



Office of Student
Conduct, Complaints
and Appeals (OSCCA)
Annual Report 2023-24



UNIVERSITY OF
CAMBRIDGE

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Introduction

The 2023-24 academic year was an opportunity to train and support new staff who joined the OSCCA team, embed the revised Student Disciplinary Procedure, and continue with the programme of procedural review by revising the Student Complaint Procedure.


In response to a business case for additional resource, the OSCCA team increased from 6.8 FTE at the start of the 2022-23 academic year to 10.1 FTE by 30 September 2024, in recognition of increasing numbers and complexity of discipline cases. This includes two new Investigators (1.5 FTE) who joined the team in Easter Term 2023, increasing the team's capacity for disciplinary investigations.


There has been an increase in the overall number of cases compared to previous years, demonstrating a continuous upward trend. Cases continue to increase in complexity. The OSCCA team also continues to spend significant time providing procedural advice to Departments and Colleges, and in particular to Faculties and Departments in relation to investigating academic misconduct following changes made to the Student Disciplinary Procedure which came into effect on 1 October 2023.

While OSCCA staff facilitate, handle and advise on cases, decisions about cases are made by independent decision-makers from the University and Colleges. We again offer our sincere thanks to those who volunteer as decision-makers for OSCCA procedures, without whom the procedures could not operate. A number of decision-makers stepped down during the 2023-24 academic year, and we thank them for their service. We were able to recruit and train a small number of new decision-makers during 2023-24 who have been a positive addition to the panels, but we continue to seek to widen the current pool.

We also extend our thanks to colleagues in Colleges and Departments who support individual students involved in OSCCA procedures and who provide information in relation to cases. Likewise, we are grateful to the Student Advice Service and Student Support Services for the support offered to students.

501  Cases received by OSCCA
(327 in 2022-23)

298  Formal investigations or
reviews conducted by OSCCA
(184 in 2022-23)

101  Upheld complaint and appeal
outcomes for students
(50 in 2022-23)

10.1 FTE OSCCA STAFF IN
OCTOBER 2024

Policy and procedure work

In 2023-24, OSCCA undertook a routine review of the Student Complaint Procedure, implementing feedback received from cases and practice within the sector. The revised [Student Complaint Procedure](#) came into effect on 1 October 2024 and applies to matters of complaints occurring on or after this date.

The main revisions to the Procedure have been as follows:

1. Change from calendar days to working days
2. Confirmation of the process for student complaints about staff misconduct. For the past six years when students have raised complaints about staff members' behaviour that would engage HR procedures, OSCCA and HR have worked together to combine the Student Complaint Procedure and relevant HR process into a single investigation. The changes to the Procedure set out in paragraphs 4.15-4.20, 4.23 and 4.25 formalise this process and ensure that appropriate support and scrutiny takes place for all parties within the single investigation;
3. Clarification that academic judgment is not a legitimate ground of complaint;
4. Clarification on the timing of complaints to give examples of matters that would not normally be accepted as sufficient reason for a delay in submitting a complaint;
5. Clarification on the scope of complaint that:
 - a) a matter of complaint can only be investigated once by the most appropriate procedure;
 - b) verification checks on evidence can be undertaken;
 - c) the Case Handler shall determine the most appropriate procedure for the investigation of a complaint; and
 - d) complainants have a right to review the Case Handler's decision if the complaint or any part of it is deemed ineligible for investigation;
6. Clarification on the reasonable adjustments process to encourage complainants to discuss reasonable adjustments with their Case Handler, and that the Case Handler will check a complainant's record to see if they have a Student Support Document with relevant reasonable adjustments that can automatically be applied;
7. Clarification on the use of representatives to now state when representatives will be permitted and how to request permission to use a representative, as appropriate;
8. Clarification on complaints about OSCCA to state that where a complaint is made about OSCCA, a Case Handler outside of OSCCA may be appointed;

9. Confirmation that matters of complaint will be determined on the balance of probabilities on the basis of the evidence submitted. This is not a change in Procedure and is in line with OIA expectations;
10. Clarification that Complaint Officers are required to be members of the Regent House;
11. Confirmation of Institution's responsibilities following outcome to clarify they shall:
 - a) act on a remedy imposed by a Complaint Officer;
 - b) consider any recommendations or observations made by a Complaint Officer;
 - c) provide an explanation if the relevant recommendation or observation is not acted upon;
12. The introduction of an explicit option at paragraph 5.4 of the Procedure for new material to be provided at the discretion of the Case Handler or Reviewer at the 'Review' stage of the Procedure which complainants will have the opportunity to comment on;
13. Confirmation that once the Review stage has been completed, the University will enact that decision. This is current practice and in line with OIA recommendations; and
14. Paragraphs 2.21-2.24 provide further detail about information sharing, in line with the University's policy and the relevant parts of the Student Disciplinary Procedure. The general approach is to enable information sharing to encourage trust and transparency but to acknowledge that there are limits to information sharing as required by GDPR, particularly where information is not relevant to the complaint or is personal information relating to an individual, which they do not give consent to be shared.



ARTS
SCHOOL

Student Services
Centre
Main Entrance



Student Complaint Procedure

Purpose of Procedure

Students can complain about any action or inaction of the University not covered by another procedure, including complaints relating to a course, facilities, services, or staff members' behaviour.

Academic decision-makers determine whether: the policies and procedures have been followed; actions taken were reasonable; and if the student has been substantively disadvantaged by the action or inaction of the University.

Figure 1 - Student complaints received in 2023-24

2023-24	Formal Complaint Stage			Review Stage	
	Received	Investigated	Part Upheld/ Upheld	Received	Upheld
Total	78	39	10	6	2
Industrial action	11	10*			
Supervision/ course	27	18	5	5	2
Staff behaviour	20	4 (3 HR investigations)	3	0	0
Experience of decision-making process	8	3	1	0	0
College**	3	0			
Other	9	4	1	1	0
Course	UG: 24 PG: 54 N/A: 2***	UG: 12 PG: 27	UG: 5 PG: 5	PG: 6	PG: 2
Gender	Female: 46 Male: 29 Other: 1 N/A: 2*	Female: 26 Male: 13	Female: 6 Male: 4	Female: 2 Male: 4	Female: 1 Male: 1
Racial Identity****/ Fee Status	White: 40 (28 Home, 12 EU/ Overseas) BAME: 34 (12 Home, 22 EU/ Overseas) Info refused: 2 (1 Home, 1 EU/Over- seas) N/A: 2*	White: 23 (15 Home, 8 EU/ Overseas) BAME: 15 (5 Home, 10 EU/Overseas) Info refused: 1 (1EU/Overseas)	White: 6 (4 Home, 2 EU/Over- seas) BAME: 3 (2 Home, 1 EU/Over- seas) Info refused: 1 (1 EU/ Overseas)	White: 3 (2 Home, 1 EU/ Overseas) BAME: 3 (1 Home, 2 EU/ Overseas)	White 1: (1EU/Overseas) BAME: 1 (1 Home)
Disability	Recorded disability: 25 No recorded disabili- ty: 46 Info refused: 5 N/A: 2***	Recorded disability: 10 No recorded disabili- ty: 26 Info refused: 3	Recorded disability: 3 No known disability: 6 Info refused: 1	Recorded disa- bility: 2 No recorded disability: 3 Info refused: 1	No recorded disability: 2

- * The 10 complaints related to industrial action that were investigated are currently ongoing
- ** Complaints about College provision are not eligible for consideration under the Student Complaint Procedure, according to section 2.3(a) of the version of the Procedure that is valid for 2023-24. This is due to Colleges being separate legal entities from the central University, therefore they have their own complaints processes.
- *** There was one group complaint received. This has been counted as a single complaint within the complaint categories, but it is not possible to provide information on the reporting students' course, gender, racial identity/fee status or disability status for this case
- **** Groupings have been used here to avoid potential identification of individual cases, due to case numbers' representing a small sample of the overall University population.

Total number of ongoing cases:
20 ongoing cases (1 HR, 10 industrial action, 9 others)

Time spent on cases

Received Cases:

Average acknowledgement time: 14 days

Percentage acknowledged within 7 days: 28%

Investigated Cases:

Average investigation length: 72 days

N.B. The above statistics do not include industrial action complaints or HR investigations, of which the majority of these cases are still ongoing.

Figure 2 - Student complaints received in 2022-23

2022-23	FORMAL COMPLAINT STAGE				REVIEW STAGE	
	RECEIVED		INVESTIGATED		REQUEST	UPHELD
Total	84		37		5	1 (1 pending)
COVID/Strike action	30		12			
Supervision/course	23		13		1	1
Staff misconduct	14		7 (including 5 staff investigations)		2	
Experience of a decision-making process	9		4		2	
College	4		-			
Accommodation	2		-			
Other	2		1			
Course	UG: 31	PG: 53	UG: 12	PG: 25	UG: 2	
Gender	Female: 47 Male: 35 Other: 2		Female: 20 Male: 17		Female: 4 Male: 3	
Racial identity/Fee status	White students: 40 (23 Home, 17 EU/Overseas)		White students: 20 (14 Home, 6 EU/Overseas)		White students: 8 (7 Home, 1 Overseas)	
	BAME students: 35 (10 Home, 25 EU/Overseas)		BAME students: 13 (3 Home, 10 EU/Overseas)			
	Info Refused: 9 (7 Home, 2 EU/Overseas)		Info Refused: 4			
Recorded Disability	Disability: 20, No known Disability: 59, Info refused: 5		Disability: 9, No known disability: 25, Info refused: 4		Disability: 0, No known disability: 8, Info refused: 1	

Figure 3 - Student complaints received in 2021-22

2021-22	FORMAL COMPLAINT STAGE						REVIEW STAGE	
	RECEIVED		INVESTIGATED		PART UPHELD/UPHELD		REQUEST	UPHELD
Total	36		16		4		4	2
COVID/Strike Action	6		4		3			
Staff misconduct	7		4		1			
Quality of a decision	4		4					
Supervision/Course	17		4					
College	2							
Course	UG: 10	PG: 26		UG: 3	PG: 13			
Gender	Female: 15	Other:	Male: 21	Female: 8	Other:	Male: 8		
Racial identity/Fee status	White students: 18 (11 home, 7 EU/Overseas)		White students: 11 (7 home, 4 EU/Overseas)					
	BAME students: 16 (7 home, 11 EU/Overseas)		BAME students: 5 (1 home, 4 EU/Overseas)					
	Info Refused: 2		Info Refused:					
Recorded Disability	Disability: 17		Disability: 9					
	No known disability: 19		No known disability: 7					

Trends in case statistics

There has been a slight reduction in the number of cases received in 2023-24, from 84 in the previous year to 78. However, 2022-23 included 30 complaints relating to the Marking and Assessment Boycott (MAB), and when these are removed from the case numbers, the trend of year on year increase in complaints remains. The overall number of cases received is double that received in 2020-21 and 2021-22. The three most common category of complaints were issues with supervision or a course, staff behaviour and industrial action, in descending order. Although the MAB had the largest impact on the 2022-23 academic year, some complaints were received during the 2023-24 academic year; these have therefore been included in Figure 1. Due to the complex nature of these complaints, out of the 11 industrial action complaints received, 10 are still ongoing (1 case was withdrawn by the complainant).

The number of cases relating to staff behaviour and supervision/course have increased since last academic year. As a number of staff behaviour complaints may be more appropriately investigated under a HR process, work on revising the Student Complaint Procedure has been undertaken to clarify this process for both students and staff (see pages 5-6). A unique category of complaint that was received this year related to change in venue for certain graduation ceremonies, due to a student occupation relating to conflict in the Middle East (these cases have been included under 'Other' in the table above).

The majority of the complaints about staff behaviour and supervision/course were submitted by postgraduate students, with all review cases received being submitted by postgraduate students; this is likely to be a reflection of the relationship that Departments and Faculties have with postgraduate students, and the reliance that PhD students have on key individuals such as their Supervisor. Conversely, for undergraduates, a lot of provision and educational support is received through Colleges.

Cases not investigated

Reasons for not investigating complaints included students withdrawing their complaint, referring the complaint to local resolution or the complaint being referred to an alternative procedure, such as the individual College complaint procedure. It is noted that complaints are often complex and raise multiple issues. Therefore, the main issue identified has been counted in the data for this Procedure. For example, there are a number of complaints that may raise matters relating to College provision, alongside a substantive University complaint issue, but these elements are deemed ineligible for consideration under the Student Complaint Procedure. As a result, these cases are not taken forward and therefore the number of College complaints reported here is lower than the number of forms actually received which make reference to College matters.

