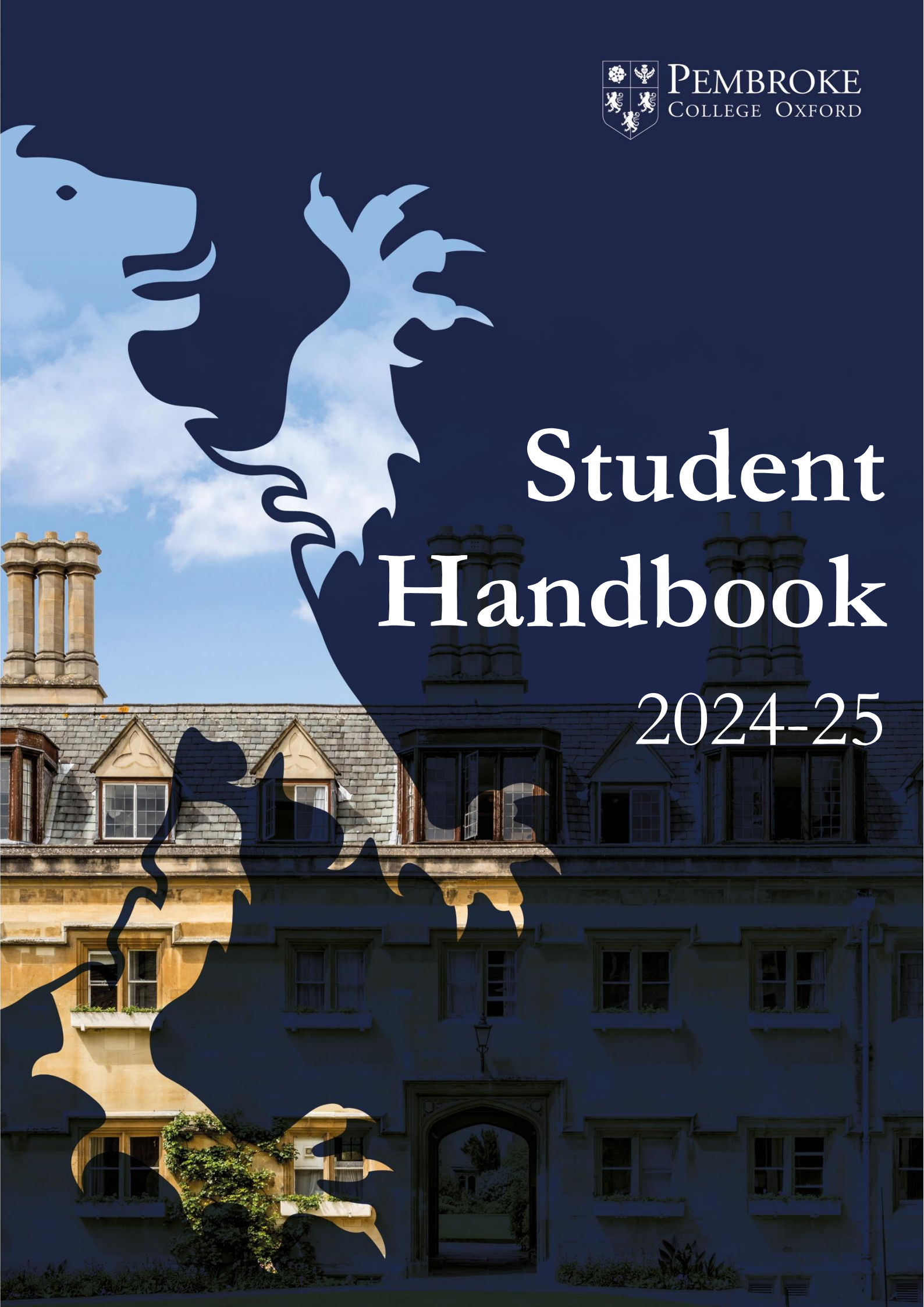




PEMBROKE  
COLLEGE OXFORD

# Student Handbook

2024-25



# PEMBROKE COLLEGE STUDENT HANDBOOK 2024-25

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# 1 WELCOME

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## WELCOME TO PEMBROKE COLLEGE

We are really pleased to welcome you to our lively and ambitious intellectual community, where students and academics alike are passionate about their subjects. The College exists primarily for students and values the great contribution you will make towards the academic achievements and the friendly and collaborative atmosphere here in College.

You should read the full handbook, but there is some key highlighted information we would particularly like to draw your attention to, found under the following:

### Duty to Keep Residence

*When and where you must be resident in Oxford/ College and how to ask for permission to be absent.*

### Living in the Community with a Disability or Medical Condition

*The many sources of support available for students with a disability or medical condition, and the importance of asking early.*

### Staying in Touch

*You must regularly check your emails and respond promptly to messages from tutors, College Officers and the University.*

### Your Academic Obligations

*You must perform to the best of your abilities, and attend all tutorials, classes and lectures and submit written work to deadlines*

### Plagiarism

*All work you submit must be entirely your own, and not copied or sourced from AI.*

### Academic Work

*You must work for around 40 hours per week in term time and also use the vacation for preparation and consolidation.*

### Academic Student Support

*How to access the significant academic support offered by the College and your tutors, including study skills and mentoring.*

### Financial Support

*How to access the financial support available to students in need, as well as College prizes and awards.*

### The Dean and College Regulations

*The rules required to enable us to live in a safe community, from fire regulations to social media.*

## ABOUT THE STUDENT HANDBOOK

The Student Handbook aims to provide useful information, to signpost you to key people and policies, and to highlight and explain some of the College rules and regulations. The full [Regulations and Codes](#) are published on the College website and the Pembroke Hub, and you should refer directly to them when necessary.

The most up-to-date information can always be found on [the Pembroke Hub](#).

The information contained within this handbook is correct at the time of publication (August 2024). Please see the [University website](#) for official information about University policies and procedures. In the event of any discrepancy between the information in this handbook and the University website, with regard to University policies and procedures, the University website should be considered the authoritative source.

## ABOUT PEMBROKE COLLEGE

From the early days of the University, Broadgates Hall, from which Pembroke College was founded, existed as a hostel for law students. The combined generosity of an Abingdon merchant, Thomas Tesdale, and a Berkshire clergyman, Richard Wightwick, provided the necessary endowment for the transformation of Broadgates Hall into Pembroke College. In 1624, King James I approved the creation of Pembroke College, which was named after the third Earl of Pembroke, Lord Chamberlain and Chancellor of the University, who had done much to promote the foundation. The two were commemorated in the College's coat of arms, which, in recognition of the union of the two crowns in the person of James the First of England and Sixth of Scotland, bears a rose and thistle above the three lions rampant of the Earl's shield. More information about the crest and the College's history is available on the [History page](#) of the College website.

Today, Pembroke College's community consists of about 350 undergraduates, around 30 [visiting and exchange students](#), and over 250 graduates. It is a close-knit academic community, and the [Master](#) of the College, Sir Ernest Ryder, is keen to welcome you and to get to know you during your time at Pembroke. There will be various opportunities to meet him.

As an independent legal entity, all major College decisions are taken by its [Governing Body](#), chaired by the [Master](#). The Governing Body consists of the Master and [Fellows](#), including Advisory Fellows who are from outside the academic community. There are approximately 30 Tutorial Fellows, who are responsible for their subjects and teach Pembroke undergraduates in their College rooms, and a range of other academic staff who teach Pembroke students, either on the College premises or in other Colleges or University

buildings. You can find out more about them via the [Academics and Associates](#) page of our website. A dynamic research community, the College is also proud to house several research groups, as outlined on our [Research](#) webpage.

A support staff of about 120 provides administration, library, maintenance, IT, accommodation and catering services. The administration is broadly divided between those who deal with academic matters (headed by the Academic Director and Academic Registrar) and those who deal with non-academic matters (headed by the Bursar and the Operations Bursar). You can find the contact details for various offices on [the Pembroke Hub](#).

## OUR PURPOSE AND VALUES

As defined in our founding statutes, Pembroke exists as an historic institution dedicated to serve the common good through the provision of education and the promotion of scholarship and research. The College's values express the core principles which run through all that we do, how we behave as a community, and how we make decisions. We seek to be:

### *Academically Ambitious*

- Pursuing academic excellence at all levels
- Recruiting the brightest minds, regardless of background
- Supporting individuals to enable them to reach their full potential
- Building a natural home for, and strong reputation in, research as befits a multi-disciplinary College

### *Inclusive*

- Respecting differences and embracing diversity
- Helping one another to succeed in all aspects of life in the College by

encouraging and challenging one another

- Listening to and being open with one another

#### *Collaborative*

- Collaborating across all areas of the College community, including students, academics, staff and alumni
- Collaborating with colleagues and academics across Oxford, nationally and internationally to innovate and improve

#### *Balanced*

- Supporting the personal development of all members of the College community to enable them to enhance their personal and professional skills
- In addition, enabling students to enhance their life experience in preparation for careers in any walk of life

#### *Adaptable*

- Forward-thinking
- Evolving in step with the world around us so as to thrive in the future
- Building on Pembroke's history and tradition
- Protecting, enhancing and improving the physical college

## SUSTAINABILITY

Having celebrated our 400th anniversary in June 2024, Pembroke is mindful of our responsibility to future generations. As a community we are determined to reduce our impact on the planet and to create an environment where sustainable choices are the norm.

This commitment is reflected most notably in the College's actions towards

decarbonisation and our aspiration to achieve net zero operational carbon by 2030.

In 2024, the historic Dining Hall and some accommodation at the Geoffrey Arthur Building Annexe site had their gas boilers removed and switched over to Air Source Heat Pumps. There are more decarbonisation works planned to Rokos Quad in the coming year, which once complete will mean a total of 45% of the College's estate will have decarbonised heating.

Students are encouraged to get involved with Sustainability at Pembroke by joining our Sustainability Working Group. The group meets termly and brings together academics, staff and students to discuss existing and upcoming operational sustainability projects and brainstorm new initiatives.

Recent initiatives have included the removal of disposable cups in Farthings Café, the creation of the 'Pembroke Swap Shop' for outgoing students to donate good quality essential items to be given to next year's students and the planting of a small orchard of fruit trees and native hedging at the Sportsground to increase Biodiversity.

We expect all students to demonstrate responsible behaviour towards the environment, including turning off lights when exiting rooms, turning down heating when your room is vacant for longer period and sorting waste correctly. Students are encouraged to use refillable water bottles and bring your own cup for takeaway coffees at Farthings Café.

Our [Sustainability Strategy](#) outlines Pembroke's commitments in key areas and further information can be found on the [sustainability pages of our website](#) and on the [Pembroke Hub](#).

## THE GOVERNING BODY, COLLEGE OFFICERS AND SUPPORT STAFF

The College is administered by its **Governing Body**. The Governing Body meets three times each term. The Presidents of the **Junior Common Room (JCR)**, representing undergraduates, and **Middle Common Room (MCR)**, representing graduates, attend for non-confidential business and may put forward items for discussion at any meeting.

The day-to-day affairs of the College are administered by the following key members of staff and Fellows, including the College Officers, marked with \*.

- The Master\*
- The Vicegerent\*, who deputises for the Master;
- The Academic Director\*, who is responsible for the overall administration of academic business. In Pembroke this post includes the roles of the Tutor for Admissions, responsible for all aspects of access and admissions; Senior Tutor, with responsibility for academic and pastoral support for undergraduates; the Dean of Visiting Students, with responsibility for the visiting student programme; and the Tutor for Graduates, with responsibility for academic and pastoral support of graduates;
- The Dean\* and the Junior Deans (who are graduate students), responsible for administering discipline among students;
- The Welfare and Equalities Fellows\*, who lead on welfare and equality matters for students;
- The Welfare Lead, who is the main point of contact for student welfare and wellbeing;
- The Junior Deans also provide welfare and wellbeing support for students;
- Three Harassment Advisers, who are members of the College staff;
- Two Deans of Graduates\* who attend graduate academic reviews and, with the Academic Director, are involved in academic matters relating to graduate studies;
- The Bursar\*, who is responsible for the overall administration of financial business;
- The Operations Bursar\*, who is responsible for the overall administration and operation of domestic business including accommodation, catering, maintenance, security, and conference business;
- The Dean of Degrees\*, who arranges supplication for degrees;
- The Access Fellow\*, who is responsible for managing the College's flagship Access Programmes in London, the North West and the North East, and also the College's CredOx research centre;
- The Chaplain\*, who is in charge of the Chapel and interfaith resources and also provides welfare support for students;
- The Librarian who, overseen by the Library Fellow\*, is responsible for all aspects of the College library, rare books collections and archives, and is supported by a Library Assistant and an Archivist;
- Other College posts include Treasurer of the Amalgamated Clubs (sports)\*, the Curator of Art\*, Curator of Gardens\*, and Curator of Silver.

