UNIVERSITY OF CAMBRIDGE
Education Quality and Policy Office

**Document cover sheet**

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| **Title** | Code of Practice for Taught Masters programmes 2026-2027 |
| **Purpose** | This Code of Practice sets out the expectations and obligations of those delivering and those studying taught Masters programmes. |
| **Owner** | EQPO |
| **Contact within EQPO** | Jane Clare |
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| **Comment** | Updates to ensure fit for purpose for 2026/27 academic year |

# Code of Practice for Taught Masters programmes 2026-2027

## Introduction

This Code of Practice is for students studying on taught Masters programmes (including the MPhil by Advanced Study, M.Arch, M.Des, EMBA, M.Acc, MBA, MCL, MFin, LL.M., MRes, MEd, and MSt degrees, the Advanced Diplomas in Economics and Classics, the Postgraduate Diplomas in Legal Studies and in International Law), whether by full or part-time routes[1].It applies to the duration of the programme for students who begin studying in the academic year 2026-27.

This Code has been issued by the University's main academic authority, the General Board, to make clear what you should expect during your study in terms of teaching support and assessment. Of equal importance, it also sets out what the University and those responsible for your study expect of you. These mutual responsibilities and expectations are intended to provide a framework within which you can flourish on your course.

This Code supplements the University's formal requirements as set out in its Statutes and Ordinances.

If you have any questions about this Code please raise them with your Course Director or the Director of Postgraduate Education in your Faculty/Department.

A summary of key points is included at the start of this Code. This is intended as a quick guide and must be read in conjunction with the detailed information provided in the Code itself.

Students and Course Directors (or Deputies) are asked to sign a copy of this Code to confirm that that they have read and discussed it.

Professor Bhaskar Vira
Pro-Vice-Chancellor for Education
September 2026

[1] This Code of Practice does not apply to Masters of Philosophy by Thesis. For postgraduate research courses, use the Code of Practice for Research Students.

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## Summary of key points

Depending on your course, you will be a member of either a department, a faculty, an institute, or a centre.

Your course will be overseen by a University Degree Committee, which is responsible for the structure and content of your course, and for monitoring your progress. It is the formal body that decides whether to approve your award.

Day to day management of your course will be by a Course Director supported by a Course Administrator. The Director has specific responsibilities in relation to oversight of your studies, provision of information and setting out expectations. Depending on your course you may also be allocated a Director of Studies in your Department. Postgraduate student provision in your Faculty/Department is overseen by a Director of Postgraduate Education.

If you are required to write a research project report or dissertation, you will be allocated a Supervisor. They will be responsible for supporting you in researching and writing up your work (para 23).

You will be allocated a College Postgraduate Tutor in your College who will be available to provide advice and support for any non-academic and pastoral matters.

You are expected to take full advantage of the facilities, teaching, supervision, and support offered to you and to be proactive and self-directed in your studies and to make independent use of the facilities available.

You are expected to meet deadlines for submission of work and to complete your course within the timeframe specified – Examinations and Assessment.

If you are experiencing difficulties with your studies, you are expected to discuss these with your Course Director (or Director of Studies) without delay. If you are experiencing difficulties with your Course Director you are expected to raise these with the Director of Postgraduate Education in your Faculty/Department. You may also wish to speak to your College Postgraduate Tutor.

If at any point your Course Director is concerned about your progress, they are required to highlight this, and to alert the Director of Postgraduate Education in your Faculty/ Department.

In certain circumstances, within 28 days of receiving formal notification of your examination results, you may request a review via the Examination Review Procedure. For more general complaints, the Student Complaint Procedure is available. Your Degree Committee/Faculty Board may be asked to contribute to any investigation of any complaints and examination appeals.

We confirm that we have read and discussed the contents of this Code of Practice

**Student**

| _____ | _____ | _____ |
|---|---|---|
| Name | Signature | Date |

**Course Director (or Deputy)**

| _____ | _____ | _____ |
|---|---|---|
| Name | Signature | Date |

## A Responsibilities and expectations of those delivering your programme

The following section describes the roles of the various individuals and entities who share responsibility for your course of study. It also describes the roles of the various formal committees that oversee your progress and the award of your degree.

