

## Cancellation Procedure

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If you are considering cancelling your registration or changing, deferring or withdrawing from a module or qualification, or taking a study break, we hope that you will seek advice and guidance first. We can help you make an informed decision about cancellation, deferral or withdrawal and discuss your options, including the implications for future study and the fees you will have to pay.

It is important that you follow the correct procedure as this may affect your entitlement to any fee refund or fee discount under our [Fee Rules](#).

Please note that this cancellation procedure is not applicable if you are an Apprenticeship student in England.

### Part A – Your right to cancel your enrolment or registration

Details of your legal right to cancel and an explanation of how to exercise it are set out below. This information is also provided in the confirmation of your registration or enrolment for study at The Open University.

1. You have a right to cancel your registration or enrolment to study a module and/or qualification, without giving any reason, within 14 days of the date of the email or letter confirming The Open University's acceptance of your application to register or enrol.
2. If your module starts before the cancellation period expires and we start to provide you with course materials or other services, this will not affect your right to cancel during this period and to receive a full refund of your fees for that module.
3. To exercise your right to cancel, you must inform The Open University of your decision to cancel by making a clear statement by letter, email or on the telephone. In order to ensure that we can deal with your request to cancel please include:
  - your name;
  - your Open University Personal Identifier Number;
  - the name, and module and/or qualification codes, for the module(s) and/or qualification you wish to cancel.

### Contact details

#### Student Recruitment

Phone +44 (0)300 303 5303  
or email us from our website [www.open.ac.uk/contact](http://www.open.ac.uk/contact)

The Open University  
PO Box 197  
Milton Keynes  
MK7 6BJ

4. You may use the attached cancellation form (please see [Appendix 1](#)) to exercise your right to cancel, but it is not obligatory.
5. To meet the cancellation deadline, it is sufficient for you to contact us by telephone or to send your form, letter or email exercising your right to cancel before the cancellation period has expired. If you send the form or a letter, for your protection, you should get and keep proof of posting to confirm the date that you sent it.
6. We 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 [Student Recruitment](#).

### **Effect of cancellation**

1. We will cancel your registration or enrolment for the module(s) and /or qualification that you have told us you want to cancel.
2. Any money you have paid for the module you have cancelled will be reimbursed to you and you will not be liable to pay any further fees for that study.
3. If you have told us that you intended to pay for your studies with a student loan, tuition fee grant, or OUSBA loan we will inform the appropriate body that you have cancelled your study.
4. You will not be able to study or continue to study the module(s) and/or qualification that you have cancelled.
5. You are not required to return or pay for any goods, such as course materials, that may have been sent to you during the cancellation period.

**NOTE:** If you have registered or enrolled to study more than one module and you have not cancelled all of the modules which you are enrolled or registered for, you will still be able to study those other modules and you will remain liable to pay the fees and other charges for those modules.

## **Part B - Changing, Deferring or Withdrawing**

1. In order to change, defer or withdraw from a module or qualification you must inform [Student Recruitment](#), preferably by phone, that you want to change, defer or withdraw. Alternatively you can send your request by letter or email.
2. A request to change, defer or withdraw from a module and/or qualification must satisfy any requirements for time limits set out in the [Deferrals and Withdrawals Policy](#). The date of the request to change, defer or withdraw will be determined as follows:

### **Undergraduate students**

- a) A request for a change of module and/or qualification or to withdraw from a qualification will take effect on the date SRF receive your phone call, letter or email.
- b) A request to defer or withdraw from a module will take effect:

- i) If your request is received by SRF on or before the 14th day after the start date of your module, it will take effect on the date SRF receive your phone call, letter, fax or email.
- ii) If your request is received by SRF on or after the 15th day after the start date of your module it will take effect the day after the most recent of:
  - The start date of your module, or
  - The last occasion on which you were recorded as participating in your studies for that module.

For the purposes of this paragraph, participating in your studies for a module may include:

- Logging in to your module website;
- Attending at a tutorial, day school, seminar, lecture or other face to face learning activity;
- Attending at a tutorial, day-school, seminar or lecture by electronic or distance means;
- Contacting your tutor or learning adviser whether in person, by telephone, email, letter or other means, to seek academic advice in connection with your module;
- Participating in a formal learning activity (for example a field trip, residential school or alternative learning experience);
- Submitting work for assessment;
- Attending at an examination or formal assessment;
- Taking part in any other study activity provided or facilitated in connection with your module;
- Confirming to us that you are studying in response to any contact from us in which you are offered support for your studies.

