



**CLARE HALL
CAMBRIDGE**

**College Handbook for
Graduate Students**

2018-2019

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

CONTENTS

| | Page | | |
|---------------------------------------|------|--|----|
| Term Dates 2018-2019 | 2 | University funding website | 11 |
| College Officers | 3 | Clare Hall Bursaries and Awards | 11 |
| Principal Members of Staff | 3 | GRADUATE STUDENT BODY | 12 |
| Founding, History and Community | 3 | LOCAL FACILITIES | 13 |
| Clare Hall Organisation Contacts | 4 | Banks | 13 |
| ACCOMMODATION | 6 | Churches, college chapels etc | 13 |
| Access to rooms | 6 | Groceries and general shopping | 13 |
| Allocation of Rooms | 6 | Information Office and Public Library | 13 |
| Business use | 6 | Sport, Leisure and Fitness | 13 |
| Camp beds | 6 | Post Office | 13 |
| Cleaning | 6 | Shipping and Transport | 13 |
| Council Tax | 6 | MEALS AND WINE | 14 |
| Departure from Accommodation | 6 | Bars | 14 |
| Electrical Appliances and Testing | 6 | Breakfast and Weekend Meals | 14 |
| Energy Saving and Recycling | 6 | Children in the Dining Room | 14 |
| Fire Precautions | 6 | Meals allowance | 14 |
| Guests in rooms | 6 | Dining Hall policy | 14 |
| Heating | 6 | Guests at meals | 14 |
| House Representatives | 7 | Kitchen closure dates | 14 |
| Insurance | 7 | Lunch and Supper times and booking | 14 |
| Keys | 7 | Meal Prices | 14 |
| Maintenance | 7 | Wednesday Formal Dinner | 14 |
| Noise | 7 | Wine | 14 |
| Parties | 7 | TUTORIAL MATTERS | 15 |
| Rent and Caution Money | 7 | Tutors | 15 |
| Security and personal safety | 7 | Graduation | 15 |
| Smoking | 7 | Life Membership | 15 |
| Storage | 7 | UNIVERSITY FACILITIES | 16 |
| Tenancy Agreement | 7 | Bus Service | 16 |
| Televisions in student rooms | 7 | Card | 16 |
| Working away | 7 | Computer Services | 16 |
| COLLEGE FACILITIES AND GENERAL | 8 | Counselling Service | 16 |
| Access to College | 8 | Departments and Faculties | 16 |
| Anthony Low Building | 8 | Graduate Union | 16 |
| Art Collection | 8 | Language Centre | 16 |
| Ashby Library | 8 | Library | 16 |
| Bars and Common Room | 8 | Other colleges | 16 |
| Bicycles | 8 | Sport and Culture | 16 |
| Calendar of Events | 8 | St Cross College, Oxford | 16 |
| Cars | 8 | University Centre | 16 |
| Children | 9 | APPENDICES: | 17 |
| College Merchandise | 9 | COLLEGE POLICY AND PROCEDURES | 17 |
| College public rooms | 9 | Appendix 1 Graduate Admissions | 17 |
| Computing | 9 | Appendix 2 Data Protection | 17 |
| Equipment hire | 9 | Appendix 3 Harassment, Bullying and Discrimination | 18 |
| Fax | 9 | Appendix 4 Race Equality | 19 |
| Film Club | 9 | Appendix 5 Student Complaints | 21 |
| Guest rooms | 9 | Appendix 6 Fire Precautions | 23 |
| Laundry facilities | 9 | Appendix 7 Graduate Student Accommodation | 24 |
| Mail | 9 | Appendix 8 Students with Disabilities | 24 |
| Medical/Dental | 10 | Appendix 9 Smoke-free | 24 |
| Music at Clare Hall, and Music Room | 10 | Appendix 10 Environmental | 25 |
| Pets | 10 | | |
| Piano | 10 | | |
| Play areas | 10 | | |
| Porters | 10 | | |
| Reading Area | 10 | | |
| Smoke-free Policy | 10 | | |
| Sports facilities | 10 | | |
| Studies and Carrels | 10 | | |
| Telephones | 10 | | |
| Televisions | 10 | | |
| Travel in Cambridge | 10 | | |
| FINANCIAL MATTERS | 11 | | |
| Fees and Accounts | 11 | | |
| College bills | 11 | | |
| Childcare Bursaries | 11 | | |

Term Dates 2018-2019

| | |
|------------------------------|-------------------------------------|
| Full Michaelmas Term: | 2 October - 30 November 2018 |
| Full Lent Term: | 15 January – 15 March 2019 |
| Full Easter Term: | 23 April – 14 June 2019 |