### University Faculties and Departments

1 As a taught masters student you are formally a member of a department, a faculty, an institute, or a centre which delivers teaching and learning. This is referred to as your **Department** in this Code of Practice. Although you will be a member of one Department, it is possible that you may need to spend time in another Department, depending on the requirements of your course.

2 The **Head of your Department** is responsible for staffing and the student experience within your department. They may reasonably expect to be involved in resolving any difficulties that fall into this category between staff and students.

3 Your **Department** will also have a **Director of Postgraduate Education**. They will usually be supported by a department committee with responsibility for postgraduate education. Titles may vary, and in some Departments this role may be undertaken by the Secretary of the Degree Committee. You will be told the name of the person who carries the responsibilities of the Director of Postgraduate Education in your Department.

4 Your Director of Postgraduate Education is a source of advice if you experience difficulties that cannot be resolved directly and may act as an intermediary between you and your Course Director if difficulties arise. If you experience difficulties with your Course Director you are encouraged to raise these with the Director of Postgraduate Education in your Department without delay.

### University Committees

5 Your offer of admission will indicate your **Degree Committee**.

6 Your Degree Committee is formally responsible for recommending to the **General Board** that you be admitted on to your course and for monitoring your progress.

7 If you need to apply to change your student status, such as to intermit (take a break from study)[2] or to work away[3] from Cambridge, the Degree Committee will provide a commentary on your application as part of the application process. Please note that taught

[2] https://www.cambridgestudents.cam.ac.uk/your-course/postgraduate-study/your-student-status/medical-intermission or https://www.cambridgestudents.cam.ac.uk/your-course/postgraduate-study/your-student-status/non-medical-intermission
[3] https://www.cambridgestudents.cam.ac.uk/your-course/postgraduate-study/your-student-status/work-away

postgraduate students are rarely granted leave to work away unless the work or research to be undertaken is integral to the course.

8 For the assessment of your work, the Degree Committee will appoint assessors and examiners, and nominate Chairs, Seniors and External Examiners for appointment by the University's General Board.

9 The Degree Committee will confirm whether you have met the requirements for the award of your degree.

10 If you make a complaint[4] about your course or request a review of your examination results[5] your Degree Committee may be required to provide a response which will be used in assessing whether to uphold your complaint or review.

**Course Director**

11 Your **Course Director** takes overall responsibility for course content and assessment, and for ensuring that necessary arrangements for academic and administrative support are available to you. Students on some courses may also be assigned to a Director of Studies, who will carry out some of the duties of a Course Director. Your course handbook will make clear the distinction between the Course Director role and the Director of Studies role.

12 Your Course Director is expected to be familiar with this Code and related guidance provided by the University authorities. Your Course Director is also expected to advise you on planning your personal and skills development.

13 Your Course Director is a source of advice and support if you experience difficulties that cannot be resolved directly and may act as an intermediary between you and your dissertation/research project Supervisor if difficulties arise.

14 Your Course Director will ensure that you are informed of the following:

- Course structure, including details of mandatory and optional modules, research projects, placements, and timetables for lectures and assessments.
- What to expect in terms of frequency of contact between you and your Course Director. This may depend on your course and where you are in your studies. If your course requires completion of a dissertation or one or more research projects, you will agree separate contact arrangements with your dissertation/research project Supervisor.

[4] https://www.studentcomplaints.admin.cam.ac.uk/student-complaints
[5] https://www.studentcomplaints.admin.cam.ac.uk/examination-reviews

- Assessment methods, mark schemes, deadlines, and other requirements for each component of your course.
- Details of how your progress will be monitored during your course and what feedback you should expect to receive.
- Details of how to apply to change your student status, such as to apply to intermit[6] your studies or (if integral to the course) to work away[7] from Cambridge. Your Course Director will provide an academic commentary on any such applications you make.
- Conventions for scholarly writing in your academic discipline, including how to present your work and how to make appropriate acknowledgement when quoting, using, drawing upon, or referring to the work of others.
- Conventions and requirements for research and data collection with respect to, for example, use of archives and collections; and integrity in collecting and analysing data, including relevant University policies on research ethics, working with children or vulnerable adults (where relevant) and animal welfare (where relevant).

