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Summary of policy

- An Exam is one of the types of final assessed tasks that your module might have. The other final tasks that a module can have are End-of-Module Assessment (EMA) and End-of-Module Tutor-Marked Assignment (emTMA) which are covered by separate policies. This policy covers Exams only.
- At The Open University there are two types of exams:
 - a) Remote exams - where the exam is taken either at home or at a place of your choosing; and then submitted online.
 - b) Face-to-face exams - where the exam is taken at a physical exam centre, and in the presence of an invigilator.
- The Exam policy outlines information related to remote exams, including how and when to take remote exams, submission windows and deadlines, late submission and the associated penalty, and non-submission.
- The Exam Policy also includes information related to face-to-face exams, including how and when face-to-face exams are conducted, how exam centres are allocated, what forms of identification are accepted to enter the exam centre, exam centre rules and The Open University's policy on exams taken outside of the UK. The information on [Reasonable adjustments for disabled students](#) and [Additional Requirements](#) have been incorporated into the Exam Policy.
- This policy document should be read in conjunction with the module specific information such as the assessment strategy on [StudentHome](#), your Module Guide, Study Planner and Assignment Booklet which will give you more information about the individual assessment tasks in your module.
- If you have any queries or need guidance on how this policy may relate to your personal circumstances, please [contact us](#).

Policies superseded by this document

This policy previously formed part of the combined [Assessment Handbook](#). Minor updates were made in February 2023 to correct information and links in the original version of this policy [dated 1 August 2022].

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Scope

What this policy covers

This policy applies to modules where an exam is the final assessed task or one of the final assessed tasks. The policy also includes The Open University Reasonable Adjustments and Additional Requirements for students in need of support. This policy applies to you if you fall into any of the categories below:

- Enquirers (for information only)
- All undergraduate and postgraduate taught students studying a module and/or a qualification, including students studying Access modules
- Students in secure environments
- Apprentices studying a module

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 TMA and iCMA policy
- End-of-module assessments (EMAs) - please see EMA policy
- End-of-module tutor-marked assignments (emTMAs) - please see 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 via the FutureLearn platform.
- OpenLearn Learners: please contact the [OpenLearn team](#)

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- PD Course learners: please refer to [Terms and Conditions: Professional Development courses](#) document.
- Students studying under partnership agreements: please contact the [OUVP Curriculum Partnerships team](#)
- Vocational qualification learners: you should contact the [vocational qualification team](#).
- Students studying a non-credit bearing Short Course: you should refer to the [Conditions of Registration \(Short Courses\)](#).

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:
 - [TMA and iCMA Policy](#)
 - [End-of-module tutor-marked assignment \(emTMA\) Policy](#)
 - [End-of-Module Assessment \(EMA\) Policy](#)
 - [Special Circumstances Policy](#)
 - [Postponement Policy](#)
 - [Resit and Resubmission Policy](#)
 - [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](#)

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- [Accessibility Policy](#)
- [Equality Act 2010 for England, Scotland and Wales](#)
- [Disability Discrimination Act 1995 for Northern Ireland](#)
- [Student Privacy Notice](#)

The Open University Student Charter Values

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

1. We treat each other with courtesy and respect, respecting the rights of individuals to hold different beliefs and views and to express them appropriately.
2. We value diversity and challenge inequalities and we are stronger for doing so.
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.
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.

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.

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Safe Space Reporting

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

Introduction

Final assessed tasks on a module can be an exam, end-of-module assessment (EMA) or end-of-module tutor-marked assignment (emTMA). The module assessment strategy will tell you whether your module has a face-to-face exam, remote exam, EMA or emTMA.

Exams can be of two types:

- 1) Remote exams – these exams are completed at home or at place of your choosing rather than coming to an exam centre and are submitted online.
- 2) Face to face exams – these exams are taken in an exam centre in the presence of an invigilator.

Some modules may include more than one final assessed task which could be written or spoken.

You can access your assessment strategy on [StudentHome](#). In the centre panel, under the title of the module you are enrolled on, select 'Assessment' (or 'Assignment scores'), then select 'Assessment strategy'.