**CLARE HALL
CAMBRIDGE CB3 9AL
Tel: 01223 332360 Fax: 01223 332333**

COLLEGE OFFICERS

| | | | |
|----------------------|---------------------------------|---------|----------------------------------|
| President | Professor David Ibbetson | 3.32370 | president@clarehall.cam.ac.uk |
| Vice President | Professor Alan Short | 7.65652 | cas64@cam.ac.uk |
| Bursar | Mr Ian Strachan | 3.32362 | bursar@clarehall.cam.ac.uk |
| Senior Tutor | Dr Iain Black | 3.32365 | senior.tutor@clarehall.cam.ac.uk |
| Librarian | Dr Rosemary Luff | 3.61590 | rml10@cam.ac.uk |
| Praelector and Tutor | Dr Trudi Tate | 3.32363 | tt206@cam.ac.uk |
| Tutor | Dr Jehangir Cama (2018-19 only) | 3.32363 | jc632@cam.ac.uk |
| Tutor | Professor Ian Farnan | 3.33431 | ifarnan@esc.cam.ac.uk |
| Tutor | Dr Yi Feng (on leave 2018-19) | 3.32363 | wyf21@cam.ac.uk |
| Tutor | Dr Annamaria Motrescu-Mayes | 3.32363 | amm230@cam.ac.uk |

HOLDERS OF COLLEGE POSTS

| | | |
|-----------------------|----------------------------|--------------------------------|
| Archivist | Mrs Elizabeth Stratton | eas51@cam.ac.uk |
| Art Committee Chair | Professor Frances Spalding | fs454@cam.ac.uk |
| Music Committee Chair | Professor David Ibbetson | president@clarehall.cam.ac.uk |
| Review Editor | Dr Bobbie Wells | rsw13@cam.ac.uk |
| Wine Steward | Mr Stephen Bourne | stephenrbourne@googlegmail.com |

PRINCIPAL MEMBERS OF STAFF

| | | | |
|--------------------------------------|--------------------------------|---------|--|
| Accountant | Mr Martin Aldridge | 3.32364 | accounts@clarehall.cam.ac.uk |
| Catering General Manager | Ms Claire Clark | 3.32366 | kitchen@clarehall.cam.ac.uk |
| College Registrar | Mrs Amanda Barclay | 7.65652 | college.registrar@clarehall.cam.ac.uk |
| Development Director | Dr Marie Janson | 7.60962 | development.director@clarehall.cam.ac.uk |
| Domestic Bursar | Mrs Jane Phelps/Mr David James | 3.32369 | domestic.bursar@clarehall.cam.ac.uk |
| Hospitality and Events Administrator | Mr Paul Williams | 7.60998 | pw445@cam.ac.uk |
| Maintenance Supervisor | Mr Andrew Brewer | 7.60995 | ab803@cam.ac.uk |
| Head Gardener | Mr David Smith | | ds658@cam.ac.uk |
| Housekeeper | Mrs 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 Administrator | Mrs Becky Williams | 3.32363 | tutorial.office@clarehall.cam.ac.uk |
| Website Editor | Mrs 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 Students and Members' bills.

The Catering General Manager should be consulted on function bookings that require catering services.

The College Registrar 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 Administrator 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, and vehicle and bicycle registration.

The Maintenance Supervisor 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 24 hours per 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 Registrar). Please also see <https://www.clarehall.cam.ac.uk/history>.

