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The Open University is incorporated by Royal Charter (RC 000391), an exempt charity in England & Wales and a charity registered in Scotland (SC 038302). The Open University is authorised and regulated by the Financial Conduct Authority in relation to its secondary activity of credit broking.

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Alternative format

If you require this Changing Your Study Plans Policy document in an alternative format, please contact the Student Support Team via <http://www.open.ac.uk/contact/> (phone +44 (0)300 303 5303), or via StudentHome if you are a current Open University Student. Students living in Wales can speak with a student support adviser in Welsh on 029 2047 1170, should you wish to do so.

Summary of policy

- The Changing Your Study Plans Policy document is in two parts.
- The first part sets out The Open University's policy about the options that you have as a Student if you want to change the modules and/or qualification that you are studying, take a break from study, or withdraw from your studies with The Open University.
- The second part of the document explains the rules and procedures for each option and indicates potential financial or academic consequences.
- At every stage, you can contact your [Student Support Team](#) if you would like or need to talk to an adviser. Contact details are provided in [Section 9](#).
- Students living in Wales can speak with a student support adviser in Welsh on 029 2047 1170, should you wish to do so.

Scope

What this policy covers

This policy applies to qualifications and modules starting from the Academic Year 2023/24, i.e. after 1 August 2023 until this version is withdrawn. This policy applies to you if you fall into any of the categories below:

- Enquirers (for information only)
- All Undergraduate and Postgraduate Taught Students studying a module and/or a qualification, with the exception of Apprentices

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- Students in prison, secure units and secure hospitals, and those released on licence into the community (Students in Secure Environments).

This document may be updated throughout the year to correct errors, improve clarity or accessibility, or to reflect changes in legal or regulatory requirements. If these amendments occur after you have registered, you will be notified by email of any significant changes to this document.

What this policy does not cover

This policy does not apply to:

- Apprentices: you should contact your Apprenticeship Enrolment and Support Team (AEST) for further discussion. Your AEST will discuss the implications of changing your study plans with you and your employer
- Postgraduate Research Students: you should contact the [Research Degrees Team](#) for options for changing your study plans
- Those studying a non-credit bearing Short Course: you should refer to the [Conditions of Registration \(Short Courses\) 2023/24](#)
- Those studying an Open University microcredential via the FutureLearn platform you should contact support@futurelearn.com
- Those studying an Open University microcredential via The Open University Virtual Learning Environment (VLE) – [Contact Us](#) via the Help Centre

This policy does **not** cover final assessed tasks (exam, end-of-module assessment (EMA), or end-of-module Tutor-Marked-Assignment (emTMA)) postponements or resits/resubmissions. If you need information about policy and procedure relating to postponements or resits/resubmissions, see the related policies, [Exam Policy](#), [End-of-Module \(EMA\) Policy](#), [End-of-Module Tutor-Marked Assignment \(emTMA\) Policy](#), [Postponement Policy](#) and [Resits/Resubmissions Policy](#).

The Open University Student Charter Values

[The Student Charter](#) was developed in partnership by The Open University and the OU Students Association. It sets out our shared values and the commitments we make to each

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other as a community of staff and students. This document has been developed with the Student Charter values as its foundation.

Commitment to Equality, Diversity, and Inclusion at The Open University

Our policies are inclusive of all Open University Students, Learners, Enquirers and Alumni, regardless of age, civil status, dependency or caring status, care experience, disability, family status, gender, gender identity, gender reassignment, marital status, marriage and civil partnerships, membership of the Traveller community, political opinion, pregnancy and maternity, race, religion or belief, socio-economic background, sex, sexual orientation or trades union membership status.

Safe Space Reporting

The Open University is committed to creating a diverse and inclusive environment in which everyone feels safe and is treated with dignity and respect. Unlawful discrimination of any kind across The Open University will not be tolerated. Safe Space Reporting is available through [an online tool](#) through which staff, students, learners and visitors are encouraged to report incidents of assault, bullying, harassment, hate crime, or sexual harassment. It also provides information about what you can do if these incidents happen to you, or to someone you know, and where you can find support.

Introduction

This document sets out The Open University's policy on helping you change your study plans to achieve your study goals. It tells you the options that you have for making an appropriate change, the rules and procedures for cancelling your enrolment or registration, for making changes to your current or planned study, for taking a break from study or for withdrawing from your studies with The Open University. Further support and individual guidance to help you make appropriate choices is available from your [Student Support Team](#).