Student Complaint Procedure - continued

Case Study

A PhD student submitted a complaint about the level of supervision they received. The Complaint Officer determined that there was insufficient evidence to uphold the complaint, however, the student's complaint was understandable and further action would be helpful to the student. As a result, they proposed that further informal steps should be taken to resolve the complaint by the Department; the complainant and the Department agreed to this. A meeting was held with the relevant staff member and the complainant was sent a summary of the action taken.

Learning:

It is possible to use further informal steps instead of a defined 'remedy' to resolve a complaint, as long as both parties (i.e. the complainant and the subject of the complaint) agree. For this case, the complainant was also given 14 days to review this decision if they were dissatisfied with the proposed informal steps for resolution.

Examination Review Procedure

Purpose of Procedure

Students can request reviews of formal (summative) examination results on the grounds of:

- a) a procedural irregularity in the examination process that has adversely impacted the Candidate's Examination Results; and/or
- b) demonstrable bias or the perception of bias within the examination process; and/or
- c) serious illness or other grave cause which has clearly impacted upon the examination itself and of which, for sufficient reason, the Examining Body were not aware (for Candidates for the degrees listed in the Schedule to the Procedure); and/or
- d) the withdrawal of academic provision, which has had a demonstrable impact on the examination itself of which the Examining Board were not aware (in relation to industrial action or Covid-19).

Figure 4 - Overview of examination review cases over the last three academic years

	2023-24	2022-23	2021-22
Total cases received	174* (135 cases from 23-24, with an estimated 39 cases relating to the MAB**)	85 (124 if including estimated number of cases from 23-24 relating to the MAB**)	122
Average time to formally acknowledge (days and % within 7 days)	10 days (52%)	6 days (80%)	6 days (80%)
For cases investigated, average time to investigate (days and % within 38 days)	44 days (46%)	54 days (48%)	44 days (60%)
For cases proceeding to review stage and eligible, average time to review (days and % within 28 days)	37 days (13%)	31 days (60%)	49 days (42%)

* Including 6 ongoing cases

** Marking and Assessment Boycott

Figure 5 - Examination review cases received in 2023-24

Received		Investigated		Upheld	
Irregularities	135	Irregularities	62	Irregularities	18
Bias	56	Bias	26	Bias	2
Withdrawal	24	Withdrawal	10	Withdrawal	1
Mitigating circs	25	Mitigating circs	11	Mitigating circs	2
Total	174 separate cases*	Total	71 separate cases	Total	22 separate cases
Course		Course		Course	
Undergraduate	131	Undergraduate	50	Undergraduate	14
Postgraduate	43	Postgraduate	21	Postgraduate	8
Gender		Gender		Gender	
Female	88	Female	34	Female	9
Male	82	Male	34	Male	11
Other	2	Other	2	Other	2
Unknown	2	Unknown	1	Unknown	0
Recorded Disability		Recorded Disability		Recorded Disability	
Disability	56	Disability	27	Disability	11
No known disability	111	No known disability	40	No known disability	10
Information refused	7	Information refused	4	Information refused	1
Racial Identity		Racial Identity		Racial Identity	
BAME**	69	BAME**	27	BAME**	8
White	88	White	39	White	14
Information refused	14	Information refused	5	Information refused	0
Other	2	Other	0	Other	0
Unknown	1	Unknown	0	Unknown	0
Fee Status		Fee Status		Fee Status	
Home	110	Home	142	Home	14
Overseas	64	Overseas	29	Overseas	8

Following receiving the outcome of an investigation under the Examination Review Procedure, students have the option to request a review of that outcome. This is the final stage of the Examination Review Procedure:

* Includes 6 ongoing cases

** Groupings have been used here to avoid potential identification of individual cases, due to case numbers representing a small sample of the overall University population.

Figure 6 - Overview of Examination Review cases in 2023-24

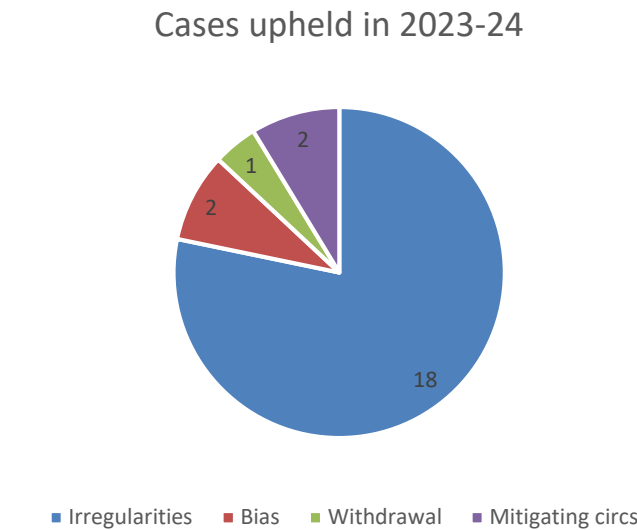
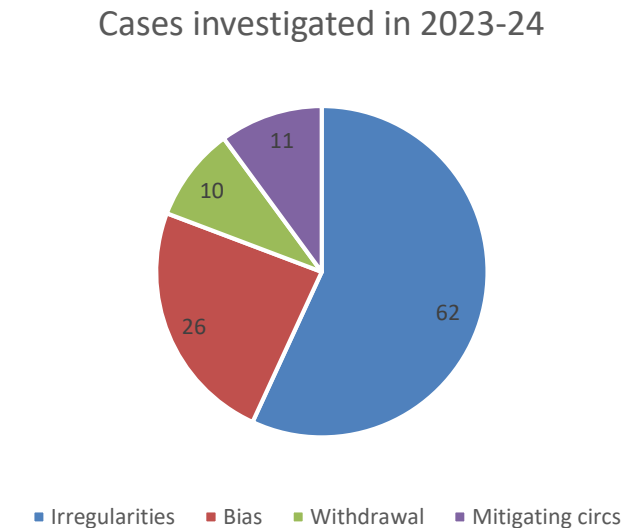
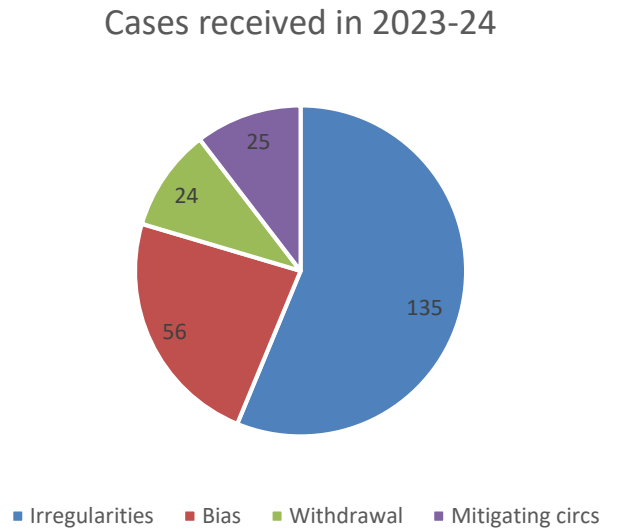


Figure 7 - Review stage Examination Review cases received in 2023-24

Received		Investigated (all cases were investigated)		Upheld	
Irregularities	4	Irregularities	4	Irregularities	1
Unreasonableness	26	Unreasonableness	26	Unreasonableness	2
New evidence	5	New evidence	5	New evidence	3
Total	8	Total	8	Total	3
Course		Course		Course	
Undergraduate	7	Undergraduate	7	Undergraduate	3
Postgraduate	1	Postgraduate	1	Postgraduate	0
Gender		Gender		Gender	
Female	5	Female	5	Female	3
Male	3	Male	3	Male	0
Other	0	Other	0	Other	0
Recorded Disability		Recorded Disability		Recorded Disability	
Disability	4	Disability	4	Disability	1
No known disability	4	No known disability	4	No known disability	2
Information refused	0	Information refused	0		
Racial Identity		Racial Identity		Racial Identity	
BAME	3	BAME	3	BAME	1
White	5	White	5	White	2
Fee Status		Fee Status		Fee Status	
Home	5	Home	5	Home	2
Overseas	3	Overseas	3	Overseas	1



Figure 8 - Examination review cases received in 2022-23

Received		Investigated		Upheld	
Irregularities	64	Irregularities	23	Irregularities	7
Bias	22	Bias	6	Bias	1
Withdrawal	13	Withdrawal	3	Withdrawal	1
Mitigating circs	16	Mitigating circs	4	Mitigating circs	1
Total	85 separate cases	Total	30 separate cases	Total	9 separate cases
Course		Course		Course	
Undergraduate	46	Undergraduate	17	Undergraduate	4
Postgraduate	39	Postgraduate	13	Postgraduate	5
Gender		Gender		Gender	
Female	35	Female	14	Female	7
Male	8	Male	5	Male	1
Other	2	Other	1	Other	1
Recorded disability		Recorded disability		Recorded disability	
Disability	28	Disability	8	Disability	6
No known disability	54	No known disability	20	No known disability	3
Information refused	2	Information refused	2		
Racial Identity		Racial Identity		Racial Identity	
BAME	41	BAME	16	BAME	7
White	42	White	14	White	2
Fee Status		Fee Status		Fee Status	
Home	53	Home	19	Home	7
Overseas	30	Overseas	11	Overseas	2

Review stage	
Request	5
Upheld	0

Figure 9 - Examination review cases received in 2021-22

Received		Investigated		Upheld	
Irregularities	85	Irregularities	52	Irregularities	15
Bias	43	Bias	20	Bias	0
Withdrawal	15	Withdrawal	4	Withdrawal	0
Mitigating circs	14	Mitigating circs	1	Mitigating circs	0
Total	122	Total	65	Total	15
Course		Course		Course	
Undergraduate	82	Undergraduate	46	Undergraduate	11
Postgraduate	40	Postgraduate	19	Postgraduate	4
Gender		Gender		Gender	
Female	50	Female	27	Female	4
Male	72	Male	38	Male	11
Recorded Disability		Recorded Disability		Recorded Disability	
Disability	29	Disability	10	Disability	4
No known disability	93	No known disability	55	No known disability	11
Racial Identity		Racial Identity		Racial Identity	
BAME	60	BAME	32	BAME	0
White	56	White	30	White	11
Information Refused	6	Information Refused	4	Information Refused	3
Fee Status		Fee Status		Fee Status	
Home	88	Home	43	Home	14
EU/Overseas	34	EU/Overseas	23	EU/Overseas	0

Review stage	
Request	11
Upheld	1

Examination Review Procedure - continued

Trends in case statistics

This year has seen an increase in the number of Examination Review requests compared to 2022-23. This is, in part, because of the Marking and Assessment Boycott (MAB) and the impact on when results were released to students. It is estimated that 39 cases received in Michaelmas Term 2023 were submitted by students whose Easter Term 2023 results were delayed by the MAB. This accounts for 22% of the cases received. Factoring this into the number of cases received, OSCCA have seen an increase in cases since 2021-22.

In addition to an increase in cases received, there was a proportionate increase in cases investigated and subsequently the number of cases being upheld. As in previous years, the majority of upheld cases were related to the procedural irregularity ground. It is noted that for the first time in 2023-24, as a result of the revised Student Disciplinary Procedure, students wishing to appeal a mark adjustment imposed for academic misconduct, accessed the appeals process under the Student Disciplinary Procedure instead of the Examination Review Procedure.

Cases not investigated

As in previous years, over 50% of requests submitted were not investigated. One of the main reasons for this is the limited grounds that a request can be made on in line with the Procedure. The cases determined ineligible to be investigated were seen to be spread across all grounds. Students are also required to submit requests for reconsideration of their examination results within 28 days of receiving those formal results, and subsequently the timeliness of some requests were the reason for ineligibility, including submitting requests before formal results had been released.



Examination Review Procedure - continued

Case Study

An examination review request was submitted on the procedural irregularity ground. The student raised concerns that their Student Support Document (SSD) had not been applied in the marking of an examination paper.

The Chair of Examiners investigated the matter and determined that the Faculty had received an 'SpLD warning' for the student, to not take into account minor typographical or grammatical errors, but that there was no evidence to show that examiners had been informed of this.

The Examination Review Officer (ERO) upheld the case on the basis that there had been a procedural irregularity in the examination process which had adversely affected the student. The ERO determined that the examination paper would be re-examined by new examiners taking into account the student's reasonable adjustments.

Learning:

Faculties and Departments should ensure that they have a clear and documented process for distributing the 'SpLD warnings' to examiners for consideration when marking, where relevant.





