



HUGHES HALL
UNIVERSITY OF CAMBRIDGE

HUGHES HALL
STUDENT
HANDBOOK

2022-2023

www.hughes.cam.ac.uk

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I. Introduction to the College

Hughes Hall is one of the 31 Colleges of the 800-year-old University of Cambridge, with a unique character that comes directly from our members. One of just three Cambridge Colleges dedicated postgraduates and mature undergraduates (aged 21 and over), Hughes Hall has a very different feel. Not just a college, it is a diverse and international community.

We have students from more than 70 countries, and our senior members also come from all over the world. They include top academics, leading figures from government and the third sector, and senior executives in business, finance, and law. Overall, we have over 800 students and 200 senior members and are one of the most international Cambridge Colleges.

Despite the great changes that have taken place in the 130 years since the College's foundation, it continues to preserve many of the driving themes of its early years. At the heart of its mission has been the promotion of university education to support practical and positive change in the world beyond academia.

With a friendly and open spirit, the College strives to maintain its scholarly and egalitarian ethos – supporting and enhancing the finest education for graduates and mature undergraduates in all fields and from all walks of life.

Hughes Hall is located right in the heart of Cambridge, halfway between the railway station and the market square. Our main site is a quiet and secluded group of buildings clustered around the University cricket ground, on the edge of the old centre of Cambridge.

The main entrance for people and vehicles is by the Mortimer Road gate, where the Porters' Lodge is located. This is where you can collect your University Card when arriving at the college ([see section II. i.](#)). There is a second entrance, for pedestrians only, by the gate at Gresham Court on Gresham Road, access is by key card only.

We have limited on-site parking available for students and visitors, but you must arrange to use it in advance. There is one marked bay for Blue Badge holders near to the Pavilion Room entrance. The Queen Anne Terrace car park, just by the main gate on Mortimer Road, is a convenient place to park for a short time.

Just around the corner is Mill Road, famous for its cosmopolitan atmosphere and many shops and cafés. Nearby is Regent Street, a commercial centre and the city's 'High Street'.

Take a short walk across beautiful Parker's Piece and you pass from the scholarly calm of the college into the bustling old centre of Cambridge. The Guildhall, in the city centre, is about 0.75 miles (1.2km) away.

<https://map.cam.ac.uk/Hughes%2BHall>

Cambridge railway station is less than a mile (1.6km) away, and Parkside

coach terminus is just 550 yards (500m) away. Hughes Hall is conveniently situated and is the nearest Cambridge College to both.

I.a. Core College Staff and Fellows

The College is led by a senior team of officers headed by the President, Sir Laurie Bristow, who provides overall leadership to the College. The President is supported by the Vice- President, Nidhi Singal, and a number of other officers who provide day-to-day leadership for the College's academic, financial and operational, development and fundraising, and research translation activities.

President: Sir Laurie Bristow

Vice-President: Nidhi Singal - www.hughes.cam.ac.uk/about/our-people/seniors-members/nidhi-singal/

Senior Tutor: Dr Tori McKee - www.hughes.cam.ac.uk/about/our-people/seniors-members/dr-tori-mckee/

Bursar: Jonathan Newby - www.hughes.cam.ac.uk/about/our-people/seniors-members/jonathan-newby/

Director of Institutional Advancement: William Conner - www.hughes.cam.ac.uk/about/our-people/seniors-members/william-conner/

Director of Strategy: Stephen Axford - www.hughes.cam.ac.uk/about/our-people/seniors-members/stephen-axford/

The College's Governing Body, which has overall responsibility for the College and is the committee of charity trustees for the College as a charity, is made up of a core group of Fellows. However, the broader senior membership is comprised of Honorary, Life, and Quondam Fellows, as well as By-Fellows, Associates, Research Associates, and Visiting Scholars. These individuals represent the core academic, cultural and institutional leadership of the College community.

Senior members of all categories, with individual profiles, are listed here: www.hughes.cam.ac.uk/about/our-people/seniors-members/

I.b. The MCR

The Hughes Hall Middle Combination Room (MCR) is the focal point for all students of the college, who automatically become members when they matriculate. The MCR organise a wide range of social events for the students and have their own – recently refurbished – multi-purpose room in the college, the “MCR Clubroom”. The room serves as a place to relax with friends over coffee, has a well-stocked student-run bar, and is the location for many student-organised events, such as live music and watching sporting events.

The MCR Committee is made up of students elected to a variety of positions, such as Welfare Officers, Social Secretaries, or Academic Affairs Officer. A list of officers and their roles can be found at: <https://mcr.hughes.cam.ac.uk/mcr-committee/>.

II. Academic Matters and Tutorial

II.a The academic year and residence requirements

The Academic Year commences on 1 October and finishes on 30 September each year and is divided into three terms. The dates for 2022-23 are:

Michaelmas Term:	Tuesday, 4 October 2022	to	Friday, 2 December 2022
Lent Term:	Tuesday, 17 January 2023	to	Friday, 17 March 2023
Easter Term:	Tuesday, 25 April 2023	to	Friday, 16 June 2023

There are University regulations on the number of ‘terms of residence’ and (for research students) ‘terms of research’ that all students must satisfy to be eligible to receive their degree – see the University’s website for guidance: www.cambridgestudents.cam.ac.uk/new-students/manage-your-student-information/graduate-students/terms-study

It is a University requirement that, to qualify for the BA Degree, an undergraduate must not only pass the necessary examinations but also ‘keep terms’, by residence in Cambridge for a specified number of days. The College must certify termly that this condition has been satisfied. Undergraduate students are expected to be in Cambridge during the teaching term, known as Full Term, which is eight weeks long with a few days either side for private study. This is the period during which University lectures, supervisions, departmental classes, and examinations take place (the main examination period is in Easter Term).

Undergraduates and Graduate Course in Medicine students who do not wish to live in College accommodation must seek tutorial permission to live elsewhere. Applicants in this position should contact the Admissions Office for advice: admissions@hughes.cam.ac.uk.

Current students should see their individual Tutor.

Postgraduate students who need to spend time away from Cambridge for the purposes of their course or for other reasons must apply for either:

- leave to work away: www.cambridgestudents.cam.ac.uk/your-course/graduate-study/your-student-status/work-away-cambridge
- or intermission: www.cambridgestudents.cam.ac.uk/your-course/graduate-study/your-student-status/intermission-medical-and-non-medical

Undergraduate students especially should discuss these with their Tutor in good time.

Students must seek permission from the Accommodation Manager if they wish to arrive early or depart after the period covered by the licence agreement. Students should also let their Tutors know if they need to return to or leave College early due to illness or some other emergency. Tutors will liaise with the Accommodation Manager as needed.

Further details, and term dates for the next few years, are published on the University's website, at: www.cam.ac.uk/about-the-university/term-dates-and-calendars.

II.b. Academic support

II.b.i. College Tutor

Every student has a College Tutor, who, with the Head of Welfare and Wellbeing, College Nurse and College Counsellor, is integral to providing pastoral care and supporting student welfare. Tutors are available to listen and to offer help with any problems or difficulties that are not of a purely academic or administrative kind. The Tutor, Head of Welfare and Wellbeing, and Nurse can advise students on specialist contacts and resources elsewhere within the University. In addition, a Tutor will monitor student progress, and work with supervisors and departments when required, for example, signing documentation that asks for a College representative's approval.

The College also has a subset of Tutors who also act as Champions for support on areas around race and equality, LGBTQI+, women and non-binary, harassment, and for student parents and caregivers. Any undergraduates and postgraduates are welcome to contact any of them by email to arrange a time to talk:
www.hughes.cam.ac.uk/student-centre/welfare/tutors/

II.b.ii. The Tutorial Office

The Tutorial Office, based in Margaret Wileman Building, is run by Monica Kelly (Head of Education Services) and Chloë Bevan (Tutorial Administrator). It offers support to students from matriculation to graduation.

The Tutorial Office liaises with Student Registry (for both undergraduate and postgraduate courses) as well as with Departments/Faculties. It works closely with the Student Loans Company and Cambridge Bursaries. The office processes applications for intermissions and withdrawals and deals with examinations and graduations. It oversees visa monitoring throughout the year and issues student status letters for everything from opening a bank account to registering with a GP.

- Office hours: Mon to Fri, 8:30am until 4.30pm
- Email: tutorial@hughes.cam.ac.uk
- Tel: 01223 (3) 34893



II.b.iii. Undergraduate students

Undergraduate students will also have a College-appointed Director of Studies (or DoS) who oversees your study. The DoS normally sees you at the start and end of each term to discuss your progress and will give advice on lectures and other University teaching, discuss your options, and enter you for the appropriate exams. The DoS normally appoints supervisors and may also be involved on your behalf in examination meetings and other academic consultation in your faculty.

You will also have supervisors, who may or may not be from the College. The supervision system is the 'motor of learning' at Cambridge, and it is vital to invest your energy accordingly. For each supervision you are given an essay or set of exercises to do in advance, to be discussed for an hour with you on your own or in a very small group. This method of teaching can be initially daunting, but is usually very stimulating, and the individual attention enables students to progress rapidly and to explore interests.

You must attend all supervisions arranged for you, unless specifically excused by your DoS. In the case of ill-health or other emergency, contact your supervisor in advance, explaining your absence. A student who fails for no good reason to attend one or more supervisions will normally be charged the full supervision rate (over £25 per hour) and may be disciplined. Try to rearrange a time to make up the supervision, perhaps by joining another group for the topic missed. However, do not arrange any additional supervision hours without first agreeing this with your DoS, since the maximum number has been carefully negotiated and should not be exceeded. Tutors may also recommend additional supervision to the Senior Tutor.

You are expected to make full use of the teaching facilities provided, and a DoS who feels that a student is not working satisfactorily may ask their Tutor or the Senior Tutor to act. Each supervisor submits a termly report on your academic progress through CamCORS, which enables your DoS, Tutor, and Senior Tutor to monitor your progress. You also have access to these reports.

You should maintain regular contact with your DoS, both to monitor and guide your study and to help resolve any difficulties which may arise. In the rare event of difficulties with your DoS, consult your Tutor or the Senior Tutor.

II.b.iv. Postgraduate students

Some Masters students (like LLM and MAST), will, like undergraduates, have a College-appointed Director of Studies (DoS) who oversees their studies. Other taught Masters courses will have a designated course director who provides a key point of contact. Most courses have a combination of taught elements with seminars, and thesis or dissertation, while research degrees simply have the latter. Whatever your course, try to develop good relationships with the faculty and your supervisor(s). If for any reason you experience difficulties, then you should consult your College Tutor.

For doctoral students, the relationship with your departmental supervisor is

particularly important, so it is well worth investing time and energy to establish a good relationship. If for any reason you experience difficulties, then you should consult your College Tutor. It is better to do this early and not let problems fester. The College Tutors have great experience of University faculties and doctoral supervision and are often able to help address problems before they become serious.

II.c. Academic dress

At Hughes Hall we do not require students to wear academic dress (i.e. a gown) for events such as Matriculation or formal halls, however, many students choose to wear them. If you wish to hire or purchase a gown, this can be done online or in store from either:

- Ryder and Amies: www.ryderamies.co.uk/shop/range/academic-robos/
- Ede and Ravenscroft: www.edeandravenscroft.com/

Students wear the gown to which they are presently entitled. This depends on your status:

- Graduate Students aged 24 and over: the Cambridge MA status gown
- Graduate Students under 24: the Cambridge BA status gown
- Undergraduate Students, i.e. *all* BA and BA Affiliate students (regardless of age and previous degrees): the Hughes Hall undergraduate gown with blue button and string on the sleeve, also known as ‘the undergraduate gown for the graduate colleges’

The Cambridge Students Union also has a specific Gown Guide:
www.cambridgesu.co.uk/aboutus/services/gowns/gownguide/#:~:text=At%20Cambridge%20C%20the%20gown%20you,corresponding%20to%20their%20Cambridge%20degree

II.d. Academic skills training

We’re passionate about supporting you in developing the skills that will help you succeed at Cambridge and beyond. We offer group teaching and individual mentoring for all students on a variety of essential skills. Topics covered include time management, using the library catalogue, doing a literature search, effective revision, exam-writing, note taking, avoiding plagiarism, academic writing, and more. We host regular drop-in ‘Academic Skills Surgeries’ where students can ask questions in person. Our Academic Skills Librarian is happy to arrange one-to-one sessions on any topic with specific queries or for those who would benefit from an individual session. You can reach her on academic.skills@hughes.cam.ac.uk, or drop by the Library Office.