CLARE HALL ORGANISATION CONTACT TABLE A-Z

| Function | Details | Person |
|---|--|--|
| Anthony Low Building (ALB) | Booking: Bar manager Bar staff: GSB Bar restock: See Kitchen Bar keys: Porter | Bar Manager GSB President bursar@clarehall.cam.ac.uk |
| Bursaries/Research Funds/Hardship | | SeniorTutor@clarehall.cam.ac.uk Tutorial.office@clarehall.cam.ac.uk |
| Ceremonial, incl. Matriculation and Graduation | | Praelector, via Tutorial.office@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 Registrar, college.registrar@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 | Ian Strachan, 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 | Paul Williams, pw445@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 (Porters Lodge) porters@clarehall.cam.ac.uk |
| Emergencies | | Police, Fire, Ambulance: 999 University Security: 01 223 331818 Development@clarehall.cam.ac.uk |
| Fundraising / Development | | |
| Gate Keys | Herschel Road, Rifle Range Road (Except Elmside Gate) | porters@clarehall.cam.ac.uk |
| Guest Rooms | Book on College website | https://www.clarehall.cam.ac.uk/guest-room-booking-enquiry-form |
| 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/David James, 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 | Claire Clark – Catering General Manager: kitchen@clarehall.cam.ac.uk 01223-332366 |
| Locked out of room | | Office Hours: porters@clarehall.cam.ac.uk Out of Hours: See Out of Hours porter at Lodge |
| Maintenance | Light bulbs, heating, appliances (e.g., laundry machines, cookers), plumbing, broken furniture, room/house repair (Maintenance request forms outside reception.) | Andrew Brewer - ab803@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 | Accommodation Officer. accommodation@clarehall.cam.ac.uk |
| Student Life | ALB bar staff College/student liaison ALB booking | GSB President GSB Vice President GSB Social Chairperson Bar Manager |
| 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 Jehangir Cama, Tutor (for 2018-19 only), jc632@cam.ac.uk Dr Ian Farnan, Tutor, ifarnan@esc.cam.ac.uk Dr Annamaria Motrescu-Mayes, Tutor, amm230@cam.ac.uk Dr Trudi Tate, Tutor, tt206@cam.ac.uk |

| | | |
|--|--|-------------------------------------|
| University cards | | tutorial.office@clarehall.cam.ac.uk |
| Tutorial Paperwork and References | Admissions and University Student Registry matters. Research and Hardship Funds, Bursaries. Graduation registration. Letters of status for banks, visas, employment, academic etc. Council tax student certificates. Gown loans. | tutorial.office@clarehall.cam.ac.uk |
| Wine Cellar | Wine purchases (forms outside reception). | Stephen Bourne, Wine Steward |

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

Rooms are allocated on a first come first served basis, and are subject to availability.

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. Students continuing from an MPhil degree to a PhD will be offered 3 years in total.

Once a room has been allocated, it is only in special circumstances, as recommended by the Tutor (e.g. 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.

All students living in college accommodation will be given an agreement beginning on their date of arrival and ending on the 31 July in the current academic year.

Some buildings may be used during the Long Vacation for the purposes of conferences and summer schools, and if you live in one of these buildings you may be asked to vacate your room by 31 July. Should you wish to stay beyond this date, there is limited accommodation available within other college buildings, and an application can be made to the Accommodation Officer.

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 bed roll

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.

You must do your own dishwashing and leave work surfaces clear.

Kitchens, communal bathrooms and other shared areas are cleaned by College staff, 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 per week**.

The College has applied for a Council Tax exemption for all of its **shared houses which are occupied exclusively by students** and students in these houses need take no further action. This exemption assumes that no students or their respective 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 These units are liable for Council Tax. However, the Tutorial Office can provide an exemption letter for the student residents; other residents of the flat must discuss their liability directly with the local authority who issue the Council Tax bill. For further guidance on Council Tax matters please go to: <https://www.gradunion.cam.ac.uk/prospective-students/living-in-Cambridge/council-tax>

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 (PAT)

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 UseE" and you will be contacted. This test is carried out once a year without charge.

Energy Saving and Recycling (see Appendix 10, Environmental Policy). 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 (turning lights off 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. However, if the bell sounds continuously, you must 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, other than with the 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 are strongly advised to consider taking out personal insurance. 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 a replacement key may be obtained from Reception. **Please return the spare 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 the Porters Lodge), which should be handed to the Porter, or by emailing ab803@cam.ac.uk.

The College aims to deal with all maintenance requests efficiently and quickly. If marked URGENT they will be taken immediately to Maintenance. 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 is necessary). We aim to deal with all requests within 10 working days.

The Domestic Bursar reviews the maintenance 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 **must** 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. There is also 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, damage has been made to your room or the College 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 excessive use.

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 out of your possession.
- Avoid leaving items e.g. laptops, mobile phones, on view, especially in ground floor rooms. Keep separate work backups.
- Never leave your room (any floor) without shutting the windows (and locking them when leaving the building).

You are strongly advised to take out insurance to cover the theft or loss of your possessions, particularly laptops, other computer equipment and bicycles.

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.

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 Accommodation Officer.

Televisions in student rooms

For private televisions, the Clare Hall licence does not cover the use of a set in your room.

The licence fee is a fixed rate for any period up to one year.

