if you experience difficulties that cannot be resolved directly, and may act as an intermediary between you and your dissertation supervisor if difficulties arise.
- 14 Your Course Director will ensure that you are informed of the following:
 - Course structure, including details of mandatory and optional modules, research projects, placements, and timetables for lectures and assessments.
 - What to expect in terms of frequency of contact between you and your Course Director. This may depend on your course and where you are in your studies. If your course requires completion of a dissertation or one or more research projects, you will agree separate contact arrangements with your dissertation/research project supervisor.

¹ <https://www.cambridgestudents.cam.ac.uk/your-course/graduate-study/your-student-status/intermission-medical-and-non-medical>

² <https://www.cambridgestudents.cam.ac.uk/your-course/graduate-study/your-student-status/work-away-cambridge>

³ <https://www.studentcomplaints.admin.cam.ac.uk/student-complaints>

⁴ <https://www.studentcomplaints.admin.cam.ac.uk/examination-reviews>

- Assessment methods, deadlines and other requirements for each component of your course; these may include progression hurdles which you are required to pass to progress to the next stage of the course.
 - Details of how your progress will be monitored during your course and what feedback you should expect to receive.
 - Details of how to apply to change your student status, such as to apply to intermit⁵ your studies or to work away⁶ from Cambridge to complete a placement or fieldwork for your dissertation. Your Course Director will provide an academic commentary on any such applications you make.
 - Academic conventions for scholarly writing including how to present your work and how to acknowledge the work of others to avoid plagiarism.
 - Conventions and requirements for research and data collection with respect to, for example, use of archives and collections; and integrity in collecting and analysing data, including relevant University policies on research ethics, working with children or vulnerable adults (where relevant) and Animal Welfare (where relevant).
- 15 Your Course Director will monitor your progress - liaising with lecturers and dissertation/ research project supervisors - and will arrange for regular reports on your progress to be submitted. Your Course Director will also take action if your progress is a cause for concern in that you are not progressing satisfactorily and may be in danger of failing an assessment, or are not likely to make the standard for progression to the next stage of your course or for the award of the degree.
- 16 If there are extenuating circumstances which are affecting your progress or performance, your Course Director or administrator may advise you to seek a period of intermission or to request an examination allowance⁷.
- 17 If your progress is unsatisfactory the Course Director may ask the Degree Committee to recommend to the Postgraduate Committee that you be withdrawn from the course.
- 18 Your Course Director is responsible for ensuring that you receive feedback in a timely manner.
- 19 If your Course Director is to be away from Cambridge for an extended period, the Director of Postgraduate Education will make appropriate arrangements to ensure ongoing support.

⁵ <https://www.cambridgestudents.cam.ac.uk/your-course/graduate-study/your-student-status/intermission-medical-and-non-medical>

⁶ <https://www.cambridgestudents.cam.ac.uk/your-course/graduate-study/your-student-status/work-away-cambridge>

⁷ <https://www.cambridgestudents.cam.ac.uk/your-course/examinations/graduate-exam-information/after-examination/examination-allowances-graduate>

Course Administrator

- 20 Your **Course Administrator** supports the Course Director in arranging lectures, modules and assessments.
- 21 Your Course Administrator is a source of advice and support, particularly regarding the administrative aspects of your course.
- 22 Your Course Administrator may manage submission of work for assessment and notification of unratified results.

Your dissertation/ research project supervisor

- 23 If your course involves completion of a dissertation or extended project, portfolio or research proposal, you will be appointed a **Supervisor** to help you with your research. Your supervisor is supported by the Course Director and Director of Postgraduate Education for your Faculty/Department.
- 24 The appointment of your Supervisor will be arranged by your Course Director and Degree Committee. You may be appointed more than one supervisor if your project is interdisciplinary. The timing of the appointment will depend on your course.
- 25 Your Supervisor will advise on the scope and structure of your dissertation/research project and will agree progress arrangements with you, including a plan for your work and a timetable for production of your dissertation/research project.
- 26 Your Supervisor is responsible for ensuring that you are aware of health and safety issues pertinent to your dissertation/research project; relevant University policy on research ethics and ethical matters specific to your research area; University policy on working with children or vulnerable adults (where relevant); University policy on Animal Welfare (where relevant); and intellectual property rights.
- 27 Your Supervisor will establish an effective means of communication with you, which may include meetings, email communication and feedback on draft work. Your Supervisor will confirm the frequency and timings of contact, what will be required and who is expected to initiate contact. The nature and frequency of communication may change depending on the stage of your dissertation/research project.
- 28 Your Supervisor will monitor your progress against the timetable and plan for your work you have agreed together, and take appropriate action if you do not keep in contact, or your progress is a cause for concern. It is likely that this will involve informing the Course Director who may take further action.
- 29 Your Supervisor will also read and comment on draft submissions so that you have the opportunity to incorporate any feedback into subsequent writing, but is not expected to proofread your work. Your supervisor should respond promptly – given adequate notice – to requests from you to meet and to comment on your work.