## **Postgraduate students**

Your request will take effect on the date SRF receive your phone call, letter or email.

### 3. Your letter or email must include:

- your name;
- your Open University Personal Identifier Number;
- the name, and module or qualification code, for the module or qualification you wish to withdraw from, defer or change.

If you want to change or defer your module, or change your qualification, you must also include:

- the name, and module or qualification code, for any module or qualification you wish to change to;
- the date of the module presentation you wish to defer to.

If you are contacting SRF by phone, please have this information ready when you call.

### 4. For your protection, you should get and keep proof of posting for any letter you have sent to confirm your deferral or withdrawal request.

5. Once we have processed your deferral or withdrawal we will confirm this in writing, by letter or email, within 10 working days. If you have not heard from us by then you should contact [Student Recruitment](#).
6. Please refer to our [Fee Rules](#) to check your eligibility for any fee refund or fee discount on a future module, including guidance on eligibility under our Discretionary Fee Credit policy if you are deferring or withdrawing due to difficult personal circumstances.

## Contact details

### **Student Recruitment**

The Open University  
PO Box 197  
Milton Keynes  
MK7 6BJ

Phone +44 (0)300 303 5303  
or email us from our website [www.open.ac.uk/contact](http://www.open.ac.uk/contact)

### **The Open University in Wales**

18 Custom House Street  
Cardiff  
CF10 1AP

Phone +44 (0)29 2047 1170

### **I siaradwyr Cymraeg**

Os rydych yn siarad Cymraeg a fyddai'n 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

### **The Open University in Scotland**

10 Drumsheugh Gardens  
Edinburgh  
EH3 7QJ

Phone +44 (0)131 226 3851

### **The Open University in Ireland**

110 Victoria Street  
Belfast  
BT1 3GN

Phone +44 (0)28 9032 3718

## **Part C - Applying for a Study Break**

Please refer to 'Taking a study break' section of the [Deferrals and Withdrawals Policy](#) for the rules about study breaks.

If you wish to take a study break we recommend that you seek advice and guidance from your Student Support Team first and that you ask for it to be approved. We can help you

make an informed decision about taking a study break and discuss your options, including the implications for future study with us and the fees you will have to pay.

## Contact details

### Your Student Support Team

The contact details for your Student Support Team can be found in the Help Centre section of Student Home.

[www2.open.ac.uk/students/help/your-contacts](http://www2.open.ac.uk/students/help/your-contacts)

### Your nation office

If you are a student in Ireland, Wales or Scotland please contact your nation office

#### **The Open University in Wales**

18 Custom House Street  
Cardiff  
CF10 1AP

Phone +44 (0)29 2047 1170

#### **The Open University in Scotland**

10 Drumsheugh Gardens  
Edinburgh  
EH3 7QJ

Phone +44 (0)131 226 3851

#### **The Open University in Ireland**

110 Victoria Street  
Belfast  
BT1 3GN

Phone +44 (0)28 9032 3718

## **Changes to this Procedure**

### **March 2015**

1. Cancellation period amended to 14 days.
2. Amendments to the effective date of deferral or withdrawal for undergraduate students so that withdrawals made more than 14 days after module start take effect following the last date of participation in studies.
3. Changes to contact details.

### **September 2015**

1. Addition of reference to time limits in Deferrals and Withdrawals policy for requesting change, deferral or withdrawal.
2. Fax numbers removed.

### **September 2016**

1. Updated reference to Deferrals and Withdrawals Policy.
2. Addition of note that this procedure is not applicable for Apprenticeship students.

### **February 2017**

1. Clarification that this procedure is not applicable for Apprenticeship students in England.

## Appendix 1 - Cancellation Form

Please e-mail your form to [general-enquiries@open.ac.uk](mailto:general-enquiries@open.ac.uk) or send by post to:

Student Recruitment  
The Open University  
PO Box 197  
Milton Keynes  
MK7 6BJ

We recommend that you obtain and keep proof of posting.

I [please give your name]

Open University Personal Identifier (PI)  
Number

[You can find this number on the email or letter we sent to you to confirm your registration or enrolment. It helps us to make sure we update our records accurately.]

**give notice that I am cancelling my contract to register or enrol with The Open University to study:**

[Please give the name and reference number of each module that you are cancelling:]

[Please give the name and reference number of the qualification that you are cancelling:]

[You can find these details of the module(s) and/or qualifications that you are registered or enrolled for in the email or letter we sent you to confirm your registration or enrolment.]

Your address:

Telephone number:

Email address:

Your signature:

(You do not need to sign this form if sending by email)

Date: