# PEMBROKE COLLEGE HANDBOOK

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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 lively atmosphere here.

You should read the full handbook, but the key sections we would particularly like to draw your attention to are:

- Academic calendar
- Academic supervision of undergraduates
- Academic supervision of graduates
- Examinations
- Dealing with academic issues
- Academic discipline
- Medical arrangements
- Security and safety

ABOUT THE STUDENT HANDBOOK

The Student Handbook aims to provide useful information, to signpost you to key people and policies, and to help to demystify some of the rules and regulations. The full Regulations and Codes are published on the College website, and you should refer directly to them when necessary.

We have updated this handbook to reflect the current COVID-19 situation. All students are bound by the most recent version of the handbook.

The information contained within this handbook is correct at the time of publication (September 2020). Please see the University website for official information about University policies and procedures, and in particular, the current advice about COVID-19. In the event of any discrepancy between the information in this handbook and the University website, the University website should be considered the authoritative source.

We welcome any suggestions for improvement to the handbook. Please send these to the Bursar’s Secretary, Jane Richmond, in the first instance.

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 35 visiting and Erasmus students, and more than 250 postgraduates. 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 have teaching rooms in the College, 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 their profiles on the Fellows and Academics page of our website. With a dynamic research community, the College is also proud to house several research groups, as outlined on our Research Groups 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 Home Bursar). You can find the contact details for various offices on the Contact us webpage or via the Who’s who section below.

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 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
2 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 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 College and University Regulations.

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

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 and Erasmus 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. More information about Erasmus students is available on the University website.
3 ACADEMIC CALENDAR

The academic year runs from 1 October to 30 September and is divided into three terms, Michaelmas term (“MT”, autumn), Hilary term (“HT”, spring), and Trinity term (“TT”, summer).

Full term is of eight weeks, with each week starting on Sunday. Certain subjects require undergraduates to be in residence for extended terms in some years of their degree. Weeks in Full term are referred to by number - 1st week, 2nd week, through to 8th week etc. Weeks out of Full term may also be referred to by number - 0th week, 9th week, etc.

UNDERGRADUATE TERM DATES

College terms for undergraduates start on Wednesdays of 0th week, to provide time for students to sit collections (internal examinations) in College, and end on Saturday of 8th week. Dates for 2020-21 are as follows:

<table>
<thead>
<tr>
<th>Term</th>
<th>Start</th>
<th>End</th>
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<tbody>
<tr>
<td>Michaelmas</td>
<td>7 Oct 2020</td>
<td>5 Dec 2020</td>
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<tr>
<td>Hilary</td>
<td>13 Jan 2021</td>
<td>13 Mar 2021</td>
</tr>
<tr>
<td>Trinity</td>
<td>21 Apr 2021</td>
<td>19 Jun 2021</td>
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GRADUATE TERM DATES

Terms for graduates on taught courses typically commence on the Sunday of 1st week and end on the Saturday of 8th week. Dates for 2020-21 are as follows:

<table>
<thead>
<tr>
<th>Term</th>
<th>Start</th>
<th>End</th>
</tr>
</thead>
<tbody>
<tr>
<td>Michaelmas</td>
<td>11 Oct 2020</td>
<td>5 Dec 2020</td>
</tr>
<tr>
<td>Hilary</td>
<td>17 Jan 2021</td>
<td>13 Mar 2021</td>
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Trinity 25 Apr 2021 19 Jun 2021

Vacation periods between terms are referred to as the Christmas vacation, Easter vacation and Long vacation (summer).

Graduate students on Research degrees (D.Phils) are usually expected to be in Oxford during term time and vacations.

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.

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 six miles or 25 miles of Carfax (in central Oxford) during those periods, depending on your student status.

Due to COVID-19, the University has updated its guidance for requesting dispensation from residency requirements. Please consult their website for more information.

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 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.

**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 Sir Geoffrey Arthur Building (known as the GAB), which is about a ten-minute walk south of the Main Site, or on Main Site itself.

Students on four-year courses resident in Oxford are normally given a choice to live in College accommodation in either the 3rd or 4th year. Accommodation may be available for a fourth year.

There is some accommodation for first year graduates on the main site, in the GAB or in properties owned by the College on a first-come first-served basis.

If you choose to live out of College, the University Accommodation Office is a useful source of advice on accommodation.

More information about accommodation is available in the Domestic arrangements section below and on the Accommodation pages of the website.

**CONTACT DETAILS**

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 College Regulations). If you have any problems with your IT you should contact the college’s IT support team at once.

All students are required to provide details of an emergency contact when registering at college. The college can use your Emergency Contact in very serious situations where it is in your vital interests to do so (e.g. life and death situations or similar). It may also be in your best interests for the college to use your emergency contact in other situations where there is a significant concern about your health or safety, but your consent is required for this and you will be given the option to opt in/out of this arrangement at the start of the year.

If you leave Oxford overnight when staying in College-owned premises – as well as asking permission as above – you must inform the Porters of your contact details or leave your address in a sealed envelope in the Porters’ Lodge.

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

Pembroke College
Oxford OX1 1DW

If you are a full-time student, you will have a ‘pigeon hole’ allocated to you, where mail and other communications will be left. You must check your pigeon hole regularly.
It is part of your academic obligations to check your emails at least once a day.
4 STUDENTS WITH DISABILITIES

If you have a disability (including specific learning difficulties and mental health issues) and you have not registered with the Disability Advisory Service (DAS), then please do so immediately by completing the registration form available on the University website (offer-holders can do this prior to starting their course at Oxford). This will ensure that the College is notified, you can apply for any funding you are entitled to in good time, and we can put arrangements in place to support you. Delaying your registration means it can be very difficult for the College and University to put in place any adjustments which might be required, from special accommodation arrangements to extra time in exams.

If you have any questions about disability provision, please do not hesitate to contact either DAS or, within College, the Academic Registrar.

ALTERNATIVE ARRANGEMENTS IN EXAMS

On production of medical evidence (or evidence submitted via DAS), the College can apply for permission for alternative exam arrangements, such as extra writing time, extra rest time, or permission to take food/medication into the exam room.

The normal deadline for the College to submit alternative exam arrangement requests to the University is Wednesday of 4th week of the term before the exams (e.g. 4th week of Michaelmas Term for exams in Hilary Term and 4th week of Hilary Term for exams in Trinity Term).

More information:

Full information about disability provision at Pembroke, including accessibility, academic and welfare support, is available on the Disabilities page of our website.

5 THE GOVERNING BODY AND COLLEGE OFFICERS

The College is administered by its Governing Body. This is made up of the Master, who chairs its meetings, and the College’s Fellows, which include Tutorial Fellows, Professorial Fellows, Fellows by Special Election, Advisory Fellows and College Officers.

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 College Officers, who are normally Fellows acting in a full-time or part-time capacity, and a number of specific posts (e.g. the Junior Deans). You can see the current post-holders by checking the Who’s Who section below.

- 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 Access Fellow is responsible for managing the College’s flagship Access
Programmes in London, the North West and the North East.

- The Dean and his/her Deputy, and the Junior Deans, who are responsible for administering discipline among students;
- The Junior Deans also provide welfare and wellbeing support for students;
- The Welfare and Equalities Fellow, who leads on welfare and equality matters for students;
- The Welfare and Wellbeing Coordinator, who is the main point of contact for student welfare and wellbeing
- Two Harassment Advisers;
- Two Deans of Graduates who attend graduate academic review and, with the Academic Director, are involved in academic matters relating to graduate studies.
- The Finance Bursar, who is responsible for the overall administration of financial business;
- The Home Bursar, who is responsible for the overall administration and operation of domestic business including accommodation, catering, maintenance, security, IT services and conference business;
- The Dean of Degrees, who arranges supplication for degrees;
- The Chaplain, who is in charge of the Chapel and also provides welfare support for students;
- The Librarian, who is responsible for all aspects of the College library, rare books collections and archives, and is supported by a Library Assistant and an Archivist.
- The Strategic Development Director, who has overall responsibility for the College’s Fundraising and Alumni Relations.

- Other College posts, including the Library Fellow, the Treasurer of the Amalgamated Clubs, the Curator of Art and Curator of Gardens.

The College is administered through a series of standing 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, chaired by the Vicegerent, which develops and oversees the implementation and management of the College’s Academic Policy.
- The Finance & Planning Committee, chaired by the Master, which develops and reviews future plans, budgets, performance against budget, forecasts and other relevant information.
- The Student Welfare & Equalities Committee, chaired by the Welfare & Equality Fellow, which deals with strategic and operational welfare and equality matters.
- Domestic operations are discussed at meetings on a regular basis and through single issue committees such as the Food Committee. These issues are reported to the Finance & Planning Committee as necessary.
If you have a disability and you have not registered with the Disability Advisory Service (DAS), then please do so immediately by completing the registration form available on the University website (offer-holders can do this prior to starting their course at Oxford).

www.ox.ac.uk/students/welfare/disability/needs
COLLEGE STAFF

You can find full contact details for the following offices on the Contact us page of our website or via the Who’s Who section below.

Due to COIVD-19, if you have any enquiries for any staff, please contact them by email or phone.

ACCOUNTS OFFICE

The College Accountant and Accounts staff are responsible for collection of fees, charges and other College bills.

ACADEMIC OFFICE

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

IT OFFICE

The Head of JICTS (IT Manager) and the IT Assistants are responsible for the College’s IT infrastructure. They also provide IT support to students. Repors of faults or requests for help can be made on-line or through the Porters Lodge.

PORTERS’ LODGE

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

ACCOMMODATION OFFICE

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

CATERING DEPARTMENT

The Head of Catering/Executive Chef is responsible for overall standards and provision of all catering facilities on main site including the Hall and Café.

MAINTENANCE OFFICE

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.

HOME BURSAR’S OFFICE

The Home Bursar’s Secretary is responsible for co-ordinating many of the College activities and administration, and is a good first point of contact if you have any queries about non-academic matters.

DEVELOPMENT OFFICE

The Development Office is responsible for the College’s Fundraising and Alumni Relations. The Development Officer works with students each year on the annual Telephone Campaign and runs the College’s Annual Fund.

COMMUNICATIONS OFFICE

The Head of Communications is responsible for publicising the College’s activities to prospective students, current students, alumni, research community and wider public.

CONFERENCE AND EVENTS OFFICE

The Head of Conferences and Events is
responsible for all conference business and the booking of College facilities and rooms for all events (including student-run events and meetings). **COVID-19 will severely limit options for meetings.** It is therefore very important that advice is sought before any event is planned.

### 7 Registration and Matriculation

#### On-line Registration

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; 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.

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 and complete your registration.

#### Matriculation

**Matriculation** normally confers membership of the University. **Due to COVID-19, special arrangements will be in place in 2020/21.**

#### Academic Dress

Full academic dress is known as ‘sub fusc’ is compulsory for certain events.

**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:
   - dark suit with dark socks, or

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| 14 |
- dark skirt with black tights or stockings,
  or
- 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.

![Images of students in gowns](image)

**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, at Academic Review meetings and at formal dinners in Hall.

**Due to COIVD-19, many examinations, including collections, will be taken online. Sub fusc is not required for these.**

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

**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.

The sub fusc gown, mortar board and accessories are available from the Oxford University shop on the High Street. Alternative suppliers include Shepherd and Woodward on the High Street or Walters of Oxford on Turl Street.
YOUR ACADEMIC OBLIGATIONS

The Student Contract and the College Regulations set out clearly your obligation to pursue your studies to the best of your ability. This means you must:

- attend all tutorials, lectures, and practicals if appropriate, without fail;
- 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).

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, 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. You may also want to raise any issues with your JCR subject rep, who is responsible for liaising with tutors on behalf of students.

THE ROLE OF TUTORIALS

Due to COVID-19, some teaching activities will be provided online. The University website has more information about what you should expect.