Any terminology that may be unfamiliar is explained in a [glossary of terms](#) at the end of this document.

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For specific guidance on how this policy may relate to your personal circumstances, please contact your [Student Support Team \(SST\)](#), who are specially trained to advise on the implementation of policy. If you are an Apprentice studying as part of an apprenticeship programme, you should contact the appropriate Apprenticeship Enrolment and Support Team (AEST) or equivalent contact, for more information; alternatively, you should request that your employer contacts their named Apprenticeship Programme Delivery Manager (APDM) for further information, see [Contact section](#) below for more information.

Policy and related information

1. Purpose

The Open University uses different assessment types. Each assessment type is governed by its own policy to maintain consistency across modules. This policy document covers the policy for Exams to help you understand what is required and how to access help if you need it. It covers general rules related to remote exams and face-to-face exams. The document also details the support available to students who have disabilities or illnesses which may affect their ability to sit their exam.

2. Exam period and submission through the medium of Welsh

2.1 Exam periods are the dates during which The Open University holds exams. An exam will take place within the exam period immediately after the formal teaching period for a module has ended. If you are currently studying a module and are unsure when the exam is going to take place, you can find exam timetable information on the [“Exam Dates”](#) page within the Help Centre. Help Centre.

The [exam period](#) applicable to your module will be published on the Help Centre before the module start date and these exam dates cannot be changed on request. Therefore, you should not plan any holidays or other commitments during this period.

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2.2 You may submit written work for an assessment through the medium of Welsh. If your tutor is a Welsh-speaker, they may choose to mark this directly. If not, the OU may send your work to be translated into English, and this translation would be assessed. Your tutor may also give written feedback in English on this translation. If you would like to receive your exam questions in Welsh language, please email wales-support@open.ac.uk or 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 an English language submission.

3. Remote exams

If your module includes a remote exam, you will have a submission window and a deadline by which you need to submit the answers. Information on the submission date and time for your remote exam can be found on the Assessment section (or the Resit/Resubmission resources page) of your module website. You will not be prevented from accessing and consulting your module materials or the internet while completing your remote exam. However, as with other assessments, it's important to complete your work independently and using your own words. You should not copy content directly from a source or present someone else's work as your own. This is plagiarism, which is a type of academic misconduct. Remote exam submissions will be subject to plagiarism and collusion checks.

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

3.1 Remote Exams submission windows

Submission windows for remote exams vary: they can either be 7-days, 3-days, 24 hours or another specified number of hours.

3.1.1 If your remote exam has a 7-day submission window, you are able to access and complete the exam paper over a specified 7-day period. You will be required to submit your answers using the eTMA system.

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- 3.1.2 If your remote exam has a 3-day or 24-hour submission window, we strongly advise submitting your answers in good time to allow you the extra time to resolve any technical issues that may occur for e.g., with your internet connection or your computer. You are able to access and compete the exam paper over a specified 3-day or 24-hour period. If your remote exam has a 3-day submission window, you will be required to submit your answers using the eTMA system. If your remote exam has a 24-hour submission window, you will be required to submit your answers using either the eTMA system or the iCMA system. It is your responsibility to check your module website to see which system to use.
- 3.1.3 If your remote exam has a submission window of less than 24 hours (e.g., 4.5 or 3.5 hours), you will be required to submit your answers using the iCMA system. There will usually be flexibility to allow you to start these at a convenient time during the day of the exam, but it must be completed and submitted by the specified time on the submission date, no matter when you start it. If you have been granted additional time for your exam, you should ensure you start early enough to complete and submit your exam by the specified time on the submission date. For example, if your exam has a 4.5-hour submission window and must be submitted by 23.59 hrs (UK local time), then we recommend that you start no later than 18.30 hrs, or if you have an exam of 4 hours that has to be submitted by 20.00 hrs (UK local time), then we recommend that you start no later than 15.00 hrs. In both these cases this will allow 1 hour before the penalty period should you need to use it (a penalty will apply if you submit during the late submission penalty period, please see section 3.2 'Late Submission').

