



CLARE HALL CAMBRIDGE

College Handbook for
Graduate Students
2016-2017

*This booklet is revised annually in August
Annual changes in Charges run from 1st October each year*

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Term Dates 2016-2017

Full Michaelmas Term: 4th October to 2th December 2016
Full Lent Term: 17th January to 17th March 2017
Full Easter Term: 25th April to 16th June 2017

CLARE HALL
CAMBRIDGE CB3 9AL
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COLLEGE OFFICERS

President	Professor David Ibbetson	3.32370	president@clarehall.cam.ac.uk
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Librarian/Tutor	Dr Rosemary Luff	3.61590	rml10@cam.ac.uk
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HOLDERS OF COLLEGE POSTS

Archivist	Mrs Ruby Reid-Thompson		rubyreidthompson@hotmail.com
Art Committee Chair	Dr Robert Anderson		rgwa2@cam.ac.uk
Music Committee Chair	Professor David Ibbetson		president@clarehall.cam.ac.uk
Review Editor	Dr Trudi Tate		tt206@cam.ac.uk
Wine Steward	Mr Stephen Bourne		stephenrrbourne@googlemail.com

PRINCIPAL MEMBERS OF STAFF

Accountant	Mr Martin Aldridge	3.32364	accounts enquiry@clarehall.cam.ac.uk
Kitchen Manager	Mr Jason Fretwell	3.32366	kitchen@clarehall.cam.ac.uk
College Secretary	Mrs Amanda Barclay	7.65652	college.secretary@clarehall.cam.ac.uk
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Domestic Bursar	Mrs Jane Phelps	3.32369	domestic.bursar@clarehall.cam.ac.uk
Estates Manager	Mr Tim Cottage	7.60995	tc334@cam.ac.uk
Head Gardener	Mr David Smith		ds658@cam.ac.uk
Housekeeper	Ms Terri Lewis	7.46960	tl405@cam.ac.uk
IT Support			ithelpdesk@clarehall.cam.ac.uk
Porters Lodge (Head Porter)	Mr Andrew Taylor	3.32360	porters@clarehall.cam.ac.uk
Tutorial Secretary	Mrs Irene Hills	3.32363	tutorial.secretary@clarehall.cam.ac.uk
Website content administrator	Ms Sarah Hainsworth		webeditor@clarehall.cam.ac.uk

(Note: Omit the prefix 3. or 7. if dialling on the University Network)

The Bursar is responsible for the day-to-day management and financial development of the College.

The Domestic Bursar is responsible for related support management.

The Accountant supports the Bursar in the specialist accounting functions within the College, including the preparation of Members' bills.

The Steward is the official intermediary between members and the Kitchen and should be consulted by any members wishing to make suggestions on matters affecting meals, kitchen service and social events.

The Chef/Manager should be consulted on function bookings that require catering services.

The College Secretary is responsible for the day to day administration of the College Office, and supports the President and Bursar. She also assists Visiting Fellows and Life Members.

The Tutorial Secretary is responsible for the day to day administration of the students' Tutorial Office, and supports the Senior Tutor and college tutors.

The Porters are the first contact for information about the College, including details of the mail, keys and College facilities. They are also responsible for College security, the car park, meeting and guest rooms bookings, and vehicle and bicycle registration.

The Estates Manager and the Housekeeper and their staff are responsible for the maintenance, upkeep and preparation of all college residential accommodation, offices and common areas. They are available to help residents with matters connected with the maintenance and housekeeping of their apartments.

The Porters Lodge is open between 8am and 10pm each day.

The College Office is open between 9.00 a.m. and 5.00 p.m., Mondays to Fridays. Mail for any of the College Officers should be placed in their pigeonholes or handed to the Porters Lodge.

FOUNDING, HISTORY AND COMMUNITY The founding, history and community of Clare Hall are described in two publications by Professor Richard Eden (available from the College Secretary). Please also see www.clarehall.cam.ac.uk under "About us/ History".

ACCOMMODATION

Clare Hall complies with ANUK Standards (www.anuk.org.uk) **concerning the condition and management of its student accommodation. If you think that the college is not complying with the standards, in the first instance, discuss your concerns with the college. If you cannot reach agreement, then you may refer your complaint to ANUK for arbitration.** All graduate student rooms and flats are furnished, and kitchens are fully equipped for food storage and cooking.

Access to rooms While you are in residence, your right to privacy will be respected by college members and staff. 24 hrs notice is given if access is required. However, it may be necessary for College staff to gain access to your room as a matter of urgency, whether or not you are present. Whenever reasonable, an attempt will be made (usually by e-mail) to arrange a convenient time, but if the matter is urgent, access must be granted without undue delay.

Allocation of Rooms Priority for College rooms on site is given to first year students. Clare Hall aims to provide College accommodation for 2 years of graduate study. Student continuing from an MPhil degree to a PhD will have 3 years in total. Once a room has been allocated, it is only in special circumstances, as recommended by the Tutor, eg medical, that a student will be moved in that year. Some students may be required to move after one year's occupancy from on site to off site rooms (determined by a ballot) so that new students can be accommodated on site.

Business Use You are not permitted to carry on or permit to be carried on in your accommodation any trade or business, nor to use the Accommodation for any illegal purpose.

Camp beds Charge for first night: £12.00, Subsequent nights: £2.00 per night, Per week (7 nights): £20.00
A booking form should be completed by 12 noon at the latest on the day required and handed into the Porters' Lodge.

Cleaning You are responsible for cleaning your own room, including any ensuite bathroom, and for bedlinen laundering. Cleaning materials are provided. You must do your own dishwashing and leave work surfaces clear. Kitchens, communal bathrooms and other shared areas are cleaned by college staff, and details of cleaning schedules are posted in student houses, but it is very important for communal living that you are as clean and tidy as possible. Upon departure you must leave your accommodation clean and tidy. Please see your room tenancy agreement for full details. Self-contained flats are not cleaned by college staff.

Council Tax The College is not liable for the payment of Council Tax. Full-time students are generally exempt from liability. The Council Tax (Discount Disregards) (Amendment) Order 2011 requires the College to state that it is expected that students will study diligently and take and pass all necessary examinations appropriate to their course. In respect of all courses, unless otherwise permitted in particular cases, students are required by the College to undertake periods of study, tuition or work experience of **at least 24 weeks in each year of the course**, which, taken together, amount in each year to an **average of at least 21 hours a week**. The College has applied for an exemption for all of its **shared houses which are occupied exclusively by students** and students in these houses need to take no further action. This assumes that no students or partners are working. If the partner or spouse of a full-time student is in paid employment they may be liable to pay Council Tax. This could be in the region of 75% of the Council Tax due on the entire property. **Self-contained bedsits and flats are liable for Council Tax.** However, provided the flat is occupied by a full-time student, an exemption can be claimed for that student. Students living in self-contained College flats or in private accommodation should apply to the tutorial office for a Council Tax Exemption letter if the landlord does not already have

this information from the Cambridge City Council. For guidance on Council Tax matters you should consult the Graduate Union website (www.gradunion.cam.ac.uk/info/accommodation.html).

Departure from Accommodation Rooms must be vacated by 10am on the agreed date of departure.

Electrical Appliances (see also Maintenance below) Electricity in Cambridge is 240 volts AC, 50 Hz. Automatic switch-off kettles only are permitted in rooms. Fridges, plug-in portable electrical heaters, rice cookers, toasters and other cooking equipment are not allowed in rooms and will be removed. The kitchens are well equipped with appliances needed to cook meals. Any defects in electrical appliances should be reported immediately to the House Rep, or if there is a danger to others, directly to the Maintenance Staff. Please do not try to adapt, repair or adjust electrical equipment yourself.

Portable Appliance testing, Any personal equipment that has a plug top fitted to it which will be plugged in to our power sockets **must** be tested. On arrival, you will receive a Personal Electrical plug in Appliances form. Please complete and return it to the porters lodge within the first week of your stay. Our electrician will then test your plug in equipment so when advised please leave your items on your desk or the middle of your floor. Any items that do not pass the test will have a red sticker attached to the plug with the words "Do Not USE" and you will be contacted. This test is carried out once a year without charge.

Energy Saving and Recycling (see Appendix 10, Environmental Policy p 38). The Graduate Student Body (GSB) runs a recycling scheme and there are notices in each house on recycling collection points. Students should make every effort to operate a sensible response to the need to conserve energy and water. This includes turning off lights when leaving your room, turning down the radiator rather than opening a window, wearing warmer clothes etc.

Fire Precautions and safety. All kitchen hobs have cut off timers which operate after 20 mins, and are controlled from a wall button. Clare Hall has a no smoking policy. The use of lighted candles or incense burners or the storage of inflammable substances (such as lighter fuel, methylated spirit or petrol) is not permitted. You must not tamper with fire protection equipment, prop open fire doors, particularly in kitchens, or obstruct corridors or other exit routes with furniture or other items. Laundry or inflammable items must not be hung over banisters or landing rails, and all corridors, passages and exits must be kept clear of items that would hinder escape in the event of an emergency. You are required to take part in fire drills which are held periodically. The testing of fire alarms and equipment takes place every Tuesday between 10.30am and 1pm. The alarm systems when being tested will sound for a few moments only. If the bell sounds continuously, leave the building immediately, with any guests you are responsible for. Please read carefully **Appendix 6 on "Fire Precautions and Procedures"**. In addition, residents must familiarise themselves with the procedures which particularly apply to their accommodation and which are posted in their building.

Guests in rooms **For Health and Safety reasons, the College must be informed of all guests staying overnight in college houses.** Guests may not stay for more than three consecutive nights at any one time, and for up to nine nights in total per term, unless by permission of the Senior Tutor. Please enter the details of guests in the book in the Porters Lodge so that we comply with regulations. You are responsible for your guests' safety in the event of fire.

Heating The central heating system is on from 6 am to 11.30 pm from October to May subject to weather conditions. A temperature of at least 20 degrees is maintained in all college buildings.

House Representative Each house has a house representative who deals with matters affecting those living in the house and acts as the spokesperson for the tenants in discussions with the Tutors.

Insurance The College has fire insurance cover for its buildings and furnishings but not residents' own property. The College does not accept liability for residents' losses or damage so you should consider taking out personal insurance. Details of insurance companies are included in your arrival pack. Personal computers should also be insured. Please note that bicycles and vehicles are at risk in the garage, even when locked. Items should not be left unattended at the cloakroom level.

Keys Please take great care of your room/house key. If you lock yourself out of your room during porters' hours a replacement key may be had from Reception. Outside porters' hours, please see the keyholder names and phones on the office door. **Please return the key immediately.** Do not have any form of identification or address linked to your key to avoid having to change the lock if the key is lost. Replacement keys can be ordered using the Maintenance Form and a charge of £10 per key will be made. Keys must be returned on departure or a £10 charge will be made.

Maintenance (see also Electrical appliances above) Any problems with the maintenance in your room should be reported by completing a form (available on the stand outside reception), which should be handed to the Porter, or by emailing **tc334@cam.ac.uk**. The College aims to deal with all maintenance requests efficiently and quickly. By completing a form or emailing you are giving staff permission to enter your room to deal with the problem. Minor problems should be dealt with in one working day, whilst more major problems, which may involve complicated diagnosis and require parts to be ordered, may take up to a week (or longer if building, major electrical or plumbing work). We aim to deal with all requests within 10 working days. The Bursar reviews the system every three/four months and provides a brief report on achievement of targets, which will be shared with the Senior Tutor and Student House Representatives. Please do not try to adapt, repair or adjust electrical equipment yourself. Any privately owned electrical equipment should be PAT safety tested by the Maintenance staff. **You are responsible for reporting any defects in your accommodation that may, if left unattended, cause damage to College property.**

Noise The design and construction of the College is such that noise carries a long way and considerable care and restraint is necessary to avoid disturbing other members of the College. This is true both of musical instruments, stereos, radios, televisions etc. and noise from groups of people. If you wish to use any musical instrument in your room you must have formal permission from the Senior Tutor. During quiet hours there must be no noise from your room which is audible outside your room. **Quiet hours are: Mon – Fri, 11.00pm to 08.00am, and weekends 12.00am to 10.00am (unless prior notice is given).** Outside of quiet hours, noise should be kept to a reasonable level. Noise is unreasonable if it annoys or provokes a complaint. Playing musical instruments, stereos etc. with doors or windows open will usually be unreasonable. There is a quiet period observed during the summer exam time.

Parties If you plan to hold a party in your college house or in college rooms you must seek permission from the Bursar and Senior Tutor before holding the event. This is to ensure that all fire, health and safety regulations and security arrangements are properly observed. There is a form in the college lobby for booking college rooms. If you plan to invite non-Clare Hall guests to parties in your house you must ask the permission of your fellow-residents.

Rent and Caution money Rents are payable monthly in advance. You must give one month's notice if you wish to leave your accommodation before the date given on your rental agreement. You will be asked for **caution money of £300**, which is returned

after departure, provided your room is left in good condition. If additional cleaning is required over and above normal servicing or if your key is not returned, a charge will be made. Accommodation is let at a price that includes heating and electricity, but the College reserves the right to charge for over-consumption.

Security and Personal Safety Clare Hall is an open site, which means that College houses may be especially vulnerable to theft, and so sensible precautions should be taken. Please ensure that you read the notices in your house about security and follow the advice of your House Representative. Please take note of the following:

- Never leave your room unlocked, even when you are in an adjacent room.
- Always check that the outer door to your house is locked after you come in or go out.
- Never let anyone into your house or room unless you know them, or without checking if the person they are visiting can vouch for them.
- Never let your keys get out of your possession.
- Avoid leaving items e.g. laptops, on view, especially in ground floor rooms. Keep separate backups.
- Never leave your room (any floor) without shutting the windows (and locking them when leaving the building).

You should consider taking out insurance to cover the theft or loss of your possessions, particularly laptops, other computer equipment and bicycles. Personal alarms are available from the Tutorial Office for a small deposit.

Smoking (See Appendix 9) Smoking is not permitted inside rooms on or off site, or in any College building (this includes the bar areas and ALB balcony). It is not allowed in the gardens and grounds except in designated smoking areas. In these areas, cigarette waste should be carefully disposed of and not dropped on College property.

Storage All your personal property (other than bicycles) should be contained in your room. For those with Leave to Work Away permission or on Intermission, there is some limited storage in the Brian Pippard Building. Please see the Tutorial Office. **All other items left outside these areas during your absence will be discarded by staff.**

Tenancy Agreement Before taking up residence, you must sign an agreement which outlines obligations in regard to your accommodation. This agreement will also be signed on behalf of the College by the Tutorial Secretary.

Televisions in student rooms For private televisions, the Clare Hall licence does not cover the use of a set in your room. A multiple licence is not possible. The licence fee for a colour or a black/white television is a fixed rate for any period up to one year. Please see www.tvlicensing.co.uk/information/students.jsp. **From 1st September 2016 a TV Licence is required to watch or download BBC programmes on demand, including catch up TV, on BBC iPlayer.** Televisions can be rented from various firms in Cambridge.