Assessors and Examiners

- 30 Your work will be assessed by a number of examiners and assessors appointed by the Course Director and Degree Committee.
- 31 The Examination board for your course, which is made up of all the appointed Examiners, is collectively responsible for the examination and results including setting examination papers, approving marks and the grade awarded. The board will include an External Examiner who reports to the University and plays a vital role in ensuring that the standard of the examination is appropriate and that the processes for assessment, examination and the determination of awards are sound and fairly conducted.
- 32 Course lecturers may also act as assessors of coursework. In exceptional circumstances and where the Degree Committee are satisfied that no alternative arrangements are possible, your Supervisor may be one of the markers of your dissertation (or research project).

Graduate Tutor

- 33 You will be allocated a Graduate Tutor at your College. Your Graduate Tutor is a valuable source of advice and support and when necessary can act as a liaison with your Faculty or Department and with central University offices (such as the Disability Resource Centre⁸ and the Student Registry). If you are experiencing difficulties, you are advised to contact your Graduate Tutor as soon as possible.
- 34 Your College will provide a commentary on any applications you make to change your student status (such as intermission⁹ or working away¹⁰ from Cambridge).
- 35 Your Graduate Tutor can also apply for an examination allowance¹¹ on your behalf.

⁸ <https://www.disability.admin.cam.ac.uk/>

⁹ <https://www.cambridgestudents.cam.ac.uk/your-course/graduate-study/your-student-status/intermission-medical-and-non-medical>

¹⁰ <https://www.cambridgestudents.cam.ac.uk/your-course/graduate-study/your-student-status/work-away-cambridge>

¹¹ <https://www.cambridgestudents.cam.ac.uk/your-course/examinations/graduate-exam-information/after-examination/examination-allowances-graduate>

B Your responsibilities as a student

General

- 36 When you matriculated as a student at the University, you promised to abide by the University's Statutes and Ordinances and supplementary policies, including those relating to Postgraduate Students and those concerning conduct, discipline and avoidance of plagiarism. You should ensure that you read and understand all the information provided to you by your Course Director, Director of Postgraduate Education and on the Cambridge Students website¹² about the regulations and policies pertaining to your course.
- 37 You are expected to take full advantage of the facilities, teaching and supervision offered to you by your Faculty/Department. You are also expected to be aware of, and if necessary utilise, support mechanisms such as your Course Director, College Tutor and the Student Advice Service¹³.
- 38 You should receive a course handbook or access to an online resource which will provide details of the course structure, including any compulsory and optional modules and timetables for course attendance and assessment as well as information on sources of student support. You should ensure that you know and understand the structure of your course, and what is required of you at each stage of your course. Your course may include attendance at lectures, seminars and workshops, short research projects and placements in organisations outside the University. You are expected to attend and participate in classes, modules, training sessions and other activities as specified in your course handbook.
- 39 You are expected to be proactive and self-directed in all aspects of your study, and to make independent use of library and other available resources, including laboratory facilities where appropriate. Your course handbook will make it clear how much time you are expected to devote to the various aspects of your studies, which may be up to 40 hours per week (or part-time equivalent).
- 40 You are encouraged to keep your Course Director, Supervisor and Graduate Tutor informed of any circumstances affecting your academic performance or participation in any part of the course. Your Graduate Tutor will advise on any necessary further action depending on your circumstances (e.g. intermitting¹⁴ your studies or applying for an examination allowance). You may also choose to raise awareness of any issues by submitting a report through your CamSIS self-service account. This report will be available to your Course Director, College, Department and Degree Committee.