For further information go to: <http://www.tvlicensing.co.uk/check-if-you-need-one/for-your-home/students-aud1>

From 1 September 2016 a TV Licence is also 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

If the Porters are not present in the Lodge on Herschel Road your University card will give you electronic access to the main building. Please ask at 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, computer room, a music room, pool table, table football, dartboard and a vending machine. The upstairs bar area can be booked for social functions with the Bar Manager. It is open Wednesday - Sunday 9-11pm with extended hours on Thursday (7.30-11pm) and Saturday (9-12pm)

ANTHONY LOW BUILDING PC ROOM

In the Anthony Low Building (ALB) is a PC room with four PCs that are part of the MCS (Managed Cluster Service). These PCs are dual boot Windows 10 and Ubuntu Linux and have a vast array of software for you to use on them. Software titles include Stata, SPSS, R, MatLab, Mathematica, EndNote, Zotero, Adobe Photoshop, Adobe Illustrator and so on.

To log into the PCs you will need your CRSid as the username and your UIS (e.g. Raven/MCS/Hermes) password. More info here:

<https://help.uis.cam.ac.uk/devices-networks-printing/managed-desktops/mcs>

Also in the PC room is a Konica Minolta MFD (Multi Function Device) that you can use to print, scan to email and photocopying in mono or colour, A4 & A3. The MFD is part of the DS-Print service that uses a common balance to pay for your printing and copying.

<https://help.uis.cam.ac.uk/devices-networks-printing/ds-print/users>

Printing and copying is charged at 5p per sheet (i.e. 2.5p per side when printing double sided) for A4 mono, 10p per sheet A3 mono, 10p per sheet A4 colour and 20p per sheet for A3 colour. You can buy credit for print/copy online at <https://www.ds.cam.ac.uk/mydsprint>

More info can be found here <https://help.uis.cam.ac.uk/devices-networks-printing/ds-print/users/ds-print-payment>

You can set up your personal Windows or Mac machines to print to DS-Print devices, both here in the ALB and across the University, wherever there is a DS-Print device.

Windows: <https://help.uis.cam.ac.uk/service/devices-networks-printing/ds-print/users/HowCanIprint/ds-printservice/ds-print-service-win>

Mac: <https://help.uis.cam.ac.uk/devices-networks-printing/ds-print/users/HowCanIprint/ds-printmac>

We strongly recommend you setup your University card to unlock the MFD; first you need to associate it with your MCS/DS-Print account. To do so, go to the ALB MFD, show your card to the front of the machine (there's an icon on the front showing where to hold your card) then using the touch screen, enter your CRSid in the username box and your Raven password below and press login. The next time you want to unlock the MFD, just use your University card.

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.

Those who are not a member of Clare Hall 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, or otherwise 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,
- observe the rules of the road <https://www.gov.uk/guidance/the-highway-code/rules-for-cyclists-59-to-82>,
- obey road signs,
- wear high visibility clothing,
- 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 (these will be removed if found indoors), 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 FOR GUESTS

Charge for first night: £15.00, Subsequent nights: £5.00 per night, Per week (7 nights): £40.00

A booking form should be completed by 12 noon at the latest on the day required and handed into the Porters' Lodge.

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 parking on college property 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 Senior Tutor and 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, 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 University website to explore the range of childcare and support available in the University and the City at <https://www.childcare.admin.cam.ac.uk> (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 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: Doshisha Room and the Richard Eden Suite.

To book any of the College's public areas, please contact the Hospitality and Events Co-ordinator, pw445@cam.ac.uk 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 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 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 **£500** for the Richard Eden Suite and **£250** for any other of our rooms for hire and this includes the cost of any College equipment provided. **Please note that any requests for extra equipment will be accommodated where possible but are subject to time restraints and are subject to additional charges.**

For non-members the minimum period of hire will be half a day.

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, 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. The notice on the abuse of copyright is available at <http://www.uis.cam.ac.uk/copyright>. 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 network

The college has many UIS wireless access points across the college estate, providing wireless coverage in all buildings and in most outside areas.

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://help.uis.cam.ac.uk/devices-networks-printing/network-services/wireless/eduroam>

Please note that devices such as 'Smart-TVs', AppleTV, Amazon FireTV, Xbox, Playstation etc. cannot connect to the eduroam wireless network. To connect these types of devices please contact the IT department ithelpdesk@clarehall.cam.ac.uk who will arrange a time to configure your devices onto a distinct wireless network we have for these types of device.

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 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 and Life Members, including students' guests, and are for short stay visits of up to two weeks only.

Bookings should be made on the Clare hall website at www.clarehall.ca.ac.uk/guest-room-booking-enquiry-form by the host member.

Current rates for members and students are **£67.50** for a single and **£77.50** for a double.

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. Payment is required on arrival. 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 6 am until 12am, 7 days a week 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 Office, but unsolicited mail will not be forwarded.