II.e. Academic misconduct

Academic misconduct, broadly speaking, is any action which gains, attempts to gain, or assists others in gaining or attempting to gain unfair academic advantage. It includes plagiarism, collusion, contract cheating, and fabrication of data as well as the possession of unauthorised materials during an examination. Every current and former student of the University is expected to understand and abide by rules of behaviour which specifically prohibit academic misconduct. Below you can find links to further information about academic misconduct.

The College follows the University policy on plagiarism. It is a serious offence, and can lead to both University and College disciplinary procedures:

www.plagiarism.admin.cam.ac.uk/

II.f. Matriculation

Matriculation occurs at the start of a student's course, it marks the student's entry to the University community, and their agreement to the rules and regulations of the University. The word itself comes from medieval Latin *matriculare* and reflects the ancient practices of the University. Your matriculation marks the formal admission of a student to membership of the University and the occasion is marked by a Matriculation photograph and a Matriculation Dinner at the start of the year.

When you matriculate, you will be required to subscribe to the following declaration by signing the Matriculation Registration Form:

"I promise to observe the Statutes and Ordinances of the University as far as they concern me, and to pay due respect and obedience to the Chancellor and other officers of the University."

Only by signing these documents does the student become recognised as a full member of the University and College. The University matriculation register is now "signed" electronically and you will receive a link from the Tutorial Office. The College also has a Matriculation book, and you will be invited to meet the President in his office to sign the book at some point in the first term.

At Hughes, we celebrate this milestone with a group photograph on the main induction day (available to purchase) and at Matriculation Dinners throughout Michaelmas Term. These dinners are a great way to start meeting other new students. You will receive an invite to your Matriculation Dinner at your registration day via your @cam email address.

II.g. Examinations

In Cambridge the term 'examination' covers all forms of assessment, including theses and dissertations. So please follow all instructions regarding examinations, even if you have no seated, hand-written exams.

The University Examination and Assessment Committee oversees the whole process: www.educationalpolicy.admin.cam.ac.uk/committees/examination-and-assessment-committee

The Tutorial Office co-ordinates examination matters at Hughes Hall.

II.h.i. Entry into exams

Undergraduates: Your Director of Studies is responsible for entering you for the appropriate exams. You will be sent an Examination Entry Verification Form, which you must check carefully. Notify any corrections or changes to the Tutorial Administrator immediately, which must be entered before the last day of Full Lent Term. In due course you will be given a University Candidate Number, which you must keep with you throughout the exam period.

Postgraduates: These vary according to Department and Faculty. Make sure you follow the instructions you are given.

II.h.ii. Preparation for exams

The Cambridge exam system can be daunting, but help is available. Our 'Preparing for Exams' document provides information on sources of academic support, resources available, practical preparation, taking the exam and getting your results: www.hughes.cam.ac.uk/wp-content/uploads/2021/06/Preparing-for-Exams.pdf

II.h.iii. Conduct in exams

The University provides information on plagiarism for candidates, as well as proctorial notices, which can be found in the University rules: www.cambridgestudents.cam.ac.uk/your-course/examinations/rules-guidance-candidates

II.h.iv. Examination access arrangements

Please see the page on Examination Arrangements: www.student-registry.admin.cam.ac.uk/examinations-further-guidance-staff/colleges/examination-arrangements

As well as the page on exam access arrangements:

www.cambridgestudents.cam.ac.uk/your-course/examinations/graduate-exam-information/examination-access-arrangements/examination

If you think you need exam arrangements, you must complete the College Form and arrange to see your Tutor to discuss your needs:

<https://forms.office.com/pages/responsepage.aspx?id=dIBTHV1ZHEKCMWH5p1w18Uce0rzLflFBgQq8kl3qcV9UOE9CR0UzV1IJVEtZUFJRTzRJSFZBUkVMRC4u>

You will require a formal assessment and certification, e.g. from the Disability Resource Centre, your GP or the College Nurse depending on the condition.

There is neither shame nor disadvantage in seeking adjustments, so please don't be put off from making enquiries. However, you must do so at the start of the year since the College must inform the university early in the Lent Term. The Disability Resource Centre offers a free initial assessment. In most cases the University makes the provisions, while in some cases the College makes the provisions. There is no charge to you for this.

II.h.v. Difficulties in exams

Occasionally students have major difficulties like ill health before or during the exam period. If this happens to you, contact your Tutor immediately to discuss it. Your Tutor may then recommend that the college enters an Exam Warning and/or applies for an Exam Allowance: www.student-registry.admin.cam.ac.uk/examinations-further-guidance-staff/colleges/examination-arrangements#warnings

There is useful information about exam allowances for postgraduate students on the University website:

www.cambridgestudents.cam.ac.uk/your-course/examinations/graduate-exam-information/after-examination/examination-allowances-certain

Occasionally students experience problems with anxiety or health during an exam and need to leave the exam room. If you feel ill during an examination and cannot continue, then you should let an invigilator know immediately. The invigilator will arrange for your College to be informed who may be able to assist you in returning to your home. You will not be able to continue with your examination and should leave all work on your exam desk.

II.h.vi. Notification of results

Degree Classification (*i.e.*, BA and LLM): On the day these are released, your class will be recorded on CamSIS in the morning.

Other results: All other results will be communicated to you directly by your faculty, and marks on individual papers are normally released through Directors of Studies.

II.h.vii. Assessment of results

Good results: The College awards prizes to congratulate all who gain a First-Class degree and in some cases for a Distinction.

Disappointing results: While we do expect students to maintain good grades while, at Hughes Hall, we pride ourselves in believing that academic achievements are about more than getting a 2.1 grade. We also understand that students may have significant mitigating circumstances. If you find your grades are falling significantly then you should speak to your Tutor, and you may also wish to speak to your Director of Studies.

Failure: If you fail your exams, you will normally have to leave the College and the University. Note that to be 'allowed an Ordinary Examination' (i.e., non-Honours) counts as failure in this context.

II.h. Student records

CamSIS holds your personal and course details. Course information will be maintained by the University and College, but you are responsible for your addresses and telephone records. The University will ask you to verify your student record at the beginning of each academic year – this is called Student Registration. It is essential that you do this to make sure that the information held is correct. The contact details on your record will be used to send you important information or get hold of you in an emergency, so it is essential that these are kept updated, in particular your mobile telephone number.

We retain personal information (provided by you or by the University of Cambridge, or created by us), including:

- i) your current name and any previous names you have had;
- ii) unique personal identifiers (e.g. student number, CRSID, date of birth, photograph);
- iii) your current and previous contact details;
- iv) next-of-kin or emergency contacts.

We will assume that you have obtained permission from your next-of-kin or emergency contact for us to hold their information for that purpose. The information is normally retained until seven years after you complete your studies.

Overseas students sponsored on a student visa must have a current UK address and UK telephone number on their CamSIS record. You can log onto your CamSIS Self-Service at: <https://www.camsis.cam.ac.uk/students>.

The College's privacy policy for students explains how the College handles and uses information collected by the College: www.hughes.cam.ac.uk/wp-content/uploads/2021/06/Hughes-Hall-DPS-Students.pdf

It may be necessary to process personal data, whether held on an IT system or otherwise, under the terms of the General Data Protection Regulations 2018. Processing may be the responsibility of the University, the College, or an individual member, depending on the purpose for which the data is held. The Statutory Data Protection Officer is the Office of Intercollegiate Services (OIS). The College's Data Protection Lead is Julia Watkinson, who will provide a copy of the College Data Protection Policy on request; the policy is also to be found on the College website at: www.hughes.cam.ac.uk/wp-content/uploads/2021/06/Hughes-Hall-Data-Protection-Policy1.pdf

II.i. Student Cards

All new students at Hughes Hall are issued with a University Card. The University Card entitles the holder to use certain University and College systems and services where appropriate. The initial issue and scheduled replacement of cards for students will be paid for by the University. Holders will be charged £10.00 for a replacement card.

Students whose place has been confirmed by the University and who provide a photo (usually included with their application to study at the University) will be given their University card on arrival. If you did not supply a photo with your application, then you should contact the Tutorial Office.

For information on how to top up your card, please refer to [section III.a.](#)

II.j. Student status letter

You may require a student status letter to open a UK bank account, to register with a GP or to apply for Council Tax Exemption if you are a full time student in private accommodation.

What you need to do:

Ensure you have an up to date term time (Cambridge) address and UK mobile number in your CamSIS record. Instructions can be found here:

www.vle.cam.ac.uk/pluginfile.php/14431021/mod_resource/content/5/story_html_5.html

Request a letter via <https://forms.office.com/r/CjMyfcDRsk> This option is available until Monday 3 October. After that date please email your request to tutorial@hughes.cam.ac.uk

What happens next?

The Tutorial Office will prepare your letter. **Please allow 5 working days for the request to be processed.**

When prepared letters will be sent as PDFs to your @cam email unless you specifically request a paper copy which can be collected from the Porters Lodge.

II.k. Graduation

The presentation of students for degrees during the Graduation Ceremonies in Senate House marks the successful completion for everyone.

You must graduate to obtain your degree. You can do this in person or in absence, but in either case Hughes Hall must enter you for a graduation ceremony.

Cambridge has two types of graduation ceremony:

1. General Admission, held after the Easter Term, only for BA and related courses (MSci, MEng, MMath). Eligible students will be informed directly by the Tutorial Office.
2. Congregation, held on eight dates throughout the year, for all degrees including MA.

Although Congregations (degree ceremonies) are held at intervals throughout the year, undergraduates proceed to their first degrees at the end of their final term, at General Admission. Graduands and their guests gather for a celebration with refreshments in College, before proceeding to a ceremony in the Senate House. Full details will be circulated to those expected to graduate at the beginning of the Easter Term.

Ordinary Congregations are held once a month during Full Term and once during the Long Vacation in July. Unlike General Admission, which is set aside for first degrees, all other degrees – e.g. PhD, MPhil, MA, MB – as well as BA degrees, can be conferred at Ordinary Congregations. Graduands attending an Ordinary Congregation may invite two guests (one guest, if having the Cambridge MA conferred) to attend a lunch in College with their guests and watch the ceremony at the Senate House. Full details on everything to do with graduation ceremonies, including dates and how to register, can be found at: www.hughes.cam.ac.uk/student-centre/academic/graduation/.

II.I. Graduate medical students

The medical courses at Cambridge are covered by Fitness to Practise procedures. Student doctors are studying towards a degree that automatically allows them to register provisionally as a medical professional. During their studies, students work within this professional environment and the General Medical Council (GMC) expects students to behave in a manner appropriate to their future role. The standards of behaviour expected are set out in a guidance published by the GMC and Medical Schools Council. Students receive a copy of the guidance and the notes

on the legal status of students when they join the University and regularly engage with professionalism content in their teaching.

The Fitness to Practise procedures are set out in full on the University website: www.studentcomplaints.admin.cam.ac.uk/supporting-and-assessing-capability-study

The Medical Student Progress Panel backs up the College tutorial and pastoral system by maintaining a general overview of medical student progression throughout both the preclinical and clinical course. It also monitors the cases of students who, for one reason or another, may be having problems with the course. This may be because of illness, personal difficulties or due to repeated examination failures.