The College is administered through a series of committees, each of them reporting to

the Governing Body. All the main committees have open sessions with representatives of the JCR and MCR present. Those of particular importance to students are:

- The Academic Committee, which develops and oversees the implementation and management of the College's Academic Policy.
- The Finance & Planning Committee, which develops and reviews future plans, budgets, performance against budget, forecasts and other relevant information.
- The Student Welfare & Equalities Committees, which deal with strategic and operational welfare and equality matters.
- The House Committee where domestic operations are discussed at meetings on a regular basis.

## TYPES OF STUDENTS (JUNIOR MEMBERS)

A '**junior member**' is a term used in the [Regulations](#) to refer to any person who has been admitted to Pembroke College to take a course of study leading to a degree (undergraduate or graduate) from the University of Oxford, or any other course of study for which College approval has been granted.

In order to be admitted as a junior member you must:

- receive and accept a written offer from the College enrolling you on a course of study
- agree to abide by the College and University Regulations.

You will stop being a junior member when your course of study is completed or is suspended or terminated for any other reason.

## 2 RESIDENCY AND TERM DATES

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Find more information on [the Pembroke Hub](#):

- [Freshers 2024](#)
- [Accommodation](#)

The academic year runs from 1 October to 30 September and consists of:

- Three "Full Terms" of eight weeks:
  - o [Michaelmas Term](#) ("MT", autumn)
  - o [Hilary Term](#) ("HT", spring)
  - o [Trinity Term](#) ("TT", summer)
- [The Christmas Vacation, Easter Vacation and Long Vacation](#) (summer)

Weeks in Full Term are referred to by number - 1st week, 2nd week, through to 8<sup>th</sup> week etc. Weeks out of Full Term may also be referred to by number - 0<sup>th</sup> week, 9<sup>th</sup> week, etc.

Certain subjects require students to be in residence for extended terms in some years of their degree.

## DUTY TO KEEP RESIDENCE

It is a University rule that, in order to qualify for a degree, a student must have been in residence for 42 nights during each term (that is, six full weeks). That means you must spend at least 42 nights within 6 miles or 25 miles of Carfax (in central Oxford) during those periods, depending on your student status.

Given the intensity of the course and study requirements, you should plan to spend the full term in residence. As an Undergraduate, **if you wish to spend any time away from Oxford during the term – including**



**leaving early at the end of term - you must ask your tutor(s) for permission and notify the Academic Office and the Porters' lodge.** Permission will normally be given for reasonable requests to be away for brief periods of time, provided that you are meeting your academic obligations and residency requirements, and that the time away from the College will not disrupt your studies. It will be given for absences on compassionate or welfare grounds. You must also contact the Academic Office as soon as possible if you may be away for more than two weeks in any term.

## UNDERGRADUATE TERM DATES

Certain examinations take place after the end of **Full Term**. Any student taking University (public) exams should check the arrangements for their subjects with the **Academic Office**, with their **tutors** or with departments before making plans to leave Oxford for the vacation in which their examinations will take place. Please note that precise examination dates may not be released until two weeks prior to the start of the examination.

The College terms begin on Wednesday of 0<sup>th</sup> Week and end of Saturday of 8<sup>th</sup> Week.

**All undergraduates are expected to return to the College by the end of Wednesday of 0<sup>th</sup> Week every term.** This allows time for students to sit Collections (internal examinations in the College) on Thursday and Friday of 0<sup>th</sup> Week.

Dates for 2024-25 are as follows:

Term	0 <sup>th</sup> Week	Start 1 <sup>st</sup> Week	End 8 <sup>th</sup> Week
Michaelmas	6 Oct 2024	13 Oct 2024	7 Dec 2024
Hilary	12 Jan 2025	19 Jan 2025	15 Mar 2025
Trinity	20 April 2025	27 Apr 2025	21 Jun 2025

## GRADUATE TERM DATES

Terms for graduates on taught courses typically commence on the **Sunday of 1<sup>st</sup> Week** and end on the **Saturday of 8<sup>th</sup> Week**. Dates for 2023-24 are as follows:

Term	Start	End
Michaelmas	13 Oct 2024	7 Dec 2024
Hilary	19 Jan 2025	15 Mar 2025
Trinity	27 Apr 2025	21 Jun 2025

Graduate students on Research degrees (DPhils) are usually expected to be in Oxford during term time and vacations and many Masters programmes will have different term times.

Dates of University terms for the next three years are available on the [University website](#).

## UNDERGRADUATE LIVING ARRANGEMENTS

All first-year undergraduates and Visiting Students live on the Main Site, unless there are special circumstances. You should contact the Academic Office as soon as possible if you think you may have a case for alternative arrangements.

All undergraduates are offered accommodation for three years at either the Main Site or the Sir Geoffrey Arthur Building (known as the **GAB**), which is about a ten-minute walk south of the Main Site.

Students on four-year courses resident in Oxford are normally given a choice to live in college accommodation in either the third or fourth year. Accommodation isn't guaranteed for fourth years, but we may have availability.

More information about accommodation is available in [the Accommodation section](#) of this Handbook and [on the Pembroke Hub](#).

## GRADUATE LIVING ARRANGEMENTS

We offer accommodation for first year full-time graduates on a first-come-first-served basis. Graduates may be accommodated on Main Site or at the GAB.

More information about accommodation is available in [the Accommodation section](#) below and [on our website](#).

## LIVING IN THE COMMUNITY WITH A DISABILITY OR HEALTH CONDITION

The University and Pembroke use the term 'disability' to cover any long-term condition which affects day-to-day life. Whether you consider yourself to have a disability or not, it's important to engage with these services if you think you will need extra support or adjustments to your university experience to help you thrive.

Information about support for students with disabilities at Pembroke, including accessibility, academic and welfare support, is available on the [Support Hub](#) on the Pembroke Hub.

**If you have a disability or long-term health condition and you have not registered with the [Disability Advisory Service \(DAS\)](#), then please do so immediately by completing the registration form available through [Student Self Service](#) or on the University website. Offer Holders are strongly advised to do this prior to starting their course at Oxford. This will notify the College; ensure you can apply in good time for any funding you are entitled to, and allow us to make arrangements to support you in advance of you starting. Delaying your registration may also delay any adjustments which might be required, including extra time or**

**different arrangements for your exams.**

If you have any questions about living and studying at Pembroke with a disability, please see the [Pembroke Hub](#) for more information, or contact the [Disability Advisory Service \(DAS\)](#) or Pembroke's Disability Co-ordinator.

## STAYING IN TOUCH

We will use your University email address as a primary method of contact. **It is part of your academic obligations to check your emails at least once a day** (see the [College Regulations](#)). If you have any problems with your IT you should contact the College's [IT support team](#).

Your postal address in the College (including those residing at the GAB) is:

Pembroke College  
St Aldate's  
Oxford OX1 1DW

If you are a full-time student, you will have a 'pigeonhole' allocated to you opposite the Porters' Lodge, where mail and other communications will be left. You must check your pigeonhole regularly.

## TRUSTED CONTACTS

The University requires that you provide the contact details of a preferred trusted contact for emergencies. This should be a person (such as a family member, friend or guardian) who can be contacted easily on your behalf in the event of a serious emergency. You will be asked to provide this information when registering with the University. Your trusted contact must be an adult who is willing and able to support you in an emergency or crisis (including a mental health crisis). [Please refer to the full Trusted Contact Policy on the Pembroke Hub](#).

### 3 REGISTRATION AND MATRICULATION

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Find more information on the *Pembroke Hub*:

- [Freshers 2024](#)

#### UNIVERSITY CARD

In your first few days in Oxford you will be supplied with a University Card. This gives you access to central University facilities, including the Bodleian Library (the card is often referred to as a “Bod Card”). This card is also needed for borrowing books from the College library. Keep this card safe. A £15.00 replacement fee is charged if a card is lost. More details can be found on the [Oxford University website](#).

#### ONLINE REGISTRATION AND STUDENT SELF SERVICE

The University requires all students to register or re-enrol online annually. The [Student Self-Service system](#) allows you to maintain your own personal and academic details; to produce a copy of an Enrolment Certificate which can be used as confirmation of your student status and for Council Tax exemption; and see your public examination results as they are released.

After you register at the University, you will receive a [Single Sign On \(SSO\)](#) username in the format of “pemb1234”. This log-in allows access to the majority of University systems and external websites that require proof of University enrolment for access.

You will also be given a [Student Number](#), which is your unique identifier at Oxford and begins with a 1. This student number can be found next to the photograph on your [Bod Card](#).

Online registration also includes an

invitation to join Oxford Country Council (OCC) Electoral Register.

Your student account is created automatically and the details emailed to you as soon as your contract has been received and processed by the University.

You will be able to login to the [Student Self Service](#) system before term to check and amend personal and academic details. When you arrive in Oxford, the College will issue you with your University Card (Bod Card) and complete your registration.

#### MATRICULATION

[Matriculation](#) confers membership of the University. All full-time undergraduates and graduates (but not Visiting, Erasmus and Exchange students) need to attend a compulsory matriculation ceremony at the start of their course. For students starting in Michaelmas Term 2024, the matriculation date will be Saturday 19<sup>th</sup> October. More information will be provided via email during Freshers’ week.

#### ACADEMIC DRESS

Full academic dress is known as ‘[sub fusc](#)’ and is compulsory for certain events.

You can read more about sub fusc, and see some photos of students wearing it, on the [Academic dress page](#) of the University website.

*What is sub fusc?*

Sub fusc consists of a gown, a mortar board or soft-cap, and your preferred items from the following list:

1. One of:
  - a. dark suit with dark socks, **or**
  - b. dark skirt with black tights or stockings, **or**

- c. dark trousers with dark socks or dark hosiery
2. Dark coat if required
3. Black shoes
4. Plain white collared shirt or blouse
5. White bow tie, black bow tie, black full-length tie, or black ribbon.

If you wear a head dress/scarf for religious reasons, a black scarf should be worn. Members of the armed forces may wear service dress under their gowns. Ministers of religion may wear clerical dress, with a gown over, when attending ceremonies.



*When will I wear sub fusc?*

- At all formal University ceremonies.
- When sitting examinations.
- You will also wear your gown, but not full sub fusc, in [Collections](#) (College exams), at [Academic Review](#) meetings and at formal dinners in [Hall](#).

*When and how should I purchase my sub fusc?*

You should arrange to purchase your sub fusc as soon as possible after arriving in Oxford and there will be opportunities to do this in Freshers' week.

The sub fusc gown, mortar board and accessories are available from suppliers which we will inform you about at the start of term.

## 4 UNDERGRADUATE ACADEMIC LIFE

*Find more information on the [Pembroke Hub](#):*

- [Academic Hub](#)
- [Support Hub](#)
- [Freshers 2024](#)

### YOUR ACADEMIC OBLIGATIONS

The [Student Contract and the College Regulations](#) set out clearly your academic obligation, which is simply to pursue your studies to the best of your ability. This means you must:

- attend all [tutorials](#), lectures, and practicals required for your course;
- prepare and submit work for tutorials and classes as required by your [tutors](#);
- respond promptly to invitations and keep all appointments with the [Master](#), your tutors or College Officers;
- keep informed of electronic and other communications and those on notice boards;
- attend [Collections](#) (College Examinations) and Academic Review as required;
- comply with University requirements regarding your course and examinations (see [College Regulations](#)).