MEDICAL EMERGENCIES

If the condition is life-threatening dial: 999

If not life-threatening, but you need to speak to someone quickly, dial: **111.**

Otherwise, please make an appointment with your GP when the surgery is open.

Medical - Registration Graduate Students must register with a local medical practice on arrival in Cambridge and notify the Tutorial Office of the name of the Surgery and Doctor chosen. UK students should bring their NHS number and card with them.

Please see: <https://www.studentwellbeing.admin.cam.ac.uk/nhs-and-healthcare>

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/arriving/healthcare-uk

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

LOCAL GP SURGERIES

| | |
|---|----------------------|
| 28 Petty Curry /65 Sidney St (over Boots) | (tel. 366811) |
| Wordsworth Grove, off Newnham Walk | (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.

DENTAL To find and register with a Cambridge dentist, please see: <https://www.nhs.uk/Service-Search/Dentists/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 at music@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. 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.

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 on accommodation.officer@clarehall.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 £160 (per quarter):

McLean, S2 - S6 Singles £195 (per quarter):

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

TELEPHONES

There are no direct university telephone extensions in student rooms. 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).

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.**

Fees You are asked to confirm that you can meet your financial commitments before coming to Cambridge and we take this contractual arrangement seriously. You must pay your University Composition Fee at the beginning of the Michaelmas or your commencing Term, unless funding bodies require other arrangements and this is agreed with the College. **New students are not allowed to matriculate, i.e. become a member of the University, and are not allowed to commence their studies, until fees are paid for the coming year.** Please note that the College cannot accept responsibility for currency rate fluctuations.

Financial difficulties If issues relating to your fees or college account cannot be resolved with the College Accountant, you should see your College Tutor. If you are, or anticipate that you may be, in unexpected 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 can graduate.

CHILDCARE BURSARIES

The University has a Child Care Bursary scheme for non UK students and registered home student parents to which Clare Hall subscribes. Full information for all childcare matters is available on www.childcare.admin.cam.ac.uk/support, including child care support funding form.

UNIVERSITY FUNDING WEBSITE

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

COLLEGE STUDENT BURSARIES AND AWARDS

FOR PROSPECTIVE STUDENTS

Application forms: <https://www.clarehall.cam.ac.uk/funding>

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 bursary applications is **30 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.

BP & CLARE HALL 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. 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 1 May.**

IVAN D JANKOVIC STUDENTSHIP - 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 for up to three years. There is no separate application form for this Studentship. Interested 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 **1 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.

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

SEUNG JUN LEE BURSARY - 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. Application forms: <https://www.clarehall.cam.ac.uk/funding-current-students>

SALJE 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 **30 June** in each year.

THE BOAK STUDENT SUPPORT FUND - This fund provides substantial additional support for current students to pursue outstanding research and educational opportunities. These awards are in addition to the existing Tutors' Fund for research support and are intended to facilitate research and/or conference attendance. Awards are competitive and hence offered on a selective case-by-case basis with reference to academic merit and research potential. Typically, awards range from £1,000 - £2,000 and there is no lower limit. Both M.Phil and PhD students are eligible to apply to this fund. Applications will be reviewed by a panel of Tutors and decisions will be communicated within three weeks of the deadline for submission.

TUTORS' FUND - Current students are eligible to apply for the following awards from the Tutors' Fund, which are available throughout the year:

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.

HARDSHIP AWARDS

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

Application forms for Bursaries and Awards are on the College website www.clarehall.cam.ac.uk as given above, or may be obtained from: tutorial.office@clarehall.cam.ac.uk.

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 the 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, volleyball and net, croquet equipment, tennis rackets and footballs.

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 first 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. We can offer you guidance and can also raise issues on your behalf with the relevant college authority.

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 banks have branches in Cambridge City Centre. Letters are provided with admission papers by the Tutorial Office confirming your details to support new bank 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);
University Church of Great St Mary, Market Square;
www.gsm.cam.ac.uk,
Clare College Chapel (and other college chapels);
St Andrew the Great, www.stag.org
St Edward's, St Edward's Passage (Clare College Church);
www.st-edwards-cam.org.uk

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 Downing Place URC www.downingplaceurc.org

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 Cambridge town centre and also the smaller local shopping area of Newnham.

The food supermarkets in the city centre are Sainsbury's in Sidney Street and St Andrews Street, Marks and Spencer in the Market Square, Waitrose in Fitzroy Street and Tesco Express on East Road. An open market, which is also good for fresh fruit and vegetables, bakery, fish and cheeses, is held in the Market Square from Monday to Saturdays. <https://www.cambridge.gov.uk/markets> Many small independent and international shops can be found in the Mill Road area.

