



Conditions of Registration 2021/22

Supplementary Agreement (Social Work)

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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.

Scope

What this document covers

This Supplementary Agreement applies to Students who have been accepted onto an Open University Social Work programme and sets out the additional terms relating to study of a Social Work qualification.

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 document does not cover

This Supplementary Agreement does not apply to Students who have not yet been accepted onto a Social Work programme, are studying modules that could count towards a Social Work qualification outside of the programme, or Students studying other work-based learning qualifications or programmes, such as Nursing.

It does not apply to Students studying standard Open University modules or qualifications, who should refer to the [Conditions of Registration](#) for the relevant academic year.

Apprenticeships

If you are studying an apprenticeship, the following sections within this Conditions of Registration Supplementary Agreement are **not** applicable:

- Clause 1.1b “(for Students studying a Social Work qualification who are not part of an apprenticeship programme)”. Apprenticeship Students should instead refer to clause 1.1c “for Students studying a Social Work qualification on an apprenticeship programme”.
- Clause 3.4 “Students studying a Social Work qualification (who are not part of an apprenticeship programme).” Apprenticeship Students should instead refer to clause 3.5 “Students studying on an apprenticeship programme”.

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- Section 4.1 “Students studying a Social Work qualification (who are not part of an apprenticeship programme)”. Apprenticeship Students should instead refer to clause 4.2 “Students studying on an apprenticeship programme”.
- Section 5.3 “Students studying outside of an apprenticeship programme”.
- Clause 6.1b: loss of job through no fault of your own and unable to find an immediate replacement.
- Section 7 “Fee Rules specific to the Undergraduate Social Work Programme”.
- Section 8 “Fee Rules specific to the Postgraduate Social Work Programme”.
- Section 10 “Withdrawing from or deferring your studies” - Apprentices should refer to Section G5 “Changing your study plans for exceptional or personal reasons” of the [Academic Regulations \(Apprentices\)](#).

Supplementary Agreements superseded by this document

This document replaces the previous version of [Conditions of Registration Supplementary Agreement \(Social Work\) 2020/21](#).

Summary of significant changes since last version

There are a number of significant changes from the previous version of this policy. These are:

- Additional paragraph added to the Scope section to note that the Conditions document may be updated throughout the year to correct errors, improve clarity or accessibility, or to reflect changes in legal or regulatory requirements.
- Amendment to The Open University Student Charter section to reference the Student Charter Values which were launched in 2020.
- Amendment to contact details within the Introduction and Further Clarification sections to refer students to the main Student Support Team as opposed to the Professional Programmes Team.

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- d) Addition of new paragraph 2.1 regarding requirements to disclose legal restrictions and conditions. Subsequent renumbering of section.
- e) Amendment to paragraph 2.6 (was 2.5) for clarification that ‘If the Social Work qualification is not awarded as a consequence of actions by a FtP panel or the Central Disciplinary Committee, you...’
- f) Additional clarification added to paragraph 3.4.1 to explain where students can gain access to the Practice Learning Guide.
- g) Rewording of paragraph 5.2 to provide clarification for Apprentices.
- h) Correction to paragraph 7.1 to reference Section J4 of the Fee Rules (not J2).
- i) Amendment to Tables 1 and 2, in Section 7 to incorporate 2021/2022 module fees.
- j) Amendment to paragraph 9.1b to reference the Equality Act (2010), and to account for other statutory duties and obligations.
- k) Additional wording added to the Further Clarification section to state that the most up-to-date response times for receiving and sending postal correspondence are available on the Open University offices webpage.
- l) Addition of contact details for Student Support Team within the Further Clarification section.
- m) Table 3 “Circumstances under which Students may be considered for an extension to complete their qualification”, Appendix A amended as follows:
 - a. Supporting evidence clarified to be examples.
 - b. Criterion 1 altered to past tense.
 - c. Criterion 3 amended to reference the Equality Act (2010), and to account for other statutory duties and obligations outside of England, Scotland and Wales.
 - d. Criterion 4 amended to include surrogacy, and evidence from a health professional.
 - e. New Criterion 5 inserted to cover “An unforeseen prolonged incapacity of yourself due to adoption” and related conditions and examples.

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- f. Criterion 9 (was Criterion 8) amended to include evidence from household insurance documentation.
- g. Criterion 10 (was Criterion 9) clarified to specify 'an unforeseen change' in caring responsibilities.

Related Documentation

Refer to this document in conjunction with:

- [Apprenticeship Privacy Notice](#)
- [Conditions of Registration](#) or [Conditions of Registration for Apprentices](#) as relevant to your qualification
- [Social Work Privacy Notice](#)
- [Student Privacy Notice](#)
- [Fitness to Practise Procedure](#)
- [Assessment Banking Policy](#)
- [Fee Rules \(Undergraduate Study\)](#)
- [Fee Rules \(Taught Postgraduate\)](#)
- Qualification-specific regulations for your Social Work qualification.

The Open University Student Charter Values

This document aligns specifically with the following [Open University Student Charter](#) Values:

4. We communicate with each other in ways which are clear, relevant, accurate and timely.
7. We act ethically and transparently, providing and making use of fair and open means to deal with our concerns and grievances, learning from them.

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9. As Students, we share the responsibility for learning and make a commitment to study and research using the resources and support services available, upholding the highest standards of academic integrity.
11. We work to maintain and enhance the standards and reputation of our University recognising the contributions that all members make to its success.

Introduction

This document sets out the additional terms agreed with The Open University relating to your study towards a Social Work Qualification. It is a Supplementary Agreement as referred to in the [Conditions of Registration](#) and the [Conditions of Registration \(Apprentices\)](#), and should be read together with those Conditions and the rules, regulations and policies referred to within them. By registering for a Social Work qualification you are agreeing to these terms.

This Supplementary Agreement is effective from the date you registered for your Social Work qualification and will continue to apply until you have either completed your qualification or your registration has lapsed or been cancelled, whichever occurs first.

For specific guidance on how this policy may relate to your personal circumstances, please contact your [Student Support Team](#) who are specially trained to advise on the implementation of this policy.

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Main terms of the Supplementary Agreement

1 Summary of the main terms of the Supplementary Agreement

- 1.1. This section sets out a brief summary of the supplementary terms of your agreement to study a Social Work qualification with The Open University. You:
- a) agree to comply with and abide by the professional standards set by the Regulatory Authority: Social Work England (SWE), Social Care Wales (SCW), the Scottish Social Services Council (SSSC), or the Northern Ireland Social Care Council (NISCC);
 - b) agree to have sponsorship in place (or be accepted onto the independent/non-sponsored route in Scotland or Wales). Without this you will not be permitted to register for the compulsory practice-based modules that form part of your Social Work qualification (for Students studying a Social Work qualification who are not part of an apprenticeship programme);
 - c) agree to be employed as a Social Work Degree Apprentice with a suitable Apprenticeship Agreement in place with your employer (for Students studying a Social Work qualification on an apprenticeship programme);
 - d) agree to comply with the legal and service requirements of your Employer (Apprentices), Sponsor and Placement Provider as set out in their respective policies and procedures;
 - e) understand that in order to obtain your Social Work qualification you must meet both the professional standards and the academic standards required, as well as the practice-based requirements;
 - f) agree to notify your Open University Programme Tutor/Placement Tutor, Employer (Apprentices) and your Sponsor, as soon as possible, of any concerns you have of not meeting such requirements;
 - g) understand that The Open University may suspend or terminate your registration or deny the award of the Social Work qualification if the terms set out in this supplementary agreement are not met;

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- h) understand that The Open University, Employer (Apprentices), your Sponsor and any Placement Provider may share information about your health, disability, academic performance, conduct, fitness to practise and professional standards in line with Section 9 “Information sharing and Data Protection”. Such information will be kept secure and will only be processed in accordance with The Open University’s [Student Privacy Notice](#), [Social Work Privacy Notice](#) and [Apprenticeship Privacy Notice](#).

2 Professional Standards and Fitness to Practise (FtP) Procedures

- 2.1 In order to study a Social Work qualification with The Open University, there are additional requirements to disclose legal restrictions and conditions and to obtain an enhanced Disclosure and Barring Service (DBS) check (in England and Wales), Disclosure Scotland check (in Scotland) or an Access NI check (in Northern Ireland). The Open University will inform you of the information you will be required to disclose if appropriate, before registering on your Social Work qualification. For further information please contact your [Student Support Team](#).
- 2.2 By entering into this Supplementary Agreement you explicitly acknowledge that you understand and agree to be bound by the professional standards set by the Regulatory Authority which apply to Social Work Students. This means that:
- a) If a concern is raised that you are not achieving or maintaining those standards at a level appropriate to the stage of your studies for the Social Work Qualification, you may be referred under The Open University’s [Fitness to Practise \(FtP\) Procedure](#). This may result in:
- conditions being applied for you to continue to study for a Social Work qualification (and therefore your employment, if you are a Social Work Degree Apprentice);
 - suspension from study for a Social Work qualification;
 - termination of registration for a Social Work qualification;
 - the withholding of the award of a Social Work qualification.