3.2 Late Submission Penalty Period

If your remote exam is submitted late due to reasons outside of your control, you should complete a [Special Circumstances webform](#) to make the Module Result Panel (MRP) aware of your circumstances as they may take this into account at the point at which your module result is agreed. Please refer to the [Special Circumstances Policy](#) for more information.

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If you submit your answers during the late submission penalty period, your work will incur a penalty of up to 10 percentage points deducted from your mark. You will not fail the exam because of the penalty, but it might have implications for how well you do on the module overall.

The penalty period differs depending on the submission system used for submitting your exam answers and on the submission window for the exam. Details are listed below.

3.2.1 Penalty period for remote exams that are submitted through the eTMA system

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 late and incur a penalty.

3.2.2 Penalty period for remote exams that are using the iCMA system –

Exams with a 2 or 3.5 hour submission window

Modules that have an exam submission window of 2 or 3.5 hours will use the iCMA system. Please check your module website for details on whether there is a late penalty period and how long you may have to submit a late exam. This information will also be displayed in the timer within the iCMA system. The timer will show the time remaining to complete your remote exam, to prepare any files for submission and to upload your answers to the system (if the answers to the questions are not entered directly into the system). If you submit within the penalty period, your work will be considered late and incur a penalty.

Exams with a 4 or 4.5 hour submission window

Modules that have an exam submission window of 4 or 4.5-hours will use the iCMA system. The timer that will be displayed within the iCMA system will show the time remaining to complete your remote exam, and to prepare your answers for submission (this may include scanning any images (if applicable), and to upload your answers to the system. If you do not submit within the time remaining, there will be a penalty period. Please check your module website for details on the length of the penalty period. This will also be displayed in the timer as part of the iCMA. If you submit within the penalty period, your work will be considered late and incur a penalty. No work can be submitted after 23:59 hrs (UK local time) on the submission date.

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3.3 Non-Submission

If you submit the answers to your remote exam after the late submission penalty period, then it will be considered as a non-submission. In this case you can consider deferring (the deadline to apply for deferral is any point up to the last working day before the date of the remote exam) or applying for postponement (the deadline to request for postponement is before midnight (UK local time) on the day after your remote exam). Please refer to [section 8](#) below “Non-attendance or non-completion of exam” for more details.

If you do not submit the answers to your remote exam by the end of the late penalty period as specified in [Section 3.2 “Late Submission Penalty Period”](#) and have not already deferred your module or have not received permission to postpone ([see section 8 “Non-attendance or non-completion of exam”](#)), you will receive a ‘Fail: Not Entitled to Resit’ or ‘Fail: Not Entitled to Resubmit’ module result. You will not be given another chance to submit the answers to your remote exam.

The Remote Exams Handbook gives you more information about remote exams. You should read the handbook carefully. Further information can be found on the Help Centre. You can [contact us](#) if you need any assistance with study support queries.

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4. Face-to-face exams

Face-to-face exams are taken in an exam centre in the presence of an invigilator. If your module has a face-to-face exam, in most, but not all circumstances, it will be hand-written and last three hours.

The question paper will usually be unseen i.e., you will not be told what questions are going to be asked in the exam, but you will receive a Specimen Exam Paper (SEP) with your module materials. This will allow you to familiarise yourself with the appearance of the question paper, what you will be asked to do, and the kind of questions you might be likely to find. You may be able to get copies of past exam papers for some modules from the [Open University Students Association Shop](#).

4.1 Exam centres and allocations

- 4.1.1 The details about your exam centre will be made available on StudentHome, and you will be notified via email when this information has been made available. You will also be provided with a link to the [Exam Arrangements booklet](#). Please ensure your email address is up to date and you check it regularly for information sent by us. If you have not registered an email address with The Open University, we will send you these details by post. If you have not received information about your allocated exam centre six weeks before the exam (or two weeks before for resits) or if you have any queries about your exam allocation, please [contact us](#).
- 4.1.2 It is your responsibility to make sure that you attend the right exam session at the right exam centre. If you miss your exam or arrive late, we are unable to offer you another opportunity or any extra completion time. If you arrive late for the exam, you will be allowed into the exam room to complete the exam in the time remaining. However, if you arrive more than 30 minutes late, your exam script may not be marked.