Larger supermarkets outside Cambridge city centre:

Sainsbury's: Coldham's Lane and Eddington, West Cambridge.

Tesco: Newmarket Road, Fulbourn/Cherry Hinton, Bar Hill and Milton.

Asda: Beehive shopping centre, Coldhams Lane

Waitrose: Trumpington

Several of the main supermarkets offer an internet ordering and delivery service.

For general shopping, there are large departmental and national stores in Cambridge town centre, as well as 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. Near Hills Road Bridge, and hosts a **Nine-screen 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 sports centre and swimming pool and gym are on Parker's Piece. <https://www.kelseyerridge.co.uk/>
<https://www.better.org.uk/leisure-centre/cambridge/parksidepools>

Post Office.

The nearest main Post Office is on St Andrews 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 near student pigeonholes.

Taxis

Local firms include:

A1 Cabco – (01223) 313131

Panther taxis – (01223) 715715

Cambridge City – (01223) 832832

Many taxi firms can be booked online or through mobile phone apps.



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 encourage a sense of community and for members of the College to meet each other, 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 on the College website and displayed in the Dining Room. There is no compulsory fixed kitchen charge. **The college operates a cashless system Upay for meals and bar charges, utilising your University ID card at the electronic point of sale.** https://www.clarehall.cam.ac.uk/files/UpayChilli_howtoaccess.pdf Cards should be pre-loaded with credit and will be swiped at the point of sale. The student current **termly meal allowance of £46** (see below) 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 **must** be made for Formal Wednesday Dinner through the Upay online booking system by 1.45pm the day before.

Termly Meals Allowance

Whilst paying fees, students are entitled to a £46 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 an additional 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 3 guests per graduate student unless you have made alternative arrangements with the Kitchen General Manager or Domestic 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 the Dining Room. However, please see the porters lodge for ordering Breakfast Bags. In addition, 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 2018/19

The Kitchens will be closed for short periods over Christmas and Easter. 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) £5.75

Formal Dinner, inc. wine or soft drink £16

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

1st guest £18

2nd and 3rd guests £20

Wednesday Formal Dinner – 7.30 pm.

Formal Dinner is a relatively formal occasion and a smart dress code is followed (not black tie). **Academic gowns do not need to be worn by students or guests.**

The minimum age limit for Formal Hall is 18 years, with the exception of Graduation Dinners. The number of guests is restricted to 3 (without prior arrangement) and guests should always be accompanied by their College hosts. Please allow guests and their hosts to enter the dining room first on these evenings. We also request that seating etiquette is followed and that you take the next available seat on the tables. For those not wishing to drink wine, please ask a member of staff on the evening for an alternative drink.

Bookings are to be made on the Upay system and must be submitted by 1.45pm the day before and bookings can only be made up to four weeks in advance. All cancellations must be made before bookings close at 1.45pm on the previous day. After this time, no refunds are allowed.

Wine

The College has a well-established wine cellar and a list is produced each year. The Wine Steward is happy to give advice and recommendations.



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 of supervisor,
- dealing with disciplinary matters,
- coping with family upheavals, and 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 Department Supervisor (and, 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 Boak Students Support Fund, the Tutors' Fund for Research Funding and Hardship, and Clare Hall Bursaries.

CLARE HALL TUTORS



Iain Black PhD
(Senior Tutor)
*Geographies of money,
banking and finance.*
isb26@cam.ac.uk



Jehangir Cama PhD
(Tutor) (2018-19 only).
*Biophysics - Cavendish
Laboratory*
jc632@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)
(On leave 2018-19)
*Science, Technology,
Engineering and
Mathematics (STEM)
education.*
wyf21@cam.ac.uk



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



Trudi Tate PhD
(Tutor)
*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, it must be conferred on you at a ceremony (known as 'Congregation') in the University's Senate House. There is no time limit within which you need to have your degree conferred, **but you are not entitled to state that you hold the degree until it is conferred on you.**

Clare Hall graduands are presented by the College on dates in October, November, February, April, May and July, and at other times by arrangement.

The graduation dates for 2018-19 can be seen on:
<http://www.admin.cam.ac.uk/univ/degrees>.

Please contact the Tutorial Office before making plans to graduate at least three weeks before the date of the Congregation you wish to attend. This is to double-check we are presenting graduands on the date required.

You may take your degree either in person or in absence depending on which date you choose. Check the Clare Hall website graduation information carefully. 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.

You can also request up to three tickets for guests to attend the Congregation. There is no charge for these tickets.

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 they are issued by the university.

