

Mutual Expectations for supporting Part-Time Matriculated Students: Colleges, Course Directors and Course Teams

This document is intended to outline the importance of planning and communication between Colleges, course teams and University central services, so that the relationships between them, and the resulting expectations in providing educational, pastoral and administrative support to part-time students are clear to all concerned.

Course management

Clear communication between the course teams, the Colleges and the central services that part-time students can access is essential in the planning and delivery of part-time course teaching and the associated student services. Although the course teams are responsible for the educational delivery of the course, the Colleges and the central services may need to be included in the discussion for planning for any new course delivery to ensure students can be properly supported during their studies.

Both Colleges and course teams should maintain and share records of clear primary points of contact for administrative and student welfare issues. They will jointly maintain a list of key contacts and calendar of commitments for course residential periods. College-based events such as matriculation would usually be agreed at least six months before the start of any course.

Planning courses

The course team should engage with Colleges and central services over:

- 1) whether students will be members of a single College, be spread across a small group of Colleges, or be matriculated at any College. Courses with larger cohorts are encouraged to work with more than one College. Colleges should outline to course teams whether there are any limits on the numbers of students they will matriculate for that course;
- 2) what the patterns of teaching are and how the location and intensity of teaching will impact student services from the College and the central services. Course teams should liaise closely with Colleges and central services when setting course teaching dates to ensure any agreed service levels can be provided for those dates. For Colleges this would include providing details of any arrangements that are different outside of Full Term such as planned maintenance, catering, library access etc;
- 3) whether the College will guarantee accommodation for students when in Cambridge for course teaching (and any periods either side of that teaching). Colleges should also make it clear to part-time students what access they might have to College accommodation at other times, and at what rates.¹ College accommodation rates should be communicated to students as far in advance as possible before the course start date.
- 4) what levels of College tutorial support part-time students should expect. Colleges should provide to course teams clear information about who will provide tutorial services e.g. is the College planning to have dedicated Tutors for part-time students ? Will Tutors be available

¹ An essential element of new course planning and a key point in discussions with Colleges should be around provision of accommodation for part-time students. Some courses don't expect Colleges to offer accommodation; others do with the caveat that teaching normally takes place outside of full Term. If Colleges are able to offer accommodation during course teaching it is essential that an early discussion with course teams should take place when setting course dates. Provision of college catering, formal dinners etc should also be included as part of the discussion.

- outside of Full Term and when students are engaged in studies remotely? What wellbeing services can be accessed remotely and in person at the College? If a meeting is held to discuss concerns about a student it would be most helpful to include College, course teaching teams and relevant administrative staff to make sure everyone is kept in the loop.
- 5) what levels of central services support part-time students should expect. Each central service (see appendix A) should provide to course teams clear information about how to access those services, and which of these can be accessed remotely and in person.
 - 6) how course administration will be managed, with clear expectations being set by the course team and agreed to by the College(s). It is generally expected that Colleges will provide the academic support services as provided for full-time students, including College membership processing, matriculation, student cards, results communications and graduation: the course team will usually run all of the day-to-day course administration and teaching arrangements. It might be helpful for course teams to share the course handbooks with relevant College offices.
 - 7) what extracurricular activities will be provided by the teaching department or course team, by the College, and jointly – with clarity over which of these occur during the residential teaching periods and which of these are accessible to registered students at other times (e.g. access to College formal hall).
 - 8) whether marketing materials are accurate to the course team, the central services and any relevant Colleges. Colleges are expected to include information on their website about what provision they offer for part-time students in particular, especially where applicants will be considering which Colleges to apply to.
 - 9) what procedures are to be put in place if the overall learner experience falls below expectations.

During the course

1) Course start

Colleges and the course team should ensure that time is set aside during the first residential/teaching session to allow students to go to their College. Colleges should provide an induction event where key staff (tutorial and administrative) are introduced, a tour of the facilities is given and relevant College based administration can take place (i.e. registration and right to study checks, and the issuing of University cards, passwords and other identity/access items).

2) Matriculation

A formal welcoming celebratory event should be expected which would include a matriculation lunch/dinner. These are likely to be different days and times for different Colleges so course teams will need to consider this when planning their teaching timetables.

3) Welfare and pastoral support

Part-time students, will access welfare and pastoral support services by the Colleges and the University in the same manner as any full-time student. For further details of central services, access to provision and their contact details see appendix A at the bottom of this document. Course documentation should have set out what levels of welfare and pastoral support are available and when and which can be accessed remotely whilst not in Cambridge.

4) Academic and Administrative support

All the academic and course based administrative support for part-time students will take place at Department or Faculty level. Monitoring of student progress via the relevant postgraduate reporting system will take place in the same way as it does for full-time postgraduate students.

5) Student representatives

Consider having at least two course based student representatives to collate group feedback and maintain open dialogue with teaching and administrative staff as well as part-time student representatives on relevant Department or Faculty-based committees.

6) Events in Cambridge

As most part-time student courses will likely be running out of Full Term there needs to be consideration of what activities will be available to students. Colleges and Departments should be open to hosting course-related seminars, guest lectures, alumni and similar events to ensure part-time students feel included in the wider University community. Inviting staff attendance from both the teaching and administration teams to events will also help in relationship building.