Students are expected to meet their academic obligations, to work hard (usually around 40-hour week) and to perform to the best of their abilities. While Pembroke encourages all students to have a healthy 'work life balance', academic obligations must always take

**priority over extra-curricular activities.**

**While we understand that illness or compelling personal circumstances may mean that you are unable to attend a tutorial or other academic obligation, you must notify your tutor as soon as possible.**

## MANAGEMENT OF YOUR COURSE

The Academic Director has overall responsibility for the academic operation of the College and is supported by the Academic Office. You can contact them for advice on any academic matter.

In addition, every subject or joint subject has one or more College Fellows who are responsible for the overall supervision of teaching within Pembroke. Most subjects also have a team of other [Tutors](#) and [Lecturers](#) who share teaching and administrative responsibilities in each subject.

Your tutor will set up teaching arrangements for you. These may be with a tutor in Pembroke, or a tutor in another College. You may only receive tuition from someone approved by your tutor and must not make up your own arrangements for tuition.

The [College Fellows](#) in charge of your subject will provide general guidance to you throughout your studies at Pembroke. If you have any academic problems, please raise these as soon as possible, as Oxford's terms are short and intense, and normally problems can be resolved much more quickly if you raise them at an early stage. You should generally discuss these in the first instance with the tutor for the relevant course. You may also take any academic problems to the Fellow in charge of your subject, or to the Academic Director. Any issues you raise will be treated confidentially, within the College's policy on confidentiality. You may also want to raise

any issues with your JCR Subject Rep, or the JCR Academic Rep, who are responsible for liaising with tutors on behalf of students. The College is committed to ensuring that students receive high quality tuition and will take action in response to concerns raised by students.

## THE ROLE OF TUTORIALS

*What is a tutorial?*

Tutorials are central to your studies and give you the chance to discuss your subject with an expert in the field. Your tutor monitors your academic progress through regular meetings, provides individual feedback and supports and encourages you to develop to your full potential.

Tutorials normally take place at least once a week and it is up to you to research and prepare for them. This means that you must finish and hand in all work required for the tutorial well in advance, and to the deadlines set by the tutor.

You will meet your tutor, usually with one or two other students, and take part in a discussion which will draw on your essay or solutions to set problems. A tutorial in itself is the best source of feedback on your work and academic progress, while you will also have your written work assessed.

A tutorial relies on the exchange of ideas between you, your tutor and other students. You need not be experienced in debating, you just need to be ready to present and justify your opinions, accept constructive criticism and listen to others. It is likely that the tutorial will focus on areas of weakness identified through written work, so they offer a great opportunity to improve your work and to be clear about how to do this. They will also allow you to explore more academically challenging material. You should expect your tutorials therefore to be challenging, as this is the best way to develop and grow as academics and individuals.

Tutorials develop your ability to think for yourself, not only an essential ability for academic success but also a skill that top employers look for in Oxford graduates.

The College also appoints Subject Representatives, usually second or third year undergraduates, who provide a point of contact for advice and guidance to Freshers in each subject and are an invaluable source of information on how the tutorial system operates, and other aspects of your academic work. As they are appointed by your tutors, you can expect any concerns you raise through them to be taken seriously.

## PLAGIARISM

**While it can be very valuable for students to collaborate and work together, all work handed in to be assessed – either in a tutorial, a collection or a university exam – must be entirely your own work and properly referenced.**

**Your tutors and the College Librarian can offer you advice on this.**

You may also refer to the information for students on the [Oxford University website](#), which includes a link to an online course and extensive guidance.

Plagiarism - or poor academic practice - includes copying from published sources or other students, and also submitting work generated by AI/ChatGPT as your own.

If you are in any doubt about this, please check, as the consequences for plagiarism can be very severe. If detected in University exams, mark deductions can mean dropping a full class, for example.

## ACADEMIC WORK

**The number of lectures, tutorials, practicals and classes vary by discipline, but in all subjects there is an expectation**

**that you will work for around 40 hours a week on average during Full Term. Oxford courses are also planned on the assumption that considerable academic work will be done during the vacation periods.**

During the Long Vacation students often undertake internships. You should ensure that these leave sufficient time during the vacation for both rest time and academic work. We would advise internships should not take longer than eight weeks.

It is usually not possible to engage in paid work during term time, or during the Christmas and Easter vacations (though there are some paid opportunities in the College to help out with telethons, access events, Open Days, admissions or event photography). If you have problems regarding finances, you should talk to the Academic Office in the first instance about sources of support that might be available.

## FEEDBACK, COLLECTIONS AND ACADEMIC REVIEWS

### *Feedback and Tutorials*

Undergraduates and Visiting Students receive regular and extensive feedback on their progress in **tutorials**. The main source for student feedback is the tutorial discussion.

Oxford's tutorial system gives you a unique opportunity to have regular and intensive feedback on an ongoing basis.

Tutorial discussions will help you to improve your understanding and engagement with the topics under discussion, and will give you feedback in 'real time' about your academic progress.

Comments and marks on your written work or problem sheets will help to consolidate your learning.

Pembroke tutors will give you the written

and verbal feedback that you need to make good progress in your course. Feedback on your written work will be given in time to help you with your learning, and normally by the next tutorial.

Tutorials give you the space to take intellectual risks and to grow as scholars, so tutors will not always give marks for every piece of work. If you are in doubt as to how you are performing overall, or how you can improve, you should ask your tutor directly.

Different subjects, different courses and different tutors are likely to have different approaches to teaching and providing feedback. You should ask your tutor directly to explain their approach, if you are unclear.

Tutorials are based on communication and engagement between tutors and students, both focused and actively engaged on creating a productive learning experience. Tutors can only provide good feedback if students participate actively in tutorials, work hard and produce the best quality work that they can.

### *Collections*

In 0th week of each term you will normally be set test papers in College, called Collections, on the work you have covered during the previous term and/or vacation. This enables you and your tutors to get a clearer idea of your progress, and is an important opportunity to practise examination techniques.

Your marks will normally be returned to you within two weeks of the Collection to ensure that you receive feedback within a useful time period. Collections are an integral part of the course and you must plan any travel arrangements in a way that gets you to Oxford in time to take them. Your tutor will inform you on which topic and when you will be assessed through Collections. Collections are normally scheduled on Thursday and Friday of 0th week of the relevant term.

There are Collection Prizes for good performance in Collections. However, marks in Collections do not count towards your degree.

### *Tutorial reports*

In addition to feedback in tutorials, tutors write on-line reports at the end of each term using a system called 'TMS', which are sent to your Tutors and the Academic Director, and are made available to you online. You should check the TMS system from the end of 7<sup>th</sup> week when your reports will start to be available. Your tutor will arrange a time to discuss your progress overall, on a termly basis.

### *Academic Reviews*

At least once a year your progress will be formally reviewed by the Master and Academic Director through the [Academic Review](#) process. You will be informed when your Academic Review will take place by the Academic Office. Attendance is compulsory and you must wear a gown. You are also required to complete a self-assessment online in advance of your Academic Review to encourage you to reflect on your learning, plans and achievements in advance of the meeting. Self-assessment and reflection are key to learning effectively, so you should take this seriously and consider making regular self-assessment part of your learning habits.

### *Your Feedback*

We actively seek and welcome student feedback as we are constantly striving to improve the student experience at Pembroke.

The JCR Academic Rep and the Subject Reps normally organise subject-specific feedback sessions for all students at least once a year in Hilary Term. These result in a detailed set of comments and action points for consideration and possible action by the subject tutors and Academic Committee.

You will also be invited to nominate any of

your tutors for Pembroke's annual Teaching Awards.

We also welcome your feedback via the National Student Survey (for final year undergraduates only) and Student Barometer (undergraduates in other years of study and all graduate students). Results from these are also regularly reported to Academic Committee.

You are also welcome to raise any issues individually with your tutors or with the Academic Director, or with the appropriate College office if it is a non-academic matter.

## ACADEMIC STUDENT SUPPORT

**If you have any concerns related to your studies or need extra support, please speak to your tutor or another tutor in your subject, your JCR subject rep, the Student Support and Wellbeing Tutor, the Welfare Lead, or the Academic Office. You can also find support through [Oxford SU's Student Advice service](#). It is essential that any difficulty is discussed early so that solutions may be found. Full details of support available to you are available on the [Support Hub](#) pages on the Pembroke Hub.**

If there are medical or personal issues affecting you before you start your course, please tell the [Academic Office](#). The College's Disability Co-ordinator can talk you through the options available, and the College is very happy to make reasonable adjustments to your living or study arrangements.

When students do not reach their full potential, support and solutions can usually be found with the assistance of tutors and support services. The most important thing is to ask for help and to acknowledge that you are having difficulties.

If you are working hard, but still struggling to make progress, the College may provide additional teaching or study skills support as a temporary measure. There is also a JCR/MCR mentoring scheme in operation; students interested in being involved should contact the Academic Office.

If you are ill for a short period of time, or are faced with unforeseen difficulties such as bereavement, the College will make reasonable adjustments to help you make up any lost material in conjunction with the subject tutors and following advice from your medical team.

If you have a long-standing condition, the College will work with you and your medical advisers (including the Disability Advisory Service) to reach a solution. This may involve on-course support or, in other cases, the recommendation may be for you to suspend your course of study for an agreed period. Depending on the extent to which the illness has disrupted your studies, the medical recommendation might include a period of repeat study. In any event, you will have to demonstrate that you are fit to return, normally by means of a letter from a doctor. A small number of students suspend due to health or other reasons every year and return to perform very well in the rest of their studies, having taken time out to recover or stabilise their condition.

This is an important part of the College's Welfare and Fitness to Study Procedure that is led by the Welfare Lead as part of the welfare arrangements in College. Early discussions with the Welfare Team about any issues that may concern you is strongly recommended.

### *Failure to meet academic obligations*

The College aims to support students through all circumstances, but students must take their academic obligations seriously.

If a student is in breach of their academic obligations without good reason (for example, missing tutorials, failing to hand in



work, performing below the level they are capable of), the [Academic Discipline Procedure](#) sets out an academic disciplinary regime. While this is aimed primarily at supporting students to remain on course and perform well, persistent failure to meet obligations without mitigating circumstances may lead to suspension or termination of the course.

If a student continues to struggle despite any additional support that has been put in place, it may make sense for them to move to another university, to take a course that suits their interests and ability more closely. Depending on the stage of the course that they have reached this may involve a transfer on course or require re-application through UCAS. The College will normally provide assistance to help students with their choice of course and provide a reference if necessary. More information can be found in the [College Regulations](#).

### *Change of Course or College*

It is not normally possible to change course once you have commenced your studies. If you wish to change to a closely related subject (e.g. from History and English to English, or from Maths to Maths and Philosophy) you should flag this up to your tutors and to the Academic Director as soon as possible, and it may be possible to change, most likely after the First Public Exam at the end of Year 1. A change to a different subject is likely to require a re-start, and you will have to demonstrate that you would have been admitted in a competitive field to read that subject (for example through tests, written work and an interview). It may be necessary to change college in order to change course.

You may only change college if there are overwhelming personal considerations or if the College cannot make the adjustments required for any disability. You must contact the Academic Director if you think this is the case.

## ACADEMIC SCHOLARSHIPS, PRIZES AND AWARDS FOR UNDERGRADUATES

We always seek to recognise and celebrate students' success and offer a variety of rewards to undergraduates for high achievements. The most up-to-date information about how we do this is always provided on the [Pembroke Hub](#).

Examples include:

- **College Scholarships and Exhibitions** for students who perform at or near the Distinction/1st class level in examinations and throughout the year.
- **Collection Prizes** for performance or improvement in Collections (college exams).
- **Recognition Awards** to recognise other improvement or excellence in academic performance.
- **College awards for academic excellence and community building** - awarded to finalists.
- **Master's Prizes** awarded to students who exhibit outstanding leadership.
- **The Bannister Scholarship** for a student excelling in academic and sporting activities.