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- 4.1.3 If you are a disabled student, please [contact us](#) to discuss reasonable adjustments for your exam, in line with the Equality Act 2010 for England, Scotland and Wales, and the Disability Discrimination Act 1995 for Northern Ireland. See [section 5 “Reasonable adjustments and additional arrangements”](#) below for more information.
- 4.1.4 You are not permitted to leave the exam room during the first 30 minutes or last 15 minutes of an exam. If you are pregnant or have a disability that requires you to take unplanned breaks, then please speak to your invigilator. You may leave the exam room temporarily at any time after the first 30 minutes of the exam session and, as long as you have been accompanied by an invigilator during the time outside of the exam room, you will be allowed back into the exam. You are allowed to leave the exam room when you have finished your exam at any time after the first 30 minutes of the exam session and before the final 15 minutes and must give your question paper, answer booklets and exam stationery to an invigilator when you leave. Once you have left you will not be allowed back into the exam.
- 4.1.5 If you wish to change to a different exam centre you should contact us as soon as you receive the details of your exam before the deadline date. The list of available exam centres is available on the Help Centre page, [“Where are exams held?”](#). You are also requested to read the Help Centre page [“deadlines for changing exam arrangements”](#) which contains the deadline dates to submit the request form. If you are changing your address and want to attend an exam centre closer to your new address, you must contact your [SST](#) or [AEST or equivalent contact](#) if you are studying as part of an apprenticeship programme, immediately once you know your new address, to request a reallocation. You can also contact the [Exam centre arrangements team](#) to request a change of exam centre. You are not able to change the date and time of your exam, which will be the same across all of the exam centres.
- 4.1.6 If you feel your exam performance is affected by a serious matter that occurred during the exam or in the three weeks immediately prior to it, you are able to notify us via submitting a [special circumstances form](#), so that this matter can be considered when your module result is determined. Please refer to the [Special Circumstances policy](#) for information regarding the deadlines for submission of a special circumstances form, and other details.

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4.2 Exam rules

When you receive your exam allocation, you will also receive the [“Exam arrangements booklet” and Supplementary Information sheet](#). These documents explain how the exam will be conducted, what materials you will need and what you will be allowed to take into the exam room. You must read both the general rules and the rules that apply to your module carefully and be sure to abide by them.

4.3 Identification

4.3.1 You must bring an acceptable form of identification (ID) with you to the exam centre. **Acceptable forms of identification are:**

- photo driving licence,
- passport,
- national identity card,
- Irish Public Services Card.

If you do not have one of the above, you can use photographic identification, but **this must be accompanied by a debit or credit card** as proof of signature.

Acceptable forms of photo ID are:

- CitizenCard,
- Validate UK card,
- Blue Badge permit,
- Scottish National Entitlement Card,
- Northern Ireland Electoral Identity Card.

4.3.2 No form of photographic identification is acceptable without accompanying proof of signature.

4.3.3 If you are a member of the UK forces who is sitting your exam within a British Forces Post Office (BFPO) base, your military ID will be accepted as proof of identity.

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- 4.3.4 It is vital that you provide identification in the required format at the start of your exam. **Your result cannot be released until your identity has been confirmed.** The [Exam arrangements booklet](#) contains up-to-date information about any additional documents which will be accepted.
- 4.3.5 If you do not have a valid form of identification, your invigilator will ask you to complete a Candidate Identity Certificate statement at the exam. If this is the case, you might also need to take valid ID to a solicitor or notary for verification, which you will have to pay for. We will contact you after the exam to confirm if you need to visit a solicitor or notary for ID verification and we will provide you with the deadline for doing this. Please note that, even if you provide identification soon after the exam has taken place, this may cause a delay to your module result.
- 4.3.6 Students wearing a face covering at an Open University exam will be required to remove such items of clothing to verify their identity against the photo ID they are required to bring. This will be done in a courteous and appropriate manner in private and by a person of the same sex, in compliance with our [Student Religion and Belief policy](#).

4.4 Exam scripts

Exam scripts are presented to script markers anonymously, in line with the procedure followed by many UK universities. Candidates' names are removed from the scripts, which are then identified throughout the marking process by a barcode. It is therefore important not to write your name on the script or include any notes directly addressing the marker. This does not apply to projects, dissertations or other kinds of examinable work, which have different marking arrangements.

In the case of remote exams, exam scripts are submitted electronically and the filename will include your Personal Identifier number.

4.5 Exams outside the UK

We have established exam centres in the UK, the Republic of Ireland and most countries in continental Europe. Please contact us if you would like a list of established exam centres for each exam period.

If you want to take an exam at a non-established centre outside the UK, the Republic of Ireland and continental Europe, please read the information on the "[Taking your exam at a](#)

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[different venue](#)” page on the Help Centre. For each exam, you will need to make your request and pay the relevant non-refundable fee.

If you live outside the UK, Republic of Ireland or Europe and are unable to attend one of the listed established exam centres, you can apply for an exam at an alternative venue providing your request and fee are received before the deadline. Please refer to the “[Deadlines for changing exam arrangements](#)” to know more about the deadline dates.

We will do our best to arrange an exam within a reasonable travelling distance. We cannot guarantee this, however, and also reserve the right to refuse or withdraw an exam at a non-established centre if the arrangements fall short of the required standard.

Even if you have taken an exam outside of the UK, Republic of Ireland or Europe before, you must make a separate application for each exam period and every exam you are taking within that period. If you are offered a resit exam, we will let you know the deadline for the application for your resit. The key deadline dates for requests to take an exam outside of the UK are available on the Help Centre page, “[Deadlines for changing exam arrangements](#)”.

Please note: Due to the length of time it takes to arrange an exam to be taken outside of the UK, The Open University is unable to accept late requests. If you will be abroad at very short notice and cannot meet the deadline, you can either:

- Defer completion of your study to the next start date of the module. Please refer to the [changing your study plans](#) Policy. If you are studying as part of an apprenticeship programme then 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.
- Apply to postpone your exam to the next available exam period on a discretionary basis. Please refer to the [Postponement Policy](#).

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5. Reasonable Adjustments and Additional Arrangements

5.1 Remote exams

In compliance with our [Student Accessibility Policy](#), we will ensure students who have a disability, long term health condition, mental health difficulty or specific learning difficulty that affects their studies., as well as students facing accessibility issues for other reasons, are effectively supported. If you have declared to The Open University that you have a disability, your Student Support Team (or AEST or equivalent contact if you are studying as part of an apprenticeship programme) will contact you regarding this before you take a remote exam. You must apply for approval for a reasonable adjustment or additional arrangement before each remote exam, regardless of whether you have had adjustments or additional arrangements approved as a result of an application for Disabled Student Allowance (DSA), or any adjustment for a previous Open University exam (remote or face-to-face). If reasonable adjustments or additional arrangements are agreed for your remote exam, you will get further information from your Student Support Team (or AEST or equivalent contact if you are studying as part of an apprenticeship programme) about this closer to your exam date. Any reasonable adjustments or additional arrangements agreed for your main exam will automatically be carried over to a related resit or postponed exam. Please refer to the [Remote Exams Handbook](#) for further details.

5.2 Face-to-face exams

If you have declared to The Open University that you have a disability, we will automatically provide you with a link to information about adjustments to face-to-face exam arrangements. We will ask you to complete a [request form for exam arrangements](#) to inform us of any reasonable adjustments you require to be able to take your exam. You must ensure that you complete and submit this form within the given deadline as listed on the webpage "[Deadlines for changing exam arrangements](#)". Requests received after the deadline may be more difficult to arrange, but we will endeavour to help you as much as we are able. Our Help Centre has information on [services for disabled students](#).

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5.3 Module Result Panel

Module results are determined by Module Result Panels and are recommended to a 'Cluster' Examination and Assessment Board (Cluster EAB). When the Module Result Panel meet to agree your results, it will be provided with brief factual details of any additional arrangements we have made for your exam (remote or face-to-face). The script marker is not made aware of any disability or additional requirements that you may have reported to The Open University, nor of any additional arrangements put in place for you. This is so that the Panel has a baseline and independent assessment of the academic merit of the script as presented.