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- b) You agree to notify your Programme Tutor/Placement Tutor as soon as practicable of any matter which may give rise to any concern about your ability to meet the professional standards of the Regulatory Authority. If you are an Apprentice studying on the Social Work programme, you should notify your APDM/ Practice Tutor of any such matter.
- 2.3 In order to be eligible for the award of a Social Work qualification you must, in the reasonable opinion of The Open University, satisfactorily meet both the academic requirements and the professional standards requirements, plus the requirements of the Social Work Degree Apprenticeship (SWDA) Assessment Plan (apprentices only).
- 2.4 Although you may have been awarded module credit that satisfies the academic and practice learning requirements of the Social Work qualification, that qualification may be withheld by The Open University on the recommendation of an FtP panel if they determine that you have failed to meet the required professional standards due to matters that occurred prior to the conferment of the qualification.
- 2.5 If your Social Work qualification has been conferred and any matters occurring before the conferment subsequently come to light that, in the opinion of an FtP panel, ought to have been declared and would have resulted in the withholding of the Social Work Qualification the matter shall be referred to the University's Central Disciplinary Committee who have the power to withdraw the Social Work Qualification.
- 2.6 If the Social Work qualification is not awarded as a consequence of actions by a FtP panel or the Central Disciplinary Committee, you may be offered an alternative Open University qualification for which you have met the credit requirements, but you will not be eligible to register to practise as a social worker.
- 2.7 Neither the offer of a place onto the qualification by The Open University nor successful completion of the qualification guarantees your entry onto the professional register. The relevant Social Work professional body for your Nation retains the right to determine your entry to the professional register at the point of registration. Please refer to the guidance from your professional body for the most up to date information regarding current requirements for registration.

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3 Practice Learning Periods

3.1 When you register for a Social Work qualification with The Open University, you agree to:

- a) Co-operate with your Sponsor/Employer (Apprentices) to facilitate your participation in sufficient appropriate Practice Learning Periods to enable you to meet the learning outcomes of the Social Work qualification.
- b) Enter into a Practice Learning Agreement with your Practice Assessor/ Educator and Programme/ Placement Tutor for each placement (or Practice Tutor for Apprentices) as part of a module for which you are required to undertake a Practice Learning Period.
- c) Co-operate with your Employer (Apprentices), Sponsor or Placement Provider and meet any reasonable requirements to maintain the reputation of the Sponsor and/or Placement Provider and The Open University and comply with their legal obligations and service standards in connection with your participation in the practice learning opportunities provided.
- d) Comply with the employment policies and practices of the Employer (Apprentices), Sponsor and/or Placement Provider and take all reasonable steps to maintain any practice learning opportunities provided in order to complete the Social Work qualification.
- e) Your ongoing employment as a requirement to continue studying the Social Work qualification through the apprenticeship programme route.

3.2 The Practice Learning Agreement will include a requirement for you to co-operate with the Practice Assessor/Practice Educator. They will:

- a) carry out observations and supervised practice, offering regular feedback to you throughout the Practice Learning Period;
- b) carry out any assessment responsibilities required by the Social Work qualification programme; and

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- c) participate in planning, monitoring and review meetings with you and your Programme/ Placement Tutor.

3.3 If you are in breach of clauses 3.1 or 3.2 or the terms of your Practice Learning Agreement and in the opinion of your Employer (Apprentices), Sponsor or Placement Provider and your Programme Tutor/Placement Tutor it is not reasonably practicable for you to complete a Practice Learning Period, your Sponsor or The Open University are not obligated to provide a further opportunity for you to meet the practice learning requirements for that module. In these circumstances your studies may be suspended in accordance with the [Fitness to Practise \(FtP\) Procedure](#).

3.4 Students studying a Social Work qualification (who are not part of an apprenticeship programme)

3.4.1 If difficulties arise in the course of a Practice Learning Period that cause your learning to be disrupted, this will be managed by The Open University in accordance with the guidance set out in the Practice Learning Guide, which will be made available to you once you are registered on a module, under the “Resources” section via your module website. If you are unable to access this document, please contact your [Student Support Team](#).