Procedure for the Review of Decisions of University Bodies

This is a single stage review procedure for decisions made about individual students where the decisions do not relate to admissions or examination results.

The permitted grounds for review are:

- New evidence not previously disclosed for good reason (NE); and/or
- Procedural irregularities (PI); and/or
- Unreasonable decisions (UD).

Figure 10 - Decisions and decision-making bodies that can be reviewed

Decision-making Body	Type of decision
Examination Access and Mitigation Committee (EAMC)	Examination allowances, intermission/disregarding terms, extensions, Alternative Modes of Assessment (AMA)
Postgraduate Committee	Examination allowances, intermission, return to study, withdrawal from study of postgraduate students
Faculty Board of Clinical Medicine	Additional attempts at 2nd and final M.B. examinations
Faculty Board of Veterinary Medicine	Additional attempts at 2nd and final M.B. examinations
Faculty Board of Law	Additional attempts at 2nd and final M.B. examinations
Accessibility and Disability Resource Centre (ADRC)	Recommendations of reasonable adjustments specified in a Student Support Document (SSD)
Progression Committees	Not to allow a student who has completed the B.A. Degree to progress to Part III of the Tripos for the M.Eng., M.Math. or M.Sci. Degree
Study Away Risk Committee	Applications for students to work away
Student Discipline Officer	Not to commission an investigation under the Student Disciplinary Procedure
Study Capacity Assessment Committee	To require the student to undertake supportive actions, temporary or permanent removal from studies
Fee Remission Panel	Applications for tuition fee remission

Figure 11 - Review of Decisions of University Bodies cases received in 2023-24

Year	Group	Formal complaint stage		
		Received	Investigated	Upheld
2023-24	Total	176 (103 NE, 52 PI, 115UD)	137	60
	Decision body and grounds*	EAMC: 157 (96 NE, 44 PI, 103 UD) PGC: 5 (2 NE, 2 PI, 3 UD) FB Prog**: 7 (2 NE, 5 PI, 4 UD) FB Re-sit**: 1 (1 NE) SDO: 3 (2 NE, 1 PI, 3 UD) FRP***: 2 (2 UD)	EAMC: 122 (65 NE, 36 PI, 89 UD) PGC: 5 (2 NE, 2 PI, 3 UD) FB Prog**: 5 (1 NE, 5 PI, 3 UD) SDO: 3 (1 NE, 1 PI, 3 UD) FRP***: 2 (2 UD)	EAMC: 55 (36 NE, 15 PI, 37 UD) PGC: 2 (1 NE, 2 UD) FB Prog**: 2 (2 PI) SDO: 1 (1 NE, 1 UD)
	Gender	Female 90 Male 78 Other 3	Female 73 Male 63 Other 1	Female 38 Male 21 Other 1
	Racial identity****/ Fee status	White: 71 (59 Home, 12 EU/Overseas) BAME: 92 (45 Home, 46 EU/Overseas, 1 Other) Info refused: 13 (5 Home, 8 EU/Overseas)	White: 58 (47 Home, 11 EU/Overseas) BAME: 70 (35 Home, 35 EU/Overseas) Info refused: 9 (4 Home, 5 EU/Overseas)	White: 12 (10 Home, 2 EU/Overseas) BAME: 15 (8 Home, 7 EU/Overseas) Info refused: 1
	Recorded disability	Disability: 84 No known disability: 87 Info refused: 5	Disability: 68 No known disability: 65 Info refused: 4	Disability: 33 No known disability: 25 Info refused: 2
		Average time (days) to acknowledge: 14 days 48% acknowledged within 7 days	Average time (days) to investigate: 19 days 69% were investigated within 21 days or less	

Key of decision body acronyms:

- EAMC: Examination Access and Mitigation Committee
- PGC: Postgraduate Committee
- FB Prog: Faculty Board (progression decisions)
- FB Re-sit: Faculty Board (re-sit decisions)
- SDO: Student Discipline Officer
- FRP: Fee Remission Panel

* Cases can include multiple grounds and therefore the sum of the grounds will not equal the total number of cases.

** Two cases relating to decision from the Faculty Board of Clinical Medicine were received. Although these case normal relate to re-sit decisions, for this year one related to progression and one related to re-sits. These cases were included under 'FB Prog' and 'FB Re-sit', accordingly

*** From the 1st September 2023, a new committee, the Fee Remission Panel, was set up to consider fee remission requests from both undergraduate and postgraduate students

**** Groupings have been used here to avoid potential identification of individual cases, due to case numbers' representing a small sample of the overall University population

Figure 12 - Review of Decisions of University Bodies cases received in 2022-23

Year	Group	Formal complaint stage		
		Received	Investigated	Upheld
2022-23	Total	97 (63 NE, 23 PI, 65 UD)	70	32
	Decision body and grounds	EAMC: 79 (51 NE, 16 PI, 51 UD) PGC: 12 (10 NE, 5 PI, 8 UD) FB Prog: 4 (1 NE, 1 PI, 4 UD) FB Re-sit: 2 (1 NE, 1 PI, 2 UD)	EAMC: 58 (33 NE, 12 PI, 42 UD) PGC: 6 (5 NE, 3 PI, 4 UD) FB Prog: 4 (1 NE, 1 PI, 4 UD) FB Re-sit: 2 (1 NE, 1 PI, 2 UD)	EAMC: (16 NE, 3 PI, 13 UD) 29 PGC: (2 UD) 2 FB Prog: (1 PI, 1 UD) 1
	Gender	Female 50 Male 47	Female 37 Male 33	Female 16 Male 16
	Racial identity/ Fee status	White: 38 (32 Home, 6 EU/Overseas) BAME: 53 (28 Home, 25 EU/Overseas) Info refused: 6 (4 Home, 2 EU/Overseas)	White: 26 (21 Home, 5 EU/Overseas) BAME: 38 (22 Home, 16 EU/Overseas) Info refused: 6	White: 12 (10 Home, 2 EU/Overseas) BAME: 15 (8 Home, 7 EU/Overseas) Info refused: 1
	Recorded disability	Disability: 48 No known disability: 48 Info refused: 1	Disability: 36 No known disability: 33 Info refused: 1	Disability: 15 No known disability: 16

Figure 13 - Review of Decisions of University Bodies cases received in 2021-22

Year	Group	Formal complaint stage		
		Received	Investigated	Upheld
2021-22	Total	91 (56 NE, 13 PI, 63 UD)	77	23
	Decision body and grounds	EAMC: (49 NE, 8 PI, 45 UD) 71 PGC: (6 NE, 5 PI, 7 UD) 9 FB Prog: (1 NE, 7 UD) 7 FB Re-sit: (3 UD) 3 SDO: (1 UD) 1	EAMC: (37 NE, 8 PI, 41 UD) 57 PGC: (5 NE, 3 PI, 7 UD) 7 FB Prog: (1 NE, 7 UD) 7 FB Re-sit: (3 UD) 3 SDO: (1 UD) 1	EAMC: (9 NE, 2 PI, 9 UD) 16 PGC: (2 NE, 2 PI, 3 UD) 3 FB Prog: (1 NE, 1 UD) 2 FB Re-sit: (2 UD) 2
	Gender	Female 43 Male 48	Female 36 Male 41	Female 11 Male 12
	Racial identity***/ Fee status	White: 37 (31 home, 6 EU/overseas) BAME: 52 (26 home, 26 EU/overseas) Info refused: 2	White: 28 (23 home, 5 EU/overseas) BAME: 47 (23 home, 24 EU/overseas) Info refused: 2	White: 9 (6 home, 3 EU/overseas) BAME: 13 (8 home, 5 EU/overseas) Info refused: 1
	Recorded disability	Disability: 23 No known disability: 58	Disability: 27 No known disability: 50	Disability: 13 No known disability: 10

Procedure for the Review of Decisions of University Bodies - continued

Trends in case statistics

There has been an 81% increase in the number of cases received, from 97 in 2022-23 to 176 in 2023-24. It is likely that this increase is partially influenced by the Marking and Assessment Boycott (MAB), which resulted in students receiving their final examination results later in the calendar year than usual. Therefore, requests to review decisions from University bodies were also received later, with some being received in the 2023-24 academic year rather than the academic year in which the student undertook their examinations. Notwithstanding this factor, cases have continued to increase year on year. It is difficult to estimate the number of RDUB cases resulting from the Marking and Assessment Boycott.

As a result of the number of cases it considers annually, the majority of applications received relate to Examination Access and Mitigation Committee (EAMC) decisions, while requests to review decisions from other decision-making bodies remain relatively low. The EAMC received 1,829 examination allowance applications during the 2023-24 academic year (including 117 cases resulting from the MAB). This represents a slight decrease from 2022-23, where the EAMC received 1,926 exam allowance applications. However, the EAMC declined 390 cases in 2023-24, roughly double the number of cases declined the year before. The relatively small number of EAMC exam allowance applications attributed to the MAB suggests that there has been a considerable increase in RDUB case numbers, despite the impact of industrial action.

For the first time this year, OSCCA has received review requests relating to decisions from the Fee Remission Panel (FRP), which was set up with effect from 1st September 2023 to handle fee remission requests. Where students report the behaviour of other students through the Student Discipline Procedure, a Student Discipline Officer (an SDO) will determine whether or not to commission an investigation. In 2023-24 for the first time, a student making a report was able to review the SDO's decision not to investigate their report. Although the number of these RDUB cases are limited, it is expected that as discipline case numbers continue to increase (see pages 38-42), the number of SDO-related RDUB cases may also increase.

It is noted that there has been an increase in the average time taken to acknowledge cases compared with the standard timeframe of seven days outlined in the RDUB Procedure (i.e. 7 days). There was an increased number of cases received in autumn, due to the MAB, as well as during the peak summer period following examination results. This increased caseload resulted in difficulty acknowledging all cases within 7 days. Additional challenges to the team's capacity included the necessity of prioritising RDUB cases relating to progression decisions, which required swift action due to late release of examination results overlapping with the start of the next academic year. However, of the 137 cases that were investigated, 69% of cases were investigated within 21 days or less; the Procedure outlines that students will usually receive an outcome within 28 days. There were 23 cases for which the investigation took over 28 days, due to implementation of reasonable adjustments to the process for students, Case

Handler availability, and awaiting further confirmation and supporting evidence from applicants.

Of the 176 received cases, 39 of these were not investigated. Only 9 of these cases were deemed ineligible, while the remainder were

either not progressed according to the student's choice or were provided with the option to submit a new application to the EAMC based on new evidence that had been presented. Of the cases received during 2023-24, 1 case remains ongoing within OSCCA.

Case Study

Case Study A:

A student had applied to the EAMC for a postgraduate examination allowance: 'To be allowed the opportunity to be examined or re-examined'. The EAMC had declined the application on the basis that the evidence provided did not show that the student was well enough to sustain study. The student appealed this decision on the basis of new medical evidence. The Reviewer upheld the request for review, outlining that the new medical evidence provided by the student post-dated the EAMC's decision and that it demonstrated that the student could sustain study. The case was referred back to the EAMC for reconsideration and the examination allowance was approved, in light of the new medical evidence.

Case Study B:

A student applied to the EAMC to disregard terms for an academic year. The EAMC declined the original application on the basis that there had been previous periods of intermission, which had exceeded the standard one-year/three terms duration for intermission, as well as delays engaging with medical support. The student appealed the decision on the basis of new evidence. The Reviewer accepted that the evidence was new, but felt that it was not material to the case. The evidence demonstrated attendance of various meetings and advice from the College, but did not outline why the student's circumstances were exceptional enough to warrant an extended period of disregarded terms. As a result, the student's request for review was dismissed.

Combined Learning:

New evidence should be contemporaneous and material, in terms of specifically addressing the decision-making bodies' concerns from the original decision. Any new evidence submitted following a University Body decision is required to meet the threshold that the evidence could not have been provided originally.

Special Ordinance on Precautionary Action

Purpose of Procedure

This Procedure is used where a University procedure, College procedure or police investigation/criminal proceeding is ongoing. Its purpose is to enable a full investigation to take place or to protect the student or other members of the Collegiate University community whilst a matter is investigated. Once the underlying procedure has finished, the precautionary action stops.

Precautionary action is risk-based and is not evidence of wrongdoing. It is in addition to automatic requirements in the Student Disciplinary Procedure that prevent a respondent contacting or approaching any complainants or witnesses. Equality data is limited so that cases cannot be identified.