Appendix A

Provided below is a list of key central student services that the University provides to part-time students. If there is any different provision for non-matriculated part-students this is noted below:

Service	Part time students access service?	Any difference between matriculated and non-matriculated Part time ?	Any different process to access service?	Access when not in Cambridge ?	Link
ADRC (Accessibility and disability services)	Yes	No	A non-matriculated student service has now been established by the ADRC with a separate referral system - see https://www.disability.admin.cam.ac.uk/non-matriculated-students for further details. Matriculated FT and PT students contact ADRC via https://www.disability.admin.cam.ac.uk/how-get-support/contact-and-find-us	Contact ADRC via referral form initially. Possible to arrange appointments outside of standard working hours and appointments can be held in-person, on-line or via telephone/email.	Accessibility and disability services University of Cambridge
Careers Service	Yes	No	No Language courses are open to all, including part time students. An active Raven account is required and the student can enrol themselves by going to University Training Booking System. If a Raven account is unavailable, they will need to enrol as a non-University members.	Careers office not constantly staffed in person during holiday periods so email before making a journey. Online appointments are available every day.	Careers Service (cam.ac.uk)
CULP (Cambridge Language Programmes)	Yes	Yes	Can only provide counselling to students on a matriculating course (FT or PT) who belong to a College. For certain regulated services such as 1:1 counselling the service can only be provided to students currently within the UK. For students who are abroad a 30 minute emotional support session can be offered (due to the regulatory limitations) which will help students to consider ways of managing their situation.	See individual course webpage information as courses are delivered in blended mode. Courses normally taught in term time. Students to contact the Student Advice Service via an online form to make an appointment.	University of Cambridge Language Centre Teaching Programmes: CULP - Languages for All: Overview Home (cambridgesu.co.uk)
CUSU (Students Union)	Yes	No	Can only provide counselling to students on a matriculating course (FT or PT) who belong to a College. For certain regulated services such as 1:1 counselling the service can only be provided to students currently within the UK. For students who are abroad a 30 minute emotional support session can be offered (due to the regulatory limitations) which will help students to consider ways of managing their situation.	Students complete an online referral form to make an appointment. Sessions can either be online via Teams or in person.	Individual counselling Student Support (cam.ac.uk)
UCS (University Counselling Service)	Yes	Yes	Postgraduate wellbeing advice for PGT and PGR students. Students must be matriculated to access the Service. Non-matriculated ICE students have separate provision with ICE. Registered students of the University living in the UK may be referred to the service. Non Matriculated students on ICE courses should contact ICE directly for further advice.	Online and in-person appointments available throughout the year	Postgraduate wellbeing advice Student Support (cam.ac.uk)
Student Wellbeing Service	Yes	Yes	Registered students of the University living in the UK may be referred to the service. Non Matriculated students on ICE courses should contact ICE directly for further advice.	The Mental Health Advice service is via an online form and by staff-referral only.	Mental health advice service Student Support (cam.ac.uk)
Mental Health Advice Service	Yes	Yes	There is no difference between FT and PT students but the distinction will be whether a course is award bearing (so those on short courses or non-award bearing courses would not be eligible). Contact OSCCA directly to check on relevant course status if unsure.	Follow standard OSCCA procedures	Office of Student Conduct, Complaints and Appeals (OSCCA) Academic Division (cam.ac.uk)
OSCCA	Yes	Yes	Part time students can register with the service and can access advice and the private property database. Part-time students studying for less than 20 hours per week are not eligible to apply for accommodation	Check with UAS for individual queries	Accommodation Service - University of Cambridge
University Accomodation Service	Yes	Yes	Part time students can register with the service and can access advice and the private property database. Part-time students studying for less than 20 hours per week are not eligible to apply for accommodation	See webpages for further detail as there are different eligibility criteria for each fund. Colleges may also be able to provide support so seek guidance via college tutor. Contact individual societies for further information.	Financial assistance Cambridge students Registered societies The Proctors' and Marshal's Office (cam.ac.uk)
Financial Assistance / hardship funds	Yes	No	No	Colleges may also be able to provide support so seek guidance via college tutor. Contact individual societies for further information.	
University Societies	Yes	No	No	Colleges may also be able to provide support so seek guidance via college tutor. Contact individual societies for further information.	
International Students Team	Yes	No	All part-time students, both matriculated and non-matriculated, have access to the visa advice service and the general support and orientation guidance provided to international students. It should be noted as part of this piece of work that part-time students are not eligible for a student visa and attend Cambridge using visitor immigration permission. This means there are restrictions which likely mean they are not able to be in Cambridge, or the UK, regularly or for extended periods of time.	The team ask that all contact is made by email in the first instance - list of relevant email addresses is available via https://www.iso.admin.cam.ac.uk/contact Students complete an online referral form.	International Student Office (cam.ac.uk) Harassment and violence support Student Support (cam.ac.uk)
Harassment and Violence Support Service	Yes	Yes	Only support matriculated students either FT or PT	Students complete an online referral form.	
University Library	Yes	No	All new students at Cambridge are automatically registered at the University Library.	Access to online resources remotely. For in-person UL visits consult the website for opening hours and to check what services are accessible at the time of visit.	Using the Library Cambridge University Library
University Sports	Yes	Yes	PT students can access same sports services as FT. ICE students can access some services as an affiliated member. Sports clubs are open to all. To represent the University and compete in British University and Colleges Sport (BUCS) leagues and competitions they need to be a registered student (including masters and PhD) doing at least 60 credits per year. To compete in Varsity they need to be a fully registered member of both a College and the University for the current year according to both College and University academic registers.	Contact individual sports services for further details of each.	Facilities Sport at Cambridge
University Information Services	Yes	Yes	The only criteria to access UIS services is that the student must have a CRS id.	Contact helpdesk during normal working hours. All support is given remotely.	University Information Services (cam.ac.uk)
Alumni network	Yes	Yes	Definition widened beyond just matriculated students to those who have studied on "an approved course" at Cambridge. Just with course provider.	n/a Alumni network have many activities around the country and world etc.	Alumni (cam.ac.uk)