15 Your Course Director will monitor your progress - liaising with lecturers and dissertation/research project supervisors - and will arrange for regular reports on your progress to be submitted. Your Course Director will also act if your progress is a cause for concern or if you may be in danger of failing an assessment or are not likely to meet the standard for progression to the next stage of your course or for the award of the degree.

16 If there are extenuating circumstances which are affecting your progress or performance, your Course Director or administrator may advise you to seek a period of intermission or to request an examination allowance[8].

17 If your progress is unsatisfactory the Course Director may ask the Degree Committee to recommend to the Postgraduate Committee that you be withdrawn from the course.

18 Your Course Director is responsible for ensuring that you receive feedback in a timely manner.

19 If your Course Director is to be away from Cambridge for an extended period, the Director of Postgraduate Education will make appropriate arrangements to ensure ongoing support.

**Course Administrator**

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[6] https://www.cambridgestudents.cam.ac.uk/your-course/postgraduate-study/your-student-status/medical-intermission or https://www.cambridgestudents.cam.ac.uk/your-course/postgraduate-study/your-student-status/non-medical-intermission
[7] https://www.cambridgestudents.cam.ac.uk/your-course/postgraduate-study/your-student-status/work-away
[8] https://www.cambridgestudents.cam.ac.uk/your-course/examinations/graduate-exam-information/after-examination/examination-allowances-certain

20 Your **Course Administrator** supports the Course Director in arranging lectures, modules, and assessments.

21 Your Course Administrator is a source of advice and support, particularly regarding the administrative aspects of your course.

22 Your Course Administrator may manage submission of work for assessment and notification of provisional results.

**Your dissertation/research project Supervisor**

23 If your course involves completion of a dissertation or extended project, portfolio or research proposal, a supervisor will be assigned to you to guide you in your research or study. This may involve field or laboratory work carried out away from Cambridge. Your Supervisor is supported by the Course Director and Director of Postgraduate Education for your Department.

24 The appointment of your Supervisor will be arranged by your Course Director and Degree Committee. You may be assigned to more than one supervisor, for example if your project is interdisciplinary. The timing of the appointment will depend on your course.

25 Your Supervisor will advise on the scope and structure of your dissertation/research project and will agree working arrangements with you, including a plan for your work and a timetable for production of your dissertation/research project.

26 Your Supervisor is responsible for ensuring that you are aware of health and safety issues pertinent to your dissertation/research project; relevant University policy on research ethics and ethical matters specific to your research area; University policy on working with children or vulnerable adults (where relevant); University policy on animal welfare (where relevant); and intellectual property rights.

27 Your Supervisor will establish an effective means of communication with you, which may include meetings, email communication and feedback on draft work. Your Supervisor will confirm the frequency and scheduling of contact, what will be required and who is expected to initiate contact. The nature and frequency of communication may change depending on the stage of your dissertation/research project.

28 Your Supervisor will monitor your progress against the timetable and plan you have agreed together and take appropriate action if you do not keep in contact, or if your progress is a cause for concern. It is likely that this will involve informing the Course Director, who may take further action.

29 Your Supervisor will also read and comment on draft submissions so that you have the opportunity to incorporate any feedback into subsequent writing but is not expected to proofread your work. Your Supervisor should respond promptly – given adequate notice – to requests from you to meet and to comment on your work.

**Assessors and Examiners**

30 Your work will be assessed by examiners and assessors appointed by the Degree Committee and the General Board.

31 The Examination Board for your course, which consists of all the appointed Examiners, is collectively responsible for the examination and results including setting examination papers, approving marks and the grade awarded. The Board usually includes at least one External Examiner, who reports to the University and plays a vital role in ensuring that the standard of the examination is appropriate and that the processes for assessment, examination and the determination of awards are sound and fairly conducted.