The Panel consists of senior members of the Faculty of Biology, and School of Clinical Medicine, together with College tutorial representatives. In co-operation with Colleges, the Panel reviews student cases, with a view to offering advice and support for students who are encountering difficulties with the course. It is not a disciplinary body and is set up to provide support for students and Colleges. Its basic remit is to try to ensure that students have a timely and, as far as possible, trouble-free progress through the course.

II.m. International students

Please have a look at the University of Cambridge's International Students web page, which is a very useful source of information for newly arrived international students: www.internationalstudents.cam.ac.uk/

It includes practical guidance on coming to study in the UK and at Cambridge, including the International Student Guide: www.internationalstudents.cam.ac.uk/files/international_student_guide.pdf

You will need to collect your Biometric Residence Permit (BRP). The University's International Student Office will send the majority of BRPs to the College to distribute to students. The Tutorial Office will inform you when yours is ready for collection. If you have opted to collect your BRP from the Post Office, then you will need to do this in your own time.

Unless you have arranged an early arrival directly with the Accommodation Office, you must plan to arrive on your Registration Day at the specified time to complete the formal processes of registration. We will send you more details about your registration closer to the time.

Registration has two aspects: the first is administrative and involves collecting your University Card; and the second is receiving information about the College and its processes by staff and students.

In order to be able to register, you must bring:

- your passport (UK students may bring other photo ID)
- any visa ID required by the UK, see: www.internationalstudents.cam.ac.uk/immigration
- Please ensure payment of fees has cleared in the College account prior to registration. Until you complete the registration process you are not a member of the College or University.

II.n. Student feedback

Students are invited to give feedback annually in a student survey which includes feedback on the College's academic provision. Student feedback on provision in College is essential in monitoring and, where necessary, improving the Hughes Hall environment. The online questionnaire is brief, and students are encouraged to complete it honestly and constructively.

Students who have concerns about supervisions or any other aspect of their academic work should discuss these with their supervisor or Director of Studies, or if appropriate, with their Tutor.

III. College Accounts and Financial Information

III.a. Catering accounts and payments

Meals in College ([section VI.e.i.](#)) are paid for using the College operated cashless system Uniware Upay which is loaded onto your University Card. Managing your balance and loading your card can all be done at www.upay.co.uk/ sign in with your Raven account. If you have any issues with your card or payments please contact: finance.assistant@hughes.cam.ac.uk

III.b. Student loans

Students at Hughes Hall pay fees for tuition, catering and accommodation (including a damage deposit). The University has useful information about fees and living costs for both:

- Undergraduate Finance: www.undergraduate.study.cam.ac.uk/fees-and-finance
- Postgraduate Finance: www.postgraduate.study.cam.ac.uk/finance

The College's admissions office has assembled a summary of funding guidance for students in different categories, these are available for download:

- Undergraduate Home/EU: www.hughes.cam.ac.uk/wp-content/uploads/2021/07/Guide-to-UG-HomeEU-funding.pdf
- Undergraduate Overseas: www.hughes.cam.ac.uk/wp-content/uploads/2021/07/Guide-to-UG-Overseas-funding.pdf
- ELQ Affiliated entry: www.hughes.cam.ac.uk/wp-content/uploads/2021/07/Guide-to-ELQ-Affiliated-Entry-funding.pdf

III.c. Credit control policy

The Finance Team undertake credit control on a regular basis. Please refer to our Financial Process document for the full Credit Control policy: [Updated Financial Process - Credit Control.pdf](#)

III.d. Student support and hardship

Hughes Hall, like Cambridge University, expects you to have your funding fully in place before starting your course. This is a condition of acceptance. It also means that you should not be distracted from your study by funding worries.

Note that it is not possible to work part-time in order to fund yourself, given the intensity of a full-time Cambridge course. In any case, the University has strict rules limiting the amount of time for any paid work:

www.cambridgestudents.cam.ac.uk/your-course/graduate-study/your-student-status/working-while-you-study

Nevertheless, students occasionally experience financial hardship. Both the university and the College have some funds available for hardship caused by 'unforeseen and unforeseeable circumstances' (the traditional definition), and occasionally for other needs.

Speak to your Tutor if you have financial concerns. They can give you advice, and they will have to comment on any application to college or university funds. NB. For College grants for travel, language learning, Varsity sport and PhD thesis binding, see the Funding and Prizes page: www.hughes.cam.ac.uk/student-centre/academic/funding-and-prizes/

III.d.i. College hardship funds

To apply for Hughes Hall hardship support, complete the application form, and arrange to discuss this with your Tutor, who may wish to follow up certain points: www.hughes.cam.ac.uk/wp-content/uploads/2021/07/SURNAME-HH-Hardship-Application-2021.mm.docx

Your Tutor will then forward your application to the College's Student Finance and Welfare Committee, which meets weekly during term. Note that if you wish to receive help from funds generously given by others, you need to be open about your income and expenditure. The College will respect your privacy and handle this information sensitively.

The College has several funds, and the Student Finance and Welfare Committee will allocate sums from the most appropriate fund where they accept that there is genuine hardship and there are funds available. These are:

- Chui Wen Mei Memorial Bursary Fund, generously donated in memory of Ms Chui Wen Mei
- Hughes Hall Hardship Fund, from historic donations and other sources
- Hughes Hall Innominate Fund, for small grants, at the discretion of the Senior Tutor.

III.d.ii. University hardship funds

For these funds, you must consult your Tutor, since some need the Tutor to apply on your behalf, and all will need College support from either your personal Tutor or the Senior Tutor. There is a helpful round-up of University hardship funds on the University website: www.cambridgestudents.cam.ac.uk/fees-and-funding/financial-hardship-support-access-funds

- Bell, Abbott, and Barnes Funds for undergraduates, centrally-administered allocation: www.cambridgestudents.cam.ac.uk/fees-and-funding/financial-hardship-support-access-funds/bell-abbott-and-barnes-funds
- Hardship Funding for Postgraduate Students:
- www.cambridgestudents.cam.ac.uk/fees-and-funding/financial-hardship-support-access-funds/hardship-funding
- Assistance with Medical Costs: Crane's Charity: www.cambridgestudents.cam.ac.uk/fees-and-funding/financial-hardship-support-access-funds/assistance-medical-costs-cranes-charity

III.e. Bursaries, scholarships, and prizes

We want to encourage applications from the best students and do all we can to open doors to top-level academic study for brilliant applicants who might not otherwise be able to come to Cambridge. Hughes Hall offers several full and partial scholarships open to all applicants, as well several top-up awards for current students: www.hughes.cam.ac.uk/applying/scholarships-bursaries/

Hughes Hall is delighted to award College prizes, kindly provided by many different benefactors. These general and subject-specific prizes are awarded to all students who achieve an overall First Class Honours or Distinction on their undergraduate or postgraduate course or receive a departmental or national/international prize: www.hughes.cam.ac.uk/wp-content/uploads/2021/06/HH-Prizes-criteria-2021.pdf

III.e.i. Education Unlocked Travel Grants

Many kind donors responded to a 2019 campaign to support Hughes Hall Education students taking postgraduate degrees. The College is extremely grateful for this financial support and is providing matching funding. As a result, we can offer to Faculty of Education PhD and MPhil students annual grants for travel to conferences or other course-related work (up to £250 p.a.), plus a once-only supplement for pilot study or fieldwork (£100). For further details and to apply, see the Education Unlocked Travel Grant Application Form: www.hughes.cam.ac.uk/wp-content/uploads/2021/06/HH-Education-Travel-Application.doc

III.e.ii. Edwin Leong Travel Grants

Dr Edwin S.H. Leong has provided a very generous benefaction to Hughes Hall to fund student travel, and we are extremely grateful for this financial support. As a result, Hughes Hall can offer travel grants (normally up to £250 p.a.) for all other subject areas, to:

- all PhD students, to travel to conferences or other course-related work
- full-time Masters students, to travel to conferences or other course-related work
- medical students, to travel for electives
- BA students, to fulfil compulsory requirements outside Cambridge

For further details and to apply, see the Edwin Leong Travel Grant Application Form: www.hughes.cam.ac.uk/wp-content/uploads/2021/06/HH-Travel-Application-19.07.doc

III.e.iii. Language course support

The College gives some financial support to students who study a language other than English alongside their course, normally through the Language Centre's programme (CULP): www.langcen.cam.ac.uk/culp/culp-index.html

Support is normally given at the end of the course, and only once per year. To apply, complete and submit the Language Learning Support Form together with your CULP receipt. Note that applications received after your course end-date or thesis submission, or for funding after then, will not normally be considered: www.hughes.cam.ac.uk/wp-content/uploads/2021/09/Language-Learning-form-2021.doc

III.e.iv. Varsity sport support

The College gives some financial support to students who participate in university sports at first and second team level. To apply, complete and submit the Varsity Sport Application Form together with a letter on headed paper from the club secretary. Note that applications received after your course end-date or thesis submission will not normally be considered: www.hughes.cam.ac.uk/wp-content/uploads/2021/06/Varsity-Sport-2017.doc

III.e.v. PhD thesis binding support

Hughes Hall is happy to contribute towards the costs of binding one copy of your PhD thesis. To apply, complete and submit the PhD Thesis Binding Support Form along with your receipt: www.hughes.cam.ac.uk/wp-content/uploads/2021/06/PhD-Thesis-Binding.doc

IV. College Facilities

IV.a. Accommodation

IV.a.i. College rooms

The College has about 360 rooms available to students to rent; 275 in buildings making up the central College site surrounding the cricket field, and a further 85 in houses owned or managed by the College and located in the residential streets in the local area. Most rooms are for single occupancy, though the College has a few flats/studios available for couples.

The available accommodation is:

Gresham Court	85 single rooms
Fenner's Building	73 single rooms (including 4 accessible), 5 couples' flats
Centenary Building	26 single rooms (including 1 accessible)
Chancellor's Court	24 single rooms, 4 couples' flats, 3 couples' studio flats.
Margaret Wileman Building	30 single rooms
Wollaston Lodge	23 single rooms
Devonshire Road (off-site)	4 houses with 20 single rooms
Other houses (off-site)	11 houses with 61 single rooms, 1 family house

A Google Map showing the general location of Hughes Hall is available here: <https://www.hughes.cam.ac.uk/contact/location-map/>

There is a map of the approximate locations of buildings and houses around the central site available here: www.hughes.cam.ac.uk/wp-content/uploads/2021/07/House-locations-satellite-with-labels.png

All College rooms are provided with the following (unless indicated):

- Bed mattress and mattress cover
- Desk, desk chair and desk lamp
- Bedside cabinet and armchair (majority of rooms)
- Wardrobe
- Chest of drawers
- Curtains or blinds/nets
- Bookcase
- Waste bin

Students are asked not to bring futons, sofas, or any other large items of furniture. Students are expected to supply their own bed linen, pillows, duvet, towels, coat hangers, cooking pans, crockery and cutlery. However, a bedding pack can be purchased if ordered in advance: www.unikitout.com/?partner=Hughes%20Hall



If you note any faults (burns, scratches, etc.) when you take over the room, please report them to Housekeeping. They keep a comprehensive list on file for each room for reference, which may be viewed on request.

Hughes Hall accommodation meets the guidelines and codes laid down by ANUK. This voluntary accreditation scheme is an arrangement under which suppliers of rented housing voluntarily agree to meet a set of benchmark standards. The scheme is verified every 3 years by independent assessment. More information can be found at <http://www.anuk.org.uk/>

College accommodation is priced by bands based on the floor area of the study-bedroom, whether the room has en-suite bathroom facilities, and the location. Details about bandings and charges for College rooms are available on the Student Centre > Fees and Charges page: www.hughes.cam.ac.uk/student-centre/practical/fees-and-charges/

IV.a.ii. Rent and room licence

Every student living in College accommodation will be provided with a Room Licence in addition to defining the period of agreed residency and cost of the accommodation, this gives the basic rules for such accommodation. Students are charged for their rent termly in advance. Any charges for damages noted during your occupancy will be added to the next bill, though for exceptional damage you will be required to settle bills immediately.