Unfamiliar terms are explained in a glossary at the end of this document.

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Policy

1. Purpose

The Open University recognises that you may need to change your study plans to support your personal circumstances.

The Open University is committed to helping you achieve your study goals by offering options for changing how or what you study, and sufficient information, advice and guidance for you to make well-informed decisions. This policy supports that commitment.

1.1 The objectives of this policy are to:

- 1.1.1 Explain your legal right to cancel enrolment or registration.
 - 1.1.2 Set out your options for changing your study plans.
 - 1.1.3 Identify the potential financial and academic implications of these options.
 - 1.1.4 Explain the procedure for each option.
-

2. Policy principles

2.1 The principles behind this policy are:

- 2.1.1 The Open University recognises that personal circumstances impact students' study plans and students need to study flexibly at a pace that suits their needs.
- 2.1.2 The Open University is committed to giving students the information, advice and guidance they need to be able to choose the best study solution for their particular circumstances.
- 2.1.3 The Open University recognises students' legal rights as consumers.
- 2.1.4 Students and The Open University working in partnership to make informed decisions, are most likely to achieve a successful outcome for students.
- 2.1.5 The Open University is committed to enabling students to achieve their study goals. We will do our best to help you find a solution that allows you to do this.

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3. Study Options available for changing your study plans

This section contains a brief description of each of the options available for changing your study plans. Each definition has a link to the corresponding section that outlines the rules and procedure associated with that option in greater detail.

3a) Cancel enrolment or registration ([5a](#))

You have a statutory right to cancel your registration or enrolment to study a module and/or qualification, without giving any reason, within the statutory cancellation period.

3b) Withdraw from a module ([5b](#))

This option allows you to cease studying a module without the intention to resume study of that module.

3c) Suspend study of a module (defer) ([5c](#))

You can temporarily suspend your study of a module (defer) by withdrawing (5b) and re-registering on a future presentation.

3d) Change to a different module ([5d](#))

This means you stop studying one module and change to another.

3e) Reduce or increase the number of modules you are studying ([5e](#))

You can reduce the number of modules you are studying by withdrawing or suspending study (deferring) from modules. You can increase the number of modules you are studying by registering or enrolling on additional modules.

3f) Change or withdraw from the qualification you are studying towards ([5f](#))

You can change the qualification you are studying towards, including changing to a qualification of a different level.

3g) Include or exclude a module from a qualification ([5g](#))

You can count your module credit towards a qualification at any time. If you are enrolled for a module you wish to continue to study, but want to cancel your qualification registration or declaration, you may do so and study that module on a standalone basis where applicable. Not all modules are available for standalone study.

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You may also exclude an individual module you are studying from your qualification unless it forms a compulsory part of that qualification.

3h) Stop studying temporarily (taking a study break) ([5h](#))

You can take a break for a full academic year (1 August until 31 July). This means you do not register or enrol on further modules for that year.

3i) Stop studying permanently ([5i](#))

If you stop studying and do not intend to undertake any further study with The Open University, you can withdraw from your module and/or qualification and cease to be a Student of The Open University.

4. Where to go for further information

Section 5 of this document provides procedures for the available options for changing your study plans. If you would like to talk to someone about your study options, please contact your [Student Support Team](#). Your SST phone number and email contact can be found on [StudentHome](#) or on the Help Centre under [Your contacts](#).

Rules and Procedures

5. Study Change Options

This section sets out the rules and procedures that apply to each study change option. It also indicates whether there are any academic or financial implications you should consider before making a decision.

5a) Rules and Procedures to cancel enrolment or registration

- 5.1 Under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, you have a right to cancel your registration or enrolment to study a module and/or qualification, without giving any reason, within 14 calendar days of the date of the email or letter confirming The Open University's acceptance of your application to register or enrol ("the Cancellation Period"). You are not required to return or pay for any goods, such as module materials, that may have been sent to you during the cancellation period.

