



Office of Student Conduct, Complaints and Appeals (OSCCA)

Annual Report 2024-25



OSCCA

Annual Report 2024-25

From 1st October 2024 - 30th September 2025

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Introduction

During the 2024-25 academic year, the OSCCA team has continued to grow, following a consistent increase in case numbers and continued demand on the service. The team has increased from 10.1 FTE on the 1st October 2024 to 13.6 FTE by 1st October 2025, due to an increase in the number of Senior Case Handlers, Investigators and Administrators within the team. These roles have been appointed to increase the team's capacity for disciplinary investigations, in addition to a general increase in case work and strategic work.

The volume of cases received remains high with the majority of cases being received during the exam season and the summer months, which is OSCCA's busiest period. The cases received continue to increase in complexity. In addition to case work, the OSCCA team continues to deliver a significant number of training sessions, provide support to Chairs of Examiners, provide procedural advice to Departments and Colleges and attend alleged instances of academic misconduct during the examination period.

We are grateful for the continued support and willingness of decision makers across all our procedures. We were able to recruit and train a small number of new decision-makers during 2024-25 who have been a positive addition in addressing the large numbers of cases received. In addition, we are grateful for the support and engagement of external Case Handlers, who volunteer their time to investigate complaints about OSCCA. We continue to seek new decision makers to share the burden of cases.

We 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, Student Services, and the Harassment and Violence Support Service for the support offered to students. OSCCA would also like to thank the College Levy panel for providing funding for additional roles within the team.

592  **Cases received by OSCCA**
(501 in 2023-24)

243  **Formal investigations or reviews conducted by OSCCA**
(298 in 2023-24)

92  **Upheld complaint and appeal outcomes for students**
(101 in 2023-24)

13.6 FTE OSCCA staff on 1st October 2025

Policy and Procedure Work

Student Complaint Procedure

Following a review of the Procedure in 2023-24, the revised version of the Student Complaint Procedure came into effect on 1 October 2024. One of the main changes to the process stipulates that complaints made about OSCCA are handled by an 'external' Case Handler. During 2024-25, 6 complaints were investigated by an external Case Handler.

An audit of the Student Complaint Procedure was completed during 2024-25 which resulted in a 'substantial assurance rating'. A number of improvements were made to internal processes as a result of the audit, including:

- An agreed process for confirming that there are no conflicts of interest for appointed decision makers.
- An agreed escalation process if no response is received from relevant parties.
- Consistent and improved communication to relevant parties regarding delays to cases, in addition to managing expectations regarding timeframes.
- Defined timeframes for completion of the annual report and subsequent reporting to relevant Committees.

Office for Students – E6 Condition

During the 2024-25 academic year, the University's preparations for the implementation on 1 August 2025 of the new Office for Students Condition E6 was led by the OfS E6 Steering Group. The Steering Group was chaired by Professor Bhaskar Vira, Pro-Vice Chancellor for Education and Environmental Sustainability, and included representatives from the University and Colleges.

The E6 condition sets out key requirements for Higher Education Providers (HEPs), including:

- A requirement to maintain a single comprehensive source of information setting out policies and procedures relating to incidents of harassment and sexual misconduct, and the steps the HEP is taking to make a significant and credible difference in protecting students from harassment and sexual misconduct;
- Support must be offered to students who have experienced or been affected by harassment and sexual misconduct;
- Steps must be taken to protect students from conflicts of interest and abuse of power that may arise from intimate personal relationships between staff and students;

- HEPs must comply with the requirements of condition E6 in a manner that is consistent with freedom of speech principles;
- HEPs must provide mandatory training for all students on sexual misconduct and harassment;
- All staff should receive training on the content of the single comprehensive source of information, with specialist training required for staff who are likely to receive disclosures or be involved in the consideration of reports; and
- From 1 September 2024, HEPs may not use non-disclosure agreements in cases of harassment and sexual misconduct.

The University's single comprehensive source of information is published here: <https://www.studentsupport.cam.ac.uk/harassment-and-sexual-misconduct>.

The OSCCA team were involved in preparatory work throughout 2024-25 to confirm the University's compliance with Condition E6. The OSCCA team continue to jointly deliver the 'Responding to Disclosures of Sexual Violence in the Collegiate University' staff training with the Harassment and Violence Support Service.

Training

During 2024-25, OSCCA delivered:

- 6 sessions on instances of academic misconduct to invigilators and supervisors, including how to approach events during examinations and who to contact to raise a concern.
- 3 sessions on how to investigate academic misconduct, for Chairs of Examiners and administrators.
- 4 sessions on 'Responding to Disclosures of Sexual Violence in the Collegiate University'.

Advice and Support

- Attended 30 meetings relating to academic misconduct, to provide procedural advice.
- Attended 7 instances of suspected academic misconduct at exam venues during Easter Term 2025.
- Supported the Exams Team in relation to 8 queries regarding potential academic misconduct during an examination.

Networks

During 2024-25, the OSCCA team continued to facilitate the 'Fitness to Study Network', which is made up of 77 individuals across over 44 different Departments and Colleges. In addition, OSCCA continues to jointly facilitate the 'Responding to Harassment, Discrimination and Violence Network', which encompasses over 100 members.



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. 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 2024-25

2024-25	Formal Complaint Stage			Review Stage	
	Received	Investigated	Part Upheld/ Upheld	Received	Upheld
Total	79	34	5	5	0
Supervision/ course	30	17	3	2	
Staff behaviour	23	10	2	2	
Experience of decision making process	6	1	0	0	
College*	5	0	0	0	
OSCCA**	6	3	0	0	
Other	9	3	0	1	
Course	UG: 23 PG: 56	UG: 8 PG: 26	UG: 1 PG: 4	UG: 1 PG: 4	
Gender	Female: 34 Male: 44 Other: 1	Female: 17 Male: 16 Other: 1	Female: 4 Male: 1 Other: 0	Female: 3 Male: 2 Other: 0	
Racial Identity***	White: 42 BAME: 33 Info refused: 4	White: 20 BAME: 12 Info refused: 2	White: 5 BAME: 0 Info refused: 0	White: 2 BAME: 1 Info refused: 2	
Fee Status	Home: 48 Overseas: 29 N/A: 2	Home: 25 Overseas: 9	Home: 5 Overseas: 0	Home: 2 Overseas: 3	
Disability	Recorded disability: 36 No recorded disability: 36 Info refused: 7	Recorded disability: 22 No recorded disability: 11 Info refused: 1	Recorded disability: 2 No recorded disability: 2 Info refused: 1	Recorded disability: 2 No recorded disability: 3 Info refused: 0	

*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 2024-25. This is due to Colleges being separate legal entities from the central University, therefore they have their own complaints processes.

** The Student Complaint Procedure 2024-25 saw the introduction of a new process for the handling of complaints about the action or inaction of OSCCA or a member of OSCCA. As a result, complaints about OSCCA has been added as a new complaint category this year.

*** 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:
7 ongoing cases (3 HR cases, 4 other cases)

Time spent on cases

Received cases:

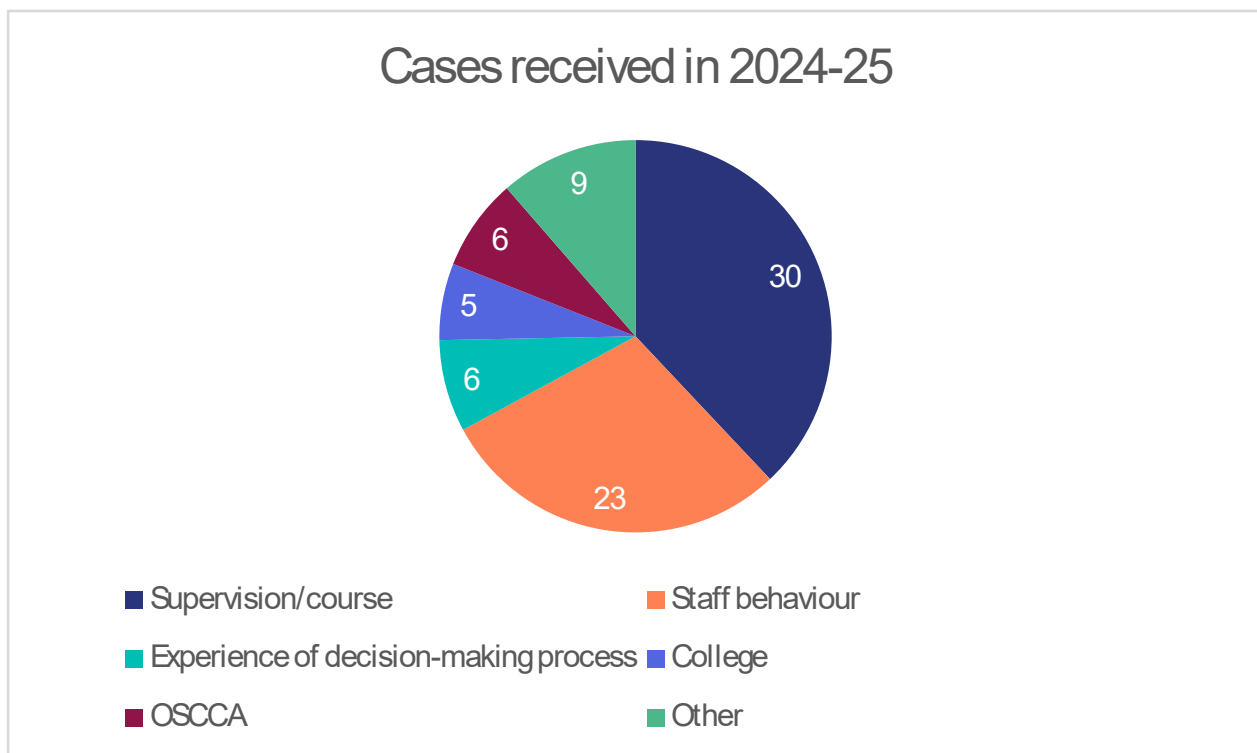
Average acknowledgement time: 15 days
Percentage acknowledged within 7 days: 34%

Investigated cases:

Average investigation length: 66 days

N.B. The above statistics do not include HR investigations or complaints

Figure 2 - Categories of student complaints received in 2024-25



Figures 3-5 - Student complaints investigated and upheld in 2024-25, followed by Review stage complaints received