For late payment of bills, i.e. after 14 days, a charge of 2% per month interest is made, with a further 2% per month until the account is settled. If you have difficulty in meeting the normal deadline you should consult your Tutor.

Note that, while every effort will be made to leave students in their rooms during each 'normal period of residence', it may be necessary to move students to alternative accommodation for maintenance or tutorial reasons, or for the benefit of the College community.

Rent includes Wifi and utilities (gas, electricity, water), and cleaning of shared and en-suite bathrooms. Rents also include personal possessions/liability insurance.

Rent is payable by students during their period of occupation as follows:

1. Payment at the normal rate is to be made for the Period of Licence. This is the term of your contract.
2. Any period of occupation outside the period of licence will be charged at the normal rate for that accommodation band.
3. Residence in College accommodation is limited to the period of licence, unless extended by agreement, and the College is entitled to use or let the accommodation to others at any time outside the period of licence.
4. Students who occupy accommodation outside the period of licence without permission will be liable to the College for its reasonable losses (for example if it is unable to honour a conference booking) in addition to the rent due for this period.



5. Rent is invoiced termly and is payable within 14 days on receipt.
6. If you are in danger of not being able to pay your College bill, you should consult your Tutor as soon as possible.

IV.a.iii. Termly rental periods

Licence agreements are sent out and returned before you arrive. You need to check-in at the Porter's Lodge. Rooms are ready from 2pm, and you need to email the Porters if you plan to arrive after 8pm. You must vacate your room by 11.00am on the last day of the rental period.

Outside the rental period, all possessions must be removed from your room. If possessions are left in rooms at the end of the period of licence they will be removed and, after giving notice, disposed of. If you should fail to clear your room (or a communal area) of all your possessions and rubbish on departure, a deduction will be made by the College from your Caution Money (deposit).

IV.a.iv. Caution Money

When you take up your accommodation a Caution Money payment is required. This may be used to offset any damage etc. It will be refunded at the end of your course once your room has been vacated and checked by the Housekeeper. Before departure, make sure that the Finance Office has your up-to-date bank account details.

IV.a.iv. Termination of room licence

A Room Licence or Flat Tenancy Agreement requires you to pay rent until the official expiry date. Should you vacate earlier, you may remain liable for rent until the official expiry date, please see the early termination policy. The College will give due notice as detailed in the Room Licence: www.hughes.cam.ac.uk/wp-content/uploads/2021/07/HH-accommodation-early-termination.pdf

Please note: Students who expect to work away from Cambridge during their studies should not reserve College accommodation unless they are happy to pay for the period(s) when they are absent from Cambridge.

IV.a.v. Allocation policy

It is College policy to give priority for College accommodation to students taking courses of two years duration or longer, and to give priority to first-year students for accommodation on the central College site. The detailed Accommodation Allocation Policy is available for download: www.hughes.cam.ac.uk/wp-content/uploads/2022/04/Accommodation-allocation-policy-2022-23-FOR-WEBSITE-updated-28-Apr-2022.pdf



IV.a.vi. Licence conditions and terms

Standard room licences run for the whole academic year until the end of June. Students who are continuing into the following year, or whose course end date is later than June

can request accommodation into the summer vacation (usually until the end of August). Students will need to put in a request using an online form that is usually circulated before the start of the Easter Term. We expect to offer a room to everyone who requests it, but in some cases this might be a different room to the one you have occupied during the academic year.

Room licences can be ended early only under certain circumstances. Students who may need to leave their accommodation early should refer to the early termination policy before consulting their Tutor: www.hughes.cam.ac.uk/wp-content/uploads/2021/07/HH- accommodation-early-termination.pdf

IV.a.vii. Departure from accommodation

On departure, rooms should be left in a clean and tidy state. All personal possessions (including bedding and items from the kitchen and bathrooms) should be removed and disposed of correctly. Should items be left behind in accommodation, or the rooms left in a dirty state, the College reserves the right to levy a charge against the Caution Money paid by each student. A list of these charges is available on the Fees and Charges page (under Caution Money heading): www.hughes.cam.ac.uk/student-centre/practical/fees-and-charges/#cautionmoney

IV.a.viii. Cleaning

Please take responsibility for keeping shared areas clean and tidy. College housekeeping staff clean communal spaces regularly. However, they should not need to clear and tidy in order to access surfaces and areas for cleaning. This is also considerate to others who use shared facilities.

IV.a.ix. Mail and pigeon holes

All College members are assigned a pigeon hole. The pigeon holes are located in the Porters' Lodge adjacent to the main gate on Mortimer Road. Check your pigeon hole regularly for Royal Mail, important post from College, and any other deliveries. Items too large to fit in the pigeon holes will be held behind the desk in the Porters' Lodge.

IV.a.iv. Laundry facilities

Washing machines, dryers, and irons are available for student use. These are operated by cards which are collected from the Porter's Lodge. A laundry room for all students is in the Margaret Wileman Building near the side door entrance. There



are additional laundry rooms in the Fenner's Building and Gresham Court for residents in those locations. College houses all have laundry facilities. The College does not accept any responsibility for the loss of personal laundry. The laundry equipment in on-site locations is owned, and maintained, by an external contractor. Complaints of laundry machine malfunction should be reported to the contractor. Contact details are in each laundry room. For maintenance of laundry machines in houses, please contact the Maintenance Department. Clothes/washing should not be hung out of bedroom windows, from balconies or left to dry in corridors.

IV.a.x. Maintenance and repairs

Any defect should be reported to the Head of Facilities. Any complaint about the delivery of services in relation to accommodation should be raised with the Accommodation Manager, or in more serious cases, the Deputy Senior Tutor. An investigation will be undertaken and the problems addressed. Should this not be acceptable, you may appeal to the Bursar and, failing agreement at this level, you should make representations through the College Grievance Procedure:

www.hughes.cam.ac.uk/wp-content/uploads/2021/10/HH-Grievance-Procedure-approved-Council-12-October-2021-w.e.f.-14-October-2021.pdf

If an item of College property is damaged or broken, please report it to maintenance as soon as possible via

www.hughes.cam.ac.uk/maintenancerequests/

IV.a.xi. Television licence

The use of private television sets in bedrooms is allowed provided that the appropriate license is held by the occupant. Students are responsible for purchasing their own TV license, this is required if you watch live TV or BBC programmes on iPlayer on any device including a TV, desktop computer, laptop, mobile phone, tablet, games console, digital box, or DVD/VHS recorder. Your home license will not cover you and there is no College-wide cover. TV licensing authorities make checks on a regular basis, and you are personally liable for any fines imposed; you must tell the licensing organization if you do not need a license, please ensure you are correctly covered. Further information can be found at: www.tvlicensing.co.uk/check-if-you-need-one/for-your-home/students-aud1/

IV.a.xii. Possessions insurance

Personal possessions insurance is included in rents for all students in single College rooms. Hughes Hall works with Endsleigh, a leading student insurance provider, to provide contents insurance for College accommodation (onsite and offsite) for items in your room. This insurance for personal possessions is included for students in single rooms; students in couples or family accommodation can purchase additional insurance to cover partner's or family member's possessions under the scheme.

It is important that all students confirm the cover to activate the insurance and



to ensure you know what is and isn't covered:

www.endsleigh.co.uk/student/confirm-your- student-cover/?ref=1692&utm_campaign=freshers20&utm_content=hugheshall&utm_medium=webs_ite&utm_source=apartner

This means you must register your details with Endsleigh. There are also details of their app on the Endsleigh website which enables you to access additional benefits.

Please visit confirm your cover to see:

- What is and what isn't covered
- Key exclusions – where cover isn't provided
- Policy excess – the amount you pay when you make a claim
- How to make a claim
- How to personalise your cover.

Endsleigh student insurance is designed to cover the risks you may encounter whilst living in Hughes Hall student accommodation and away from home. View the current insurance certificate here: www.hughes.cam.ac.uk/wp-content/uploads/2021/09/Hughes-Hall- Endsleigh-Insurance-Certificate-2021-2022.pdf

IV.a.xiii. Quiet hours

The College regards the hours between 11pm and 7am as 'quiet hours'. We ask those living in College accommodation to keep noise to a minimum between those times. At other times, please take care not to disturb your neighbours and housemates with excessive noise.

IV.a.xiv. Guests in College accommodation

Students are allowed to have guests overnight in their accommodation, for no more than three consecutive nights, and up to a maximum of 10 nights in any one month other than when specific agreement has been granted by the Head of Domestic Operations. Students are responsible for their guests and must accompany them at all times.

IV.b. Utilities and Council Tax

If you are resident in College accommodation and need assistance in operating any of the appliances, please consult the Maintenance Manager, via email: maintenance@hughes.cam.ac.uk. Students are asked to be energy-conscious and switch off lights and any appliances when leaving their rooms.

IV.b.i. Heating

Central heating is supplied to all College rooms from 1st October to 1st May each year. If it is very cold or hot before or after those dates, the heating will be adjusted to suit. Please help to save energy and cost by keeping windows closed in cold weather.

IV.b.ii. Gas installations

All gas installations are serviced annually by qualified GAS-SAFE-registered operatives. Where possible, the College undertakes this type of servicing during the Long Vacation to minimise disruption to occupants. However, Health and Safety considerations are paramount, and servicing and repairs will sometimes have to be undertaken during periods of residency. As far as possible, this will be planned to reduce inconvenience. A copy of the 'Landlord's Gas Certificate' is displayed in each of the external houses. Certificates for the buildings on site are held by the Maintenance Manager.

IV.b.iii. Lighting

Lighting is provided in all rooms and externally around the buildings. If a bulb fails, please report it using the online maintenance request form: www.hughes.cam.ac.uk/maintenance-requests

IV.b.iv. Electrical appliances

Mains-powered electrical appliances brought into the College by students must comply with EU Standards. All portable electrical appliances (both student and College-owned) are tested by the College annually, at the beginning of the Michaelmas term. Electric appliances with low current consumption may be used, e.g. radios, CD players, hairdryers, electric razors, etc. But other appliances with heavier consumption are forbidden, e.g. electric fires and fan heaters. Enquiries as to the use of electrical apparatus should be addressed to the Maintenance Department. The safety of any privately-owned electrical appliance is the responsibility of its user. The use of multi-plug adaptors or extension leads is not permitted, except when extension leads are issued by the College itself in houses where there are few sockets in the bedrooms. It is in the interest of everyone's safety that these rules be strictly observed, just as it is essential that no alterations or additions to electrical wiring be made.

Overseas students should note that all electrical appliances must be adapted for 220-240 volts AC. The Maintenance Manager maintains a Student Electrical Inventory for all student owned items, which is available for perusal.

IV.b.v. Council Tax

Students do not have to pay Council Tax, however, couples that include a non-student may be required to pay local Council Tax: www.cambridge.gov.uk/council-tax

IV.c. Health and safety

IV.c.i. Fire prevention

It is the duty of all College members, guests, and visitors to prevent fire. This means that all individuals must be aware of potential dangers e.g. cooking areas, worn electrical leads, etc., and must follow College procedures to minimise risks. UK legislation requires that there is a complete smoking ban in all College buildings, houses, and rooms (this includes the smoking of e-cigarettes/vaping). Further, the College prohibits all incense burners, candles, and cooking in bedrooms.