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- 5.2 Non-credit bearing Short Courses are not within the scope of this document. You should refer to the [Conditions of Registration \(Short Courses\) 2023/24](#) for the cancellation policy for these courses.
- 5.3 Cancellation of a module enrolment and/or qualification registration can only happen before the start date of that module unless you have been permitted a late registration and you are still within the 14 calendar days statutory cancellation period. To cancel your enrolment or registration, you must inform The Open University of your decision by letter, email or telephone before the 14 calendar days statutory cancellation period has expired. The statement must include your name, your Open University Personal Identifier (PI) Number, the module and/or qualification name and codes for the module(s) and/or qualification you wish to cancel. If you send a letter to request cancellation of a module and/or qualification, obtain proof of posting to confirm the date that you sent it.
- 5.4 The Open University will acknowledge receipt of your cancellation request by e-mail or letter within 10 working days. If you have not heard from us by then, you should contact your [Student Support Team](#). This information is also highlighted in the confirmation of your registration or enrolment for study at The Open University.

Effect of cancellation:

- 5.5 The Open University will cancel your registration or enrolment for the module(s) and/or qualification that you have told us you want to cancel. If you cancel within the statutory 14 calendar day period, you will receive a full refund or waiver for the fees you have agreed to pay for your study. You will not be liable to pay any further fees for that study.
- 5.6 If you have told The Open University that you intended to pay for your studies with a tuition fee loan, tuition fee grant, or a loan through the Open University Student Budget Accounts Limited (OUSBA), The Open University will inform the appropriate body that you have cancelled your study.

Consequences of cancellation:

- 5.7 You will not be able to study or continue to study the module(s) and/or qualification that you have cancelled. NOTE: If you have registered or enrolled to study more than one module and you have not cancelled all of the modules for which you are enrolled or registered, you will still be able to study those other modules and you will remain

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liable to pay the fees and other charges for those modules that you have not requested to cancel.

5b) Rules and Procedures to withdraw from a module (withdrawal)

- 5.8 Prior to requesting to withdraw from a module, The Open University strongly recommends that you speak with your module tutor (for academic guidance only, not policy guidance) and/or to your [Student Support Team](#) who can offer advice and guidance on getting your study back on track as well as your options if you do need to stop studying. This will help ensure that you have explored all your options for changing your study plans prior to requesting to withdraw from your module.
- 5.9 Withdrawn undergraduate modules at Open University Level 1, 2 or 3 with a value of 30 credits or more count as modules which have not been successfully completed for the purposes of the University's [Academic Progress Policy](#).
- 5.10 To withdraw from a module, you must inform your [Student Support Team](#) by telephone, letter or email that you would like to withdraw. Withdrawal can only take place after the end of the 14 calendar days cancellation period and before the final deferral date.
- 5.11 For undergraduate students in UK nations who have access to a part-time tuition fee loan, postgraduate students in Scotland who are funding their studies with a tuition fee loan, and all postgraduate students in Northern Ireland, withdrawal will take effect either from the date on which you contact us to withdraw or from the date on which you last actively participated in your studies, whichever is earliest. Activities used to assess participation in your studies may include:
- Logging in to your module website;
 - Submitting work for assessment;
 - Attending an examination or submitting an End of Module Assessment (EMA);
 - Responding to an offer of support for your studies
- 5.12 For undergraduate students in Scotland, undergraduate students studying under transitional arrangements in Wales, and postgraduate Students in all study areas except Northern Ireland, withdrawal will take effect on the date the Student Support Team (SST) receives your request by phone call, letter or email to withdraw. Please note that withdrawals cannot be made by webchat.

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- 5.13 If you request to withdraw from a module by letter, please obtain proof of postage of when you sent the letter. Once The Open University has processed your withdrawal, we will confirm this in writing, by letter or email, within 10 working days. If you have not heard from The Open University by then, please contact your [Student Support Team](#).
- 5.14 Please refer to the [Fee Rules](#) for the academic year of the module from which you are withdrawing to check your eligibility and key deadlines for any fee refund, fee waiver or fee credit. The Fee Rules include guidance on eligibility for discretionary fee credit.

5c) Rules and procedures to suspend study of a module (deferral)

- 5.15 You can suspend study of a module (defer) after the end of the 14 calendar days cancellation period, and before the final deferral date. To defer from a module, you will first need to withdraw (see section 5b) from the current presentation of your module, and then re-register on a later presentation of that module. You must inform your Student Support Team by phone, letter or email, that you want to suspend your study of a module and defer to a later presentation.
- 5.16 If it is not possible for you to complete the deferral process by enrolling or registering onto a future presentation of your module at the time of withdrawal from your current presentation, you will need to contact your [Student Support Team](#) to enrol or register when registration for that future module becomes available and before the final enrolment date for the presentation you wish to study on.
- 5.17 To be eligible to use any fee credit awarded for a deferral, you must return to study within 13 months of the start date of the presentation of the module you withdrew from. Please refer to the [Fee Rules](#) for the academic year of the module from which you are withdrawing to check your eligibility and deadlines for any fee credit.
- 5.18 If you are registered on a qualification and you cannot complete all the necessary study before the qualification completion date, deferral from your module would mean you will not be able to complete that qualification. In such cases, deferral may be unsuitable. You can discuss alternatives and options with your [Student Support Team](#). Your qualification completion date is displayed in Your Record in StudentHome.

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- 5.19 You cannot defer (suspend study) by withdrawing and re-registering if:
- it is beyond the final deferral date or you are completing a resit of the examination or re-submission of the End of Module Assessment (EMA); or
 - the module you are studying is in its final year of presentation.
- 5.20 Some modules offer the option of assessment banking to students who defer (suspend study). This means that you keep the scores from assessments you have already completed and carry these forward to the future presentation of the same module so long as this starts within 13 months of your original module presentation. You will then complete the outstanding assessment requirements of the future presentation. You should check with your [Student Support Team](#) if the module you are studying provides this option, and should read the [Assessment Banking Rules](#) carefully. You will need to discuss whether assessment banking is appropriate for your circumstances with your Student Support Team.
- 5.21 You cannot apply to enrol or register to resume a module with assessment banking if the module has already started unless a late registration is approved by your Student Support Team.
- 5.22 Please refer to the [Fee Rules](#) for the academic year of the module from which you are withdrawing to check deadlines and your eligibility for any fee refund or fee credit, including guidance on eligibility for Discretionary Fee Credits.

5d) Rules and Procedure to Change to a different module

- 5.23 The rules below set out how you change to a different module, depending on the timing that applies to you.

Before Final Enrolment Date

- 5.24 You may change your module at any time up to the final enrolment date. If you are studying a module as part of a qualification, you will need to take any requirements of your qualification, such as compulsory modules or study order, into account before requesting to change your module.

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- 5.25 To change your choice of module, you must inform your [Student Support Team](#) by phone, letter or email. You must clearly state which module you would like to change, what you would like to replace it with, and the presentation of the new module you want the change to apply to. If you are eligible for the new module your request will take effect on the date your [Student Support Team](#) receive your phone call, letter or email.

After Final Enrolment Date

- 5.26 You cannot normally change your choice of module or apply to study additional modules after the final enrolment date has passed. Permission to change to your choice of module or to apply to study additional modules after module start, is even more restricted. If you believe you have exceptional reasons that explain why you have missed the final enrolment date, or which support a change of module choice or number of modules after the module start date, you should contact your [Student Support Team](#) to discuss your options. Your [Student Support Team](#) may be able to approve a late registration, under exceptional circumstances.
- 5.27 Requests to change to a different module must be completed by 28 calendar days after the module start date. If your request to change a module after the final enrolment date is accepted, the change will be treated for fee liability purposes as having been made on the day before the module start date. Changes of this type are limited to one per module presentation period.
- 5.28 Subject to availability, a request to change a module enrolment or registration will be approved if it is made following the notification of a fail result for a previous module and notification of the fail result is received after the final enrolment date but not more than 28 calendar days after the module start date that you want to change enrolment or registration.

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5e) Rules and Procedure to reduce or increase the number of modules you are studying

- 5.29 To reduce the number of modules you are studying outside the 14 calendar days cancellation period (as set out in [Section 5a](#)), you may withdraw from a module as per [Section 5b](#). Withdrawing from a module may impact your ability to complete your qualification within any specified time limits for completion of qualifications. Withdrawn undergraduate modules at Open University Level 1, 2 or 3 with a value of 30 credits or more count as modules which have not been successfully completed for the purposes of the Academic Progress Regulation of the [Academic Progress Policy](#).
- 5.30 If you want to increase the number of modules you are studying, you may do this by registering or enrolling on additional modules in later presentations when they are available for registration or enrolment. You must not exceed the study limits set out in the [Academic Regulations](#) or the fee limits set out in the [Fee Rules](#), if applicable.
- 5.31 To study additional modules within the same presentation, contact your [Student Support Team](#). If your request is submitted after the final enrolment date, registration or enrolment of any additional module will be subject to the availability of places and the approval of a late registration.