Figure 14 - Precautionary Action cases received in 2023-24

Year		Cases - Total: 2 (1 University investigation)	
2023-24		Case 1: Precautionary action, first imposed during the 2022-23 academic year, continued to suspend a student from studying whilst an investigation was ongoing under the Student Disciplinary Procedure.	
		Case 2: Precautionary action was considered following notification that a student was subject to a criminal investigation. Following discussion with the student's College, the College were able to impose appropriate measures using a College procedure.	
	Gender	Female 0	Male 2

Figure 15 - Precautionary Action cases received in 2022-23

Year	Cases - Total: 6 (6 University investigations)		
2022-23	Case 1: Precautionary action was taken to suspend a student from studying whilst an investigation was ongoing under the Student Disciplinary Procedure.		
	Case 2: Precautionary action was taken to suspend a student from studying whilst an investigation was ongoing under the Student Disciplinary Procedure.		
	Case 3: Precautionary action was initially taken following the instigation of an investigation under the Student Disciplinary Procedure, to limit interaction between two students. The precautionary action was not renewed when one student intermitted from their studies.		
	Case 4: Precautionary action was considered for a student referred to the University's Procedure to Support and Assess Capability to Study. Following a mental health assessment, it was determined that precautionary action was not required.		
	Case 5: Precautionary action was imposed to limit interaction between two students whilst an investigation was ongoing under the Student Disciplinary Procedure.		
	Case 6: A student received a conviction relating to indecent images. Precautionary action was taken to suspend the student from studies whilst the case was considered under the Student Disciplinary Procedure.		
Gender		Female 2	Male 4

Figure 16 - Precautionary Action cases received in 2021-22

Year	Cases - Total: 1 (1 University investigation)		
2021-22	Case 1: Precautionary action was considered and put in place for a student, suspending them from studies while the University's Procedure to Support and Assess Capability to Study was ongoing.		
	Gender		Female 1



Procedure to Support and Assess Capability to Study

Purpose of Procedure

The University's Procedure to Support and Assess Capability to Study was previously the Procedure to Determine Fitness to Study. The Procedure has two stages:

- Stage 1 is a Department-led meeting which usually results in an agreed action plan between the student and the Head of Department or delegate;
- Stage 2 is a University-level Committee, which can result in an action plan or in the student being temporarily or permanently withdrawn from the University.

Depending on the circumstances, Colleges can refer into the second stage of the Procedure. Otherwise, the Procedure is normally used where it is not possible to use a College procedure, usually because the behaviour is occurring within a Department or Faculty, or the College wishes to retain an entirely supportive relationship with the student.

A primary purpose of this Procedure is to enable the University to take action where a student is unable to acknowledge the current challenges they have in engaging fully in the Collegiate University experience.

During 2023-24, OSCCA continued to facilitate the Fitness to Study Network; this network is open to staff across the Collegiate University involved in Department or College Capability/Fitness to Study processes. The network aims to build knowledge and consistency for those involved in supporting students. OSCCA has developed a suite of templates for stage 1 of the University Procedure, which can be adapted to use for College Fitness to Study procedures. OSCCA will shortly be launching a SharePoint site to provide resources for staff who are conducting stage 1 of the Procedure.

Trends in case statistics

One case was taken forward using stage 2 of the University procedure during the 2023-24 academic year; this case remains ongoing. As outlined in the case statistics below, there were positive discussions between OSCCA and the respective College or Department in a number of other cases to identify the more appropriate way forward.

Figure 17 - Procedure to Support and Assess Capability to Study cases received in 2023-24

Year	Case
2023-24	<p>Case 1: A College referred a student who was not engaging with their studies. The College had attempted to intervene using stage 1 of the College procedure, but the student failed to meet agreed targets. When the concern was referred to OSCCA, the student only had a few weeks of the course remaining, which did not allow adequate time to complete stage 2. As a result, the matter instead followed the academic progress process.</p>
	<p>Case 2: A College referred an undergraduate student who was struggling to re-engage with their studies following a period of intermission. Whilst the College had provided extensive support to the student, they had not formally initiated the first stage of the College's Capability to Study Procedure. The College was advised to formally initiate stage 1 before making a stage 2 referral to OSCCA.</p>
	<p>Case 3: A postgraduate student was referred to stage 2 by their College due to concerns that the student was not adequately engaging with support for a long-term mental health condition, which was impacting the student's ability to engage with their studies. The stage 2 referral was accepted and the case is ongoing.</p>
	<p>Case 4: A College referred an undergraduate student to stage 2. However, the student's medical condition worsened and they decided to intermit. As a result, the referral was not taken forward.</p>
	<p>Case 5: Stage 2 of the Procedure was initiated for a student with complex personal circumstances. However, at this point, the student opted to intermit and therefore the case was closed.</p>
	<p>Case 6: A referral was submitted for a postgraduate student where it was felt that the student's behaviour was impacting others. The Department had not formally undertaken any actions under stage 1 of the procedure, and so it was agreed that the Department would follow stage 1 of the Procedure first, and make a referral to stage 2 if this became necessary.</p>

Figure 18 - Procedure to Support and Assess Capability to Study cases received in 2022-23

Year	Case
2022-23	Case 1: A Department referred a student who was not engaging with their studies. Whilst the student had an underlying health condition, reasonable adjustments had not been made and it did not appear that the lack of engagement was linked to the underlying health condition. As a result the Department were advised that it was more appropriate to follow the academic progress process.
	Case 2: A College referred a PhD student following concerns for the student's welfare. Following discussion, the referral was withdrawn to allow the College to take further action under its own Fitness to Study Procedure.
	Case 3: A College referred a PhD student to stage 2 of the Procedure. The student then acknowledged that they were not well enough to engage with their studies and made an application for intermission.
	Case 4: A Department referred a student who was not engaging with their studies or responding to contact. There were no apparent reasons for the non-engagement. The Department were advised that the academic progress process was a more appropriate option. The student was subsequently discontinued from study.

Figure 19 - Procedure to Support and Assess Capability to Study cases received in 2021-22

Year	Case
2021-22	Case 1: EAMC referred an undergraduate to stage 2 the Procedure as the student was unable to be resident in Cambridge. Subsequently, the student acknowledged the seriousness of the circumstances and volunteered to intermit from their studies.
	Case 2: A Department referred a postgraduate student to stage 2 of the Procedure. However, the student acknowledged they were not well enough to engage with their studies and made a successful application to temporarily withdraw.
	Case 3: The EAMC referred an undergraduate student to stage 2 of the Procedure. However, following referral the student received a new diagnosis of a disability and therefore, the referral was suspended in order to ensure reasonable adjustments for the new diagnosis were in place.

Informal Complaint Procedure for Student Misconduct

Purpose of Procedure

Students use this Procedure to report physical misconduct, sexual misconduct or abusive behaviour by another student if they want to limit the interaction between themselves and the other student by agreement. This Procedure offers an alternative option to the Student Disciplinary Procedure where the reporting student's focus is on limiting interaction with the other student. It provides action without the University determining whether or not its Rules of Behaviour have been breached.

There is no investigation and no findings relating to the alleged behaviour. However, a breach of any agreement limiting interaction would amount to a breach of the University's Rules of Behaviour and therefore subject to the Student Disciplinary Procedure, without the need to investigate the initial allegation of misconduct.

The Procedure requires separate face-to-face meetings with the students involved and is resource intensive. However, it has produced actions that would not be possible using the Student Disciplinary Procedure and feedback received from both reporting and

respondent students has been positive.

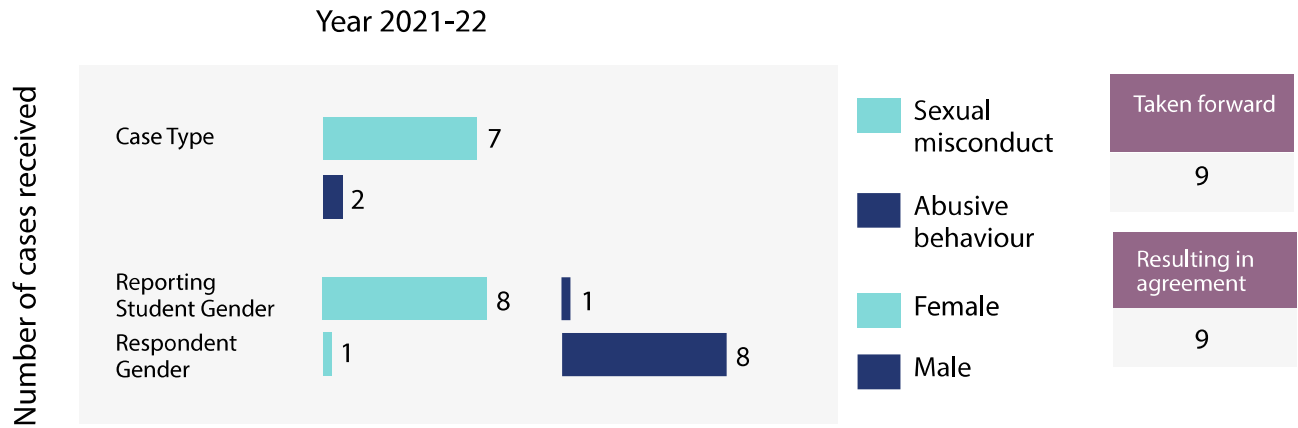
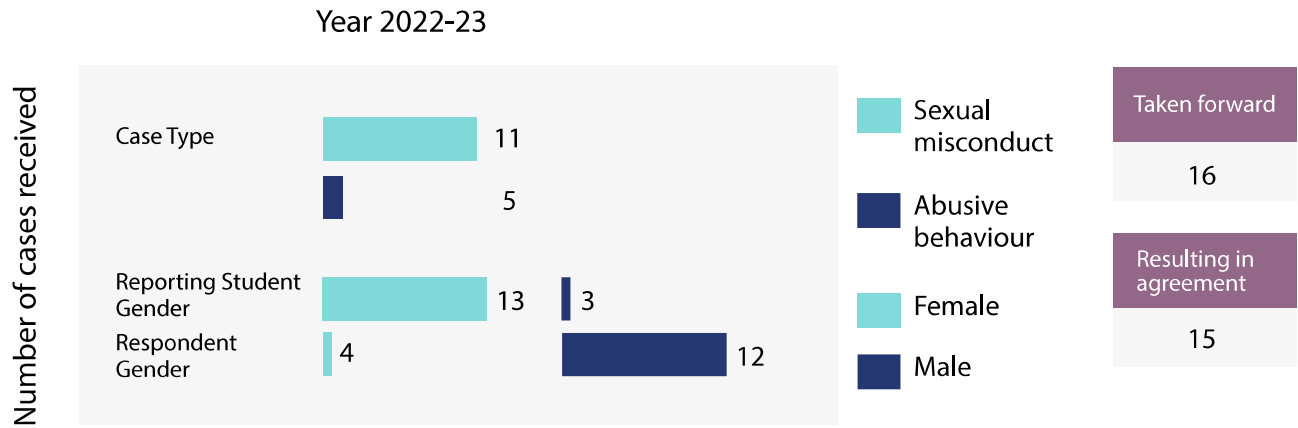
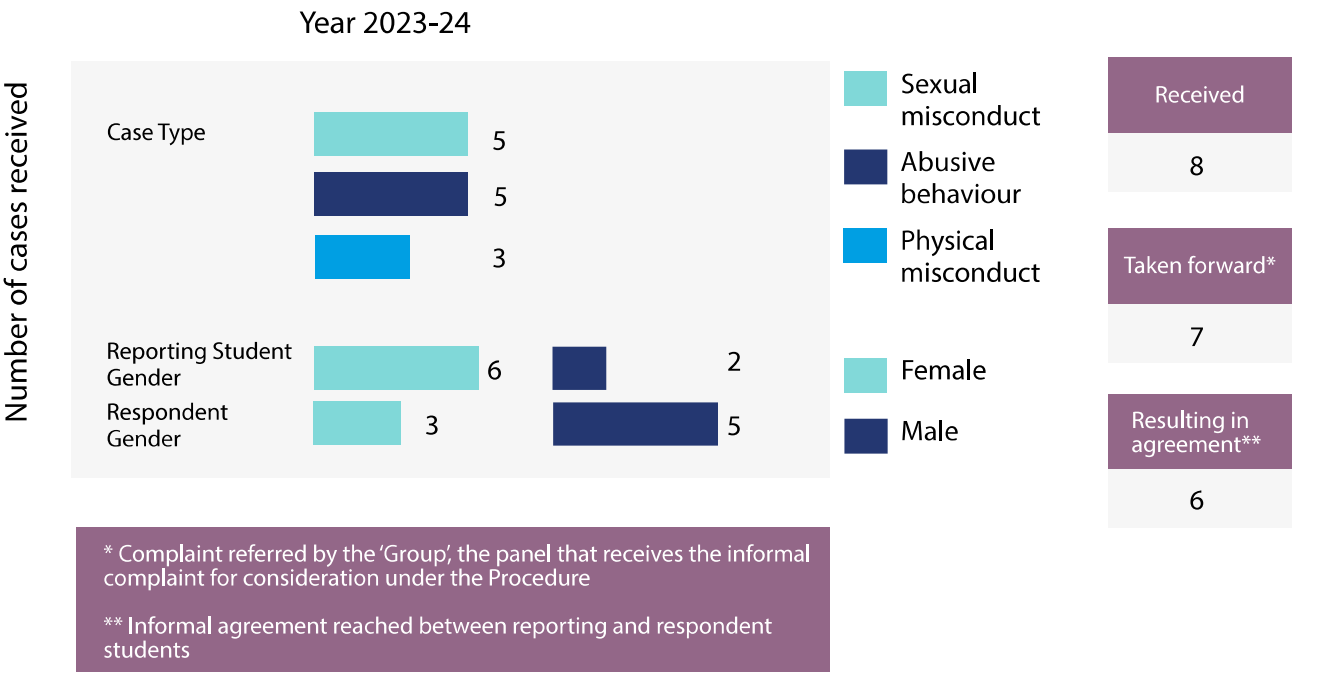
Reporting students can refer the other student's behaviour for formal investigation using the Student Disciplinary Procedure if dissatisfied by the outcome of this Procedure.