3.5 Students studying on an apprenticeship programme

3.5.1 As an Apprentice your employer is required to allow you 20 per cent ‘off the job’ paid hours in which to study. The duration of your apprenticeship was agreed at the start of the programme and includes the Practice Learning Periods.

4 Termination of Sponsorship/Employment

4.1 Students studying a Social Work qualification (who are not part of an apprenticeship programme)

4.1.1 Your Sponsor’s responsibilities, as set out in this Agreement, will cease if you leave your employment or cease volunteering. To remain registered for the Social Work qualification, you will be responsible for finding a suitable alternative Sponsor in

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order to complete any further practice learning opportunities required and to complete the Social Work qualification within the specified time limit.

- 4.1.2 In the event that The Open University's collaboration agreement with your Sponsor is terminated, The Open University will take reasonable steps to enable you to finish the Social Work qualification programme including completing all necessary modules and carrying out all necessary Practice Learning Periods.

4.2 Students studying on an apprenticeship programme

- 4.2.1 During your apprenticeship, if your employment is terminated for any reason please contact your Practice Tutor or Apprenticeship Programme Delivery Manager (APDM or equivalent) as soon as possible as this will affect your ability to continue with your programme of learning.

5 Termination of registration

- 5.1 Your registration for the Social Work Qualification may be cancelled in the circumstances set out in the [Conditions of Registration](#) or [Conditions of Registration \(Apprentices\)](#) as appropriate to your qualification. In addition, The Open University may cancel your registration if you do not:
- a) Undertake practice learning with the Sponsor or an agreed Placement Provider.
 - b) Maintain the standards of the Regulatory Authority with respect to your health, competence and standards of behaviour.
- 5.2 If you fail a module (including the failure of any resit or resubmission) it is at your Employer (Apprentices) or Sponsor's discretion whether they will continue to support you on the Social Work programme. If you are an Apprentice you should contact your APDM or equivalent contact for further information on whether they will be able to continue to support you.

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5.3 Students studying outside of an apprenticeship programme

- 5.3.1 Although you are required to find a replacement Sponsor in order to continue with the practice learning modules, you may study an academic module within the stage you are currently studying without a Sponsor, provided you are able to meet the learning outcomes of that module.

6 Your Studies

- 6.1 You must complete your Social Work Qualification within the timescale set out in the Qualification Regulations specific to your qualification, or as stated on your Commitment Statement (Apprentices), unless you are given an extension at the discretion of the Board of Studies for Health, Wellbeing and Social Care. This can be accessed via your [StudentHome](#).
- If you are studying an apprenticeship, any application for an extension must be made in agreement with your Employer, The Open University and in obedience of the rules stated by your Funding Provider and regulator. Applications for an extension may be considered where you have been unable to study due to reasons beyond your control (see [Appendix A](#): Circumstances under which Students may be considered for an extension to complete their qualification). Other circumstances under which permission may be granted for an extension are:
- a) if you have been suspended under the [Fitness to Practise \(FtP\) Procedures](#) and subsequently reinstated;
 - b) if you lose your job through no fault of your own, and are unable to find an immediate replacement (Students studying for a Social Work qualification outside of an apprenticeship only).
- 6.2 If for any reason you are unable to complete a Practice Learning Period, you may be able to bank periods of continuous practice assessment that you have already completed. On your return to studies, you may be required to undertake further continuous practice learning to make up your required hours of study. A decision on your eligibility to bank your practice assessment will be based on the guiding principles set out in the Disrupted Placement Information, available in the 'Practice management' section of the relevant module website.

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- 6.3 You may be able to bank other completed assessments, such as tutor marked assignments (TMAs) if you need to defer your studies to a later presentation. Further information about deferral with assessment banking can be found in the [Assessment Banking Rules](#).
- 6.4 If you are permitted to enrol for a module that falls in the next stage of the Social Work qualification before you have completed the final module in the current stage, you must complete the current stage module within 12 weeks of the start of the module at the next stage. If you do not pass or complete this module, you may be deregistered from the module in the later stage. If this happens, you cannot re-enrol until you have completed the outstanding module. Exceptional permission to deviate from the specified study order can only be obtained from the Faculty's Board of Studies for Health, Wellbeing and Social Care.
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7 Fee Rules specific to the Undergraduate Social Work Programme

- 7.1 Fee Rules for Undergraduate study are set out in the [Fee Rules \(Undergraduate\)](#). Eligibility for a reduced module fee is set out in Section J4 of the [Fee Rules \(Undergraduate\)](#).
- 7.2 If you have failed the academic elements, but successfully completed the work-based elements of any of the modules presented in Table 1, you will pay an adjusted Repeat Fee as detailed in Table 1. In all other circumstances the standard rules around repeat modules fees will apply, as set out in the [Fee Rules \(Undergraduate\)](#).

