

1. Student Operations - Office move	1
2. Competition and Market Authority (CMA) Compliance	1
3. Complaints and Appeals: Volunteers urgently required to consider student appeals, complaints and discipline	2
4. Examinations and Assessment	2
4.1. Examinations dates and Examinations Office	2
4.2. Script distribution and deadline by which scripts are classified as missing	3
4.3. Class Lists: Student opt-out of publication	3
4.4. Class Lists and Grade Rosters process and deadlines.....	3
4.5. Examination access arrangements	3
5. Graduate students: change in student status	4
6. Annual allocation of centrally managed space for lectures	5
7. CamSIS Updates.....	5

1. Student Operations - Office move

As reported on the University's web pages, (<https://www.staff.admin.cam.ac.uk/general-news/new-student-services-centre-opens-for-business>) a number of student-facing support services have moved to a new Student Services Centre on the New Museums site. This includes, Student Operations (comprising the International Students Office, the Office of Student Complaints, Conducts and Appeals, and the Student Registry) and Education Quality and Policy (formerly Educational and Student Policy).

The new centre is found on the north (market/Guildhall) side of the New Museums site ([view location on map](#)). We look forward to welcoming you.

2. Competition and Market Authority (CMA) Compliance

The University's CMA Working Group and the Academic Standards and Enhancement Committee has issued Guidance to assist Faculties, Departments, and Schools to meet the University's obligations to current and prospective students under consumer protection law.

These were circulated to Faculty Boards 29 March but are available to download here:

<https://www.educationalpolicy.admin.cam.ac.uk/curricula-and-assessment/cma-compliance>.

For queries about course changes or CMA compliance, please contact your EQP Liaison Officer or Melissa Rielly, below.

Contact: Melissa Rielly, Education Quality and Policy
Telephone: (7)61720
Queries: melissa.rielly@admin.cam.ac.uk

3. Complaints and Appeals: Volunteers urgently required to consider student appeals, complaints and discipline

The University's Council and General Board appoints members of academic staff to consider student complaints, exam review cases, and appeals of University decision. The Council also appoints members of Regent House to the Discipline Committee to consider allegations of student misconduct. Through the usual pattern of retirement or promotion, there are currently a number of vacancies for the following roles:

- Complaint Officer
- Examination Review Officer
- Reviewer
- Member of the Discipline Committee

Role holders need to have some experience of decision-making (at University or College level), decision-makers associated with examination procedures will have previous (or current) experience as an Examiner. Full training will be offered prior to starting the role and administrative and procedural support is provided throughout each process by OSCCA. There is no minimum number of cases or time that role holders need to commit to – cases are only allocated where role holders have capacity and appropriate experience. If you have questions or are interested in being put forward for nomination, please contact Sarah d'Ambrumenil (Head of the Office of Student Conduct, Complaints & Appeals).

Contact: Sarah d'Ambrumenil
Telephone: (7) 65440
Queries: sed52@admin.cam.ac.uk

4. Examinations and Assessment

4.1. Examinations dates and Examinations Office

- Early examination period runs from Monday 8 April to Friday 17 May
- Main examination period runs from Monday 20 May to Friday 14 June

The Examinations Office will be located in 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 examination 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:

Tuesday 23 April – Friday 17 May Includes Bank Holiday (Monday 6 May); closed Saturdays.	8:00am – 5:00pm
Monday 20 May – Friday 14 June Includes Saturdays and Bank Holiday (Monday 27 May)	7:30am – 6:30pm

Contact: Rachel Deans & Jenny Green
Telephone: (7)64849 or (7)64694
Queries: recordsandexams@admin.cam.ac.uk

4.2. Script distribution and deadline by which scripts are 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 locations outside the main venue, it may take up to 4 working days after the examination 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 Examinations 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 Examinations Office between the hours of 10.00 – 16.00.

Telephone: (3) 34488 or (7) 64995

4.3. Class Lists: Student opt-out of publication

Students are now able to opt-out of having their name published on the boards at the Senate-House, and in the Reporter. This includes Graduate students who have their approval published in the Reporter.

Students will be contacted by the Student Registry, detailing the process and deadline to opt out. Any departments wishing to publish a copy of their Class Lists in the department, should alert the Student Registry when loading their marks into CamSIS, and the Registry will supply a copy for publication with names removed. Departments must not post their own copies.

Colleges will continue to be supplied with complete and redacted lists for internal reporting only. This applies to all Class Lists, Lists of Successful Candidates and Approval for Degrees that occur throughout the year.