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. The graduand and one guest are free, and further guests are charged as listed on the Graduation application form. Depending on the ceremony date, the number of your guests may need to be limited due to space restrictions. Dress code is the same as for a Wednesday Formal Dinner.

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 who have 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 Eddington in West Cambridge to the Addenbrooke’s Hospital site and the Biomedical Campus, serving many University colleges and departments, including Clare Hall, and the railway station. Travel on the *Universal* is reduced in price to University card holders. For details and timetables see: <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. Stolen cards can only be replaced without charge if the theft is reported to the police and 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. For further information please contact <https://help.uis.cam.ac.uk>

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. 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. There are subsidised language courses available and also some free courses

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.



COLLEGE POLICY DOCUMENTS

APPENDIX 1 - GRADUATE ADMISSIONS POLICY

Clare Hall is an international academic community with over 180 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. For further information and specific Data Statements please refer to the Data Protection section on www.clarehall.cam.ac.uk

Purpose and scope

The purpose of this policy is to ensure compliance with **data protection law** in the UK (the General Data Protection Regulation and related EU and national legislation). Data protection law applies to the **processing** (collection, storage, use and transfer) of **personal information** (data and other personal identifiers) about **data subjects** (living identifiable individuals).

Under data protection law, Clare Hall ('the College') is identified as a **data controller** and as such is subject to a range of legal obligations. For clarity, the University of Cambridge and the other colleges in Cambridge are separate data controllers, with their own policies and procedures. Sharing of personal information between the University and the colleges is covered by a formal data sharing protocol.

This policy applies to all **staff** and **members** of the College, except when they are acting in a private or external capacity. For clarity, the term **staff** means anyone working in any context for the College at any level or grade (whether permanent, fixed term or temporary) and including employees, retired but active members and staff, visiting Fellows, workers, trainees, interns, seconded staff, agency staff, agents, volunteers, and external members of College committees. Equally, the term **member** includes senior members (Fellows) and junior members (students and life members) of the College when they are handling or processing personal information on behalf of the College, except when they are acting in a private or external capacity.

This policy should be read in conjunction with:

- College Statutes, Ordinances and Regulations;
- staff employment contracts and comparable documents (which outline confidentiality obligations when processing information of the College);
- Data Protection statements
- policies, procedures and terms of conditions of the College and, where relevant, similar documents of the University of Cambridge with regard to:
information security; acceptable use of IT facilities (including use of personal devices); records management and retention; any other contractual obligations on the College or the individual which impose confidentiality or information management obligations (which may at times exceed those of College policies with respect to storage or security requirements – e.g. for funded research).

This policy is reviewed and approved by the College Council. It is reviewed at least once every 2 years. The Data Protection Officer of Clare Hall, remains responsible for ensuring appropriate resources are in place to achieve compliance with data protection law in line with an appropriate overall risk profile.

Obligations of the College

The College upholds data protection law as part of everyday working practices, through:

- a) ensuring all **personal information** (see Annex) is managed appropriately through this policy;
- b) understanding, and applying as necessary, the **data protection principles** (see Annex) when processing personal information;
- c) understanding, and fulfilling as necessary, the **rights given to data subjects** (see Annex) under data protection law;
- d) understanding, and implementing as necessary, the College's **accountability obligations** (see Annex) under data protection law; and
- e) the publication of **data protection statements** outlining the details of its personal data processing in a clear and transparent manner.

The College has appointed a Data Protection Officer (currently **Ian Strachan – College Bursar**) who will be responsible for:

- a) monitoring and auditing the College's compliance with its obligations in data protection law, especially its overall risk profile, and reporting on such annually to the College;
- b) advising the College on all aspects of its compliance with data protection law;
- c) acting as the College's standard point of contact with the Information Commissioner's Office with regard to data protection law, including in the case of personal data breaches; and
- d) acting as an available point of contact for complaints from data subjects.

The College shall otherwise ensure all members and staff are aware of this policy and any associated procedures and notes of guidance relating to data protection compliance, provide training as appropriate, and review regularly its procedures and processes to ensure they are fit for purpose. It shall also maintain records of its information assets.

Individual members and staff are responsible for:

- a) completing relevant data protection training, as advised by the College;
- b) following relevant College policies, procedures and notes of guidance;
- c) only accessing and using personal information as necessary for their contractual duties and/or other College roles;
- d) ensuring personal information they have access to is not disclosed unnecessarily or inappropriately;
- e) where identified, reporting personal data breaches, and co-operating with College authorities to address them; and
- f) only deleting, copying or removing personal information when leaving the College as agreed with the College and as appropriate.