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 support 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, perhaps 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 substantiate your opinions, accept constructive criticism and listen to others.

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 2nd or 3rd 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 systems operates.

PLAGIARISM

While it can be very valuable for students to collaborate and work together, all work handed in must 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 guidance on the Oxford Student website, which includes a link to an online course and extensive guidance.

FEEDBACK, COLLECTIONS AND ACADEMIC REVIEWS

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 7th 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.

**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 or admissions). 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.

**YOUR FEEDBACK**

We actively seek and welcome student feedback as we are constantly striving to improve the student experience at Pembroke, particularly regarding the special arrangements made for COVID-19.

You will normally have the chance to comment on the tutorials you have received through an anonymous on-line questionnaire every term. The returns are viewed by the Academic Director who will take appropriate action if any submission raises cause for concern. The Academic Director gives an anonymous report on feedback once a term to the College’s Academic Committee.

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

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).

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

**GRADUATES**

The University Admitting Body (UAB, acting through the relevant Faculty, Sub-faculty or Department), is responsible for the selection of graduate students and for the provision of 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 Tutor for Graduates has oversight of graduates and every graduate is assigned a College Advisor on arrival, who is a Fellow 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 Deputy Academic Registrar on a day to day basis.

Meetings are scheduled 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.

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 College main website.

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

Graduate students may also be interested in ad hoc work as part of the College’s Access initiatives (see the Pembroke Access Scheme below).

**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.

**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 or the 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. If there is a matter of concern to you which does not relate to your studies which you would find
it helpful to speak to someone about, your College Advisor is also there for that.
In addition to feedback in tutorials, tutors write online reports at the end of each term using a system called TMS. You should check the TMS system from the end of 7th week when your reports will start to be available. You will be able to discuss the contents of the reports each term.
EXAMINATIONS

Please ensure you check the University website for current information about examination arrangements during COIVD-19.

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.

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.

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.

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

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 is disappointed with them or puzzled about the distribution.
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.
DEALING WITH ACADEMIC ISSUES

Most students experience few academic problems other than adjustment in the early stages when you are moving from school-type study to University study, and some natural anxiety around examination times. But we recognise that it is also perfectly natural for difficulties to arise. There can be all kinds of causes. You may think that you have made a mistake in your choice of subject; it may be that you are unwell, or are experiencing anxieties unconnected with your work.

If you feel concerned, there are many people in the College who are there to help you. A first and obvious thing is to talk to your tutor, or to another tutor in that subject if that would be more comfortable for you. Full details of support available to you are available on the College website. It is absolutely essential that any difficulty is discussed early, especially if it is affecting your work, so that solutions may be found. Solutions may include mentoring or study skills support.

Other sources of advice include your JCR Subject Rep, Oxford SU’s student advice service, the College’s welfare and wellbeing co-ordinator or the Academic Director.

Change of Course

Changes of course within Oxford can be considered, but are often difficult to implement. You would have to satisfy the tutors of the course into which you wish to move that they would have chosen you at admissions; and also they may have filled their subject quotas and be unable to find space for another student. Even if you can change course you may have to defer your studies for a year, repeat a year or move to another college. If you are thinking about changing course, you should make an appointment to discuss this with the Academic Director.
**Academic Obligations and Discipline**

Students are expected to meet their academic obligations, to work hard (usually a 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.

When students do not reach their full potential, the cause is usually to be found in some problem which can be worked through or resolved 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.

If you are ill for a short period of time, or are faced with unforeseen external 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 the medical team.

If you have a long-standing condition, then 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 based on a medical recommendation. Depending on the extent that the illness may have 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 the College doctors.

A 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 conditions.

If there are medical or personal issues affecting you before you start your course, please tell the Academic Office. The Disability Advisory Service can help with drawing up a Student Support plan, and the college is very happy to make reasonable adjustments to your living or study arrangements.

**Due to COVID-19, if you have concerns about taking up residence, you should refer to the University website.**

**Failure to meet academic obligations**

The college aims to be supportive to students, but at the same time, 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 College Regulations set 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.
FINANCIAL SUPPORT

OXFORD BURSARIES (FOR UNDERGRADUATE STUDENTS)

Full details of Oxford’s bursary system for home and EU undergraduates are available on the University’s Fees and Funding webpage.

VACATION STUDY GRANTS

Vacation study 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.

Additional financial assistance for specific Vacation courses which are compulsory parts of an undergraduate course may be available. More information is available on Vacation Grants webpage and you can contact the Academic Office for further information.

STUDENTS WITH FINANCIAL DIFFICULTIES

The College has access to funds that provide some assistance to students who are in genuine financial difficulty. The College is anxious to give assistance to students with real financial difficulties and who are making genuine efforts to budget sensibly.

If you find yourself in need of some financial assistance or simply need some advice, you are urged to contact the Academic Office in the first instance who can provide you with the necessary forms to make application to the University, College or other hardship funds.

More information on financial matters and sources of funding is available on the University’s Fees and Funding website and on the College Financial Support webpage.
Pembroke offers a wide variety of rewards to undergraduates for high achievements. A brief summary is given below, but please see the Undergraduate financial support webpage for full details, including awards for academic achievement, travel, sports and music.

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

- Any student achieving a Distinction in their First Public Examination will be awarded a college scholarship.
- Any student performing at near to the Distinction level in their First Public Examination may be awarded a college exhibition, on the recommendation of their tutor.
- These awards will be retained, provided that the student continues to perform at the same high level.
- A ‘gathering field’ for scholarships and exhibitions will be considered by Governing Body at its first meeting in Michaelmas Term, taking into account performance in the previous academic year.
- New scholarships and exhibitions will be awarded to students at the end of their second and third years on the basis of their performance in public examinations or, where there are no public examinations, on the recommendation of their tutor.
- Any student whose scholarship or exhibition is removed or downgraded should agree a pathway to reinstating the award, which may include performance in collections and tutorial feedback during the next academic year.
- While awards will normally be made as part of the gathering field and on an annual basis, any tutor may make an exceptional case for an award at any time.
- Scholarships are worth £600 and exhibitions £450; scholars will also receive an academic allowance of £250 and exhibitioners of £150. Scholars and exhibitions will also receive a gown and an invitation to the scholars’ lecture and dinner and their names will be displayed publicly in college.
- The academic allowance may be spent on a wide range of academic expenses and students are actively encouraged to use it creatively for activities benefiting other students and the wider Pembroke community. A non-exhaustive list is appended and scholars and exhibitioners will be asked to submit a report at the end of the year on how they have spent it:
  - Purchasing books or IT equipment
  - Travelling for academic enrichment – either for yourself or a group
  - Attending conferences
  - Hosting conferences/seminars
  - Hosting a speaker event in college/online
  - Conducting research
  - Visiting libraries or archives
  - Visiting museums or exhibitions, or other cultural events
  - Participating in courses
  - Printing and/or binding
  - Taking courses at the language centre
  - Expenses associated with research projects – building prototypes and other lab costs
  - Expenses associated with volunteering or internships
  - Attending summer schools or other vacation study opportunities.
• **Collection prizes.** These are small rewards (currently £50 or £25 depending on the level of achievement) for excellent performance or sustained improvement in Collections exams.

• **Recognition awards.** These are small rewards made to recognise improvement or excellence in academic performance that would not be eligible for recognition by an exhibition or scholarship.
Pembroke provides significant support for graduates, as central members of our community... please see the Graduate financial support webpage for full details, including awards for academic achievement, travel, sport and music.
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 for full 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:** three awards for students who are demonstrating academic excellence and experiencing financial difficulties in completing their course.

### OTHER ACADEMIC-RELATED OPPORTUNITIES

There are also a number of academic related opportunities, supported by alumni and friends of the College, which we expect to be available again in 2020/21. Brief details of some are given below, but further details will be circulated via email when applications are open.

#### ROKOS SCIENCE INTERNSHIPS

Undergraduates reading STEM (Science, Technology, Engineering, Maths and Medicine) subjects at Pembroke are encouraged to apply for fully-funded internships in labs either in Oxford or across the world, with their accommodation and expenses fully met. You can read previous awardees’ reports on the Rokos award webpage.

#### 1954 ALUMNI GROUP BOOK GRANTS

Undergraduates on Humanities and Social Science courses at Pembroke are eligible for a Book Grant scheme to help with the cost of buying their own copies of essential texts. Each eligible student receives £100 in their first year, and another £100 in their final year.

#### TECHNOSES INTERNATIONAL EVENT

Pembroke is usually invited to select four undergraduates each year to visit Japan (free of charge!) for two weeks to participate in the Technos International Event, which aims to promote international exchange and understanding between the participants and the students and faculty of Technos International College, as well as offering the opportunity to experience and appreciate Japanese life and culture. You can read previous awardees’ reports
on the Technos award webpage. Special accommodation arrangements apply (details in Accommodation section below).

There is also a Technos Prize for the student who has done most to encourage international understanding.

**TRAVEL GRANTS**

Both the college and the JCR (through its Art Fund) provide significant support for students wishing to undertake travel to support their studies during the vacation.

**THE PEMBROKE ACCESS SCHEME**

Access and widening participation is a key priority for Pembroke; the college has a longstanding commitment to this and recently celebrated the tenth anniversary of its access programme.

Pembroke, and particularly Dr Peter Claus the Access Fellow, have pioneered an extensive network of access related activities to encourage current undergraduates and graduates to become involved with widening participation and promoting fair access for students from disadvantaged backgrounds.

The scheme is academically-driven, intensive and builds long-term relationships with designated hub and link schools in disadvantaged areas. The programme combines residential summer schools, study skills sessions and teacher training, with a challenging intensive year-long course to stimulate intellectual engagement and conceptual thinking.

Broader reach is achieved through lectures and seminars run through Subject Centres open to all. The long-term goals are increased pupil aspiration, confidence and attainment in the subject area of their choice leading to competitive applications to Oxbridge and Russell Group Universities.

Many current undergraduates and graduates teach on the scheme, providing study skills sessions, lectures, seminars and mini-tutorials, often on topics that they are currently studying.
ACADEMIC RESOURCES

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. 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.

Opening Times

The library is open 24/7 for studying and borrowing, apart from during College closure periods. Any limits on opening hours or study space will be clearly publicised by email, signage and the library Facebook page.

From Michaelmas Term 2020, a seat booking system will be in place for students wanting to study in the library. Places should be booked in advance using the online seat booking page, which will be available at the start of term.

Library Collections and Electronic Resources

Pembroke’s books, journals and DVDs can be located using SOLO, the online library catalogue for the whole of Oxford. The library uses a simple classification scheme, and there are maps and signs throughout the library to help locate books.

Electronic resources, including e-journals, databases, reference works and ebook collections, can be found by searching SOLO. Past examination papers can be found online at OXAM.

Readers are welcome to use their own laptops in the library, and all desks have power points.

Borrowing

Books and DVDs may be borrowed for an entire term (subject to recall) or an entire vacation, but students are asked to return books as soon as they have finished with them so as to maximise their availability. Books can be borrowed using the online click and collect system, or by using the self-issue machine, located on the ground floor. Staff are available to help with any problems with borrowing.

Due to COVID-19, books will need be quarantined for a short period after their return. Students should return books they no longer need promptly to ensure they can be made available to others as quickly as possible.

To check when books are due back, and to renew them online please go to SOLO and sign into your account. Books can also be renewed by email, so please check regularly for reminders to return books and other library news. To return books, just place them where indicated, and staff will check them in for you.

Lost or late books may be subject charges. Reminder emails and notices of charges will be sent before this is done. All charges are made directly to Battels.

Recalls may be made by using the ‘Hold’ link on SOLO, or by emailing the library.