Working away Students who are granted Leave to Work Away are not provided with college accommodation during their absence. Accommodation on their return is subject to availability.



COLLEGE FACILITIES AND GENERAL INFORMATION

ACCESS TO COLLEGE When the Porters are not on duty your University card will give you electronic access to the main building. Please see the Porters' Lodge for the access codes to the Library, the Anthony Low Building and the Computer Room.

ANTHONY LOW BUILDING The Anthony Low Building (ALB) has a comfortable leisure and bar area, a music room, pool table, table football, dartboard and a vending machine. It also houses the Computer Room. The upstairs bar area can be booked for social functions with the Porters and the GSB Social Committee.

ART COLLECTION Some items from the Clare Hall Art Collection may be available for loan in students' own rooms. Please contact the Bursar for further information: bursar@clarehall.cam.ac.uk

ASHBY LIBRARY The Library can be used as a reading/study area. It also contains the collection of books written or edited by members of the College in glass-fronted locked bookcases. Access to the Library is by a coded keypad number which is available from the porters. Books may be borrowed by contacting the Librarian, Dr Rosie Luff, (rml10@cam.ac.uk) and all books have to be signed in and out, and can be taken out on loan for one month. Some reference books are also kept in the Library. Refreshments may not be taken into the Library. Non-Clare Hall members may only use the Library with the permission of the Librarian.

BARS AND COMMON ROOM The main College bar is open each weekday at lunch times from 12.45pm - 1.30pm, in the evenings when there is a Formal Dinner, and as required. There is a vending machine in the entrance hall of the Anthony Low Building providing soft drinks, bottled water, crisps and confectionery. A hot drinks machine is located in the Common Room. The Anthony Low Building Bar is run by the Graduate Student Body and is open several evenings a week.

BICYCLES Bicycles are the most practical means of getting around Cambridge. If you need to purchase one, please see local shops on http://www.cambridgeonline.co.uk/local/Shopping/Bicycles_and_Bicycle_Repairs/. The College accepts no responsibility for the security of bicycles left on College property. University regulations require that all students have their bicycles marked with a College number which can be obtained from the Porter. You should insure your bike and also buy a strong lock, as bicycle theft is very common. You should also wear a cycling helmet for safety purposes. Ensure you observe the rules of the road (see <https://www.gov.uk/guidance/the-highway-code/rules-for-cyclists-59-to-82>) and obey road signs, wear appropriate clothing and ensure your brakes and lights are in good working order.

There are cycle racks in the college car park, and at Leslie Barnett House, Elmside and West Court. **Bicycles should not be kept anywhere inside student houses nor left leaning against the walls of College buildings.** Bicycles must not be left in the car park unless you are residing in or visiting College and must be removed upon departure. Unused bicycles are removed periodically by the Porters and given to a local charity for refurbishment and resale.

CALENDAR OF EVENTS There is a regular programme of talks and seminars, together with music and social occasions and art exhibitions. Details are emailed to all College members and placed on the College website www.clarehall.cam.ac.uk. The Graduate Student Body (GSB) organises many events which are also notified by e-mail.

CAMP BEDS see under "Accommodation"

CARS You are strongly advised not to bring a car to Cambridge as it is far easier to get about by bicycle. The College and University support City Council initiatives to reduce the numbers of cars in Cambridge.

Students are advised to make use of the *Universal* bus service where possible, which stops close to Clare Hall, and travels via many university departments, the rail station, close to the city centre and then to Addenbrooke's

Hospital. Details are on: <http://www.go-whippet.co.uk/new-route-u/>. Under University regulations, graduate students under the age of 24 must seek permission of the Senior Tutor, and license their cars with the University Motor Proctor, in order to bring a car to Cambridge. Students who do bring a car should be aware that there is limited parking on college property available ONLY to those who have special needs, ie, those with a disclosed disability, college resident students who have families on site, or those who have to travel outside Cambridge for their work. Permission to park a car on college property must be sought by all students from the Head Porter who will issue parking permits and register vehicles where appropriate. A list of registered cars is kept by the Porters for the security of vehicles using college parking, and to discourage outsiders from encroaching on the limited space available.

CHILDREN The University has a Child Care Information Office, www.cam.ac.uk/cambuniv/childcare, which can be contacted via email at crm46@admin.cam.ac.uk or by phone 3.32249. Student parents are also advised to consult the CUSU Guide for Parents www.cusu.cam.ac.uk/welfare/childcare/ to explore the range of childcare and support available in the University and the city. (See also "Financial Matters" section concerning Childcare Bursaries.) There is a play area for small children between the Brian Pippard flats and the Fellows' Houses. Ball games should not be played in that area or in the adjacent area. **At exam times parents must ensure their children do not make undue noise outside student accommodation.** For safety reasons, children's bicycles and toys should not be left lying on the college paths when not in use. college.secretary@clarehall.cam.ac.uk

COLLEGE MERCHANDISE The full range of college merchandise for purchase is displayed near Reception. Please ask the porters if you wish to make a purchase.

COLLEGE PUBLIC ROOMS There are a number of rooms and areas in College which are available for hire:

MAIN COLLEGE: Scholars' Garden, Common Room, Dining Room, Meeting Room, Art Gallery, Anthony Low Building.

WEST COURT: Doshisa Room and the Richard Eden Suite. Any catering requirements should first be discussed with the Chef Manager in person, or by phone on 01223 761233 or by email on kitchen@clarehall.cam.ac.uk, but please do not contact the kitchens until you have checked that the room you wish to book is free. To book any of the College's public areas, please contact the Porters to check availability and to discuss your requirements. You will then need to fill in a booking form to ensure that information is disseminated to the Bursar and all relevant staff. Please give the College as much notice as possible when booking rooms, as some events will require extra staff to be engaged. Large parties will always involve particular attention to issues of Health and Safety and Licensing.

There is no charge for the use of rooms if they are used for seminars, lectures and talks which are part of the College's academic life, College social functions, Graduate students and Research Fellows supervisions or College and Inter-Collegiate Committee meetings. The use of rooms by College members for their own private functions and for income generating events will be charged at a rate of **£35.00 per hour**. The use of rooms by non-members or external organisations will be charged at a day rate of **£400 for the Richard Eden Suite and £250 for any other of our rooms for hire and this includes the cost of any equipment provided**. For non-members the minimum period of hire will be half a day. Room booking fees are payable at the time of booking, and catering fees will be charged out after the event. Catering should be provided by our catering

department. In exceptional circumstances you may seek permission to provide your own food from the Domestic Bursar. If this is agreed you will be required to complete a Self Catering Waiver form that explains the responsibilities you have for the legislation in place for those that are food providers at events. For self-catering functions, there will be an additional cleaning fee of £30.00 applied to your booking. (All prices are subject to occasional review).

COMPUTING

Use of IT network

If you use the college IT network, wired or wireless, you agree to abide by the rules governing the use of the Cambridge University Data Network (CUDN). Some of the rules require you to ensure any computer you use on the CUDN is kept up to date with the latest patches available for the version of the operating system (OS) you are using (e.g. Windows, macOS, Linux etc.). You are also required to install and keep anti-malware and anti-virus software up to date on your machines. A free version of McAfee is available for PC or Mac to download from University Information Services (UIS). Please contact us for details, should you require.

The use of any computer/device on the college IT network to access, obtain or download illegal, pirated or copyrighted material is strictly prohibited. Anyone found with this type of material on their computer/device will have it removed, may be barred from using the CUDN and will be reported to the Senior Tutor and/or the President of the college. Please don't do it.

The rules on use of the CUDN can be found on the UIS website. <http://www.uis.cam.ac.uk/governance/information-services-committee/rules-and-guidelines/other-guidelines/network-use/cudn-rules>

Wireless

There is wireless network coverage in most areas of the college. At present the system is split into small zones, with different passcodes used in each zone. The passcode for each zone should be readily available in that area.

Please note the existing wireless network provision at the college is under review and a project is being drawn up to replace the current system with eduroam throughout the college. The timescale for the replacement of the wireless systems in Clare Hall is currently to be determined.

Eduroam wireless

At present there are just two eduroam access points in the college. One is located in the main building that covers most of the common room and one in West Court that covers a small area near Gillian Beer House.

Please see the UIS eduroam webpage where you can find apps for Windows and Mac to help you to configure your device for eduroam. <http://www.ucs.cam.ac.uk/wireless/eduroam/localusers>

Ethernet

Most student rooms have the facility for a wired Ethernet connection to your computer. If you wish to use a wired Ethernet cable connection in your room, you will need to be allocated an IP address. To do this contact the IT Department ithelpdesk@clarehall.cam.ac.uk and we will arrange a time to see you, as we will need to obtain and record your PC/Mac's Ethernet hardware address as part of the IP allocation process.

Getting help

If you have any issues, queries or questions please contact ithelpdesk@clarehall.cam.ac.uk and we'll do our best to help you.

EQUIPMENT HIRE The College has some equipment for loan including baby equipment. Electrical adaptors however should be purchased locally as they vary depending on the appliance's country of origin. Please complete a Maintenance Request form, or email tc334@cam.ac.uk.

FAX The College's Fax number is 01223 332333. Please see the porters' lodge for details. Please ensure all incoming faxes are clearly marked with the recipient's name.

FILM CLUB This club is occasionally run by Clare Hall students if there is enough interest each year, and is open to all members of College.

GUEST ROOMS Guest rooms are available to Clare Hall members, including students' guests, and are for short stay visits of up to two weeks only. Bookings should be made with the College Porter, porters@clarehall.cam.ac.uk (01 223 332360) by the host member. Current rates are £60 single and £70 double. Arrivals should be not later than 10 pm after which the College is closed. The apartments are ready for occupation only after 2.00 pm on the day of arrival and must be vacated by 10.00 am on the day of departure. Keys should be returned to the porters' lodge on departure or put in the returned key box in the entrance hall. A deposit of one night's accommodation charge is required before any room can be held. Other colleges' guest rooms may be found on www.cambridgerooms.co.uk.

LAUNDRY FACILITIES There are coin-operated laundry rooms in the main site garage area and in the Paul Mellon Building in West Court. Please ask the porters for the current passcode. The main site laundry is open from 8 am until 10 pm, (9 am – 10 pm weekends) although machines should not be in operation after 10 pm in consideration of overhead residents. The Paul Mellon laundry can be accessed by other residents in West Court. Only washing powders for 'automatic' machines should be used in the washers. Please see the notices for operating instructions and use the machines carefully. All student houses have ironing facilities.

MAIL Incoming mail is put in the named pigeonholes (small open-fronted compartments) under "Graduate Students" in the downstairs lobby on Mondays to Saturdays. Registered post, packages and boxes are kept in the Porters Lodge and notification slips are placed in pigeonholes. The University Messenger Service (UMS) will deliver letters from the College Office to University departments and colleges, but this service should not be used for personal mail as the college incurs a charge for the arrangement. UMS collects mail about 9.45am for delivery usually the following day. The Post Office collects outgoing stamped mail from the box in the College lobby area on Mondays to Fridays at 4.45pm. The porters can frank outgoing mail and charges must be logged on the day sheet. The College accepts no responsibility for the safety of outgoing mail. Departing students wishing to have mail forwarded for a short period should leave an address with the Tutorial Secretary, but unsolicited mail is not forwarded.

MEDICAL EMERGENCIES

- **If the condition is life-threatening dial: 999**
- If not life-threatening, but you need to see a doctor quickly, dial: **CAMDOC 01 223 464242** from 6pm - 8am weekdays and from 6pm on Friday to 8am the following Monday and all public holidays. CAMDOC is NOT for routine conditions or repeat prescriptions that can await normal surgery hours.
- If you are not sure, call the 24-hour helpline for healthcare advice and services on: **111**
- If the problem can wait until the next day, please make an appointment with your GP when the surgery is open.

Medical - Registration Students who are resident and registered on courses lasting six months or longer are entitled to the UK **National Health Service**, but failure to register at the start of your course may mean that fees might be charged should you need any medical treatment. For public health reasons, Graduate Students must register with a local medical practice on arrival in Cambridge and notify the Tutorial Secretary of the name of the Surgery and Doctor chosen. UK students should bring their NHS number and card with them.

Immigration Health Surcharge

Tier 4 students now have to pay an immigration health surcharge with their visa application which will enable access to NHS care in the UK: www.internationalstudents.cam.ac.uk/healthcare

A brief list of local surgeries is given below and a fuller list can be found on <http://www.nhs.uk/pages/home.aspx>

LOCAL GP SURGERIES

28 Petty Curry /65 Sidney St (over Boots) (tel. 366811)
Wordsworth Grove, off Sidgwick Avenue (tel. 366811)
48 Lensfield Road (tel. 352779/353397)
3 Trinity Street (tel. 366811)
364 Cherry Hinton Road (tel. 247505)
56 Trumpington Street (tel. 361611)
67 Bridge Street (tel. 355060)
281 Mill Road (tel. 247812)
1 Huntingdon Road (tel. 364127)

It is useful to bring any immunisation or other medical records with you.

University Dental Service This service is at 3 Trumpington Street (Tel. 332860) <http://www.dental.cam.ac.uk/> and offers NHS and private routine and emergency dental treatment to students at a charge. Other dentists offering NHS care can be searched for on <http://www.nhs.uk/Service-Search/Dentist/LocationSearch/3>.

MUSIC AT CLARE HALL The Music Committee organises a full programme of concerts throughout the year. Information about events can be found on the College website, posted in the lobby and by email circulation. If you would like to share your musical talent with the College please contact the Music Committee, via: college.secretary@clarehall.cam.ac.uk.

MUSIC ROOM The Music Room is situated in the ALB Building and is open to all college members. It is equipped with instruments for all musicians, from beginners to professionals. There are acoustic, electric, and bass guitars, percussion equipment, electric drum kit and piano, microphones, and headphones for a number of the instruments. The porters supervise the sign-in system and can provide Rules and Regulations for use of this room.

PETS In view of the dense occupation of the site, residents are not allowed to keep pets, other than Guide dogs. Please do not feed stray animals.

PIANO There is a piano in the College Dining room for concert use only. A baby grand piano (for use by accomplished pianists only) is available in the Gillian Beer House in West Court, and there is an electronic keyboard piano in the Anthony Low Building. Please see the Porters regarding room bookings and use of college pianos and rooms for practice as set by the College Music Committee.

PLAY AREAS There is a play area for small children situated between the Brian Pippard flats and the Fellows' Houses. Ball games should not be played in that area or in the adjacent area. We would ask members and their families not to play on or near the garden beds or college structures.

PORTERS The Porters are the first contact for information about the College, including details of mail, keys, College facilities, and guest rooms. The office is open from 8.00 am – 10.00 pm every day. Mail for any of the Officers should be placed in their pigeonholes or handed to the Porters' Lodge.

