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## Alternative format

If you require this Exam Policy document in an alternative format, please contact your Student Support Team via <http://www.open.ac.uk/contact/> (phone +44 (0)300 303 5303) if you are a current Open University student.

If you are an Apprenticeship learner please contact your Apprenticeship Enrolment and Support Team, or AEST using the following details:

For Apprenticeship Programmes in England, Scotland and Wales, Email: [apprentice-support@open.ac.uk](mailto:apprentice-support@open.ac.uk) Telephone: 0300 3034121.

For Apprentices in Northern Ireland your most appropriate contact may be your Staff Tutor, Education Manager, or Faculty Co-ordinator.

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

This policy covers exams, which are the final assessed task for some undergraduate and taught postgraduate modules. While some modules have exams, others have an End-of-Module Assessment (EMA) or End-of-Module Tutor-Marked-Assignment (emTMA) as their final assessed task, and these are covered by separate policies.

Exams at The Open University are completed online, in a location of your choice, using your own computer, stationery and equipment. You can consult your module materials and other online resources during your exam but will be unlikely to have time to make extensive use of these resources.

The Exam Policy covers how, where and when you will submit your exam, what happens if you have problems submitting your exam and what happens if you submit it late or not at all. It also outlines the additional support available to students with disabilities or additional requirements.

This policy should be read in conjunction with module specific information such as the Assessment Strategy that can be found on [StudentHome](#), your Module Guide and Module website. These resources will give you more information about the individual assessment tasks on your module and how they make up your module result.

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If you have any queries or need guidance on how this policy may relate to your personal circumstances, please contact your Student Support Team using the details on [StudentHome](#).

## Scope

### What this policy covers

This policy applies to all access, undergraduate and taught postgraduate students, including apprentices and students in secure environments, who are studying a taught module where an exam is a final assessed task. It includes information about The Open University's approach to reasonable adjustments and additional arrangements for students in need of support and may also be of interest to those considering OU study.

### What this policy does not cover

This policy does not cover the following types of assessment:

- Tutor-marked assignments (TMAs) and interactive computer-marked assignments (iCMAs) - please see the [TMA and iCMA policy](#)
- End-of-module assessments (EMAs) - please see the [EMA policy](#)
- End-of-module tutor-marked assignments (emTMAs) - please see the [emTMA Policy](#).

Information about the types of assessment on your module can be found in the module's Assessment Strategy on [StudentHome](#).

This policy does not apply to:

- Postgraduate research students - please contact the [Research Degrees Team](#)
- Learners studying a Microcredential - please refer to the [Microcredential Assessment Handbook](#)
- OpenLearn Learners - please contact the [OpenLearn team](#)
- Students studying under partnership agreements - please contact the [OUVP Curriculum Partnerships team](#)

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- Vocational qualification learners - please contact the [vocational qualification team](#).
- Students studying a non-credit bearing Short Course or professional development course - please refer to the [Conditions of Registration \(Short Courses\)](#).

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## The Open University Student Charter Values

[The Student Charter](#) was developed jointly by The Open University and the OU Students Association. It is a declaration of our shared values and the commitments we make to each other. This document has been developed with the Student Charter values as its foundation.

### Introduction

Each assessment type is governed by its own policy to maintain consistency across modules. This document outlines the rules that cover taking Exams and how to get support if you think you need some adjustments or experience difficulties during the exam and require extra help. You can find out whether our module has an exam as its final assessed task by checking the module assessment strategy on [StudentHome](#). Further guidance to support you in preparing for and taking your exam can be found on the [Help Centre](#).

A [glossary](#) at the end of this policy helps to explain any terms you may be unfamiliar with.

For guidance on how this policy may relate to your personal circumstances, please contact your Student Support Team (SST) using the details on [StudentHome](#).

If you are an Apprenticeship learner please contact your Apprenticeship Enrolment and Support Team, or AEST using the following details:

For Apprenticeship Programmes in England, Scotland and Wales, Email: [apprentice-support@open.ac.uk](mailto:apprentice-support@open.ac.uk) Telephone: 0300 3034121.

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# General Information

## 1. Purpose

This purpose of the Exam Policy is to provide clear up to date information to students and learners about exams at The Open University. The objectives are:

- To clearly communicate the support available to you and how you can ask for this
- To describe what will happen if you experience any problems while taking your exam
- To describe what will happen if you submit your exam late
- To describe what will happen if you do not submit your exam.

## 2. Open University exams

- 2.1 Open University exams are completed at home or at a place you choose, using your own computer, stationery and equipment. They are submitted online by either uploading a file containing your answers, answering questions directly on screen or a combination of both. Alternative arrangements are in place to support Students in Secure Environments to complete their exam.
- 2.2 Exams are held in regular exam periods throughout the year, based on module start dates and durations, and are scheduled immediately after the end of formal teaching on a module. You can find out when our exam periods are on the [Help Centre](#).
- 2.3 The date and time of your exam will be published on your module website within the first six weeks of your module starting. We will email you to make you aware that the date and time have been published.
- 2.4 Your exam will be one of three types, described in [Types of Exam](#) below. You should check your module website carefully to understand the type of exam you will take and how you will submit your answers.
- 2.5 There will be specific times for you to access the exam questions and submit your answers, called a 'submission window'. The submission window will vary depending on your module; you'll find this information on the Assessment tab of your module website following the publication of the date and time of your exam.

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- 2.6 You may submit written work for an assessment through the medium of Welsh. If there are no Welsh-speaking markers for your module, The Open University may send your work to be translated into English, and this translation would be assessed. If you would like to receive your exam questions in Welsh language, please email [wales-support@open.ac.uk](mailto:wales-support@open.ac.uk) or [cymorth-cymru@open.ac.uk](mailto:cymorth-cymru@open.ac.uk).

For information, please see [Assessment through the medium of Welsh \(Fersiwn iaith Gymraeg\)](#). If you submit your work in Welsh, it will be treated no less favourably than an English-language submission. Your mark will not be affected, and you should expect to receive your result at the same time as students who have submitted their work in English.

## Types of Exam

### 3. 24-hour or three-day exams

- 3.1 If your module has a 24-hour submission window, you will be able to access your exam from midnight (00:00) on the day of your exam and will have until 23:59 (UK local time) the following day to complete and submit your answers.
- 3.2 If your module has a three-day submission window, you will be able to access your exam from midnight on the first day of the exam and will have until midnight on the third day of the exam to complete and submit your answers.
- 3.3 You will submit your answers using the online TMA/EMA service unless you are studying one of the following modules, which will use the interactive Computer Marked Exam (iCME) system:
- *A276 Classical Latin: the language of ancient Rome (24-hour exam)*
  - *A342 Central questions in the study of music (24-hour exam)*
  - *B815 Financial markets and the financing of organisations (24-hour exam)*
  - *B816 Financial strategy and governance (24-hour exam)*
  - *B818 Investment and portfolio management (24-hour exam)*
  - *B819 Derivatives and risk management (24-hour exam)*
  - *B(XY)873 Effective strategic management in business and the public sector (24-hour exam)*

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- T217 *Design Essentials (24-hour exam)*

The Assessment tab of your module website will make clear which system you will use to submit your exam.

- 3.4 The exam will be designed so that it can be completed within 3 hours, but you are able to use the full 24-hour submission window to complete and submit your work.
- 3.5 If you don't submit your answers before the submission deadline you will have a further 24 hours to submit within the late penalty period, regardless of the system you must use to submit your answers. Any answers submitted within this period will be considered late and will incur a mark penalty. Further information can be found in section 17 '[Late Penalty Periods](#)'.

#### 4. Timed exams

- 4.1 If your exam has a duration of less than 24-hours (for example 4.5 or 3.5 hours), you will be required to submit your answers using the iCME system, either by uploading a file containing your answers, answering questions directly into the system, or a combination of both.
- 4.2 Timed exams offer flexibility to allow you to begin at a convenient time on the day of the exam, usually within a 12 or 24-hour window. Once you begin your exam, you will then have a set period to complete your answers (for example 3.5 or 4 hours), but your exam must be completed and submitted by the specified time on the submission date, no matter when you start it. You will have a further period of time to prepare, check and upload your answers, known as upload time. For example, if your exam has a 4.5-hour duration, made up of 3.5 hour exam time and 1 hour upload time with an additional 1 hour late penalty period, and must be submitted by the end of the 24-hour submission window at 23.59 hrs (UK local time), we recommend you start no later than 18.30 hrs.
- 4.3 If you don't submit your work by the submission deadline, a late penalty timer will show any available time to submit during the late penalty period, where you will incur a mark penalty for a late submission. Late penalty periods will not extend beyond the overall submission window and vary per module. Further information about Late Penalty Periods can be found in [section 17 Late Penalty Periods](#).