32 Course lecturers may act as assessors or examiners.

**College Postgraduate Tutor**

33 You will be assigned to a Postgraduate Tutor at your College. Your College Postgraduate Tutor is a valuable source of advice and support and when necessary can act as a liaison with your Faculty or Department and with central University offices (such as the Accessibility and Disability Resource Centre[9] and the Student Registry). If you are experiencing difficulties, you are advised to contact your College Postgraduate Tutor as soon as possible.

34 Your College will provide a commentary on any applications you make to change your student status (such as intermission[10] or to work away[11] from Cambridge).

35 Your College Postgraduate Tutor can also apply for examination access arrangements[12] and/or an examination allowance[13] on your behalf.

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[9] https://www.disability.admin.cam.ac.uk/
[10] https://www.cambridgestudents.cam.ac.uk/your-course/postgraduate-study/your-student-status/medical-intermission or https://www.cambridgestudents.cam.ac.uk/your-course/postgraduate-study/your-student-status/non-medical-intermission
[11] https://www.cambridgestudents.cam.ac.uk/your-course/postgraduate-study/your-student-status/work-away
[12] https://www.cambridgestudents.cam.ac.uk/your-course/examinations/graduate-exam-information/examination-access-arrangements/examination
[13] https://www.cambridgestudents.cam.ac.uk/your-course/examinations/graduate-exam-information/after-examination/examination-allowances-certain

## B Your responsibilities as a student

### General

36 When you matriculated as a student at the University, you promised to abide by the University's Statutes and Ordinances and supplementary policies, including those relating to conduct, discipline[14] and the avoidance of plagiarism[15] and to restrictions on concurrent study.[16] You should ensure that you read and understand all the information provided to you by your Course Director or Director of Postgraduate Education, as well as on the Cambridge Students website[17] about the regulations and policies pertaining to your course.

37 You are expected to take full advantage of the facilities, teaching and supervision offered to you by your Department. You are also expected to be aware of, and if necessary utilise, support mechanisms such as your Course Director or College Postgraduate Tutor, and the Students' Union Advice Service[18].

38 You should receive a course handbook or access to an online resource which will provide details of the course structure, including any compulsory and optional modules and timetables for course attendance and assessment as well as information on sources of student support. You should ensure that you know and understand the structure of your course, and what is required of you at each stage of it. Your course may include attendance at lectures, seminars and workshops, short research projects and placements in organisations outside the University. You are expected to attend and participate in classes, modules, training sessions and other activities as specified in your course handbook.

39 You are expected to be proactive and self-directed in all aspects of your studies, and to make independent use of library and other available resources, including laboratory facilities where appropriate. Your course handbook will make it clear how much time you are expected to devote to the various aspects of your studies, which may be up to 40 hours per week (or part-time equivalent).

40 You are encouraged to keep your Course Director, Supervisor and College Postgraduate Tutor informed of any circumstances adversely affecting your academic performance or participation in any part of the course. Your College Postgraduate Tutor will advise on any necessary further action depending on your circumstances (e.g. intermitting[19] or applying for an examination allowance).

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[14] https://www.studentcomplaints.admin.cam.ac.uk/student-discipline
[15] https://www.plagiarism.admin.cam.ac.uk/
[16] https://www.cambridgestudents.cam.ac.uk/files/pg_concurrent_registration_policy.pdf
[17] http://www.cambridgestudents.cam.ac.uk/
[18] https://www.cambridgesu.co.uk/support/advice/
[19] https://www.cambridgestudents.cam.ac.uk/your-course/graduate-study/your-student-status/intermission-medical-and-non-medical

41 You are expected to keep the University informed of changes in your contact details, and to inform your College and Course Director promptly if you cease to attend your course through ill health or other grave cause, or if you no longer wish to continue on your course.