READING AREA The Reading area in the Common Room is stocked with daily newspapers and periodicals for members to read there. Please do not remove newspapers etc from this area.

SMOKE-FREE POLICY (See Appendix 9) Smoking is not permitted

inside student rooms on or off site, or in any College building (this includes the bar areas of the main building and the Anthony Low Building bar and balcony). It is not allowed in the gardens and grounds except in designated smoking areas, which are outside the Anthony Low Building and at West Court. Cigarette waste should be carefully disposed of and not dropped on College property.

SPORTS FACILITIES The Clare Hall Boat Club

www.clarehall.cam.ac.uk/index.php?id=123 is run by the Graduate Student Body and welcomes and trains new members each year. The College has its own **swimming pool and Multi-Gym** at West Court. Registration and fee details are available from the Porters Lodge. The College is a member of Scudamore's Student Punt Scheme www.scudamores.com/discounts/students. A **croquet** set (kept in the Anthony Low Building) is also available for use on the Scholars Lawn during the summer. **Squash facilities** are available by arrangement with Clare College and are card-operated, which means you need to have your university card read with the Head Porter at Clare College first. **Football** matches are arranged on other colleges' grounds on an annual basis. Various arrangements are made on an adhoc basis to use sporting facilities in Cambridge as required, so please check with the GSB for current arrangements at the time.

STUDIES and CARRELS Please notify the Accommodation Officer Liz Ramsden on ejr25@cam.ac.uk in writing if you wish to be considered for a private study space, clearly stating your preferences and reasons. Current charges are as follows. Unreserved carrels are available for daily use but belongings should not be left there.

Ashby, Single £150 (quarter):

McLean, S2 - S6 Singles £185.00 (quarter):

Ashby Carrels (*Graduate Students have priority*), £40.00 (quarter):

TELEPHONES There are no direct university telephone extensions in student rooms. There is a payphone near the Porters Lodge. There is a free university network telephone in the College downstairs lobby.

Students must upload their mobile telephone number room on their Self Service on CamSIS so that they can be contacted in an emergency.

TELEVISIONS (See also under "Accommodation" regarding televisions in student rooms and houses).

TRAVEL IN CAMBRIDGE (see also "Cars") The College and University support City Council initiatives to reduce the numbers of cars in Cambridge. Students are advised to make use of the *Universal* bus service where possible, which stops close to Clare Hall. <http://www.go-whippet.co.uk/new-route-u/>

FINANCIAL MATTERS

FEES AND ACCOUNTS

The Bursar is the College Officer with overall responsibility for student finance. **However any queries about your College bill should be taken to the Accounts office in the first instance.** You are asked to state that you can meet your financial commitments before coming to Cambridge and we take this contractual arrangement seriously. You must pay your University Composition Fees and College Fees at the beginning of the Michaelmas or commencing Term, unless funding bodies require other arrangements. **New students are not allowed to matriculate, i.e. become a member of the University, until fees are paid for the coming year.** Please note that the College cannot accept responsibility for currency rate fluctuations. If issues relating to your fees or college account cannot be resolved with the college Accountant, you should see your Tutor. If you are, or anticipate that you may be, in financial difficulty of any sort, you should consult your Tutor or the Bursar as soon as possible.

College invoices are issued monthly and sent by email to your Cambridge address. Each invoice includes the rent in advance for your accommodation (if you are resident) and any previous additional charges. The deadline for payment is the 27th of the month of issue. If you are unable to meet this deadline please contact the Accounts Office. You can pay by card at the porters lodge or in the accounts office, or cheques may be handed to the porter. After you complete your course, you must pay your final invoice before you graduate.

CHILDCARE BURSARIES

The University has a Child Care Bursary scheme for non UK students to which Clare Hall subscribes. It exists to provide assistance but cannot pay the full costs of childcare, and grants are in the range of £100-£1500. UK students should apply to the Access to Learning Fund. Bursaries are for pre-school childcare and are means tested. Lone parents have some priority. Information and application forms for bursaries are available from the Tutorial Office

UNIVERSITY FUNDING WEBSITE

<http://webservices.admin.cam.ac.uk/camfunds/gfinder.jsp?status=current&reset=reset>

COLLEGE STUDENT BURSARIES AND AWARDS

FOR PROSPECTIVE STUDENTS

Prospective Clare Hall Graduate Students are eligible to apply for the bursaries described below towards fees and maintenance costs. **Applicants must hold a conditional or unconditional offer of a place at Clare Hall.** The closing date for receipt of applications is **30th June unless specified otherwise** and decisions on awards are made by the Tutors in July. Applications for sums greater than the amounts given below cannot be considered. One application can be made for consideration for all bursaries.

INDIA INNOVATIONS MASTERS PROGRAMME

This Scholarship will provide funding up to a maximum of £30,000 towards course fees and maintenance, excluding costs of travel to and from the UK, to a **citizen of India** to study for a Master's degree at the University of Cambridge for up to one year in any of the STEM subjects related to the energy sector. The list of courses, the costs of which may vary, can be seen on the College website: www.clarehall.cam.ac.uk There is no separate application form for this Studentship. Interested candidates should in the first instance apply to the University of Cambridge on <http://www.graduate.study.cam.ac.uk/how-do-i-apply>, stating Clare Hall as their first choice college. **Closing date 1st May.**

IVAN D JANKOVIC STUDENTSHIP (Next available from October 2016)

This Studentship will provide full fee support and single maintenance to a **citizen of the Republic of Serbia** to undertake doctoral studies (or an MPhil leading to doctoral studies) in the University of Cambridge, and is tenable for up to three years. There is no separate application form for this Studentship. Candidates should apply to the University of Cambridge on <http://www.graduate.study.cam.ac.uk/how-do-i-apply>, stating Clare Hall as their first choice college. The papers of those who are accepted by the relevant University department will be passed on to Clare Hall, who will then consider the candidate for a place in the

College. All eligible candidates, who by **1st May** have been made a conditional offer by Clare Hall to read for the M.Phil. leading to a PhD.

Degree or Ph.D. Degree starting in October, will be considered for the Ivan D Jankovic Studentship. The successful candidate will be notified by the end of June.

MACAO SAR GOVERNMENT SCHOLARSHIP

Three scholarships up to £31,000 each, awarded annually, for graduate **students from Macao** to undertake a one year Master's degree in the following subjects: Economics, Finance, Management, Public Policy, International Relations, Engineering for Sustainable Development, Energy Technologies, Education, Medical Science. There is no separate application form for this Studentship. Candidates should apply to the University of Cambridge on <http://www.graduate.study.cam.ac.uk/how-do-i-apply>, stating Clare Hall as their first choice college. The papers of those who are accepted by the relevant University department will be passed on to Clare Hall, who will then consider the candidate for a place in the College. Closing date **1st May** each year.

PIPPARD BURSARIES

Bursaries of between £1,000 and £2,000. The primary criteria are academic merit and financial need but priority is given to self-funded UK students.

SEUNG JUN LEE BURSARY (Next available from October 2016).

The Seung Jun Lee Bursary, named in memory of a former Clare Hall student, is for an outstanding new student working towards a **PhD in the social sciences**. The £3,000 award is normally tenable for three years.

MELLON BURSARIES

Bursaries of between £500 and £2,000 for maintenance support and supplementary funding, based on merit or merit and financial need.

SANTANDER BURSARIES

One year bursaries of varying amounts awarded for **maintenance support** and based on academic merit and financial need (renewable in certain instances).

PROFESSOR PETER BROWN MEMORIAL BURSARY

An award of £500 is made annually to an outstanding student in **Computer Science or Mathematics**.

DEVELOPMENT FUND

Clare Hall offers a number of supplementary bursaries principally to **prospective PhD students** based on financial need.

JONATHAN HART BURSARY, HENRY SULLIVAN BURSARY, COALES BURSARY AND CHARLOTTE TROPP BURSARY. Each of these bursaries has a value of £500 and is awarded annually on the basis of financial need and academic merit.

FOR CURRENT STUDENTS

Current students are also invited to seek the advice of their Tutors on all matters of funding.

SAJJE MEDAL Awarded annually to two research students (one in Arts/Humanities/Social Sciences and one in the Sciences) whose completed PhD thesis and publications merit high commendation.

PROFESSOR MIKIKO ISHII BURSARY An annual award of £2,500 to a current student of outstanding academic merit in the arts or humanities. The closing date for receipt of applications is 30th June in each year.

TUTORS' FUND

Current students are eligible to apply for the following awards from the Tutors' Fund, details of which, together with application forms, are available in the Tutorial Office: These awards are available throughout the year.

B) **RESEARCH AWARDS** Research awards of £100 are available to students in their first year of graduate study, and £250 to those in their second and third years, towards conference and computer expenses or for the purchase of books.

C) **HARDSHIP AWARDS**

For unexpected financial hardship. Each case is decided on its own merit, and amounts awarded vary considerably.

GRADUATE STUDENT BODY (GSB)

All graduate students at Clare Hall are automatically members of the Graduate Student Body. The GSB Committee is elected to represent your interests throughout the college and the wider university, as well as arranging regular social and sports events. In addition to the Tutorial Office, the GSB Committee is a source of information about what support and services are available to you during your time in Cambridge.

The GSB Committee plays an integral role in the day-to-day and long-term decisions of the college. Your participation is warmly encouraged! In order for the GSB Committee to best represent your interests, it is important that you vote in the elections held at the beginning of Michaelmas Term. New students are invited to stand for a variety of positions. Being part of the GSB Committee is a great way to get involved in college life. In addition to arranging social activities, the GSB Committee has also helped to shape college policies, including rent, accommodation, and computing facilities.

We look forward to meeting you at the Welcome Week at the beginning of Michaelmas term. It will be packed with opportunities to meet your fellow students and get settled into college (and Cambridge) life. In addition, the GSB Committee usually organises at least one large scale party each term, as well as other events such as Jazz Formals, Fellow-Student Interaction dinners and Open Mic nights throughout the year.

The two-floor student common area — the Anthony Low Building (ALB) — is a focal point of much of the student social life in college, and is located in the Scholars' Garden. The ALB includes a Lounge, Bar and Music Room, with a vending machine for snacks and drinks. Disabled access is provided, with a lift to the upper floor.

As part of the GSB, you have access to the college's collection of sports equipment, stored in the ALB and in the main building.

This includes cricket gear, squash rackets, volleyball and net, croquet equipment, tennis rackets and footballs. Please ask at the Porters' Lodge for further details. Additionally, Clare Hall students are allowed to use Clare College's squash ground. This is situated on the other side of Grange Road, between the University Library and Trinity Hall's 'real tennis' ground. The key can be obtained from Clare College's Porters' Lodge.

The Clare Hall men's and women's rowing teams have become increasingly competitive over the last few years. All members of the GSB are welcome to participate, even if you've never tried rowing before. We'll be holding a rowing induction day at the boathouse during the Welcome Week, so do come along and give it a try!

The GSB Committee is also here to provide advice and support. If you would like to chat about any aspect of college life, please do get in touch with the GSB President, Vice President or relevant Committee member. We can offer you guidance and can also raise issues with the relevant college authority. A copy of the College Complaints Policy is also available from the Tutorial Office.

Clare Hall is a warm, welcoming community of students, fellows, researchers and staff. As a member of the GSB, you will be part of a vibrant and inclusive international community which forms an important part of the college. We hope that you will soon feel at home here.

LOCAL FACILITIES

www.visitcambridge.org/VisitCambridge/Home.aspx

Banks Most international organisations have branches in the City Centre. Letters are provided on admission by the Tutorial Office confirming your details to support new account applications. This letter will state your full name **as it is given on your passport** and the overseas address you have previously used in correspondence with the College.

Churches, college chapels and other places of worship

A few of the main churches and chapels are listed below:

Church of England

St Giles, Chesterton Road (Clare Hall parish);
Clare College Chapel (and other college chapels);
St Edward's, St Edward's Passage (Clare College Church);
www.st-edwards-cam.org.uk
University Church of Great St Mary, Market Square;
www.gsm.cam.ac.uk,
St Andrew the Great, www.stag.org

Presbyterian See <http://www.cambridgepres.org.uk/>

Methodist Wesley, King Street, www.wesleycam.org.uk

Roman Catholic Our Lady and the English Martyrs, Hills Road;
www.olem.freeuk.com,
Fisher House - University Roman Catholic Chaplaincy,
www.fisherhouse.org.uk

Baptist Eden Baptist, Fitzroy Street;
<http://www.eden-cambridge.org/>

St Andrew Street Baptist
<http://www.st-andrews-st.org/welcome.htm>

United Reformed Trumpington Street,
www.emmanuel-urc.org.uk

Hebrew Congregation The Synagogue, Thompson's Lane;
<http://www.ctjc.org.uk/>

Beth Shalom Reform Synagogue, www.beth-shalom.org.uk

Mosque 1A Mawson Rd, off Mill Road and other sites.
www.cambridgemosque.com

Groceries and General Shopping. Clare Hall is a 10/15 min walk from the town centre and also the smaller local shopping area of Newnham. The food supermarkets in the city centre are Sainsburys in Sidney Street, and Marks and Spencer in the Market Square. An open market, which is also good for fresh fruit, vegetables, fish and cheeses, is held in the Market Square from Monday to Saturdays. <https://www.cambridge.gov.uk/markets>

Outside the city centre there is a larger branch of Sainsburys in Coldham's Lane, and Tesco branches on Newmarket Road and near Cherry Hinton, Bar Hill and Milton. There is an Asda in Coldhams Lane and a Waitrose in Trumpington. Several of the main supermarkets offer an internet ordering and delivery service.

For general shopping, there are large departmental and national stores in the town centre, as well as some small independent shops.

Cambridge Information Office and Library. The Information Office is behind the Guildhall in the Market Square and carries a wide range of information on Cambridge and the area, as well as bus and train timetables. See www.visitcambridge.org. The Central Library in Lion Yard has information on various clubs, social gatherings, adult education courses and child play groups. Students resident in Cambridge can join and use the borrowing facilities of the Central Library. See www.cambridgeshire.gov.uk/leisure/libraries

Sport, Leisure and Fitness. The University's sport facilities are on <http://www.sport.cam.ac.uk/>

Town facilities include Cambridge Leisure. This is next to Hills Road

Bridge, and hosts a nine-screen Cineworld Cinema, fitness club, 28-lane bowling alley and several shops and restaurants. The Arts Picturehouse in Regent Street is a three screen cinema dedicated to showing current, classic, independent and foreign language releases. There is also a multiplex cinema in the Grafton Centre shopping area. The city's main swimming pool is on Parker's Piece.

Medical. (see College Facilities and General Information – Medical)

Post Office. The nearest main Post Office is in Regent Street in the city centre. There is also a local post office in nearby Newnham, at 26 Derby Street, Cambridge, CB3 9JE. See also the information on mail contained in the College Facilities section.

Shipping and Transport. Information on companies providing a shipping/storage service is available on the stand near the Porters Lodge or on the table near student pigeonholes.



MEALS AND WINE

We hope that students will take part in College meals in the Dining Room as much as possible. Fellows, students and staff eat together, and in order to foster a sense of community and encourage all members of the College to meet together, we suggest that vacant places at a table should be filled before starting a new one. Lunch and supper are served during the week. No breakfast is served in College and there are no meals at weekends (but see Robinson College below). Vegetarian, gluten and wheat free meals are indicated on the menu, which is on the College website and displayed in the Dining Room. There is no compulsory fixed kitchen charge. The kitchens are closed between Christmas and New Year and for a short period in August.

The college operates a cashless system Upay for meals and bar charges, utilising your University ID card at the electronic point of sale. Cards should be pre-loaded with cash and will be swiped at the point of sale. The current termly meal allowance of £44 is assigned to your Upay account. All meals taken MUST be recorded and paid for using the Upay system. Members whose card does not have sufficient credit can still have a meal by signing for the meal at the till but may be liable for an administrative charge. Booking is not required for lunch or suppers but should be made for Formal Wednesday Dinner by emailing kitchen@clarehall.cam.ac.uk or signing the sheet in the Dining Room.

Meals Allowance Whilst paying fees, students are entitled to a £44.00 meals allowance per FULL TERM but not during the long vacation (see p2 for dates). The allowance can be used at the Formal Wednesday dinners and Thursday suppers and the charges will be deducted from the Upay account. There is a drinks charge for all attendees at Formal Dinners covering wine and a range of soft drinks. The meals allowance cannot be used for drinks, and students must upload sufficient credit before attending the dinner. The meals allowance cannot be used for guests including partners or for attending a college Feast. Meal privileges are related to the completion of nine terms fee payment.

Guests may be brought to any meal. There is a maximum number of 5 guests per graduate student unless you have made alternative arrangements with the Chef Manager or Bursar. Payment is also via the Upay system and credit should be uploaded before using the Dining Hall.

Bars The main **College bar** is open each weekday at lunch times from 12.30pm - 1.45pm, in the evenings when there is a Formal Dinner, and as required. There is a vending machine in the entrance hall of the Anthony Low Building providing soft drinks, bottled water, crisps and confectionery. A hot drinks machine is in the Common Room. The **Anthony Low Building Bar** is run by the Graduate Student Body and is open on most evenings.

Breakfast and Weekend meals No breakfast or weekend meals are served in college. Robinson College (opposite Clare Hall) welcome members of Clare Hall to use their catering facilities at times (apart from times in their summer conference season) when the Clare Hall kitchen is not open. There is no need to book. Please tell the Robinson cashier that you are a member of Clare Hall. You will be charged Non-Member prices but there is no Guest Charge applicable. Please see <http://www.robinson.cam.ac.uk/college-life/departments/catering-department>

Children in the Dining Room Formal Dinner is not suitable for children under 18 years of age, with the exception of Graduation Dinners, but they are very welcome at regular lunch and supper.

Kitchen Closure Dates 2016/17 The Kitchens will be closed for short periods over Christmas and Easter and for a short period in August for maintenance and deep cleaning. The dates will be issued in good time beforehand.

Meal Times: Lunch is served 12.30 - 1.45 pm. The dining room should be vacated by 2.00 pm after lunch to assist staff in clearing up. **Supper is served 6pm - 7.30 pm.** No booking is required for lunch or supper. Tea and coffee are available in the Common Room after meals.

Meal Prices for Graduate Students

Lunch/Supper (3 courses and coffee) £5.50

Pippard Lunch £3.50

Formal Dinner, inc. wine or soft drink £14.50

Feast (inc wine or soft drink) £30.

Meal Prices for Students' Partners and Guests

As above with the exception of:

Formal Dinner, inc. wine or soft drink £17.00

Wednesday Formal Dinner – 7.30 pm. Formal Dinner is a relatively formal occasion, though not black tie, but academic gowns are not worn. The minimum age limit for Formal Hall is 18 years, with the exception of Graduation Dinners. The number of guests is restricted to 5 (without prior arrangement) and guests should always be accompanied by college hosts. To book please use the following link: <http://www.clarehall.cam.ac.uk/online-booking-form> All bookings need to be submitted by 1.45pm the day before and bookings can only be made up to four weeks in advance. Please allow guests and their hosts to enter the dining room first on these evenings.

Wine The College has a well-established wine cellar and a list is produced each term. Order forms are on the stand in the lobby and should be handed to the College Secretary. The Wine Steward is happy to give advice.



TUTORIAL MATTERS

TUTORS

The Tutors' job is to help graduate students with any problems they may encounter while at Clare Hall. This could be a problem with your department, the University, financial problems arising from a change of circumstances or anything that is affecting your work. For postgraduates, the role of the Tutor is sometimes less obvious than with undergraduates. The tutors do, however, see many students who experience financial hardship, personal problems, or difficulties with their studies that they wish to discuss outside their departments. The Tutor can play a key role in helping students to get the most out of their time in Cambridge. This can be about:

- navigating the politics and bureaucracies of the University and the College,
- applying for extra grants for travel or because of unforeseen hardship,
- seeking changes of department or supervisor,
- dealing with disciplinary matters,
- coping with family upheavals,
- acting as intermediary with Faculties in cases of health, personal or academic problems that affect a student's work.

The Senior Tutor is **Dr Iain Black** (Geography) and all Tutors are listed below. You will receive notification of your College Tutor, and they are available by email appointment or through the Tutorial Office. In an emergency during out of office hours, the Porters will be able to contact the Senior Tutor for you.

You will also have a Supervisor (or in the case of some one-year courses a Course Director), appointed by your Faculty or Department, who is responsible for giving you detailed advice and guidance on your academic work. In certain subjects the College also appoints a Director of Studies, usually a staff member of the Department concerned, who is retained to give advice and help to Clare Hall students in that subject. At present we have Directors of Studies in Law and Maths. See also "Financial Matters" for the Tutors' Fund for Research Funding, Hardship and Clare Hall Bursaries.

CLARE HALL TUTORS



Iain Black PhD
(Senior Tutor)
Geographies of money, banking and finance.
lsb26@cam.ac.uk



Ian Farnan PhD
(Tutor) *Physics and chemistry of minerals, melts and glasses. Atomic scale transport and structure.*
if203@cam.ac.uk



Yi Feng PhD (Tutor)
Science, Technology, engineering and mathematics (STEM) education.
wyf21@cam.ac.uk



Rosemary Luff PhD
(Tutor and Librarian).
Archaeology of early societies: diet/health; treatment of animals; and religion.
rml10@cam.ac.uk



Annamaria Motrescu-Mayes PhD (Tutor and Website)
Theories of visual culture and modern South Asian history.
amm230@cam.ac.uk



Trudi Tate PhD (Tutor and Review Editor)
Literature and war in the nineteenth and twentieth centuries; literature and psychoanalysis.
tt206@cam.ac.uk

GRADUATION

Once you have been approved for your degree by the University, you must have your degree conferred on you at a ceremony (known as 'Congregation') in the University's Senate House. Clare Hall graduands are presented by the College on dates in October, February, April, May and July, and at other times by arrangement. General Admission in June is for LLM degrees only. Please note that from October 2017, the LLM degree will cease to be conferable at General Admission, but may be conferred at other ceremonies. The graduation dates for 2016-17 can be seen on: <http://www.admin.cam.ac.uk/univ/degrees>. **Please contact the Tutorial Office before making plans to make sure we are presenting a group on the date required.** You may take your degree either in person or in absence. There is no time limit within which you need to take your degree, **but you are not entitled to state you hold the degree until it is conferred on you.**

No fee is payable for graduation but an academic gown and hood (and white bands and bow tie as appropriate) must be rented or bought for wearing at the ceremony. If you take your degree in absence, please note you cannot attend a subsequent ceremony, and the certificate will be posted to you a few days after the relevant Congregation. Transcripts are posted after the ceremony when available.

To graduate, either in person or in absence, you should contact the Tutorial Secretary at least two weeks before the date of the Congregation you wish to attend and complete an application form.

You will be given details of dress code, academic dress hire and photography. You should also make arrangements to settle any outstanding fees, otherwise your name cannot be put forward. If you take your degree in person, you are invited to a Graduation Formal Dinner and rehearsal at Clare Hall on the Friday evening before the Congregation. You may bring guests; you and one other are free of charge but there is a charge for additional guests. This is a formal meal with dress the same as a Formal Dinner on a Wednesday. You can also request up to 3 tickets for guests to attend the Congregation. There is no charge for these tickets. Please see the University website regarding graduation: www.admin.cam.ac.uk/univ/degrees/ceremony/

Life Membership

Please see the *Clare Hall Life Membership pages* on www.clarehall.cam.ac.uk. All those who have taken a degree at Clare Hall and graduated are elected into Life Membership of the College by the Governing Body. This gives you permanent right of access to all College facilities on a pay-as-you-go basis. The University Library may also grant access to graduate members if sponsored by the College. All members whose addresses are known to the College receive a copy of the Clare Hall Review and may join the email list for details of events etc. Members are encouraged to stay in touch with the College, and let us know their news, promotions, family events, honours etc. and of course any change of address. Please also see the University's Alumni Office's website for university news: www.alumni.cam.ac.uk/

UNIVERSITY FACILITIES

www.cam.ac.uk

BUS SERVICES “*Universal*”

The University supports City Council initiatives to reduce the numbers of cars in Cambridge and students are advised to make use of the *Universal* bus service where possible. The *Universal* runs from West Cambridge to Addenbrookes Hospital via many University colleges and departments, including Clare Hall and the rail station. Travel on the *Universal* is reduced in price to University card holders. Details are provided at: <http://www.go-whippet.co.uk/new-route-u/>

UNIVERSITY CARD

University access cards are provided for all registered students on arrival. Lost cards can be replaced at a cost of £15 and stolen cards can be replaced without charge provided a police reference is given. The card allows college and department access (when activated), meal payments, subsidised use of the *Universal* bus service, discount on some book purchases, free access to some university sites and other benefits.

COMPUTER SERVICES

The University Computing Services is situated on the West Cambridge site. www.cam.ac.uk/cs Contact: service-desk@ucs.cam.ac.uk. Please give your Cambridge University email.

COUNSELLING SERVICE

All new students are provided with details of this Service, which is based at 2-3 Bene't Place, Lensfield Road, Cambridge, CB2 1EL, exists to help with general, personal and emotional problems of students of the University. Non-students may book one session, which is subject to a charge. The service is staffed by General Practitioners and professional counsellors, and is entirely confidential. Appointments can be made directly: Tel: 01223 332865. Email: reception@counselling.cam.ac.uk. www.counselling.cam.ac.uk.

DEPARTMENTS AND FACULTIES

Teaching and research in the University is administered through Departments, which are grouped in Faculties. Most, but not all, visitors to Clare Hall are associated with departments or faculties, usually through prior academic links. www.map.cam.ac.uk/directory/

GRADUATE UNION

The Graduate Union is situated at 17 Mill Lane Cambridge CB2 1RX where there is a shop and information area. www.gradunion.cam.ac.uk

LANGUAGE CENTRE

The Language Centre is situated in Downing Place, Cambridge, CB2 3EL. Phone: 01223 335058 email: enquiries@langcen.cam.ac.uk www.langcen.cam.ac.uk.

LIBRARY

The University Library is on Grange Road, very close to Clare Hall. For opening hours and facilities see www.lib.cam.ac.uk.

OTHER COLLEGES

Clare College, King's College, St John's College and Queens' College and other colleges may charge tourists admission for visits to their sites. Members of Clare Hall (including Students and Visiting Fellows) may avoid these charges by showing their university card but this is at the discretion of the college being visited. All colleges are closed to visitors at exam and other times during the year.

SPORT AND CULTURE There are very many sporting and cultural activities at the University organised by individual clubs and societies run by staff and students. See www.societies.cam.ac.uk and <http://www.sport.cam.ac.uk/>

ST CROSS COLLEGE, OXFORD

Under a reciprocal agreement between Clare Hall and St Cross College, Oxford, any resident member of Clare Hall who may be visiting Oxford is offered the privileges of member of the Common Room, without payment of a Common Room subscription, for up to ten days in any academic year. Appropriate notice of the exercise of these privileges should be given to the Bursar, St Cross College, Oxford (Tel. 01865-278490). Any extension of the privileges beyond ten days would be subject to the agreement of their Executive Committee. www.stx.ox.ac.uk.

UNIVERSITY CENTRE

Temporary visitors may obtain membership of the University Centre, Granta Place, off Mill Lane. The University Centre is the catering and social centre for graduate members of the University. Members wishing to use the Centre should visit to collect details and register. The Centre opens daily and facilities include the second floor Riverside Coffee Lounge, the Riverside Restaurant and the Main Dining Hall. www.unicen.cam.ac.uk.



