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### 1. Examinations

#### 1.1. Examinations Office

University examinations for the Easter term are well underway, with the peak occurring in the period 29 May – 14 June. This year, the Examinations Office will be located at the Pitt Building. The office will:

- be a first point of contact for all aspects of the administration of examinations;
- co-ordinate delivery of examination stationery to exam venues;
- arrange for the collections and subsequent distribution of examination question papers; and
- distribute the completed examination scripts to examiners.

The Examinations Office will be open as follows.

Monday 22 <sup>nd</sup> May – Friday 16 <sup>th</sup> June <b>Includes Saturdays and Bank Holiday (Monday 29 May).</b>	7.30am - 6.30pm
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**Contacts:** Jo Overhill & Craig Belcher

**Examinations Office:** (3) 34488 or (7) 64995

**Queries:** [recordsandexams@admin.cam.ac.uk](mailto:recordsandexams@admin.cam.ac.uk)

## 1.2. Script distribution and deadline by when scripts classified as missing

As in previous years, scripts will be distributed to Examiners as soon as possible after the exam. Due to the various circumstances that allow a student to sit their examinations in a location other than the main venue, it may take up to 4 working days after the exam for the script to reach the delivery location supplied.

Consequently, scripts for students sitting in other locations are not classed as 'missing' until 4 working days after the examination. If you believe you have a script missing and it is past this 4 day point, please ring the Exams Office on (3) 34488 or (7) 64995 between the hours of 10.00 – 16.00.

If the candidate was scheduled to sit in the main venue and a script is missing, please ring the Exams Office on (3) 34488 or (7) 64995 between the hours of 10.00 – 16.00.

## 1.3. Class Lists and Grade Rosters process and deadlines

Class Lists and Grade Rosters will be managed the same as in previous years. Departments must upload classes, no later than 2pm on the day of publication. Student Registry staff will then run a series of checks prior to releasing the results to students in CamSIS self-service and creating the list ready for publication at the Senate-House. Marks must be uploaded no later than 48 working hours after the Classes.

**Contact:** Craig Belcher  
**Telephone:** (3) 31201  
**Queries:** [recordsandexams@admin.cam.ac.uk](mailto:recordsandexams@admin.cam.ac.uk)

## 1.4. Examiner expenses claims

Examiners should make all expense claims separately, each being approved by the department. It is no longer possible for any payment to be made without the form being correctly completed and claim breakdown detailed. Any incomplete forms will be unpaid until the detail is provided. Internal invoices with no detail / no breakdown will not be accepted either, and will remain unpaid until the detail is provided.

The claim form and details of rates can be found online [here](#). Please forward these claim forms as soon as possible after approval to allow prompt payment, and prior to the financial year end.

**Contact:** Lin Cheng  
**Telephone:** (3) 38390  
**Queries:** [feeandexpenseclaims@admin.cam.ac.uk](mailto:feeandexpenseclaims@admin.cam.ac.uk)

## 1.5. Request for a review of an examination

Students who have concerns about their examinations should follow one of the following procedures.

- A student who has a question about their examination mark or wishes to check that their marks are accurate, should contact the department in the first instance, on an informal basis. Any queries received by the Student Registry will be forwarded to departments requesting that they respond directly to the student.
- Where a student raises a concern about the conduct of an examination **before** the class list is signed, the student or Tutor should complete [Regulation 5 form](#) and email [exam.arrangements@admin.cam.ac.uk](mailto:exam.arrangements@admin.cam.ac.uk).
- Where a student raises a concern about the conduct of an examination **after** the class list is signed, the student or Tutor should complete [Regulation 6 form](#), **within 1 month of the class list being signed**, and send to [exam.arrangements@admin.cam.ac.uk](mailto:exam.arrangements@admin.cam.ac.uk).

- If a graduate student is concerned about the conduct of the exam, they or their Tutors should complete [form XRPQ1](#) **within 3 months** of the examination decision being communicated to them.

Remember that students **cannot question academic judgement** and **can seek advice** from the College or the [Students' Unions' Advice Service](#). Any student who submits an Examination Review should proceed, in the interim, based on the result already issued including, where relevant, graduating and receiving a certificate.