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Table 1: Adjusted Repeat Module Fees for specific Undergraduate Social Work programme modules

Module	21/22 Module Fee	Adjusted Repeat Fee
KZW113 (Wales – continuing students)	£1,675	£792
KZW113 (Wales - new)	£1,887	£963
K216 (England)	£3,582	£2,376
K216 (Scotland/NI)	£2,625	£792
KZW216 (Wales)	£2,625	£792
K315 (England)	£3,582	£2,376
K315 (Scotland/NI)	£2,625	£792
KZW315 (Wales)	£2,625	£792

Fees may differ between devolved UK nations due to differing levels of funding received to the University by central funding providers

8 Fee Rules specific to the Postgraduate Social Work Programme

- 8.1 Fee Rules for Postgraduate study are set out in the [Fee Rules \(Postgraduate\)](#).
- 8.2. If you have failed the academic elements, but successfully completed the work-based elements of any of the modules presented in Table 2, you will pay an adjusted Repeat Fee as detailed in Table 2. In all other circumstances the standard [Fee Rules \(Postgraduate\)](#) will apply.

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Table 2: Adjusted Repeat Module Fees for specific Postgraduate Social Work programme modules

Module	21/22 Module Fee	Adjusted Repeat Fee
K832	£3,870	£2,213
K833	£3,870	£2,213

Fees may differ between devolved UK nations due to differing levels of funding received to the University by central funding providers.

9 Information sharing and Data Protection

9.1 Please see The Open University's [Student Privacy Notice](#), the [Social Work Privacy Notice](#), and the [Apprenticeship Privacy Notice](#) (if studying the Social Work qualification through an apprenticeship) for full information on how data is collected and used by The Open University. There are some additional points that relate to this Supplementary Agreement. By entering into this Supplementary Agreement, please note that:

- a) The Open University may share (or will share for Apprentices) information about your academic performance and professional standards relating to your study for a Social Work qualification with your Employer (Apprentices), Sponsor and any Placement Provider. In particular, information about issues relating to your conduct may be shared where they may affect your professional suitability or fitness to practise and your continued participation in any practice learning environment.
- b) Information about your health and any declared disability may be shared with Placement Providers in line with legal obligations to provide reasonable adjustments, in order to comply with obligations under the Equality Act 2010 in England, Scotland and Wales; the Disability Discrimination Act 1995 for Northern Ireland; or any other statutory duty or obligation. Additionally, data may be shared so that neither you nor members of the public are put at risk while you carry out a placement.

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- c) The Open University will keep any information shared secure and process data in line with the [Student Privacy Notice](#), [Social Work Privacy Notice](#) and [Apprenticeship Privacy Notice](#). Your Employer (Apprentices), Sponsor and any Placement Provider will store and process information in accordance with their Privacy Notices.
- d) The Open University may consider any concern that is raised through its [Fitness to Practise Procedure](#). This may lead to conditions being applied to your continued registration on the programme, your suspension or deregistration from the programme or your expulsion from The Open University.
- e) Your Sponsor, your Employer or any Placement Provider may notify The Open University of any matter that raises concerns about your ability to meet the professional standards of the Regulatory Authority.
- f) The Open University, your Employer, your Sponsor and any Placement Provider may share information and evidence about matters relating to your conduct that might affect your professional suitability, fitness to practise, continued employment or your participation in a practice learning period. Your Employer has the right to deal with employment related matters under their own procedures independently to The Open University Fitness to Practise procedure, however this may also be invoked in respect of those matters.
- g) The Open University may also have a legal obligation to provide certain information to the Regulatory Authority, and the funding body and regulator (Apprentices).
- h) The Open University will, where required, notify the Regulatory Authority of any matter relating to suitability or fitness to practise that is under investigation as well as the outcome of any investigation. However, The Open University will not share information regarding an investigation into fitness to practise with a Sponsor, Employer or Placement Provider where the matter under investigation is not considered to pose an immediate risk in the circumstances, or to service users or patients.