Printing, Copying and Scanning

There is a multi-function printer, copier and scanner in the library as well as elsewhere in College. Full instructions for use can be found online and all printing costs are charged directly to battels.

Book Requests

All students should contact the library with book requests if there are items they wish to read that the College Library does not have. Purchase is
subject to availability, pricing and tutor approval (if necessary), but most requested books are bought.

Suggestions should be emailed to library@pmb.ox.ac.uk with the subject line 'Book Request'.

**Conduct**

The library is a place for quiet study, and you must respect the needs of others in maintaining a calm working environment. Please silence mobile phones. Food (including chocolate and sweets) is not permitted, as they encourage pests and can damage books. The only exceptions to this are a drink in a sealed ‘Keep Cup’ or bottled water.

During COVID-19, students should follow the College guidelines on face coverings when using the library, and ensure that no personal items are left on desks after use. Please use the wipes provided to clean the desk after use, and before sitting down.

Please take care of your personal items since the library is not responsible for losses. Any items left in the library will be cleared, and may be disposed of.

Full library rules can be found on the library website.

**IT FACILITIES**

There is Wi-Fi throughout the College and Ethernet points in the library for computers needing cabled access.

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

**IT Support**

IT appointments can be made for help with any IT problems throughout the term. You can contact the IT staff by calling 01865 286001 or email: it-help@pmb.ox.ac.uk. Any issues and enquiries can also be addressed through the JCR/MCR IT reps.

**Printing, Copying and Scanning**

There is a multi-function printer, copier and scanner in the Library, in the Sports Lobby in the Henderson Building, on the first floor of Staircase 1 and on the ground floor of Staircase 10. Full instructions for use can be found by the machine or online, and all printing costs are charged directly to battels:

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**Connecting your own computer in your room**

If you wish to connect your own computer to the College network you must agree to abide by the College and University Computer Rules and Code of conduct. Your computer will need to have all the latest security patches and antivirus software. Both must be configured so that they will update themselves automatically. Your computer will be automatically checked by the online registration system before it is allowed to be connected to the college network and the internet.

**Emergency Loan Laptops**

The College has a small stock of laptop computers, which are available for loan to members of College who would benefit from
their use for an academic purpose, usually to replace a student’s own computer while it is being repaired for a period of no longer than three weeks.

Repairs and Data recovery

We can help with minor repairs and will attempt simple data recovery procedures - please let us know if you have a problem.

Software

The university has a site licence for Microsoft Office 365 and antivirus software, Sophos. Please check the University IT pages or the College intranet for details on how to access these for free.

15 WELFARE SUPPORT

THE SUPPORT NETWORK

If you have a problem, or feel low, there are many sources of support within the College. A full list of Welfare support contacts and other useful information is available on the Welfare webpages, and a summary of some of the key roles is given below. Please do not suffer in silence, and seek help early rather than allowing problems to grow.

- The JCR/MCR Welfare Reps: Both the JCR and MCR have a Student Welfare Team including peer supporters who might be a good source of advice and support for common student problems. Oxford SU can also be a useful source of support.

- Your Tutor (undergraduates) or College Advisor (graduates): Your tutor or advisor is an obvious source to turn to, particularly if the problem concerns your academic work, or affects it.

- The Welfare Coordinator, who is a member of academic staff, with a specific role to look after student welfare and promote wellbeing. Their name is on the Welfare people webpage and in the Who’s Who section of this handbook.

- The Junior Deans: The Junior Deans are graduate students who live in College (one on the Main Site and one in the GAB), and who have special responsibility to get to know all the undergraduates, to identify any potential difficulties experienced by any of them, and to give such advice or take such action as may be necessary.

- The Academic Director and the team in the Academic Office have wide experience in dealing with all kinds of
difficulties which students encounter, and it is particularly important to discuss matters with them if the problem is likely to affect your course, or an examination.

- The Chaplain: By virtue of its statutes, and like many other Colleges in Oxford, Pembroke has an Anglican presence through the Chaplain and Chapel services. The College Chaplain is very happy to provide pastoral help and advice to persons of any denomination, faith or of none.

- College Doctors: (see Welfare people webpage or the Medical Arrangements section of this handbook)

- 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

- The University Counselling Service

- The College also has two harassment advisers who are available to discuss any cases of harassment on an informal and confidential basis.

**16 MEDICAL ARRANGEMENTS**

**The College Nurse**

This position is vacant at the moment, please see details of the College Doctors below.

**In the event of illness:**

Emergencies: Dial 999 for an ambulance and inform the Porters (01865 276444) who will arrange access.

Non emergencies: Dial 111 for medical advice and the Out of Hours Service from 6pm to 8am and at weekends/ Bank Holidays

**In all other cases:**

If you are unable to wait for College surgery opening hours, you should phone the College Doctors on 01865 240501 to make an appointment at the surgery or receive advice over the phone via the Duty Doctor.

If you are too unwell to attend the surgery, you should phone 01865 240501 and request a doctor’s visit. You must alert the College Porters (01865 276444) that a doctor is expected so that they can arrange admission to College.

At weekends and night time, you should phone 111 or the Doctor’s surgery number on 01865 240501 which will automatically connect you to the Out of Hours Service who provide advice over the phone, a clinic for you to attend or, if necessary, a doctor’s visit. Again, you must alert College Porters on 01865 276444 that a doctor is expected to arrange admission to College.

Apart from in an emergency, you should not attend hospital without speaking to or seeing a doctor first. If seriously unwell, you will be seen and treated much quicker by phoning the doctor on call. The doctor will arrange for you to be admitted to hospital if he/she feels it is necessary.

If in doubt, speak to the Porters (01865 276444).
COVID-19 testing arrangements

The University has its own dedicated testing service, for anyone who develops symptoms. More information can be found on the University website.

Any positive tests will be reported to the College as well as to students individually, so that appropriate support can be put in place.

The College Doctors

The College has an arrangement with an excellent General Practice centre at 19 Beaumont Street, a short walk from the College. All students are required to register with this practice and you receive information on how to do this in your Fresher’s Pack. Failure to register causes enormous difficulties for students who become unwell.

The College Doctors can be contacted on 01865 240501 to make an appointment at the surgery or receive advice over the phone via the Duty Doctor.

If you are too unwell to attend the surgery, you should phone 01865 240501 and request a doctor’s visit. You must alert the College Porters (01865 276444) that a doctor is expected so that they can arrange admission to College.

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Apart from in an emergency, you should not attend hospital without speaking to or seeing a doctor first. If seriously unwell, you will be seen and treated much quicker by phoning the doctor on call. The doctor will arrange for you to be admitted to hospital if he/she feels it is necessary. If in doubt, speak to the Porters (01865 276444).

Emergencies

Many of the College staff have First Aid training (including all the Porters who are available 24 hours), but you should of course respond to any emergency as circumstances dictate.

Meningitis

All students entering higher education for the first time, regardless of age, should be immunised with the Men ACWY (meningitis) vaccine before starting University. Every effort should be made to obtain the vaccination before coming to Oxford. If, for any reason, you have not been vaccinated before you arrive you should contact the College Doctor as soon as possible after the start of your course.

Mumps

On the advice of the NHS Primary Care Trust we strongly recommend that all UK students born between 1982 and 1989 and all overseas students (regardless of age) seek MMR vaccination before arriving in Oxford.

Overseas Students and Medical Care

You must register with an Oxford Doctor when you arrive. Students from the European community and any country with reciprocal health arrangements are eligible for free treatment under the NHS. If you are in full-time education and under the age of 19 you may also be exempt from most NHS charges. However, international students who applied for their visa after 6 April 2015 may be required to pay the immigration health charge in order to access NHS treatment. Information on the entitlement of international students under the NHS is available on the UKCISA website.

You are strongly advised to confirm your entitlement to any treatment before you arrive in the UK, and to consider the option of taking out
additional private medical insurance. (See also The British Council website.) It is worth noting that it’s important to register as soon as possible on arrival in the UK, as if you have less than six months left on your stay, the NHS may decline to register you.

Specialist Treatment

All referrals must be made by a General Practitioner (GP) - your doctor in Oxford. Serious illnesses are always treated quickly under the NHS. However, non-emergency appointments to see a specialist under the NHS may be very slow. Students may opt to see a specialist privately, but this is usually expensive and still requires a referral via the GP.

Dental Treatment

It can be difficult to find dental care on the NHS in Oxford but searching for ‘NHS dentists’ online will give you some practices that are taking on patients. It is worth noting that NHS dentistry does incur a charge once you are over 18. Students at Oxford can use Studental based at Oxford Brookes University’s Headington Campus. However, we would recommend that you continue to see your home dentist for regular check-ups.

For further medical information please see the College Welfare page.

17 DOMESTIC ARRANGEMENTS

At the senior (Governing Body) level, primary responsibility for domestic matters rests with the Home Bursar. He is supported by:

- The Deputy Home Bursar
- The Head of Facilities Management and team, concerned primarily with buildings and maintenance issues.
- The Head Porter, Deputy Head Porter and lodge porters, providing security and 24 hour staffing of the College’s ‘front desk.’
- The Head of Catering/Executive Chef and Deputy Head of Catering/Steward, responsible for overall standards and provision of all catering facilities on main site including the Hall, Café and Bar.
- The Head of the Conference and Events and the team who manage facility bookings (such as meeting rooms and other College facilities). They can offer good advice on how to arrange events in the College but guidance is also available on the Events page of the intranet.
- The Accommodation Manager and Assistant Accommodation Manager, who look after room allocation and manage the Scouts (cleaners)
- The Head of JICTS (Joint Information, Communications and Technology Services) and the team who provide support and advice on all IT hardware and software issues

As a result of the Housing Act 2004, Higher Education establishments that manage or control student accommodation have established, under the auspices of Universities UK (UUK), an Accommodation Code of Practice (the ‘UUK ACOP’) setting out the standards that should be met. Compliance with this code is ensured through a system of (in the case of Oxford
colleges) triangulated peer review (a grouping of three colleges who review each other’s conformity with the code) and formal external audit. Pembroke College is fully compliant.

There is student representation in all levels of College governance up to and including Governing Body. With regard to accommodation and domestic issues the JCR and MCR are represented on all domestic committees (and the Welfare and Equality Committee). Outside of these formal mechanisms, however, students are always welcome to approach the Home Bursar or appropriate College staff (such as the Accommodation Manager or the Head of Catering).

COLLEGE ROOMS

Bands and Charges

Rooms on the Main College Site, where all Freshers Undergraduates, most second years and some third/fourth years are accommodated, are divided into five bands, based principally on the size of the room and facilities. Band A is the smaller room (average size 11 m²) with communal washroom facilities nearby, Band B the average-sized room (average size 15 m²) with communal washroom facilities nearby, Band D (the most common) has ensuite or private shower and WC, Band E is a larger, superior room with ensuite shower and wc, and Band F is similar to a Band E but with a double bed. Please note that a Band F room is for single occupancy only. Rates quoted below are for the year, but payment is required in three termly instalments.