**Contacts:** Karen Morris (Undergraduate and certain other qualifications Examination Review)  
Susan Reed (Graduate Examination Review)

**Queries:** [exam.arrangements@admin.cam.ac.uk](mailto:exam.arrangements@admin.cam.ac.uk) (Undergraduate Examination Review)  
[studentcomplaints@admin.cam.ac.uk](mailto:studentcomplaints@admin.cam.ac.uk) (Graduate Examination Review)

**Review procedures:** [Review procedure for examinations for undergraduate and certain other qualifications \(Statutes and Ordinances 238-241\)](#)  
[Review of the Results of Examinations for Postgraduate Qualifications \(Statutes and Ordinances, p426-429\)](#).

## 1.6. The University's Faith Provision Policy

Ramadan will fall during the examination periods in the next few years as shown by the dates below (although note that all dates are subject to moon sighting and only an approximation).

Ramadan 2017	27 May	Eid: 25 June
Ramadan 2018	16 May	Eid: 15 June
Ramadan 2019	6 May	Eid: 4 June

The University policy on faith-provision for University examinations (which relates to candidates for all examinations except those assessed by thesis and oral only) has been in place since September 2015.

**Contact:** Catherine Fage (Secretary to the Examination Review)

**Queries:** [catherinefage@admin.cam.ac.uk](mailto:catherinefage@admin.cam.ac.uk)

**Student Information:** [www.cambridgestudents.cam.ac.uk/your-course/examinations](http://www.cambridgestudents.cam.ac.uk/your-course/examinations)

**Staff information:** [www.student-registry.admin.cam.ac.uk/examinations-further-guidance-staff/colleges/examination-arrangements](http://www.student-registry.admin.cam.ac.uk/examinations-further-guidance-staff/colleges/examination-arrangements)

## 2. Student Financial Support: HESA

Many of you are familiar with the requirement on the University to detail the financial support received by students to the Higher Education Statistics Agency (HESA). We have recently issued information and guidance to Colleges, Schools, and Departments to outline the process to report financial support for the HESA reporting period 1 August 2016 – 31 July 2017.

The Moodle site, which allows you to transfer the required data securely, and holds supporting information, will be ready in the next few weeks. If you were a user of the Student Financial Support CamTools site, we will transfer your details and arrange the necessary permissions in Moodle.

You have until Friday 11 August 2017 to transfer the details. (This deadline allows you to return financial support provided up to and including 31 July 2017).

If you have not received the information for this year's return, require access to Moodle, or have any queries please contact Ausra.

**Contact:** Ausra Gudeliauskaite

**Queries:** [student.fees@admin.cam.ac.uk](mailto:student.fees@admin.cam.ac.uk)

### 3. Code of Practice for MPhil by Advanced Study and MRes

Students on MPhil by Advanced Study and MRes courses will now benefit from a Code of Practice. The Code, aimed at students, course organisers, and Degree Committees, contains general information on progression, assessment, and sources of advice and support.

New students will receive a copy of the report in early Michaelmas term; it can also be downloaded from [www.cambridgestudents.cam.ac.uk/new-students/manage-your-student-information/graduate-students/code-practice-masters-students](http://www.cambridgestudents.cam.ac.uk/new-students/manage-your-student-information/graduate-students/code-practice-masters-students)

**Contact:** Kerri Gardiner  
**Queries:** [Kerri.Gardiner@admin.cam.ac.uk](mailto:Kerri.Gardiner@admin.cam.ac.uk)

### 4. Graduate Students: holidays

Students on research programmes are expected to be resident in Cambridge and working on their research throughout the year (including during the summer months when undergraduate students are not in residence), with short breaks for holidays. Doctoral students are entitled to up to 8 weeks of holiday per year.

Students who wish to undertake an internship or other such activity during the summer months must therefore apply to intermit their studies or work away from Cambridge (as appropriate, depending on the nature of the activity). Further information can be found

**Contact:** Kerri Gardiner  
**Queries:** [Kerri.Gardiner@admin.cam.ac.uk](mailto:Kerri.Gardiner@admin.cam.ac.uk)  
**Further information:** [www.cambridgestudents.cam.ac.uk/your-course/graduate-study](http://www.cambridgestudents.cam.ac.uk/your-course/graduate-study).