#### 5 Timed exams with a fixed start time

- 5.1 Timed exams with a fixed start time will begin at a specific time or within a specific short period (UK local time), in either a morning (10:00) or an afternoon (14:00).

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You will have a fixed amount of time to complete your exam, followed by a short period of additional time to prepare and submit your answers.

- 5.2 You will access questions and submit your answers using the iCME system, where a timer will show your remaining exam time, as well as any additional time to prepare and submit your answers. You will be required to either upload a file containing your answers, answer questions directly into the system on your web browser, or a combination of both. The way you should complete your answers will be made clear on the iCME system.
- 5.3 Your module website will include information about whether any late penalty period is available for your module if it has an exam with a fixed start time.

## Before your exam

### 6. Reasonable adjustments and additional arrangements

- 6.1 The Open University has a duty to make reasonable adjustments where a student would be at a substantial disadvantage as a result of their disability or circumstances in order to comply with its obligations under the [Equality Act 2010](#) in England, Scotland and Wales, the [Disability Discrimination Act 1995 \(Amendment\) Regulations \(Northern Ireland\) 2004](#), or any other statutory duty or obligation.
- 6.2 During your exam you will continue to have access to any computing equipment or software you might normally use for Tutor-Marked Assignments (TMAs).
- 6.3 If you believe you will need additional arrangements to support you to complete your exam, such as extra time, to split your exam over more than one day, or supporting help from a scribe or amanuensis, contact your [Student Support Team](#) as soon as possible and request arrangements via the form on the [Help Centre](#). You must contact us before the date shown on the Help Centre in the to allow time for the arrangements to be put in place. Your Student Support Team will confirm what evidence you need to provide to help us understand your needs and will give you further guidance on the additional arrangements that can be put in place for your exam. If you've already told us you have a disability, your Student Support Team will contact you in advance to find out what arrangements you might need.
- 6.4 If you are experiencing a temporary illness or injury, we may be able to make additional arrangements to support you to take your exam. We will make efforts to put arrangements in place at short notice, however where this is not possible it may be beneficial for you to consider deferral or postponement if you believe your performance will be significantly impacted.

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- 6.5 Unless you tell us you no longer need them, any agreed adjustments will be automatically carried forward if you need to take a resit or decide to postpone your exam.
- 6.6 If you have more than one exam during an exam period, you should discuss the arrangements you will need for each exam with your Student Support Team – they won't be automatically applied to each module's exam.
- 6.7 The person who marks your exam won't be told about any disability, illness or additional requirements you make us aware of, or about any additional arrangements put in place for you to take your exam. This is so they can provide the Module Result Panel with an independent assessment of the academic merit of the work you present.
- 6.8 The Module Result Panel will have brief factual details about your disability or additional requirements and any reasonable adjustments or additional arrangements that were in place for your exam. They won't have any other information you've given to the University or your Tutor.
- 6.9 If you think your disability or circumstances have put you at a serious disadvantage, the extra time or other adjustments or arrangements for your exam weren't adequate; or if you would like the Module Result Panel to take other information which may have affected your performance into account when considering your result, please contact your Student Support Team and submit Special Circumstances using the form on the [Help Centre](#). Further information can be found in Section 19 [Special Circumstances](#).

## 7. Clashing Exams

If you have two or more exams that start and end within the same 12 or 24-hour submission window, we'll treat these as 'clashing exams' and will contact you to arrange for you to complete the exams at a different time.

## 8. Religious Festivals

Wherever possible, the University avoids scheduling exams that clash with major religious festivals. If you'll be unable to complete your exam on the day of the submission deadline for religious reasons, you should contact your [Student Support Team](#) as soon as possible. Further information on requesting special arrangements for your exam for religious reasons, including the deadline by which you must tell us you are unable to take your exam, can be found on the [Help Centre](#).

## 9. Taking your exam in different time zones

- 9.1 If the timing of your exam is not appropriate for your time zone, for example if it is during unsociable hours, we may be able to arrange for you to take it at a more

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suitable time. This may mean that you complete your exam after other students completing it in the UK.