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- 9.2 On the completion of your Social Work qualification, The Open University will, if required, provide any report or reference required by the Regulatory Authority as a condition of entering practice in Social Work.
- 9.3 If, on completion of the academic requirements, the award of a Social Work qualification is withheld, The Open University will provide any report or reference required by the Regulatory Authority in respect of that matter. The Open University will provide the relevant information as directed by the Regulatory Authority. This may be to transfer it directly to a third-party supplier engaged by the Regulatory Authority.
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10 Withdrawing from or Deferring your studies

- 10.1 If you intend to defer or withdraw from a module before it is completed, you should discuss this with your Sponsor before you do so, as they may be liable for any additional fees when you resume studying the module and for practice modules, and will also need to provide a new practice learning opportunity.
- 10.2 The Open University will administer any Fee Credits or Fee Refunds that are due in accordance with the [Fee Rules](#).

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Glossary of terms

Apprenticeship Programme Delivery Manager (APDM)

This refers to the contact person who supports Apprentices and Employers throughout their Apprenticeship Programme. They offer support and advice on recruitment, registration and eligibility; and act as the conduit between the Employer and The Open University. They provide support to line managers/workplace mentors and Apprentices. APDMs also review, track and respond to Apprentice progression by working with the Employer, the Apprentice and The Open University to achieve successful completion. They collect and act upon feedback from the Employer and the Apprentice to continually enhance this process.

Apprenticeship Student

This refers to a Student aged 16 or over, who is in paid employment for the duration of their apprenticeship and who has in place an Apprenticeship Agreement with their employer. The Apprentice will combine working with studying for a work-based, academic or combined qualification. An apprenticeship Student is an Apprentice in England registered for an undergraduate qualification.

Employer

This means the organisation with whom you have a contract of employment.

Placement Provider

This refers to the organisation providing access to a practice learning environment for the purposes of social work education.

Placement Tutor

This refers to a person appointed by The Open University who has general responsibility for managing Students' performance across the Social Work practice modules studied as part of a postgraduate qualification and facilitates meetings for the practice learning aspects of modules.

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Practice Assessor (Wales) or Practice Educator (England and Scotland)

This refers to the appropriately qualified individual(s) appointed by the Sponsor or Placement Provider and identified to The Open University, to provide supervision of practice learning and assessing relevant learning outcomes.

Practice Learning Agreement

This refers to the agreement setting out the details of and arrangements for a Practice Learning Period and the respective responsibilities of the Student and the people supporting their practice learning.

Practice Learning Period

This refers to a period or periods of learning in practice where you are formally identified as a Student of Social Work.

Programme Tutor

This refers to a person appointed by The Open University who has general responsibility for managing Students' performance across the Social Work practice modules studied as part of an undergraduate qualification and facilitates meetings for the practice learning aspects of modules.

Regulatory Authority

This refers to the Social Work England (SWE), Social Care Wales (SCW), the Scottish Social Services Council (SSSC), or the Northern Ireland Social Care Council (NISCC).

Social Work Qualification

This refers to the BA (Hons) Social Work (England), the BA (Hons) Social Work (England) (Apprenticeship), the BA (Hons) Social Work (Scotland), the BA (Hons) Social Work (Wales), or the Postgraduate Diploma in Social Work.

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Sponsor

This refers to the entity supporting you to participate in the Social Work Qualification programme and undertaking to arrange and supervise your practice learning. This term is used whether or not the organisation is also making any financial contribution towards your study costs. Note that for Students on a non-sponsored/ independent/ independent internship route, some sponsor responsibilities are met by The Open University and others by the Placement Provider.

Further clarification

To check the latest postal address 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](#).

For more information about registration, enrolment and fees or to change or cancel your studies, please contact:

Student Support Team

The Open University

PO Box 197

Milton Keynes

MK7 6BJ

www.open.ac.uk/contact

Phone +44 (0)300 303 5303

Open University Apprenticeships

The Open University

PO Box 197

Milton Keynes

MK7 6BJ

www.open.ac.uk/contact

Email apprenticeships@open.ac.uk

Phone +44 (0)300 303 4121

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The Open University in Wales

If you are resident in Wales, you can speak to a student support advisor in Welsh or English.

18 Custom House Street

Cardiff

CF10 1AP

Phone +44 (0)29 2047 1170

Email wales-support@open.ac.uk

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

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Phone +44 300 303 0266

www.openuniversity.edu

Or email us from our website www.open.ac.uk/contact

If you have any comments about this policy document and how it might be improved, please submit these to SPR-Policy-Team@open.ac.uk.