6. Additional Requirements (for a student who is a carer; pregnant or breastfeeding; or who is disadvantaged as a result of a temporary illness or accident)

6.1 As remote exams will be completed remotely and submitted online instead of at an exam centre, using personal stationery and equipment, you may not require the same additional arrangements you may have required in person. If you require additional exam arrangements, you should contact your [SST or AEST or equivalent contact](#) if you are studying as part of an apprenticeship programme, as soon as possible, who will inform you of whether you are eligible and support you to find all relevant information. The earlier you are able to inform The Open University of your requirements, the more likely it is they can help; however, you must contact them at the latest by the date shown on "[Deadlines for changing exam arrangements](#)".

6.2 If you are due to take a face-to-face exam and become ill at the time of the exam or you have additional requirements, it may be possible to take this exam at home or another location like in a hospital. If you attend the exam but have to leave in the first hour due to illness, you may be allowed to take the exam again at the next opportunity for your module. Please refer to the [Postponement Policy](#) for more details.

If you have caring responsibilities that make it difficult to take your exam at an exam centre (for example, if you are caring for your baby or a dependant who is disabled), you may also be able to take your exam at home.

Please see the Help Centre for more information about [Exam arrangements for carers or during pregnancy](#) and [Taking your exam if you're ill or injured](#).

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- 6.3 If your personal circumstances (such as a medical condition) prevent you from taking the exam (remote or face-to-face) in ordinary conditions, we may be able to make arrangements to suit your needs. You can find out more and request adjustments using the online form on [Taking your exam if you're ill or injured](#) on Help Centre. If you have an unexpected illness or injury, it is extremely unlikely that arrangements can be put in place if you tell us less than three weeks before the exam date.
- 6.4 Please consult your [SST or AEST or equivalent contact](#) if you are studying as part of an apprenticeship programme, to discuss if additional exam arrangements can be made for you or if other options such as [deferral](#) or [postponement](#) of your exam (remote or face-to-face) may be appropriate. Contact should be made as soon as possible, but no later than the [deadlines](#) published in the Help Centre, so that options can be discussed with you in good time.
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7. How to make a complaint or appeal if you are not satisfied with reasonable adjustment made for your exam (remote or face-to-face)

Reasonable adjustments to your exam (remote or face-to-face) will be agreed based on the evidence of need and you may not be able to have all the arrangements you ask for. If you feel you have grounds for appeal about the arrangements made for your exam, you must write to the [Student Casework Office](#) within 21 calendar days from the date of the reply to your original request, stating the grounds for your appeal. You can find out more information about how to do this in The Open University's [Complaints and Appeals](#) procedure.

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8. Non-attendance or non-completion of exam (remote or face-to-face)

If you think you may not be able to complete and submit your remote exam or attend your face-to-face exam, please consider the following options and get in touch with your [SST or AEST or equivalent contact](#) if you are studying as part of an apprenticeship programme, as soon as you can to allow us to help you:

- i) To arrange a formal deferral to allow you to restart the module at a later date 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.
- ii) To apply for a postponement to allow you to take your exam at the next available opportunity please refer to the [Postponement Policy](#).

If you do not complete and submit the remote exam or attend the face-to-face exam, you will not be able to pass the module and will be issued with a 'Fail: Not Entitled to Resit' or 'Fail: Not Entitled to Resubmit' module result. You will not be offered another opportunity to complete the exam unless you have made formal arrangements to defer or postpone as mentioned above.

9. Methods of appeal

If you have a query, or experience a problem with any aspect of The Open University's application of this policy, please [contact us](#) promptly. If you feel that The Open University has not responded appropriately to your policy query or concern, you can raise a formal complaint or appeal using the [Students Complaints and Appeals Procedure](#). You can find out more information about how to do this in The Open University's [Complaints and Appeals](#) procedure webpages on the Help Centre.

The Open University also has a specific complaints procedure for complaints relating to Welsh Language Standards. Please refer to [Welsh Language Standards, Dealing with Complaints and Comments](#) for more details.