## OTHER ACADEMIC-RELATED OPPORTUNITIES

There are a number of academic related opportunities, supported by alumni and friends of the College, which we expect to be available in 2024/25. Up-to-date information can be found on the [Pembroke Hub](#) and further details will be circulated via email when applications are open. These include:

- The **Tutorials Plus** grant provides access to funds that enrich students' learning and support activities such as subject talks or visits to subject-specific learning opportunities.
- **Book Grants** for undergraduates on Humanities and Social Sciences courses at Pembroke to cover the cost of buying their own copies of course texts.
- **Technos International Prize** awarded for work to encourage international understanding.
- **Technos International Week:** an opportunity for students to engage in a two-week cultural and educational programme in Tokyo.
- **Travel Grants** for students wishing to undertake travel to support their studies.
- **Pembroke Access Scheme:** Many current students teach on the College's access scheme, providing study skills sessions, lectures, seminars and mini-tutorials.

## CAREERS, MENTORING AND ALUMNI

The Alumni Relations and Development team manage a range of networks and events to stay in touch with students after they leave Pembroke. As well as organising events for alumni, they provide careers and mentoring opportunities to connect current students with alumni in a variety of professions and careers paths.

As well as careers events organised by the Alumni Relations team, students have access to the University Careers Service.

Find out more on the [Careers pages on the Pembroke Hub](#) or by contacting the [Alumni Relations and Development team](#).

## 5 GRADUATE ACADEMIC LIFE

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*Find more information on the [Pembroke Hub](#):*

- [Academic Hub](#)
- [Freshers 2024](#)

The University Admitting Body (UAB, acting through the relevant Faculty, Sub-faculty or Department), is responsible for selecting graduate students and providing supervision for research degrees and tuition for taught postgraduate courses.

Each course has an individual Director of Graduate Studies within the UAB.

Your Supervisor, or other faculty members who provide tuition, will not necessarily be a member of Pembroke, though that will sometimes be the case.

In College, the Academic Director, as Tutor for Graduates, has oversight of graduates. Every graduate is assigned a College Advisor on arrival, who is a senior member of the College working in the same or a related field.

The Tutor for Graduates also deals with administrative matters, such as forms for transfer of status, appointment of examiners, suspension of status, extensions etc., with responsibility resting with the Academic Office on a day-to-day basis. Please contact the Academic Registrar in the first instance if you need help.

Meetings are offered for new Graduates and their Advisors every term, but the system is flexible and it is very much up to the student to use it as much as they feel necessary. You will also be invited to meet your advisor and their other advisees at a College dinner at the start of your first term, or at another occasion.

All graduate students at Pembroke are members of the Middle Common Room (MCR), which is both a physical space and a

social organisation. The MCR is self-governing, determines the use of its funds and its space, arranges a variety of academic and social events, and has its own [website](#), linked to the main college website.

There is a JCR/MCR mentoring scheme in operation; students interested in being involved should contact the Academic Office.

Graduate students may also be interested in ad hoc work as part of the College's access initiatives.

## MONITORING PROGRESS

Termly reports on the progress of graduate research students are obtained electronically via Graduate Supervision Reporting (GSR). Students, supervisors and Directors of Graduate Studies are required to submit their reports on a termly basis. The student has the opportunity to enter their own observations.

GSR reports are viewed by the student's College Advisor and are formally discussed with the student, the Master and the Dean of Graduates once a year at Graduate [Academic Review](#). Some taught courses also provide reports. Any issues of concern will initially be addressed by the College Advisor, with the Tutor for Graduates dealing with matters of more serious concern, including liaising with academic Departments and university support services.

## FEEDBACK SYSTEM FOR GRADUATES

In addition to the student's observations entered in the reporting system, graduates are normally invited by the College to provide anonymous feedback on their courses, teaching and experience in Oxford electronically at the beginning of Trinity Term via the 'Student Barometer'.

You can speak to your Advisor, one of the Dean of Graduates, or the Academic Director in their capacity as Tutor for Graduates if you have any concerns about the supervision you are receiving, or about any other aspect of your dealings with the University. You may also speak to your College Advisor about concerns which do not relate to your studies.

## ACADEMIC SCHOLARSHIPS, PRIZES AND AWARDS FOR GRADUATES

Pembroke provides significant support for graduates, as central members of our community. A brief summary is given below, but please see the [Graduate financial support](#) webpage and [Support Hub](#) for full up-to-date details, including awards for academic achievement, travel, sport and music.

Please be aware that awards (and their value) are subject to change.

- **College Graduate Scholarships:** The College offers a wide range of scholarships at the point of admission, ranging from fully funded awards to smaller contributions to fees.
- **Dean of Graduates Fund:** this is a discretionary fund to which applications can be made to help defray the costs of attending conferences, making field trips, or other projects which are essential to the graduate's research. Applications are normally submitted each term.
- **Senior Studentships:** up to four Senior Studentships are tenable each year for existing graduate students. Senior Scholars receive a financial award and become members of the [Senior Common Room](#), with special dining rights.

- **Pembroke Alumni Awards:** awards for students who are demonstrating academic excellence and experiencing financial difficulties in completing their course.

## 6 ACADEMIC RESOURCES

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*Find more information on the Pembroke Hub:*

- *[Library & Archives](#)*
- *[IT Information](#)*

### THE COLLEGE LIBRARY

The aim of the College Library is to provide students with all the resources they need to successfully complete their courses. It is primarily designed to support undergraduate-level study in all the main subjects studied by Pembroke undergraduate students, particularly in their first year. As well as the existing collection, the library buys books on request, and staff are available to help with finding and using resources, both print and electronic.

Postgraduates are more likely to find their needs catered for by the [Bodleian Libraries](#) and other specialist libraries, although full electronic access is available from the College Library to all University resources, and study space is available.

The library also houses important collections of antiquarian books, and there are chances throughout the year for students to see and handle the special collections.

Details of library opening times, collections and electronic resources, facilities, conduct and support is available on [the Library & Archives pages on the Pembroke Hub](#).

### IT FACILITIES

Please see the [relevant pages of the Pembroke Hub](#) for up-to-date information on IT facilities, including connecting to the internet and College network; receiving IT support; accessing software such as Microsoft Office 365 and antivirus software; printing, copying and scanning; and

emergency loan laptops.

Please ensure that you contact the IT team immediately if you have any problems with your IT, and in particular if this is affecting your ability to work. Emergency loan laptops are available, and the JCR Art Fund can help with an emergency grant to replace a laptop, if you are in financial need.

Wi-Fi is available for members throughout the College.

Any breach of the Pembroke College [IT Acceptable Use Policy](#) and University [IT Regulations](#) may result in access to IT facilities being withdrawn which could include your email account and/or access to the internet being suspended. Depending on the severity of the infringement, a fine or further penalty may apply.

The College also has a policy on social media use with which you must comply.

## 7 EXAMINATIONS

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*Find more information on the Pembroke Hub:*

- [Academic Hub](#)

Please ensure you check the [University website](#) for current information about examination arrangements.

You should familiarise yourself with the [Exam Regulations](#) for your course, as these explain what is required as part of your course. Some key common factors are summarised below.

Your degree depends on you passing Public Examinations which are set and marked by the University.

Most undergraduate courses have two sets of examinations: the [First Public Examination \(FPE\)](#), sometimes called Mods (Honours Moderations) or [Prelims](#) (Preliminary Examination), and the Second Public Examination, called [Finals](#), which in some subjects is in two or three parts taken in successive years.

Finals in particular are likely to include a mix of coursework and exams, and some of the exams may be online while others will be in person. Please ensure you are aware of the format of assessment for all of your courses as soon as possible, so that you can practice in good time. Practice papers are widely available through SOLO. College collections offer an excellent opportunity for practice in an exam setting, and there are also opportunities to practice exams in the University's Exam Schools.

Most taught graduate courses have a combination of assessed coursework and written [papers](#), with the precise specifications also set out in the University Examination Regulations.

You will be notified by the University regarding the enrolment requirements for your examinations. You will be entered automatically for “core” subjects.

It is your responsibility to complete your examination enrolment accurately and in good time to meet the deadline set by the University. Failure to do so will lead automatically to a late entry fee imposed by the University; failure to submit a form at all leads to exclusion from the examination.

Failing to meet deadlines for submission of work (for example, essays) which forms part of the examining process could lead to a fine, a deduction of marks, or even complete failure of the examination. Please ensure that you submit your work well in advance of the deadline, as it is always possible that IT systems will fail, or something else will go wrong. A penalty for late submission will cost you more than any benefits from an extra hour of correction time.

Undergraduates have to pass all parts of the University First Public Examination in order to continue their course, and will be allowed a single resit only, other than in highly exceptional circumstances.

Graduates on taught courses typically have to pass all components of their course, but are sometimes allowed to take resits in some [papers](#).

## DEALING WITH EXAMS WITH A DISABILITY

On production of medical evidence, or where recommended by a Student Support Plan, the College can apply for permission for alternative exam arrangements, such as extra time, typing rather than handwriting, or sitting your exams in an individual room. If there is something you need, please ask; there is a good chance we can implement it.

Do speak to the Academic Office as soon as possible if you think you will need adjustments to your exams.

For more support and information about disability provision, please see the [Pembroke](#)

[Support Hub](#) or contact the [Disability Advisory Service \(DAS\)](#).

## ILLNESS DURING THE EXAMINATION PERIOD

If you think your performance in an exam has been affected by ill-health or any significant factor, it is essential that you inform the Academic Office immediately so that you can be advised about the Mitigating Circumstances process.

More information about the Mitigating Circumstances process is in the University Student Handbook or on request from the Academic Office.

## APPEALS AND COMPLAINTS ABOUT EXAMINATIONS

Appeals and complaints are handled by the University Proctors.

If you have a complaint about procedures not having been correctly followed during examinations you should consult the Academic Office as a matter of urgency, so they can advise you on the process to follow.

Appeals can only be made about the conduct of the examinations, not on the academic judgement of the examiners.

Please note: marks will only be checked if there is evidence of an irregularity, not because a student disagrees with the examiner's assessment or decision.

## 8 FINANCIAL MATTERS

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*Find more information on the Pembroke Hub:*

- *Freshers 2024*
- *Accommodation*

The College Officers and staff primarily concerned with the issues covered in this section are the Bursar, the College Accountant, and the Accounts Department.

### FEES AND BATTELS

College bills are called “battels”. You will be invoiced (“battelled”) for the main days of Michaelmas Term residence at the beginning of that term. At the beginning of Hilary Term, you will be battelled for the main days of that term plus any vacation days before or after the end of Michaelmas Term and any additional (ancillary) charges incurred up to then. At the beginning of Trinity Term your battels will include the main days of that term plus any vacation days after the end of Hilary Term and any ancillary charges. Ancillary charges or vacation days relating to Trinity Term will appear on the battels for the following Michaelmas Term if you are returning to College. Finalists will be battelled separately. Battels should be paid in accordance with the procedures outlined below.

#### *Ancillary Charges*

Battels invoices include items relating to domestic charges. These include:

- Payment for accommodation in College bedrooms, required in advance at the beginning of each term.
- Payment of the utilities charge (to cover use of electricity, water and gas), paid at the beginning of each term.
- Payment for meals taken in College, required in advance at the beginning of each term, according to the terms of the accommodation/meal plan agreement between College and student.
- Payments for some JCR/MCR events e.g. JCR Guest Formal.
- Payment of any library charges incurred for late or lost books.
- Charges collected by the College at the request of Junior and Middle Common Rooms, in order to fund some of the activities of those Common Rooms, such as contributions to the Common Rooms’ support for charities, and the punt schemes operated by both Common Rooms in the summer.
  - o It is possible to opt out of these MCR/JCR charges, if you wish. The MCR or JCR Presidents operate a system for opting out, which requires notice to be given early in Michaelmas Term. Any questions on these charges and their implementation should be directed to the MCR and JCR Presidents.

Up to date charges can be found on the [Pembroke Hub](#).

### PROCEDURE FOR PAYMENT OF BATTELS

An invoice will be emailed to you before or during 0th week of each term (i.e. the week preceding the start of Full Term). It is the responsibility of all students to check their emails at that time in order to pay their Battels bill promptly. In the unlikely event you have not received an invoice by email please contact the [Accounts Office](#).

Full payment is usually due by the Friday of

1<sup>st</sup> Week.

Battels can be paid online by debit card or by bank transfer (please refer to the [Pembroke Hub](#) for more details).