Non-observance of the responsibilities in paragraph 9 may result in disciplinary action against individual members or staff.

The obligations outlined above do not waive any personal liability for individual criminal offences for the wilful misuse of personal data under data protection legislation.

Legal Definition of personal information

Personal information is defined as data or other information about a living person who may be identified from it or combined with other data or information held. Some "special category data" (formerly sensitive personal data) are defined as information regarding an individual's racial or ethnic origin; political opinion; religious or other beliefs; trade union membership; physical or mental health or condition; sexual life; or criminal proceedings or convictions, as well as their genetic or biometric information.

Data Protection Principles

The data protection principles state that personal data shall be:

- processed (i.e. collected, handled, stored, disclosed and destroyed) fairly, lawfully and transparently. As part of this, the College must have a 'legal basis' for processing an individual's personal data (most commonly, the processing is necessary for the College to operate a contract with them, the processing is necessary to fulfil a legal obligation, the processing is in the legitimate interests of the College and does not override their privacy considerations, or they have consented to the processing);
- processed only for specified, explicit and legitimate purposes;
- adequate, relevant and limited;
- accurate (and rectified if inaccurate);
- not kept for longer than necessary;
- processed securely.

Data Subject Rights

An individual's rights (all of which are qualified in different ways) are as follows:

- the right to be informed of how their personal data are being used. This right is usually fulfilled by the provision of 'privacy notices' (also known as 'data protection statements' or, especially in the context of websites, 'privacy policies') which set out how an organisation plans to use an individual's personal data, who it will be shared with, ways to complain, and so on;
- the right of access to their personal data;
- the right to have their inaccurate personal data rectified;
- the right to have their personal data erased (right to be forgotten);
- the right to restrict the processing of their personal data pending its verification or correction;
- the right to receive copies of their personal data in a machine-readable and commonly-used format (right to data portability);
- the right to object: to processing (including profiling) of their data that proceeds under particular legal bases; to direct marketing; and to processing of their data for research purposes where that research is not in the public interest;
- the right not to be subject to a decision based solely on automated decision-making using their personal data.

Accountability

The College is required under law to:

- comply with data protection law and hold records demonstrating this;
- implement policies, procedures, processes and training to promote "data protection by design and by default";
- have appropriate contracts in place when outsourcing functions that involve the processing of personal data;
- maintain records of the data processing that is carried out across the College;
- record and report personal data breaches;
- carry out, where relevant, data protection impact assessment on high risk processing activities;
- cooperate with the Information Commissioner's Office (ICO) as the UK regulator of data protection law;
- respond to regulatory/court action and pay administrative levies and fines issued by the ICO.

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 Bursar

Requests for data subject access to the CCTV system should be made in writing to the Bursar, following the Subject Access Request Policy and sent to the Bursar at bursar@clarehall.cam.ac.uk.

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).

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 GDPR 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:

- GDPR 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.

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 GDPR.

Please refer to specific Club or Society Data Statements in the Data Protection at www.clarehall.cam.ac.uk

The President

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

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 race, colour, ethnic or national origin, religious belief, political opinion or affiliation, sex, marital status, sexual orientation, gender reassignment, age or disability.

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 Equality Act 2010.

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, 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.

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. 01223 332865) |
| Linkline, Student Samaritan Service | (tel. 01223 744444) |
| Rape Crisis Centre | (tel. 01223 245888) |
| Citizens’ Advice Bureau | (tel. 0344 848 797) |
| Samaritans | (tel. 01223 364455) |
| Race Equality Foundation | (tel. 0207 428 1880) |

See also 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 – EQUAL OPPORTUNITIES 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 to all its members.

Background

The Equality Act 2010 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) | |
| (Please contact College Registrar) | |
| 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.

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 | Senior Tutor |
| Accommodation | Senior Tutor Accommodation Officer Domestic Bursar Tutorial Administrator |
| Accounts | College Accountant Bursar Senior Tutor (for matters relating to College bills) |
| Alumni/ Development Office | Bursar Development Office |
| Catering | Domestic Bursar |
| Housekeeping | Domestic Bursar, Head of Housekeeping |
| Maintenance | Estates Manager, Domestic 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 4)

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 |
| Studies | 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

Circumstances permitting, the Accommodation 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 Accommodation 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.
9. All students living in college accommodation will be given an agreement beginning on the last Thursday of September and ending on the 31 July the following year.
10. If you wish to apply to stay beyond 31 July, you must request through the Accommodation Officer, but all applications may not be successful depending on availability. If you are successful and are required to move, there will be a £50 administration fee, regardless of the duration of your extended stay.

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)