¹² <http://www.cambridgestudents.cam.ac.uk/>

¹³ <https://www.cambridgesu.co.uk/support/advice/>

¹⁴ <https://www.cambridgestudents.cam.ac.uk/your-course/graduate-study/your-student-status/intermission-medical-and-non-medical>

- 41 You are expected to keep the University informed of changes in your contact details, and to inform your College and Course Director promptly if you cease to attend your course through ill health or other grave cause, or if you no longer wish to continue on your course.
- 42 You are expected to pay fees in a timely manner.
- 43 You are expected to provide feedback on your course as requested by the Course Director.

Residence

- 44 Full-time students are required by Regulation¹⁵ to be resident in Cambridge for all 3 terms of study. It is expected that students work on their studies during these terms and limit their holidays to periods between terms and to the long vacation (taking into account the requirements of their course which may require students to be present in Cambridge between terms).

Students are not expected to be studying during periods of holiday.

Students who plan to study outside of Cambridge must apply to work away¹⁶ from Cambridge, regardless of whether the period away from Cambridge is in term or between terms (except students who are returning home between terms to study or revise for examinations). Students who do not have approved working away arrangements will not be covered by University insurance and may be deemed to be not meeting the conditions of their course (which could lead to withdrawal from the course).

- 45 Part-time students are not expected to maintain residence in Cambridge, but depending on your course you may be required to be resident in Cambridge for particular periods.
- 46 If your course requires you to spend all or part of a term away from Cambridge (for example to undertake data collection for a dissertation/research project or to complete a work-based placement integral to your studies) you must apply to work away¹⁷ from Cambridge and this application must be approved before you leave Cambridge. As part of this application you will be required to submit a risk assessment and to adhere to any conditions attached to your period away from Cambridge. Formal permission is not required for conferences and short research visits. The requirement to apply to work away applies to both full-time and part-time students, even if part-time students are resident outside of Cambridge.

¹⁵ <http://www.admin.cam.ac.uk/univ/so/2018/chapter02-section11.html>

¹⁶ <https://www.cambridgestudents.cam.ac.uk/your-course/graduate-study/your-student-status/work-away-cambridge>

¹⁷ <https://www.cambridgestudents.cam.ac.uk/your-course/graduate-study/your-student-status/work-away-cambridge>

- 47 If you are unable to work on your studies for a specific period due to illness or other circumstance you must apply for an intermission¹⁸. This applies to both full-time and part-time students.

Examination and assessment

- 48 Details of the assessments for your course will be set out in your course handbook and may include a variety of assessment methods such as essays, written examinations, oral presentations and a dissertation
- 49 You should ensure that you are aware of and adhere to any deadlines for the submission of assessed work and that you are aware of the date, time and location of any written examinations. You should ensure that you organise your time to meet deadlines set. If you are experiencing difficulties, you should seek advice and help from your Course Director and/or Director of Studies, Director of Postgraduate Education or your College Tutor.
- 50 You might complete both formative and summative assessment: formative assessment may include submission of essays or other work which is not formally assessed as part of your course but for which feedback will be provided in order for you to identify areas of strength and areas of potential improvement; summative assessment may include submitted work, written exams, oral presentations, etc. and will be formally assessed as part of your course.

Written Examinations

- 51 You should ensure that you are aware of the date, time and location of any written examinations and that you adhere to the University's rules on sitting examinations.
- 52 If you require adjustments¹⁹ to sit your examinations because of a disability or other educational need, you can apply for these through your Graduate Tutor. There is a specific timeframe for applications, so you are advised to discuss your needs with your Graduate Tutor at the earliest opportunity.

Faith provision in University examinations

- 53 If you find that a religious observance will take place around the times that you are scheduled to sit a University examination which means that you may not be able to attend the examination you should submit an application under the faith-provision for University examinations policy²⁰.