Some received cases may not proceed to a facilitated agreement; they may be referred to another procedure: they may have originated from someone who is not a student; or the reporting student may choose to withdraw or stop engaging with the Procedure part-way through the process.

Trends in case statistics

In 2022-23, there had been an unexpected increase in the number of cases handled under this Procedure, but 2023-24 has seen the number return to the previous average. It can be noted that the number of formal personal discipline cases has increased (see pages 36-43). Therefore, it could be that students are opting for matters to be formally considered under the Student Disciplinary Procedure, however this factor may not be fully attributed to the decrease in cases. Students continue to make use of procedure meetings offered by OSCCA before deciding which procedure to use to handle their complaint.

Figure 20 - Overview of Informal Complaint Procedure cases over the last three academic years



Student Disciplinary Procedure

Non-academic misconduct cases

Overview of Procedure

This Procedure enables the University to investigate and sanction students following reported inappropriate behaviour. On 1st October 2023, a revised version of the Procedure came into effect for behaviour occurring on or after this date, with the main revisions being:

1. Simplification of language: 'Investigating Officer' becomes 'Investigator' and the 'Student Discipline Officer' abbreviates to 'SDO';
2. Simplification of process:
 - fraudulent admissions documentation and relevant criminal convictions, where relating to registered students, are handled through a fast-track, evidence-based process;
 - the powers and responsibilities of Senior Examiners, Chairs of Examiners and Chairs of Degree Committees are widened, including the options of imposing a mark of 0 for assessments impacted by academic misconduct;
 - the 'Impact Statement' a document personally compiled by the reporting person, is now part of the investigation remit;
3. Greater transparency for reporting persons:
 - Reporting persons will receive a copy of the Investigation Report;
 - Reporting persons will be permitted to observe the part of the Discipline Committee where the Committee is receiving information relating to whether a breach of the Rules of Behaviour took place;
4. Changes following recent legal cases and to align with good practice in the sector:
 - Reporting persons, when raising Concerns about serious matters, must attend the Discipline Committee to answer questions (if the Concern is referred to a Discipline Committee following investigation);
 - Previously implemented as an adjustment, under the new Procedure all reporting persons will not be questioned directly by the respondent or their representative at a Discipline Committee but instead filtered questions will come to them from the Chair;

5. Greater transparency for all: clarity around the ‘no contact’ requirements for respondents during and after the procedure; providing explicit timeframes for each aspect of the decision-making process.

The Procedure enables the University to consider whether a Registered Student or Formerly Registered Student has breached the Rules of Behaviour, and where a breach has been found, impose proportionate sanctions. The Procedure covers personal misconduct including sexual misconduct, physical misconduct and abusive behaviour, and academic misconduct.

Figure 21 - Types of non-academic misconduct cases received in 2023-24

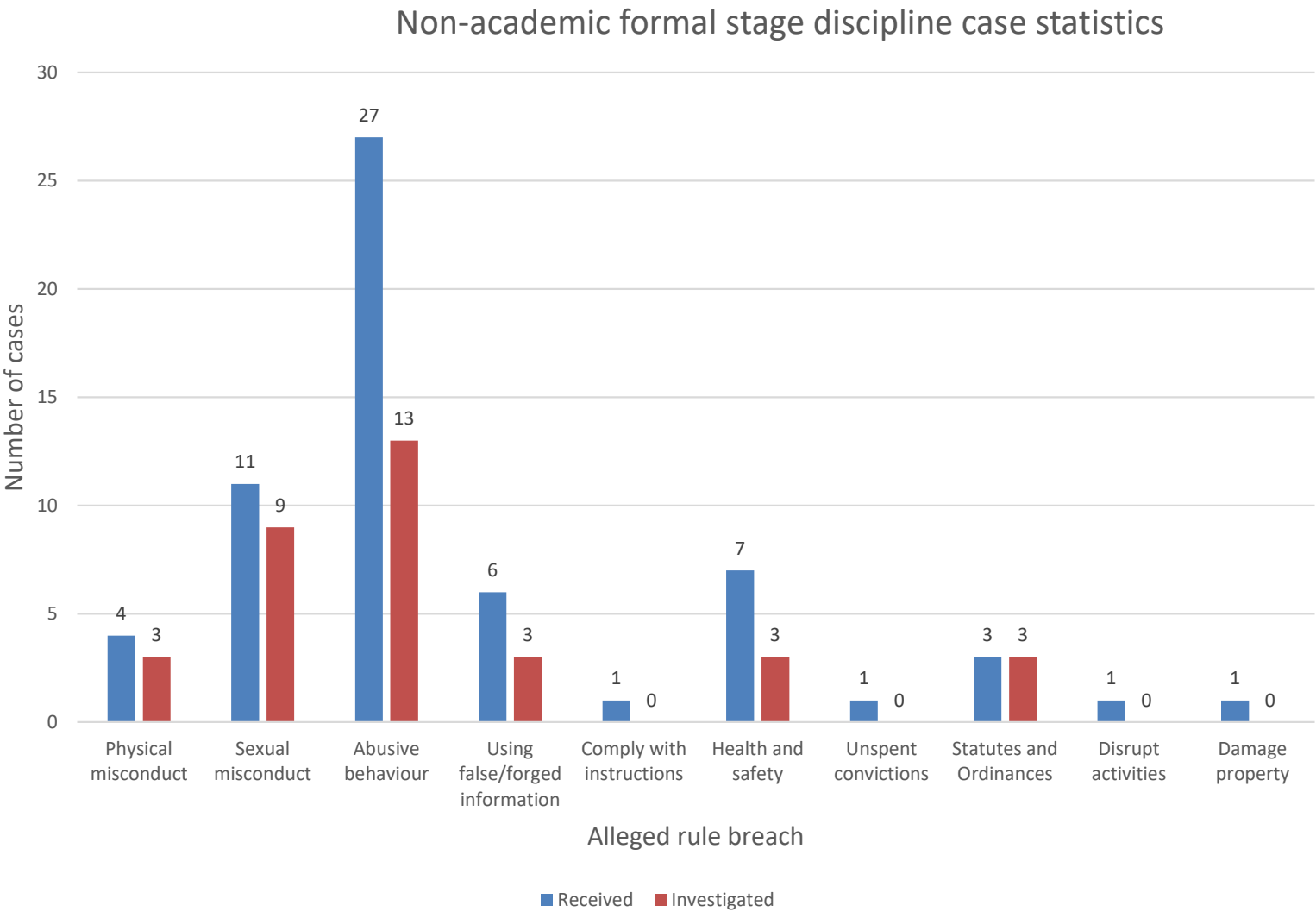


Figure 22 - Overview of non-academic cases received in 2023-24 and sanctions

GROUP	RECEIVED			INVESTIGATED*			FOUND BREACH**		
Respondent Student Type	UG: 23	PG: 22		UG: 11	PG: 13		UG: 5	PG: 1	
Respondent Gender	Female: 15	Male: 30		Female: 9	Male: 15		Female: 2	Male: 4	
Respondent Racial Identity***/ Fee Status	White students: 17 (15 Home, 2 EU/Overseas) BAME students: 28 (13 Home, 14 Overseas/EU, 1 Other)			White students: 11 (10 Home, 1 EU/Overseas) BAME students: 13 (7 Home, 5 EU/Overseas, 1 Other)			White students: 2 (2 Home) BAME students: 4 (3 Home, 1 Other)		
Respondent Disability	Recorded disability: 17 No known disability: 27 Information refused: 1			Recorded disability: 9 No known disability: 15			Recorded disability: 2 No known disability: 4		
Reporter	Student: 33	Staff: 9	Public: 3	Student:15	Staff: 9	Public: 0	Student: 3	Staff:3	Public:0

Type of Minor Sanction	Number of cases****
Written warning	1
Pay the cost of material damages up to the amount of £250	0
Written apology	3
Engage with educative or reflective session	4
Complete a written reflection	4
Impose a 'no contact' order, specifying actions to prevent interaction between the respondent and named person(s)	2

* 7 investigations remain ongoing

** A breach was found in 6 cases, for which the SDO made the decision to impose minor sanctions. 5 cases were referred to a Discipline Committee for further consideration and are yet to receive an outcome.

*** Groupings have been used here to avoid potential identification of individual cases, due to case numbers' representing a small sample of the overall University population.

**** Cases can have more than one minor sanction imposed, therefore the number of cases across each sanction may be greater than the total number of cases for which minor sanctions were imposed.

Trends in case statistics

In total, 45 non-academic misconduct cases were received in the academic year of 2023-24. This is an increase from a total of 39 discipline cases (of both academic and non-academic misconduct) in the previous

academic year. Following the implementation of the revised Student Disciplinary Procedure, academic misconduct is initially investigated and, where found, can be sanctioned by Senior Examiners, Chairs of Examiners and Chairs of Degree Committees. As outlined

on page 41, OSCCA recorded 69 academic misconduct cases investigated in 2023-24 by Examiners and Degree Committees. As a result, combining the total of non-academic and academic cases represents a significant increase in total discipline cases.

The most common alleged rule of behaviour breach in a non-academic disciplinary cases is rule 2(d) 'A student must not engage or attempt to engage in physical misconduct, sexual misconduct or abusive behaviour: towards a member of the collegiate University Community; or towards anyone within the precincts of the University or during the course of a University or College activity'.

Further analysis and grouping of types of cases show that abusive behaviour is more commonly alleged than physical misconduct and sexual misconduct. Out of the 45 non-academic cases received, 24 of these were investigated. Reasons for the Student Discipline Officer deciding not to commission

an investigation into a case included ruling the matter as a personal dispute (which is not applicable for investigation, as outlined in section 2.1 of the Procedure) and referring the matter to either the Informal Procedure or a College Procedure. In addition to this, 4 cases did not progress to being considered by a Student Discipline Officer, with another case being deemed ineligible for consideration and subsequently referred to an alternative OSCCA Procedure.

Out of cases that were investigated, 6 cases had minor sanctions imposed (of which one was also referred to an alternative procedure), 6 received an outcome of 'no further action' and 5 were referred to a Discipline Committee (no cases referred to Discipline Committees have had a breach found as of yet). There are 7 cases for which the investigations are still ongoing. In addition, there have been no registered appeals for non-academic discipline cases and no final outcomes from Discipline Committees have been issued.

Case Study

A College received anonymous reports from multiple students relating to another student's behaviour which appeared to breach the Rules of Behaviour. As a result, the College referred the case to OSCCA. The Student Discipline Officer considered the available evidence and was content that the concern could be corroborated. Consequently, an investigation was commissioned into the anonymous complaint.