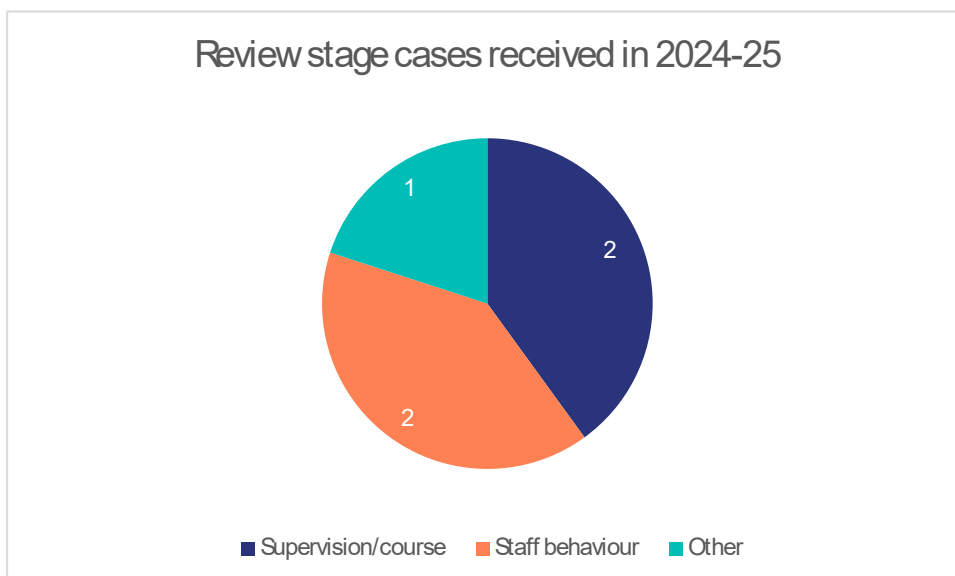
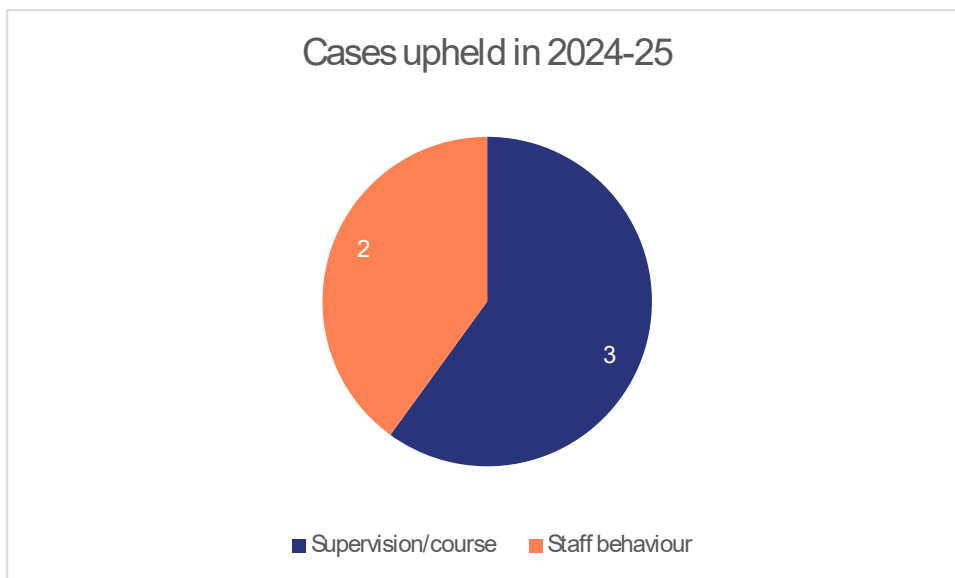
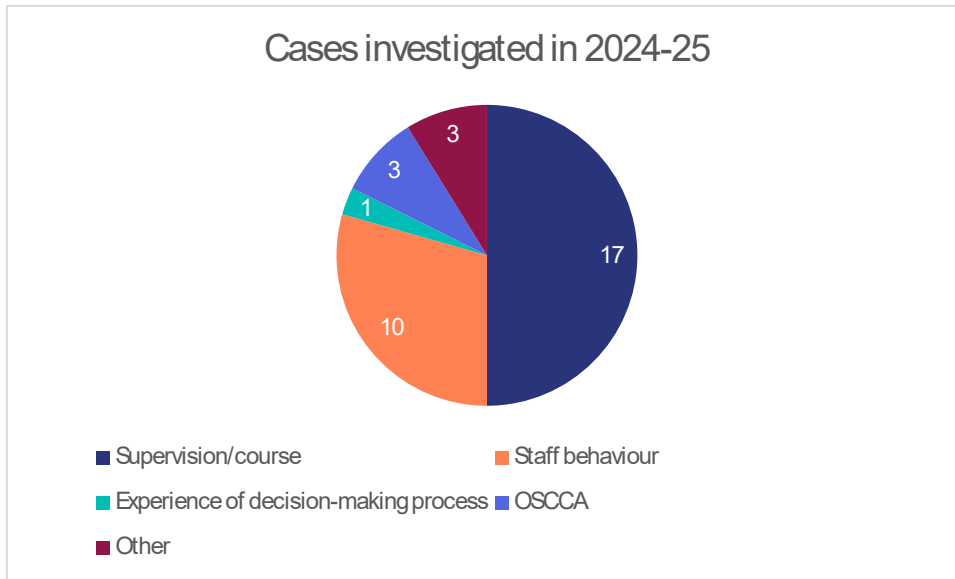


Figure 6 - Student complaints received in 2023-24

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	-			
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	White: 40 BAME: 34 Info refused: 2 N/A: 2	White: 23 BAME: 15 Info refused: 1	White: 6 BAME: 3 Info refused: 1	White: 3 BAME: 3	White: 1 BAME: 1
Fee Status	Home: 41 EU/Overseas: 35 N/A: 2	Home: 20 EU/Overseas: 19	Home: 6 EU/Overseas: 4	Home: 3 EU/Overseas: 3	Home: 1 EU/Overseas: 1
Disability	Recorded disability: 25 No recorded disability: 46 Info refused: 5 N/A: 2	Recorded disability: 10 No recorded disability: 26 Info refused: 3	Recorded disability: 3 No recorded disability: 6 Info refused: 1	Recorded disability: 2 No recorded disability: 3 Info refused: 1	No recorded disability: 2

Figure 7 - Student complaints received in 2022-23

2022-23	Formal Complaint Stage			Review Stage	
	Received	Investigated	Part Upheld/ Upheld	Received	Upheld
Total	84	37	8	5	1
COVID/Strike action	30	12	1	0	0
Supervision/ course	23	13	4	1	1
Staff misconduct	14	7 (including 5 staff investigations)	1	2	0
Experience of decision making process	9	4	2	2	0
College	4	-			
Accommodation	2	-			
Other	2	1			
Course	UG: 31 PG: 53	UG: 12 PG: 25	UG: 2 PG: 3		
Gender	Female: 47 Male: 35 Other: 2	Female: 20 Male: 17	Female: 5 Male: 3		
Racial Identity	White: 40 BAME: 35 Info refused: 9	White: 20 BAME: 13 Info refused: 4	White: 7 BAME: 1		
Fee Status	Home: 40 EU/Overseas: 44	Home: 17 EU/Overseas: 16	Home: 7 EU/Overseas: 1		
Disability	Disability: 20 No recorded disability: 59 Info refused: 5	Disability: 9 No recorded disability: 25 Info refused: 4	Disability: 1 No recorded disability: 6 Info refused: 1		

Trends in case statistics

2024-25 saw almost an equivalent number of complaints received under the formal stage of the Student Complaint Procedure this year (79) compared to last year (78). However last year OSCCA received 11 complaints related to industrial action, specifically the ongoing impact of the delayed publication of examination results owing to the Marking and Assessment Boycott (MAB). When excluding complaints related to the MAB received during 2022-23 (30 complaints) and 2023-24 (11 complaints), there is a clear upward trend in the number of complaints received year on year over the last 4 years (36, 54, 67, 79 from 2021-22 through to 2024-25) with this academic year showing an 18% increase on the previous year.

Whilst 5 cases were received under the review stage of the Procedure under the admissible grounds of i) a procedural irregularity during the formal stage, ii) the decision reached in the formal stage being unreasonable, or iii) provision of new evidence, none of these were upheld at the review stage.

In line with last year, the most common category of complaint was an issue with supervision or a course (38% of complaints received) followed by staff behaviour (29% of complaints received). The Student Complaint Procedure was updated in October 2024 and this change saw the introduction of a new category of complaint, notably those made about

the action or inaction of OSCCA or a member of OSCCA. Complaints received under this category are handled by a Case Handler external to the Office, appointed by the Academic Secretary. This first year, 6 complaints were received under this category.

Of the 79 complaints that were submitted, 34 were investigated. Of these, 5 were upheld (half the total number of complaints upheld in 2023-24) and 7 are ongoing as of January 2026. The majority of complaints (more than two-thirds) were submitted by postgraduate students, following the trend in previous years. This was the first year that the number of complaints submitted by students who declared a disability equalled the number of complaints submitted by students with no known disability. Previously the majority of complaints were submitted by students with no known disability.

Cases not investigated

More than half of the complaints received were not investigated (57%), the majority of which were referred to a more appropriate alternative procedure, such as their College complaints procedure. A number of complaints were deemed ineligible for consideration because they had been submitted outside the timescales laid down within the Procedure and a small number of students were referred back to their institution for their complaint to be resolved locally.

Timeliness of complaints

One of the outcomes of the Student Complaint Procedure audit, which was undertaken in 2024-25, was to analyse the cause of delays where acknowledgement and outcome timeframes for complaints have not been met.

In 2024-25, 34% of complaints were acknowledged within 7 days, however, no cases had an investigation completed within 45 days. These figures reflect the complexity of the complaint cases received during 2024-25. The average length of a complaint investigation was 66 days (excluding cases where the complaint investigation is undertaken by HR).

The reasons for delays to cases, in order of prevalence, included:

- Requesting further information in order to determine the eligibility of a case
- Volume of cases received by OSCCA and resulting team capacity
- Requests for further information from the student
- Delays in receiving responses from responding parties
- A request by the decision maker for additional time to consider the case
- Closure of University offices
- Appointment of an external case handler (for complaints about the action or inaction of OSCCA, or a member of OSCCA)

Student Complaint Procedure - Case Study

A student experienced a noise disturbance during their final year examinations from outside the exam venue. They were dissatisfied with the University's process for managing noise disturbances, both within exams themselves and with regards to the repercussions for students creating the disturbance.

The complaint was dismissed as it was noted that the student had not raised the issue with an Invigilator during the exam. However, the Complaint Officer made recommendations for the responding parties which resulted in: i) the Invigilator handbook to be made clearer about how to manage such situations, ii) clarifications to the student examination guidance document to explain that students may raise their hands during examinations to speak with an Invigilator, should they have a query.

Learning:

Despite being 'dismissed' at the formal stage, recommendations can still be made under the Student Complaint Procedure to be fed back to the relevant parties and actioned.

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

	2024-25	2023-24	2022-23
Total cases received	122	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*)
Average time to formally acknowledge (days and % within 7 days)	8 days (62%)	10 days (52%)	6 days (80%)
For cases investigated at the formal stage, average time to investigate (days and % within 38 days)	50 days (16%)	44 days (46%)	54 days (48%)
For cases proceeding to review stage and eligible, average time to review (days and % within 28 days)	52 days (20%)	37 days (13%)	31 days (60%)

* Marking and Assessment Boycott

Figure 9 - Examination review cases received in 2024-25

Received		Investigated		Upheld	
Irregularities	95	Irregularities	50	Irregularities	17
Bias	44	Bias	19	Bias	4
Withdrawal	5	Withdrawal	3	Withdrawal	0
Mitigating circs	25	Mitigating circs	5	Mitigating circs	0
Total	122 separate cases	Total	55 separate cases	Total	17 separate cases
Course		Course		Course	
Undergraduate	75	Undergraduate	33	Undergraduate	11
Postgraduate	47	Postgraduate	22	Postgraduate	6
Continuing Education	1				
Gender		Gender		Gender	
Female	62	Female	25	Female	9
Male	58	Male	29	Male	7
Other	2	Other	1	Other	1
Recorded Disability		Recorded Disability		Recorded Disability	
Disability	35	Disability	18	Disability	6
No known disability	85	No known disability	36	No known disability	11
Information refused	2	Information refused	1		
Racial Identity		Racial Identity		Racial Identity	
BAME*	70	BAME	30	BAME	6
White	50	White	23	White	11
Information refused	2	Information refused	2		
Fee Status		Fee Status		Fee Status	
Home	90	Home	42	Home	12
Overseas	31	Overseas	13	Overseas	5
Refugee	1				

* 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.

Figures 10-12 - Examination review cases received, investigated and upheld in 2024-25

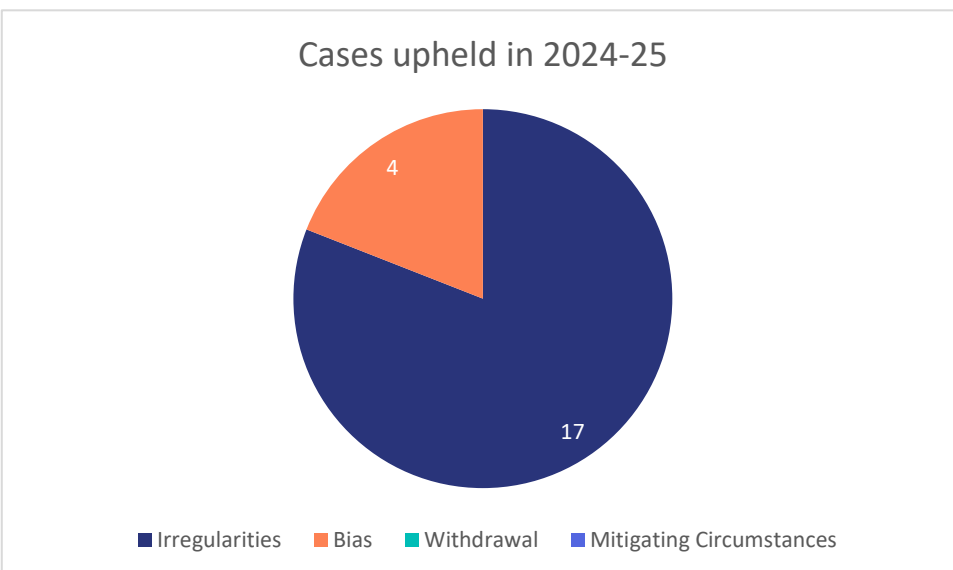
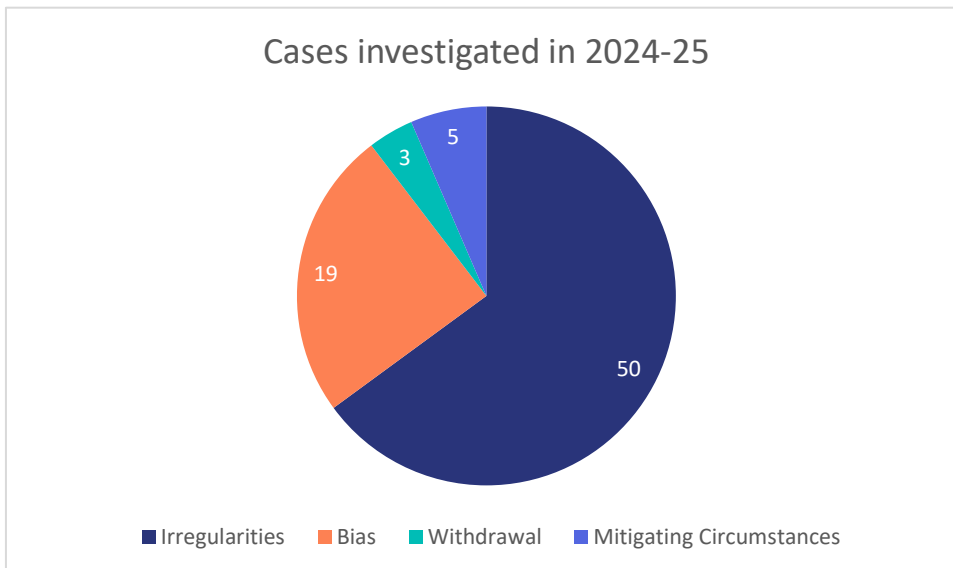
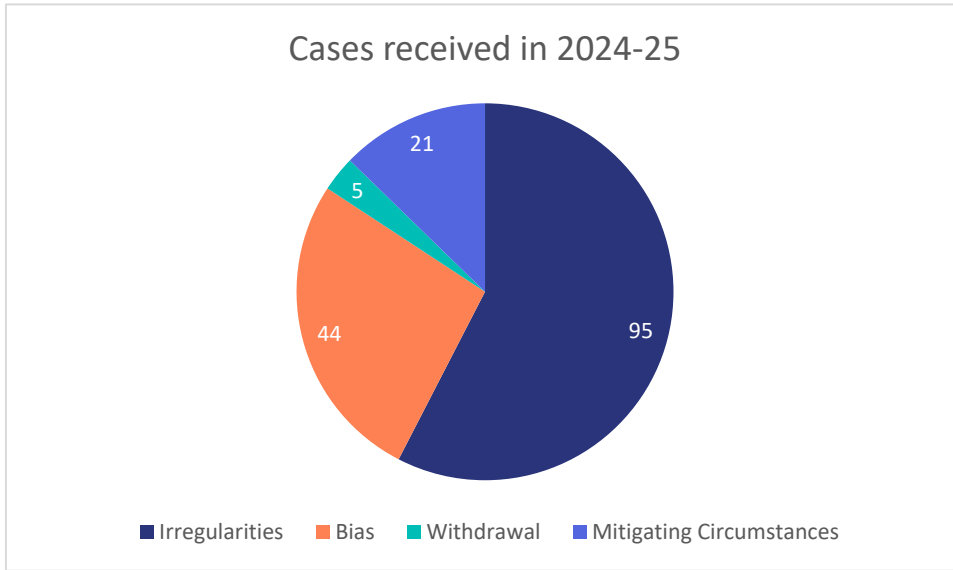


Figure 13 - Review stage Examination review cases for 2024-25

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:

Received		Investigated		Upheld	
Irregularities	8	Irregularities	7	Irregularities	2
Unreasonableness	11	Unreasonableness	8	Unreasonableness	2
New evidence	5	New evidence	4	New evidence	2
Total	15 separate cases	Total	12 separate cases*	Total	3 separate cases

Course

Undergraduate	12
Postgraduate	3

Gender

Female	6
Male	9

Recorded Disability

Disability	5
No known disability	10

Racial Identity

BAME	12
White	2
Info refused	2

Fee Status

Home	12
Overseas	3

Course

Undergraduate	10
Postgraduate	2

Gender

Female	5
Male	7

Recorded Disability

Disability	4
No known disability	8

Racial Identity

BAME	10
White	1
Info refused	1

Fee Status

Home	9
Overseas	3

Course

Undergraduate	3
Postgraduate	0

Gender

Female	2
Male	1

Recorded Disability

Disability	1
No known disability	2

Racial Identity

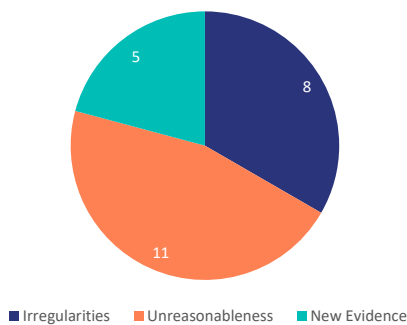
BAME	3
White	0
Info refused	0

Fee Status

Home	2
Overseas	1

* 2 cases are currently ongoing and therefore the outcomes are not yet known

Review stage cases received in 2024-25



Review stage cases upheld in 2024-25

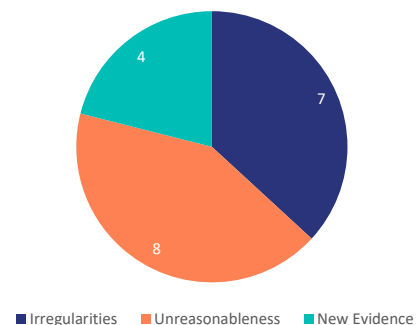


Figure 14 - Examination review cases received in 2023-24

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
Info refused	7	Info refused	4	Info refused	1
Racial Identity		Racial Identity		Racial Identity	
BAME	69	BAME	27	BAME	8
White	88	White	39	White	14
Info refused	14	Info refused	5	Info 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

Review stage	
Received	5
Investigated	8
Upheld	0

Figure 15 - 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					
Undergraduate	46	Undergraduate	17	Undergraduate	4
Postgraduate	39	Postgraduate	13	Postgraduate	5
Gender					
Female	35	Female	14	Female	7
Male	8	Male	5	Male	1
Other	2	Other	1	Other	1
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					
BAME	41	BAME	16	BAME	7
White	42	White	14	White	2
Fee Status					
Home	53	Home	19	Home	7
Overseas	30	Overseas	11	Overseas	2

Review stage	
Received	5
Upheld	0

Trends in case statistics

This academic year saw a slight decline in the number of Examination Review requests received, compared to the previous year. This is due to an increase in requests during 2022-23 as a result of the Marking and Assessment Boycott (MAB), followed by no industrial action in 2024-25. In fact, the number of non-MAB attributed cases remains relatively similar between 2022-23 (135) and 2024-25 (122). This also aligns with a reduction in the number of requests made under ground d) of the Procedure (i.e. “withdrawal of academic provision”), which is available for students whose assessment results have been adversely affected by industrial action (from 24 cases received in the previous year to 5 cases this year, all of which were deemed ineligible for consideration under this ground).

The average time to acknowledge a request has improved in 2024-25, along with the percentage of cases which are formally acknowledged within 7 days, which reflects the increased capacity of the OSCCA team. However, the average length to investigate a case has increased this academic year. This is likely due

to the increasing complexity of the Examination Review cases received, which requires more time for responses to requests and consideration by academic decision makers. In addition, the spread of cases over the year may have impacted investigation duration. For example, the majority of cases under the Review of Decisions of University Bodies for 2024-25 were received during June to September, which also mirrors the peak period for Examination Review requests, leading to increased workload for both OSCCA and the academic decision makers that consider cases.

Cases not investigated

In 2024-25, 55% of the formal stage Examination Review cases received were not investigated. This is in line with the proportion of cases not investigated in previous years. One of the main reasons for this is due to the specific grounds that are eligible for investigation under the Procedure. There continues to be a large proportion of cases which question academic judgement, which is not eligible for investigation under the Procedure and is also enshrined in law.

Examination Review Procedure - Case Study

A student submitted an examination review request as it appeared that they may not have received a mark for one of the questions answered during the assessment. They were advised to submit a request via the Examination Review Procedure.

The Case Handler directed the student to the informal 'mark check' process within their Department, which revealed that there had been a transcription error. This was subsequently corrected without the need for a formal investigation under the Examination Review Procedure. The student therefore withdrew their formal request.

Learning:

Early resolution work can help to provide outcomes and remedies swiftly to students. This is a particular example of the benefits of Departments continuing to offer arithmetical mark checks.



Review of Decisions of University Bodies (RDUB) Procedure

Purpose of Procedure

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:

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

Figure 16 - Decisions and decision-making bodies that can be reviewed

Decision-making Body	Type of decision
Examination Access and Mitigation Committee (EAMC)	Examination allowance, intermission/disregarding terms, extensions, adjusted mode of assessment (AMA), adjusted mode of study (AMS)
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 17 - Review of Decisions of University Bodies cases received in 2024-25

Year	Group	Received	Investigated	Upheld
2024-25	Total	149* (47 PI, 97 UD, 93 NE)	129 (39 PI, 84 UD, 79 NE)	64 (10 PI, 34 UD, 46 NE)
	Decision body and grounds	EAMC: 129 (36 PI, 82 UD, 82 NE) PGC: 8 (5 PI, 4 UD, 4 NE) FB Prog: 4 (2 PI, 4 UD, 3 NE) SDO: 4 (2 PI, 4 UD, 3 NE) GB: 1 (1 PI) FB Re-sit: 1 (1 PI, 1 UD, 1 NE) Ineligible**: 2	EAMC: 114 (30 PI, 72 UD, 71 NE) PGC: 6 (4 PI, 4 UD, 2 NE) FB Prog: 3 (1 PI, 3 UD, 2 NE) SDO: 4 (2 PI, 4 UD, 3 NE) GB: 1 (1 PI) FB Re-sit: 1 (1 PI, 1 UD, 1 NE)	EAMC: 57 (7 PI, 29 UD, 42 NE) PGC: 3 (1 PI, 2 UD, 2 NE) FB Prog: 2 (1 PI, 2 UD, 2 NE) GB: 1 (1 PI) FB Re-sit: 1 (1 UD, 1 NE)
	Gender	Female 68 Male 77 Other 4	Female 58 Male 67 Other 4	Female 34 Male 27 Other 3
	Racial identity***	White: 49 BAME: 91 Info refused: 9	White: 42 BAME: 78 Info refused: 9	White: 22 BAME: 28 Info refused: 4
	Fee status	Home: 98 Overseas: 51	Home: 85 Overseas: 44	Home: 44 Overseas: 20
	Recorded disability	Disability: 72 No recorded disability: 69 Info refused: 8	Disability: 60 No recorded disability: 61 Info refused: 8	Disability: 28 No recorded disability: 31 Info refused: 5
		Average time (days) to acknowledge: 9 days **** 55% acknowledged within 7 days	Average time (days) to investigate: 20 days 63% were investigated within 21 days	

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
 - GB: General Board

* Cases can include multiple grounds and therefore the sum of the grounds will not equal the total number of cases.
 ** 2 cases were submitted requesting a review of decisions made by a body not listed in the Schedule of the Procedure. These cases were deemed ineligible for review.
 *** 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.
 **** This figure excludes 2 cases which were suspended pending the completion of another procedure.

Figure 18-20 - Grounds of review for RDUB cases received, investigated and upheld in 2024-25

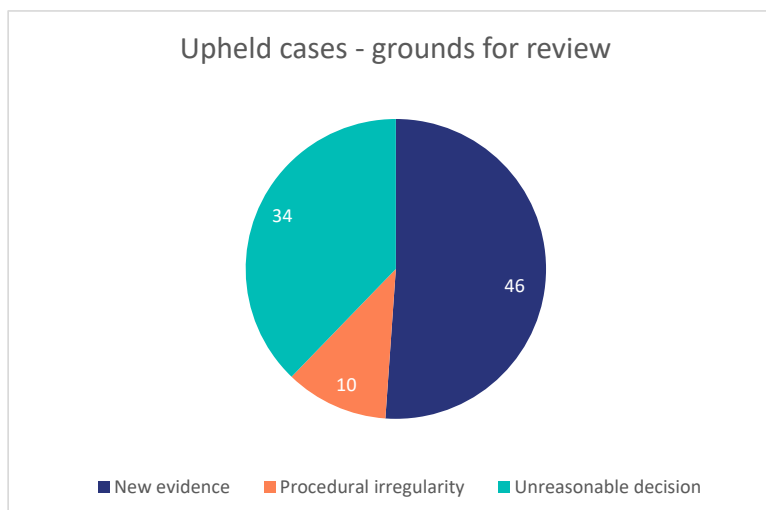
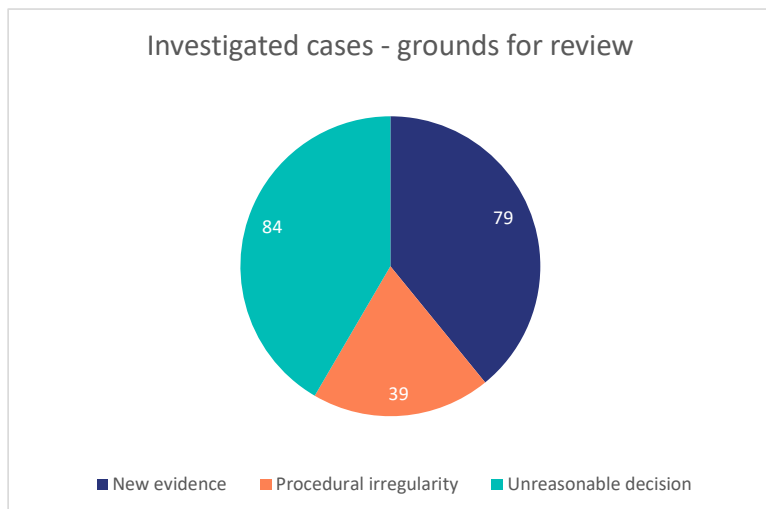
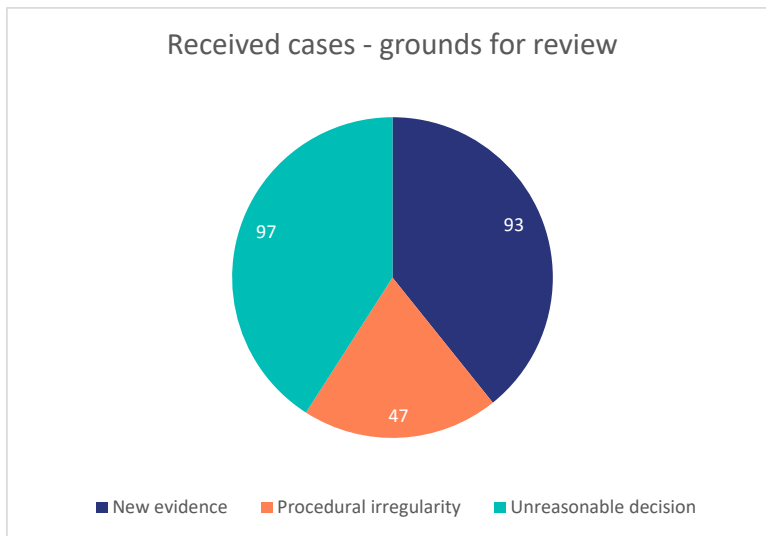


Figure 21 - Review of Decisions of University Bodies cases received in 2023-24

Year	Group	Received	Investigated	Upheld
2023-24		176 (52 PI, 115UD, 103 NE)	137	60
	Decision body and grounds	EAMC: 157 (44 PI, 103 UD, 96 NE) PGC: 5 (2 PI, 3 UD, 2 NE) FB Prog**: 7 (5 PI, 4 UD, 2 NE) FB Re-sit**: 1 (1 NE) SDO: 3 (1 PI, 3 UD, 2 NE) FRP***: 2 (2 UD)	EAMC: 122 (36 PI, 89 UD, 65 NE) PGC: 5 (2 PI, 3 UD, 2 NE) FB Prog**: 5 (5 PI, 3 UD, 1 NE) SDO: 3 (1 PI, 3 UD, 1 NE) FRP***: 2 (2 UD)	EAMC: 55 (15 PI, 37 UD, 36 NE) PGC: 2 (2 UD, 1 NE) FB Prog**: 2 (2 PI) SDO: 1 (1 UD, 1 NE)
	Gender	Female 90 Male 78 Other 3	Female 73 Male 63 Other 1	Female 38 Male 21 Other 1
	Racial identity	White: 71 BAME: 92 Info refused: 13	White: 58 BAME: 70 Info refused: 9	White: 34 BAME: 22 Info refused: 4
	Fee status	Home: 109 EU/Overseas: 66 Other: 1	Home: 86 EU/Overseas: 51	Home: 36 EU/Overseas: 14
	Recorded disability	Disability: 84 No recorded disability: 87 Info refused: 5	Disability: 68 No recorded disability: 65 Info refused: 4	Disability: 33 No recorded 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	

Figure 22 - Review of Decisions of University Bodies cases received in 2022-23

Year	Group	Received	Investigated	Upheld
2022-23	Total	97 (23 PI, 65 UD, 63 NE)	70	32
	Decision body and grounds	EAMC: 79 (16 PI, 51 UD, 51 NE) PGC: 12 (5 PI, 8 UD, 10 NE) FB Prog: 4 (1 PI, 4 UD, 1 NE) FB Re-sit: 2 (1 PI, 2 UD, 1 NE)	EAMC: 58 (12 PI, 42 UD, 33 NE) PGC: 6 (3 PI, 4 UD, 5 NE) FB Prog: 4 (1 PI, 4 UD, 1 NE) FB Re-sit: 2 (1 PI, 2 UD, 1 NE)	EAMC: 29 (3 PI, 13 UD, 16 NE) PGC: 2 (2 UD) FB Prog: 1 (1 PI, 1 UD)
	Gender	Female 50 Male 47	Female 37 Male 33	Female 16 Male 16
	Racial identity	White: 38 BAME: 53 Info refused: 6	White: 26 BAME: 38 Info refused: 6	White: 12 BAME: 15 Info refused: 1
	Fee status	Home: 64 EU/Overseas: 33	Home: 43 EU/Overseas: 21 Unknown: 6	Home: 18 EU/Overseas: 9 Unknown: 6
	Recorded disability	Disability: 48 No recorded disability: 48 Info refused: 1	Disability: 36 No recorded disability: 33 Info refused: 1	Disability: 15 No recorded disability: 16

Trends in case statistics

The total number of requests submitted under the RDUB Procedure this year is 149. This reflects a 26% decrease on the number received in the previous year (176 in 2023-24). As documented in last year's annual report, it is likely that the 2023-24 figure was 'artificially inflated' due to the Marking and Assessment Boycott (MAB). Given students are unable to submit examination allowance requests to the Examination Access and Mitigation Committee (EAMC) until after results are published, the delayed publication meant that, unusually, examination allowance review requests were submitted to OSCCA in the academic year after the examination was sat, thus skewing the figures.

In order to account for this likely distortion of figures created by the MAB, it is noted that the average number of RDUB cases received per year over the 2 previous academic years (2022-23 and 2023-24) was 137. Using this figure as a more realistic comparator indicates a 9% increase in cases received in 2024-25 when compared to the average number received over the previous 2 years.

Of the 149 cases received this year, 87% were investigated and 43% were upheld (both these figures represent a 9% increase compared to 2023-24). The majority of cases were upheld as a result of the student submitting new evidence with their review request.

As is consistent with previous years, the majority of RDUB cases received

(86%) relate to decisions made by the EAMC. The EAMC received just short of 1400 applications during the 2024-25 academic year, and approximately 250 were declined.

2024-25 saw a small change in cases received by gender, with a greater percentage of cases received from male students when compared to female students for the first time in 3 years. The distribution of cases remains consistent with regards to ethnicity and disability, with the majority of cases submitted by students from BAME (British, Asian, and Minority Ethnic) groups, and an equal representation of students who disclosed a disability compared to those who disclosed no known disability.

OSCCA aim to acknowledge cases within 7 days of receiving the student's request for review. The average time taken to acknowledge cases was 9 days. This shows a significant improvement on last year's average of 14 days. Whilst the target of 7 days was achieved for the majority of cases (55%), it is noted that this percentage increased to 75% when considering cases received in the quieter months (December 2024 – May 2025 inclusive). This confirms that as in previous years, achieving this 7-day target during the peak summer period post exam result publication proves more challenging.

OSCCA also aim to issue students with RDUB outcome letters 21 days post acknowledgement. The average time taken to issue students with their outcome letters in 2024-25 is 20 days which falls within the target figure. In 2024-25 this was achieved for 63% of investigated cases. This figure is slightly

down on last year (69%) and can be attributed to implementation of reasonable adjustments to the process for students, awaiting further confirmation and supporting evidence from applicants, and Case Handler and decision maker availability. It is noted that this academic year (2025-26), OSCCA has recruited an additional Case Handler and has significantly increased the number of decision makers, both of which should result in an increased percentage of outcome letters being issued within 21 days of acknowledgement going forward.

Cases not investigated

Of the 149 received cases, 20 were not investigated. 16 of these were deemed ineligible (as they were submitted outside of the timeframe set out in the Procedure or were submitted under invalid grounds) and 4 were withdrawn by the student. 129 cases were taken forward for investigation and of these, 3 were offered and took up the option of submitting a new application to the EAMC, 1 student withdrew their case during the investigation process as it was resolved locally, and as of January 2026, 3 cases remain ongoing with OSCCA.

RDUB Procedure - Case Study

A student did not pass their second year of study due to a new mental health condition which impacted their first examination of the exam period. As a result of the new symptoms, they did not sit the rest of their exams and instead applied to the Examination Access and Mitigation Committee (EAMC) to be 'Allowed to Progress'. The EAMC declined the student's application, as the medical evidence provided suggested that the student had been experiencing these symptoms for a while and therefore the incident was not 'unanticipated' as required by the guidelines.

The student requested a review of the EAMC's decision under the grounds of the decision being unreasonable and due to new evidence. Updated medical evidence was provided that confirmed the student did not have a prior history of mental health conditions.

The decision maker partly upheld the student's request on the grounds of new medical evidence, which confirmed that the new symptoms were indeed 'unanticipated'. The case was referred back to the EAMC for reconsideration and they approved the allowance of 'Allowed to Progress'.

Learning:

Evidence submitted at the time to a decision-making body should meet their published criteria (e.g. the criteria required to grant an examination allowance). Appeals for decisions based on new evidence should address the concerns of the decision-making bodies highlighted in the outcome letter or notice to the student.



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 23 - Precautionary Action cases received in 2024-25

Year	Total cases: 5 (3 University investigations, 2 police investigations)	
2024-25	Case 1: Precautionary action was imposed to limit interactions between two students whilst a Student Disciplinary Procedure investigation was ongoing.	
	Case 2: Precautionary action was imposed following notification of a police investigation. The respondent student was subject to bail conditions, and precautionary measures provided clarification on access to departmental buildings.	
	Case 3: Precautionary action was considered following notification of a police investigation. The student was on a professional course, and the student was suspended under the Fitness to Practise Procedure. As a result, precautionary action was not required.	
	Case 4: The University initiated an investigation using the Student Disciplinary Procedure, and an initial risk assessment indicated that precautionary action was not necessary. At the conclusion of the investigation, new information emerged, requiring a review of the risk assessment. Precautionary action was then imposed to suspend the student from study due to the assessment of increased risk, and remained in place until the case was considered by the Discipline Committee.	
	Case 5: Precautionary action was imposed at the initiation of a Student Disciplinary Procedure investigation. The matter is ongoing.	
Gender	Female 0	Male 5

Figure 24 - Precautionary Action cases received in 2023-24

Year	Total cases: 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.	
	Gender	Female 0 Male 2

Figure 25 - Precautionary Action cases received in 2022-23

Year	Total cases: 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

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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 2024-25, 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. During 2024-25, OSCCA launched 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 2024-25. 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 most appropriate way forward.

Figure 26 - Procedure to Support and Assess Capability to Study cases received in 2024-25

Year	Case
2024-25	<p>Case 1: A College referred a student to stage 2 of the Procedure, due to concerns about the student’s interactions with College staff. Due to the nature of the concerns raised, it was determined that the matter was more appropriately handled under the College’s Fitness to Study procedure.</p>
	<p>Case 2: A College referred a student to stage 2 of the Procedure following concerns about the impact of the student’s medical condition on their ability to engage with and sustain study. A meeting of the Study Capability Assessment Committee was held, and the student was permitted to continue with study subject to engagement with a mutually-agreed plan of action.</p>
	<p>Case 3: A student was referred to stage 2 of the Procedure as a result of concerns about poor academic engagement and missed deadlines. The referral was made a few weeks before the end of the course, and following discussion, the Department agreed that the academic progress process was more appropriate for the student’s circumstances.</p>

Figure 27 - 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.</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 28 - Procedure to Support and Assess Capability to Study cases received in 2022-23

Year	Case
2022-23	<p>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.</p>
	<p>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.</p>
	<p>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.</p>
	<p>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.</p>



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 finding 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 would therefore be 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.

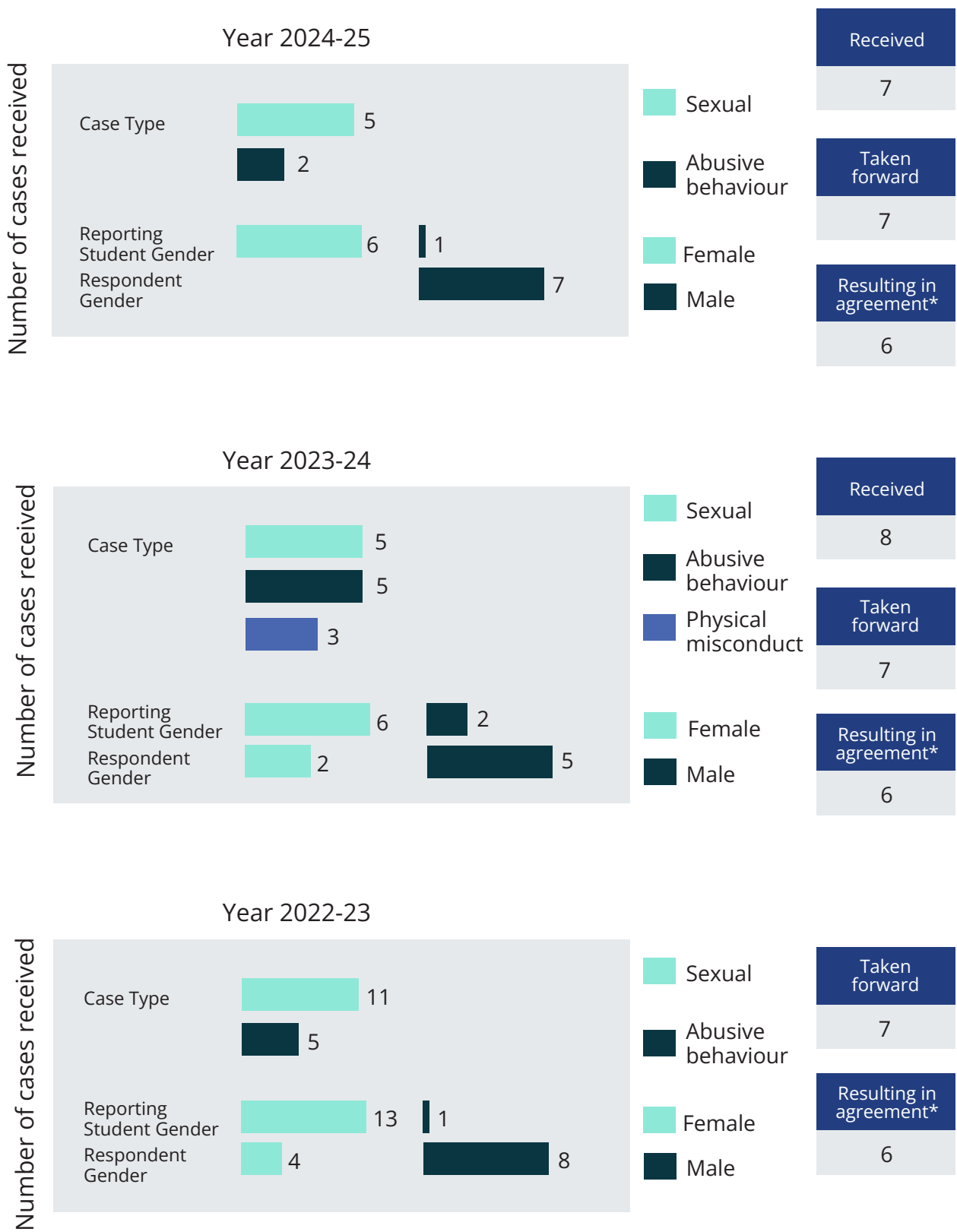
Some received cases may not proceed to a facilitated agreement; they may be referred to another procedure; they may have originated from someone who is not a student; or the reporting student may choose to withdraw or stop engaging with the procedure part-way through the process.

There has been recent discussion within OSCCA whether the small case numbers for this process indicate that it is no longer required. However, informal feedback during training sessions from a range of staff across the University indicate that the process provides a valuable choice for students when considering their options with regards to reporting, with positive feedback from reporting students.

Trends in case statistics

The number of cases received in 2024-25 remains similar to the previous year, with the majority of cases pertaining to some element of alleged sexual misconduct. However, nearly all of the cases this year resulted in actions being agreed to by both the reporting and respondent student. As outlined above, members of staff supporting students continue to make them aware of the option of this process and students continue to make use of procedure meetings offered by OSCCA to decide which process they wish to use to handle their complaint.

Figure 29 - Overview of Informal Complaint Procedure cases over the last three academic years



* Informal agreement reached between reporting and respondent students



Student Disciplinary Procedure

Non-academic misconduct

Purpose of Procedure

This Procedure enables the University to investigate and sanction students following reported inappropriate behaviour and alleged breaches of the University's Rules of Behaviour. Allegations are presented to a Student Discipline Officer (SDO) who determines whether an investigation should take place. Incidents that are taken forward are investigated by an OSCCA Investigator, who interviews relevant parties, gathers evidence and produces an investigation report. The SDO considers the investigation report and supporting evidence, determining whether to i) impose an SDO sanction, ii) refer the case for consideration by a Discipline Committee, or iii) take no further action or refer the case to another University procedure. Where the outcome for a case is an SDO sanction or referral to a Discipline Committee, respondent students have the option to appeal the final decision by having their

case considered by an Appeal Committee.

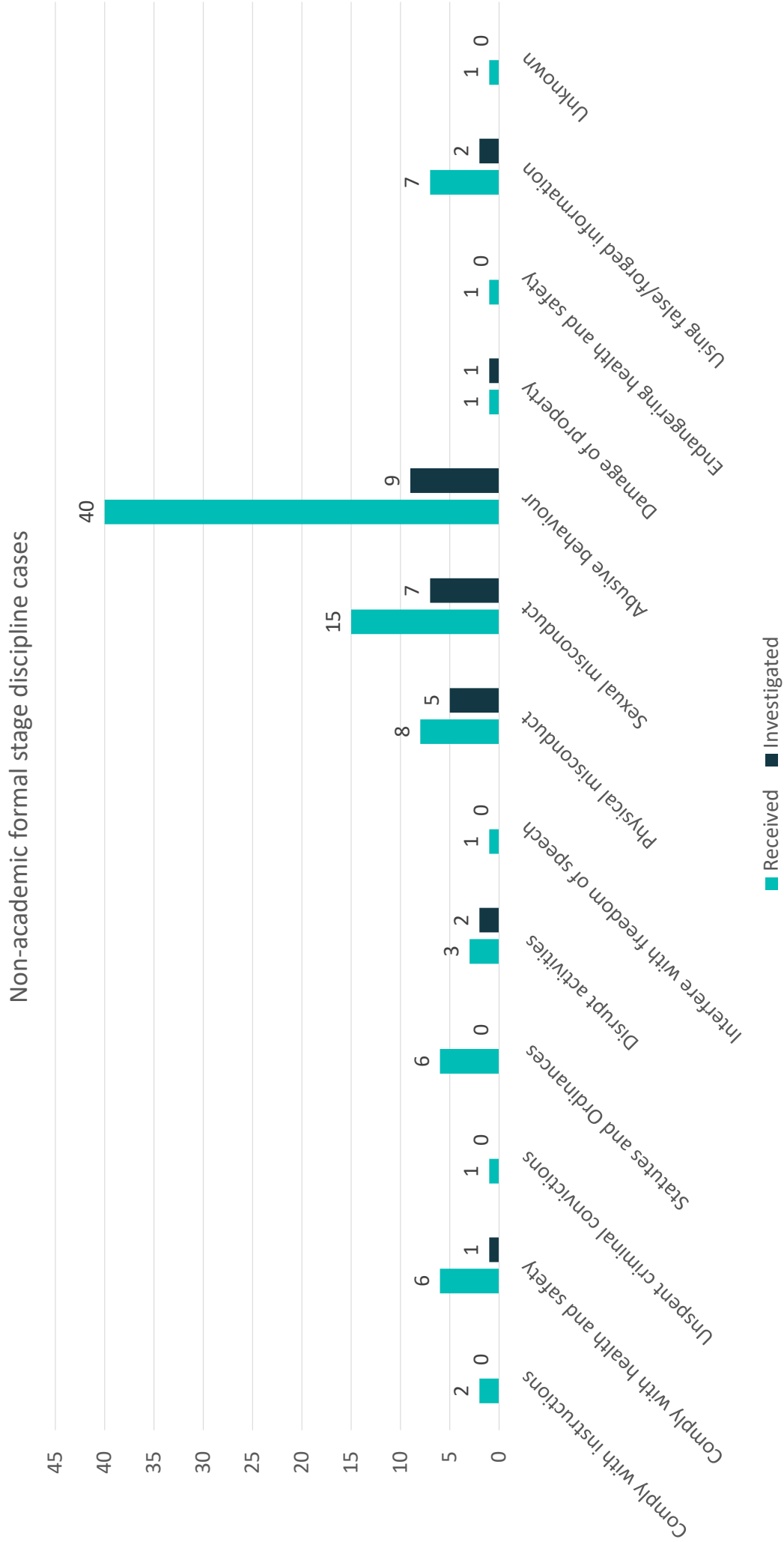
Changes to the Student Disciplinary Procedure (effective from 1st October 2023) mean that reporting students are now able to attend a larger portion of a Discipline Committee meeting, if this takes place, and to have questions posed to the respondent student (on their behalf) by the Chair. Informally, there has been positive feedback from reporting students regarding this change to the process. Following on from the implementation of the revised procedure, allegations of academic misconduct continue to be investigated by either the Chair of Examiners, Senior Examiner or Chair of Degree Committee, as appropriate. OSCCA continues to provide support to these parties for academic misconduct investigations.

During 2024-25, 14 Discipline Committee meetings and 12 Appeal Committee meetings took place.

	Received	Investigated	Found Breach
2024-25	62	13*	5
2023-24	45	24	6
2022-23	39	31	13

* 3 cases are still under investigation as of January 2026

Figure 30 - Categories of non-academic cases received in 2024-25



Figures 31-32 - Overview of non-academic cases received in 2024-25, including sanctions imposed

2024-25			
Group	Received Total: 62	Investigated* Total: 13	Found Breach** Total: 5
Respondent Student Type	UG: 32 PG: 28 Unknown: 2	UG: 7 PG: 6 Unknown: 0	UG: 2 PG: 3 Unknown: 0
Respondent Gender	Female: 29 Male: 30 Other/Unknown: 3	Female: 3 Male: 10 Other/Unknown: 0	Female: 2 Male: 3 Other/Unknown: 0
Respondent Racial Identity***	White: 40 BAME: 18 Info refused: 2 Unknown: 2	White: 8 BAME: 5 Info refused: 0 Unknown: 0	White: 2 BAME: 3 Info refused: 0 Unknown: 0
Respondent Fee Status	Home: 39 Overseas: 21 Unknown: 2	Home: 7 Overseas: 6 Unknown: 0	Home: 3 Overseas: 2 Unknown: 0
Respondent Disability	Recorded disability: 15 No known disability: 44 Info refused: 1 Unknown: 2	Recorded disability: 1 No known disability: 11 Info refused: 1 Unknown: 0	Recorded disability: 0 No known disability: 4 Info refused: 1 Unknown: 0
Reporter	Student: 43 Staff: 13 Public: 6	Student: 11 Staff: 2	Student: 4 Staff: 1

* 3 investigations are still ongoing and 2 cases have been referred to a Discipline Committee, but are yet to be heard.