¹⁸ <https://www.cambridgestudents.cam.ac.uk/your-course/graduate-study/your-student-status/intermission-medical-and-non-medical>

¹⁹ <https://www.cambridgestudents.cam.ac.uk/your-course/examinations/graduate-exam-information/examination-access-arrangements/examination>

²⁰ <https://www.cambridgestudents.cam.ac.uk/your-course/examinations/faith-provision-university-exams>

Written coursework or dissertations submitted for examination

- 54 You are expected to take responsibility for the quality of any work submitted for examination. Note that the advice and guidance of your Course Director or dissertation/research project supervisor carries no guarantee of success at examination, nor will encouragement or the approval of a piece of work by any course lecturer or your supervisor or the absence of any progress reports indicating concerns about your progress or ability constitute grounds for complaint if you fail in the examination.
- 55 You are expected to follow the conventions and comply with the requirements that pertain in your subject with respect, for example, to scholarly writing; use of archives and collections; and integrity in collecting and analysing data. You should ensure that you comply with the requirement for honesty in presenting your work; the conventions for acknowledging the work of others in your subject and ensure that you understand what plagiarism²¹ is and how to avoid it. The University reserves the right to require the submission of your work in both electronic and paper format and to submit your work for screening with text-matching software.
- 56 If your course involves submission of a dissertation, you should discuss drafts of your dissertation with your Supervisor and confer on its state of readiness for submission. Where your Supervisor is unable to comment, for good reason, on drafts of your work in reasonable time, you should contact your Course Director for assistance. If your Course Director is unable to assist, you should contact the Director of Postgraduate Education in your Faculty/Department.

Requesting an Examination Allowance²²

- 57 If your preparation for an examination or attendance at an examination or other assessment for your course has been hindered by illness or other grave cause, you should seek advice from your Graduate Tutor who may apply to Examination Access and Mitigation Committee for an examination allowance. A request for an allowance must be accompanied by evidence of the extenuating circumstances, and must be received by the Examination Access and Mitigation Committee within three months of the date of the letter which gives you formally the outcome of your examination. An examination allowance can be applied for based on either provisional or final marks. An allowance may consist of granting you the opportunity to resubmit work or take or retake an examination at a later stage. In restricted circumstances an allowance may lead to you being awarded the degree with no further assessment.

Requesting a review of Examination Results²³

²¹ <https://www.plagiarism.admin.cam.ac.uk/>

²² <https://www.cambridgestudents.cam.ac.uk/your-course/examinations/graduate-exam-information/after-examination/examination-allowances-graduate>

²³ <https://www.studentcomplaints.admin.cam.ac.uk/examination-reviews>

- 58 You, or your Tutor on your behalf, may request a review of your examination results (including the result of any progression examinations) within 28 days of receiving formal notification of your examination results. A review can only be requested on limited grounds.

Feedback and Progress

- 59 You will receive feedback on work in a number of forms which may include verbal feedback in one to one meetings or following group presentations; comments on draft and submitted work; and progress reports. Feedback may come from your Course Director, College Tutor, dissertation/research project supervisor as well as from assessors and examiners of your work.
- 60 You may receive provisional marks for assessed work throughout your course. Provisional marks are subject to moderation and ratification as part of the formal examination process and as such may increase or decrease. You will receive formal marks after the examination process is completed.
- 61 Your Course Director is responsible for monitoring your progress during your course. As part of the progress monitoring, a series of progress reports will be submitted during your period of study, as follows:

Michaelmas Term: during the Michaelmas Term you are encouraged to submit an online reflective self-evaluation report. This is an opportunity to raise any concerns you may have at an early stage. Your Course Director and College Tutor will submit comments on your report. Your Degree Committee and Student Registry may also view your report.

Michaelmas, Lent and Easter Terms: at the end of each term your course director will arrange for an online progress report to be submitted. The course director may use feedback on your performance in assessments and lectures, etc., to inform the content of the report. These progress reports will be available to you, your College Tutor, your Degree Committee and the Student Registry.

If there are concerns about your progress

- 62 If at any point your Course Director is concerned about your progress, they are required to highlight this to the Director of Postgraduate Education in your Faculty/Department. Similarly, a dissertation/research project supervisor will highlight progress concerns to your Course Director. They should also submit a formal report indicating their concerns about your progress. Your Course Director may ask you to meet with them to discuss their concerns and possible remedies. If there are extenuating circumstances affecting your progress or performance the

Course Director may recommend that you meet with your College Tutor to discuss possible options including a period of intermission²⁴ or an examination allowance²⁵.