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10. Contact Details for further information

Student Support Teams (SSTs)

You can contact your student support team from the [Contact us](#) page in the Help Centre and also via StudentHome.

For queries related to apprentices/apprenticeships the following learner support contact details are applicable:

Apprenticeship Enrolment and Support Team (AEST) (for apprentices in England, Scotland and Wales)

Email: apprentice-support@open.ac.uk

Telephone: 0300 3034121

Apprenticeship Programme Delivery Manager (APDM) (for apprentices in England, Scotland and Wales)

Employers: please contact your named APDM, alternatively please email apprenticeships@open.ac.uk, and your allocated APDM will contact you.

For Apprentices studying Nursing Programmes, Social Work or Advanced Clinical Practice

Email: hsc-support@open.ac.uk

Telephone: 01908 541070

Open University Students Association

Phone +44(0)1908 652026

Email ousa@open.ac.uk

Website www.open.ac.uk/ousa

Other

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](#).

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Glossary of terms

Apprenticeship Enrolment and Support Team (AEST)

The AEST is the first point of contact for Apprentices in line with Apprenticeship Programmes. Please see the [contacts section](#) above 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 means the term we use to mean all the ways the University assesses how you are progressing during your module. It covers things like TMAs, iCMAs, exams, emTMAs and EMAs.

Assignment

This means the term we use for the parts of the module assessment that are not the final assessed task - for example, TMAs, iCMAs and reports.

Assessment strategy

This means 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 means the name given to the set of assignments (TMAs and iCMAs) that you complete during a module. Information about these can be found in the module guide, assignment booklets or module materials.

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Cluster EAB

The Cluster Examination and Assessment Board (Cluster EAB) will confirm the standards of the module result process and recommend a result for each student in the cluster within a conflation period. Cluster EABs will include one or more External Examiner.

Deferral

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

End-of-Module Assessment (EMA)

This means 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, assessments, etc. are referred to collectively as end-of-module assessments (EMAs).

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

This means that 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.

eTMA system

This means the University's system that allows you to submit work electronically for assessment.

Exam (examination)

At The Open University there are two types of exams: face-to-face exams and remote exams. Different types of exams are held in exam periods at the end of module presentations.

Exam Periods

This means the dates during which The Open University holds exams. The Open University holds its exams at regular periods based on the module length and start date.

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Final assessed tasks

This means the name given to the assessments that you complete at the end of the module. The types of final assessed tasks that a module can have are exam, end-of-module assessment (EMA) and end-of-module tutor-marked assignment (emTMA).

Formal teaching period

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

Interactive computer-marked assignments (iCMA)

This means an interactive form of assessment made up from a series of questions and submitted online.

iCME

This means an interactive computer marked exam submitted via the iCMA system online. iCMA system was originally developed to facilitate interactive Computer-Marked Assignments but it is now also being used for some remote exam submissions that are not either interactive or computer-marked.

Late Penalty Period

This means a specific amount of time after the submission deadline in which you are allowed to submit your work. The submission is considered to be late submission and incurs a penalty.

Module Result Panel

The Module Result Panel (MRP) 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).

Postponement

This means 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.

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Resit

This means if you take your exam but do not achieve the required standard for a pass on your 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.

Resubmission

This means if you submit your end-of-module assessment (EMA) or end-of-module tutor-marked assignment (emTMA) but do not achieve the required standard for a pass on your module you may be offered a resubmission opportunity. There is a minimum requirement to qualify for a resubmission specific to your module/s which is explained in the Assessment section on [StudentHome](#). You may only resubmit once, and your module result will normally be capped.

Special Circumstances

This means 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.

Tutor-marked assignment (TMA)

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

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Further clarification

If you have any queries around the content provided within this Exam Policy document and how to interpret it, please contact your Student Support Team via StudentHome who are specially trained to advise on the implementation of policy. 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.

Apprentices studying as part of an apprenticeship programme should contact the appropriate Apprenticeship Enrolment and Support Team (AEST) or equivalent contact, for more information; alternatively, they should request that their employer contacts their named Apprenticeship Programme Delivery Manager (APDM) for further information, see [Contacts section](#) above for more information.

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

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