** In 4 cases, breaches were found by the SDO and minor sanctions were imposed. For 1 of the cases referred to a Discipline Committee, a breach was found.

*** 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 Sanctions for 2024-25		Number of cases****
Imposed by SDO	Pay the cost of material damages up to the amount of £250	0
	Written apology	2
	Engage with educative or reflective session	4
	Written reflection	2
	Impose a 'no contact' order, specifying actions to prevent interaction between the respondent and named person(s)	3
Imposed by Discipline Committee	Restrictions or conditions on the right to use or access University/College premises, facilities or services	1
	Amendment of academic results or temporary or permanent removal of academic awards	0
	Temporary or permanent exclusion	1
	Restrictions on University membership or representing the University	1
	Any penalty considered by the Discipline Committee to be lighter	1

**** Each case can have more than one sanction imposed. Therefore, the number of sanctions may exceed the number of cases where a breach is found.

Figure 33 - Overview of non-academic cases received in 2023-24

2023-24			
Group	Received Total: 45	Investigated Total: 24	Found Breach Total: 6
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***	White: 17 BAME: 28	White: 11 BAME: 13	White: 2 BAME: 4
Respondent Fee Status	Home: 28 Overseas: 16 Other: 1	Home: 17 Overseas: 6 Other: 1	Home: 5 Overseas: 1
Respondent Disability	Recorded disability: 17 No known disability: 27 Info 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	Student: 3 Staff: 3

Figure 34 - Overview of sanctions imposed for non-academic cases in 2023-24

Type of Sanctions for 2023-24	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
Written reflection	4
Impose a 'no contact' order, specifying actions to prevent interaction between the respondent and the named person(s)	2

Trends in case statistics

The number of non-academic misconduct cases continues to rise, from 45 last academic year to 62 in 2024-25. The Rule of Behaviour most commonly alleged to have been breached 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'. This is then separated into three categories: physical misconduct, sexual misconduct and abusive behaviour. Cases may involve a combination of these categories, however, the most frequent rule breach raised by students are reports relating to alleged abusive behaviour, followed by sexual misconduct as the second most prevalent allegation and physical misconduct as the third most prevalent allegation.

In total, 13 cases were investigated. The decision whether to commission

an investigation or not is made by the Student Discipline Officer (SDO). Reasons to not commission an investigation for cases received during 2024-25 included referring the matter to be addressed within College and referring the matter to be considered under the Informal Complaint Procedure for Student Misconduct. In addition, some students may disengage with the procedure or choose to withdraw their complaint before it is sent to an SDO, which means that an investigation is not undertaken.

Of the non-academic cases received and investigated during 2024-25, the SDO imposed minor sanctions for 3 cases, determined that no further action should be taken for 1 case and referred 4 cases to be heard by a Discipline Committee. In 2 cases where investigations were started, the reporting student subsequently disengaged from the process. For 3 cases investigations are still ongoing and 2 cases are yet to be heard by a Discipline Committee, as of January 2026.

Student Disciplinary Procedure (Non-academic misconduct) - Case Study

OSCCA received a report alleging physical misconduct, sexual misconduct and abusive behaviour. The Student Discipline Officer considered the available evidence for the report made under the Student Disciplinary Procedure and commissioned an investigation into the concerns. Precautionary Action was put in place for the respondent student whilst the investigation was ongoing.

The investigation concluded and the Student Discipline Officer referred the case to be considered by a Discipline Committee. The student denied the allegations, however, the Discipline Committee unanimously agreed that there was evidence on the balance of probabilities to find that the Rules of Behaviour had been breached. Due to the seriousness of the case, the Discipline Committee imposed a number of sanctions including permanent exclusion and restriction of access/use of University facilities, services and premises.

Learning:

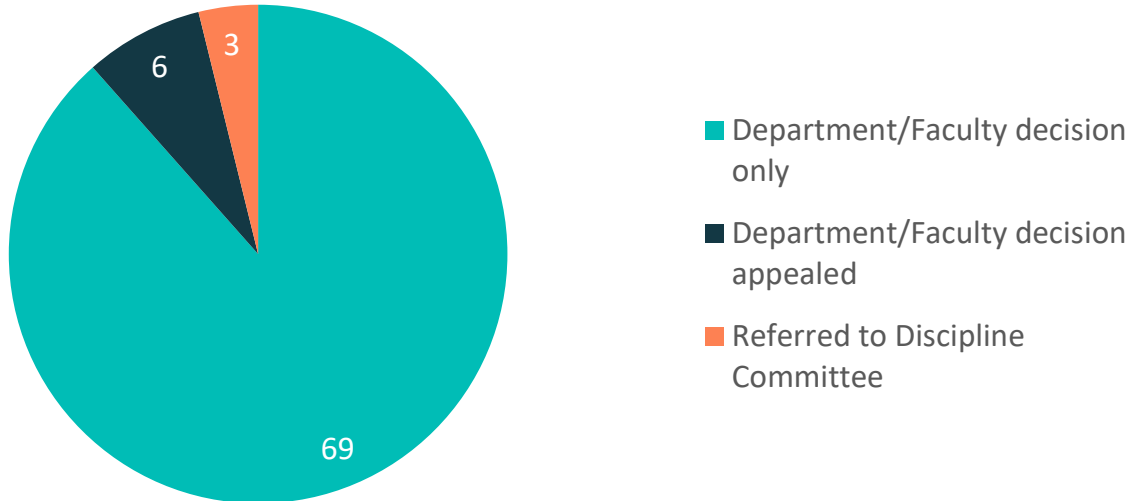
This case demonstrates that Discipline Committees impose significant sanctions where appropriate.

Student Disciplinary Procedure

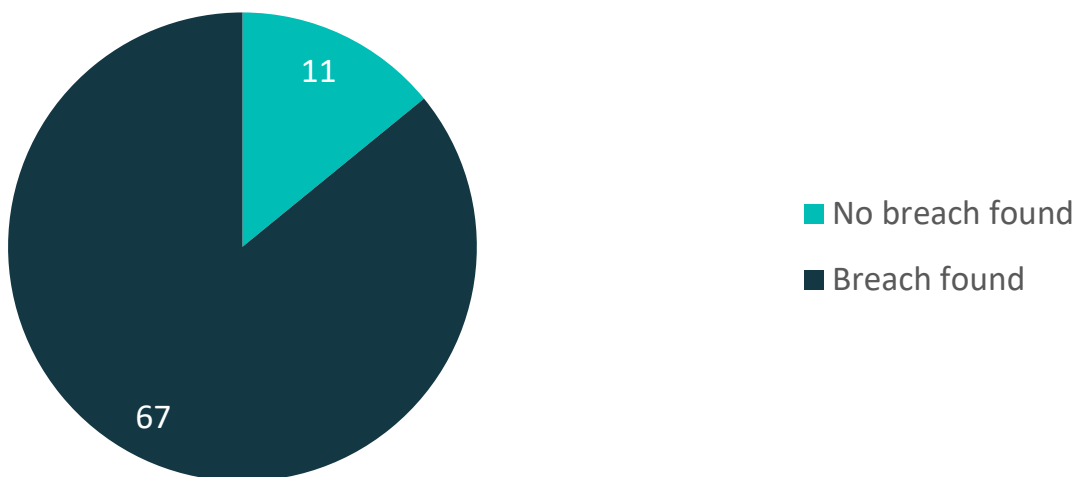
Academic misconduct

Figure 35 - Overview of academic misconduct cases received in 2024-25

Number of cases by Procedure stage



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



Figures 36-37 - Summary of academic misconduct cases for 2024-25, followed by the sanctions imposed at each level

2024-25			Appeal Stage	
	Investigated	Breach Found	Received	Upheld
Total	78	67	6	3
Course	UG: 51 PG: 27	UG: 45 PG: 22	UG: 4 PG: 2	UG: 2 PG: 1
Gender	Female: 48 Male: 30	Female: 42 Male: 25	Female: 4 Male: 2	Female: 2 Male: 1
Racial Identity*	White: 23 BAME: 53 Info refused: 2	White: 18 BAME: 47 Info refused: 2	White: 3 BAME: 3	White: 3
Fee Status	Home: 48 Overseas: 30	Home: 41 Overseas: 26	Home: 5 Overseas: 1	Home: 3
Disability	Recorded disability: 26 No recorded disability: 52	Recorded disability: 23 No recorded disability: 44	Recorded disability: 1 No recorded disability: 5	Recorded disability: 1 No recorded disability: 2

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

Type of Sanction		Cases**
Chair of Examining Body	Engage with educative or reflective session	20
	A mark that reflects the parts of the assessment not affected by academic misconduct	42
	A mark of 0 for the affected assessment	11
	A written apology	2
	A written reflection	10
	Where re-sits are permitted, a re-sit with a maximum mark of the pass mark	4
Discipline Committee	Engage with educative or reflective session	1
	A mark of 0 for the affected assessment	1
	A written apology	2
	A written reflection	1
	Amendment of academic results or temporary or permanent removal of academic awards	1
	Any penalty considered by the Discipline Committee to be lighter	1
Appeal Committee	Engage with educative or reflective session	1
	Any penalty considered by the Appeal Committee to be lighter	3

** Each case can have more than one sanction imposed. Therefore, the number of sanctions may exceed the number of cases where a breach is found.

Figures 38-39 - Overview of academic misconduct cases received in 2023-24 and sanctions imposed

2023-24			Appeal Stage	
	Investigated	Breach Found	Received	Upheld
Total	69	55	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	White: 1 BAME: 3
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	Recorded disability: 2 No recorded disability: 2

Type of Minor Sanction	Cases
Engage with educative or reflective session	19
A mark that reflects the parts of the assessment not affected by academic misconduct	31
A mark of 0 for the affected assessment	11
A written apology	3
A written reflection	11
Where re-sits are permitted, a re-sit with a maximum mark of the pass mark	6
Amendment of academic results or temporary or permanent removal of academic awards	4

Trends in case statistics

2024-25 is the second academic year where Departments and Faculties have the main responsibility for and greater powers when investigating suspected academic misconduct, under the revised Student Disciplinary Procedure. There has been a further increase in the number of academic misconduct cases investigated under the Procedure in 2024-25, a pattern that was also seen in 2023-24. In turn, the proportion of investigated cases where a breach of the Rules has been found has increased from roughly 78% in 2023-24 to 86% in 2024-25. The majority of cases continue to involve a decision at the Department/Faculty level only, with few appeals of these decisions. A very small number

of cases were referred to a Discipline Committee and none of the Discipline Committee decisions were appealed this academic year.

The most common sanction imposed continues to be 'A mark for the assessment that only reflects the parts of the assessment not affected by academic misconduct'. However, Departments/Faculties, Discipline Committees and Appeal Committees continue to require attendance of educative sessions by students who are found to have undertaken academic misconduct, highlighting the importance of promoting good scholarly practice as students continue with their studies and beyond.

Student Disciplinary Procedure (Academic misconduct) - Case Study

An undergraduate student was suspected of breaching the Rules of Behaviour in relation to academic misconduct during an examination, specifically related to self-plagiarism across questions within a single examination paper. The Chair of Examiners imposed the sanction of 'A mark for the assessment that only reflects the parts of the assessment not affected by academic misconduct'. In line with the Student Disciplinary Procedure, the student appealed the decision on the grounds that the decision was unreasonable and that the sanctions were either disproportionate or not permitted under the Procedure.

The case was referred to an Appeal Committee who considered the case materials. The Committee determined that self-plagiarism (and therefore academic misconduct) had not occurred, as the University's definition for self-plagiarism indicated that this must have occurred across individual examinations, rather than within a single examination. However, the Appeal Committee indicated that this represented poor academic practice. As a result, the appeal was upheld.

Learning:

Instances of suspected self-plagiarism within a single examination paper may not constitute academic misconduct under the University's approved definition and according to the Student Disciplinary Procedure. However, if this practice is undertaken by a student it represents 'poor academic practice'. This should be taken into consideration when marking a student's submission and should be reflected in the final mark awarded to the student.