IV.c.ii. Fire detection and alarms

All Hughes Hall accommodation is equipped with automated fire detection and alarm equipment. Any tampering with the fire detection and alarm systems or fire appliances (extinguishers etc.) is a very serious offence and will be dealt with as such by the College. It is essential that all students understand the actions which need to be taken in the event of a fire alarm. These are described in the Fire Safety instructions on the internal side of every bedroom door.

IV.c.iii. Smoking and vaping policy

UK legislation requires that there is a complete smoking ban in all College buildings, houses, and rooms (this includes the smoking of e-cigarettes/vaping). There is a designated Smoking Shelter near the side entrance of the Margaret Wileman Building. Please ensure that this policy is also communicated to and followed by your guests in the College.

IV.c.iv. Reporting accidents

If you have an accident on College premises during office hours, you should report to the Porters. If necessary, arrangements will be made for the appropriate treatment elsewhere either by a qualified First Aider or by transfer to hospital.

After receiving any attention or treatment, you are required by law to complete an accident form, providing information on: the place, date and time of the accident; the names of any witnesses; and a full description of the event. Accident forms are held by the qualified First Aiders. A list of qualified First Aiders who are available during normal working hours is posted in the Porters' Lodge.

IVc.v. CCTV

CCTV cameras are used on the main site to help safeguard the security of people and property. Cameras are positioned to capture views of the car parking areas, the main entrance as well as general views across the main site. The live pictures are viewed by the Porters to detect any suspicious activity.

Warning signs are placed at the main access points to indicate that surveillance cameras are in operation. CCTV footage is retained for a short period, then wiped clean if not required as evidence.

Information derived from CCTV surveillance will only be used for security purposes, unless it leads to the discovery of an activity that no employer could reasonably be expected to ignore, for example breaches of Health and Safety rules that put others at risk.

You have the right to access information about yourself held on CCTV footage. To request access, you will be asked to complete a Subject Access Request Form (available from the Compliance Administrator) and provide evidence of your identity.

IV. d. Meetings and events

IV.d.i. Individuals hosting events in College

Hughes Hall has many sports clubs, societies, and social events; plus College gym equipment, a Steinway piano, and a varied music programme. Current students of Hughes Hall are welcomed to make use of the College infrastructure for social and sporting events.

If you wish to organise an event in College, please first refer to our Events Management Procedure: www.hughes.cam.ac.uk/wp-content/uploads/2022/06/Events-Management-Website-Text.pdf

IV.d.ii. Societies and clubs

We have a great range of sports societies and a particularly strong tradition in rowing and rugby, with representatives in the Boat Race and Varsity matches, although most of our students join clubs for fun, fitness and friendship.

You can find more information about our societies and sports teams on the MCR website: <https://mcr.hughes.cam.ac.uk/clubs/>

IV.d.iii. Film screening policy

The College holds a MPLC (Motion Picture Licence Certificate) which permits us under UK copyright law to publicly perform, within the College certain broadcast television, streaming, downloads, or DVD/Blu-rays. Before arranging any screenings in communal areas, please contact: domestic.operations@hughes.cam.ac.uk

IV.d.iv. Common rooms and how to book rooms

The MCR Committee currently manages bookings requests for several College rooms. The following rooms and timeslots are available for booking:

- Pfeiffer Room (30 attendees max), 08:00 – 18:00, throughout the week (might be used for supervisions before 18:00)
- Pfeiffer Room (30 attendees max), 18:00 – 23:59, on Monday, Tuesday, Wednesday or Thursday only.

- Maletin Room (30 attendees max), 08:00 – 23:59 (might be used for supervisions before 18:00)
- MCR Club Room (Bar) (100 attendees max), 08:00 – 18:00
- MCR Club Room (Bar) (100 attendees max), 18:00 – 23:59, Bar Manager approval required.

To make a booking, please fill in the Room Booking Form:
https://docs.google.com/forms/d/e/1FAIpQLScbwRQu0yGTNKF1B-vi7EPZ3KOk4Y58IGa4c_nWGcv3ugJdWw/viewform

IV.e. Catering

IV.e.i. Meals in College

Hughes Hall provides onsite food and beverage services delivered by an in-house team; informal food is provided in a cafeteria style offering, comprising chilled grab and go sandwiches, hot main courses, salads, sides, and desserts served in the Dining Hall.

Formal Halls and event dining is also served in the Dining Hall, served to the table, with bespoke seasonal menus.

- 10am – 12pm pastries and hot drinks, Monday to Friday
- Cafeteria Lunch is served Monday to Friday from 12-2pm
- Cafeteria dinner is served between 5.30-7pm Monday, Wednesday, and Thursday, with a takeaway service offered Tuesday and Friday 5.30-6.30pm, when formal halls take place.
- Brunch service runs on Saturday and Sunday 11.00-1.00pm



- There is no Cafeteria service on Saturday or Sunday evenings
- Formals and other dining events will be served at the specific advertised time
- Please note that service times may differ during vacation periods.

Students should go to the UPay site to top-up credit for meals or to make a Formal Hall booking: www.upay.co.uk/app/

(NB. in Upay, you may need to click the menu button (top right, horizontal lines logo), before seeing 'Top-Up' or 'Events'.)

If you have any issues with this service, please contact the Finance Department: finance@hughes.cam.ac.uk

IV.e.ii. Allergies and dietary requirements

The Catering team take great care to support any student with an allergy, intolerance, or specific dietary requirement. Please contact: Catering@hughes.cam.ac.uk for information or support.

IV.e.iii. Guests in hall

You are welcome to bring guests to the Cafeteria. We are a family friendly College, and there is a highchair available. If you wish to bring guests under 18-years-old should contact the College in good time to check the event is suitable:

formal.hall@hughes.cam.ac.uk

You will be expected to be responsible for their guest at all times. If your guest is a minor, you should ensure you make yourselves known to the Duty Fellows when you arrive for the dinner.

IV.f. Formal Halls

IV.f.i. A social and truly collegiate experience

The College provides formal, waiter-service dinners known as Formal Halls which take place in the Dining Hall, usually on Tuesdays and Fridays from 7pm, during term time.

These formal dining events are a tradition common in the collegiate universities of Cambridge and Oxford and provide the opportunity to dress up, meet up with friends or strike up a conversation with a student or senior member who can share an insight into their field or research. Formal Hall is a social and truly collegiate experience. It is a particular feature of Hughes Hall that we have no high table, instead the President and Fellows value the chance to sit with students and their guests.

You may attend any Formal Halls in the calendar and are warmly encouraged to take advantage of this great tradition. Special themed Formal Halls occur throughout the year, some with different conditions and dress codes. Themed Formal Halls have included Black History Month, Halloween, Burns Night, LGBTQ+ History Month, St Patrick's Day, Chinese New Year and Diwali.

IV.f.ii. Payment and booking

The price for a regular Formal Hall ticket is £16.50, and themed Formal Hall tickets are £17.50. Please book by 10am on the preceding Friday for Tuesday Formal Hall, and by 10am on the preceding Tuesday for Friday Formal Hall. Please go to the UPay site to top-up your credit or make a Formal Hall booking: www.upay.co.uk/

Please note that you'll need to have enough meal credit before you book; your booking applies to you and cannot be transferred; and tickets may not be re-sold for profit or on a commercial basis.

IV.f.iii. Guests at Formal Hall

Each student may bring up to three guests to Formal Hall, i.e. you can book up to 4 places. Some very popular evenings may have additional restrictions for the number of guests. Note that it is the responsibility of student hosts to ensure that their guests behave appropriately.

Formal Hall is a communal College event open to members of Hughes Hall and their personal guests only. This means that guests will only be able to attend if they are with the College member who is hosting them; if you cannot attend, you cannot send your guests without you. In some cases, if you are unable to attend, the Conference Office may be able to reassign your ticket. However, this must be requested no later than 14.30 the day before the event. If you think you cannot attend a Formal Hall you have booked, please contact the Conference Office and inquire about transferring it: conference@hughes.cam.ac.uk

The main purpose of Formal Hall is to provide an occasion for a shared dining event for the College community, so numbers of guests are generally restricted. However, occasionally it is possible to arrange for a larger than usual group of guests. These might be for College swaps (organised by the MCR's Social Secretary), groups organised by recognised Hughes Hall societies, or research groups of Hughes Hall PhD students. All such groups must be discussed and approved (email formal.hall@hughes.cam.ac.uk) and properly hosted by Hughes Hall students who take responsibility for their group and their behaviour.

IV.f.iv. Timings and format

There will be information about dates of Formal Halls in the College Calendar. Formal Hall starts at 7.00 pm when College members and their guests gather in the Peter



Richards Room for pre-dinner drinks. This is followed by dinner in Hall at 7.30 pm, then post-dinner drinks and tea or coffee back in the Peter Richards Room.

When you arrive at the Fenner's Building for Formal Hall, please go up to the Peter Richards Room. A member of staff will check your reservation and confirm your number of guests before inviting you to join the drinks. You and your guests will need to meet as a group before you can join the event. Anyone with mobility requirements, who needs to take the lift to go down to the Dining Hall, should notify the Porter at this point. When pre-dinner drinks have ended, the Duty Fellows will invite you to go down to the Dining Hall for dinner, and everyone will be invited to make their way down to Hall via the staircase from the Peter Richards Room. If you have requested use of the lifts for mobility reasons, please go by that route.

IV.f.v. Dress code

Dress code is lounge suits (jacket and tie) or an equivalent level of formality. Casual clothes like jeans, T-shirts and trainers are not acceptable. Some students like to wear gowns, but this is entirely optional. (Note that the College does not loan gowns to students for Formal Hall.)

IV.f.vi. Dietary requirements

Our chefs always try to accommodate dietary requirements. To give them enough notice to prepare a meal option that is suitable for your needs, please select/detail a dietary option during the Upay booking process. If you or your guests suffer from a food allergy and have any concerns over the meal's ingredients, please ask for clarification from the serving staff before eating.

IV.f.vii. Etiquette

It is a convention that members of Hughes introduce their guests to the President and/or Duty Fellows during pre-dinner drinks. At about 7.30pm, one of the Duty Fellows will strike the gong to bring the gathering together and invite everyone to dinner. There is no high table and no seating plan: diners are invited to fill the tables starting from the far end (near the painting) and to mix across groups.

When everyone is standing in front of their place, the President or a Duty Fellow will welcome guests, perhaps say grace, and invite the company to take their seats. At the conclusion of the meal, you will be invited to proceed back up to the Peter Richards Room for after-dinner drinks and coffee or tea. You are welcome to stay there with your guests until the evening closes at 11.00pm.

For Formal Hall please keep mobile phones off or on silent mode during drinks and dinner. Use of any electronic device should be kept to a minimum and must not be intrusive or disrespectful to your fellow diners. Voice calls should only be made in the foyer.



IV.g. IT Support

IV.g.i. College network connections

The College is part of the University Computing Service wireless scheme, offering the Eduroam wireless network.

Eduroam covers all areas of the College, University departments and on/off site accommodation managed by Hughes Hall. We do not guarantee 100% coverage of all bedrooms. To setup Eduroam, please follow these instructions: <https://help.uis.cam.ac.uk/service/wi-fi>

UniofCam wireless network is also available but this is for **guest use only** and is not suitable for everyday use: <https://help.uis.cam.ac.uk/guest-wifi>
A wired network connection is no longer available in College accommodation, please use the University Wireless instead.

IV.g.ii. Computer facilities

Hughes Hall provides the following resources on the first floor of the Library:

- Managed Cluster Desktops – both Windows and Linux desktops are available.
- Printing and photocopying is available using the DS-Print service, charges can be found at: www.ds.cam.ac.uk/dsprint/site/Hughes%2BHall
- The photocopier in the Library can scan documents and send them to your email account as PDF files.

IV.g.iii. IT Support requests

The College also offers IT support to students, staff and Fellows, arranged via:

- Telephone: 01223 761222 (61222 from a University phone)
- Email: help@hugheshall.on.spiceworks.com

IV.g.iv. Policies governing computers and network use

Please note that these rules, and, in particular, the 'local' rules are subject to change at any time. New rules will be sent by email to all members of the College.