42 You are expected to pay fees in a timely manner.

43 You are expected to provide feedback on your course as requested by the Course Director.

**Residence**

44 Full-time students are required by Regulation[20] to be resident in Cambridge for all three terms of study[21]unless granted an exemption (para 46). It is expected that students work on their studies during these terms, and in any period in which a course requires students to be present in Cambridge between terms. Students should limit their holidays to periods between terms when they are not required to be in Cambridge. Students are not expected to be studying during periods of holiday. Students are expected to study in Cambridge until the stated end of the course.

**Please note that being resident in Cambridge at the appropriate times (also known as 'keeping term') is one of the requirements for the award of your degree.** ***If you leave Cambridge without permission for a period longer than 2 weeks within term time you may be putting your award in jeopardy.***

45 Part-time students are not expected to maintain residence in Cambridge, but depending on your course you may be required to be resident in Cambridge for particular periods.

46 If your course requires you to spend all or part of a term away from Cambridge (for example to undertake data collection for a dissertation/research project or to complete a work-based placement integral to your studies) you must apply to work away[22], *regardless of whether the period away from Cambridge is in term or between terms*. You will be required to submit a risk assessment as part of this application and to adhere to any conditions attached to your period away from Cambridge. The duration and timing of study outside Cambridge should normally be planned to allow the residence requirement to be met for full-time students. Under limited circumstances students working under supervision outside the University may be granted an exemption from up to one full-time term of residence.

*Your application to work away must be approved before you leave Cambridge*. Students who do not have approved working away arrangements will not be covered by University

[20] https://www.admin.cam.ac.uk/univ/so/
[21] https://www.cambridgestudents.cam.ac.uk/new-students/manage-your-student-information/graduate-students/terms-study
[22] https://www.cambridgestudents.cam.ac.uk/your-course/postgraduate-study/your-student-status/work-away

insurance and may be deemed to be not meeting the conditions of their course (which could lead to withdrawal from the course or non-award of the degree).

The requirement to apply to work away applies to both full-time and part-time students, even if part-time students are resident outside of Cambridge.

Formal permission is not required for conferences or short research visits but risk assessments may be. Students returning home between terms do not need to apply to work away.

47 If you are unable to work on your studies for a specific period due to illness or other circumstance you must apply for an intermission[23]. This applies to both full-time and part-time students.

**Examination and assessment**

48 Details of the assessments for your course will be set out in your course handbook and may include a variety of assessment methods such as essays, written examinations, oral presentations or vivas, and a dissertation.

49 You should ensure that you are aware of and adhere to any deadlines for the submission of assessed work. You should ensure that you organise your time to meet deadlines set. If you are experiencing difficulties, you should seek advice and help from your Course Director and/or Director of Studies, Director of Postgraduate Education, or your College Postgraduate Tutor.

50 Your course will include both formative and summative assessment: formative assessment may include submission of essays or other work which is not formally assessed as part of your course but for which feedback will be provided in order for you to identify areas of strength and areas of potential improvement; summative assessment may include submitted work, written exams, oral presentations, etc. and will be formally assessed as part of your course.

**Written Examinations**

51 You should ensure that you aware of the date, time, and location of any written examinations and that you adhere to the University's rules on sitting examinations.

52 If you require adjustments[24] to sit your examinations because of a disability or other educational need, your College Postgraduate Tutor can help you apply for these. There is a

[23] https://www.cambridgestudents.cam.ac.uk/your-course/postgraduate-study/your-student-status/medical-intermission or https://www.cambridgestudents.cam.ac.uk/your-course/postgraduate-study/your-student-status/non-medical-intermission
[24] https://www.cambridgestudents.cam.ac.uk/your-course/examinations/graduate-exam-information/examination-access-arrangements/examination

specific timeframe for applications, so you are advised to discuss your needs with your College Postgraduate Tutor at the earliest opportunity.

**Faith provision in university examinations**

53 If a religious observance will take place around the times that you are scheduled to sit a University examination which means that you may not be able to attend the examination, you should submit an application under the *Faith-provision for University examinations policy*[25].