For the Academic Year 2020/2021 the room rents for the various bands, for term-time occupation, are as follows:

<table>
<thead>
<tr>
<th>Band</th>
<th>Annual Rate for 2020/2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>£3,375</td>
</tr>
<tr>
<td>B</td>
<td>£3,984</td>
</tr>
<tr>
<td>D</td>
<td>£5,328</td>
</tr>
<tr>
<td>E</td>
<td>£6,360</td>
</tr>
<tr>
<td>F</td>
<td>£6,570</td>
</tr>
</tbody>
</table>
Some non-first years are housed on the Main Site on 38-week contracts at a cost of:

<table>
<thead>
<tr>
<th>Band</th>
<th>Rate for 38-Week contract</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>£3,933</td>
</tr>
<tr>
<td>B</td>
<td>£4,644</td>
</tr>
<tr>
<td>D</td>
<td>£6,192</td>
</tr>
</tbody>
</table>

Non-first years will also be offered accommodation on the Main Site or at the Geoffrey Arthur Building (known as ‘the GAB’) which is about a ten-minute walk from the College by the River Thames/Isis. All rooms are equipped with washbasin, desk and desk chair (average room size 13 m²). The rent for the GAB for the Academic Year 2020/21 is:

| 9 months: | £5,502 |

Rooms for Graduates are offered, mainly at the GAB, but also on the Main Site, or in two houses (off Botley Road), at the following rents:

<table>
<thead>
<tr>
<th>Band</th>
<th>9 months</th>
<th>11.5 months</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>(Rokos Quad and GAB rooms)</td>
<td>(Main Site rooms and Botley Road houses)</td>
</tr>
<tr>
<td>A</td>
<td>N/A</td>
<td>£5,964</td>
</tr>
<tr>
<td>B</td>
<td>N/A</td>
<td>£6,690</td>
</tr>
<tr>
<td>D</td>
<td>£6,381</td>
<td>£8,049</td>
</tr>
<tr>
<td>E</td>
<td>£7,794</td>
<td>N/A</td>
</tr>
<tr>
<td>GAB</td>
<td>£5,502</td>
<td></td>
</tr>
</tbody>
</table>

A small number of graduate flats for couples are available on the Main Site for 11.5 months at a rent of £11,799.

Where preference for a particular type of room is expressed every effort is made to meet that preference, but we cannot guarantee first preference.

**Utilities Charge & Contents Insurance**

The annual charge for utilities (to cover use of electricity, gas and water) and for room contents insurance for students living in, is £420 p.a. paid in three termly instalments of £140.

Some room contents insurance is provided for those students living in College accommodation. Further details of the policy can be found at the Endsleigh Cover Review - you will be required to enter our policy number, HH1490

**Withdrawal Charges**

When students who have accepted an offer of accommodation subsequently withdraw from their course or make other accommodation arrangements, the College reserves the right to hold them responsible for payment of accommodation charges up until such time as their allocated room can be let to another occupant. When withdrawal is not due to reasons of ill-health the College will normally hold the student responsible for such charges, at a maximum, for the remainder of the current term. Each withdrawal will be considered on a case by case basis.

**Facilities and use**

College rooms are provided with essential furniture, which normally includes a desk and chair, bed, wardrobe, desk reading lamp, one or more other chairs, a recycling bin and a waste bin. To protect the buildings and furniture, students are asked not to rearrange the furniture in their rooms and they may not remove or add furniture from/to their rooms without the agreement of the Accommodation Manager. The College does not routinely provide bed linen or towels. However, a basic bedding pack can be provided on arrival, at cost price, by arrangement
with the Accommodation Manager.

**Dos and Don’ts** (See also College Regulation 3.2, and Section 20 of this Handbook).

The following rules are for your safety and that of others, and to avoid damage to the buildings and furniture.

**Keys** You will be issued with a College security smart card (SALTO card) and, if necessary, a key to the small number of bedrooms which do not use SALTO. Your SALTO card allows access to your bedroom (except those that still use keys) and other buildings dependant on your access rights. The main door to the College is normally closed between 7.30 p.m. and 6.15 a.m. each day, and the smart card has to be used to open the door between these times.

The card is also your EPOS (Electronic Point of Sale) card allowing you to pay for purchases in the Café. To allow you to use your SALTO card for purchases in the Café etc., you will need to put money onto the card through “UPAY”, which is accessible via the internet, or via the card reader in the Café. Value can be added from either a debit card (with no additional charge) or a credit card.

A charge of £5 is made for replacement of lost SALTO cards. The charge for replacement room keys (mainly on the Main site) is dependent on current prices charged to us by our locksmiths and is currently set at £25.

**Lending of Keys and use of Rooms by Guests.** To help ensure the safety and security in the College, you must never lend your SALTO Card or keys to other people – including your personal guests. Guests are not allowed to stay in your room in your absence nor may you sub-let your room (e.g. AirBnB).

**Smoking/Vaping.** Smoking and Vaping is strictly prohibited inside any College building (including leaning out of windows). It is also forbidden to smoke/vape within two metres of any building. If smoking/vaping outside, please be considerate to others and make sure cigarettes are properly extinguished and the butts properly disposed of. The fire detection system in College is very sensitive.

**Naked flames etc.** No candles, other naked flames or joss-sticks etc may be used in student rooms, bathrooms, kitchens or corridors.

**Electrical Appliances.** All electrical equipment must be tested by the Maintenance Team (fire of charge). Testing will take place early in Michaelmas Term. Electrical appliances must not be run from the light circuit. You must not use 2-3 plug adapters of the type which plug directly into the wall socket: use only the type which feature a cable running from the wall socket to a range of separately-mounted sockets and which are fused. You must not bring into College electric fires, or floor-standing lights (such as uplighters or other standard lamps). You may provide additional desk lamps if you wish. It is strictly forbidden to interfere with any electrical fittings.

**Cooking.** No cooking appliances except automatic kettles may be used in your room. You must not cook in your room (other than boiling a kettle). The use of toasters, microwaves, rice kettles and the like is not permitted in student rooms. This is a Fire Regulation, which the College has to observe very strictly. It is also worth noting that the fire detectors in all rooms are extremely sensitive and will activate causing unnecessary inconvenience to your fellow students. College staff are under instruction to confiscate cooking appliances from rooms occupied by students.

As a result of COIVD-19, it has been necessary to restrict access to all communal Undergraduate kitchens except those on the GAB site. This arrangement will be reviewed regularly to reflect government guidance.

However, for those living at the GAB, or Graduates, you are permitted to cook in the
designated, purpose-built kitchen areas but please monitor what you are doing at all times! If you do create smoke or steam, do NOT open the kitchen door to clear the air as this will set off the smoke sensor in the corridor. The sensor in the kitchen is a heat detector, so instead please open the window (where there is one), turn off the cooker and remove the pan.

Pets. No animals (except ADUK accredited assistance animals) may be brought into the College or its annexes by students. No exceptions.

General Damage. If you cause damage to your room, its furnishings, fixtures, fittings and decorations, or to any other College property, you will be charged for the full cost of repair or replacement. Similarly, if the College incurs extra costs in having your room cleaned, as a consequence of action on your part, you will be charged accordingly. In cases where no individual can be identified as being responsible for the damage, College regulations allow for a charge on all students in the block/staircase or on the JCR/MCR as a whole. Incidents of damage are reported to the Dean, who decides whether or not there is a case for disciplinary action, which may include charges in excess of the cost of the repair or replacement. (See College Regulations).

Windows and Window Ledges. The variety and age of some of our windows means that not all are fitted with restrictors to prevent opening too far. You should not open your window so far that you or a visitor could fall out and you must never sit on the window ledges. If you have a room where the windows have restrictors, it is against College policy to tamper with these restrictors. Equally, you must not, under any circumstances, put any items out on the window ledges, since there is a risk that they could fall onto passers-by below.

Reducing Energy Consumption. In view of rising energy costs and concern over the environmental effect of gas and electricity usage, the College in cooperation with the JCR/MCR seeks to become more energy efficient. This is not easy but to help save energy:

- Turn off lights when the room is unoccupied
- Don’t leave computers switched on if already fully charged
- Close windows
- Make sure taps are turned off fully

TVs. If you use a TV in your room you are responsible for obtaining a valid TV licence for it. You are not covered by the College’s licence.

Mini-Fridges. A limited supply of mini-fridges is available for students who require them for medical reasons. Requests should be made to the Accommodation Manager. Personal fridges are permitted in rooms, but must be safety tested by the Maintenance Team.

Furniture and Furnishings. You must not remove furniture, fittings or furnishings from your room.

Wall Fixings. You must not use fixatives to fix posters or pictures to the walls. The use of drawing pins is restricted to notice boards. Rooms are provided with pin-boards for your use. In study bedrooms where picture rails are fitted, these are to facilitate the use of picture rail hooks. You must not deface walls by putting picture hooks, nails etc. into walls. If picture hooks are already installed, they should be left in situ. You will be charged for the cost of repairing damage to the walls of your room caused by sticking posters directly on the walls.

Bikes. Bikes are not to be taken into your room or into staircases and must be registered at the Lodge. The registration sticker must be placed in a prominent position on the bike. Bikes must not be left obstructing free passage or obstructing fire exits. Unregistered bikes will be removed and disposed of.

Cars. No parking is available for students and it
is a condition of their License Agreement that students living in College accommodation do not bring cars to Oxford unless prior agreement has been gained for the College in special circumstances – where necessary for disabled students, for example.

**Cleaning and Cleaning Standards**

Due to COVID-19, cleaning arrangements will be varied in line with government guidelines. You will be notified of any cleaning or access requirements to your bedroom.

Communal areas will be cleaned regularly. If your bin requires emptying, you should leave it outside your door (Mon-Fri). Please be aware that you have a legal obligation to maintain your room in a safe state for any college staff that have to enter for cleaning and maintenance purposes.

Your room is provided with a container for recycling. Although some of these are marked ‘for paper only’, as a result of changes to recycling provision by the City Council you may now use these for collecting any recyclable materials.

Students are responsible for taking reasonable care to ensure that rooms are kept in good condition. This includes purchasing suitable cleaning material to keep your room clean. You may also borrow available vacuum cleaners, which must be returned after use.

However, we do accept that there will be an element of wear and tear. However, if you cause accidental damage, this should be reported immediately by email to the Accommodation Manager. The College reserves the right to charge students to repair damage (including major stains, tears to fabric, deep scratches etc.).

It is important that any shortfall in cleaning standards, either in your room or one of your communal areas, is reported in the proper manner. This should be done as follows:

(a) All accommodation areas, communal toilets, bathrooms and showers at the Main Site and Rokus Quad to the Accommodation Manager (tel. 01865 (2)76462 email: jane.osborne@pmb.ox.ac.uk)

(b) All accommodation areas at the GAB to the Head Scout (email: wendy.rowland@pmb.ox.ac.uk). If defects/shortfalls are not rectified in a reasonable time contact the Accommodation Manager.

Both the Accommodation Manager and the Head of Maintenance will keep a log of such reports. Do not hesitate to let the Home Bursar know if defects/shortfalls reported are not rectified in reasonable time having followed these procedures.

Maintenance issues are most efficiently dealt with if reported using the on-line facility on the intranet.

Please note: Your Scout is not responsible for doing your washing up or putting away your crockery/cutlery etc. You should leave the kitchen surfaces and sink clear to allow your Scout to clean. If your kitchen is not left in a suitable state to allow cleaning, the Scout will report this to the Head Scout at the GAB and the Accommodation Manager at the Main Site. Kitchens will be closed down if hygiene standards are not maintained and may result in the removal of the facility.

**Consideration for Others**

As you will appreciate, a great deal of the tutorials and other teaching which students receive actually takes place within the College itself, and the College is the work-place of the Fellows. It is important, therefore, that you remember that essential academic business is being conducted in the areas where you live,
including in the evenings; such business must not be interrupted by either thoughtless noise or inappropriate behaviour.

Please read, and be aware of, the relevant College Regulations governing such matters, and the Student Responsibility Agreement (to be available on Oxford University Website from early September).
Rooms on the Main College Site...are divided into five bands, based principally on the size of rooms and facilities.
END OF TERM ARRANGEMENTS

Please take careful note of these paragraphs. Every year, we have students who are surprised by our insistence that they must vacate their rooms on time. The rules below are clear and if in doubt you must check with the Accommodation Manager – do not assume you can stay longer or later than outlined in the paragraphs below.