- 9.2 To apply for a change to your exam time, you should contact [examinations@open.ac.uk](mailto:examinations@open.ac.uk) clearly stating your module, the country/time zone where you will be taking the exam and your preferred submission deadline. Although we will try to schedule your exam as close to your preferred time as possible, adjustments may be limited to maintain integrity of the exam.
- 9.3 Adjustments will not be made for students sitting an exam with a 24-hour submission window.

## During your exam: Preparing your answers

### 10. Answer format

You may be required to submit your exam by uploading a file in a specific format or inputting answers directly into the assessment system on your web browser. Your module website will specify how you should complete your exam and any file formats that should be used.

If you submit your answers in a different format and we cannot access your work, you will receive a zero score for your exam.

### 11. Completing the correct number of answers

Where your exam offers a choice of questions to answer, you should only answer the number of questions required, as outlined on the front page of the question paper. This means you may need to carefully choose which questions to answer and submit.

Markers will mark answers in the order they are presented in your submission. Unless outlined on the front page of the question paper, any additional answers won't be marked.

### 12. Word limits

Any word limit for your exam, and any penalties for submitting answers that are significantly over this limit (10% or more), will be made clear on the question paper.

### 13. Academic Conduct

- 13.1 You won't be prevented from accessing and consulting your module materials or the internet while completing your exam. However, as with other assessments, it's important to complete your work independently and using your own words.

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- 13.2 You should not copy content directly from a source, including your module materials, or present someone else's words as your own. This is plagiarism, which is a type of academic misconduct.
- 13.3 Submitted exam answers will be subject to plagiarism and collusion checks, which may include the use of CopyCatch and Turnitin software.
- 13.4 We may undertake additional verification or invigilation of exams to reduce the possibility of academic misconduct or to meet the requirements of Professional and Regulatory Bodies.
- 13.5 You must not discuss the content of the exam with your Tutor or anyone else during the submission window or the two days following your overall submission deadline. This includes discussing the exam on social media.
- 13.6 You must not post questions or ask for answers on websites or services offering help with assignment answers or use any content available from such sites.
- 13.7 You can find more information about Academic Conduct and what behaviours are considered to be misconduct in the [Code of Practice for Student Discipline](#) and the [Academic Conduct Policy](#). Further guidance is available on the [Help Centre](#).

## During your exam: Submitting answers

### 14. How to submit answers on the online TMA/EMA service

- 14.1 If your module website indicates that you must submit your exam using the online TMA/EMA service, you should use the TMA30(EMA) link found under the Assessment tab on your module website and follow the on-screen instructions to submit your exam.
- 14.2 The overall submission deadline for your exam will be 23:59hrs (UK local time) on the submission date.
- 14.3 You should name your file clearly, using the format of your Personal Identifier, module code and exam number (which will be TMA30) with no spaces. For example, X1234567D202TMA30. The file name will be limited to 50 characters. Labelling your file incorrectly will not prevent your submission from being marked.
- 14.4 It is strongly recommended that you check the file you submitted is correct and you've uploaded it for the correct module. Errors can't be rectified after the late penalty period.
- 14.5 Some modules require multiple files to be submitted as part of your remote exam answers. Where this is required, multiple files must be submitted as a single compressed (zip) file. Extra files, missing appendices or corrections received after the late penalty period won't be marked. If you submit each file separately to the online TMA/EMA service, only the last file you submit will be marked.

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## 15. How to submit answers on the iCME system

- 15.1 You should submit your exam answers for a timed exam (with or without a fixed start time) using the iCME81 link under the Assessment tab on your module website. Follow the on-screen instructions to access your exam question paper. Further information about submitting your exam via the iCME on your module website can be found in the [iCME Remote Exam Submission Guide](#).
- 15.2 Once you have started your exam attempt, timers on the left side will show the remaining exam time, any additional time given to upload and submit, and the late penalty period, where applicable.
- 15.3 You should name your file clearly, using the format of your Personal Identifier, module code and exam number (iCME81) with no spaces. For example, X1234567D202iCME81. The file name will be limited to 50 characters. Labelling your file incorrectly will not prevent your submission from being marked.
- 15.4 To submit your exam, you must click “submit all and finish” after uploading your file or answering questions within the iCME system. Unless you have applied for a Discretionary Postponement, the work you upload or questions you have answered will be submitted on your behalf if you do not click “submit all and finish” and this may mean that only part of your work is submitted for marking.
- 15.5 It is strongly recommended that you check the file you submitted is correct and you’ve uploaded it for the correct module. Errors can’t be rectified after the late penalty period. See Section 23 [Problems with submissions](#) for information on what you should do if you realise there is a problem with your exam submission.
- 15.6 Where a module requires multiple files to be uploaded, you should upload these separately, without combining or zipping them. Multiple or zipped files will not be accepted where they are not specified as required, and they will not be marked.