If for any reason you cannot pay your battels by the due date, you must contact the College Accountant before Friday of 0th week. Arrangements can usually be made to accommodate delayed payments. However, failure to contact the College Accountant to make such arrangements is taken as implying unwillingness, rather than inability, to pay. This could result in the following sanctions being taken against you for non-payment:

- You will be liable to be charged a late payment penalty and/or interest and may be expected to cover any other administrative costs incurred by the College.
- The College will suspend your access to College computing facilities, and you cannot expect assistance from the College in dealing with third parties (e.g. in providing references for landlords, banks, etc)
- If you have not settled your invoice by the end of the term to which it applies you may not be allowed to return into residence until the debt (including any penalty) has been paid. In such cases future rights to College accommodation may be restricted.
- Persistent failure to pay your Battels promptly, or breaking agreements for payment with the College, may result in you being required to meet with the Bursar. If matters are still not satisfactorily resolved you may be referred to the Dean and reported to Governing Body.
- If action of this kind is taken against you for non-payment of Battels, and if you believe you have been treated unfairly, you may of course invoke

the College's procedure for Complaints and Appeals (see section 21).

- The College reserves the right to inform future employers in references if you do not act in a financially responsible manner.

## ANNUAL COURSE FEES

The amount of fees due varies according to the student's course of study. Course fee rates can be found on the University website: [Course fees | University of Oxford](#)

Course fees are payable to the College. The Accounts Office acts as the collector of fees, unless the student has taken out a loan from the Student Loan Company (SLC). In this case, the SLC will pay the course fee directly to the University. Fees are payable in advance of the academic year, so the relevant charges are included on the battels invoice presented at the beginning of Michaelmas Term each year, or as soon as they are advised. If we know that a loan has been taken, course fees are not shown on the first term's bill.

### *Payment by third parties (other than the Student Loan Company)*

Some or all of the fees due may be paid directly to the College by a third party (e.g. a research-funding body or an external sponsor). However, please note that as a student of the College it is your responsibility to ensure that arrangements are in place for the full payment of fees when they become due. If you are relying on third party support for the payment of fees, you must provide the College Accountant with documentary evidence to confirm the arrangements by which these fees are to be paid: otherwise the liability will be considered to rest with you.

Where there is any doubt concerning fees please consult the [College Accountant](#) before commencing a course of study.



## 9 FINANCIAL SUPPORT

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*Find more information on the Pembroke Hub:*

- [\*Finance Hub\*](#)

**The College is committed to supporting students throughout their time here and ensuring that financial circumstances are not a barrier to personal or academic success. We recognise that cost of living challenges will impact many students, and we are committed to supporting students experiencing unexpected financial difficulty.**

If you find yourself in need of financial assistance or advice, you are urged to contact the Academic Office in the first instance; the Financial Support Officer can then provide you with the necessary forms to make an application to the University, College or other support funds.

More information on financial matters and sources of funding is available on the University's [Fees and Funding website](#) and on the [Finance Hub on the Pembroke Hub](#).

For information on academic scholarships, awards and prizes please see sections 4 and 5.

### OXFORD BURSARIES AND SCHOLARSHIPS (FOR UNDERGRADUATE STUDENTS)

There is extensive financial support available from the University, including bursaries and scholarships worth up to £5,920.00. Full details of Oxford's bursary scheme for Home undergraduates are available on the University's [Fees and Funding webpage](#).

## BURT STUDENT SUPPORT FUND

We recognise that many will be affected in new ways by rising costs of living, and that student loans or other funding sources are not always sufficient to cover term-time and vacation costs associated with living and studying in Oxford. Please see the [relevant pages on the Pembroke Hub](#) for more information on financial support available at Pembroke.

## VACATION GRANTS

Vacation grants are normally available for students reading for a first degree. They can only support full-time academic activities, such as staying in Oxford to write examinations, or making up for time lost because of illness, or for finalists. Applications for vacation grants will normally be invited towards the end of each term.

Undergraduates whose examinations take place after the end of term do not need to apply for vacation grants, as their rent will automatically be paid from the vacation grant fund. Please note that accommodation extensions are **not** automatic and all students who require an accommodation **must** complete the Accommodation Extension Request Form sent out by the Accommodation Team on the Friday of 4th week of each term.

## 10 WELFARE AND HEALTH SUPPORT

*Find more information on the Pembroke Hub:*

- [Welfare Hub](#)
- [Health Hub](#)

### THE SUPPORT NETWORK

There may well be times whilst you are a Pembroke student that you need support to address challenges that impact your emotional and mental health. There are many sources of support both within the college and from the university and universal services. A full list of welfare support contacts and other useful information is available on the [Support Hub](#), and a summary of some of the key roles is given below. We encourage you to access this confidential support in a timely manner so that you can get the support you need at an early stage.

- **The Welfare Lead:** The Welfare Lead is responsible for providing support and advice to students in relation to their emotional and physical health. They provide advice to students and staff on access to appropriate services both within the college and University as well as universal services. The Welfare Lead is also the College's lead in relation to Safeguarding and for care experienced and estranged students.

In collaboration with other members of the Welfare Team the Welfare Lead is responsible for developing Welfare policy in the College. He welcomes the input of both staff and students in its development.

- **The JCR/MCR Welfare Reps:** Both the JCR and MCR have a Student Welfare Team including peer supporters who are a good source of advice and support.

- **Oxford SU** can also be a useful source of support.
- **Your tutor (undergraduates) or College Advisor (graduates):** Your tutor or advisor is a useful first point of contact.
- **The Student Support and Wellbeing Tutor:** A member of academic staff whose role is to help with and signpost support resources and promote wellbeing.
- **The Junior Deans:** Graduate students who live in College and support the student community.
- **The Academic Director and Academic Office Team:** Have wide experience in dealing with all kinds of difficulties which students encounter.
- **The Chaplain:** The College Chaplain is very happy to provide pastoral help and advice to persons of any denomination, faith or of none.
- **College Harassment Advisers:** Three members of staff who are available to discuss any cases of harassment informally and confidentially.
- **The University Counselling Service**
- **Nightline and the Samaritans:** Nightline is a University-based service, available on 01865 270270; should you wish to use a service independent on the University, there are the Samaritans in Oxford on 08457 90 90 90.

### MEDICAL ARRANGEMENTS

Information about accessing medical treatment and various medical services, including illness and emergencies, the College Doctors, vaccinations, specialist treatment, and information for overseas

students is available on the [Health Hub](#).

### *Emergencies*

In an emergency, dial 999. You should also inform the Porters (01865 276444). Please familiarise yourself with the emergency procedure and key College locations [here](#).

### *College Doctors*

You can register online to access support and care from the College Doctor, Beaumont Elms Practice. You can find more information on the [Health Hub](#) and register online with the College Doctors [here](#).

## 11 ACCOMMODATION

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*Find further information on the [Pembroke Hub](#):*

- [Accommodation](#)
- [Terms and Conditions of Accommodation Occupation](#)

### *Accommodation Code of Practice*

As mandated by the Housing Act 2004, Higher Education establishments managing student accommodations are required to adhere to the Universities UK (UUK) Accommodation Code of Practice (the "UUK ACOP"), ensuring certain standards are met. Pembroke College fully complies with this code through peer reviews and formal external audits.

The JCR and MCR are represented on most College committees and the Governing Body and in particular House Committee. Outside these formal mechanisms, students are always welcome to approach the Operations Bursar, the Accommodation Manager, or the Housekeeping Manager.

For detailed information about college bedrooms, bands, and charges, please see the [Accommodation pages on the Pembroke Hub](#).

## KEYS AND SALTO CARDS

Students residing in College will receive a [SALTO keycard](#) (and, if necessary, a physical key) for accessing their bedroom and other college facilities, including the main entrance. Non-resident students can obtain a non-resident SALTO keycard at the Porters' Lodge.

A replacement fee of £10.00 is charged for lost or non-returned SALTO keycards. The replacement fee for physical keys depends on the locksmith's current rates.

To ensure safety and security, do not lend your SALTO keycard or keys to others, including guests. Guests are not allowed to stay in your absence. Additionally, avoid

"tailgating" (allowing others to follow you into the College when using your SALTO card) due to security risks.

#### *GAB Lock-out Procedure*

Residents at the GAB who leave their SALTO card in their room can call the [Porters' Lodge](#) to activate a lockout card, allowing room access without coming to the Main Site.

## UTILITIES CHARGE AND CONTENTS INSURANCE

Utilities (electricity, gas, water) are charged at a fixed nightly rate along with room charges. Current prices are available on the [Accommodation section of the Pembroke Hub](#).

The college provides contents insurance through [Endsleigh](#) for all students residing in college accommodation at no extra cost. Students must **confirm their cover** to register and understand what is and isn't covered. Details on confirming your cover can be found on the [Pembroke Hub](#).

## DOS AND DON'TS

For safety and building preservation, please adhere to the guidelines in section 4 of the [Terms & Conditions of Accommodation Occupation](#).

#### *Withdrawal Charges*

Students who withdraw from their course or make other accommodation arrangements are responsible for paying accommodation charges until their allocated room can be re-let. If the withdrawal is not due to ill health, the student may be responsible for charges for the rest of the term. Each case is considered individually. See section 7 of the [Terms & Conditions of Accommodation Occupation](#).

#### *Smoking/Vaping*

Smoking and vaping are prohibited inside any college building. If smoking/vaping outside, be considerate and ensure proper disposal of cigarette butts. Smoking/vaping is only permitted in designated areas.

#### *Naked Flames*

No candles or other naked flames may be used in student bedrooms, bathrooms, kitchens or corridors.

#### *Electrical Appliances*

All electrical equipment that is over two years old must be tested by the Maintenance Team early in Michaelmas Term (free of charge).

Use only fused plug adapters with a cable running from the wall socket to a range of separately mounted sockets (British Standard BS5733 compliant).

Do not bring electric fires or floor-standing lights into college; desk lamps are permissible.

#### *Cooking*

No cooking appliances except automatic kettles may be used in bedrooms. Cooking is only permitted in designated kitchens. If smoke or steam is produced, do not open the kitchen. Open a window and turn off the cooker/hob.

#### *Mini-fridges*

Personal fridges are not allowed in bedrooms except for medication purposes with approval from the Accommodation Manager.

#### *Plumbing*

Do not flush anything other than toilet paper provided by the college to avoid blockages. Students are liable for repair costs due to blockages caused by inappropriate disposal.

### *Animals*

No animals are allowed in College. In the case of assistance dogs, please consult the College's Disability Co-ordinator for guidance.

### *General Damage*

Students are liable for damage to their rooms or other college property. Charges include repair or replacement costs. In cases where no individual can be identified, a collective charge may be applied to all students in the affected block or staircase

### *Windows and Window Ledges*

Do not sit on window ledges or place items outside. Do not tamper with window restrictors.

### *Reducing Energy Consumption*

To support the College's sustainability goals:

- Turn off lights in unoccupied areas
- Close windows
- Fully turn off taps
- Switch off heating when leaving for the day
- Remove SALTO cards from slots in Rokos Quad when leaving rooms

More information on sustainability initiatives is available [on our website](#) and on the [Pembroke Hub](#).

### *TVs*

A [TV Licence](#) is required to watch live television or BBC iPlayer in your room. Personal televisions require individual licences. College public area screens are covered by the college's TV Licence. Contact [licences@pmb.ox.ac.uk](mailto:licences@pmb.ox.ac.uk) for information about film licences. Personal streaming accounts (e.g., Netflix, Spotify) must not be used on screens in public areas.

### *Furniture, Furnishings and Wall Fixings*

Do not remove or alter furniture, fittings, or furnishings from your room. Use only provided pinboards for posters or pictures.

### *Cars*

Parking is unavailable for students except for [Blue Badge holders](#) with prior approval. It is a condition of your License Agreement that students living in college accommodation do not bring cars to Oxford.

## CLEANING AND CLEANING STANDARDS

Communal areas are cleaned regularly. If your bin requires emptying, please it outside your door from Monday to Friday. Please do not put your bin outside your door on your designated cleaning day. Your bedroom will be cleaned once a week on this day.

It is your legal obligation to maintain your bedroom in a safe condition for College staff who must enter for cleaning and maintenance purposes. Planned inspections will take place once per term, with at least 5 working days' notice provided.