5f) Rules and Procedures to change or withdraw from the qualification you are studying towards

NB: Please note that this option is to **change your qualification only**. To **change the module(s)** you are currently studying, please see [Section 5d](#).

- 5.32 You can change the qualification that you are studying towards, at any time. To do this, your new qualification must be available for registration or declaration, you must satisfy any specified entry requirements, and you must be able to complete the qualification within any specified time limit. If you are receiving a loan or a grant, you will also need to notify the loan or grant provider, as the change of qualification may affect your eligibility for the loan or grant.
- 5.33 To change your qualification, you need to inform your [Student Support Team](#). They will advise you of your options, including whether you can use some or all of your existing module credit or current study towards a new qualification.

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5g) Rules and Procedures to include or exclude a module from a qualification

- 5.34 If you have been studying module(s) on a standalone basis and decide that you would like to start counting your module credit towards a qualification, you may do so at any time. The qualification must be available for registration or declaration, you must satisfy any specified entry requirements, and you must be able to complete the qualification within any specified time limit. If you are a module-only Student and have not yet chosen your next module, go to your Study Record page on StudentHome and click on 'choose next modules'. Alternatively, contact your [Student Support Team](#) for guidance.
- 5.35 If you want to declare or register for a qualification and count module credit towards that qualification, or wish to remove modules from a registered or declared qualification, you should contact your [Student Support Team](#) by phone, letter or email. Your request will take effect within 5 working days of the date on which the [Student Support Team](#) receive your request.
- 5.36 For all students, if you are enrolled for a module that you wish to continue to study, but you want to cancel your qualification registration or declaration, you may do so and opt to study the module on a standalone basis unless that module is unavailable for standalone study. You may also exclude an individual module you are studying from your qualification unless it forms a compulsory part of that qualification. You should check this will not have an impact on the way your module is funded or affect any other funding you may be receiving directly.
- 5.37 If you are paying an undergraduate UK fee or postgraduate Northern Ireland fee with a tuition fee loan and remove the module from your qualification, The Open University will require an alternative payment method for the module fee; as you will no longer be eligible for the loan. If you are paying an England or Wales postgraduate fee for a module and are receiving a postgraduate loan and remove the module from your qualification you will no longer be eligible to receive the loan. You must contact your [Student Support Team](#) to make this change.

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5h) Rules and Procedures to stop studying with The Open University temporarily (study break)

- 5.38 To achieve an Open University qualification, you do not normally need to study continuously. A break of an academic year or more from your studies is referred to as a study break. This means you do not enrol on, register for, or begin to study on any modules starting in that academic year. We refer to a study break as being approved if you inform your Student Support Team of your intention to take a break, or as unapproved if you do not inform your [Student Support Team](#) about your intention to take a study break. Your registration as a Student of The Open University will lapse if you do not register for a module or qualification within two consecutive academic years unless you have applied for an **approved study break**. If your registration lapses, The Open University will reassess your fee scheme and funding regime, if you then return to study, for example if you have changed your home address, country of residence or study location. Please refer to the [Fee Rules](#) for full details.
- 5.39 There is no limit on the number of one-year study breaks you can take. However, the time taken for a study break, whether **approved** or **unapproved**, counts towards the time limit within which a qualification must be achieved. There are some qualifications with short time limits, for example for professional recognition, or where the qualification is being withdrawn. Your personal time limit for completing a qualification is calculated from the start of the earliest module you are counting credit from, or the date of any credit awarded in recognition of prior learning. If you have credit awarded in recognition of prior learning on a registered qualification, you will have a reduced time limit for completion of the credits still to complete. Consult the [Academic Regulations](#) for further information or seek advice from your Student Support Team.
- 5.40 In some cases, the opportunity for a study break may therefore be very limited or not available. It is always best to seek advice from your [Student Support Team](#) before deciding to take a study break.
- 5.41 If you wish to temporarily stop studying (take a study break), but are currently studying a module, you need to formally withdraw (suspend study) from the module you are studying as per [5b](#)) or [5c](#)) and notify your [Student Support Team](#) of your intention to take a study break.