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## 16. Submitting drafts

- 16.1 You can submit drafts of your exam answers on both the online TMA/EMA service and iCME system, with each submission overwriting the previous one.
- 16.2 The final version you upload and, if using the iCME system is the version available when you click submit all and finish, will be the submission that will be marked. If you submit a new version during the late penalty period, the work you submitted in the late penalty period will be the version accepted and will be subject to a late penalty, regardless of when you made the first submission.

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## 17 Late penalty periods

- 17.1 If your module requires you to submit your exam using the online TMA/EMA service you must submit your work by 23:59 hrs (UK local time) on the submission date. Work received in the 24-hour period immediately after the submission deadline (including work submitted at or immediately after midnight) will be considered to have been submitted during the late penalty period.
- 17.2 If your module requires you to submit your exam using the iCME system, the late penalty period available to you varies depending on your module. Check your module website for more information about the late penalty period applicable. Information will also be displayed on the late penalty timer on the iCME system during your exam.
- 17.3 If you submit your work after the submission deadline but before the end of the late penalty period, your work will be considered late and will incur a late penalty. No exam answers will be accepted after the end of the late penalty period or after the overall submission deadline displayed on your module website, whichever comes first.
- 17.4 If you are late to begin a timed exam with a fixed start time, the submission deadline will remain the same. This means that the overall time you have available to complete and submit your exam, made up of your exam time, upload time and late penalty period, will reduce depending on when you begin. The time you have available as a late penalty period will reduce first, followed by the upload time and finally the exam time. For example, if your exam had a 10:00 start time and was a 4-hour exam with 30 mins upload time and 1-hour late penalty period, but you did not begin until 11:00, you would have the 4-hour exam time and 30 min upload time remaining but would not have any late penalty time.

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## 18. Consequences of submitting late

- 18.1 If you submit your answers during the late penalty period, your work will incur a late penalty. Up to 10 percentage points will be deducted from the marks you receive for your exam answers for a late submission. This mark reduction won't reduce your score to below a pass for this assessment.

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For example, for modules with a pass mark of 40, a score of 59 would become 49 with the penalty, 45 would become 40 and 35 would be unchanged. For modules with a pass mark of 50, a score of 69 would become 59 with the penalty, 55 would become 50 and 45 would be unchanged.

- 18.2 Although you will not fail the exam due to a late penalty, it might have implications for your overall module result. The impact of marks deducted because of a late penalty depends on the Assessment Strategy for your module. Your module's Assessment Strategy can be found on [StudentHome](#). In some cases you could fail the module, for example where your module assessment score is determined through an average of all of your assessment tasks, known as a Single Component Assessment strategy, rather than through achieving a certain threshold on each of your overall assessment, continuous assessment and exam, known as a Dual Component Assessment strategy. For Level 2 and 3 modules, a lower grade could impact your overall undergraduate Honours degree classification or your postgraduate qualification classification.

## Problems during your exam

### 19. Special Circumstances

- 19.1 If circumstances outside of your control had an impact on the completion or submission of your exam, you should submit Special Circumstances to make the Module Results Panel (MRP) aware so they can take this into account when considering your result. Please refer to the [Special Circumstances Policy](#) for more information.
- 19.2 You should submit special circumstances before midnight (UK time) four calendar days after your exam submission deadline and, if you're able to, should also send evidence to support it.
- 19.3 Wherever possible, you should attempt to make a submission, even if it is partial. If you are unable to make any submission, you should consider deferral or discretionary postponement. Further information is available in section 20.

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## 20. Deferral and Discretionary Postponement

- 20.1 If you know in advance that you will be unable to submit your exam, you should consider deferring to allow you to restart your module at a later date and can do this up to the last working day before your exam. To arrange a deferral please refer to the [Changing Your Study Plans](#) policy. If you are studying as part of an apprenticeship programme, you should [contact](#) your AEST or equivalent contact for further discussion. Your AEST will discuss the implications of changing your study plans with you and your employer.
- 20.2 If, on the day, you experience circumstances outside of your control, such as illness, and are unable to submit your exam or you submit it after any late penalty period has ended, you should consider applying for a Discretionary Postponement to allow you to sit your exam at the next opportunity. To be eligible you must meet strict criteria and will be asked to submit evidence to support your application. Further information is available in the [Postponement Policy](#).

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## 21. Technical Difficulties

- 21.1 If you experience technical issues during your exam, you should contact the [Computing Helpdesk](#), who are available 24/7, for technical support. If the technical issues mean your submission is delayed or you are unable to submit at all, contact your [Student Support Team](#) as soon as possible. They will be available between 8:00 and 20:00 on exam days. Outside of these hours, please contact them by email. It is important that you quickly make us aware of any issues so we can offer appropriate and timely information and guidance.
- 21.2 If we are alerted to a module-wide technical issue that affects all students taking an exam, we will urgently contact impacted students by email. We will also display a message on the Bulletin Board of StudentHome to notify you that we are aware of an issue and of any action we are taking to rectify it so that you are not adversely impacted.
- 21.3 If you are unable to submit your exam answers online, as a last resort you should submit your answers by email before the submission deadline. Exams that require you to submit using the online TMA/EMA service should be emailed to [eTMA@open.ac.uk](mailto:eTMA@open.ac.uk) with your Personal Identifier,

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module code and the TMA number (TMA30 for exams) in the subject line, separated by forward slashes e.g. A1234567/B999/30, and no further text included in the body of the email. Exams that require you to submit using the iCME system should be emailed to [remote-exam-submissions@open.ac.uk](mailto:remote-exam-submissions@open.ac.uk) with your Personal Identifier, module code and exam number (iCME81) in the subject line.

21.4 You will receive an email acknowledgement of your emailed submission however this may be delayed for up to 12-hours.

21.5 Answers submitted by email after the submission deadline may not be accepted for marking or may incur a late penalty where applicable.

## After your exam

### 22. Marking

22.1 After you have submitted your exam, it will be marked anonymously. Depending on the types of questions that make up the exam, questions may be marked automatically, by a marker, or a combination of both. Markers will not have access to other work you've completed during the module.

22.2 Script markers are not made aware of any disability or additional requirements or arrangements that were put in place for your exam. This is so they can make an independent assessment of the academic merit of your work.

22.3 Module Results Panels will be provided with brief factual details of this information when considering module results.

22.4 The mark you are awarded contributes to the determination of your module result. Please refer to the [Module Result Determination Policy](#) for further information on how module results are calculated and awarded.

### 23. Problems with submissions

23.1 It is important to check you have uploaded and submitted the correct file containing your exam answers. You will be reminded to do this in the confirmations of your submission displayed both on screen and sent by email.

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- 23.2 If you've submitted the wrong file, used the wrong format, or we can't open your file, your work may not be marked, and you may fail the module. If you submit an incomplete version of your exam answers, marks will only be given for the part you submitted.
- 23.3 If you notice a problem with the file you have uploaded or the answers you have input directly into our systems, or you have experienced technical problems while submitting, you should contact your [Student Support Team](#). It is important to contact us as soon as possible, as in some cases the time you tell us about a problem might determine what action we are able to take. You can submit Special Circumstances to make us aware of any problems you have experienced during the completion of or submitting your exam. Further information is available in the [Special Circumstances Policy](#).
- 23.4 If we notice a problem after you've submitted your exam but before the submission deadline, we will attempt to alert you to the issue and help to resolve it, however in many cases we are unable to identify issues until after the submission deadline has passed.
- 23.5 Exam answers submitted before the submission deadline but to the wrong module may be accepted. If you discover there is a mistake in the submission of your file, you should contact your Student Support Team as soon as possible.
- 23.6 Where the University has not received a correct file, depending on the timings and the issue, you may be given an opportunity to provide a replacement file within a specified time frame. However, in most cases you will be awarded a Fail: entitled to resit result. You may be required to meet other eligibility requirements to be eligible to resit, such as meeting a threshold on other assessed tasks and the number of previous opportunities you have had to pass the module. If you do not meet these additional conditions or if your module does not offer resits, you will receive a Fail result.