UNIVERSITY OF
CAMBRIDGE

CLARE HALL ORGANISATION CONTACT TABLE A-Z

(see contact phones as at start of Handbook)

Function	Details	Person
Anthony Low Building (ALB)	Booking: GSB Bar staff: GSB Bar restock: See Kitchen Bar keys: Porter	GSB Social Chairperson GSB Bar Manager bursar@clarehall.cam.ac.uk
Bursaries/Research Funds/Hardship		SeniorTutor@clarehall.cam.ac.uk Tutorial.secretary@clarehall.cam.ac.uk
Ceremonial, incl. Matriculation and Graduation		Praelector, via Tutorial.secretary@clarehall.cam.ac.uk
Camp Bed Rental		porters@clarehall.cam.ac.uk
Childcare bursaries	Eligibility and support	Dr Trudi Tate, Tutor, tt206@cam.ac.uk
College accounts	Billing and payment of college bills Caution money	accountsenquiry@clarehall.cam.ac.uk
College Calendar	For items to be listed involving all college members.	Amanda Barclay, College Secretary, college.secretary@clarehall.cam.ac.uk
College Leadership		Professor David Ibbetson, president@clarehall.cam.ac.uk
College Management and Finance	Supervision of non-tutorial staff Complaints and unresolved issues College Committees	Amanda Walker, Bursar bursar@clarehall.cam.ac.uk. Iain Black, SeniorTutor@clarehall.cam.ac.uk (for Student complaints)
College Rooms Bookings	Reservations, including Richard Eden Rooms and Dining Hall (booking forms outside reception)	Porters@clarehall.cam.ac.uk
Computing/IT	Network access, emails and related issues	Clare Hall IT Dept. ithelpdesk@clarehall.cam.ac.uk
Electronic Key Cards	For main college doors, ALB, and pool/gym.	porters@clarehall.cam.ac.uk
Elmside Gate Access	For use during ALB parties, not general use.	Porter (Office Hours), porters@clarehall.cam.ac.uk GSB President (Non-Office Hours)
Emergencies		Police, Fire, Ambulance: 999 University Security: 01 223 331818 Weekends: Your House Rep Maintenance 07774 017445 Porters 07917535703
Fundraising / Development		Development@clarehall.cam.ac.uk
Gate Keys	Herschel Road, Rifle Range Road (Except Elmside Gate)	porters@clarehall.cam.ac.uk
Guest Rooms	Book with Porters Lodge	porters@clarehall.cam.ac.uk
Housekeeping	Public and communal areas Housecleaning Replacement Linens, cookware.	House reps or cleaning persons in the first instance Terri Lewis, Housekeeper, tl405@cam.ac.uk Jane Phelps, Domestic Bursar domestic.bursar@clarehall.cam.ac.uk
House Rep Supervision		SeniorTutor@clarehall.cam.ac.uk
House/Room Keys	(Not electronic key cards)	porters@clarehall.cam.ac.uk
Kitchen and Bar	Restocking ALB bar Requests for catering	Kitchen Manager: kitchen@clarehall.cam.ac.uk Chef/Manager, Jason Fretwell, jf558@cam.ac.uk . 01223-332366
Locked out of room		Office Hours: porters@clarehall.cam.ac.uk Out of Hours: See Reception Door
Maintenance	Light bulbs, heating, appliances (e.g., laundry machines, cookers), plumbing, broken furniture, room/house repair (Maintenance request forms outside reception.)	Tim Cottage, Maintenance Manager, tc334@cam.ac.uk 01223 760995
Photocopy, postage etc.	Copy cards, Express Mail, faxes Incoming packages and registered mail, postage, stationery	Porters@clarehall.cam.ac.uk
Student Accommodation	Allocation, tenancy agreements, departures, guests	Tutorial Secretary, tutorial.secretary@clarehall.cam.ac.uk

Student Life	ALB bar staff Elmside gate access after hours College/student liaison ALB booking	GSB President GSB Vice President GSB Social Chairperson
Study Rental		accommodation@clarehall.cam.ac.uk
Swimming Pool/Gym cards		Porters@clarehall.cam.ac.uk
Telephones		ithelpdesk@clarehall.cam.ac.uk
Tutorial	Pastoral, academic, or financial problems related to your study. Student welfare	Dr Iain Black, Senior Tutor, isb26@cam.ac.uk Dr Ian Farnan, Tutor, ifarnan@esc.cam.ac.uk Dr Yi Feng, Tutor, wyf21@cam.ac.uk Dr Rosie Luff, Tutor/Librarian, rml10@cam.ac.uk Dr Annamaria Motrescu-Mayes, Tutor, ammm230@cam.ac.uk Dr Trudi Tate, Tutor, tt206@cam.ac.uk
University cards		tutorial.secretary@clarehall.cam.ac.uk
Tutorial Paperwork and References	Research, Hardship Fund, thesis binding, and Board of Graduate Studies applications. Admissions. Letters of status for banks, visas, employment, academic etc. Council tax student certificates.	tutorial.secretary@clarehall.cam.ac.uk
Wine Cellar	Wine purchases (forms outside reception) Orders to College Office for collection from Kitchens next day	Stephen Bourne, Wine Steward

COLLEGE POLICY DOCUMENTS

APPENDIX 1 - GRADUATE ADMISSIONS POLICY

Clare Hall is an international academic community with over 160 graduate students in residence at any one time from diverse backgrounds and nations. Around two thirds of the student body are studying for a PhD. A smaller number are completing one year post-graduate courses such as LLM and MPhil. Applicants must have confirmed or conditional acceptance by a Faculty or Department before the College can consider their applications. The tutors consult together as a team, basing their decisions on admission on previous academic records, references and background information contained in the application form.

APPENDIX 2 - DATA PROTECTION POLICY

The information and guidelines within this Policy are important and apply to all members, fellows and staff of the College.

1. Introduction

Like all educational establishments, the College holds and processes information about its Fellows, employees, applicants, students, Life Members and other individuals for various purposes (for example, the administration of the admissions process, the effective provision of academic and welfare services, to record academic progress, to operate the payroll, to manage residential accommodation and to enable correspondence and communications including the provision of references and certificates). To comply with data protection law, information must be collected and used fairly, stored safely and not disclosed to any other person unlawfully. This Policy, so far as it is relevant, applies to personal information kept in manual or computerised files, whether or not those files comprise a relevant filing system, and therefore fall within the ambit of the Data Protection Act.

2. Notification to the Information Commissioner

The College has an obligation as a Data Controller to notify the Information Commissioner of the purposes for which it processes personal data. Individual data subjects can obtain full details of the College's data protection register entry with the Information Commissioner from the College Data Protection Officer, or from the Information Commissioner's website (www.dataprotection.gov.uk).

3. Data Protection Officer

The College Data Protection Officer is the Bursar. All queries about the College Policy and all requests for access to personal data should be addressed to the Data Protection Officer.

4. Data Protection Principles

The College, as a Data Controller, must comply with the Data Protection Principles which are set out in the 1998 Data Protection Act. In summary these state that personal data shall:

- be processed fairly and lawfully and shall not be obtained or processed unless certain conditions are met;
- be obtained for specified and lawful purposes and shall not be processed in any manner incompatible with those purposes;
- be adequate, relevant and not excessive for those purposes;
- be accurate and kept up to date;
- not be kept for longer than is necessary for those purposes;
- be processed in accordance with the data subject's rights under the 1998 Act;
- be kept safe from unauthorised access, accidental loss or destruction; not be transferred to a country outside the European

Economic Area, unless that country has equivalent levels of protection for personal data.

5. Data Security and Disclosure

All members of College and staff are responsible for ensuring that:

- any personal data which they hold is kept securely;
- personal data is not disclosed either orally or in writing or accidentally or otherwise to any unauthorised third party.

Unauthorised disclosure is a disciplinary matter and may be considered gross misconduct. If in any doubt, consult the College Data Protection Officer.

Personal data must be:

- kept in a locked filing cabinet, drawer or room;
- or if it is computerised, be password protected or kept only on disk which is itself kept securely.

All appropriate security measures should be taken in addition to the two points above.

In addition to the requirements of the Data Protection legislation, the confidentiality of information about individuals must be respected.

6. Processing

"Processing" in relation to information or data, means obtaining, recording or holding the information or data or carrying out any operation or set of operations on the information or data, including:

- organisation, adaptation or alteration of the information or data,
- retrieval, consultation or use of the information or data,
- disclosure of the information or data by transmission,
- dissemination or otherwise making available, or
- alignment, combination, blocking, erasure or destruction of the information or data.

7. Responsibilities of Individual Data Users

All members of College and staff who record and/or process personal data in any form (called "Data Users" in this Policy), must ensure that they comply with the requirements of the 1998 Act (including the Data Protection Principles), and with the College's Data Protection Policy (including any procedures and guidelines which may be issued from time to time). A breach of the 1998 Act and/or the College's Data Protection Policy may result in disciplinary proceedings.

In particular, no member of the College or of the College staff may, without the prior written authorisation of the Data Protection Officer, in connection with his or her work in the College:

- develop a new computer system for processing personal data;
- use an existing computer system to process personal data for a purpose other than that already authorised;
- create a new manual filing system containing personal data;
- use an existing manual filing system containing personal data for a purpose other than that already authorised.

The above does not apply to databases which are maintained by individual Data Users within the College for their private domestic uses, i.e. private address books. However, individual Data Users should consider if their private uses fall within the scope of the 1998 Act.

8. Data Areas and Data Area Contacts

To aid the efficient administration of the College's Data Protection Policy, the data which the College holds/processes has been divided into a number of Data Areas. These are described below, showing who may have access to the data.

In each case, there is also specified a Data Area Contact who will be responsible in relation to the data in the Data Area in question (and thus not simply for the files which he or she maintains), for the following:

- informing the Data Protection Officer of proposed processing of personal data within the College which may need to be notified to the Data Protection Commissioner;
- providing personal data to the Data Protection Officer in response to a subject access request when requested to do so by the Data Protection Officer; and
- maintaining the security of, and access to, personal data within the Data Area.

The Data Protection Officer may from time to time designate other Data Areas and/or Data Area Contacts.

9. Data Areas

Material falls within the ambit of the Data Protection Act only if it is part of a structured filing system.

The information listed below is an indication of the details that may be held on file (both computerised and manual files) and is given as background and does not necessarily mean that such details fall within a relevant filing system and, therefore, within the ambit of the Data Protection Act.

(a) Personnel Files in respect of Senior Members of the College and other academic staff

These are maintained and kept by the College Secretary. They may be consulted on a day-to-day basis by the President and the Bursar. All other requests for access to these files must be authorised by the Bursar and/or President.

Data Area Contact: Bursar and President.

(b) Files relating to medical insurance scheme.

These are maintained by the Bursar and kept by the College Secretary. They may be consulted on a day-to-day basis by the Bursar and the College Accountant. All other requests for access to these files must be authorised by the Bursar.

Data Area Contact: Bursar.

(c) Fellowship applications and Fellows personnel files (including Visiting Fellows)

These are maintained by the College Secretary. They may be consulted on a day-to-day basis by the President and (in the case of applications for Visiting and Research Fellowships) the Chair of the Fellowship Committee. All other requests for access to these files must be authorised by the President.

For successful candidates, the application material is included in a personnel file. For unsuccessful candidates the application documentation is archived for a period of 18 months for subsequent research into the application process. Members of Governing Body may individually retain application material for 18 months.

Data Area Contact: President

(d) Tutorial Files

Tutorial files are maintained in respect of students' academic progress and welfare. The purposes for which they are maintained include the relevant students' applications for employment or professional training. The files may also contain financial and medical data. Medical notes are maintained for Health & Safety reasons, to assist in meeting the needs of students with disabilities, or for reasons connected with absences from College, poor performance, applications to the University or to charities, etc.

Current Tutorial files are maintained by the Senior Tutor and the individual students' Tutor and are kept by the Tutorial Secretary. Tutorial files may be consulted on a day-to-day basis by the Senior Tutor, the student's own Tutor and the Director of Studies.

Data Area Contact: Senior Tutor

(e) Admissions Files

The application papers of those offered conditional places are produced from the University's on-line system, CamSIS and kept on file. If a candidate's offer is not later confirmed, the application papers are destroyed.

During the admissions process files are maintained and kept by the Senior Tutor and may be consulted by the Senior Tutor, the Tutors and any Director of Studies.

Data Area Contacts: Senior Tutor

(f) Files in respect of any disciplinary matters involving students

Such files are maintained by the Senior Tutor and the Chair of the College Appeals Committee, either of whom may consult them on a day-to-day basis. All requests for access must be authorised by the Senior Tutor.

During the disciplinary process members of the Appeals Committee may individually retain notes for a period of 18 months.

Data Area Contact: Senior Tutor.

(g) Central Personnel Files in respect of employed staff of the College

Central personnel files are maintained and kept by the HR Manager. These files may be consulted on a day-to-day basis by the Bursar, Domestic Bursar and HR Manager.

Unsuccessful applications for staff posts are retained by the Bursar for eight months for subsequent monitoring/follow-up of the selection process.

Data Area Contact: HR Manager.

(h) Other Staff Personnel Files

Files relating to staff may be maintained by the relevant Head of Department (together with applications for posts within the department). Such files may be consulted on a day-to-day basis by the Head of Department and his/her Deputy. All other requests for access to departmental personnel files must be authorised by the Head of Department or Deputy.

Data Area Contact: Relevant Head of Department

(i) Payroll files/information for Fellows, other academic staff and non-academic staff

Payroll files/information are kept and maintained by the College Accountant and may be consulted on a day-to-day basis by the

College Accountant. All other requests for access to files/information must be authorised by the College Accountant.

Data Area Contact: College Accountant

(j) Files relating to tenancies of College rooms and properties

Files containing correspondence and signed leases for those accommodated in College furnished rooms/properties are kept and maintained by the Tutorial Secretary. These files may be consulted on a day-to-day basis by the Bursar, the Senior Tutor and the Tutorial Secretary, who must authorise all other requests for access.

Data Area Contact: Senior Tutor.

(k) Files in respect of Life Members (excluding Tutorial files)

These are maintained by the College Secretary. The files/database may be consulted on a day-to-day basis by the Bursar and Development Office Staff. All other requests for access to files/information must be authorised by the Bursar.

Data Area Contact: Bursar.

(l) Files relating to tenancies of College properties, suppliers of goods and services to the College, and other third parties not otherwise dealt with in this policy document

These are maintained by the Bursar and kept by the College Secretary, who may each consult the same on a day-to-day basis. All other requests for access must be authorised by the Bursar.

Data Area Contact: Bursar.

(m) College Archive Files: Fellows (including Visiting Fellows)

The individual files relating to Fellows of the College are retained indefinitely for reference and research purposes. Files are kept in the College Office, and at some point after a Fellow leaves the College, his or her files will be transferred to the College's archives. The timing of such transfer will differ between the Data Area Contacts depending on a number of factors. All requests for access to any archived file must be authorised by the Bursar.

All personal records are closed for 80 years. Information can only be provided from within the closure period if the subject is deceased, or the information is published and publicly available, or to a researcher carrying out general research who will anonymise the data and sign a Data Protection Form.

Data Area Contact: Bursar.

(n) College Archive Files: Students

The individual files relating to students of the College are the basis of the alumni records and detailed historical archives of the College, and are retained indefinitely for reference and research purposes. At some point after a member leaves the College, his or her files will be transferred to the College's archives. The timing of such transfer will differ between the Data Area Contacts depending on a number of factors. Until such transfer, files/information may be consulted on a day-to-day basis in accordance with the procedures set down for the individual Data Area Contacts and thereafter by them or the College's Archivist. All other requests for access to any archived file must be authorised by the Bursar, or by the Archivist.

Data Area Contact: Bursar.

10. Computer databases

Certain of the files referred to above are maintained in electronic databases as well as or instead of paper files. Access to such databases is restricted in the same manner as access to paper files under the relevant Data Area Contacts.

In addition, however, the College IT provision may have day-to-day access to the electronic databases for the purposes of administering and maintaining the same.

All members, Fellows (including Visiting Fellows) and staff must also refer to the College's Use of IT facilities, Email and Internet Policies from time to time in force, which must be read and applied in conjunction with this Policy.

11. Members, Staff and Applicants

Members, staff and applicants must ensure that any personal data provided to the College is accurate and up to date. They must ensure that any changes of address or other personal details are notified to the relevant College Department/Data Area Contact.

Members and staff who use the College computer facilities must not hold or process personal data about others except as authorised. To do so may constitute a disciplinary offence if such personal data is processed otherwise than in connection with the legitimate duties or activities of the College and also, in the case of sensitive personal data, if the Data Subject has not given their explicit consent or some other authority does not exist under the Data Protection Act 1998.

12. Data Subjects' Consent

(a) Fellows (including Visiting Fellows), Life Members and Staff

The College will only hold and process personal data as is necessary for its proper purposes and does not need, therefore, except for sensitive personal data, to seek the consent of individual data subjects. In addition, all staff now consent explicitly to the processing by the College and the University of personal data (including sensitive personal data) about them for employment purposes.