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5.42 If you do not enrol or register for a module within two successive academic years, you will automatically cease to be a Student of The Open University, unless you have extended this period of no study by requesting approved study breaks.

Approved study break

5.43 An approved study break can be requested during or before the academic year in which the study break is to commence. The advantages of an approved study break are that:

- The Open University will be able to take account of your plans in our communications with you and ensure that you continue to receive appropriate information related to your planned study.
- Approved study breaks do not count towards the period of two consecutive academic years without any module registration, after which you will cease to be a student of The Open University, as described in 5.42.
- If you are on an approved study break and are registered on a qualification, you can continue to access relevant services associated with your qualification during your approved study break and continue to access services provided to all students of The Open University.

5.44 To apply for an approved study break, you need to notify your [Student Support Team](#) by phone, letter or email. They will provide you with advice about the impact your decision may have on your study aims, including on any professional recognition. You will be asked to confirm that you have received that advice, and your [Student Support Team](#) will record your study break on your Student record. You can choose to return to study at any time before the agreed end of a study break by enrolling or registering for a module. The study break will automatically cease as soon as you do this.

5.45 You can extend your approved study break for one additional academic year at a time. To do this, you should apply to your [Student Support Team](#) for an extension of the current study break before the end of your currently approved study break, as per the process in paragraph 5.41.

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Unapproved study break

5.46 You can take a study break of one academic year without seeking any approval. An unapproved break means that The Open University will not be aware that you intend to stop study in that academic year. The disadvantages of an unapproved study break are:

- You may not receive information that is appropriate for or relevant to your situation and plans.
- You may not be included in important communications about changes that might affect your future study.
- An unapproved study break **will** count towards the period after which The Open University will withdraw your registration as a Student.
- If you take more than one unapproved study break within any one continuous period of study breaks, you will no longer be a registered Student. If you take an unapproved study break at the end of an approved study break, rather than applying to extend the approved study break, you will lose the advantages of being on an approved break.

5i Rules and procedure to stop studying with The Open University permanently

5.47 If you wish to stop studying on a permanent basis, The Open University strongly recommends that you speak with your module tutor (for academic guidance only, not policy guidance) and/or to your [Student Support Team](#) first, as they will be able to offer advice and guidance before you make your final decision.

5.48 When you withdraw from study, The Open University will retain your academic study record and details of any module credit that you have been awarded. You may, if you are eligible, apply to study with The Open University at a later date. Any subsequent registration will be under the [Conditions of Registration](#) regulations which apply to a Student commencing their studies at that time.

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- 5.49 If you no longer want to be a Student of The Open University, you should inform your [Student Support Team](#) by phone, letter or email, making it clear whether you are currently studying any modules or qualifications. Your request will take effect on the date the Student Support Team receives your request. The Open University will acknowledge receipt of your request by e-mail or letter within 10 working days.
- 5.50 If you withdraw from The Open University before you have completed the modules for which you are registered at the time, you will still be liable to pay your module fees, but may be eligible for a fee credit or in exceptional circumstances, a fee refund as set out in the current [Fee Rules](#). The Fee Rules document also outlines key deadlines associated with fee credits and refunds. Withdrawal from The Open University does not lead to the cancellation of any fee credits issued to you. If you decide to return to study during the period of validity of any fee credit, you may be able to use that credit towards the fees of further study.
- 5.51 If you do not enrol or register for a module within two successive academic years, you will automatically cease to be a Student of The Open University, unless you have had a study break approved through the procedure in [Section 5h](#).

6. Non-compliance

If you do not tell The Open University about changing your study plans, we will not be able to provide you with appropriate information, advice and guidance. If you stop studying a module but do not tell us that you are doing this (withdrawing), you may continue to be liable for fees, will not be eligible for any fee credits and will receive a fail-absent result when module results are released. This may have an impact on your academic progress. Consult the [Academic Regulations](#) and the [Academic Progress Policy](#) for further information about the Academic Progress Regulations. You can also seek further advice from your Student Support Team.

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7. Methods of appeal

If you have a query or a problem with any aspect of how The Open University applies this policy, you are encouraged [to contact us](#) promptly so that we can try to put things right. If you feel that The Open University has not responded appropriately to your policy query or concern, you can raise a formal complaint or appeal using the [Student Complaints and Appeals Procedure](#).