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## 24. Non-submission

- 24.1 If you don't submit your exam by the overall submission deadline or within any late penalty period and have not been granted a formal deferral or postponement by the relevant deadlines, you will fail the module and you won't be entitled to a resit.

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24.2 If you are experiencing difficulties outside of your control, such as illness or bereavement, and are unable to submit any of your exam, you should consider applying for a Discretionary Postponement to delay your exam to the next opportunity. See the [Postponement Policy](#) for further information, including eligibility criteria.

24.3 If you are able to make a partial submission, you should do this even if you feel your performance will be adversely affected by your circumstances. If you don't achieve a Pass grade, you may be offered a resit if you've met the other requirements of your module and the Assessment Strategy confirms resits are available for your module. You can submit Special Circumstances if you would like to make the Module Result Panel aware of your circumstances. Further information about Special Circumstances is available in the [Special Circumstances Policy](#).

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

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.

## **Glossary**

### **Amanuensis**

A person who is employed to write down a student's exam answers where they are unable to do this themselves or by using assistive software.

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## **Apprenticeship Enrolment and Support Team (AEST)**

The AEST is the first point of contact for Apprentices in line with Apprenticeship Programmes. Please see the [Further Clarification section](#) for their contact details.

## **Apprenticeship Programme Delivery Manager (APDM)**

APDMs support Employers participating in an Apprenticeship Programme. They offer support and advice on recruitment, registration and eligibility; act as the conduit between the Employer and the OU; and 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 Faculty to achieve successful completion. They collect and act upon feedback from the Employer and the Apprentice to continually enhance this process.

## **Assessment**

This term covers the variety of methods the University uses to measure your progress and learning during a module. The different types of assessment could include TMAs, iCMAs, exams, emTMAs and EMAs.

## **Assignment**

This is the term we use for assessment tasks that are not the final assessed task - for example, TMAs and iCMAs.

## **Assessment strategy**

This is a detailed breakdown of the way a module is assessed (such as the learning outcomes to be met, type and number of assessments and their weighting). Information about this can be found on your module record on StudentHome. There may also be information in the module guide, assignment booklets or module materials.

## **Continuous assessment**

This is the set of assignments (TMAs and/or iCMAs) that are completed during a module. Information about these can be found in the module guide, assignment booklets or module materials.

## **Deferral**

Withdrawing from the current presentation of your module, and then re-registering on a later presentation of that module.

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## **End-of-Module Assessment (EMA)**

One of the final assessed tasks within a module. On many modules, you have to work independently to produce an extended piece of work rather than sitting a traditional exam at the end of your study. For ease of reference, these essays, projects, portfolios, dissertations or other tasks that fall at the end of your module are referred to collectively as end-of-module assessments (EMAs).

## **End-of-Module tutor-marked assignments (emTMA)**

Where a module does not have an exam or EMA, the last TMA on that module will be classed as an emTMA. If this is the case, your assessment strategy will clearly state which assignment is the emTMA. Please note that the 'final TMA' that comes before the exam, EMA or emTMA is not the same as an emTMA.

## **Exam (examination)**

Open University exams are completed at home or at a place you choose, using your own computer, stationery and equipment. They are submitted online by either uploading a file containing your answers, answering questions directly on screen or a combination of both, and normally take place during a short time period or submission window.

## **Exam Periods**

The dates during which The Open University holds exams. The Open University holds its exams at regular periods throughout the year with exam dates scheduled based on the module length and start date.

## **Final assessed tasks**

The assessments that you complete at the end of the module. The types of final assessed tasks that a module can have are an exam, end-of-module assessment (EMA) or end-of-module tutor-marked assignment (emTMA).

## **Formal teaching period**

The period from the start of the module to the first of the month of the exam period (i.e., the final TMA cut-off date).

## **iCME**

An interactive computer-marked exam submitted via the iCMA system online.

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## Late Penalty Period

A specified amount of time after the submission deadline when you are still allowed to submit your work but will incur a penalty for doing so. Late penalty periods vary per module.

## Module Result Panel

The Module Result Panel (MRP) are responsible for the setting and marking of all controlled assessments for each presentation of a specific module, and for proposing a result for each student on a module presentation to the Cluster Examination and Assessment Board (Cluster EAB).

## Online invigilation

Online invigilation refers to the remote supervision of students during an exam using additional software and equipment, such as a webcam and microphone.