Contact: Craig Belcher

Telephone: (3) 31201

Queries: recordsandexams@admin.cam.ac.uk

4.4. 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. Marks must be uploaded no later than 48 working hours after the Classes. 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.

Contact: Craig Belcher

Telephone: (3) 31201

Queries: recordsandexams@admin.cam.ac.uk

4.5. Examination access arrangements

Information regarding exam arrangements, can be found at: www.student-registry.admin.cam.ac.uk/examinations-further-guidance-staff/colleges/examination-arrangements

Deadlines for extra time venues:

Venue	Availability (2019)	Deadline for applications
Early venue (extra written time)	15 April – 17 May	8 April 2019 (please contact us if you have a late faller after this date as we may be able to accommodate) Email: ExamArrangements@admin.cam.ac.uk or call Larry Somers: (3) 38389
Titan Suite (PC usage in the main period)	20 May – 14 June	9 April 2019
University Centre (extra written time in the main period)	20 May – 14 June	17 May 2019

Late fallers Procedure for the period 23 April – 14 June 2019:

During the main period, if a student is to be moved into College for an exam that day, go to the Exam Office at the Pitt Building. There is no need to ring first. Someone from the Student Registry will be there to confirm that the candidate can be moved into College as a late faller and an examination pack will be prepared.

Examinations outside of these periods will continue to be managed by Reprographics in the usual way. Please contact Larry Somers on ext. (3) 38389. Student Registry will then alert the Reprographics team who will prepare an examination pack for the College to collect.

For more information, Colleges are reminded that the procedure for late fallers is in the 'Guide to In College Exams', available [here](#).

Contact: Larry Somers
Telephone: (3) 38389
Queries: exam.arrangements@admin.cam.ac.uk

5. Graduate students: change in student status

Further improvements to the CamSIS change in student-status application system was introduced on 13 April 2019. For students who need to apply to work away from Cambridge as part of their studies, an amended application form will improve the quality of information captured on CamSIS and ensure that key information on student's plans is captured. In addition, user-friendly reports will help administrators track these students when they are working away from Cambridge.

These changes will facilitate compliance with the University Policy to Safeguard Students Studying and Working Away. All other aspects of the process will remain the same, including the requirement to upload an approve risk assessment with the application.

FAQs are available for administrators and supervisors at <https://www.cambridgestudents.cam.ac.uk/your-course/graduate-study/your-student-status/work-away-cambridge>

Contact: Emma Rixon
Telephone: (3) 67730
Queries: recordsandexams@admin.cam.ac.uk

6. Annual allocation of centrally managed space for lectures

The annual exercise for allocating centrally managed rooms for lectures was launched to Faculties and Department on 20 March 2019. There have been improvements made to the annual process as part of the Education Space Scheduling & Modelling (ESSM) Project. The ESSM project objective is to implement a timetabling and scheduling solution to allow education space to be managed and allocated efficiently and modelling to support strategic decision making.

The annual room booking process improvements have focused on improving the centrally managed education space allocation process itself and working with departments to 'test' understanding of key principles for curriculum data. The benefits will be; a shortened allocation process, provide visibility, avoid submitting multiple amendments and provide data for evaluating potential new solutions.

The annual allocation will continue to be challenging but we will endeavour to allocate preferred venues, but this may not be possible where there are multiple demands for the same space.

Contact: Georgina Wong
Telephone: (3)32274
Queries: Georgina.wong@admin.cam.ac.uk

7. CamSIS Updates

Work is underway to update the academics view of CamSIS. From 16 May, every area of the system that they use will have a new and consistent user interface, and will look the same as the recently introduced Student Self Service.

This work, sponsored by Dr Rachael Padman, is necessary because the current custom-built system that academics use is difficult and costly to maintain and needs to be updated so it is compatible with essential upgrades. As well as addressing the fact that academics currently see two different user interfaces depending on which tasks they are doing, the opportunity has been taken as part of the project to also take steps to make the system a bit more user-friendly where possible. Users will be able to complete all of their usual tasks and online guidance will be available to both academics and administrators.

The success of this work depends on academics testing the changes. If you know of academics who might be able to spare 20 minutes in April to test from their own desktop computer or laptop from a location that suits them, please get in touch.

Contact: Audrey Leyland
Telephone: (7)66342
Queries: Audrey.Leyland@uis.cam.ac.uk (Project Manager)