(b) Students

The same processing criteria apply to students as set out in (a) above. In addition all student members now, on matriculation, consent explicitly to the processing by the College and the University of personal data (including sensitive personal data) about them for the proper purposes of the College and the University.

13. Right to Access Personal Data.

Members, staff and other individuals have the right under the 1998 Act to access any personal data that is being held about them either in an "automatically processable form" (mainly computer records) or in "relevant filing systems" (i.e. highly structured files which enable personal data relating to a particular individual to be readily accessible) or to request the correction of such data where incorrect. An individual who wishes to exercise his/her right of access should complete the College "Access to Personal Data" form which is available from the Bursar's Office and forward it to the Bursar.

Any inaccuracies in data disclosed in this way should be communicated immediately to the Data Protection Officer who will take appropriate steps to make the necessary amendments.

The College will make a charge of £10.00 (or other such charge as is permitted from time to time by the Data Protection Act 1998) on each occasion that access is requested and this fee should

accompany the Access to Personal Data form. In accordance with the 1998 Act, the College reserves the right to refuse repeated requests where a reasonable period has not elapsed between requests.

The College will normally respond to the request for access to personal data within 20 working days of the receipt of a valid request or payment of the fee, whichever is the later. A request is only valid if it fulfils the following criteria:

- payment of the £10 fee (or other such charge as is permitted from time to time by the Data Protection Act 1998);
- production of adequate identification (copy of passport or current University ID card);
- provision of sufficient information to help the College identify what is being requested;
- the request is made on the appropriate form available from the Data Protection Officer.

The provisions of the 1998 Act and individuals' rights will not come into effect fully until 23 October 2007. The Freedom of Information Act 2000 gives individuals extended rights of access in certain circumstances to information which is not held on computer or in a relevant filing system.

Please contact the Data Protection Officer for further information.

14. Disclosure Outside of the EEA

The College may, from time to time and for its proper purposes, desire to transfer personal data to countries or territories outside of the European Economic Area. For this purpose the College will also be placing names and contact details at the College of senior members and certain members of staff on a website.

Personal data, even if it would otherwise constitute fair processing, must not be disclosed or transferred outside the EEA without an individual data subject's consent, if the College is not satisfied that the country or territory in question ensures an adequate level of protection for the rights and freedoms of data subjects.

15. Sensitive Personal Data

The College may from time to time process "*sensitive personal data*" relating to members, staff and applicants.

"Sensitive personal data" is information as to a Data Subject's racial or ethnic origin, political opinions, religious beliefs or beliefs of a similar nature, trade union membership, physical or mental health or condition, sexual life, offences or alleged offences, and information relating to any proceedings for offences committed or allegedly committed by the data subject, including the outcome of those proceedings.

Currently, the College envisages that the need to process sensitive personal data might include the following: data relating to the ethnic origin of members or staff of the College may be processed for the purposes of equal opportunities monitoring, for any necessary dietary requirements and possible sources of financial assistance. Medical records need to be processed by healthcare professionals for the provision of healthcare and general welfare, for any necessary dietary requirements and accommodation issues and to assist in meeting the needs of members of the College and staff with disabilities.

In exceptional circumstances, the College may need to process information regarding criminal convictions or alleged offences in connection, for example, with any disciplinary proceedings or other legal obligations.

In other circumstances, where sensitive personal data is to be held or processed, the College will seek the explicit consent of the member or staff member in question unless one of the limited exemptions provided in the Data Protection Act 1998 applies (such as to perform a legal duty regarding employees or to protect the data subject's or a third party's vital interests).

16. Data Processed for Research Purposes

Personal data held by the College may be processed for research purposes, including statistical or historical purposes. Personal data must not be used in this way if to do so would, or would be likely to, cause substantial damage or substantial distress to the individual Data Subject(s).

Accordingly, it is the College's policy for prior written approval to be obtained from the College Data Protection Officer for any research involving personal data held by the College. Personal data used for research purposes must not be published or disclosed in any way in which the individual data subject can be identified.

Please see also the sections headed Retention of data – Archives and Alumni Relations and Development (paragraph 19(d) below).

17. CCTV

The College operates a number of CCTV cameras in order to assist with security for members of the College and staff and in respect of College property. Any queries regarding the operation of the CCTV system should be raised with the Data Protection Officer. An individual who wishes to exercise his/her right of access to any personal data about them on the CCTV system should complete the College "Access to Personal Data" form which is available from the Bursar's Office, and give it to the Bursar with the requisite £10 fee. As much information as possible should be given on the form to enable the data to be located (including, if possible, details of the relevant camera, date and time).

18. Email

It is permissible and appropriate for the College to keep records of internal communications which are relevant to an individual's ongoing relationship with the College, whether as a Fellow, member of staff or student, including information concerning performance and conduct issues, provided such records comply with the Data Protection principles.

It is recognised that email is used for such communications and that such emails should form part of the College's records. It goes beyond the scope of this policy document to address the appropriate use of email in the proper functioning of the College, and the limitations and legal implications with this mode of communication. However, all members of the College and staff need to be aware that:

- the 1998 Act applies to emails which contain personal data about individuals which are sent or received by members of the College and staff (other than for their own private purposes as opposed to College purposes);
- subject to certain exceptions, individual Data Subjects will be entitled to make a data subject access request and have access to emails which contain personal data concerning them, provided that the individual subject can provide sufficient information for the College to locate the personal data in the emails; and
- the legislation applies to all emails from and to members of the College and staff which are sent and received for College purposes, whether or not the emails are sent through the College email system, or on an individual's own email account.

19. Retention of Data

(a) Archives – see paragraphs 9(m) and (n) above

(b) Staff – individual staff files will be kept for seven years after they leave the College.

(c) General - the College retains a complete archive of miscellaneous written records/lists in respect of its members, staff and applicants for reference and research purposes, including supervision reports, academic records, Senior Tutor's records and correspondence. The confidentiality of these records will be respected. Permission to access archived records must be obtained from the Data Protection Officer and/or College Archivist.

(d) Alumni Relations and Development

Manual and computer based files are maintained in respect of current and former Fellows (including Visiting Fellows), current students, Life Members, alumni, and other current, past and potential donors to the College. Files are to be kept in the College Office.

Development Office staff may consult the manual and computer based files on a day to day basis. The Senior Tutor's Office may consult the computerised records on a day to day basis. Requests by others to view these files must be authorised by the Bursar.

Data will be used for a full range of alumni activities, including the sending of College publications, promotion of benefits and services (including those being made available by external organisations), notification of alumni activities and fund raising programmes (which might include direct marketing).

The College exchanges address and other information with the University Development Office.

If an individual has an objection to their data being used for alumni or fund raising purposes they should give written notice to the Bursar.

The following classes of information will be included on the College alumni database:

- contact details- academic achievements & establishments
- career details
- family information
- donations to the College
- attendance at events
- publications
- general achievements
- other information as considered necessary for the College to carry out its aims and objectives or information provided by the data subject.

20. Clubs and Societies

It is the responsibility of each Club or Society to ensure that any personal data held or processed on their members is carried out in accordance with the Data Protection Act. The College accepts no responsibility in this regard.

21. The President

The President has the right to consult all files as and when he deems appropriate.

Approved by Clare Hall Council, 12 January 2005.

APPENDIX 3 - POLICY AND PROCEDURES ON HARASSMENT, BULLYING AND DISCRIMINATION

Policy and procedures for all members and employees of the College for dealing with complaints of harassment

1. INTRODUCTION

1.1 The College is a community with the purposes of research, education and learning, comprising members of both sexes, of a diversity of nationalities and ethnic origins. In aiming to provide an environment for College Employees and Members which is free from unlawful or otherwise unjustifiable discrimination, the College expects everybody in the community to treat each other with courtesy, respect and consideration at all times. All forms of harassment, including bullying, prejudice the dignity of the individual. The College repudiates any form of harassment of either women or men on grounds such as sex, sexual orientation, gender reassignment, marital or parental status, disability, race, colour, nationality, national or ethnic origin or religious belief.

1.2 Harassment is a serious offence which will be addressed under the College disciplinary procedure. In some cases, harassment can amount to gross misconduct, justifying expulsion or dismissal. In certain circumstances, it may also be unlawful, under the provisions of the Sex Discrimination Act 1975, the Race Relations Act 1976, and the Race Relations (Amendment Act) 2000.

1.3 A victim of harassment may be embarrassed or reluctant to complain. It is also a serious matter for any person accused. The consequences can be distressing and far-reaching.

1.4 In view of this, there is a need for an explicit College policy on harassment. This policy will act parallel with the College Disciplinary Procedure (College Ordinances IX. General Discipline, pp. 20 – 21), the Clare Hall Employee Handbook, Personal Harassment Policy and Procedure (pp. 31 – 33, and the Student Complaints Procedure.

1.5 Every College Member and employee has a responsibility to comply with the policy outlined below and to treat colleagues with dignity and respect. The College endorses the principles of the University Dignity at Work Policy (see University website www.cam.ac.uk, under "Personnel Division").

2 DEFINITIONS

Harassment can take a variety of forms and may at times be difficult to define or recognise but for the purposes of this policy, harassment includes the following:

a) conduct which is both unacceptable and unlawful, eg. unwanted and unwelcome conduct whether verbal or physical, which is of a sexual or racist nature, or other conduct based on an individual's race and/or gender which affects the dignity of that individual, or has the effect of unreasonably interfering with an individual's work;

b) conduct which is unacceptable but may or may not be unlawful, eg. bullying of colleagues, especially junior colleagues by intimidatory behaviour; unfavourable conduct, whether verbal or non-verbal, towards an individual based on her/his disability which could affect her or his dignity; conduct which creates an intimidating, hostile or offensive environment in any aspect of College life.

Examples of harassment (this list is not exhaustive) include:

- The display of abusive or offensive material
- Sexual or racial banter
- Sarcastic, personal remarks about colleagues
- Lewd or abusive comments about appearance
- Insensitive jokes and pranks
- Spreading malicious rumours
- Abusive, threatening or insulting words or behaviour
- Unwelcome touching

Deliberate exclusion from conversations

3 DEALING WITH AND PREVENTING HARASSMENT

3.1 Individuals who feel they may have suffered harassment are encouraged to approach a senior Member, the President, the Bursar or the Senior Tutor, for informal, confidential advice at any stage, without pressure to pursue a complaint further. Graduate Students are advised to consult the Student Complaints Procedure which sets out guidelines for making a complaint at both the informal and formal stages.

3.2 A complaint of alleged harassment and any subsequent investigation will not prejudice the complainant's employment or future association with the College unless it is found in the report of subsequent investigations to be either mischievous or malicious in nature.

3.3 A Member of the College or an employee who is alleged to be harassing another should be informed without delay that their behaviour is proving unacceptable or offensive. If it is difficult to do this orally the complainant should hand the alleged harasser a written request to alter their behaviour. Because of the diverse background of the membership of Clare Hall, it is possible that any offence given was unintentional. Therefore an individual alleged to have harassed another should be given an early opportunity to alter their behaviour and apologise as appropriate. A written record should be kept of any behaviour considered to be unacceptable or distressing.

3.4 If the other person continues the offensive conduct after a clear warning (either by you directly or by someone else on your behalf), you should consider other, formal, avenues of help, and it is advisable to keep a written record of any further behaviour on their part that you consider unacceptable or distressing.

4 FORMAL RESPONSE BY THE PERSON ALLEGEDLY HARASSED

4.1 If attempts to resolve the matter informally are unsuccessful, or if the harassment is of a serious nature, you may wish to make a formal complaint which will lead to the initiation of disciplinary procedures.

4.2 Employees

When the person making the complaint is an employee of the College the matter should be brought to the attention of the Bursar (see the Employee Handbook pp. 35-37).

4.3 Senior Members

Senior Members of the College should address their complaints to the President, the Bursar or the Senior Tutor (where appropriate). You may wish to be accompanied in making such a complaint by another person of your choosing. It may be useful in such a case to keep a note of details and dates of any relevant incidents which have caused you distress, and of your response to them. The President, Bursar or Senior Tutor approached will outline to you the possibilities of further action, indicating what remedies may be available in resolving the complaint.

4.4 Graduate Students

Graduate Students making a formal complaint are advised to consult the College Student Complaints Procedure which sets out procedures of making a complaint, and for seeking External Review (including reference to the Office of the Independent Adjudicator for Higher Education). The College subscribes to the guidelines agreed by the Senior Tutors' Committee for the handling of student complaints.

4.5 In all cases, parties are advised to keep a written record of the circumstances and details of the complaint, meetings, correspondence, and subsequent action.

4.6 If you have been physically assaulted seek help immediately. If you wish to contact the Police, phone 999. If you decide to go to the Police you will not be asked to go alone, unless you wish. You can contact the President, the Bursar or a Tutor at any time. They can give you support and help you decide what to do. Whatever they may advise, the decision on what action to take is yours. The College procedures are not intended to replace the normal process of the law.

Annex A

The following outside organisations may be able to offer advice and help:

The University Counselling Service (tel. 332865)
Linkline, Student Samaritan Service (tel. 67575)
Rape Crisis Centre (tel. 358314)
Citizens' Advice Bureau (tel. 353875)
Samaritans (tel. 64455)
Equal Opportunities Commission (tel. 242731)
Racial Equality (tel. 0171 828 7022)

See also the College Race Equality Policy, the Student Complaints Policy, and Office of the Independent Adjudicator for Higher Education (www.oiahe.org.uk) for further guidance.

Annex B Conflict of interest

From time to time, there may be matters of concern to the College which pose a conflict of interest for individual members. In order to resolve any question of conflict of interest, whether real or apparent, the following procedures will be adopted:

Members will disclose to the President or Bursar any relevant facts that might give rise to a conflict of interest with respect to College matters.

The President or Bursar will advise the member on the appropriate course of action. This may include his or her abstention from College discussions on the matters concerned and/or withdrawal from relevant meetings in which the matters concerned are under discussion.

APPENDIX 4 - RACE EQUALITY POLICY

Clare Hall is a College within the University of Cambridge and is a community with the purpose of advancing education, learning and research. It comprises members of both sexes, of a diversity of nationalities and ethnic origins. It is committed to promoting equality of opportunity and good race relations, and to avoiding racial discrimination.

Background

The Race Relations (Amendment) Act 2000 has placed a statutory duty on public authorities, including the College, to promote race equality.

Within the Act there is a general duty which requires the College to have regard for the need to:

- * eliminate unlawful racial discrimination
- * promote equality of opportunity; and to promote good relations between people of different racial groups.

The Act places further specific duties on Higher Education Institutions and these require the College to:

- * prepare and maintain a race equality policy and an action plan for its implementation
- * assess how the policies of the College affect ethnic minority

members, students and staff

- * arrange the publication of the policy
- * disseminate the results of assessments and monitoring

This policy has been developed with regard to the Code of Practice and the Framework for a Race Equality Policy issued by the Commission for Racial Equality, and the University's Race Equality Policy.