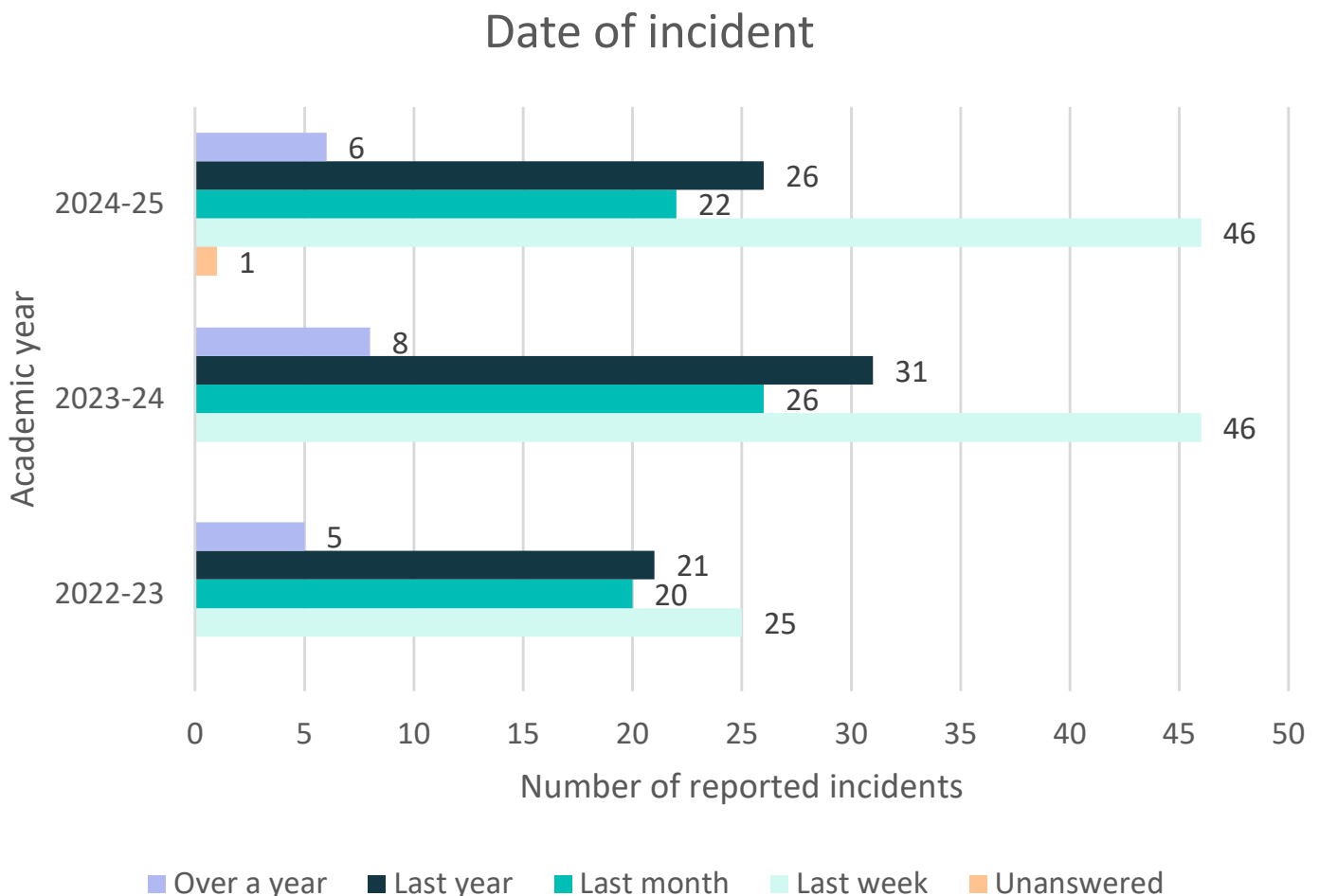
Anonymous Reporting Tool

Purpose of Procedure

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 understands 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. New fields were introduced to the online form for anonymous reporting in 2024-25, to allow capturing of reports relating to antisemitism and islamophobia following the Israel/ Palestine conflict.

Figure 40 - Overview of anonymously reported cases received by year



Trends in case statistics

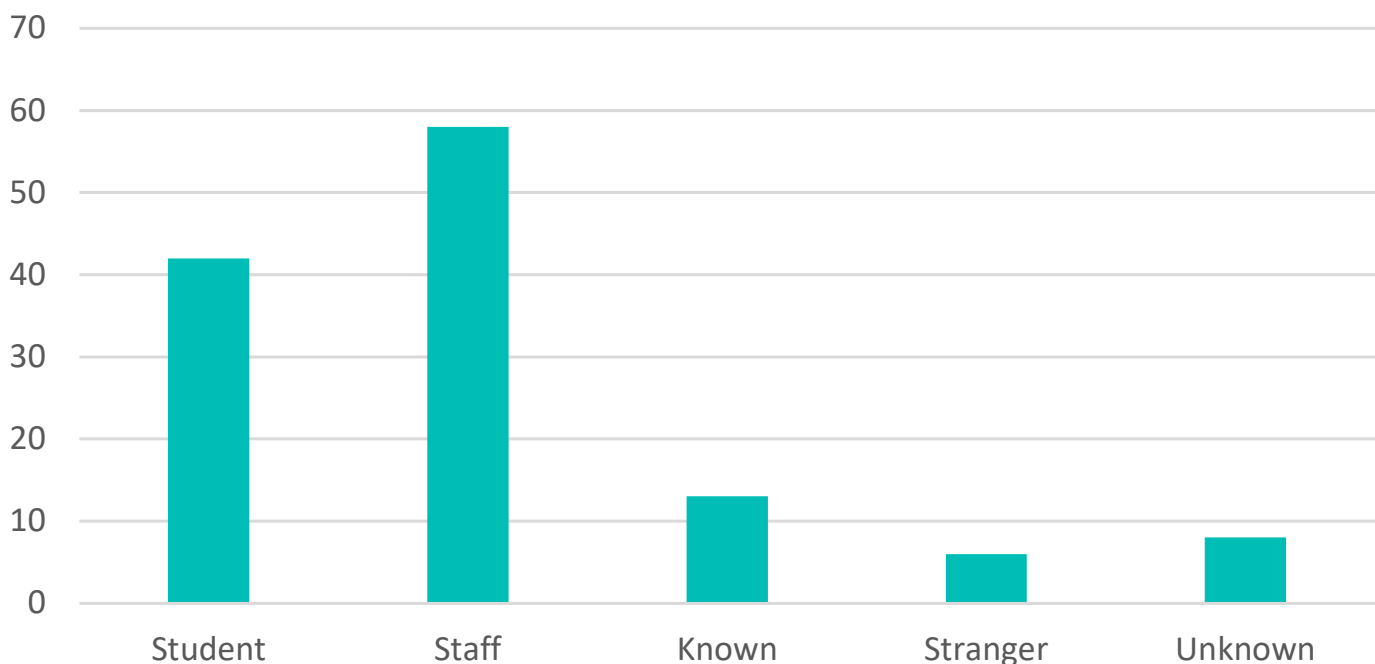
The anonymous reporting system remains available but there have been no significant ongoing University campaign efforts to publicise it. Nevertheless, in 2024-25 there were 101 reports, similar to the number of reports in 2023-24 (111 reports) and higher than 2022-23 (71 reports). This demonstrates that it continues to be a valuable reporting option for those affected by behaviour, as well as for the purposes of data collection. While the small dataset makes it challenging to provide detailed analysis of trends in the data, students continue to be the main users of this reporting option, reporting that they

or another student has been subjected to this behaviour.

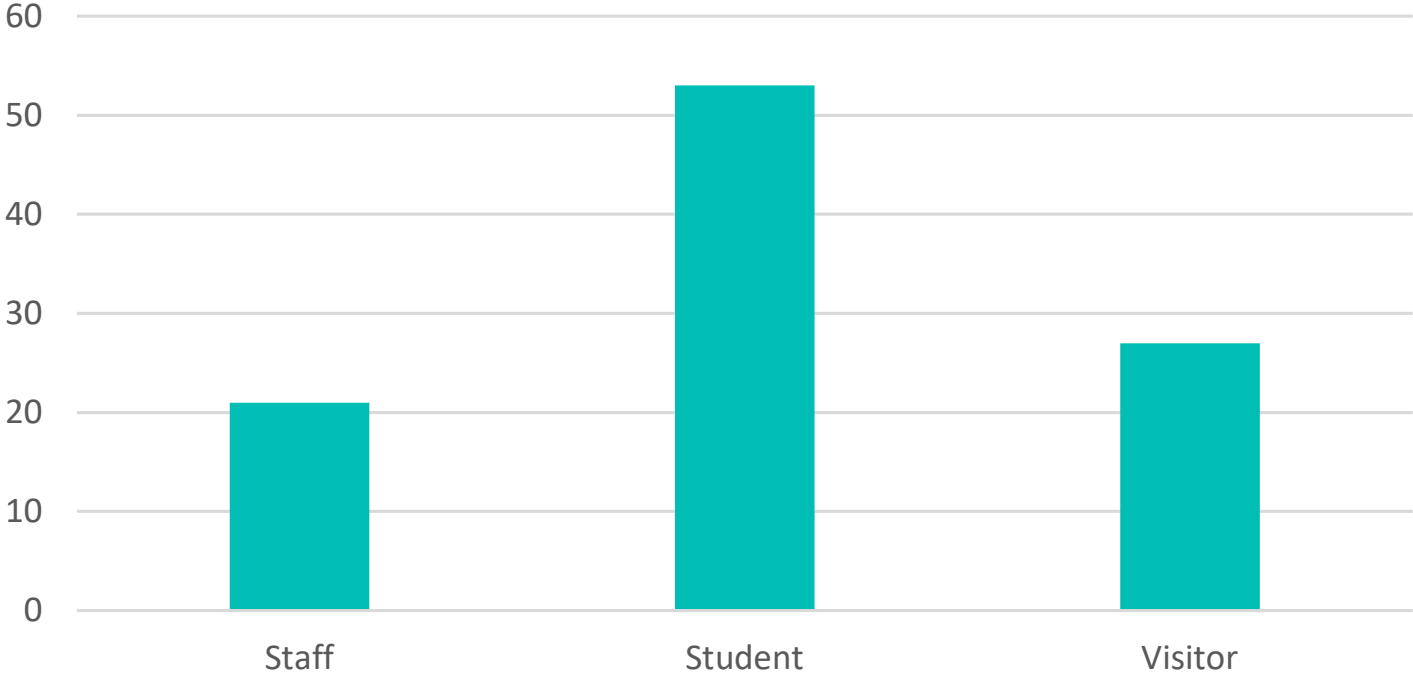
Over the last year, members of staff are the most commonly reported party, accounting for around half of the reports where the reporting person was a student, and the vast majority of the reports where the reporting person was a member of staff. The majority of the users of the form report that they had not sought support from anyone, or had sought support from family and/or friends. Users of the form are signposted to sources of University and College support, as well as external support.