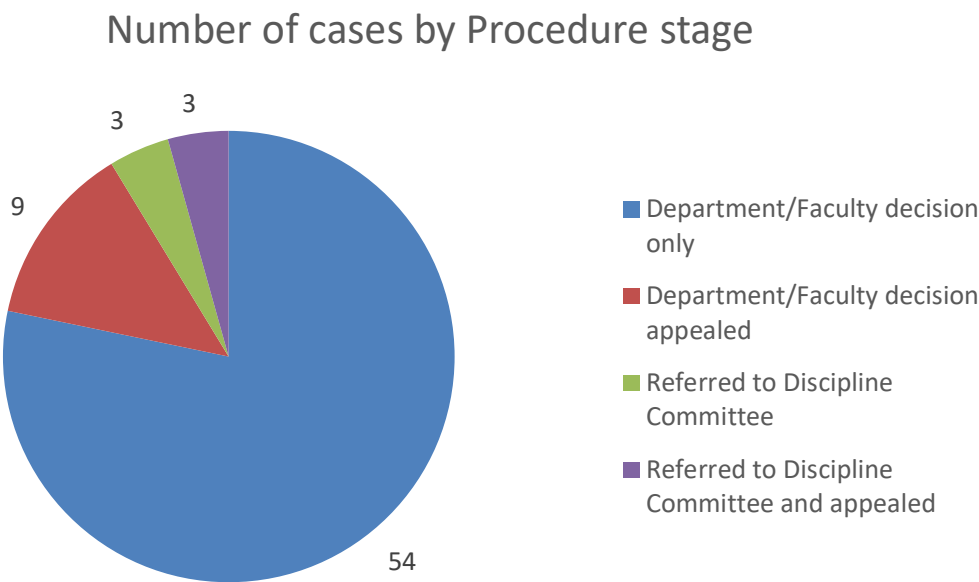
The Respondent student subsequently admitted to breaching the Rules of Behaviour, therefore the Student Discipline Officer made the decision to impose minor sanctions. These sanctions included a written warning, attendance of an educative and reflective session as well as a written reflection. The student accepted these sanctions and completed them to the satisfaction of the SDO.

Learning:

The Procedure outlines that it will not normally be possible for concerns to be submitted anonymously, apart from in exceptional circumstances where the Student Discipline Officer considers there to be compelling evidence. This case provides context for how investigation of anonymously submitted concerns can take place. Although anonymous reports can make investigating breaches of the Rules of Behaviour difficult, documented evidence from multiple sources (that can be corroborated) may allow for an investigation to take place and for a breach to be identified.

Academic misconduct cases 2023-24

Figure 23 - Outcomes of academic misconduct cases received in 2023-24



Number of cases investigated where a breach of the Rules of Behaviour is found

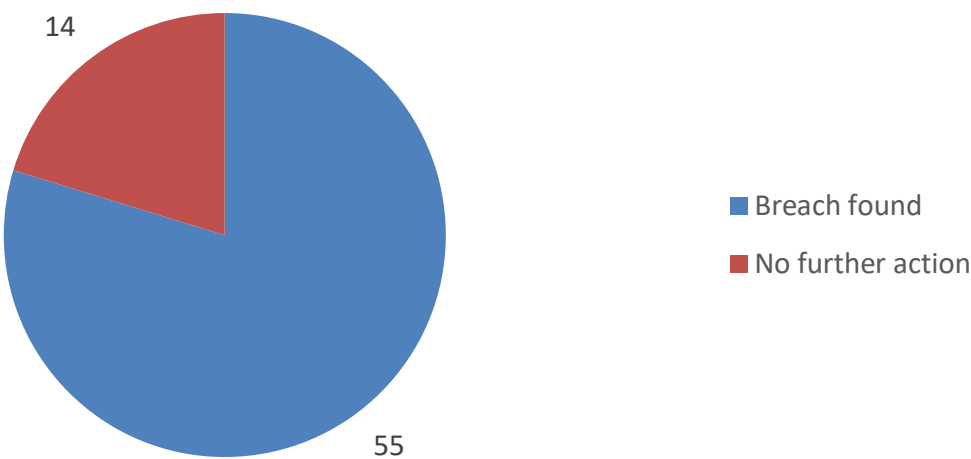


Figure 24 - Academic misconduct cases investigated at Department/Faculty level and by the Discipline Committee

2023-24			Appeal Stage	
	Investigated	Breach Found	Received	Upheld
Total	69*	55 (14 no further action taken)	12**	4***
Course	UG: 55 PG: 14	UG: 43 PG: 12	UG: 6 PG: 6	UG: 3 PG: 1
Gender	Female: 38 Male: 31	Female: 30 Male: 25	Female: 7 Male: 5	Female: 1 Male: 3
Racial Identity****	White: 20 BAME: 47 Info refused: 2	White: 11 BAME: 42 Info refused: 2	White: 2 BAME: 10 Info refused: 0	White: 1 BAME: 3 Info refused: 0
Fee Status	Home: 44 Overseas: 25	Home: 32 Overseas: 23	Home: 6 Overseas: 6	Home: 3 Overseas: 1
Disability	Recorded disability: 17 No recorded disability: 49 Info refused: 3	Recorded disability: 11 No recorded disability: 41 Info refused: 3	Recorded disability: 3 No recorded disability: 9 Info refused: 0	Recorded disability: 2 No recorded disability: 2 Info refused: 0

* 6 cases were referred to a Discipline Committee, of which 1 case remains ongoing.

** Total appeals include those of Department or Faculty decisions and the Discipline Committee

*** Where sanctions were amended, this is reflected in the sanction data reported

**** Groupings have been used here to avoid potential identification of individual cases, due to case numbers' representing a small sample of the overall university population

Type of Sanction	Number of cases
An educative session regarding academic integrity	19
A mark for the assessment that only reflects the parts of the assessment not affected by academic misconduct	31
A mark of 0 for the assessment affected by academic misconduct	11
An apology	3
A written reflection	11
Where re-sits are permitted by the course of study regulations, a re-sit assessment where the maximum mark permitted is a pass mark	6
Restrictions or conditions on the right to use or access University premises, facilities or services or, with the permission of the relevant College, College premises, facilities or services	0
The amendment of academic results or the temporary or permanent removal of academic awards	4

2 cases are currently ongoing, waiting for sanctions to be completed

Trends in case statistics

The numbers of academic misconduct cases investigated under the Procedure has significantly increased compared to previous years. This is predominantly due to the changes made to the Procedure for the academic year 2023-24 where the powers and responsibilities of Senior Examiners, Chairs of Examiners and Chairs of Degree Committees have been widened.

It is unclear whether further investigations or sanctions for academic misconduct took place at Department or Faculty level that were not reported to OSCCA, as required by the Procedure.

The data for sanctions has been separated into each of the sanctions listed in the Procedure, and it is worth noting that a combination of these could have been used in individual cases.

Disproportionate numbers of overseas students being involved in academic misconduct is a statistic that is reflected across the sector, and is something that should be considered in relation to induction and training for academic integrity, albeit, it might also reflect the additional fees, and therefore pressure to receive results, that overseas students can experience.

Case Study

An undergraduate student was suspected of breaching the Rules of Behaviour in relation to academic misconduct in an examination. The Chair of Examiners imposed a sanction of a mark of 0 for the relevant question in the examination, which reduced the overall mark for the paper. In line with the Student Disciplinary Procedure, the student appealed the decision on the grounds that the procedures were not followed properly, they had new evidence that was material and for valid reasons could not have been provided earlier in the process, and the sanction imposed was disproportionate or not permitted under the procedure. The Appeal Committee found that the Chair of Examiners had not investigated the allegation of academic misconduct in line with the procedure, and instead the Exam Board had imposed a sanction. This included the student not being informed of the allegation, given an opportunity to respond or given the opportunity to provide any mitigation relevant to the concern. As a result, the Appeal Committee upheld the appeal and determined that the matter would be referred back to the Chair of Examiners for fresh consideration by a different Chair of Examiners or delegate. The Appeal Committee recommended that the fresh consideration of the case should be held promptly to reduce the impact on the student and their studies, and that the Faculty promptly review its policies and procedures relating to academic misconduct to ensure they are in accordance with the Student Disciplinary Procedure.

Learning:

Departments and Faculties should ensure that their policies and procedures in relation to academic misconduct are in accordance with the Student Disciplinary Procedure resources (that can be corroborated) may allow for an investigation to take place and for a breach to be identified.

Figure 25 - Total student discipline cases for 2022-23 and 2021-22

	Concerns Received	Concerns Investigated	Concerns Upheld	Review Stage	
				Request	Upheld
2022-2023	39	31	13	3	1
2021-2022	61	44	26	1	0

Figure 26 - Total student discipline cases for 2022-23

GROUP	RECEIVED			INVESTIGATED			FOUND BREACH			APPEAL	UPHELD
Respondent	UG: 19	PG: 20		UG: 15	PG: 16		UG: 6	PG: 6		3	1*
Gender	Female: 13	Other: 1	Male: 25	Female: 9	Other: -	Male: 22	Female: 4	Other:-	Male: 8		
Respondent Racial Identity***/Fee Status	White students: 22 (17 Home, 5 EU/Overseas)			White students: 17 (13 Home, 4 EU/Overseas)			White students: 8(6 Home, 2 EU/Overseas)				
	BAME students: 16 (7 Home, 9 EU/Overseas)			BAME students: 13 (5 Home, 8 EU/Overseas)			BAME students: 4 (1 Home, 3 EU/Overseas)				
	Info Refused: 1			Info Refused: 1			Info Refused:				
Recorded Disability	Disability: 14			Disability: 11			Disability: 3				
	No Known Disability: 24			No Known Disability: 19			No Known Disability: 9				
	Info Refused: 1			Info Refused: 1			Info Refused: -				
Reporter	Student: 20	Staff: 15	Public: 4	Student: 18	Staff: 10	Public: 3	Student: 8	Staff: 3	Public: 1		

* Sanctions amended by the Appeal Committee

**Grouping all 'non-white' students into a 'BAME' category avoids the potential identification of individuals

Figure 27 - Total student discipline cases for 2021-22

	FORMAL STAGE 2021-22									APPEAL STAGE	
GROUP	RECEIVED			INVESTIGATED			FOUND BREACH			REQUEST	UPHELD
Total reports		39			31			12		3	1
Physical misconduct	8			7			4				
Sexual misconduct	19			13			6				
Abusive behaviour	17			6			1				
Academic misconduct	24			20			11				
Using false/forged	15			15			3				
Comply with	4			4			1				
Health and safety	1			1			0				
Interfering activities	2			1			0				
Respondent	UG: 44	PG: 17		UG: 30	PG: 14		UG: 16	PG: 10			
Gender	Female: 15	Other: 1	Male: 45	Female: 7	Other: -	Male: 37	Female:6	Other:-	Male: 20		
Respondent Racial identity/Fee status	White students: 25 (17 home, 8 EU/overseas)			White students: 22 (14 home, 8 EU/overseas)			White students: 12 (6 home, 6 EU/overseas)				
	BAME students: 33 (20 home, 16 EU/overseas)			BAME students: 23 (10 home, 12 EU/overseas)			BAME students: 12 (8 home, 6 EU/overseas)				
	Info Refused: 3			Info Refused: 3			Info Refused: 0				
Recorded Disability	Disability: 13			Disability: 9			Disability: 6				
	No Known Disability: 47			No Known Disability: 34			No Known Disability: 19				
	Info Refsed: 1			Info Refsed: 1			Info Refsed: 1				
Reporter	Student: 27	Staff: 26	Public: 8	Student: 16	Staff: 20	Public: 8	Student: 8	Staff: 14	Public: 4		

Figure 28 - Academic Misconduct Sanctions for 2022-23 and 2021-22

Year	Sanction	Department	Respondent
2022-23	Written warning and written apology	1 x Veterinary Medicine 1 x Economics 1 x PBS	Female: 1 Male: 2 White: 2 BAME: 1 Home: 3 Overseas: 0 Disability: 1 No known disability: 2
	Educative sessions x 2		
2021-22	Written warning x 4	1 x HSPS Tripos 1 x Architecture Tripos 1 x Medical Science Tripos 1 x Computer Science Tripos 1 x Clinical Medicine 2 x Veterinary Medicine	Male: 4 Female: 7 White: 7 BAME: 5 Info Refused: 0 Home: 10 EU/Overseas: 4
	Reduction of several papers to pass marks, two educative sessions		
	Written warning, written apology, educative sessions, written reflection		
	Written apology, educative session, written reflection (x 2)		
	Educative session and written reflection (x 2)	1 x Engineering Tripos 1 x Natural Sciences Tripos 1 x Land Economy Tripos 1 x Classics Tripos 1 x History of Art Tripos 1 x Economics Tripos 1 x History and MML Tripos	Disability: 1 No known disability: 13
	Mark penalty of 5% reduction in paper, educative session		
	Paper mark reduced to 0 and disregarded from classing, two educative sessions		