Recycling bins are available in all bedrooms and at designated points around the Main Site and the Geoffrey Arthur Building communal spaces. Recycling guidelines vary across the UK; it is your responsibility to familiarise yourself with the rules in Oxford. Information can be found in all student kitchens, on the [Hub](#), and on at the City Council [website](#).

Students are expected to ensure that their bedrooms are kept in good condition. Vacuum cleaners are available to borrow and must be returned after use. Any accidental damage should be reported by email to the Housekeeping Manager.

It is important to report any shortfall in cleaning standards either in your bedroom or communal areas.

For all communal toilets, bathrooms and showers, shortfalls should be reported to the Head Scout. If problems are not resolved in a reasonable time, please contact the Housekeeping Manager.

Maintenance issues should be reported [online](#) via the Pembroke Hub.

Please note your [Scout](#) is not responsible for washing up or putting away crockery/cutlery. Leave the kitchen surfaces and sink clear to allow for cleaning. If a kitchen is not left in a suitable state the Scout will report this to the Head Scout. Kitchens may be closed if hygiene standards are not maintained, potentially resulting in the removal of the facility.

## CONSIDERATION FOR OTHERS

Remember that tutorials and other teaching activities occur within the college, and it is the workplace for Fellows and staff. Essential academic business is conducted in the areas where you live, including in the evenings. Noise or inappropriate behaviour must not interrupt this.

## END OF TERM ARRANGEMENTS

Please check the [relevant pages on the Pembroke Hub](#) or speak to the [Accommodation Manager](#) if you have any questions or need to request an extension to your agreed contract. It may not always be possible to accommodate such requests.

Out of term time the College hosts various guests, including alumni, prospective students, access students, academic visitors and paying conference guests. These provide an essential income stream to help subsidise the cost of food and rents. Therefore, it is important that you vacate your bedroom at the agreed time each term as per your contract.

Those on term-time only contracts will be invited to notify the Accommodation Manager of their requested departure dates, if different from their contractual end date, and their arrival dates at the start of the next term. We will accommodate requests where possible.

All other residents in college accommodation must depart on the date specified in their contract. Requests for extended stays can be made via an online form in Trinity term. Non-negotiable administration charges apply for the late return of forms.

All students in College accommodation must vacate their bedroom by 10:00 am on the departure date in their contract or as otherwise agreed. For term-time only contracts, this will be Saturday of 8th week every term, unless you have exams or other academic commitments verified by your tutor. Other exceptional circumstances require authorization by the Operations Bursar.

Late departure incurs costs for staff overtime, particularly Scouts, and will result in an administrative fee.

At the end of term, it is your responsibility to clear your bedroom and communal rooms of all possessions and rubbish. Additional charges will apply if this is not done, with a minimum charge of £150.00 to cover staff time and disposal costs. The College is not responsible for loss or damage to belongings left after term end. This includes food and kitchen equipment left in staircase kitchens.

Return your bedroom key or SALTO Key card to the Lodge and check out of college before leaving. Check-out details will be communicated via email in advance of term end.

## VACATION STORAGE

Rokos Quad buildings have high-level lock

boxes' for student use during Christmas and Easter vacations. Before departing, place any items for storage – excluding perishable or flammable items – into the lock box, ensuring it closes fully. The Head Scout/Maintenance team will lock the box for you and unlock it prior to your return.

Limited additional storage space is prioritised for returning overseas students. To request on-site storage, contact the Porters at the Lodge via email ([porters.lodge@pmb.ox.ac.uk](mailto:porters.lodge@pmb.ox.ac.uk)). The College also recommends [Kit Keeper](#), a local storage specialist offering collection and delivery services at reduced rates for students, with full insurance coverage.

If permission is granted for storage at Pembroke over a vacation, label all items with your name, bedroom number, and year of matriculation, and place them as directed by the Lodge Manager. Do not store foodstuffs, use plastic bags, or exceed five items/boxes weighing up to 20kg. Although reasonable care will be taken, storage is at your own risk, and the College accepts no liability for loss or damage.

## MAINTENANCE

For minor maintenance repairs/requests, complete an online [Maintenance Request Form](#) available on the Pembroke Hub. The College addresses maintenance issues as promptly as possible, prioritising as necessary. Students will be kept informed of progress. Compensation is not provided for delays in resolving maintenance problems.

## LAUNDRY FACILITIES

Washing machines and dryers are available in various locations around the college, with payment via credit or debit card. Contact details for issues are on the machines; if unresolved, inform the Lodge. Irons and ironing boards are provided in laundry rooms. Do not iron in student bedrooms or

communal areas.

## VISITORS TO COLLEGE – GUEST ACCOMMODATION

Do not introduce unauthorised members of the public into the College. Students may have one overnight guest for up to 5 nights in any 14 nights. Guests must be registered in the Lodge for each night they stay, as this is a fire safety requirement. Inform the Porters of any guests in person, via email, or by phone. The College reserves the right to prohibit any guest from staying.

For stays longer than five nights, guests are treated as resident guests, and the Accommodation Manager must be consulted for guest room availability. Common rooms, sitting rooms in college sets, and communal kitchens/dining rooms on Main Site and at the GAB cannot be used as guest rooms.

Visitors not staying overnight must leave the Main Site and GAB by midnight. Guests staying on after or arriving after midnight must be signed in at the Lodge.

Students are responsible for their guests at all times. Breaching these rules may result in charges representing the bedroom rent for the period involved, fines, and potential loss of bedroom privileges for repeat offenses. Pembroke students who have signed out of college accommodation cannot be signed in as guests of remaining students. Suspended students may not be invited as guests at any time. Exceptions require advance agreement from the Accommodation Manager or Operations Bursar.

## SECURITY

Do not allow unknown individuals to tailgate into buildings. Notify the Porters' Lodge immediately if you are unable to prevent this. Keys and swipe cards must not be lent to guests or others.

the Student Self Service. Read more in [section 3 of this Handbook](#).

## BICYCLES, E-BIKES AND SCOOTERS

Register bicycles, EAPCs (e-bikes), or e-scooters via email with the Porters Lodge for a £5.00 fee, which will be battelled. A sticker must be placed visibly on the vehicle. Inform the Lodge if you sell or transfer ownership; no charge for transfers. Bicycles/e-bikes/e-scooters must not be ridden on college premises.

No aftermarket e-bikes or e-scooters are allowed. Aftermarket refers to modified vehicles not meeting original manufacturer specifications. Such vehicles are not permitted on college premises.

Bicycles, e-bikes, and e-scooters must not be stored inside, including in bedrooms, communal spaces, or staircases and must be parked in designated outside areas. They must not obstruct pavements, fire exits, or be parked improperly. Unregistered or improperly parked vehicles may be impounded with a £10.00 release charge.

When leaving after your final year, take your bicycle, e-bike, or e-scooter with you. Items left behind without permission will be disposed of by the College.

## ELECTORAL REGISTRATION

Each year, the College provides a full list of residents for electoral registration (applies to UK, EU, Republic of Ireland, or Commonwealth citizens). If you move into college accommodation after this process, you must register yourself. More information is available on the [Oxford City Council website](#).

You will also be invited to join the Oxford Country Council (OCC) Electoral Register when completing your online registration on



## 12 FOOD AND DRINK

*Find up-to-date information on the [Pembroke Hub](#):*

- [Food and Drink](#)
- [Events and Meetings](#)

### PEMBROKE MEALS APP

Pembroke Meals (run by BlueRunner) is the meal booking and payment platform used by the College. You will be invited via email to download the Pembroke Meals app in mid-September, at which point you will need to set up your account. It is important that you add any allergen and dietary information when you register.

The app allows you to pay for meals in Hall and items in Farthings Café. If you are on a meal plan, your meal plan credit will be visible in a 'wallet' on the homepage of the app. You can also add money manually to your 'Main Account' wallet, which can be spent independently of your meal plan credit.

Meal Plan or manual top-up credit is redeemed by scanning the QR code in the app, or presenting your Bod Card, at the till.

Any problems or queries concerning Pembroke Meals should be directed to [bluerunnersupport@pmb.ox.ac.uk](mailto:bluerunnersupport@pmb.ox.ac.uk).

### HALL

#### *Meal Plans*

The [Hall](#) provides full catering for students on the Main Site.

All first-year undergraduates take out a meal plan which provides a termly amount of credit redeemable for lunch and dinner in Hall and items in Farthings Café.

After the first year some students will take out a flexible meal plan. Up-to-date meal

charges and meal plan information can be found the [Pembroke Hub](#). Meal plan credit cannot be used to pay for guests.

When the allowance has been used up, additional funds can be added to your Main Account via the app.

#### *Meals for students not on a meal plan*

If you are not on a meal plan and you wish to eat in Hall (lunch or Informal Hall), you can pay by presenting your Bod Card or scanning the QR code in your Pembroke Meals app at the till. Please ensure that your account has sufficient funds. We do not take credit or debit card payments in Hall.

Meal charges can be found on the [Pembroke Hub](#).

#### *Service in Hall*

Meal times can be found on the [Food and Drink pages of the Pembroke Hub](#).

Meals can be provided as takeaways. You must bring your own clean container suitable for hot food.

Lunch and Informal Hall are cafeteria-style, while Formal Hall is table service.

#### *Formal Hall*

[Formal Hall](#) is served in the dining hall up to three times per week. Formal Hall is a fully served meal and consists of either two or three courses. Formal Hall starts at 7.10pm prompt.

Freshers are expected to attend one Formal Hall per week and returning students four Formal Halls per term. No refunds will be made for missed Formals.

Students must sign in to Formal Hall in advance via the Pembroke Meals app. The closing date for sign-up is always 10am Thursday of the week before.

More information on meal booking procedures can be found on [the Pembroke](#)

## Hub.

### *Hall Etiquette*

Students are expected to behave in a responsible and courteous manner and to treat College staff with respect.

The standard of dress at Formal Hall is smart (i.e. smart shoes, no shorts), with gown. The wearing of hats is not permitted in Hall (unless they relate to a themed night).

The use of mobile phones is discouraged in Hall, unless using the Pembroke Meals app. Please be courteous to your fellow diners and switch your phone to silent.

### *Regulations on Alcohol Consumption in Hall*

Alcohol may be consumed only at Formal Hall under the following conditions:

- The maximum quantity permitted is half a bottle of wine per person. No bottle should be larger than 75cl. Beer and cider are permitted, but no more than 1 litre per person, and no more than medium strength.
- No wine boxes (as they lead to excessive staining of Hall tables).
- All sparkling wine to be opened outside Hall or by a member of Hall staff to avoid injury.
- No spirits or alcopops.
- Members are not permitted to bring alcohol to dinners for which alcohol is already provided; drinks may not be purchased from the JCR or MCR bars on such occasions until the event is over.
- The consumption of alcohol at Lunch or Informal Hall is not permitted without permission.
- If you over-consume alcohol at Hall, you will be refused service and may be asked to leave. Any inappropriate

behaviour will be reported to the Dean as a disciplinary issue.

### *Guests*

Charges for guests at Formal/Informal Hall can be found on the [Pembroke Hub](#).

Undergraduates are permitted to bring up to two guests to Formal Hall. To book in guests for Formal Hall, please use the Pembroke Meals app. If you wish to book more than two guests, please email [pmbcateringadmin@pmb.ox.ac.uk](mailto:pmbcateringadmin@pmb.ox.ac.uk). A member of the Catering Team will then let you know if there is capacity. Bookings must be made in accordance with the guidance set out on the Pembroke Hub, by 10am the Thursday of the week before.

Graduates may book up to six places at the MCR table on Formal nights for themselves and up to five guests via Pembroke Meals. There are limited places at the MCR table (dependent on the term) and, once all places have been booked, or after booking has closed, others cannot use the Hall.

Please note that your meal plan balance may not be used to pay for guests or wine at Informal or Formal Hall.

You must [email the catering team](#) if your guest has any dietary requirements.

### *JCR, Society and Subject Dinners*

JCR, Society and Subject Dinners should be booked through the JCR Representatives. Three-course dinners are available at a subsidised cost.