## Online TMA/EMA system

This system allows you to submit work electronically for assessment and is used for some exams.

## Postponement

Where you are unable to complete your final assessed task i.e., exam, end-of-module assessment (EMA) or end-of-module tutor-marked assignment (emTMA), The Open University may give you permission to postpone it to the next available opportunity on a discretionary basis. This is called discretionary postponement.

## Resit

If you take your exam but do not achieve the required standard to pass the module you may be offered a resit opportunity. There is a minimum requirement to qualify for a resit specific to your module/s which is explained in the Assessment section on [StudentHome](#). You can only resit once and your module result will normally be capped.

## Special Circumstances

If your performance in any of the assessment on your module has been affected by something beyond your control, you can bring these 'special circumstances' to the attention of the Module Result Panel for consideration when they agree your module result.

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## Tutor-marked assignment (TMA)

As part of the teaching methodology on most modules, you have to submit written assignments to your tutor. These are called tutor-marked assignments.

## Upload time

A period of time, which varies per modules, given in addition to your exam time to prepare, check and upload your answers.

## Related Documentation

Refer to the following documentation in conjunction with this document:

- [Academic Regulations](#) and your Qualification Regulations, if applicable (available via [StudentHome](#) once you are registered for a qualification, or on the [online prospectus](#)).
- Assessment Policies:
  - a. [TMA and iCMA Policy](#)
  - b. [End-of-module tutor-marked assignment \(emTMA\) Policy](#)
  - c. [End-of-Module Assessment \(EMA\) Policy](#)
  - d. [Special Circumstances Policy](#)
  - e. [Postponement Policy](#)
  - f. [Resit and Resubmission Policy](#)
  - g. [Module Results Determination Policy](#)
- [Changing Your Study Plans: Deferrals, Withdrawals and Cancellations](#)
- [Pregnancy and Maternity](#)
- [Student Carers Policy](#)
- [Student Complaints and Appeals Procedure](#)
- [Religion and Belief Policy](#)
- [Accessibility Policy](#)
- [Equality Act 2010 in England, Scotland and Wales](#)

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- [Disability Discrimination Act 1995 \(Amendment\) regulations \(Northern Ireland\) 2004](#)
- [Student Privacy Notice](#)

## 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](#). Alternatively, you can contact your Student Support Team through the 'Contact Us' option on the [Help Centre](#) 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.

If you are an Apprenticeship learner please contact your Apprenticeship Enrolment and Support Team, or AEST using the following details:

For Apprenticeship Programmes in England, Scotland and Wales, Email: [apprentice-support@open.ac.uk](mailto:apprentice-support@open.ac.uk) Telephone: 0300 3034121

For Apprentices in Northern Ireland your most appropriate contact may be your Staff Tutor, Education Manager, or Faculty Co-ordinator.

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## Feedback

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](mailto:SPR-Policy-Team@open.ac.uk).

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## Summary of significant changes since last version

There are a number of significant changes from the previous version of this policy (dated March 2023). These are:

- Simplification and clarification of language and removal of repetition to improve understanding
- Alteration to format and structure to improve usability so that content falls into a "Before Exam", "During Exam" and "After Exam" structure.

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- c) Amendments of references to online TMA/EMA service from eTMA system.
- d) Addition of “Open University exams” section to summarise general information about exams and how they are held.
- e) Clarified the types of exams offered, noting that eight modules are specifically named as using a different system to submit 24-hour exams, due to changes in processes.
- f) Renamed “Taking your exam overseas” to “Taking your exam in different time zones” and provided clarification to reflect current practice.
- g) Added clarification and corrections to references to the front page of Question Papers, in line with amendments to these.
- h) Additional paragraph added at 13.4 to indicate that we make undertake additional verification or invigilation of exams.
- i) Added clarification on the actions we will take if we are alerted to an issue during an exam.
- j) Added section called “Problems with submissions” to clarify in one place what students should do if they discover a problem with their submission, and the actions we will take if we discover an issue with their submission. This was previously highlighted in different places in the Policy and Remote Exams Handbook and information was inconsistent.
- k) Incorporated up to date rules previously only held in the Remote Exams Handbook, which will be decommissioned.

## **Policies superseded by this document**

This document replaces the previous version of the Exam Policy [dated March 2023] and the Remote Exams Handbook [dated January 2023].

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