Commitment

The College will address any instances of racial discrimination, whether direct or indirect, and is committed to the promotion of racial equality and good relations between different racial groups in its endeavour to encourage, support and assist all of its members and staff to reach their full potential.

Any unlawful discriminatory behaviour, including harassment or bullying by individuals or groups, will be regarded as a serious matter and will be subject to disciplinary action, which may include expulsion or dismissal.

Responsibilities

The President has responsibility for providing leadership in the promotion of the race equality policy and the implementation of the Action Plan.

The Governing Body is responsible for ensuring that the College meets its obligations under the Race Relations Act and that, in its strategic planning, the principles of good race relations and equality of opportunity are given due regard.

All College committees are responsible for ensuring that due regard is given to the race equality policy in the conduct of their duties and functions.

Responsibility for the implementation and review of the policy as it relates to different elements of the College community will be devolved as follows:

- * The Senior Tutor (for current students and candidates for admission)
- * The Bursar and the Domestic Bursar (for non-academic and domestic staff)
- * The President and the Chair of the Fellowship Committee (for the admission of Fellows, Visiting Fellows and Research Fellows)

All members and employees of the College who have managerial responsibilities are required to implement the procedures and practices of the race equality policy, and to take appropriate action where breaches occur. They should ensure that all staff for whom they have responsibility receive appropriate guidance and training.

All members and employees should endeavour to promote race equality and good race relations in the course of their work or studies, avoiding discrimination against anyone for reasons of race, colour, nationality or ethnic or national origin.

Guidance, training and support

In order to promote the commitment of the College to race equality, guidance, support and training will be offered to members of staff.

Consultation

There will be consultation with members and employees at every stage of the implementation and review of the College race equality policy, via the following meetings and committees:

College Council
Governing Body
Heads of Department and Staff meetings
Graduate Student Body Executive Committee

Tutors' meetings

Fellowship Committee meetings

Monitoring and auditing

The College will put in place arrangements to monitor, by reference to different racial groups, the admission of Fellows, Visiting Fellows and Research Fellows, the admission, progression, support and guidance of students, and the selection, recruitment and career development of members of staff. The results of this monitoring process will be collated and reviewed by the Senior Tutor (current students and candidates for admission), the Chair of the Fellowship Committee (for the admission of new Fellows, Visiting Fellows and Research Fellows) and the Bursar (non-academic staff) and reported to the Governing Body annually at the end of the academic year. The College will make use of relevant data produced by HESA and UCAS and by the University's Student Records Office.

Assessment and review

The race equality policy will be reviewed annually to assess its effectiveness and the results will be disseminated to the Governing Body and appropriate committees in order to inform future planning and policy-making. The Bursar, Senior Tutor and the Chair of the Fellowship Committee will be responsible for ensuring reports are presented annually to relevant committees and individuals and to the College Council.

Publication

The College will publish the race equality policy and action plan on the College website, in the Student Handbooks and Staff Handbook and in the General Information Booklet. These statements will be updated and published in the light of annual review.

Race Equality Action Plan

Student Admissions

The Senior Tutor will review procedures with the Tutors and Praelector to ensure that the admissions process is applied consistently and fairly to all applicants, reporting to Governing Body in the Michaelmas Term.

Timescale: Annual

The Senior Tutor will ensure that the tutors, in their involvement with the admissions process, are familiar with the requirements of the College race equality policy and that they have received appropriate training.

Timescale: Annual

Current students

The Senior Tutor, Directors of Studies and Tutors will monitor academic progression and achievement.

Timescale: Termly

The Senior Tutor, Bursar, Domestic Bursar, and, where appropriate, the IT provision, and Steward will review services and facilities together with the GSB President and appropriate members of her/his committee to ensure that as far as practicable these meet students' cultural and religious preferences.

Timescale: Termly

The Senior Tutor will review the procedures for allocation of student accommodation made by the tutorial office in accordance with individual preference and the policy agreed with the GSB to ensure fairness, reporting to the Tutors and GSB President.

Timescale: Annual

The Senior Tutor and Tutors will review pastoral support and welfare services to ensure equal access to all students, reporting their findings and concerns to the GSB President and Welfare Officers.

Timescale: Termly

Before the annual student awards meeting in August the Senior Tutor, Tutors, Bursar, Praelector and GSB President will review procedures for providing information on, and distribution of, bursaries, scholarships and hardship funds to ensure fairness. They will review and amend the College awards information advertised in the Board of Graduate Studies Prospectus, on the BGS and College websites, in the College Newsletter, and in the Cambridge University Reporter Student Awards Special Number published annually in November. The administration of Trust Funds under the charge of the College will be applied in accordance with Section 34 of the Race Relations Act.

Timescale: Annual

The Senior Tutor will review College regulations, codes of practice on harassment, equal opportunities, student complaints and student disciplinary procedures with the GSB President to ensure that all are fair and equitable and consistently implemented.

Timescale: Annual

Reporting to Council

Annex A College Publications and responsible College Officers

College Statutes and Ordinances	President
Employee Handbook	Bursar
Health and Safety Policy and Procedures	Bursar
Clare Hall General Information Booklet	Bursar
College Graduate Prospectus	Senior Tutor
College Handbook for Graduate Students	Senior Tutor
Clare Hall Review (alumni magazine)	Editor (currently Dr Trudi Tate)
College website	Chair, Website Committee and IT Support

APPENDIX 5 - STUDENT COMPLAINTS PROCEDURE

Clare Hall complies with ANUK standards (www.anuk.org.uk) concerning the condition and management of its student accommodation. If you think that the college is not complying with these standards, in the first instance, discuss your concerns with the college. If you cannot reach agreement, then refer your complaint to ANUK for arbitration.

1 Introduction

1.1 The College seeks to provide fair and objective procedures for dealing with complaints from its students, and to ensure that its procedures are free from partiality arising from personal or institutional conflict of interest or other sources of bias.

1.2 Every effort will be made to ensure that no student is treated less favourably by having raised a complaint in good faith, even where it is not upheld. If evidence to the contrary is found and brought to the attention of the College then the member of staff concerned may be subject to action under the relevant disciplinary procedure.

1.3 Where it is considered that a complaint made under this procedure is vexatious or malicious, the student bringing such a complaint may be subject to the College's student disciplinary procedure. A vexatious or malicious complaint is one which is clearly unsustainable and which is put forward to abuse the complaints procedure by, for example, attempting to defame the name or character of another person.

1.4 The College will seek early resolution of complaints with fairness, transparency and consistency, maintaining individual privacy and confidentiality wherever possible, and monitoring all outcomes.

1.5 It must be recognised that the rights of the complainant and the rights of any person against whom a complaint has been made

are equally important and every effort will be made to ensure that both parties are treated with equal fairness and dignity.

1.6 The complainant may withdraw a complaint and stop the process at any stage, or ask to return to the informal process if the formal stage has been reached.

1.7 This complaints procedure will be made available to students on registration and will be displayed on the College's website.

2 Suggestions and Comments about the College's provision

2.1 Students wishing to make a suggestion or comment about the College's provision, either academic or non-academic, can do so informally:

2.1.1 at the point of delivery;

2.1.2 by contacting the person in charge of the relevant area (see Appendix 2);

2.1.3 by raising the matter with the Senior Tutor; or

2.1.4 where appropriate, by raising the matter with a Director of Studies.

3 Complaints eligible for consideration under this procedure

3.1 Students with a complaint should seek to bring it to the attention of the College following the procedure outlined below as soon as possible following the occurrence of a problem, and generally within one calendar month. The College has discretion to accept complaints that fall outside this time period in exceptional circumstances.

3.2 The following categories of complaint are not eligible for consideration under this procedure:

3.2.1 Matters that should be dealt with through the College disciplinary procedure.

Details are contained in the College Ordinances pp. 16 – 17.

3.2.2 Complaints in relation to criminal offences

Where there is an allegation that an offence of a criminal nature has been committed the complainant may wish to report the matter to the police and/ or seek legal advice. The College will seek to offer advice and support where there is no conflict of interest but will not investigate such allegations pending and during any criminal investigations save that the College reserves the right to take action under the College's disciplinary procedures where it is deemed applicable and appropriate.

3.2.3 Matters of College Policy

Complaints on matters of College policy should be addressed to the appropriate College committee through Graduate Student Body representatives (see Appendix 4). Dates of the meetings of College committees are listed in the termly calendar of events.

3.3 A student may wish to complain about a matter that is not under the College's control but within that of another institution, such as the University of Cambridge or another Cambridge College. The University's own student complaints procedure covers Faculties, Departments and other University institutions (see <http://www.cam.ac.uk/cambuniv/studenthandbook/complaints/procedure>). Students wishing to make a complaint concerning such matters should either contact the person who is the appropriate point of contact within the Faculty, Department or Institution directly, or ask the Senior Tutor or College Tutor at Clare Hall to make contact on your behalf. The College will do all it can to assist

students in identifying the appropriate mechanism for dealing with the complaint and to offer appropriate assistance in making a complaint within the University.

3.4 In the event that it is not clear where responsibility for the matter of complaint lies, guidance may be sought from the Senior Tutor, College Tutor, Degree Supervisor, Secretary to the Degree Committee, Faculty or Departmental Graduate Advisor, Board of Graduate Studies, or Officers of the Graduate Union or Clare Hall Graduate Student Body Executive Committee.

3.5 Where a complaint relates to the behaviour or services of contractors and others working for the College the matter should be referred to the Bursar, the Domestic Bursar, or, where appropriate, to the Senior Tutor. Such matters should not be raised directly with any individual concerned.

3.6 Students should note that where a complaint is made against an individual who is not a member of the College, action that the College could take may be limited.

3.7 Where a complaint is made to the College on behalf of a student, no action will be taken in respect of this complaint until the College receives the student's written consent to the complaint being considered in accordance with these procedures.

3.8 It should be noted that the College will make every effort to comply with any time periods set out in this procedure. However, individuals involved in a complaint to be, or being, considered in accordance with this procedure should be aware that this may not sometimes be possible, for example, where a complaint is received around the College vacation periods. The College will keep parties to a complaint informed of any necessary delays.

4 Informal procedure

4.1 It is envisaged that most complaints can be resolved through informal means.

4.2 Where a student experiences a problem with a matter eligible for consideration under this procedure, he or she should raise the matter with the individual directly concerned, or the person with overall responsibility for the area relating to the complaint (see Appendix 2), or with his or her Tutor. A written or verbal acknowledgement of the complaint will generally be provided to the student within 5 working days and a full response will generally be provided within 15 working days.

5 Formal procedure

5.1 Should a student feel that the matter of the complaint has not been satisfactorily resolved by the informal procedure, or is too serious to be handled in accordance with the informal procedure, the student should write to the College Complaints Officer, who will in most cases be the Senior Tutor, setting out in detail the nature of the complaint. The written complaint should contain as a minimum the information referred to in Appendix 3. Should the complaint involve the Senior Tutor, or be against the Senior Tutor, the student should write to the President instead of the Senior Tutor. The President will appoint another senior member of the College to act as the College Complaints Officer. The College Complaints Officer may, if he/she considers it would assist the investigation, appoint an Assistant to assist with the investigation process.

5.2 Having received the written complaint from the student, the College Complaints Officer will contact the student, generally within 7 days of receipt of the written statement, to acknowledge receipt and to arrange an interview to discuss the student's complaint. The College Complaints Officer should also invite the person or persons complained against to submit a written

statement on the matter and subsequently invite them to an interview.

5.3 In order to investigate a complaint fully the College Complaints Officer may consider it necessary to disclose information provided by the student making the complaint and/ or the person or persons complained about to the other party (or parties) to allow that other party (or parties) to respond to the allegations. In such cases consent will be sought from the individual who provided the information to be disclosed before the information is disclosed. If the individual refuses to consent to disclosure of the information, the College Complaints Officer reserves the right to refuse to continue to investigate the complaint where he/she deems disclosure of the information concerned is necessary to ensure a fair investigation.

5.4 Where individuals are interviewed during this stage of the procedure they may choose to be accompanied by another person for support or representation as appropriate.

5.5 Having carried out the investigation, the College Complaints Officer will record in writing the nature of the complaint, the remedy sought, the decision reached and how long the process took.

5.6 The College Complaints Officer will notify the student and the person or persons complained about in writing of the steps taken to investigate the complaint, giving reasons for the decision reached and the remedy recommended. It is anticipated that this written response should be sent to the student and the person or persons complained about within 15 working days of the initial interview with the student. The College Complaints Officer will keep all parties informed of the progress of the investigation and the reasons for any delays that may occur. Any recommended remedy should be implemented as soon as possible.

6 Appeal

6.1 If a student considers that there has been no satisfactory resolution to a complaint considered under the informal and/or formal procedures, the student should write to the College Complaints Officer within 10 working days of the date of the written response referred to at paragraph 5.6 from the College Complaints Officer, requesting that the matter be referred to the President. The request for referral should set out the reason(s) why the student is not satisfied with the outcome.

6.2 Appeals may only be made on the following grounds:

6.2.1 a procedural irregularity;

6.2.2 new evidence not available at the time the complaint was last considered; or

6.2.3 that the decision of the College Complaints Officer was manifestly unreasonable.

6.3 The President will ask the College Student Complaints Committee to select 2 from the Vice President, the Senior Tutor, a student representative (normally the Graduate Student Body President), and one Fellow (where possible a Fellow in Law, and nominated annually by College Council) to serve with him on a Student Complaints Panel ('the Panel') to assist him in investigating the matter. The complainant shall decide whether or not she or he wishes there to be a student representative on the Panel.

6.4 No person who has had, or may have had, personal involvement in the matter or who investigated the matter under the formal procedure shall be a member of the Panel. Should the President thus be debarred from membership of the Panel, the Bursar will appoint another Fellow or senior member of College staff in his/her place.

6.5 The Bursar will act as clerk to the Panel in making the necessary arrangements for the hearing. The Bursar should be the first point of contact for those involved in the complaint during the appeals stage.

6.6 The Bursar will inform both the student and the person or persons against whom the complaint has been made ('the parties') of the composition of the Panel and of the date on which it intends to meet. The parties should be sent this information within 10 working days of the President receiving the referral from the College Complaints Officer. The meeting of the Panel should generally take place within one calendar month of the President's receipt of the referral from the College Complaints Officer.

6.7 The parties have the right to challenge the appointment of any member of the Panel. Any decision on a challenge to membership of the Panel shall reside with the President as Chair of the Panel who may rule that an individual member either shall be removed and replaced by another senior member of the College or shall remain on the Panel.

6.8 The parties may make further written submissions for consideration by the Panel.

6.9 A copy of all documentation relating to the informal and/or formal stages of the procedure and any further written submissions shall be made available to the Panel. Copies of all documentation relating to the complaint shall be sent to the parties and the Panel at least 7 days before the Panel meets. Any documents to be used as evidence must have been made available to the Panel and all parties involved in the complaint.