- 63 In some circumstances, you may be referred to the University's Occupational Health Service²⁶, Counselling Service²⁷ or Disability Resource Centre²⁸. You can also refer yourself to these services. If there are serious concerns about your fitness to study or undergo academic assessment (either because of your health or because your conduct or performance suggests underlying health issues) you may be referred for assessment by a Fitness to Study²⁹ panel.
- 64 If you have concerns about your progress or an aspect of your course, you can initiate an online report to highlight these. Your report will be submitted to your Course Director, College Tutor, Degree Committee and the Student Registry.

Permanent withdrawal from study

- 65 The Degree Committee may recommend to the Postgraduate Committee that you be permanently withdrawn from study on one or more of the following grounds:
- a) you have not been working to its satisfaction; or
 - b) you have not complied with the conditions laid down in your case; or
 - c) in its opinion, you are not likely to reach the standard of the course on which you are registered.
- 66 The Committee can also withdraw you if you have not met your conditions of admissions (including holding a valid visa), paid your fees, or if you are no longer a member of a College.
- 67 If you are withdrawn from study, you will lose your student status and will not be able to continue with your course. You will also lose access to all University and College facilities and resources. If you are dissatisfied with a decision to withdraw you from study, you have 14 days to request a review of it³⁰.

Problems and Complaints

- 68 Most problems or complaints can be resolved quickly and efficiently with the support, involvement or intervention of University staff or, sometimes, your Graduate Tutor. You may also seek independent advice from the Students Advice

²⁴ <https://www.cambridgestudents.cam.ac.uk/your-course/graduate-study/your-student-status/intermission-medical-and-non-medical>

²⁵ <https://www.cambridgestudents.cam.ac.uk/your-course/examinations/graduate-exam-information/after-examination/examination-allowances-graduate>

²⁶ <https://www.ohss.admin.cam.ac.uk/>

²⁷ <https://www.counselling.cam.ac.uk/>

²⁸ <https://www.disability.admin.cam.ac.uk/>

²⁹ <https://www.studentcomplaints.admin.cam.ac.uk/fitness-study-0>

³⁰ <https://www.studentcomplaints.admin.cam.ac.uk/reviews-decisions-university-bodies>

Service³¹. You are expected to exhaust all avenues of local, early informal resolution before initiating any formal complaint, review or appeal processes. In the first instance, you should consult and seek the advice of the appropriate departmental member of staff. If you are unclear who this is, you should consult the Director of Postgraduate Education in your Faculty/Department. Although your Graduate Tutor might not be able to solve the problem directly, they might be able to intervene, or at least offer suitable advice about how to proceed or where to go for assistance or advice.

- 69 If, however, you have reason to think that a problem or issue has not been dealt with satisfactorily at the initial, local level – or if the problem is demonstrably of a more serious nature – then you should submit a formal complaint³².

Formal complaints procedures

- 70 The University requires students to raise complaints in a timely manner, within 28 days of the matter arising, so that any disadvantage can be limited and an effective remedy can be put in place. Your College will have its own complaint procedure which should be used if your concern relates to College matters.

The Office of the Independent Adjudicator

- 71 A student who remains dissatisfied following the completion of the University's examination review, appeal or complaint procedures may be able to apply for a review of their complaint to the Office of the Independent Adjudicator for Higher Education (OIA), providing that the complaint they take to the OIA is eligible under its rules. Further information about this process will be provided in the final decision letter issued to the student.