Figures 41-43 - Anonymous reporting overview for cases received in 2024-25

Reported party categories



Reporter categories



Subject of behaviour categories

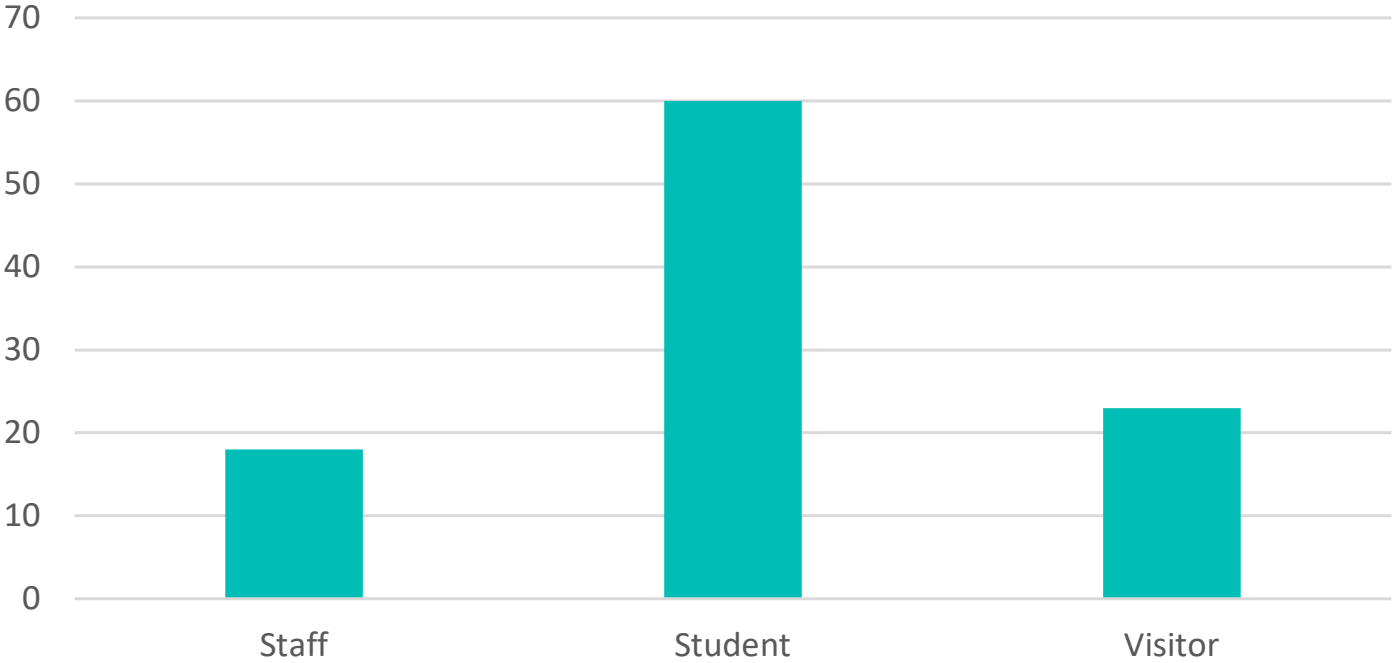
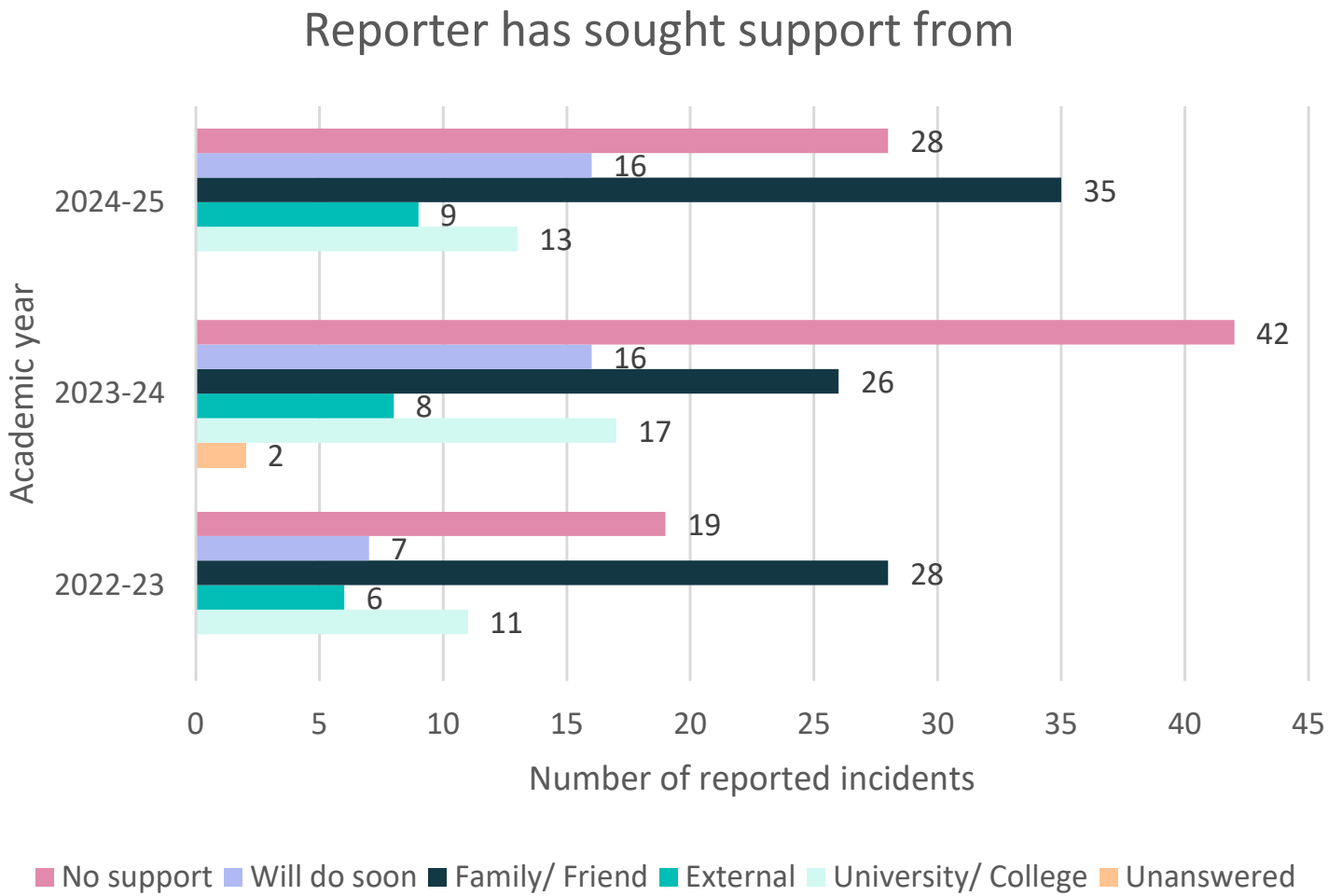


Figure 44 - Sources of support for reporters for anonymous reporting cases





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

2025 saw a significant increase (62%) in the number of complaints submitted to the OIA, from 38 in 2024, to 61 in 2025. This is reflected in the **OIA's operating report** for 2025, which reports a 17% increase in cases received from 2024 to 2025. As students have 12 months to make a complaint to the OIA it is difficult to compare proportionally between years by using Completion of Procedures letter statistics. It is noted that 21 of the complaints received by the OIA in 2025 are still ongoing.

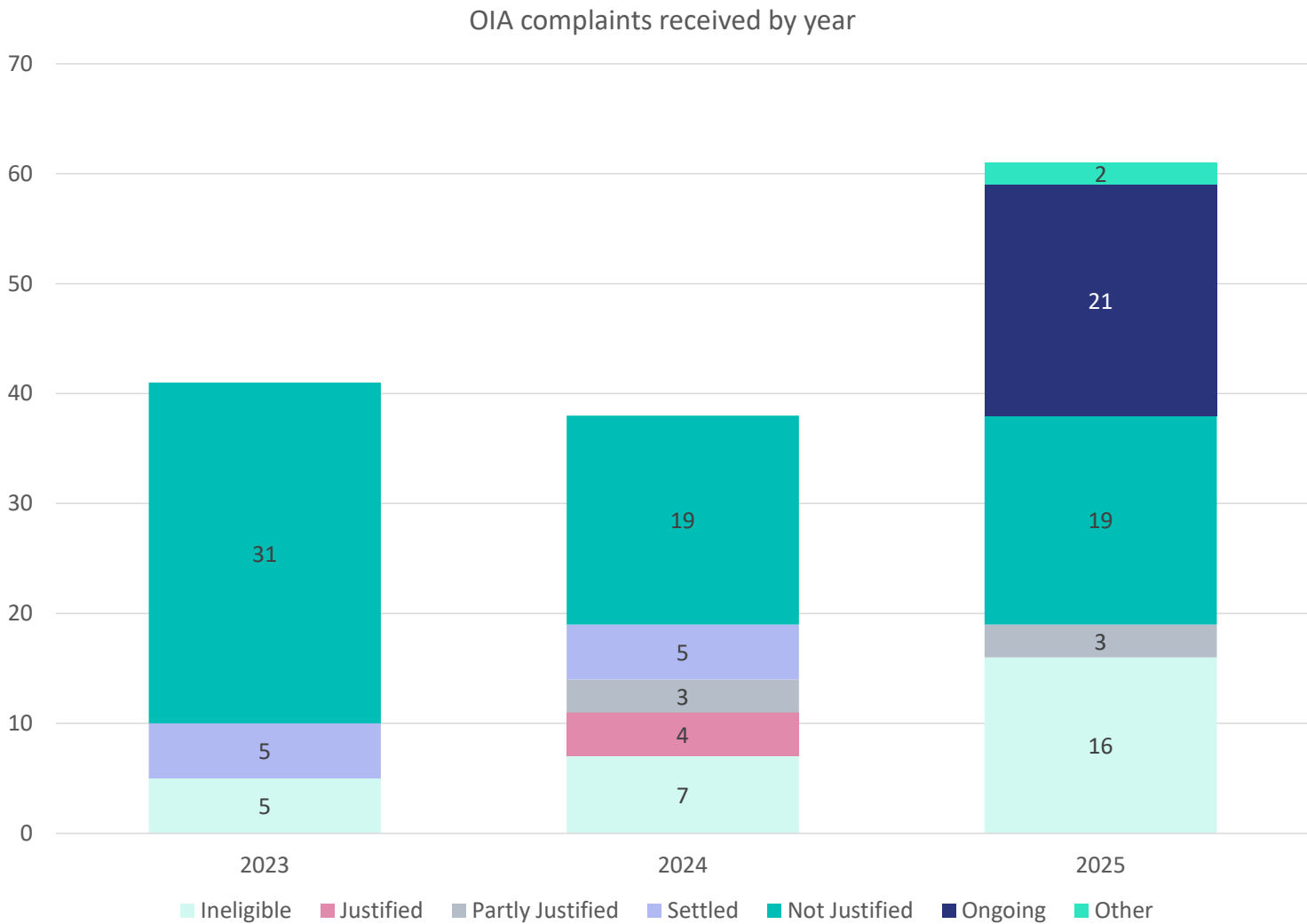
Of the 40 complaints that have reached resolution, 37 were not justified, 3 were partly justified, and

none were fully justified. The partly justified cases reflect a total of 8% of the 2025 resolved complaints and compares favourably to the 18% of cases that were resolved and justified, in part or in whole, during the same period in 2024.

For the previous 3 years, the number of complaints settled 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) has remained constant at 5 per year from 2022-2024 inclusive, however during 2025 no cases were settled prior to a full OIA investigation.

Of the 61 complaints received by the OIA in 2025, 26% were deemed ineligible for consideration under the OIA regulations (such as complaints relating to academic judgement, admissions, or because the student had not exhausted the internal University processes at the time they submitted their complaint), this compares to 18% of the total complaints received by the OIA during 2024.

Figure 45 - OIA complaints received over the last three years



OIA Statement

Each calendar year the OIA produce a statement for each higher education 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 annual statements can be read here in full: <https://statements.oiahe.org.uk>.

OIA - Case Study A

While on intermission, a student raised a complaint regarding the level of supervision they received during their postgraduate course of study and advice received from the supervisor. The Department acknowledged that there had been an error with regards to the advice given to the student. However, the complaint was dismissed at the formal stage and the student initiated the review stage of the process. The decision maker also dismissed the complaint at this stage of the process, but made recommendations for the Department to consider when the student returned from intermission to continue their studies. The student was dissatisfied with the outcome of the complaint process and submitted a complaint to the OIA.

The OIA found the complaint to be **'Partly Justified'**. The OIA commended the recommendations put forward at the review stage of the complaint process. However, the OIA outlined that the University had acknowledged that an error had been made, which had a demonstrable impact on the student. As the student did not wish to resume study following intermission, the OIA required that the student be refunded their tuition fees. The OIA also noted that there were delays to the complaint process, therefore financial compensation was required.

Learning:

While the OIA were satisfied with the practical recommendations put in place, consideration should also be given to whether a financial remedy is required to alleviate distress and inconvenience.

OIA - Case Study B

A concern was raised that a student was alleged to have engaged in academic misconduct in an essay. As outlined in the Student Disciplinary Procedure, the Chair of the Degree Committee investigated the matter and referred the case to be heard by a Discipline Committee. Based on the evidence provided, the Discipline Committee made a finding that academic misconduct had occurred and imposed sanctions. The student requested an appeal of the Discipline Committee's decision under the Student Disciplinary Procedure. The Appeal Committee reviewed the case and dismissed the appeal.

The student was dissatisfied with the outcome of the Student Disciplinary Procedure and submitted a complaint to the OIA. The OIA found the complaint to be **'Not Justified'**. The OIA concluded that the decisions made at each stage throughout the discipline process had been reasonable. The OIA noted that the University has a responsibility to maintain academic integrity and they considered it important to take a robust approach with regard to academic misconduct. The OIA noted the student's concerns that the University's process had taken 5 months to complete. However, the OIA were satisfied that the delay to the process had not materially impacted the outcome of the case.

Learning:

It is important to balance upholding the University's academic integrity alongside considering the individual circumstances of each case under the Student Disciplinary Procedure. Where delays are unavoidable, they should be communicated and should not disadvantage the student, nor materially impact the outcome.

Contact

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