8. Further Information

- 8.1 If you are considering changing your study plans, you will find more information and support to help you make an informed decision, including the academic implications of the intended change, at the '[Changes and problems while you study](#)' link via your StudentHome [Help Centre](#). (Please note: you will need to log in to ensure you can view all the relevant articles for students on the Help Centre.)
- 8.2 The Open University recommends that you talk with your [Student Support Team](#) before taking action to change your study plans, to ensure you are fully aware of all your options.
- 8.3 If you would like specific advice about fees, you should contact [Student Fees](#) if you are a student in England or based internationally. If you are a Student in Northern Ireland, the Republic of Ireland, Scotland or Wales, you should contact your [Nation office](#) for further information.

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9. Contact details for further information

Your Student Support Team

Your Student Support Team phone number and email contact can be found on [StudentHome](#) or Help Centre [Your contacts](#).

Student Fees (England)

Phone +44 (0)1908 653411
or e-mail Studentfees@open.ac.uk

Your Nation Office

To check the latest postal addresses and other contact details or if you would like to find out more about our most up-to-date response times for receiving and sending postal correspondence to The Open University, please see [Open University offices](#).

If you are a Student in Ireland, Wales or Scotland please contact your Nation Office:

The Open University in Ireland

110 Victoria Street
Belfast
BT1 3GN

Phone +44 (0)28 9032 3718

The Open University in Scotland

10 Drumsheugh Gardens
Edinburgh
EH3 7QJ

Phone +44 (0)131 226 3851

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The Open University in Wales

18 Custom House Street

Cardiff

CF10 1AP

Phone +44 (0)29 2047 1170

Os rydych yn siarad Cymraeg a fyddai'n I siaradwyr Cymraeg

well gennych trafod eich anghenion drwy gyfrwng y Gymraeg, cysylltwch â'r Brifysgol Agored yng Nghymru yng Nghaerdydd os gwelwch yn dda

ffôn +44 (0)29 2047 1170

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Glossary

Academic Year

The academic year starts on 1 August each calendar year and ends on 31 July.

Assessment Banking

This means that when you defer, you keep the scores from assessments you have already completed, carry these forward to a future presentation of the same module, and complete the outstanding assessment requirements within that future presentation. You should refer to your module website to check if the module you are studying provides this option, and to the [Assessment Banking Rules](#).

Cancellation period

Under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, you have a right to cancel your registration to study a module and/or qualification, without giving any reason, within 14 calendar days of the date of the email or letter confirming The Open University's acceptance of your application to register ("the Cancellation Period").

Non-credit bearing Short Courses are not within the scope of this document. You should refer to the [Conditions of Registration \(Short Courses\) 2023/24](#) for cancellation policy for these courses.

Count credit to a qualification

If you are studying a declared qualification you can count the modules that you study and are awarded credit for towards this qualification. Credit from standalone modules will not be counted for qualification purposes unless you have told us that you want this module to be counted in your qualification.

Deferral

You can temporarily suspend your study of a module by deferring a module. This means ceasing to study a module temporarily with the intention of completing that module later.

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Declared qualifications

A declared qualification is a qualification that you have told us you are studying towards and to which you are counting the modules you are studying and are awarded credit for.

Declared undergraduate qualifications were the qualifications offered prior to 2012 and withdrawn with effect from 31 December 2017, or 31 December 2019 for declared Open Qualifications. If you did not complete a declared qualification before its withdrawal, you may be able to count some or all of your credit towards a registered qualification. Contact your [Student Support Team](#) if you would like further information.

All postgraduate certificates, diplomas and Master's degrees are declared qualifications.

Enrolment

Enrolment is the process by which a Student who is registered for a qualification is allocated to a module which will be studied as part of that qualification.

Fee Credit

A fee credit is an amount of money that is awarded by The Open University that can be offset against the fee of a future presentation of the same module or, in some circumstances, a different module.

Final deferral date (FDD)

The final deferral date is the last working day before you sit the examination or submit the final end-of-module assessment (EMA) or for modules which do not have an end of module assessment, the last working day before the submission deadline for the final piece of assessed work.

Final enrolment date (FED)

The Final Enrolment Date is the last date that a reservation can be made for a module in a specific presentation period. It will be published in the online prospectus in the module description and on StudentHome.

Late registration

Module registrations are not normally considered after the final enrolment date (FED). Your [SST](#) may consider individual cases for late registration.