Out of term time the College is host to a variety of guests, including alumni, prospective students, access students, academic visitors and paying conference guests. Whilst conference business, in particular, might seem an inconvenience to you, please be aware this provides an essential income stream that helps subsidise the cost of your food and rents. It is therefore very important that at the end of term, if you are on a term-time only contract, and at the end of the year for everyone, you move out on the day you are supposed to. Prior to the end of each term you will be required to notify the Accommodation Manager, by completing and returning an on-line form within a specific time period, of your requested/actual departure dates at the end of term, and arrival dates at the start of the next term. It is extremely important that forms are completed in full and returned on time to allow us to plan room utilisation and maintenance. Non-negotiable administration charges are applied for the late return of forms. Normally, if you are on a term-time only contract, you will be expected to vacate by 10.00 on the Saturday of Eighth Week, unless you have exams or other academic commitments beyond then (to be verified by your tutor). Other exceptional circumstances will require authorisation by the Home Bursar.

In all cases you are required to vacate your room by 10.00 a.m. on the agreed date unless you have been given specific agreement for a later time. Late departure incurs the cost of overtime for staff (and in particular Scouts) and you will be therefore be charged an administrative fee. Short-term storage space is normally available (to put your belongings in) if a later pickup is necessary.

Those on a part-year or a 11.5 month contract will also receive on-line forms in Trinity Term to confirm departure dates. These forms, too, must be completed and returned by the deadline given, or a charge will be applied. Please do not assume that we know when you are planning to depart.

At the end of term, it is your responsibility to clear your room and the communal rooms of all your possessions and rubbish. Additional charges will be applied if you fail to do this, reflecting the additional costs to the College. This charge will be a minimum of £150 reflecting staff time and disposal costs.

College cannot be held responsible for loss or damage to any belongings left after the end of term. This includes food and items of kitchen equipment left in staircases kitchens. Even if you are staying up, they should be removed whilst the initial clearing/cleaning of communal area takes place at the end of term.

Communal facilities on staircases may not be available for students’ use during the vacation when these facilities are used for external events. If you are in any doubt, please consult the Accommodation Manager before the end of term. In addition, you must return your room key if you have one and, if not returning to College, your SALTO card. If returning the following term please retain you SALTO card, but first go to the Lodge to get it updated and also to inform the Lodge you are leaving. This is also relevant to GAB residents. Failure to update your card will result in inconvenience to yourself when you return as the card will deactivate.

In respect of graduate and GAB rooms, the same applies at the end of the period of your licence.

Additional charges are applied for those who are late vacating their room without prior arrangement.

During COVID-19, special arrangements will be
be made to respond to changing circumstances, evolving government guidance and any travel restrictions.

More information on College support will be sent directly to those needing to isolate on arrival.

**TECHNOS WEEK**

Students selected for Technos Week, who live in College Accommodation, must vacate their rooms before they depart and place any belongings they wish to leave in College into storage. They will receive a refund for this period as their rooms will be vacated and available to the College. Personal possessions must be removed from storage on the date advised unless long term storage has been agreed with the Head Porter. Personal belongings left after this time without the approval of the College will be placed in off-site secure storage within a commercial facility. The cost of this will be battled to the student concerned.

If any student is seeking to keep their room and to stay longer than their contract date, this may be possible but they should speak to the Accommodation Manager by no later than the end of 1st week Trinity term. In this case, there will be no refund of accommodation costs and additional costs for the extended stay will be payable. Students may be required to move belongings to an alternative room in some cases. If students believe that they are expected to attend mandatory tutorial sessions in 9th week, they should ensure that the tutor involved supports their case in writing or by contacting the Home Bursar directly.

Food costs for the period will be refunded. For those on the flexible meal plan, this will equate to one fifth of the total as tokens are valid from 0th to 10th week.

**VACATION STORAGE**

We have only limited space for storage and priority is given to returning overseas students. To request storage you should contact the Porters at the Lodge via email (porters.lodge@pmb.ox.ac.uk).

Where permission is given to store your possessions over a break, all items must be labelled with your name, room number, and year of matriculation and placed as directed by the Head Porter. No foodstuffs should be put in storage, no plastic bags used, and no more than five items/boxes weighing up to 20Kg will be permitted. Although reasonable care will be taken to protect items in storage, the facility is provided entirely at your own risk and the College will accept no liability for loss or damage to your belongings in store. The College recommends using a local storage specialist who provides a collection and delivery service at reduced rates for students—this is a fully insured scheme. Details of the scheme can be found here.

Rooms in the Rokos Quad buildings have a high level ‘lock box’ for student use during the Christmas and Easter vacations. Before departing, students should place anything they wish to leave during the vacations—but nothing either perishable or flammable—into their lock box. All items must fit fully inside the locker and the door must be able to close! This locker will then be locked for you by the Scouts/maintenance team and unlocked immediately prior to your return.

**MAINTENANCE**

For minor maintenance repairs/requests, please complete an online Maintenance Request Form, available on the intranet. The Maintenance Team will only enter your room to make repairs when it is unoccupied, or by specific arrangement with the resident.

The College will address maintenance problems as and when they arise and as quickly as possible.
However, there will be occasions when other higher priorities prevent the work from taking place immediately. In all cases, students concerned will be kept informed of progress. It is not the College’s policy to pay compensation to students in circumstances where maintenance problems have taken some time to resolve.

**LAUNDRY FACILITIES**

Washing machines and driers are provided in various locations around the College. The current cost is £2 per wash and £1 per 50-minute dry.

Irons and ironing boards are provided in the laundry rooms. No ironing should be undertaken in student rooms.

**VISITORS TO COLLEGE – GUEST ACCOMMODATION**

Due to COVID-19, during Michaelmas Term, students should avoid inviting guests to stay in their rooms as much as possible.

If it is essential for guests to stay, they must be registered with the Lodge for each night, provide their contact details, and leave the college immediately if a lockdown is required due to a COVID-19 outbreak.

It is very important that members of the College do not introduce or allow the introduction of unauthorised members of the public into College.

Students living on College premises (including the graduate houses in Alexandra and Hill View Roads) may have overnight guests in their room for a maximum of five nights in any 14 nights. Guests must be registered in a book kept in the Lodge for each night that they will be residing on College premises. This is a fire safety requirement, since in the event of fire, fire-fighters will need to know how many people they are looking for to evacuate. It is acceptable to book guests in by email to “porters.lodge@pmb.ox.ac.uk” with the subject line “Overnight Guest in Room …” Only one guest may stay in each room. The College reserves the right to prohibit any guests residing in any room. If necessary, guests may be required to provide proof that they are not normally resident in Oxford or that they have alternative accommodation that they have paid for. You may not ‘lend’ your room to other people while you are away or hire out your room.

If a guest wishes to stay longer than five nights they are treated as resident guests and the Accommodation Manager must be approached to see whether a guest room is available. Common rooms, sitting rooms in College sets, and communal kitchens/dining rooms on Main Site and at the GAB cannot be used as guestrooms.

Visitors who are not staying overnight with a Pembroke student must leave the Main Site and the GAB by midnight. Guests arriving after midnight must still be signed in.

Members of the College who breach these rules are, in the first instance, liable to pay a charge representing the room rent for the period involved. They may also be fined and/or deprived of their rooms.

To help ensure on-time departure at the end of term overnight guests will not normally be permitted on the final Friday of term or on the final night of occupation by students given permission to stay beyond the end of eighth week. Pembroke students who have signed out of College accommodation are not normally permitted to sign-in as guests of students who are remaining beyond the end of term. Any exceptions to these rules require agreement in advance of the Accommodation Manager or Home Bursar.
Be careful not to allow someone to follow you into the building that you do not recognise as a Pembroke member. Establish that they too have a SALTO card. If you feel unable to prevent them following you into the building or asking to see their swipe card, notify the Porters’ Lodge immediately. Keys and swipe cards must never be lent to guests or other people.

**MEALS**

*Farthings Café*

Farthings is open for takeaway service only. Opening times will be on display and on the intranet, and may vary during the term.

Payment is by cashless SALTO card or debit or credit card only.

To load credit onto your SALTO card to enable you to make purchases, and to view your credit balance, log in and use your single sign-on credentials (pemb**** and password).
Farthings Cafe is open for breakfast, light snacks, drinks, lunch and cakes from Monday to Friday, and brunch on Saturdays and Sundays during term time.
HALL

Due to COVID-19, dining arrangements have been made in line with government guidance, and may be subject to change. Please see the Food and Drink pages of the intranet for the latest information.

Meals are provided in Hall, either as eat-in or takeaway. For those living on the Main Site who need to isolate for any reason, meals will still be provided, and provision will also be made for those living at the GAB site if needed. Please see the document on ‘What to expect when you are isolating’ for more information.

Please read the below carefully, and contact the Catering Team if you have any problems.

Meals in Hall

The Hall provides full catering for students on the Main Site, either by a meal plan, or pay-as-you go. You will need your SALTO/EPOS card to show that you are pre-paid if on a meal plan or to pay for meals at other times. All meals can be provided as takeaways on request, and the Hall has been configured to provide appropriately spaced seating for those eating in.

There is no need to book into meals eaten in Hall. If you have a meal plan, it is assumed you will be eating dinner in Hall (see ‘Signing-out arrangements for Dinner’ below). If you do not have a meal plan, please ensure that your SALTO card has sufficient funds to pay for food.

Takeaway meals

Takeaway breakfast can be collected from the Forte Room during service times.

Takeaway lunch and dinner must be requested in advance, using the online system. The meals can be collected from the Forte Room or Farthings café at the times indicated.

Meal times

<table>
<thead>
<tr>
<th>MEAL</th>
<th>DAYS</th>
<th>TIMES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Breakfast</td>
<td>Sun-Fri</td>
<td>08.00-09.30</td>
</tr>
<tr>
<td>Lunch</td>
<td>Mon-Fri</td>
<td>12.00-14.00</td>
</tr>
<tr>
<td></td>
<td>Takeaway</td>
<td>12.00-12.30</td>
</tr>
<tr>
<td>Brunch</td>
<td>Sat</td>
<td>10.00-15.00</td>
</tr>
<tr>
<td>Sunday Lunch</td>
<td>Sun</td>
<td>12.00-17.30</td>
</tr>
<tr>
<td>Informal Hall (dinner):</td>
<td>Mon-Fri</td>
<td>17.00-20.00</td>
</tr>
<tr>
<td>Michaelmas term:</td>
<td>Takeaway</td>
<td>17.00-19.00</td>
</tr>
</tbody>
</table>

** Formal Hall **
To be confirmed. The usual times and days are:

**Hilary term:**
Tues, Sun
19.10 prompt

**Trinity term:**
Sunday only
On Formal Hall nights the Informal Hall service is adjusted to take place 17.00 – 18.15.

During COVID-19, Formal Hall is suspended. Reinstatement will be in line with Government guidance, and details communicated nearer the time.

Please ensure that you check your email and the website for information about food times, as these may vary.

Service in Hall

For all meals, on arrival in Hall, please follow the signage and instructions from staff, and social distancing should be observed. Due to limits on capacity, there may be a short wait, and staff will let you know when a table becomes free, and we will be unable to provide an MCR table.
All food will be served to tables.

**Signing-out Arrangements for Dinner**

Different schemes operate for Undergraduate Freshers and for returning students/Graduates.

If you are an Undergraduate living on main site, the College is viewed as ‘catered’ and it is assumed that you will be attending Hall each evening, and you will be charged for these meals at the beginning of each term. Permission to sign out of Hall for specific nights for either a whole term or the whole year is only granted if (a) you have a specific dietary/medical condition that the College is unable to accommodate, or (b) you have formal University commitments. You may be required to provide written evidence to support your claim.

If you wish to sign out please use the [online system on the intranet](#).

Requests must be made by 1pm the day before to allow the kitchen time to alter their food orders accordingly. Please note, 1st years who eat at Formal Hall on the nights both Formal and Informal Hall runs (Sundays, Tuesdays and Thursdays) will be switched to the earlier Informal Hall rather than signed out of Formal Hall if the timing of the event in question allows for this.