³¹ <https://www.studentadvice.cam.ac.uk/>

³² <https://www.studentcomplaints.admin.cam.ac.uk/student-complaints>

Appendix 1 Courses covered by this Code of Practice

Master of Philosophy by Advanced Study

Advanced Chemical Engineering
Advanced Computer Science
African Studies
American History
American Literature
Anglo-Saxon, Norse and Celtic
Anthropocene Studies
Applied Biological Anthropology
Archaeological Research
Archaeological Science
Archaeology
Architecture and Urban Design
Architecture and Urban Studies
Asian and Middle Eastern Studies
Assyriology
Astronomy
Basic and Translational Neuroscience
Bioscience Enterprise
Biotechnology
Classics
Computational Biology
Conservation Leadership
Criminological Research
Criminology
Development Studies
Developmental Biology
Early Modern History
Economic and Social History
Economic Research
Economics
Education
Egyptology
Energy Technologies
Engineering for Sustainable Development
English Studies
Environmental Policy
Epidemiology
European, Latin American, and
Comparative Literatures and Cultures
Film and Screen Studies
Finance
Finance and Economics
Genomic Medicine
Geographical Research
Health, Medicine and Society
Heritage Studies
History and Philosophy of Science and
Medicine
History of Art and Architecture
Holocene Climates
Human Evolutionary Studies
Industrial Systems, Manufacture and
Management
Innovation, Strategy and Organisation
Land Economy Research
Latin American Studies (by Advanced
Study)
Machine Learning and Machine
Intelligence
Management
Medieval and Renaissance Literature
Medieval History
Micro- and Nanotechnology Enterprise
Modern British History
Modern European History
Modern South Asian Studies
Multi-disciplinary Gender Studies
Music
Nuclear Energy
Philosophy
Planning, Growth and Regeneration
Polar Studies
Political Thought and Intellectual History
Politics and International Studies
Primary Care Research
Public Health
Public Policy
Real Estate Finance
Scientific Computing
Social Anthropology
Sociology
Strategy, Marketing and Operations
Technology Policy
Theology, religion and Philosophy of
Religion
Theoretical and Applied Linguistics (by
Advanced Study)
Therapeutic Sciences
Translational Biomedical Research
World History

Master of Research

Biological Science

Cancer Biology

Connected Electronic and Photonic
Systems

Future Infrastructure and Built
Environment

Future Propulsion and Power

Graphene Technology

Integrated Photonic and Electronic
Systems

Management Studies

Mathematical Genomics and Medicine

Medical Science

Physical Sciences

Sensor Technologies and Applications

Social Anthropology

Ultra Precision Engineering

Courses covered by the Code of Practice for research students

1. Doctoral courses
2. Master of Philosophy by thesis and viva
3. Master of Science
4. Master of Letters
5. Certificate of Postgraduate Study

Appendix 2 Glossary

Assessor: a person who will assess your submitted work.

Counselling Service: the University's Counselling Service.

Course Director: the person with overall responsibility for course content and assessment and who will monitor and support your progress.

College Tutor: see Graduate Tutor.

Degree Committee: the Committee in your Faculty which has responsibility for your course and examination and for the approval of your degree.

Director of Postgraduate Education: the person in your Faculty/Department who is responsible for oversight of its research students and courses.

Disability Resource Centre: the University's Disability Resource Centre.

Examination Allowance: if you do not perform well in an examination, and there are mitigating circumstances, you may be able to apply for an allowance. This may mean that you are permitted to retake part or all of the examination.

Examination board: a board consisting of the examiners of your course, who will ratify the marks for your assessments and make a recommendation to the Degree Committee on whether you be awarded the degree.

Examiner: someone appointed by the General Board to assess work submitted for the degree.

Faculty: the body responsible for organising teaching and research in individual subjects or groups of subjects. Their work is normally organised into sub-divisions called Departments.

Faculty/Department Head: the person in your Department or Faculty with responsibility for that Department or Faculty, including personnel matters.

Fitness to study: the University's fitness to study procedure.

General Board: the central body which advises the University on educational policy and resources. It is responsible for maintaining a high standard of teaching and research.

Examination Review Procedure: the procedure for requesting a review of the results of an examination.

Graduate Tutor: the person your College has appointed to provide general advice and guidance to you. This person may also be called your Tutor or College Tutor.

Intermission: a period of temporary authorised absence from your course for ill health or other non-medical reasons.

Occupational Health Service: the University's Occupational Health Service.

Office of the Independent Adjudicator: an independent body set up to review student complaints.

Statutes and Ordinances: the University's regulations.

Student Complaint Procedure: the procedure under which you can make a formal complaint.

Students' Unions' Advice Service: <http://www.studentadvice.cam.ac.uk/>

Supervisor: a person to support and oversee your progress in your dissertation

Term dates: Dates of terms in which lectures may take place. Full-time students are expected to be resident in Cambridge during terms unless they have formal permission to be elsewhere. Details of term dates can be found at <http://www.cam.ac.uk/about-the-university/term-dates-and-calendars>.

Tutor: see Graduate Tutor.

Working away: permission you will need to seek if you need to study outside Cambridge during your course.