6.10 The parties shall have the right to attend in person at the meeting of the Panel in order to make oral submissions. In the event that any party is unable to attend the meeting of the Panel, the Panel has discretion to decide whether the meeting will be rescheduled or whether it will reach a decision in the absence of that party (or parties).

6.11 The parties have the right to be accompanied by another person of their choosing who shall provide support or representation as appropriate.

6.12 The parties may call witnesses in support of their position. The witnesses may be asked questions in relation to the complaint and these questions should be addressed to them through the Chair.

6.13 The Panel will hold its deliberations in private after hearing submissions from those involved.

6.14 The Chair of the Panel shall provide the parties and the College Complaints Officer with a full written statement of the Panel's decision, together with reasons for its decision, details of any recommended remedy (which will be implemented with the minimum of delay) and any recommendations for the future, generally within 10 working days of the hearing. The parties should be kept informed of progress and be informed of any unavoidable delays.

6.15 In compliance with the Rules of the Student Complaints Scheme administered by the Office of the Independent Adjudicator for Higher Education (OIA), the College Complaints Officer will issue the student with a Completion of Procedures Letter generally within 5 working days of the date of the Panel's decision. Such a letter shall not constitute an admission that the complaint is eligible under those Rules.

7 Office of the Independent Adjudicator

7.1 If, following receipt of the Panel's decision, the student remains dissatisfied it is open to the student to make an application to the OIA. The Completion of Procedures Letter provided in

accordance with paragraph 6.14 will indicate how to make such a complaint, and details are also available at the OIA's website (www.oiahe.org.uk).

8 Monitoring and review

8. In order to monitor the quality of the College's services and responsiveness to student complaints, a record of reported complaints will be maintained by the Senior Tutor as College Complaints Officer. The record will include details of the nature of the complaint, the ethnic origin/identity and gender of the student making the complaint, the procedure followed to deal with the complaint, the time taken to resolve the complaint and the outcome or remedy.

8.2 The record of reported complaints will form the basis of an annual review of the complaints procedure and individual complaints, conducted by the Senior Tutor with the President of the Graduate Student Body. The review will consider whether there has been adequate and clear information, advice, guidance and support given to students making a complaint, and review whether action has been taken to avoid grounds for similar complaints in the future. The Senior Tutor will then report on the annual review to College Council at its final meeting at the end of each academic year. College Council will recommend amendment to procedures where appropriate. Observing the principle of confidentiality, neither students making a complaint nor persons complained against will be named in the annual review or report to College Council

Appendix 1: Persons with particular responsibility for student matters from whom help may be sought

Senior Tutor
Personal Tutor
Director of Studies (for Diploma, LLM and Part III Maths students)
Supervisor
Secretary of the Degree Committee or Graduate Student Course
Director/Advisor
Board of Graduate Studies
Graduate Union Officers
CUSU Officers
GSB Officers

Appendix 2a: College Heads of Departments or persons of first contact

Academic Accommodation	Senior Tutor Senior Tutor Domestic Bursar Tutorial Secretary
Accounts	College Accountant Bursar Senior Tutor (for matters relating to College bills)
Alumni/ Development Office	Bursar Development Office
Catering	Bursar
Housekeeping	Domestic Bursar, Housekeeper, Bursar
Maintenance	Estates Manager, Bursar
Data Protection	Bursar (as Data Protection Officer)
Health and Safety	Bursar
Library	Librarian
Porters/security	Head Porter, Domestic Bursar
Tutorial matters	Senior Tutor

Appendix 2b: Clare Hall Organisational Chart A – Z (see page 15)

Appendix 3: Statement of Complaint

The statement of complaint should include the following:

1. Description of the circumstances leading to the complaint, including dates, times and other details.
2. The name(s) of the person(s) against whom the complaint is made
3. The names of any witnesses who may be in a position to corroborate details of the complaint.
4. Documentary evidence. All letters, other correspondence, records of phone calls etc. relevant to the complaint should be presented in chronological and numbered order, together with a list of contents.
5. An indication of the action or remedy sought by the complainant (without prejudice to the final remedy determined).
6. The name of any person who has agreed to accompany or support or represent the complainant at any meeting or hearing and his/her status.

Appendix 4: College Committees with student representation

Governing Body
 College Council
 Finance Committee (GSB Officer in attendance)
 Kitchens Committee
 Social Events Committee
 Art Committee
 Music Committee
 Health and Safety Committee
 Web Committee
 Buildings and Estates Committee
 Computing Committee

APPENDIX 6 - FIRE PRECAUTIONS AND PROCEDURES

In addition to these procedures, residents must also familiarise themselves with the procedures which particularly apply to their accommodation and which are posted in their house.

ON DISCOVERING A FIRE

Raise alarm immediately. Break the glass and action the nearest fire alarm

Inform the Fire Brigade. Dial 999 from BT telephone. Dial 1999 from UTN.

Leave the building by the nearest exit.

Go to the Assembly point.

ON HEARING THE FIRE ALARM

Check where the problem is – look at the alarm panel.

Leave the building by the nearest escape route to the Assembly point.

Do not stop to collect personal belongings.

Close all doors and windows behind you.

Check that all the occupants of the house are accounted for (House Reps to note any absences).

Do not attempt to re-enter the building until you are told that it is safe to do so.

FIRE ALARMS are situated on each floor by the main staircase light switch. The alarm systems will be tested routinely every Tuesday morning and will sound for a few moments only. If the bell sounds continuously, leave the building immediately.

FALSE ALARMS If there is no smoke or fire please follow the instructions to silence and reset the alarms.

FIRE EXTINGUISHERS are situated on each floor by the main entrance staircase and in each kitchen. Only use these on escape routes if needed.

FIRE BLANKETS are situated in each kitchen.

FIRE DOORS are fire-resistant and **must** be kept closed.

ESCAPE ROUTES are by the nearest staircase and ground floor entrance. Please use the exit **nearest** you when you hear the alarm.

ASSEMBLY POINTS on-site are marked with green signs and in the following locations:

Location	Assembly Point
Anthony Low Building	Scholars Garden* and Grange Road
Brian Pippard	Lawn outside Michael Stoker Building
Elmside	Scholars Garden*
Family Walk	Herschel Road
Leslie Barnett	Lawn outside Michael Stoker Building
Library	Scholars Garden*
Main College Building	Herschel Road or Scholars Garden*
Michael Stoker Building	Lawn outside Michael Stoker Building
Studios	Scholars Garden*
West Court (all buildings)	Roadway next to the College sign over Bin Brook
Workshops	Scholars Garden*
5b Herschel Road	Front of house on Herschel Road
9 & 9a Herschel Road	Road way into West Court
102 and 102a Barton Road	Front lawn of house

* this garden is the lawn outside Anthony Low Building and Elmside

GUESTS In the event of fire, College Members are responsible for the safety of their guests.

APPENDIX 7 – GRADUATE STUDENT ACCOMMODATION POLICY

These Guidelines are a revision of the GSB Accommodation Policy (2000). Its recommendations are a result of consultations between the GSB and the Tutors. Current accommodation comprises: 89 on-site units (including 5 flats) and 11 off-site units.

Circumstances permitting, the tutorial office will do its utmost to meet the agreed recommendations listed below:

1. **Students with special needs or a disability** should be offered on-site accommodation. The Tutors may exercise their discretion in offering rooms to students with tutorial/pastoral needs and who may not be eligible for accommodation in the ordinary way.
2. The College will try to ensure that all fee-paying students are offered two years' accommodation during their time of study. Fee paying students may choose in which of those two years they wish to occupy college accommodation. Students who are no longer fee paying (i.e. fee exempt) may not be successful in their request for college accommodation. We shall, however, place these students on a first reserve list.
3. Where possible, **students in their first year of study** should be offered on-site rooms.
4. The GSB President should be offered an on-site room.
5. Because there may be insufficient on-site rooms for all students wishing to continue to a **second year** of accommodation, the GSB will hold a Ballot to determine which students will be required to move into off-site rooms. The purpose of this is to try to ensure that everybody has the experience of at least one year in an on-site room.
6. On-site accommodation will not usually be offered to fee-paying students in their **third or subsequent years of study**.

However, in the event that additional vacant rooms are available after all eligible students are accommodated, the Tutorial Office will invite students in their third or subsequent years of study to apply for college accommodation. These rooms will be allocated on a first come, first served basis.

7. Students may not move rooms during the year unless requested to do so by the Tutorial Office or because there are compelling reasons for doing so.

8. Students continuing from a one year course to PhD will recommence their entitlement of 2 years of accommodation and will not have to enter the ballot for onsite/offsite allocation until after 2 years. This will take effect from the Michaelmas term 2012.

APPENDIX 8 – STUDENTS WITH DISABILITIES

The College is keen to support students with disabilities. A disability access audit was carried out in December 2004 and the College recognises its duties under the Special Educational Needs and Disability Act, including a duty to make any necessary physical adjustments, if it is reasonable to do so. There is an ongoing programme of adaptations to improve disabled access. There are two study bedrooms adapted for wheelchair users and various ground floor and ensuite rooms can be adapted as necessary. Students with declared disabilities are offered on-site accommodation. Please see the Clare Hall entry in the College Access Guide on the Disability Resource Centre website www.cam.ac.uk/cambuniv/disability/

The university has a centrally situated Disability Resource Centre with resources to enable students with disabilities to live and study at Cambridge:

Disability Resource Centre
Keynes House,
Trumpington Street,
Cambridge, CB2 1QA

Telephone: 01223 332301, Textphone: 01223 766840,
E-mail: ucam-disability@lists.cam.ac.uk

APPENDIX 9 – SMOKE-FREE POLICY

Introduction

The College takes the view that smoking in the workplace is a fire risk, contravenes health and safety regulations and is a health hazard to its members, staff and visitors as a result of passive smoking. This policy recognises that the Health Act 2006 expressly bans smoking in all public places and workplaces.

The Policy

The College is a community with numbers of resident members. This policy is designed to ensure that those who live and work here and who do not smoke are not affected by the smoking of others. This means that smoking is prohibited inside all buildings.

Restrictions on Smoking

In order to promote the health and safety of Fellows, students and staff, smoking is not permitted inside any building on College sites, including hostels, at any time, by any person regardless of their status.

Smoking is not permitted in the gardens and grounds either except in designated smoking areas.

Visitors

This policy applies to all visitors to the College including contractors, delivery drivers and any conference guests. Therefore

members and staff who meet visitors are asked to ensure that they comply with this Policy.

No-Smoking notices are displayed in accordance with legal requirements and appropriate statements will be included in publicity material, particulars of appointments, invitations to events, external contracts and the like.

Smoking is not permitted in any private vehicle being used on College business when another member of staff is being conveyed.

Support in Giving up

The NHS Stop Smoking Services (e.g. Cambridge Oasis 01223 723022) or the National Don't Give Up free-phone helpline 0800 169 0 160 provide free advice and practical support for those people wishing to give up smoking.

Disciplinary Action

Those in a supervisory capacity should be alert to the need to remind anyone found smoking in any part of the College, other than a designated smoking area, of the College's policy and ask them to stop immediately.

Staff contravening this policy will be dealt with under the College's disciplinary procedure.

Any member of staff leaving their place of work to go to smoke during working hours and outside official rest periods will be expected to make up the time accordingly. Continual breach of this rule will be dealt with under the College's disciplinary procedure.

Students contravening this Policy will be reported to the Senior Tutor and be subject to disciplinary procedures.

Fellows contravening this Policy will be reported to the Bursar (if Visiting Fellows) or to the President (if members of the Governing Body).

Monitoring and Review

This policy will be reviewed annually by the College's Health and Safety Committee to ensure that it continues to operate satisfactorily and meet legislative requirements.

APPENDIX 10 - ENVIRONMENTAL POLICY

Clare Hall recognises that its activities impact upon the environment both through its routine internal operations, development of its resources, and through its influence and effects on the wider community. The College acknowledges a responsibility for, and a commitment to, protection of the environment at all levels. The College will comply fully with environmental legislation and is in addition committed to continued efforts in the following areas:

MANAGEMENT

Appoint a Fellow of the College to have overall responsibility for environmental policies and issues, and to report annually to the College's Governing Body on environmental issues;

- Include promoting, enabling and monitoring the College environmental policies in the responsibilities of the Domestic Bursar;
- Include promoting and monitoring of College environmental policies in the responsibilities of the Housekeeping staff
- Have termly meetings of the Environment Committee

WASTE & RECYCLING

Promote environmental management policies and practices at every level and in every department of the College;

- Promote the reduction of waste that it produces from the College offices, residential accommodation (student, Visiting Fellows and Life Members and conference guests), kitchen, bar, gardens, and library

- Provide recycling facilities for glass, cans, paper, plastic bottles, batteries, print cartridges, mobile phones, cardboard and furniture
- Provide environmentally responsible facilities for handling waste, including food and electrical equipment
- Promote participation in recycling schemes available to Fellows, staff and all College members
- Minimise waste and pollution and where economically sensible, develop and operate environmentally sound waste management procedures
- Purchase recycled resources where these are available and are both suitable and sensibly priced
- Provide sufficient, accessible and well-publicised collection points for recyclable waste, with responsibility for recycling clearly allocated
- Make specific arrangements for events, such as the May Ball, where significant recyclable waste is likely to be produced, in order to both minimize the waste produced and maximize what is recycled/reused
- Promote reuse of items and waste recycling among staff, College members and conference guests through training, posters and incentives/penalties

UTILITIES - CONSUMPTION

Continue to reduce the consumption of fossil fuels and to incorporate long term strategies for energy efficiency into planning and development

- Consider the use of the most energy efficient and environmentally sound appliances available (eg using energy-saving light bulbs)
- Promote energy saving amongst Fellows, staff, College members and conference delegates (eg use of "Switch it Off" signs)
- Improve heating controls to ensure that whilst comfort is retained, economy of consumption is maximised
- Ensure all computers, photocopiers and printers default to energy saving mode after a period of inactivity

- Reduce water consumption
- Consider planting regimes in the gardens and seasonal planters which maximise use of drought tolerant plants

TRANSPORT

- Continue to encourage and facilitate modes of transport by Fellows, staff and College members which minimise environmental impact
- Make available information about bicycle and pedestrian routes, public transport services and car share schemes to Fellows, staff and College members
- Discourage travel on College business by private transport

IMPROVEMENTS, PURCHASES AND DEVELOPMENTS

Promote a purchasing policy which will give preference, as far as economically sensible, to those products and services which cause the least harm to the environment

- Avoid, wherever practical, the use of environmentally damaging substances, materials and processes
- Maintain the grounds and buildings of the College in an environmentally sensitive way, having regard to protection of local natural habitats and preservation of biological diversity
- Consider environmental factors in respect of any development of the College, seeking as far as is practical to reduce harmful environmental impacts and to integrate new developments into the local environment. Work with other local contacts (including the GSB Green Officers), national and other agencies as appropriate to promote environmental policies.

This policy will be reviewed every five years. (**February 2016**)

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