Permission to sign out/swap to Informal Hall is given at the discretion of the Home Bursar and will not normally be for more than one or two activities a week. No refunds are made for individual meals missed were the relevant permission has not been gained.

Non-1st year Undergraduates resident in College and on the flexible meal plan can elect to pay £403 per term (instead of the £336.60 for dinners only) and can then use this allowance flexibly to purchase meals by way of brunches, lunches and dinners as they wish; this allowance can also be used in Farthings from Monday of 0th Week up to Friday of 10th Week.

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

If you are a Graduate, or an Undergraduate not on the meal-plan and you wish to eat in Hall, there is no need to pre-book, just present your SALTO card on arrival at Hall. Please ensure that your SALTO card has the appropriate amount of credit, and please email the catering team if you have any dietary requirements.

If your GAB room includes free lunch during term, you will not be charged, just present your SALTO card on arrival.

The charge for dinner is £6.60.

**Formal Hall**

**Due to COVID-19, Formal hall will not be available during Michaelmas Term.** More information will be circulated when available, in line with government guidance.

First year students and Visiting Students are obliged to attend the Formal Hall sitting on the nights where Formal Hall is offered (see table above). All other years may attend either Formal or Informal Hall, using the booking forms to indicate which they will attend.

**Dietary Requirements**

You must let the College know if you have any special dietary requirements, which you will be able to indicate to catering staff using a dietary card. Freshers do so before arrival when completing the online form; students who subsequently have new dietary requirements should inform the Catering Department. Anyone not registered or not signed-in for a special meal will only be served after those who have pre-registered/pre-signed. If you wish to register your dietary requirements or if you lose your dietary card during your time in College, please email the Catering Office. The team are always happy
to discuss special dietary requirements or requests.

**Hall Etiquette**

Students are expected to behave in a responsible and courteous manner. In particular, the throwing of food or any other missiles is prohibited and students are expected to treat College staff with courtesy.

The standard of dress at Formal Hall is smart (i.e. no shorts, not barefoot), with gowns; it is normal for a collar and tie to be worn for hall on Sundays. The wearing of hats is not permitted in Hall (unless they relate to a “theme” night).

The use of mobile phones is not permitted in Hall please be courteous to your fellow diners and switch your phone to silent.

You should note that Hall is a formal occasion and as such is not the place for impromptu announcements/birthday wishes/singing etc.

**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.

- No ‘pennyng’ – this can cause damage to the waste disposal units and puts the recipient in danger of choking.

- 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.

**Guests**

Due to COVID-19, no guests will be allowed at College meals in Michaelmas Term. This will remain under review in line with government guidance.

When it is possible to admit guests again, the charge for them at Formal/Informal Hall is £8.73. Pre-booking is not required; however if you wish to bring more than one or two guests you are advised to check with the Deputy Head of Catering (Steward) whether there is capacity.

Graduates, however, may book up to six places at the MCR table on Formal nights for themselves and up to five guests via the Upay website. There are a minimum of 24 places at the MCR table (dependent on the Term) and, once all places have been booked, or after booking has closed, MCR members may turn up and pay but may be required to sit at an undergraduate table.

Please note that monies from the flexible meal plan may not be used to pay for guests or wine at Informal or Formal Hall.

Please email the chefs (pmbcatering@pmb.ox.ac.uk) if your guest is vegetarian or has any other dietary requirements.

**Bar Opening Times**

The Bar will remain closed due to COVID-19, and alternative bar arrangements will remain
under review. Provision for special events will be considered where possible.

**Vending Locations (selling cold drinks, confectionary and snacks)**

- Ward Perkins Room
- Sports Lobby, Henderson Building
- GAB Laundry Room (Staircase 8)

**JCR, Society and Subject Dinners**

During Michaelmas Term, due to COVID-19, JCR, Subject and Society dinners will not take place. This will remain under review in line with government guidance.

When these are available again, they should be booked through the JCR Representatives, see notice boards for details. Three-course dinners are available at a subsidised cost.

The JCR Representatives or Subject Representatives are responsible for ensuring that dinners are organised with the College Conference and Events office. Representatives should contact the events office in the first instance to ensure that the correct procedure is followed. For more information about booking a dinner and contacting the events office please see the events office intranet pages on Student Events Procedure and Organising Your Subject/Society Dinner.

A wine allowance of up to half a bottle of wine per person is permitted. All wines will be served by the catering staff. Students are not permitted to bring additional bottles of wine into Hall. Students are expected to behave in a responsible and courteous manner. A Junior Dean will be present at these functions and will pass the names of any students misbehaving to the Dean.

The MCR arranges Exchange Dinners with other Colleges, details of which can be found on the intranet.

**Feedback**

Improvements to our catering arrangements are continuously sought. The information provided here should be taken as a guide. The precise details may change, so please check the Conference and Events Pages for latest information. 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 JCR Domestic Rep, the Student Food Committee or the MCR committee. Alternatively make arrangements to see either the Conference and Events Manager or the Home Bursar, who will be happy to discuss your issues in confidence.

**BICYCLES**

If you wish to bring a bicycle into College it must be registered at the Porters Lodge on the Main Site at a cost of £2. A sticker is issued which must be placed on the bicycle in a visible position. This sticker helps reunite bicycles with their owners should they become inadvertently separated! If you sell or transfer your bicycle to another person, you must inform the Lodge (there is no charge for this transfer of ownership).

Bicycles must be parked only in the designated areas— in the store beneath Staircase 17, in the racks in North Quad and outside Staircase 12 on Main Site, in the bike racks at the Schild Building end of the Rokus Quad, and in designated areas at the GAB. They must not be left in Chapel, Library or Old Quads or in the College car parks in Pembridge Square and at the GAB. They must not be left in areas which would obstruct free passage of persons, particularly on fire escape routes. They must not obstruct the pavements outside the College; they must not be taken into rooms or staircases. Unregistered bicycles found in College, and
those parked improperly, are liable to be impounded, with a release charge of £5. Bicycles must not be ridden inside the College.

When leaving after your final year you must take your bicycle with you. Bicycles can only be left if permission has been given by the Lodge. Bicycles left behind will be disposed of by the College.

Oxford City Centre suffers heavy traffic congestion, so it is strongly suggested that you wear a safety helmet when cycling. Proper cycle lights are of course required by law. Bicycle theft is also a common problem, so invest in a good padlock/chain. If you leave your bicycle outside the college, always secure it to something solid; however there is unfortunately still a high chance it will be stolen unless it has a high security lock; the Oxford Student Union have discounted rates for this equipment.

refurbished staircases of North Quad, and PIR detectors have been incorporated into the lighting controls for communal areas and staircases.

As resources allow, and as part of planned refurbishments, we seek to reduce energy consumption by the installation of more efficient heating systems but some are legacy systems.

The IT department has significantly reduced electricity usage by a process of virtualisation, minimising the number of physical servers required to support the system.

Students and staff alike are encouraged to minimise usage, turning off unneeded lights, not leaving computers running unnecessarily, etc. It should be noted also that such things as mobile phone chargers, left plugged-in and with the wall socket switch on, continue to draw – and waste – electricity even when no device is plugged into them.

Environmental and Energy Policy

For both economic and environmental reasons the College is committed to reducing its energy consumption, and more broadly to minimising any negative impact on the environment. Neither is easy to achieve in old buildings designed and developed without such considerations in mind; they are of course significant factors in our plans for new buildings. The cooperation of all students and staff is sought in ensuring that energy usage is as low as it practically can be and that our environmental impact is reduced so far as is possible.

Energy Consumption

The college has a policy of only using low energy light bulbs and this has been implemented across the site. Master light control switches, operated by the room key fob have been included in the

Heating Times

To reduce energy use, the College’s central heating system – usually on from October until April/May (weather dependent) – is not left on 24 hours/day but is timed to be on from 6 am until midday and again from 3 pm until midnight.

Waste Disposal and Recycling

In collaboration with the City Council the College has sought to increase the amount of waste it sends for recycling. Recycling bins are provided in all student rooms and at designated points around the Main Site including the JCR, and in the Macmillan Building.

Snow and Ice Clearance

The Maintenance Department is responsible for clearance of snow and ice on the College main site and at the GAB. So far as is practical in any particular circumstances, the aim is to have main
paths cleared of snow and gritted by 8 am.

**ELECTORAL REGISTRATION**

Each year the College provides to the electoral registration officer a full list of those living in College accommodation for inclusion on the electoral register (applies only to UK, Republic of Ireland, EU or Commonwealth citizens). If you move into College accommodation after this process has taken place it is not possible for the College to have amendments made to the electoral register to reflect this and you must make your own submission. More information on how to do this is available on the Oxford City Council website.

**18 SECURITY AND SAFETY**

**HEALTH AND SAFETY**

We all have a responsibility for health and safety at the College. Specifically, the Home Bursar is responsible not only for maintaining the buildings but also for electrical safety, the fire and intruder alarm systems and fire-fighting appliances.

Any malfunction of fire-fighting or security equipment should be reported immediately to the Maintenance Department by completing the Maintenance Request form on the front page of the intranet or via the Lodge if appropriate.

The College’s full Health and Safety Policy is available on the web site or can be viewed in hard copy on request via the Deputy Home Bursar, Accommodation Manager or Porters’ Lodge. Should you have any concerns about Health and Safety matters, you are encouraged to bring them to the attention of the Home Bursar (who is also the Health and Safety Director) either directly or through the College’s Health and Safety Committee, on which both the JCR and MCR are represented.

**FACE COVERINGS**

Students, staff, visitors, contractors, and members of the public will be required to use face coverings in public spaces across all College and University buildings. This is out of consideration for those around us. A face covering is typically a cloth covering for the nose and mouth.

You should bring face coverings with you and detailed information about where and when they are required will be available on the College and University websites, as well as signposted in College when you arrive.
ACCESS AND GENERAL SECURITY

On the whole, 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 week-end nights). The recommended route to the GAB at night is to go over Folly Bridge, down Western Road and to enter through the gate from Marlborough Road, rather than using the footbridge from Friars Wharf.

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 replacement fee is charged if a card is lost. More details can be found at the Oxford University website.

If you mislay either your SALTO card or your room 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; they are signed out to you and as the signatory you are responsible for them. Lock your room whenever you leave it, even if only for a few minutes. Rooms with “smart” locks will automatically lock behind you, so remember your card! Colleges are often targeted by professional thieves, especially when new students arrive at the beginning of the year, and can slip into a room in an instant – be careful with your laptops and phones in particular. If you see any suspicious person, please report this to the Lodge immediately. Be aware of “tailgating” – that is, allowing an unauthorised person to follow you through a door you have opened. If in doubt, challenge anyone following you through a door.

If you live on the ground floor, be sure to close your window when leaving your room, and never leave valuables where they can be seen.

You should be aware that for your safety and security and for the prevention and detection of crime, CCTV cameras are in use and may be 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.

EXPLOSIVES AND FIREARMS

Firearms (including replica/deactivated firearms), explosives, prohibited weapons (e.g. CS 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.

FIRE SAFETY

It is – quite literally – a matter of life and death that fire risks are kept to a minimum. The only permitted items of private electrical equipment containing high-current heating elements are kettles and hair dryers/hair straighteners and these items should never be left unattended when in use. Please remember to switch off all equipment when not in use.

Cooking in rooms is not permitted and neither are candles, shisha pipes, joss sticks or other naked flames, fairy lights, drapes or microwaves. Toasters and electrical heaters, other than those supplied by the College, are not permitted in College. Any prohibited items will be removed by the Maintenance Team. Where applicable, cooking in kitchen areas also needs careful attention and you should not leave any cooking appliance unattended when turned on. Most evacuations of buildings around the College are caused by toastlers or cooking pans left switched on and unattended.
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.)