**Written coursework or dissertations submitted for examination**

54 You are expected to take responsibility for the quality of your academic work including any work submitted for examination. The advice, approval or encouragement of your Course Director or dissertation/research project Supervisor will have no bearing on the examination outcome, and these do not constitute grounds for complaint should you fail the examination. Likewise, the absence of a progress report from your Supervisor highlighting concerns about your academic progress is not sufficient grounds for complaint in the case of failure.

55 You are expected to follow the conventions and comply with the requirements in your subject with respect, for example, to scholarly writing; use of archives and collections; and integrity in collecting and analysing data. You should ensure that you comply with the requirement for honesty in presenting your work and with the conventions for acknowledging the work of others in your subject; and that you understand what plagiarism is and how to avoid it. The University reserves the right to require the submission of your work in both electronic and paper format, and to submit your work for screening with text-matching software.

**Generative AI and Large Language Models**

The General Board's Education Committee has issued the following statement: *"A student using any unacknowledged content generated by artificial intelligence within a summative assessment as though it is their own work constitutes academic misconduct, unless explicitly stated otherwise in the assessment brief."*

Be sure to speak to your course administrator or course organiser for local policy on the use of generative AI and Large Language Models in formative and summative assessment.

56 If your course involves submission of a dissertation, you should discuss drafts of your dissertation with your dissertation/research project Supervisor and confer on its state of readiness for submission. If your Supervisor is unable to comment on drafts of your work in

[25] https://www.cambridgestudents.cam.ac.uk/your-course/examinations/faith-provision-university-exams

reasonable time, you should contact your Course Director urgently for assistance. If your Course Director is unable to assist, you should contact the Director of Postgraduate Education in your Department.

**Requesting an Examination Allowance**

57 If your preparation for an examination or performance in an examination or any other assessment for your course has been hindered by illness or other grave cause, you should submit a Student Initiation Form to your College Postgraduate Tutor, who may apply to Examination Access and Mitigation Committee (EAMC) for an examination allowance. A Student Initiation Form must be submitted within 7 days of the missed exam/assessment. The request for an allowance must be accompanied by evidence of the extenuating circumstances and must be submitted to EAMC within six weeks of receipt of a Student Initiation Form by the College. Where applications are submitted after the 6 weeks, or where the student has submitted their Student Initiation Form after 7 days, a valid and evidenced reason for lateness must be included with the application. An allowance may grant you the opportunity to resubmit work or to take or retake an examination at a later stage. In restricted circumstances an allowance may lead to your being awarded the degree with no further assessment.[26]

**Requesting a review of Examination Results**

58 You, or your College Postgraduate Tutor on your behalf, may request a review of your examination results (including the result of any progression examinations) within the timeframe specified in the University's procedures. Further information is available within the Examination Review Procedure[27]. A review can only be requested on limited grounds.

**Feedback and Progress**

59 You will receive feedback on work in a number of forms which may include verbal feedback in one-to-one meetings or following group presentations; comments on draft and submitted work; and progress reports. Feedback may come from your Course Director, College Postgraduate Tutor, dissertation/research project Supervisor as well as from assessors and examiners of your work.

60 You may receive provisional marks for assessed work during your course. Provisional marks are subject to moderation and ratification as part of the formal examination process and as such may increase or decrease. You will receive formal marks after the examination process is completed.

[26] https://www.cambridgestudents.cam.ac.uk/exams/eamc/guidance-notes-and-application-forms/exam-allowance
[27] https://www.studentcomplaints.admin.cam.ac.uk/examination-reviews

61 Your Course Director is responsible for monitoring your progress during your course. Progress reports will be submitted during your period of study, as follows:

**First Term (normally Michaelmas):** during your first term you are encouraged to submit an online reflective self-evaluation report. This is an opportunity to raise any concerns you may have at an early stage. Your Course Director and College Postgraduate Tutor will submit comments on your report. Your Degree Committee and Student Registry may also view your report.

**Michaelmas**, **Lent, and Easter Terms:** at the end of each term your Course Director will arrange for an online progress report to be submitted. The Course Director may use feedback on your performance in assessments and lectures, etc., to inform the content of the report. These progress reports will be available to you, your College Postgraduate Tutor, your Degree Committee, and the Student Registry.