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Module

A module is a self-contained unit of teaching, learning and assessment which may be studied as a standalone course or in combination to form qualifications. Each module, other than a Short Course, is assigned a credit value and a level of study.

Module Credit

Each module is assigned a credit value, which is related to the workload required to successfully complete it. One credit represents about 10 hours of study. You will be awarded credits when you successfully complete a module, so if you pass a 60-credit module you will be awarded 60 credits. Some modules have a zero-credit value.

Module Start date

This is the date on which teaching of a module officially begins. There may be communication or access to learning facilities before this date. You will be informed of the Module Start Date when you enrol on a module.

Postponement

If you cannot attend your module examination or submit your end of module assessment, including an exam, due to circumstances beyond your control, such as illness or bereavement, and you can provide third party documentary evidence of those circumstances, you may be exceptionally permitted to postpone the end of module assessment, including an exam to the next opportunity for your module. This process is called Discretionary Postponement.

If you are offered a resit or resubmission which is scheduled within twelve to sixteen weeks of your original exam period, you can elect to postpone this to the next available opportunity. This process is called Elective Postponement.

Policy and procedures for both types of postponement are provided within our [Assessment Policies](#).

Presentation

A presentation is the period of time between module start and end dates. Presentations are referred to by their first month e.g. a module that is presented from February to October is a February presentation.

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Recognition of Prior Certificated Learning (Credit Transfer)

If you have previously studied elsewhere and your studies were completed at the same academic level as Open University modules, we may be able to award you credit towards an Open University qualification. This will allow you to use your previous study instead of completing some of the modules required through The Open University. Credit awarded in recognition of prior certificated learning may be awarded with restrictions and if that is the case, these will be set out in the award confirmation. Credit awarded in this way will not count towards the classification requirements of any classified award.

Registered qualification

A registered qualification is an undergraduate qualification that you have formally registered to study and that you have enrolled on modules for and are counting credit towards.

Registered Student

You will be a Student of The Open University for the purposes of this policy if you are currently registered for a qualification or, if you are not registered for a qualification, you are either currently registered for a module or you have studied a module in either of the previous two academic years.

Registration

Registration is the process by which you become a Student of The Open University. To register you must agree to the Conditions of Registration, signalling your intention to study one or more modules or qualifications, and make or arrange payment for your studies.

Standalone Module

A module that is not linked to a qualification.

Time limits for completion of qualifications

If you are studying a registered qualification, the time limit specified for your qualification is included in the qualification regulations available on your StudentHome or available on the qualification website.

If you are studying an undergraduate declared qualification, there may not be a separate time limit but the withdrawal date of the qualification by which time you must complete is included in the qualification regulations, available on your StudentHome.

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If you are studying a postgraduate qualification, any time limit which is applicable to your qualification is included in the qualification regulations, available on your StudentHome.

Withdrawal

Withdrawal is the removal of your enrolment or registration on a module or qualification. Module withdrawal can only take place after the end of the cancellation period and before the final deferral date.

Related Documentation

- [Academic Regulations](#) and your Qualification Regulations, if applicable.
- [Assessment Banking Rules](#)
- [Conditions of Registration](#)
- [End-of-Module \(EMA\) Policy](#)
- [End-of-Module Tutor-Marked Assignment \(emTMA\) Policy](#)
- [Exam Policy](#)
- [Fee Rules for the academic year in which you are studying](#)
- [Postponement Policy](#)
- [Resit and Resubmissions Policy](#)
- [TMA and iCMA Policy](#)

Further clarification

If you have any queries around the content provided within this document and how to interpret it, please contact your Student Support Team via [StudentHome](#). Students living in Wales can speak with a student support adviser in Welsh on 029 2047 1170, should you wish to do so.

Feedback

Comments and feedback about this policy and how it might be improved are welcomed.

Please submit these to SPR-Policy-Team@open.ac.uk.

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Summary of significant changes since 2022/23 version

- a) Document layout has been adjusted.
 - b) The Student Charter Values paragraph has been re-written in response to changes made in the annual review of the Student Charter in 2022.
 - c) Paragraph 5.38 has been clarified by adding an example of when we might reassess a fee scheme and or funding regime.
 - d) A new subsection welcoming feedback has been introduced at the end of the document.
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Policies and documents superseded by this edition

- [Changing Your Study Plans Policy 2022/23](#)

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