Most commonly, fires have been caused by smokers. Smoking is prohibited in all College rooms and within two metres of all buildings. If you smoke please ensure that this takes place outside and that you dispose of cigarette ends carefully.

Make sure, as soon as you move into a College room, that you familiarise yourself with the fire-escape arrangements and the location of fire-appliances and alarms. Fire-doors must never be wedged open: they are designed specifically to prevent the rapid spread of smoke and flames. SMOKE DETECTORS AND FIRE FIGHTING EQUIPMENT MUST NOT BE TAMPERED WITH - THIS IS A CRIMINAL OFFENCE AND WILL BE DEALT WITH SEVERELY (please refer to the College Regulations, particularly the section referring to an automatic fine).

There are instructions in every room on what to do in the event of a fire: read them, and refresh your memory from time to time.

During COVID-19, students must still follow the fire evacuation instructions below, including for fire drills, even if isolating.

Fire drills are held each term. Fire alarm testing will take place every Monday morning, at 10.30am on Main Site, 10.45am on Rokus Quad and 11.00am at the GAB. 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.

- **Make sure you are safe** – do not attempt to fight a fire unless it is safe to do so using the emergency fire extinguishers – if in doubt GET OUT.

- If the alarm has not been raised then **get help** from the Lodge, the Emergency Services, or other residents.

- **Emergency Services** (fire, police, or ambulance) should be called from the nearest phone in the case of any obviously serious incident.

- 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.

Please ensure that you always sign-in guests at the Lodge and always remember to sign the exact book if you are going to be away from College. In the event of a fire this will help to ensure that lives are not risked nor time wasted trying to account for someone who is not in College.

**Emergency Evacuation Procedure**

The procedure when you hear a continuous fire alarm (or are otherwise alerted to fire) is to evacuate the building as quickly as possible, closing windows and doors on your way out but not stopping to collect belongings. Please bring your face covering if you are able, but prioritise leaving the building over stopping to search for it.

You should then immediately make your way to the meeting point, which is specified on a sign in your room, ensuring that your name is taken by the first occupant out of the building, who should take the staircase list of occupants and pen from the notice board at the exit door of the building. As you leave the building check the notice board to see whether you are the first one out and need to take the list to check off names.
Once outside, and maintaining social distance if possible, check that all of those on the list are present. 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.

### Fire Evacuation – Meeting Points

<table>
<thead>
<tr>
<th>LOCATION</th>
<th>REPORT TO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Library, Alms &amp; Master’s Staircase, Staircase 1, 2, 3, 4, 5, 6, Tower</td>
<td>The centre of Old Quad/or as directed</td>
</tr>
<tr>
<td>Staircase 7, 8 (The Samuel Johnson Building), 9, 10 and Hall</td>
<td>The centre of Chapel Quad/or as directed</td>
</tr>
<tr>
<td>Staircase 11, 12, 13, 14, 15, 16, 17, 18, Macmillan Building</td>
<td>The centre of North Quad/or as directed</td>
</tr>
<tr>
<td>Rokos Quad Buildings</td>
<td>The covered walkway by PureGym (opposite, in St Ebbes) is the normal assembly point but Chapel Quad can be used if directed to do so. Emergency procedure cards are in all rooms.</td>
</tr>
<tr>
<td>GAB</td>
<td>The centre of Front quad or, during construction works, outside by the river bridge fire assembly point sign</td>
</tr>
</tbody>
</table>

Only go to your assembly point IF IT IS SAFE TO DO SO. Your priority is to evacuate the building by the nearest exit.
ALCOHOL CONSUMPTION AND DRUGS

Student drinking is often treated frivolously, but in fact it can be a serious problem, either by leading to unruly behaviour and its consequences or by significantly damaging people’s health. It should be understood that “being drunk” does not excuse misbehaviour but aggravates its seriousness. Any signs of excessive alcohol consumption on College premises will therefore be treated with zero tolerance. It is quite possible to enjoy the benefits of social drinking without becoming inebriated.

See the information and guidance here.

Please also respect the sensibilities of students who, whether for religious reasons, health reasons, or simply out of choice, do not consume alcohol. (See Code of Conduct, appended to the College Regulations on the College website). Farthings is an alcohol-free area when open as a café. Drug and substance abuse is criminal activity, for which the College itself could be faced with prosecution. The College operates a zero-tolerance approach to such activity.

(See the College Regulations and Annex to Regulations, Code on Substance Abuse).

INSURANCE OF PERSONAL BELONGINGS

The College has a “Block-Hall” possessions insurance policy with Endsleigh Insurance Services Ltd for all students living in College accommodation, and the mandatory cost of this for 2020-21 is £7.32. Cover includes comprehensive insurance against fire, flood and theft of a residents belonging within their accommodation, and up to £5,000 worth of cover for damage to College property. A leaflet with full details will be given to you on arrival at College.

SPORTS FACILITIES

During COVID-19, special arrangements may be in place, subject to government guidance. Please check with the Lodge as to current arrangements.

The College has a sportsground south of the GAB, with tennis courts (two grass and three hard surface), football, rugby and cricket pitches, and netball and basketball courts.

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 Home Bursar. Use of any of these facilities implies acknowledgement of, and agreement to abide by, the relevant Health and Safety requirements. In particular 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 an ambulance.

The sportsground is not easily accessible by road; the key-sets include an aide memoire for getting an ambulance to the sports field in the event of serious accident (including the procedure for crossing the railway, which must always be by the footbridge), together with the keys to the barrier at the end of the lane. You must not attempt to climb in to 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 off Iffley Road, where there is also a bespoke fitness suite and climbing wall.

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.
The JCR is both the body of undergraduate students and their physical common room space.
19 STUDENT LIFE

During the COIVD-19 crisis, a number of adjustments to arrangements will be necessary to ensure the safety of the College community. It is unlikely that events will be able to take place before Week 4 of Michaelmas Term, but this will be kept under review.

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”, and they have a good deal of autonomy in how they run themselves. They represent the student body on many college committees, and at Open Business of the Governing Body. Indeed, their contribution to the running of the college is highly significant. The JCR and MCR both have their own websites, giving more information about their committees and activities.

ENTERTAINING, PUBLIC ROOMS AND SOCIAL SPACES

All student-organised parties, meetings or events require prior permission from the Deputy Dean, the Home Bursar, and (if service of alcohol is involved – sold or otherwise) the Head of Catering (as licensee). This is to be sought using the appropriate event booking form on the intranet at least ten days beforehand and before invitations have been sent out (please refer to the College regulations). In general, any gathering of more than ten people is regarded as a party/event and requires this advance permission.

The intention is not to prevent student-organised events, but to ensure the porters and other duty staff are aware of what is happening where and when, 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 that the plans are unlikely to cause disruption to other members of College.

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 19).

College facilities are often booked a term or more in advance so early planning is necessary, especially for an event that requires catering support. The Conference & Events team is happy to offer advice and assistance.

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 Home Bursar.

EVENTS IN THE COMMON ROOMS

Clearly these are intended as social spaces and groups of more than ten will often be gathered in them; this does not require advance permission as described above. However, the general
restriction on noise applies (music should not be audible outside the room); no music at all is to be played in any location after 11 pm.

If you are having a function which requires catering or a room booking with refreshments, contact the Conference & Events department (tel: 76484) for the necessary function booking form at least 10 working days prior to your booking – this is required in addition to the party booking form. (Note that dates are often booked a term in advance, so you will need to do some forward planning! Student hire of catering equipment is not permitted.) External catering is not generally permitted but our Executive Chef will provide you with options to meet every budget.

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, although COVID-19 arrangements will apply.

The Chapel has a unique interior, designed by the Victorian decorator, Charles Kempe. It also has a fine 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.

THE PEMBROKE BALL

Governing body has decided that the next possible date for a Summer Ball will be 2022.

THE QUADRANGLES

The quadrangles are a delightful feature of Pembroke, especially in the summer months, when the flower displays are outstanding. Please keep them tidy. The lawn in the front quad (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 the playing of croquet. No ball games, or Frisbee, may be played anywhere in College – be aware that windows in this area cost a very significant amount to repair due to their historic nature.

BEHAVIOUR AND DISCIPLINE

The Dean is seen primarily as 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 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. You should be aware that they are used for teaching and research throughout the day and often at night. You should be aware that fellow students may need quiet in order to complete assignments, or prepare for imminent examinations. The College Regulations contain a variety of provisions designed to ensure that a relatively large group of people can live closely together harmoniously. You should read these provisions because if you are in breach you will be assumed to know about them. In addition to the particular provisions of that section, the College subscribes to a Code of Conduct relating to Harassment, which binds all members of the College. You should read this too, it is appended to the College Regulations on the website. One of the most important values which is nurtured in our Universities is respect for other people, and this will be expected of all our students.

SOCIAL MEDIA GUIDELINES

These guidelines set out standards for personal use of social media by members of the College community, but they are not intended in any
way to inhibit free speech.

Be mindful that anything shared on social media sites becomes public information, so be careful to ensure that you do not compromise your own reputation. Bear in mind that any content that you post about yourself or others could be found by prospective employers and/or professional bodies. Be aware of the enduring nature of information posted on social media sites, and take care not to write posts which you might later regret (especially when under the influence of alcohol or other behaviour-influencing substance).

Do have regard for the feelings of others when posting on social media, and never post anything which could be considered harassment. Any form of harassment, including on social media, is unacceptable and a breach of the College regulations; it will be treated very seriously by the College. Bear in mind too that while you may not have posted offensive comments yourself, by endorsing others’ comments (by liking, retweeting, etc.) you may be risking your own reputation and/or breaching the College’s disciplinary regulations.

Do take precautions to protect the privacy of your social media postings to ensure your own safety and to protect against identity theft. You should exercise caution when accepting connections with contacts you have never met in person. Ensure that you respect the right to privacy of others as well. You must not disclose personal details, including pictures, of other students or Pembroke staff without their prior permission.

You may not claim to speak on behalf of, or represent, the College on social media websites without the College’s prior permission. Similarly, you may not use the College’s logos, crest, etc on social media without permission. Please have regard for Pembroke’s reputation in your use of social media—bear in mind that prospective student applicants may be heavily influenced by what they see current students posting. While of course you have the right to express your own opinions do consider the impact that these may have on, for instance, pupils taking part in access programmes who make connections to, or look at the content of, your profiles.

If you are concerned by, or wish to make a complaint about, social media content posted by another member of the College community you should contact a member of the Welfare team for advice.
20 FINANCIAL MATTERS

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

FEES AND BATTLEs

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.

ANNUAL FEES

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 direct 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. However, not all fees payable to the College (in respect of course fees) may be known at the start of term. These will become payable by the student 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.)

When it comes to fees it is impossible to give information, in this Handbook, which is correct and accurate for everybody. The amount of fees due varies according to the student’s course of study. 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, it is imperative to 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. This means that, 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.

Information on fees is sent to all first year students. Where there is any doubt concerning fees please consult the College Accountant before commencing a course of study.

Special note for Home/EU students

For Home/EU students reading for a first degree the course fee (£9,250) is the responsibility of the individual student or his/her family.

Ancillary Charges

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

- Payment for accommodation in College rooms, required in advance at the beginning of each term.
- Payment of the utilities charge (to cover use of electricity, water and gas), required in advance at the beginning of the year.
- 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.
- 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.

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 essentially 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.

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 on accounts@pmb.ox.ac.uk.

Full payment is usually due by the Friday of 1st Week.

The most convenient way of making payment is online, by debit card.

Payment is made online; you need to log on using your single sign-on, in the form pemb****, which is used for accessing your email account, then continue to Payments and click on the “Battels” button, and then click on “Pay”.