All usage of Hughes Hall computing facilities is subject to the following University Computing Service Policies and Guidelines and also the following **Hughes Hall rules**: www.uis.cam.ac.uk/about-us/governance

- Antivirus software must be installed and kept up to date
- Your operating system e.g. Windows/Mac OS must be kept up to date
- Installed software e.g. Office/Firefox/Java must be kept up to date
- Permission to share files needs to be obtained from the IT Manager, and



peer-to-peer (P2P) software such as BitTorrent, LimeWire and DirectConnect cannot be installed.

- You must not use, share or store applications, films, music, photos or other material if you are not legally entitled to do so. The use of copyright material without an appropriate licence is an offence punishable by a substantial fine or imprisonment. Copyright material includes software, music and films. See Abuse of copyright via the CUDN: www.uis.cam.ac.uk/copyright
- It is forbidden to make use of IP addresses, UserIDs and associated computer resources not allocated specifically to you.
- It is forbidden to connect any unauthorized wired or wireless routers, access points or any other form of network equipment to any part of the College network
- It is forbidden to connect any digital currency mining equipment to the University network or power such equipment from a College provided power source.
- It is forbidden to create a wireless hotspot or share an internet connection.
- All printing and photocopying is recorded against a User ID and will be the responsibility of the person to whom the User ID is registered unless that User ID has previously been reported as compromised.
- Hughes Hall accepts no responsibility for the integrity of any program or data stored on its machines.
- You must not run servers and network services, including file sharing, web servers and email servers on any computer without the permission of the Computer Office.
- No person shall use IT facilities for unlawful activities.

IV.g.v. Terrorism and 'Prevent'

Any students with concerns about terrorism or hatred material encountered by themselves or others should contact their College Tutor. Please also refer to the University's Prevent Guidance:

<https://prevent.admin.cam.ac.uk/#:~:text=Prevent%20and%20the%20law,as%20the%20%27%20Prevent%20duty%27>.

IV.g.vi. Network monitoring policy

The College IT Department monitors the performance of the College network both to ensure continuing good service and to assist in resolving connection problems. The University Computing Service continually monitors traffic at its connection to the Internet. Suspected abuse of the network, whether excessive levels of traffic, copyright infringement or any other breach of the rules, will be reported to the College Computer Office and Senior Tutor.

The University Computing Service also runs regular checks on all computers connected to the network: www-uxsup.csx.cam.ac.uk/security/probing/

These "friendly probes" are an attempt to identify vulnerable systems before they can be exploited. Owners of machines with recognised vulnerabilities will be informed and are expected to secure them within a specified time limit, or be disconnected

from the network. If the risk to other users is sufficiently high then disconnection may be immediate.

IV.g.vii. Disciplinary action

Any person believed to be in breach of these rules is liable to have his/her user id, or other access to the College network summarily suspended and to be reported to the Senior Tutor, who may at their discretion impose further appropriate disciplinary action. This may include financial penalty and/or the removal of all rights to use the Hughes Hall computer facilities. Furthermore, cases of breach of Cambridge University Information Technology Syndicate Rules will be reported to the Director of the University Computing Service.

IV.h. Sporting facilities

IV.h.i. Gym equipment

Gym equipment is available on the College site in the Suzanne Ziegler Garden Room. Aside from some reserved hours, this is open to all current Hughes students between 7.00am and 11.00pm. All our students can use the equipment for free – aside from the rowing machines which are reserved for Boat Club members only. This is where the table tennis and boating clubs meet. Just across the road is the main city sports centre, used by the badminton and climbing teams. The athletics, football, and athletics clubs use nearby facilities around the city.

IV.h.ii. Hughes Hall Boat Club

Everyone is encouraged to try rowing or coxing at Cambridge. Most of our College rowers (90%!) had never been in an 'eight' before their arrival. Hughes Hall Boat Club (HHBC) has a history of consistently impressing on several fronts, making every stroke count towards its phenomenally fantastic results. It has risen rapidly through the Cambridge College rowing ranks since its inception in 1989 to become one of the most successful clubs on the river.

We are a large and active club and welcome members of all levels. Our new members quickly progress during Michaelmas term with novice regattas taking place in November, followed by training and racing in Lent and May Bumps, the biggest events in the Cambridge calendar. We are looking for both rowers and coxswains of all levels to join us for the coming year. We row from Emmanuel Boathouse and land training (ergs) takes place in the Suzannah Ziegler Garden Room facility at Hughes. Training sessions vary between the different crews.

For more information about the club please visit our Facebook page www.facebook.com/HughesHallBoatClub/ or email

boatclub@hughes.cam.ac.uk.

IV.i. Music rooms and activities

Hughes Hall is a diverse academic and social community, and this is reflected in the wide variety of musical activities and events that take place over the course of the academic year. Music should be entertaining, stimulating, rewarding and, above all, enjoyable and, with this in mind, Hughes' Music Committee aims to programme concerts and events that cater to a wide range of tastes and interests, encouraging both performers and listeners alike. From informal student events to professional recitals, College members are always warmly welcome, and ideas and suggestions for future programming are genuinely encouraged.

The College's main performance space is the Pavilion Room, a friendly and informal setting with a Steinway Piano. The Steinway piano is strictly reserved for concert performances and College-led music events. However, an upright practice piano is located in the Maletin Room. No booking is required and access is available when the room is not being used for College purposes.

The College has a music room which can be booked for private practice. This is located in Gresham Court.

The College's usual musical activities include:

- Hughes Hall concert series
- Stradivari Trust recitals and related events
- Weekly College choir rehearsals
- Informal and welcoming 'music cafés'
- Cambridge Graduate Orchestra rehearsals

Information about forthcoming events throughout the year are listed in the calendar and events coming up soon are available here: www.hughes.cam.ac.uk/academic/college-calendar/

College Music is overseen by the Honorary Director of Music whose responsibilities include programming the Hughes Hall music calendar, with the support of the Music Committee.

The Stradivari Trust, founded by former City Fellow, and now Honorary Fellow of the College, Nigel Brown OBE, hosts regular concerts throughout the year. These events attract a wide-ranging and highly appreciative audience, and are performed by some of Britain's leading young string players: <http://stradivaritrust.org/>

There are opportunities for students to take part in concerts and to organise performances. The term time non audition College Choir (Tuesdays @ 6.15 pm, Pavilion Rm) is led by the Choir Director and embodies the egalitarian values of the College, welcoming students, seniors, alumni and staff; in recent years students have also taken turns at conducting the choir. Hughes Hall also hosts the Cambridge Graduate Orchestra which rehearses regularly. If you are interested in joining, please contact Alex Reid who will be happy to hear from you: awnr2@cantab.net

For further information, to be added to the mailing list, or for anything else related to music at Hughes Hall, please contact music@hughes.cam.ac.uk. If you sing, play an instrument or enjoy listening to music, and have recently joined the College, we would love to hear from you.

IV.j. The Library

As a member of Hughes Hall, you can use our peaceful library for your reading and learning. Open 24/7, the Edwin Leong Library is a beautifully light and airy study space overlooking the lawn. We have 60 study spaces on two floors, with step-free access to all areas and three height-adjustable desks. As well as stocking core textbooks for undergraduate and many masters courses, we have a growing collection of resources to support wellbeing and personal development. Our friendly and experienced professional librarians are on hand to advise you on finding and using information resources, and to support you in developing and enhancing your academic skills for study, research and exams.

Full information on using the Library can be found on the student Library page: www.hughes.cam.ac.uk/student-centre/academic/library/

The College also has a Library Services Moodle page with more information: www.vle.cam.ac.uk/login/index.php including Library induction videos and FAQs.

Contact the Library Team at library@hughes.cam.ac.uk

We aim to provide core printed resources for undergraduate courses and for many taught masters courses. If we don't have the book you need for your course, please complete our book request form: www.hughes.cam.ac.uk/student-centre/academic/library/book-request-form/ (If the book you need lies outside this scope, we recommend you contact your faculty librarians.)

To request the purchase of an ebook, contact the University Library: www.lib.cam.ac.uk/collections/book-recommend

As well as being a peaceful space for reading and learning, our library house special collections. For information on the Ohtake Collection, our magnificent collection of First World War poets, editions of works by and about Ted Hughes, and fine print and private press books: www.hughes.cam.ac.uk/student-centre/academic/library/ohtake-collection/

For information about our College Archives: www.hughes.cam.ac.uk/student-centre/academic/library/archive/ Other useful related links are to the right of this page.

IV.k. Transport

IV.k.i. Bikes

Bikes are the most useful form of transport in Cambridge, enabling you to reach all parts of the university within minutes. However, there are many competing cyclists, cars, taxis, and buses on busy and narrow roads. So note the following carefully, in order to enjoy cycling in the city, retain your bike and stay safe! UK rules and government advice are given in the Highway Code.

- (a) **Safety.** You must use lights after dark and are strongly advised to wear a helmet and reflective clothing or bands. These cost very little and could literally save your life. Note that the police can fine you for riding without lights.
- (b) **Security.** Always use a good strong lock, preferably a D-lock, especially in public places. Some people use two, to secure the frame and both wheels. Unfortunately bike theft is common, and has even occurred on the College site. To make things easier if your bike is stolen:
 - (i) insure your bike, through your home policy or a new policy for Cambridge;
 - (ii) keep receipt of purchase, note any details, and take a photo;
 - (iii) Register your bike with the free property registration scheme www.immobilise.com. You can also add ANY valuable property you wish to this registration scheme and we recommend that you do.
- (c) **Registration.** You must register your bike with Hughes Hall. The Porters' team administers the scheme. At registration, you should hand in a completed registration form and you will be issued with a tag with a unique number for you to attach to your cycle. If you pass your bike on to another student, please ensure that the Head Porter is informed. Occasionally all bikes left in College are checked, and those without a College number are removed. You can download a registration form [here](#).
- (d) **Bike racks.** Please use these. Note that if you leave your bike where this is prohibited (including in buildings), it will be removed and you may be fined.

The Cambridge Cycling Campaign has produced a map of Cambridge City Centre and connections to nearby villages. The map shows where cyclists can and can't ride and is updated regularly: www.camcycle.org.uk/resources/map/

IV.k.ii. Cars

Cambridge was not designed for the car, and has very limited parking. So in principle students are strongly discouraged from bringing a car or any other vehicle. The two main exceptions at Hughes Hall are PGCE and CGCM students, who need cars for placements or clinical work. Any other student who wishes to park in College must make their case to their Tutor.

To have a car, you will require:

- (i) **University Licence.** This is required for all students who have not

yet reached MA status, which generally means graduates under 24 and undergraduates, and is granted by the University's Proctors.

To apply, you

first need a signed slip from the Senior Tutor:

www.proctors.cam.ac.uk/motor-control#section-3

- (ii) **College Parking Permit.** Download and complete the Hughes Hall Parking Form, then email it as indicated. Permits are £40 per term: [HH-parking-permit-Aug-2022-b.docx \(live.com\)](#)
- (iii) **College Visitor Parking Permit.** If you need this, contact the Porters' Lodge before your visitor arrives.

IV.k.iii. Disability and access

Hughes Hall works with AccessAble to provide comprehensive access guides to our site in the widest sense; for everyone in our community and for every visitor to our buildings and grounds.