Figure 29 - Non-academic misconduct sanctions for 2022-23 and 2021-22

Sanction		Respondent	Reporting
2022-23	Written apology, educative session, written reflection	Male: 4 Female:	Male: 1 Female: 3
	Written apology, written reflection x 5	White: 2 BAME: 2	White: BAME:
	Permanent removal from course x 2	Home: 2 EU/Overseas: 2	Home: EU/Overseas:
	Temporary removal from course	Disability: No Disability: 4	Disability: No Disability:
2021-22	Written apology, educative session	Male: 3 Female: 0	Male: 0 Female: 3
	Apology, no contact order, exclusion from course, not permitted to re-apply to university for five years and only where satisfied risk assessment, no access to University or College premises, written warning	White: 2 BAME: 1	White: 3 BAME: 0
	Apology, written warning, educative session, no contact order, not permitted to graduate until sanctions are completed	Home: 2 EU/Overseas: 1	Home: 3 EU/Overseas: 0
		Disability: 2 No Disability: 1	Disability: 0 No known



Anonymous reporting tool

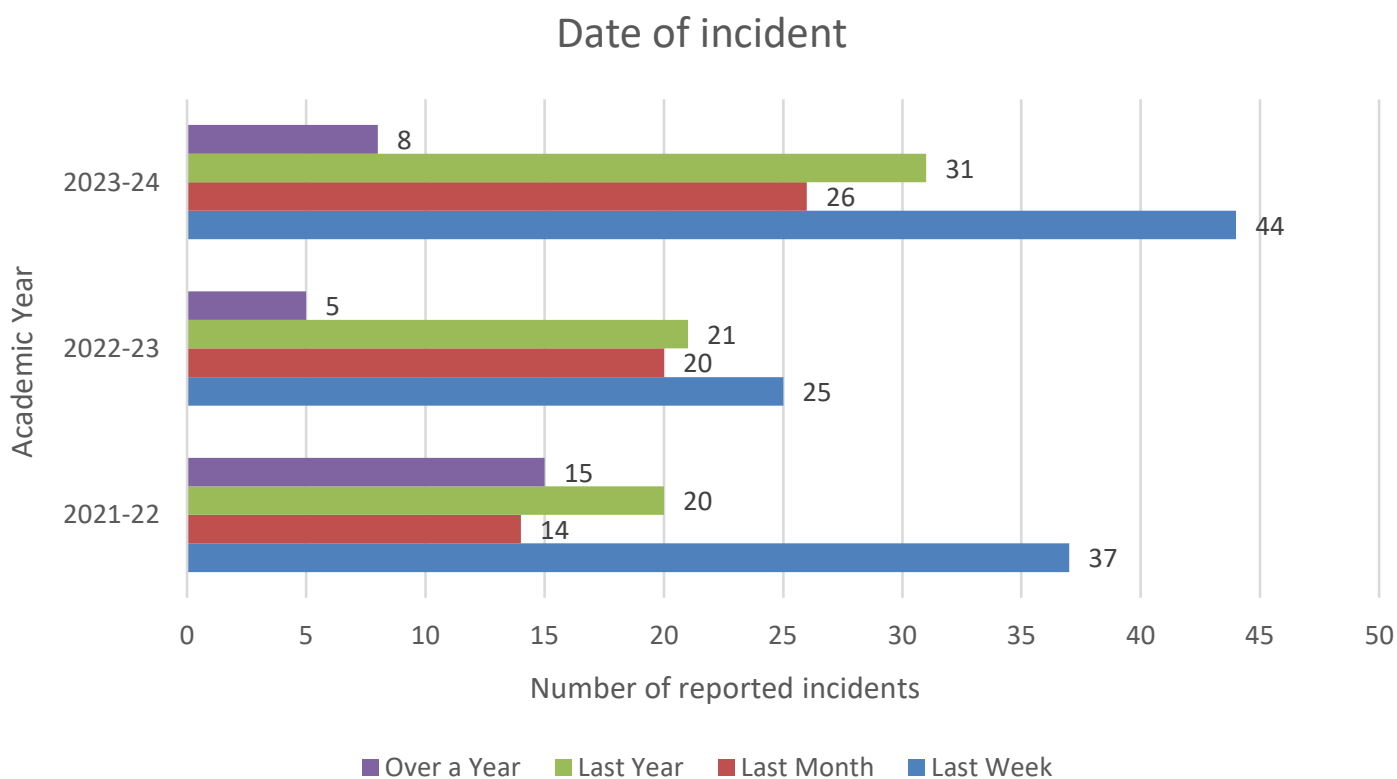
Purpose

Since 5th May 2017, the University has been enabling students, staff and visitors to anonymously record incidents of harassment, sexual misconduct and discrimination from any member of the community, including staff and students. The University understand that not everyone wishes to formally report an incident but may wish for it to

be recorded within statistics and monitored by the University.

These reports are not verifiable; however, they indicate the types of behaviour that are occurring within the Collegiate University community.

Figure 30 - Overview of anonymously reported cases received by year



Anonymous reporting tool

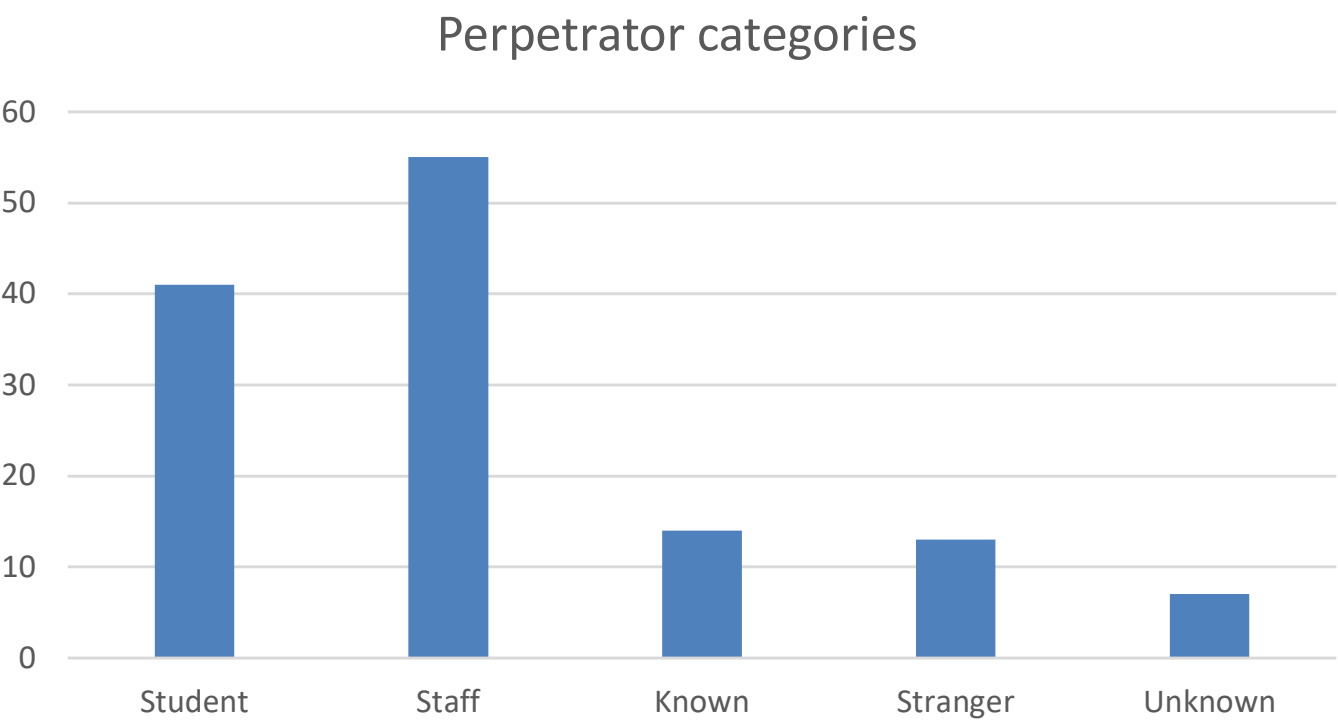
Trends in case statistics

The anonymous reporting system remains available but there have been no significant ongoing University campaign efforts to publicise it. However, in 2023-24 there were 109 reports which is an increase compared with previous years. 71 reports were made in 2022-23 and 86 in 2021-22. This demonstrates that it continues to be a valuable tool for those affected by behaviour and for the purposes of data collection. While reports have increased, the small dataset makes it challenging to provide more detailed analysis of trends in the data, and consideration to promoting reporting will continue.

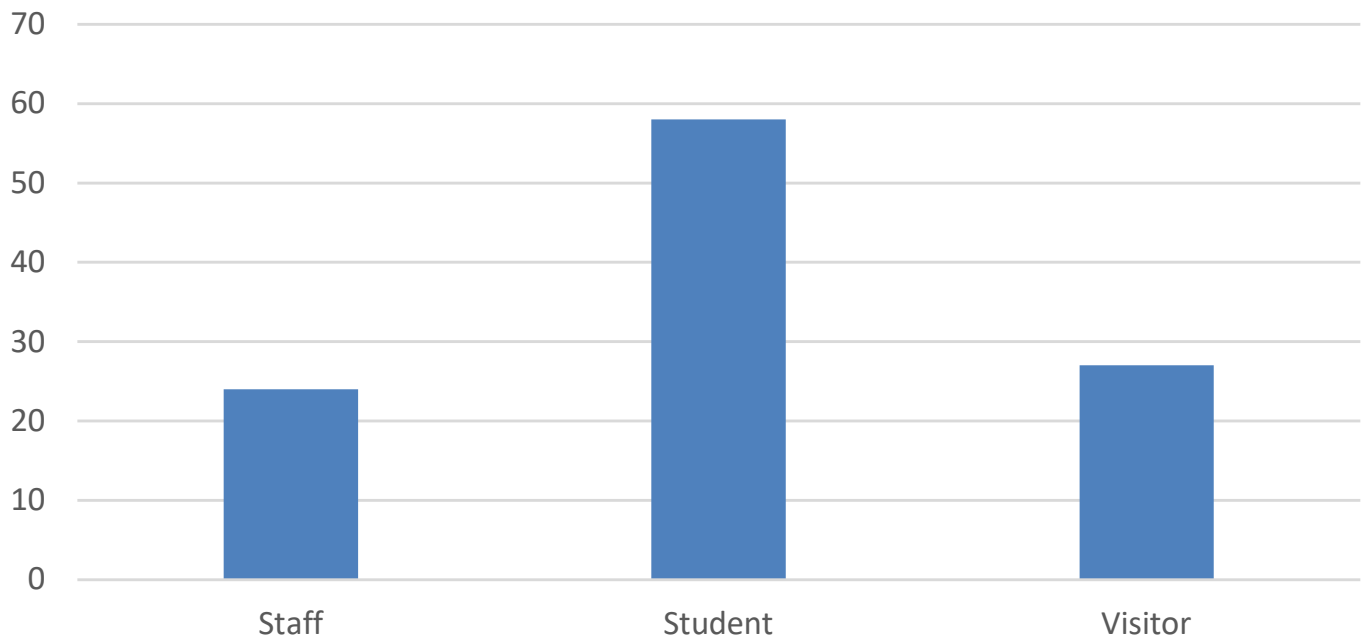
Students continue to be the main users of the anonymous reporting tool and the majority of users reported incidents in 2023-24 within a week of them occurring, compared to the majority of users reporting incidents within one month in 2022-23. This suggests a greater proportion of the Collegiate University community who have used the tool are recognising behaviour earlier or are more comfortable reporting incidents earlier.

The majority users of the tool reported that they had not sought support in relation to the incident. As in previous years, the second largest group of users sought support from family and/or friends. Persons using the reporting tool continue to be signposted to sources of University and College support, as well as external support.