Representatives should [liaise with the Events office](#) to check date availability and ensure that the correct procedure is followed. Please consult the [Organising Student Dinners](#) page of the Pembroke Hub for full information.

Both wine and soft drinks are served. A wine allowance of up to half a bottle per person is permitted. Students are not permitted to bring additional bottles of wine

into Hall. All wines will be served by the catering staff.

Students are expected to behave in a responsible and courteous manner. Two senior members of the College will be present at these functions. Any inappropriate behaviour will be reported to the Dean as a disciplinary issue, for example over-consumption of alcohol or substance misuse. If you over-consume alcohol at Hall, you will be refused service and may be asked to leave.

## FARTHINGS CAFÉ

Opening times for the College café, Farthings, can be found on the [Pembroke Hub](#). These may vary during the term. Takeaway options are available.

Payment is via the Pembroke Meals app or by debit/credit card payment.

## THE HALL BAR

The Bar is usually open Tuesday to Friday, 8pm to 11pm during Full Term, subject to other events. Up-to-date opening times can be found on the [Pembroke Hub](#).

If you over-consume alcohol at the Bar, you will be refused service and may be asked to leave. Any inappropriate or disruptive behaviour will be reported to the Dean.

Your meal plan balance cannot be used in the Bar. Please top up your Main Account or pay by credit/debit card.

## DIETARY REQUIREMENTS

If you have any special dietary requirements you must notify us when you complete your Freshers Form. You will also be asked to enter them into Pembroke Meals when you register. If your dietary requirements change after the start of term you must [inform the catering team directly](#).

The team are always happy to discuss special dietary requirements or requests and we have significant experience in meeting all needs. Dietary Requirements are important. They are not the same as dietary preferences which the College cannot commit to fulfilling.

## FEEDBACK

Suggestions to improve our catering arrangements are welcomed. If you have any catering problems you wish to discuss, or have any comments to make about the catering service, you can do so through the student representatives on the JCR and MCR committees, or by speaking to the Operations Bursar in confidence.

## 13 SECURITY AND SAFETY

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*Find more information on the Pembroke Hub:*

- *Policy and Procedures*

### HEALTH AND SAFETY

We all have a responsibility for health and safety at the College. **Please read, and be aware of, the relevant College Regulations.**

Any malfunction of firefighting or security equipment should be reported immediately to the Lodge.

- The College's full Health and Safety Policy is available on the [Pembroke Hub](#) or can be viewed in hard copy on request via the Health and Safety Manager. Should you have any concerns about Health and Safety matters, you are encouraged to bring them to the attention of the Operations Bursar either directly or through the College's Health and Safety Subcommittee, on which both the JCR and MCR are represented.
- There will be 3 room visits per year for Health & Safety checks, one per term. You will be notified in advance of these visits.
  - a. Fire detector and sounder test in your bedroom
  - b. Water hygiene monitoring – shower head cleaning
  - c. H&S visit from maintenance to ensure there are no fire hazards, fire door is working correctly, electrical safety and that your shower and toilet are functioning correctly

### ACCESS AND GENERAL SECURITY

Oxford is a safe place to live, but you may need to take sensible precautions to keep out of harm's way especially at certain times of night (and even more so on weekend nights). The recommended route to the GAB is to go over Folly Bridge and then turn right onto the tow path until you reach the entrance to the GAB. Please note, Oxford City Council has temporarily closed the footbridge across the river, immediately adjacent to the GAB.

If you mislay either your SALTO card or your bedroom key, you must inform the Porters' Lodge immediately. The SALTO card can then be cancelled to prevent unauthorised use.

Never lend your keys or card to another person – you are responsible for them. You should lock your bedroom whenever you leave it. Bedrooms with SALTO card locks will automatically lock behind you. If you live on the ground floor, close your window when leaving your bedroom, and avoid leaving valuables where they can be seen. Be aware of "tailgating," or allowing an unauthorised person to follow you through a door. If you see any suspicious person in or around College, please report this to the Lodge immediately.

For your safety and security CCTV cameras are in use around College and are monitored from the Lodge. Recordings of all data are retained in accordance with the Data Protection Act and are disposed of in line with [current policy](#).

### FIRE SAFETY

#### *Appliances and flames*

The only permitted items of private electrical equipment containing high-current heating elements are kettles and hair dryers/hair straighteners. Electrical

appliances in bedrooms and kitchens (including all cooking appliances) should not be left unattended when in use. Please remember to switch off all equipment when not in use.

Students are not permitted to use the following in bedrooms: candles, irons, shisha pipes, joss sticks, mains-powered fairy lights and cooking equipment including microwaves, rice cookers and toasters. Electrical heaters other than those supplied by the College are not permitted. Any prohibited items will be removed by the Maintenance Team.

Check routinely that all wiring and plugs are in good condition, are of the correct voltage (240v) and properly connected. (If in doubt, have the item checked – free of charge - by the Maintenance staff.)

Smoking/vaping is prohibited in all College rooms and communal areas. If you smoke/vape please ensure that this takes place outside at the designated smoking poles and that you dispose of cigarette ends carefully.

#### *Fire escape and evacuation arrangements*

Make sure that you familiarise yourself with the fire escape arrangements and the location of fire-appliances and alarms in your building or staircase. Details about evacuation points can be found in corridors and instructions on what to do in the event of a fire are displayed in every room.

Fire doors must never be wedged open and smoke detectors and fire-fighting equipment must not be tampered with. This is an offence and will be fined in accordance with the [College Regulations](#).

Fire drills are held every term. Fire alarm testing usually takes place every Monday morning, at 10.30am on Main Site, 10.45am on Rokos Quad and 11.00am at the GAB. Changes will be communicated via the Pembroke Hub. You do not need to vacate the building at this time.

If you discover a fire:

- **Raise the alarm** by pushing the red break glass box, by telephoning the Lodge (01865 276444) or by shouting for help. Give the precise location of the fire.
- **Emergency Services** (fire, police, or ambulance) should be called from the nearest phone in the case of any obviously serious incident. [Please find the emergency procedure and key What3Words locations here.](#)
- **Make sure you are safe** – do not attempt to fight a fire unless it is safe to do so using the emergency fire extinguishers.
- The Porters' Lodge must be informed as quickly as possible thereafter (01865 276444). Porters are all first aid trained. The individual raising the alarm should try to remain with any injured person or at a safe distance near the scene of a fire or other incident in order to relay relevant information to the emergency services when they arrive.

If you hear a continuous fire alarm (or are otherwise alerted to fire):

- Evacuate the building as soon as possible, closing windows and doors on our way out but not stopping to collect belongings.
- Make your way to the designated meeting point (specified in your bedroom and/or corridor). Only go to your assembly point if it is safe to do so. Your priority is to evacuate the building by the nearest exit.
- The first occupant out of the building should take the list of occupants for their staircase from the noticeboard at the exit door of the building and check that all of those on the list are present outside. The back of the clipboard has your

staircase in large type. Hold this up for others to see where you are.

- Remain at your meeting point until given other direction by College staff or the fire service.
- Do not re-enter the building until an officer of the fire service or a member of College staff has authorised you to do so.

## 14 BEHAVIOUR AND DISCIPLINE

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*Find more information on the Pembroke Hub:*

- *Freshers 2024*
- *Policy and Procedures*

*Students are required to read and agree to all policies and procedures found on the Pembroke Hub.*

### THE DEAN AND COLLEGE REGULATIONS

The Dean is the member of Academic staff charged with responding to breaches of College Regulations, mostly on matters of behaviour and good order. They are supported in this area by the Junior Deans.

**The College Regulations are designed to ensure that a relatively large group of people can live closely together harmoniously. You must read these provisions; if you are in breach you will be assumed to know about them. The College also subscribes to a Harassment Policy which binds all members of the College and which you should read. One of the most important values nurtured in our University is respect for other people, and this will be expected of all our students.**

The College is a small and tightly knit community. It is therefore necessary to be constantly aware of the effects of your actions on other people. For example, tutors' rooms are scattered amongst student rooms, and you should be aware that they are used for teaching and research throughout the day and at night. Please also consider that fellow students may need quiet in order to complete assignments or prepare for examinations.

### ALCOHOL AND DRUGS

Please respect the sensibilities of students who do not consume alcohol for any reason.

Intoxication can lead to unruly behaviour or significantly damage people's health. It should be understood that being intoxicated does not excuse misbehaviour. Any disruptive behaviour on College premises believed to be caused by intoxication will therefore be treated with zero tolerance.

Please see the information and guidance, along with the Student Code of Conduct, [here](#).

Farthings is an alcohol-free area when open as a café.

Drug and substance abuse is a criminal activity, for which the College itself could be faced with prosecution. The College operates a zero-tolerance approach to such activity. See the Code on Substance Abuse in the [College Regulations](#).

### EXPLOSIVES AND FIREARMS

Firearms (including replica/deactivated firearms), explosives, prohibited weapons (e.g. pepper spray), offensive weapons (e.g. knives, crossbows), pyrotechnics (including fireworks), inflammable materials etc., may not be brought into or stored in College accommodation, whether in your room or elsewhere.

### SOCIAL MEDIA GUIDELINES

Pembroke College encourages you to engage, collaborate and innovate through social media. However, wherever and however you do this, you must be aware of the potential impact on yourself and other users.

You must ensure you read and understand the [College's Social Media Policy](#) and the relevant [College Regulations](#). There are useful practical tips in our extended [Social Media Guidance](#).

## APPEALS AND COMPLAINTS

Should a student be subject to any of the College's disciplinary procedures, the [College Regulations](#) provide a system of appeals (the Student Complaints Procedures) to ensure that the student is treated with respect and fairness. It is the student's responsibility to read the provisions carefully and to comply with them, and they are advised to contact the [Academic Office](#) for guidance.

The Regulations state that, should appeals within the College be exhausted, there is usually a further route of appeal to a special Intercollegiate Appeal Tribunal within the University (set up by the Conference of Colleges). In most cases the student will also have the option of referring the case to the Office of the Independent Adjudicator. Information about this is available from the [Academic Office](#).

The [College Regulations](#) also explain how students may make formal complaints against the academic and other staff of the College. It is always desirable to try to resolve complaints on an informal basis if possible, but should this prove not to be the case, the complaints system set out in the Regulations may be used.

Students should also be aware of the [Policy and Procedure on Harassment](#) (these can also be found in the College Regulations) which apply to everyone in the College.



## 15 STUDENT LIFE

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*Find more information on the Pembroke Hub:*

- [Events and Meetings](#)
- [Freshers 2024](#)

### THE COMMON ROOMS (JCR AND MCR)

The Junior Common Room (for Undergraduates) and Middle Common Room (for Graduates), commonly known as the JCR and MCR respectively, are both places and social entities. The two together constitute what may be called “the student body”. They have a good deal of autonomy in how they run themselves and make a significant contribution to the running of the College. They represent the student body on many College committees, and at Open Sessions of the Governing Body. The [JCR](#) and [MCR](#) both have their own websites, giving more information about their committees and activities.

### ENTERTAINING, PUBLIC ROOMS AND SOCIAL SPACES

Certain public rooms and spaces across the College, including The Pichette Auditorium, may be used for meetings, gatherings or other activities. Please see [the Events pages on the Pembroke Hub](#) for up-to-date guidance on booking rooms and organising events, including the options and notice required for catering.

If the gathering is for under 10 people, decanal permission is not required to book a room, but certain regulations do apply. You can read more information and submit a booking form on the [Pembroke Hub](#).

If the gathering is for 10 or more people, it is regarded as an ‘event’. All events require prior permission via the [Event Permission](#)

[Form on the Pembroke Hub](#) at least ten days in advance and before invitations have been sent out (please refer to the College Regulations).

This is to ensure that porters and other duty staff are aware of what is happening where and when, to avoid undue pressure on staff or the decanal team, and to ensure license conditions and health and safety requirements are met. Requests are not normally declined if the appropriate notice is given and if the plans are unlikely to cause disruption to other members of the College.

Once availability has been confirmed and permission has been gained, the Events department will then advise on the possibilities, restrictions, and suitability of locations for your event.

Students may not normally sell alcohol on College premises but there are exceptions to this for certain organised events under authority of the licensee. Note also the general position regarding alcohol consumption ([section 15](#)).