Payment may also be made by bank transfer to:

Royal Bank of Scotland
Drummond House
1 Redheughs Avenue
Edinburgh EH12 9JN

Account name: Pembroke College Bursars A/C
Sort code: 16-10-15
Account no: 12085750
IBAN: GB76RBO516101512085750
SWIFT/BIC: RBOSGB2L

Please include your name as the “reference”.

If for any reason you cannot pay your battels by the due date, you must contact the College Accountant before Friday of 0th week. More often than not the College can be understanding in such cases and 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.

21 APPEALS AND COMPLAINTS

APPEALS

Should a student be subject to any of the College’s disciplinary procedures, whether for academic reasons or otherwise, the College regulations provide a system of appeals for all but very minor matters. These are carefully drafted so as to make sure that the student is treated with respect and fairness. The student will be informed of the existence of the appeal process, but it is the student’s responsibility then to read the provisions carefully and to comply with them. In doing this the student would be well advised to consult with one or more persons listed in section 26, “Who’s Who” as being available to provide guidance.

The Regulations state that, should appeals within the College be exhausted, there is usually a further route of appeal to a special Intercollegiate 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.

COMPLAINTS

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 College’s Code of Conduct on Harassment which applies to everyone in the College. It is set out as an appendix to the Regulations.
Alumni relations and fundraising are the responsibility of the Development Office, which is headed by the Strategic Development Director who is a Governing Body Fellow. At Pembroke, it is our aim to support and inspire you beyond your time with us as a student. Whether it is meeting with other Pembroke students when you move to another country, talking with someone about career options and tips for professional success, or getting involved with the College as an access volunteer, you remain a valued member of the Pembroke Community.

Upon leaving College, all students join the large body of Pembroke alumni found in many occupations and countries throughout the world and are encouraged to continue benefitting from their membership in College, as well as contributing to College life, through volunteering, giving, mentoring, networking and/or attending events.

Alumni are always welcome to revisit the College and are invited back for reunion dinners called ‘Gaudies’ with their fellow matriculants on a regular basis, and to special anniversary celebrations (50 and 60 years) when partners are also invited along. You will also have the opportunity once each year to dine at High Table with a guest on a date of your choosing and the annual Pembroke Alumni Dinner forms part of the Oxford-wide Alumni Weekend in September, offering a variety of talks and activities across the collegiate university for you and your partner. Other events world-wide and virtually offer social, intellectual, and/or professional exchange with fellow alumni, students, and College academics and researchers. Some alumni events are organised by Pembrokians themselves.

The Development Office tries to keep everyone informed of news through regular e-bulletins and publications which feature articles about research or other activities, as well as reports of the College year including academic achievements, sport, finances, music, and other news. Alumni are also invited to share their news with the Development Office for inclusion. In addition, alumni are encouraged to follow Pembroke’s social media presence on Instagram, Twitter and Facebook to find out about news and events, and the College also supports a LinkedIn group to facilitate professional networking among Pembrokians. Publications and event invitations are also available to the parents of current students should they wish to receive them.

The Development Office offers opportunities for alumni to give back and support Pembroke students, teaching, and research with donations. Many of them do, recognising the fact that their own student experience has been supported by previous generations. Students regularly take part in fund-raising activities benefiting the College, from telephone campaigns to attending alumni events. As well as offering paid work and free out-of-term food and accommodation, the opportunities can provide a valuable opportunity to seek advice from alumni about careers and make useful contacts.

For example, the Annual Fund for Pembroke operates to raise regular income from alumni and friends of Pembroke to help finance the everyday needs of the College community. This ranges from student financial support and Pembroke’s leading access programmes to sport, academic scholarships, the tutorial+ system, the arts and the Library. A joint MCR-JCR Student Development Committee meets regularly with the Development Office to discuss student activities in relation to fundraising and build student awareness of the impact that charitable funding is having on their experience, as well as making decisions about the Annual Fund grants in support of activities for students by students. Those interested in helping on the Committee or getting involved in the telethon are encouraged to contact eleanor.mottram@pmb.ox.ac.uk.
From time to time there are also special fundraising campaigns for specific larger projects, such as the Bridging Centuries Campaign which raised £17m to build the Rokos Quad in 2012. This campaign was a major success for Pembroke and the five new buildings and enhanced facilities for the entire community would not have been possible without the generosity of alumni. The College also seeks funding for student support, academic posts, the addition of more graduate housing at the GAB, a new library and access programme as part of a major new campaign that is currently in planning and should culminate in 2024, the College’s 400th anniversary year.

For further details please email the team on development@pmb.ox.ac.uk or by telephone on 01865 276405.
### WHO’S WHO

Note: The Oxford telephone area code is 01865. When telephoning from a University line, do not dial the area code or the first 2 or 6.

In the first instance, please use the email address for the department, to ensure your message is seen as quickly as possible.

<table>
<thead>
<tr>
<th>TITLE</th>
<th>NAME</th>
<th>EMAIL</th>
<th>TEL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Master</td>
<td>Sir Ernest Ryder</td>
<td><a href="mailto:master@pmb.ox.ac.uk">master@pmb.ox.ac.uk</a></td>
<td>276401</td>
</tr>
<tr>
<td>PA to the Master</td>
<td>Mr Chris Campbell-Kelly</td>
<td><a href="mailto:christopher.campbell-kelly@pmb.ox.ac.uk">christopher.campbell-kelly@pmb.ox.ac.uk</a></td>
<td>276401</td>
</tr>
<tr>
<td><strong>Academic Office</strong></td>
<td></td>
<td><a href="mailto:academic.office@pmb.ox.ac.uk">academic.office@pmb.ox.ac.uk</a></td>
<td>286089</td>
</tr>
<tr>
<td>Academic Director (Senior Tutor/ Tutor for Admissions/ Dean of Graduates)</td>
<td>Ms Nancy Braithwaite</td>
<td><a href="mailto:nancy.braithwaite@pmb.ox.ac.uk">nancy.braithwaite@pmb.ox.ac.uk</a></td>
<td>276432</td>
</tr>
<tr>
<td>Academic Registrar</td>
<td>Ms Annette McCormack</td>
<td><a href="mailto:academic.office@pmb.ox.ac.uk">academic.office@pmb.ox.ac.uk</a> / <a href="mailto:annette.mccormack@pmb.ox.ac.uk">annette.mccormack@pmb.ox.ac.uk</a></td>
<td>276411</td>
</tr>
<tr>
<td>Deputy Academic Registrar/Graduate Administrator</td>
<td>Miss Alison Franklin</td>
<td><a href="mailto:alison.franklin@pmb.ox.ac.uk">alison.franklin@pmb.ox.ac.uk</a></td>
<td>276410</td>
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<tr>
<td>Academic Administrator (UGs)</td>
<td>Mrs Kirstie Morris</td>
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<tr>
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<tr>
<td>Bursar (Interim)</td>
<td>Mr Kevin Knott</td>
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<tr>
<td>Home Bursar</td>
<td>Mr Mike</td>
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<td>286081</td>
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<tr>
<td>Position</td>
<td>Name</td>
<td>Email</td>
<td>Contact No.</td>
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<tr>
<td>Clerk of Works/Deputy Home Bursar</td>
<td>Mr Charlie Harris</td>
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<td>Mrs Rachael Dean</td>
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<tr>
<td>Bursars’ Secretary</td>
<td>Ms Jane Richmond</td>
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<td>276422</td>
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<tr>
<td><strong>Accounts Office</strong></td>
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<td><a href="mailto:accounts@pmb.ox.ac.uk">accounts@pmb.ox.ac.uk</a></td>
<td>276424</td>
</tr>
<tr>
<td>College Accountant</td>
<td>Mrs Helen Joynson</td>
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<tr>
<td>Deputy College Accountant</td>
<td>Mr David Guest</td>
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<td><strong>Porters Lodge</strong></td>
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<tr>
<td>Head Porter</td>
<td>Mr Steve Capper</td>
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<tr>
<td>Deputy Head Porter</td>
<td>Mr Roger Charles</td>
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<tr>
<td><strong>Conferences and Events</strong></td>
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<td><a href="mailto:conferences@pmb.ox.ac.uk">conferences@pmb.ox.ac.uk</a></td>
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<tr>
<td>Head of Conferences &amp; Events</td>
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<tr>
<td>Events Manager</td>
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<td>Miss Nuala Darnell</td>
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<tr>
<td>Events Manager</td>
<td>Ms Lara Avincola</td>
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<tr>
<td><strong>Catering department</strong></td>
<td></td>
<td><a href="mailto:pmbcatering@pmb.ox.ac.uk">pmbcatering@pmb.ox.ac.uk</a></td>
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<tr>
<td>Head of Catering</td>
<td>Mr Kevin Dudley</td>
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<td>610900</td>
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<tr>
<td>(Executive Chef)</td>
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<tr>
<td>Head Chef</td>
<td>Mr Chris Allnutt</td>
<td><a href="mailto:christopher.allnutt@pmb.ox.ac.uk">christopher.allnutt@pmb.ox.ac.uk</a> 276452</td>
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</tr>
<tr>
<td>Deputy Head of Catering (Steward)</td>
<td>tbc</td>
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<tr>
<td>Assistant Steward</td>
<td>Ms Archana Amin</td>
<td>610919</td>
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<tr>
<td>Deputy Head Chefs</td>
<td>Mr Andrew Bennett</td>
<td>610916</td>
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<td></td>
<td>Mr Daniel Wowra</td>
<td>610916</td>
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<tr>
<td>Hall Supervisors</td>
<td>Ms Marzena Szymanska</td>
<td>610919</td>
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<td></td>
<td>Ms Beata Rauk</td>
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<td></td>
<td>Ms Viktoria Varosi</td>
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<td></td>
<td>Mr Jamie Tricker</td>
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<tr>
<td>Café Supervisor</td>
<td>Ms Alba Casal</td>
<td>276413</td>
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**Accommodation Team**

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<tr>
<td>Accommodation Manager</td>
<td>Mrs Jane Osborne</td>
<td><a href="mailto:jane.osborne@pmb.ox.ac.uk">jane.osborne@pmb.ox.ac.uk</a> 276462</td>
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<tr>
<td>Assistant Accommodation Manager</td>
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<td><a href="mailto:david.green@pmb.ox.ac.uk">david.green@pmb.ox.ac.uk</a> 10980</td>
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<tr>
<td>Head Scout (GAB)</td>
<td>Mrs Wendy Rowland</td>
<td><a href="mailto:wendy.rowland@pmb.ox.ac.uk">wendy.rowland@pmb.ox.ac.uk</a></td>
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**Maintenance Team**

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<tbody>
<tr>
<td>Head of Facilities Management</td>
<td>Mr Tim Walker</td>
<td><a href="mailto:tim.walker@pmb.ox.ac.uk">tim.walker@pmb.ox.ac.uk</a> 286088</td>
</tr>
<tr>
<td>Maintenance Supervisor</td>
<td>Mr Adam Walker</td>
<td><a href="mailto:adam.walker@pmb.ox.ac.uk">adam.walker@pmb.ox.ac.uk</a></td>
</tr>
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<tr>
<td><strong>IT Team</strong></td>
<td></td>
<td><a href="mailto:it-help@pmb.ox.ac.uk">it-help@pmb.ox.ac.uk</a></td>
</tr>
<tr>
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<thead>
<tr>
<th><strong>Welfare Team</strong></th>
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<tbody>
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<td>JCR Welfare Officers</td>
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<td></td>
</tr>
</tbody>
</table>

Students should not hesitate to contact any of the above if they need assistance. Experience has shown that matters of personal finance are particularly important. The College Accountant and the Bursar are always available to give advice. It is much better to contact one of them early in the event of difficulties.

Please note that due to research leave and changes in personnel, the availability of individual members of academic staff cannot be guaranteed in any given year.