### 5. Update from Educational and Student Policy

#### 5.1 Administrative Officers' event

Following on from the success of the two previous events for Administrative Officers, an event will be planned for September. A date and agenda for the meeting will be circulated in due course. If there is anything you would particularly want included on the agenda please email [Holly.Tilbrook@admin.cam.ac.uk](mailto:Holly.Tilbrook@admin.cam.ac.uk)

#### 5.2 Staff changes

**Alison Burgess**, Administrative Officer, will be moving to the Department of Engineering over the summer after 7 years with the team. Once her replacement has been appointed an email will be sent round.

**Vikki Forsyth**, temporary Administrative Officer, will be leaving the team at the end of her contract in early September. The Deputy Head will resume the liaison role with the Faculties of Clinical Medicine, Education and Veterinary Medicine.

**Holly Tilbrook**, Deputy Head, has been appointed as the interim secretary to the School of Physical Sciences with effect from 1 September 2017 for a period of twelve months. Once her replacement has been confirmed an email will be sent round.

#### 5.3 New course proposal form

A new course approval form for master's courses will be introduced with effect from 1 October 2017. Information will be provided to departments in advance of the change.

## 5.4 Programme Profile

A revised programme profile (formerly known as Annual Quality Update) will be launched for 2017/18. There will also be a pilot programme to investigate whether ESP could make effective use of Moodle when collating information about programmes.

**Contact:** Jane Clare  
**Queries:** [Jane.Clare@admin.cam.ac.uk](mailto:Jane.Clare@admin.cam.ac.uk)

## 6. CamSIS Improvement Programme

An improvement programme is underway to improve the student administration services provided to students and staff around the Collegiate University. The plan, as proposed by the user community, Steering Committee, CamSIS team and business leads, extends to August 2018 and comprises a balance of work across four improvement areas: Admissions, progression and exam support, all underpinned by improvements to user experience. The Programme Board has approved the improvement work that will take place before the end of August 2017 and provisionally approved the proposed work between August 2017 and the end of the programme in August 2018, with a view to formally approving work phase by phase.

The key improvements for administrative and academic staff, which will be introduced before August 2018, include:

- New job-centric CamSIS dashboard for College Tutorial Offices and Degree Committee administrators which directs users to common tasks. Following the roll out to the pilot group of Tutorial Office and Degree Committee staff by the end of June, the dashboard will be introduced to more administrators later in the programme.
- Streamlined working processes and automated tasks in CamSIS relating to:
  - graduate offer-making and confirmations
  - graduate student reporting and feedback
  - graduate applications for changes in circumstances
- System improvements to allow administrators to store results data from the new Admissions Assessments in CamSIS
- Simplified processes for requesting, closing, amending and approving access, and standardised user roles, helping administrators to support academic staff.

Work to simplify the way that student information is stored in CamSIS, referred to as the Academic Structure, is planned to complete on 19 February 2018. The Steering Committee has scheduled the final data conversion work between Friday 16th to Monday 19th February (inclusive) during which the system will be unavailable, having taken into account when critical work that requires access to CamSIS will be taking place in February 2018. Further information, including the times that downtime will start and end, will be made available soon. Familiarisation training sessions are scheduled throughout May, June and July to brief users about how the Academic Structure project impacts them, and administrative staff who user CamSIS are strongly encouraged to attend: [www.camsis-improvement-programme.admin.cam.ac.uk/familiarisation-training-sessions](http://www.camsis-improvement-programme.admin.cam.ac.uk/familiarisation-training-sessions)

There will continue to be lots of opportunities to get involved with the programme. Updates will continue to be provided at forums and user information sessions, and users will be invited to participate in system testing and workshops to improve working processes.

**More information:** [www.camsis.cam.ac.uk/programme](http://www.camsis.cam.ac.uk/programme)  
**Contact:** Kate Maxwell, Senior User Lead  
**Queries:** Email [kate.maxwell@admin.cam.ac.uk](mailto:kate.maxwell@admin.cam.ac.uk)