These detailed guides provide accurate information related to all aspects of access, from the approach to College, route planning and journeys around our grounds to the accessibility of individual rooms, virtual access guides and facilities. Please see the AccessAble Access Guide to Hughes Hall: www.accessable.co.uk/hughes-hall as well as our disability and access page: www.hughes.cam.ac.uk/contact/disability-and-access/

There is a Blue Badge bay on site, opposite the Margaret Wileman Building. Queen Anne multi-storey car park is close by. Students wishing to have parking need to discuss their requirements in advance and fill in the form available on the transport and parking page: www.hughes.cam.ac.uk/student-centre/practical/transport-and-parking/

IV.k.iv. Buses

Cambridge has a good local bus service: www.traveline.info/

Note especially the University 'Universal Bus' service, which goes one way to West Road and the West Cambridge laboratories, and the other way to Addenbrooke's Hospital: www.environment.admin.cam.ac.uk/travel/travel-bus

V. Communications

V.a. Email accounts and contact expectations

As a student at the University, you will be issued with an @cam email address. You are reminded to check this regularly, as many important College and University communications come by this route.

As a new student you will automatically be added to the e-mail list of Hughes MCR members. Your MCR will occasionally, selectively, send you e-mails about important things. Please read them! Members may also post to the list, but it is moderated, so an MCR member must approve any posts.

The MCR will be sending you a weekly calendar of events, The Hughesletter. This will provide you with details of the many and varied events taking place at Hughes in the following week. Essential reading! If you would like to add an item to the Hughesletter, please email it to the MCR President:
mcr.president@hughes.cam.ac.uk

The Senior Tutor, Dr Tori McKee, circulates a weekly bulletin, or 'What's On' email to all students. This will go to your @cam email address.

V.b. College social networks

The College has official Social Media pages, you can follow us on:

- Facebook: www.facebook.com/HughesHallCambridge
- Twitter: twitter.com/Hughes_Hall
- Instagram: www.instagram.com/hugheshallcam/?hl=en
- YouTube: www.youtube.com/channel/UCtTzS2VZnY-OSKtpluZWfow
- LinkedIn: www.linkedin.com/company/hughes-hall/

The MCR also have their own dedicated FaceBook
www.facebook.com/hughesents/ and Instagram
www.instagram.com/hugheshallmcr/

There is also a dedicated private Facebook group for new, old, and current students, staff and fellows, run by the MCR and the College that you can request to join: www.facebook.com/groups/600323606683784/about/

VI. Welfare and Wellbeing

VI.a. Head of Welfare and Wellbeing

The Head of Welfare and Wellbeing is Ben Marshall, who is here to offer advice and support to the College community: bjm71@hughes.cam.ac.uk

It is important to us that you can excel in your studies as well as broadening your horizons. And that you can do this with a smile, whilst feeling comfortable, secure, well supported, and surrounded by people who want you to thrive.

At Hughes Hall, we place a great deal of value on our welfare provision and have a tutorial team dedicated to your wellbeing, as well as a College Nurse and College Counsellor. We are always here to help you navigate the peculiarities and practicalities of the Cambridge system as well as to support you in dealing with personal challenges or wellbeing matters.

VI.a.i. Urgent

If life is at risk such as: suspected heart attack, stroke, anaphylaxis, severe bleeding, difficulty breathing: please call **999** or **112**. Then let the Porters know that you have done so.

For urgent, but non-emergency, out of hours' health care advice including mental health, please call **111**. Selection **Option 2** for mental health advice.

Samaritans: **116123** – Free 24/7 national service for people experiencing all kinds of concerns.

VI.a.ii. College welfare

The Porters' Lodge is open from 7am until midnight every day. Their telephone number is 01223 330484. The urgent contact number outside these times is 07917 535806.

The Duty Maintenance (02.00- 07.00, emergency only) telephone number is 07919 058305.

For general wellbeing issues please contact your personal Tutor in the first instance and note that the Senior Tutor, Dr Tori McKee, is always available to discuss your concerns.

VI.b. Specific welfare concerns

VI.b.i. The MCR

The MCR have dedicated Welfare Officers who you can talk to in confidence, no matter how serious or trivial, please don't hesitate to contact them at mcr.welfare.female.nonbinary@hughes.cam.ac.uk and mcr.welfare.male@hughes.cam.ac.uk

The MCR also has a dedicated Welfare page: mcr.hughes.cam.ac.uk/student-advicesupport/

VI.b.ii. Tutor champions

The College has Tutors who are champions for specific areas: www.hughes.cam.ac.uk/student-centre/welfare/tutors/

VI.b.iii. Further welfare contacts

Lifeline: 0808 808 2121 – Mental health advice provided by Cambridgeshire, Peterborough and South Lincolnshire Mind. 9am to 2pm, Monday to Friday (excluding Bank Holidays) and 2pm to 11pm, 365 days a year.

Mind: 0300 123 3393 – General information on mental health, where to get help, medication, alternative treatments and advocacy. Open 9am to 6pm, Monday to Friday (except for bank holidays).

Nightline: 01223 744444* – Listening support and information service open every day from Tuesday 6th October to Friday 4th December.

Saneline: leave a message on 07984 967 708 giving your first name and a contact number and they will call back as soon as possible.

Cambridge Rape Crisis Centre: 01223 245888 – Run by women for women and girls who have survived or currently experience sexual violence. Also for family, friends and professionals supporting a survivor. Open on Wednesday 7pm-9.30pm, Thursday 7pm-9.30pm and Sunday 10am-12.30pm.

See [Section VII.d.i.](#) for information on reporting harassment and sexual misconduct.

iCaSH: 0300 300 3030 – Contraception and sexual health advice, screening and treatment Includes sexually transmitted infections (STIs), pregnancy and termination advice, onward

referral to antenatal and termination services. Free contraception is also available.

Switchboard: 0300 330 0630 – LGBT+ Helpline open 10:00-22:00 every day.

FRANK: 0300 123 6600 – Friendly, confidential drugs advice.

(List compiled by MCR Welfare Officers in consultation with College staff.)

VI.c. College Nurse and Counsellor

VI.c.i. College Nurse

The College Nurse, Debbie Ellis, is available to offer confidential advice and support to students and staff of Hughes Hall, ranging from help and advice with minor illnesses and injuries to support for emotional issues.

If more specialised help or treatment is required, she will help refer you or point you in the right direction whether via your GP, the University Counselling Service or other local services. She can also dispense from a range of over-the-counter medicines.

The College Nurse is based in The Health Centre
(Chancellor's Court A1):

<https://map.cam.ac.uk/#52.200982,0.132802,19,YL21-K1XK-UW22>

Student appointments are available:

See the College Nurse Moodle site for latest availability and to book an appointment: www.vle.cam.ac.uk/mod/scheduler/view.php?id=4445121.

Information shared with the Nurse is confidential. If it is in your interest for information to be shared with other Health Professionals or University Staff, then informed consent will be gained first. However, confidentiality will need to be broken if there appears to be a serious imminent risk, or if there are serious illegal activities where there is a risk to your own or others' safety. In this situation informed consent will be gained wherever possible, but your safety and that of others will take priority. A notice about GDPR and your nursing records explains why nursing records are kept, how your information may be stored, how it is kept safe and confidential and your rights in relation to this.

VI.c.ii. College Counsellor

Our College Counsellor, Isha Mehta, offers sessions for students which can be booked via the Moodle Booking system here:

www.vle.cam.ac.uk/mod/scheduler/view.php?id=13620451

VI.d. University welfare and support provision

The University provides comprehensive information and advice:

- See here for the range of welfare issues and support provision: www.studentwellbeing.admin.cam.ac.uk/
- Their wellbeing section includes advice on issues such as drugs, alcohol, stress, eating and finances: www.studentwellbeing.admin.cam.ac.uk/your-wellbeing
- They have a personal safety and travel section: www.studentwellbeing.admin.cam.ac.uk/personal-safety-and-travel
- And a very useful section on support for particular issues (from bereavement and drink spiking to sexual misconduct and mental health): www.studentwellbeing.admin.cam.ac.uk/support-particular-issues
- They have a comprehensive and free student counselling service: www.counselling.cam.ac.uk/
- University support services include the Disability Resource Centre and the childcare office: www.studentwellbeing.admin.cam.ac.uk/university-and-other-support
- Plus, healthcare and equality information: www.studentwellbeing.admin.cam.ac.uk/nhs-and-healthcare and www.studentwellbeing.admin.cam.ac.uk/equality-diversity-and-inclusion

VI.e. Registering with a GP in Cambridge

In the UK, a local medical doctor is referred to as a 'General Practitioner' – often abbreviated to 'GP'. Registering with a local GP is essential to ensure that you are able to access health services quickly and easily while you are at University. This is especially important if you have an ongoing health condition, such as asthma, or problems with your mental health.

Cambridge GPs are experienced in dealing with students, and working with the University and Colleges. This is very important if you are ill in the lead up to, or during your examinations as you may need exam arrangements or allowances and this may require medical evidence from a GP.

GPs in Cambridge work on a geographical basis so you are required to register with the one closest to your accommodation address. If you are living in College there are two practices which are close enough to accept Hughes Hall students:



- Lensfield Practice <https://www.lensfieldpractice.org/> Online registration forms are available here: <https://lensfieldpractice.org/join-the-practice-2>
This is the most popular with our students.
- Petersfield Medical Practice <https://www.petersfieldmedicalpractice.co.uk/>
Petersfield does not have an online registration facility but you can download the forms to print off, complete and return to the practice: [petersfieldmedicalpractice.co.uk/website/D81056/files/NEW PATIENT REGISTRATION PACK.pdf](https://petersfieldmedicalpractice.co.uk/website/D81056/files/NEW_PATIENT_REGISTRATION_PACK.pdf)

If you are not living in College, you can use this website www.nhs.uk/service-search/find-a-gp to find the one nearest to you – just enter your postcode in the box.

You will need to take your student card with you the first time you go to the practice so that they can verify your identity and complete your registration.

VI.f. Living with COVID-19

February 2022 saw an end to COVID restrictions in the UK, with an end to NHS provision of testing in April 2022. The government published a “Living with COVID” plan: www.gov.uk/government/publications/covid-19-response-living-with-covid-19 and updated guidance for universities: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1056222/HE_COVID_guidance.pdf

The Vice-Chancellor communicated with us all about how the University will adapt within this new framework: www.cam.ac.uk/coronavirus/news/update-from-the-vice-chancellor-53

The current government guidance for people with COVID-19 and their contacts suggests that if we develop symptoms we should stay at home: www.gov.uk/government/publications/covid-19-people-with-covid-19-and-their-contacts/covid-19-people-with-covid-19-and-their-contacts

We have all been affected by COVID in some way and are aware it has not gone away. There are vulnerable individuals amongst us, and the possibility of another ‘wave’ remains, so the steps we have been taking such as getting vaccinated and keeping to ourselves when we are unwell, remain important.

As a reminder:

- We are no longer legally required to isolate if we have symptoms; and contact tracing has ceased
- Face coverings are no longer mandatory in public settings
- The provision of Lateral Flow and PCR testing by the University is discontinued
- Free NHS testing has also ceased but Lateral Flow tests are available in pharmacies.

In line with Hughes Hall’s spirit of mutual respect and community:

- If we feel unwell or think we may be infectious, we should avoid company and stay in
- If we feel more comfortable wearing a mask, we should do so
- Room capacities may still be used to help gatherings remain inclusive

And remember, our enhanced welfare support provision remains in place:

- If you have concerns or questions, please don't hesitate to contact your Tutor or the Senior Tutor
- If you would like to talk to someone else about your health and wellbeing, our Nurse and Counsellor are available too:
www.hughes.cam.ac.uk/student-centre/welfare/nurse-and-counsellor/
- There is a great deal of welfare advice on our website: www.hughes.cam.ac.uk/student-centre/welfare/
- The University provides comprehensive help and support too: www.studentwellbeing.admin.cam.ac.uk/

Further information

- Applicants for postgraduate study should check Postgraduate Admissions Office coronavirus advice: www.postgraduate.study.cam.ac.uk/coronavirus
- Applicants for undergraduate study should check the undergraduate coronavirus advice: www.undergraduate.study.cam.ac.uk/coronavirus
- Students arriving from outside the UK should check the UK Government border controls information: www.gov.uk/uk-border-control
- COVID testing, vaccination and health information for students and staff at the University: www.cam.ac.uk/coronavirus/stay-safe-cambridge-uni
- The University's COVID Recovery SharePoint site [Raven login required] provides resources for staff: <https://universityofcambridgecloud.sharepoint.com/sites/COVIDRecovery>
- Find out more about COVID-related research going on at Cambridge: www.cam.ac.uk/topics/covid-19

Please do tell us if you need support or advice, and let's all keep an eye out for those around us who might need a helping hand or a sympathetic ear.