No parties/events or functions with music are permitted from the end of 3rd week in Trinity Term due to examinations. If in doubt, consult the Dean, Junior Deans or the Operations Bursar.

### EVENTS IN THE COMMON ROOMS

The common rooms are intended as social spaces and permission is not required for groups to gather in them. However, the general restriction on noise applies (music should not be audible outside the room) and no music should be played in any location after 11pm.

### THE CHAPEL

The Chapel holds regular services as arranged by the Chaplain with the assistance

of our Organ Scholar. Special occasions in the College are sometimes also marked by a service. There is a flourishing Choir which is open to all members of the College to join.

The Chapel has a unique interior, designed by the Victorian decorator, Charles Kempe. It also has an organ built by Orgue Létourneau in Canada, which makes it a fine venue for organ recitals and concerts. It is also open at all times for people to use for quiet reflection and prayer.

## MULTI-FAITH PRAYER ROOM

A multi-faith prayer room is available for the use of all Pembroke students and staff of any faith. It is open every day from 4am - 11pm. [Guidance on use of the room can be found on the Pembroke Hub.](#)

## MUSIC ROOMS

Piano rooms may be used for music practice if available - the key can be requested from the Lodge at the time you wish to practice. Permission from the Music Director is usually required, except for the piano in the JCR. If playing the piano in the JCR, please be considerate of other users of the space.

## THE QUADRANGLES

The quadrangles are a special feature of Pembroke, and everyone is asked to keep them tidy. The lawn in Old Quad is liable to damage and is therefore always out of bounds, but the lawn in Chapel Quad may be used in Trinity Term and the summer vacation for relaxation and playing croquet. No ball games or frisbee may be played anywhere in College – be aware that historic windows in this area cost a significant amount to repair.

## SPORTS FACILITIES

The College has a sportsground south of the GAB, with tennis courts (two grass and three hard surface), football and cricket pitches, and netball and basketball courts. The College also has the use of the rugby pitch at the University College Sports Ground, with prior booking.

The College sports ground, tennis courts and pavilion are for use by College members and staff, or their authorised guests only, except by special permission of the Operations Bursar. Use of any of these facilities implies acknowledgement of, and agreement to abide by, the [Health and Safety Policy](#). We strongly recommend that you do not attend the sports fields on your own. Users must draw a set of keys from the Pembroke College Porters' Lodge. Keys will only be handed over on signature and after the individual signing for the key has read and acknowledged the emergency procedures. The Porter may also ask you to leave your Bod card behind which will be returned by returning the key. You must never use the sports ground, pavilion or tennis courts without having drawn a set of keys, in case you need to provide emergency access for ambulances.

The sportsground is not easily accessible by road; the key-sets include guidance for emergencies. You must not attempt to climb into the tennis courts.

College members are advised that use of the sports facilities without having followed the procedure above, which is a critical health and safety requirement, is a decanal offence that may result in a fine. Climbing in/out of the tennis courts is especially dangerous.

The College also has a Boathouse on the river which houses the Pembroke fleet. Other sports, including swimming, are catered for at the University's facilities on Iffley Road.

You should think about whether you are adequately insured against the risks involved

in sports and games. The College has some cover relevant to you, but it is limited: sports captains will have further details.

## 16 COLLEGE STAFF

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*You can find full contact details for the following offices on the [Contact Us](#) page of our website and under [Staff and Emergency Contacts](#) on the [Pembroke Hub](#). If you have any enquiries for any staff, please contact them by email or phone in the first instance.*

### ACADEMIC OFFICE

The **Academic Office** is responsible for the day-to-day administration of academic matters relating to students, including admissions and disability matters.

[academic.office@pmb.ox.ac.uk](mailto:academic.office@pmb.ox.ac.uk)

### ACCOUNTS OFFICE

The Accounts Office is responsible for collection of fees and battels.

[accounts@pmb.ox.ac.uk](mailto:accounts@pmb.ox.ac.uk)

### ACCOMMODATION AND HOUSEKEEPING

The **Accommodation and Housekeeping Teams** are responsible for the administration of accommodation provided for students, and ancillary services, including furnishings, equipment and cleaning.

[accommodation@pmb.ox.ac.uk](mailto:accommodation@pmb.ox.ac.uk)

### ALUMNI RELATIONS AND DEVELOPMENT OFFICE

The **Alumni Relations and Development Office** is responsible for the College's fundraising and alumni relations. This includes working with students on fundraising projects and running the College's Annual Fund.

[development@pmb.ox.ac.uk](mailto:development@pmb.ox.ac.uk)

## CATERING DEPARTMENT

The **Catering Team** are responsible for overall standards and provision of all catering facilities on main site including the Hall and Café.

[pmbcateringadmin@pmb.ox.ac.uk](mailto:pmbcateringadmin@pmb.ox.ac.uk)

For matters relating to the Pembroke Meals app: [bluerunnersupport@pmb.ox.ac.uk](mailto:bluerunnersupport@pmb.ox.ac.uk)

### COMMUNICATIONS OFFICE

The **Communications Office** is responsible for publicising the College's activities to prospective students, current students, alumni, the research community and wider public.

[communications@pmb.ox.ac.uk](mailto:communications@pmb.ox.ac.uk)

### EVENTS OFFICE

The **Events Team** is responsible for all conference business and the booking of College facilities and rooms for all events (including student-run events and meetings).

[eventsoffice@pmb.ox.ac.uk](mailto:eventsoffice@pmb.ox.ac.uk)

### IT OFFICE

The **SOCIT Team** are responsible for the College's IT infrastructure. They also provide IT support to students. Reports of faults or requests for help can be made by email.

[it-help@pmb.ox.ac.uk](mailto:it-help@pmb.ox.ac.uk)

### LIBRARY TEAM

**Library staff** can help you find books, request books or use any of Oxford's libraries, as well as with study skills or

accessing special collections.

[library@pmb.ox.ac.uk](mailto:library@pmb.ox.ac.uk)

## MAINTENANCE DEPARTMENT

The **Maintenance Team** are responsible for repairs and maintenance of property and buildings. All problems should be reported to them using the [online form](#) or through the Porters' Lodge in out-of-hours emergencies.

## PORTERS' LODGE

The **Porters** are responsible for security, fire response, keys, mail, switchboard, visitor reception and deliveries. They are also an excellent source of wider information.

[porters.lodge@pmb.ox.ac.uk](mailto:porters.lodge@pmb.ox.ac.uk)

(+44) 01865 276444

## 17 GLOSSARY

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### *Academic Review*

A meeting with your tutor(s), the Academic Director and the Master to review your academic progress.

### *Battels*

The charges made to a member of College for accommodation, meals, etc.

### *Bod Card*

A personalised identity card issued to all students and staff within the university. This card identifies you as a student, provides access to some buildings, allows you to borrow books and use printers, and more.

### *Bodleian Libraries*

The collective name for the University's integrated library service, formerly known as Oxford University Library Services (OULS).

### *Collections*

Internal 'mock' test papers sat in College at the beginning of terms, usually on Thursday and Friday of 0<sup>th</sup> week.

### *Fellows*

The senior members of College who, together with the Master, constitute the Governing Body of the College. Pembroke also has other categories of fellow, such as Honorary and Emeritus fellows, who are not members of the governing body.

### *Finals*

Final examinations at the end of three or four years as an undergraduate student, or in science subjects often taken at the end of each year on course – the level of degree awarded is largely dependent on performance in these exams as well as coursework and practical work.

### *Finalist*

A student taking, or about to take, their final public exams of their degree.

### *First Public Examination*

Exams normally taken at the end of the first year, although there are exceptions, and that must be passed for a student to be allowed to continue their course; called either Prelims or Mods.

### *Formal Hall*

A two or three course fully served meal in Hall, to which smart attire and gowns are worn.

### *Fresher*

A first-year student.

### *Full Term*

The main undergraduate teaching period at Oxford. It lasts for eight weeks and runs from Sunday of First Week to Saturday of Eighth Week. The [dates of Full Term](#) are prescribed by Council and are published in the Gazette and on the University website.

### *The GAB*

The Geoffrey Arthur Building: Pembroke College accommodation buildings for undergraduate returning students and graduate students. Located on the river a 10-minute walk from Main Site.

### *Governing Body*

The body that has responsibility for the governance of the College. It is made up of the Master, who chairs its meetings, and the College's Fellows.

### *Hall*

The dining hall, where lunch and dinner are served daily. Also host to special events.

### *Hilary Term*

The second of the academic year's three terms, running from January to mid-March.

### *Junior Common Room (JCR)*

In addition to being the formal undergraduate student organisation of the

College, the Junior Common Room is the hub of undergraduate social activity, and a physical location in a college for student recreation.

### *Junior Member*

Junior members include:

- Students enrolled on a course of undergraduate studies at the University of Oxford, including second BA students. More information on Second BA and Senior Status is available on the [University website](#).
- Students enrolled on a course of graduate studies at the University of Oxford.
- Visiting students: those undertaking part of an undergraduate or graduate course at Pembroke College, but not matriculating or taking an Oxford degree. More information is available on our [Visiting Students](#) webpage.
- Exchange students: Exchange students are visiting from another higher studies institution, usually as part of a reciprocal exchange agreement. Exchange students may be of undergraduate or graduate status, but do not matriculate or take an Oxford degree.

### *Lecturer*

A lecturer may either be someone who gives a lecture open to all students, or a college tutor.

### *Matriculation*

Matriculation confers membership of the University on those students who are enrolled at the University of Oxford and following a degree-level course.

### *Master*

The Head of House (head of the College).

### *Michaelmas Term*

The first term of the academic year which begins in October and ends in December.

### *Middle Common Room (MCR)*

The self-governing body and social centre for graduate students in the College. Fourth year students are also granted MCR membership. The MCR is also a room located in the College.

### *Oxford SU*

Oxford University Student Union (formerly OUSU).

### *Papers*

Constituent parts of an examination.

### *Prelims*

(abbrev. Preliminaries) Preliminary examinations are first year examinations and are not classified into Firsts, Seconds etc. These are only awarded on a Pass/Partial Pass/Fail/Distinction basis.

### *SALTO*

College security and key cards which allow access to rooms, are used for purchases in the College café and to pay for meals in Hall.

### *Senior Common Room (SCR)*

The organisation to which all Fellows and College lecturers belong. The SCR is also the name of the room in College which is used by SCR members for a coffee and reading room, as well as for special events hosted by SCR members. (See also the JCR and MCR).

### *Scouts*

College staff responsible for keeping College clean (including student rooms).

### *SSO*

Single Sign-On: The username and account IT Services gives you when you are a

member of the University of Oxford. Your Oxford username is usually of the form abcd1234, where abcd is a code for the college or department to which you are first affiliated.

Used to access various University and College services, including Nexus365, [SOLO](#) (Search Oxford Libraries Online) and the [Pembroke Hub](#).

### *Student Number*

Your unique identifier at Oxford. This begins with a 1 and can be found next to the photograph on your [Bod Card](#).

### *Sub fusc*

Formal attire worn by students and academics on formal occasions, including matriculation, examinations and graduation. It is made up of a dark suit, skirt or trousers, a white shirt or blouse, and a white or black bow tie, black full-length tie or black ribbon, worn with a black gown and a mortar-board. The name derives from the Latin subfuscus, meaning dark brown.

### *Trinity Term*

The third term of the academic year and the summer term, running from late April to early July.

### *Tutor*

Someone who teaches students on an individual basis or in pairs. They may be a College Fellow or Lecturer, or an external tutor. They act as both a teacher and an academic guide.

### *Tutorial*

A small group teaching session with a tutor. Undergraduates attend, on average, one hour-long tutorial every week, either on a one-to-one basis or with one or two other students. Students must undertake a considerable number of hours' preparatory work for each tutorial, including background reading, essay-writing and problem-solving.

### *Vacation*

The periods between terms. Abbreviated to 'vac'. The three vacations are the Christmas Vacation (December – January), the Easter Vacation (March – April) and the Long Vacation (June – October).

### *Visiting Student*

Students from overseas who spend a period of up to three terms (one academic year) in Oxford on an undergraduate course.

Visiting Students are members of a college but do not matriculate at the University of Oxford.