Figure 31 - Anonymous reporting victim and perpetrator categories for cases recieved in 2023-24



Reporter categories



Victim categories

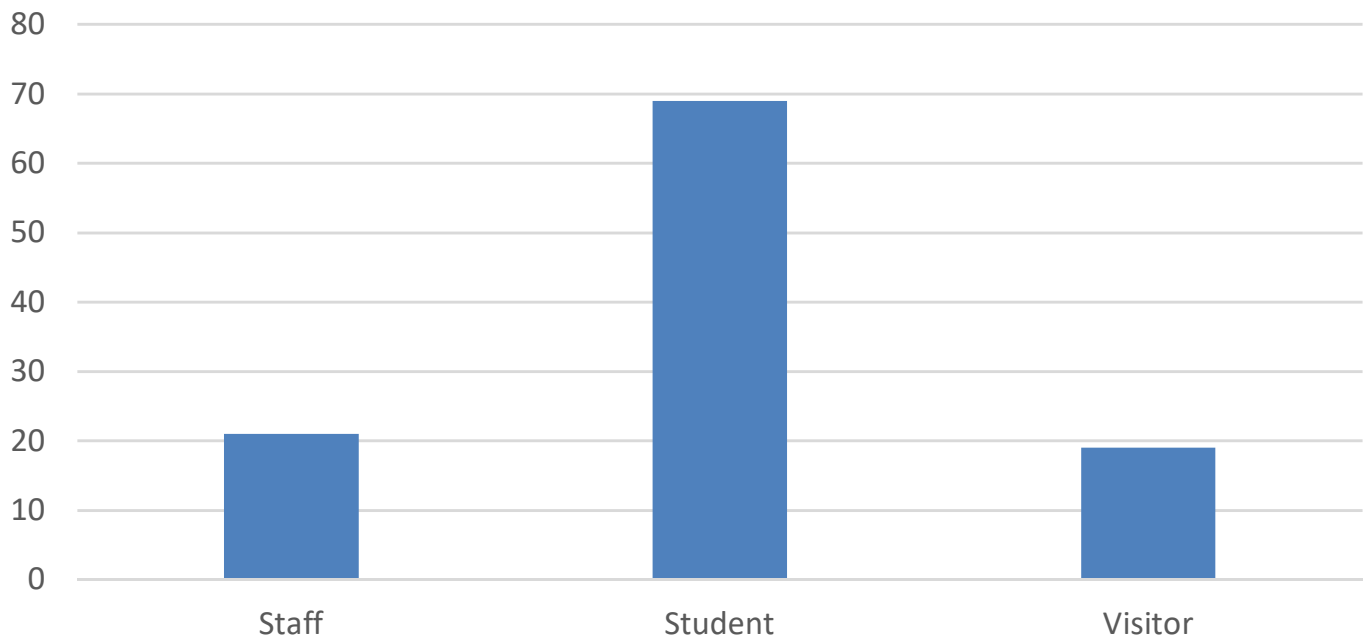
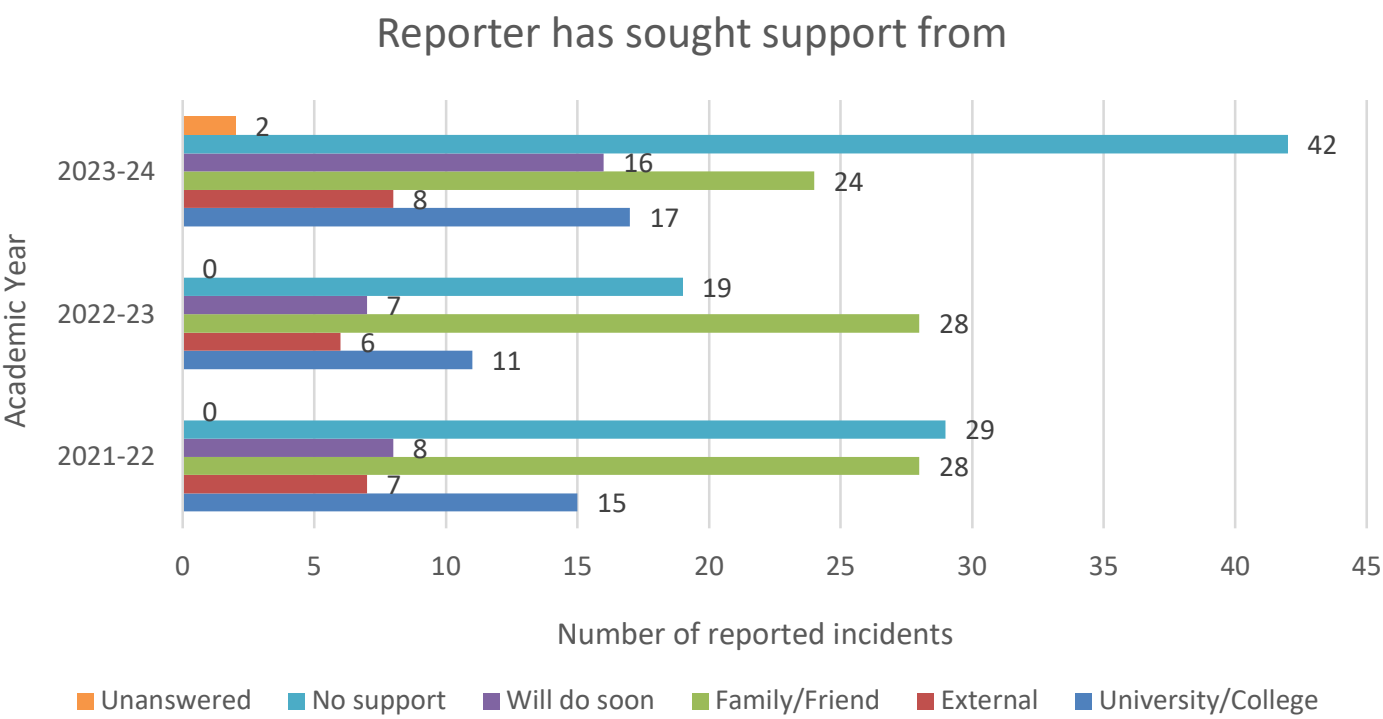


Figure 31 - Sources of support for anonymous reporting cases





Office of the Independent Adjudicator

Overview

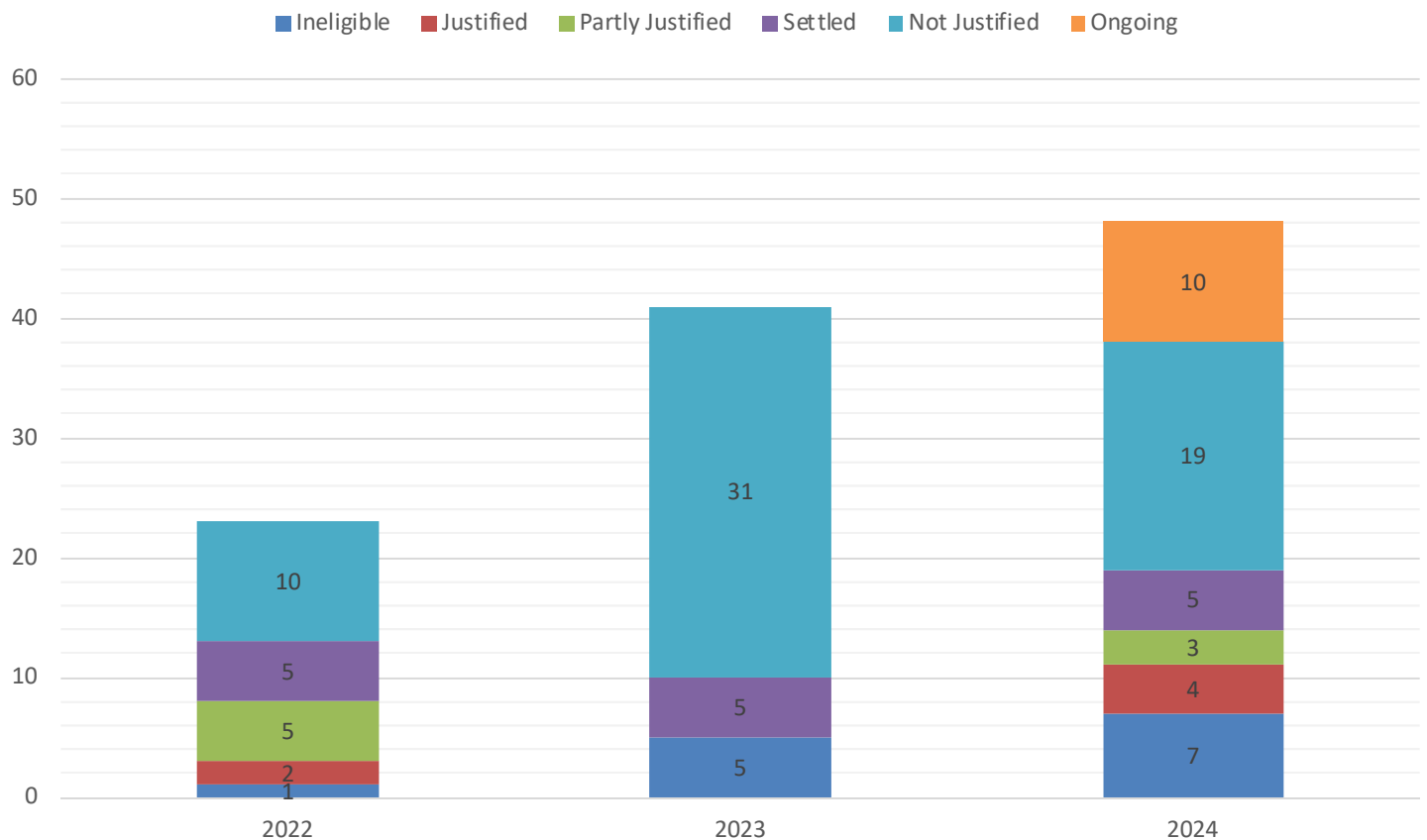
Where students have completed a University procedure, they are able to raise a complaint with the Office of the Independent Adjudicator (OIA), the external Ombudsman. The OIA will consider whether the University has followed its own procedures and whether the actions taken are reasonable in all the circumstances.

Trends in case statistics

The OIA produce case studies, public interest cases and a good practice framework to help provide guidance to universities on what is expected practice.

The OIA produces its statistics by calendar year rather than academic year. As can be seen from Figure 30, the number of complaints raised with the OIA following the conclusion of formal University procedures, has increased again in the calendar year 2024 to 48 compared with 41 complaints made in 2023. As students have 12 months to make a complaint to the OIA it is difficult to compare proportionally between years by using Completion of Procedure letter statistics. Decisions on a number of complaints made to the OIA in 2024 are still outstanding, yet so far, the majority of outcomes issued for these complaints have been 'Not Justified'. In a few cases, the University has settled the complaint before full investigation by the OIA - this normally involves the University agreeing to reconsider the case, or parts of it, or to provide an additional step that did not take place in the first instance.

Figure 32 - OIA complaints received by year



OIA 2023 statement

Each calendar year the OIA produce a statement for each HE provider showing the comparison between the provider and the 'band' median. Bands are defined by the number of students at each provider and impacts the provider's subscription fee. The University of Cambridge's 2023 annual statement can be read here in full: <https://statements.oiahe.org.uk/>.

Office of the Independent Adjudicator - continued

Case Study A

A student submitted an application to the Examination Access and Mitigation Committee (EAMC) to be allowed an opportunity to re-sit the examinations that they had failed. The application was approved and the student undertook the re-sits but failed the re-sit examination. The student subsequently made another application to the EAMC to be allowed a further opportunity to re-sit the examinations, which was declined. The student submitted an RDUB request on the unreasonableness and new evidence grounds. The request was considered ineligible on the new evidence ground and was considered by a Reviewer on the unreasonableness ground. The request was declined and the student made a complaint to the OIA.

The OIA found the complaint to be 'Justified'. The OIA confirmed that the University followed its procedures but that the decision was unreasonable because the University was aware of the student's mental health difficulties, and that the EAMC's reasoning could have been clearer as to why the student's case was not exceptional to warrant a second allowance.

Learning:

The OIA were not satisfied that the original decision was clear enough as to why the student's circumstances were not considered exceptional enough to warrant a further re-sit. Decisions need to be clear with regards to the reasoning, such as whether a case is or is not deemed exceptional.

Case Study B

The student submitted a complaint under the Student Complaint Procedure about delays in their Student Support Document (SSD) being circulated and the impact of this on their accommodation and adjustments made by Department. The complaint was dismissed on the basis that the University acted reasonably. The student submitted a Review Stage complaint which was also dismissed and subsequently the student submitted a complaint to the OIA. The OIA determined the complaint 'Not Justified' because accommodation is the responsibility of the College not the University and that there is guidance to students available on the University website which directs students to speak to their College about accommodation adjustments. The OIA also determined that the SSD had been circulated in advance of them starting lectures.

Learning:

Whilst the OIA determined the complaint 'Not Justified', they suggested that the University ensure that signposting to new students is clear regarding the process and timeframe for requesting accommodation adjustments with Colleges.

Contact

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New Museum Site

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