VI.g. Support for Study Framework

Hughes Hall addresses any need for support regarding wellbeing or behaviour primarily in a tutorial context. The student's Tutor takes the initial lead, working for the student's best interest, and meeting occasionally or regularly to discuss any issues and their implications. You can read the full Support for Study Framework here: www.hughes.cam.ac.uk/wp-content/uploads/2021/06/HH-Support-for-Study-Framework-w.e.f.-15.9.20.pdf

VII. Dignity, Respect, and Inclusion

VII.a. Arrangements for students with specific needs

Arrangements for disabled students, including those with Specific Learning Difficulties (SpLD), are on an individual basis, in conjunction with the University Disability Resource Centre (DRC).

The Disability Resource Centre (DRC) provides a confidential and accessible service for disabled students and those staff supporting them. The DRC supports current and prospective disabled students, including those with:

- i. Specific learning difficulties (including dyslexia, dyspraxia)
- ii. Physical/mobility impairments (including people who are wheelchair users, Upper Limb Disorder - also known as RSI)
- iii. Sensory impairments (including hearing loss, visual impairment)
- iv. Mental health conditions (including depression, schizophrenia, anxiety disorder)
- v. Long-standing illnesses/health conditions (including cancer, chronic fatigue syndrome, HIV, diabetes, epilepsy)
- vi. Asperger syndrome and autism

All students who disclose a disability on application will be emailed by the DRC between March and July, asking for more information. Engaging with the DRC before you get your results will make for an easier transition into student life. If you have an offer but haven't disclosed on application, you can disclose at any time.

Please see www.disability.admin.cam.ac.uk/students/incoming-students for further information.

You should fill in, as soon as possible, the DRC's student information form: www.disability.admin.cam.ac.uk/student-information-form

The College also has a disability information form, as this helps the DRC and the College to work with you in arranging appropriate support: www.hughes.cam.ac.uk/student-centre/welfare/disability/disability-information-form/

If you require specific arrangements like an assistance dog, large print letters and information, adapted accommodation or specialist equipment, please detail this on the disability information form and a member of the welfare team will be in touch to discuss further how the College can best meet your needs.

Flexible accommodation arrangements are possible, please ensure these are detailed on your Accommodation Preference Form and the Accommodation

Manager will take these into account when allocating rooms. A member of the welfare team will be in touch if further information is required. Note that there are four en-suite wheelchair-accessible rooms, which are located in the Fenner's building, reached by lift. There is also one ground floor en-suite wheelchair-accessible room in the Centenary building. There are en-suite shower rooms in Fenner's (all) Centenary Building (all) and Wollaston Lodge (most).

If you have a disability, a long-term health condition or an injury that affects your use of the library, please contact library@hughes.cam.ac.uk or ask library staff for any assistance you require. Please note that information disclosed to the College or DRC via the forms listed above will automatically be passed onto the library team.

If you need help evacuating in an emergency you should contact the Porters for assistance.

VII.b. AccessAble Access Guide

Hughes Hall works with AccessAble to provide comprehensive access guides to our site in the widest sense; for everyone in our community and for every visitor to our buildings and grounds.

These detailed guides provide accurate information related to all aspects of access, from the approach to College, route planning and journeys around our grounds to the accessibility of individual rooms, virtual access guides and facilities. Please see the AccessAble Access Guide to Hughes Hall:

www.accessable.co.uk/hughes-hall

We also have detailed information about services and transport, and access to the College buildings and grounds: www.hughes.cam.ac.uk/contact/disability-and-access/

VII.c. Equality, diversity, and inclusion commitment

We have made a commitment to promote equality, value diversity and maintain an environment for study, work and living in which the rights and dignity of all our members are respected. We acknowledge that the responsibility lies with each of us to robustly challenge discrimination and we stand together with anyone in our community who is adversely affected by discrimination, and will provide support. We encourage its reporting by those who witness it as well as those who suffer it.

Hughes Hall echoes former Vice-Chancellor, Professor Stephen J Toope's, words that 'Any words or actions that suggest talent is determined by colour, or by gender, or by sexual orientation are wrong, and have no place at Cambridge...Equality and diversity must become deeply and irreversibly embedded in the University's core work – whether it is education, research or administration.'



Students, staff, Fellows and other Senior Members come from a wide range of backgrounds and nationalities, and enjoy being in a location close to Mill Road with its cosmopolitan shops and restaurants. We are proudly multinational, with students from more than 70 countries. Everyone at Hughes has arrived by a different route, with a different background, and brings different experiences, strengths and stories to their studies. That's what makes life here so varied and fulfilling. The gates to our Gresham Court accommodation were sculpted by a well-known architectural blacksmith – the 117 marigolds represent all the different countries that our students have come from.

There is further information on the College community composition in terms of race and gender: www.hughes.cam.ac.uk/about/equality-and-diversity/race-and-gender/

VII.d. Harassment policy

The College will not tolerate any form of harassment, discrimination, misconduct, or assault. We will treat all such reports seriously; respond to them effectively; and support victims both in reporting cases and afterwards. If you feel that you have been affected by any form of harassment, you are strongly encouraged to seek support, and report it. If you have witnessed harassment, please also report the incident so that prompt action may be taken. Harassment and sexual misconduct may result in disciplinary action and in serious cases may lead to removal of perpetrators from the College.

Harassment, discrimination, and sexual misconduct of any kind are always unacceptable, whether intentional or not.

VII.d.i. Reporting harassment, discrimination, or sexual misconduct

The College and University provide a range of support for students to access where they have experienced any form of harassment, discrimination, or sexual misconduct. Whether or not you want to report, it is important that you have access to support in relation to your experience.

You can speak confidentially to the University's Assault and Harassment Advisor: www.counselling.cam.ac.uk/sexual-assault-and-harassment-advisor; College Counsellor or Nurse, your Tutor; our Harassment Support Tutor, Martin Hadley-Brown: www.hughes.cam.ac.uk/about/our-people/seniors-members/martin-hadley-brown/; or one of our specific welfare tutors (see end of our Equality and diversity page): www.hughes.cam.ac.uk/about/equality-and-diversity/

In addition, you can use the University's Counselling Service: www.counselling.cam.ac.uk/ and the independent Student Advice Service: www.cambridgesu.co.uk/support/advice/

Whoever you want to help you, there is confidential support available, and different

ways to report what has happened.

The University student complaints webpage on 'Reporting harassment, bullying, discrimination or sexual misconduct' provides information on anonymous and formal reporting procedures, including how to report a student or a staff member, and sources of support, in addition to the processes outlined below:

www.studentcomplaints.admin.cam.ac.uk/harassment-sexual-misconduct/reporting-harassment-bullying-discrimination-or-sexual-misconduct

The University has also launched a Report+Support website which aims to unite these formal and anonymous reporting systems on one platform for all kinds of discrimination, abuse, bullying, harassment, and sexual misconduct:

<https://reportandsupport.cam.ac.uk/>

VII.d. ii Definitions

Harassment and **discrimination** include behaviour which violates your dignity or creates an intimidating, humiliating or offensive environment connected to one or more protected characteristics: age, disability, gender reassignment, race, religion or belief, sex, sexual orientation.

Sexual misconduct relates to any unwanted behaviour of a sexual nature (verbal, non-verbal or physical) which creates an intimidating, humiliating or offensive environment such as sexual innuendo and gestures, displays of body or images, stalking or following, as well as unwanted physical sexual advances, intimidation, promising benefits in return for sexual favours, distributing explicit content of someone without consent, assault and rape.

This chart explains the support available, how to report, and other sources of information, please download a pdf version: www.hughes.cam.ac.uk/wp-content/uploads/2021/10/Reporting-Processes-SL-19.10.21-FINAL-2.pdf

The College's Harassment Policy is available on the Welfare Policies page, it includes two stages for dealing with complaints: www.hughes.cam.ac.uk/student-centre/welfare/policies/

The first stage is aimed at informal resolution and the second provides for the investigation of a formal complaint in accordance with College disciplinary procedures given in Statutes, the Employer Handbook and Disciplinary Policy. The College will investigate all complaints with fairness and relevant confidentiality, and act where appropriate to ensure an effective resolution.

College will support the complainant in deciding what steps to take following alleged harassment or assault, providing information and advice as appropriate. Further ongoing support will also be offered, including help with handling future interactions between complainant and alleged perpetrator in both academic and social contexts.



VII.e. Safeguarding policy

The College is committed to creating and maintaining the safest possible environment for all and aims to adopt the highest standards and take all reasonable steps in relation to the safety and welfare of children and adults at risk. You can read the full policy here: www.hughes.cam.ac.uk/wp-content/uploads/2022/07/Hughes-Hall-Safeguarding-Policy-approved-by-Council-21-06-2022.pdf

Appendices:

Key College Contacts:

Tutorial Office:

Phone: 01223 (3)34893

Email: tutorial@hughes.cam.ac.uk

Porters' Lodge:

Phone: 01223 (3)30484

Mobile: 07917 535 806

Email: porters@hughes.cam.ac.uk

Accommodation:

Phone: 01223 761089

Email: rooms@hughes.cam.ac.uk

Admissions:

Undergraduate admissions phone: 01223 (7)68242

Undergraduate admissions

email: ugadmissions@hughes.cam.ac.uk

Postgraduate admissions phone: 01223 (3)34897

Postgraduate admissions email: pgadmissions@hughes.cam.ac.uk

Student Finance:

Phone: 01223 763123

Email: student.finance@hughes.cam.ac.uk

Senior Tutor:

Email: senior.tutor@hughes.cam.ac.uk

Bursar:

Email : bursar@hughes.cam.ac.uk

Facilities:

Phone: 01223 (3)34899

Email: facilities@hughes.cam.ac.uk

Finance:

Phone: 01223 (3)34894

Email: finance@hughes.cam.ac.uk

Health Centre:

Phone: 01223 (7)46369

Email: nurse@hughes.cam.ac.uk

Housekeeping:



Phone: 01223 (7)61805
Email: housekeeping@hughes.cam.ac.uk

IT office:
Phone: 01223 (7)61222
Email: help@hugheshall.on.spiceworks.com

Library:
Phone: 01223 (7)63908
Email: library@hughes.cam.ac.uk

Maintenance:
Phone: 01223 (7)67056, 07919 058 305
Email: maintenance@hughes.cam.ac.uk

President's office:
Email: presidents.pa@hughes.cam.ac.uk

Communications:
Phone: 01223 (3)31072
Email: comms@hughes.cam.ac.uk

Conference and Events:
Phone: 01223 (3)30662
Email: conference@hughes.cam.ac.uk

Data Protection and Freedom of
Information: Phone: 01223
(3)31071
Email: foi@hughes.cam.ac.uk

Development and Alumni
Relations: Phone: 01223
(3)34895
Email: development@hughes.cam.ac.uk

Education Services:
Email: education.manager@hughes.cam.ac.uk

Fellowships Office:
Phone: 01223 (7)61087
Email: fellowship.admin@hughes.cam.ac.uk

Website:
Email: webmaster@hughes.cam.ac.uk

The Bridge office:
Phone: 01223 (3)34738
Email: bridge.director@hughes.cam.ac.uk