**If there are concerns about your progress**

62 If, at any point, your Course Director is concerned about your progress, they are required to highlight this to the Director of Postgraduate Education in your Department. Similarly, a dissertation/research project Supervisor will highlight progress concerns to your Course Director. They should also submit a formal report indicating their concerns about your progress. Your Course Director may ask you to meet with them to discuss their concerns and possible remedies. If there are extenuating circumstances affecting your progress or performance the Course Director may recommend that you meet with your College Postgraduate Tutor to discuss possible options including a period of intermission[28] or an examination allowance[29].

63 In some circumstances, you may be referred to the University's Counselling Service[30] or Accessibility and Disability Resource Centre[31]. You can also refer yourself to these services at any time during your studies. If there are serious concerns about your capability to study or undergo academic assessment (either because of your health, your conduct, or performance suggest underlying issues) you may be referred to the University's procedure for Supporting and Assessing Capability to Study Supporting and Assessing Capability to Study | Student Complaints.

[28] https://www.cambridgestudents.cam.ac.uk/your-course/postgraduate-study/your-student-status/medical-intermission and https://www.cambridgestudents.cam.ac.uk/your-course/postgraduate-study/your-student-status/non-medical-intermission
[29] https://www.cambridgestudents.cam.ac.uk/your-course/examinations/graduate-exam-information/after-examination/examination-allowances-certain
[30] https://www.counselling.cam.ac.uk/
[31] https://www.disability.admin.cam.ac.uk/

**Permanent withdrawal from study**

64 The Postgraduate Committee can decide to permanently withdraw you from study in a number of specific circumstances, including in respect of unsatisfactory progress where the Degree Committee has satisfied the Postgraduate Committee that:

a) you have not been working to its satisfaction;

b) you have not complied with the conditions laid down in your case; or

c) in its academic judgement, you are not likely to reach the standard of the course on which you are registered.

65 The Postgraduate Committee can also withdraw you from study if you are no longer a member of a College, if you have not met your conditions of admission (including holding a valid visa or keeping the terms of residence), or if you have failed to pay your fees.

66 If you are withdrawn from study, you will lose your student status. Permanent withdrawal means that you are unable to apply to be re-instated.

67 If you are dissatisfied with a decision to withdraw you from study, you can request a review under the University's Review procedures[32].

**Problems and Complaints**

68 Most problems or complaints can be resolved quickly and efficiently with the support, involvement, or intervention of University staff or your College Postgraduate Tutor. You may also seek independent advice from the Students' Union Advice Service[33]. You are expected to exhaust all avenues of local, early informal resolution before initiating any formal complaint, review, or appeal processes. In the first instance, you should consult and seek the advice of the appropriate departmental member of staff. If you are unclear who this is, you should consult the Director of Postgraduate Education in your Department. Although your College Postgraduate Tutor might not be able to solve the problem directly, they might be able to intervene, or at least offer suitable advice about how to proceed or where to go for assistance or advice.

69 If, however, you have reason to think that a problem or issue has not been dealt with satisfactorily at the initial, local level – or if the problem is demonstrably of a more serious nature – then you should submit a formal complaint.

[32] https://www.studentcomplaints.admin.cam.ac.uk/reviews-decisions-university-bodies
[33] https://www.cambridgesu.co.uk/support/advice/

**Formal complaints procedures**[34]

70 The University requires students to raise complaints in a timely manner, within 28 days of the matter arising, so that any disadvantage can be limited and an effective remedy can be put in place. Your College will have its own complaints procedure which should be used if your concern relates to College matters.

**The Office of the Independent Adjudicator**

71 A student who remains dissatisfied following the completion of the University's examination review, appeal or complaint procedures may be able to apply for a review of their complaint to the Office of the Independent Adjudicator for Higher Education (OIA), providing that the complaint they take to the OIA is eligible under its rules. Further information about this process will be provided in the final decision letter issued to the student. This letter is also known as “the Completion of Procedures” letter.

[34] https://www.studentcomplaints.admin.cam.ac.uk/student-complaints