Alternative format

If you require this 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 your dedicated Student Support Team via [StudentHome](#) if you are a current Open University Student.

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Appendix A

Table 3: Circumstances under which Students may be considered for an extension to complete their qualification.

Criterion	Conditions and notes	Examples of types of supporting evidence required
1. Death of a close family member, partner or dependant.	A close family member is defined as someone on whom you were dependent (emotionally or financially) or who was dependent on you.	Hard copy or email notification followed by documentary evidence. Certified copy of death certificate (an exception may be made if the death occurred within six weeks before application).
2. An unforeseen prolonged incapacity of yourself or a close family member due to serious illness, accident or medical condition	If you were aware before the module start date of the medical problems, the condition needs to have worsened or deteriorated since then, i.e. it could not have been anticipated at the outset of the module that the illness or condition would have adversely impacted on your study.	Hard copy or email notification followed by documentary evidence. Certificate, letter or medical statement from GP or consultant confirming the situation. (The period of the illness needs to have a bearing on the timing of the withdrawal).

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Criterion	Conditions and notes	Examples of types of supporting evidence required
3. Disability	<p>The reasonable adjustments made by the University in order to comply with obligations under the Equality Act 2010 in England, Scotland and Wales; the Disability Discrimination Act 1995 for Northern Ireland; or any other statutory duty or obligation, have not enabled you to study effectively; or</p> <p>The impact of a disability on your studies has been more severe than anticipated; or</p> <p>There has been an increase in your disability/disabilities affecting your studies since the module start date.</p>	<p>Certificate, letter or medical statement from GP, consultant, non-medical helper or a support person or organisation confirming the situation.</p> <p>Corroborative evidence from University records e.g. tutor or Student Support Team (SST).</p>
4. An unforeseen prolonged incapacity of yourself due to pregnancy, maternity/paternity, or surrogacy.	<p>If you were aware of the pregnancy before the module start date, the impact on your study of the pregnancy, maternity/paternity or surrogacy must be greater than might reasonably have been anticipated.</p>	<p>Hard copy or email notification followed by documentary evidence.</p> <p>Certificate, letter or medical statement from a health professional, e.g. a GP, consultant or midwife confirming the situation.</p>
5. An unforeseen prolonged incapacity of yourself due to adoption.	<p>If you were aware of the adoption before the module start date, the impact on your study of the adoption process or caring responsibilities must be greater than might reasonably have been anticipated.</p>	<p>Supporting evidence e.g. report from social services, adoption agency, or a certificate, letter or medical statement from GP or consultant confirming the situation.</p>

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Criterion	Conditions and notes	Examples of types of supporting evidence required
6. An unforeseen prolonged incapacity of yourself due to gender reassignment	If you had undertaken gender reassignment before the module start date or by then you were aware of the arrangements to do so after that date, the impact on your study must be greater than might reasonably have been anticipated.	Hard copy or email notification followed by documentary evidence. Certificate, letter or medical statement from GP or consultant confirming the situation.
7. An unforeseen change in employment circumstances with the effect that it is not reasonably possible to continue to study due to the extreme nature of the work, poor communications or the absence of study facilities.	Other than in the case of a posting of a member of the British armed forces, circumstances which may occur in the course of normal working life such as change of job, relocation, an increased workload or reasonable travel requirements will not be considered.	Hard copy or email notification followed by documentary evidence, e.g. letter or email from your employer or commanding officer.
8. Maladministration on the part of the University.	Action or inaction which could be classed as maladministration on the part of the University and which has affected your academic progress. This does not extend to circumstances that are beyond the control of the University.	Any relevant evidence to support your application e.g. record of Student contact

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Criterion	Conditions and notes	Examples of types of supporting evidence required
9. Other exceptional circumstances of a serious nature beyond your control.	Circumstances beyond your control that significantly reduced the time available for study over a sustained period.	Supporting evidence e.g. report from emergency services, social services, police or counsellor, or household insurance documentation.
10. An unforeseen change in caring responsibilities.	If your caring responsibilities were in place before your module start date, the impact on your study must be greater than might have reasonably been anticipated.	Hard copy or email notification followed by documentary evidence, e.g. letter or medical statement from GP, consultant, non-medical helper or a support person or organisation confirming the situation.

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