

About the Fitness to Study Policy

An alternative format of this summary is available. Please contact the Student Support team via [Contact Us](#) (phone +44 (0)300 303 5303), or via [StudentHome](#) if you are a current Open University student. A Welsh version of this summary is available to download.

This summary was written alongside the main policy to offer a short introduction. Support from our advisers is available so please [Contact Us](#) to discuss this. The policy was written with [Open University Student Charter](#) values at its heart.

We want to support you to achieve your study goals. As students our mental and physical health can sometimes make studying challenging. [The Fitness to Study Policy](#) enables us to support you. It enables us to minimise disruption to you and your studies, and to other students and staff. If the Fitness to Study Policy is put in place for you it will set out a plan for both student and University to follow. We will work with you.

We will follow these principles:

- When we open your case we will contact you to discuss our concerns. We will give you time to respond.
- We will act in a timely manner and set clear timescales.
- We will take a supportive approach.
- You will receive written copies of action plans and summaries of all our meetings with you.
- We will act in the best interests of you as our student.
- We will also act in the best interests of other students and staff at the Open University.
- You will always be given the opportunity to ask questions and talk to us.
- Students living in Wales have the right to communicate with us in Welsh. Phone +44 (0)29 2047 1170, or email wales-support@open.ac.uk.
- You can appoint an Advocate to be your voice. Please find more details about Advocates in the [Advocacy policy](#), or [Contact Us](#) for support.
- You can also choose to use the support of a friend or other representative throughout the process.

Short Summary: Fitness to Study Policy, effective April 2026

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

Stages in the Fitness to Study policy

We hope that by taking early action, most concerns can be resolved at Stage 1. Stage 1 is for emerging concerns, when problems first arise. Please open the full [Fitness to Study policy](#) and go to Section 3.7. If there are still concerns, we may decide to move to Stage 2 of the process. At Stage 2 we will hold a formal meeting with you on the telephone, online, or in person. Please open the full [Fitness to Study policy](#) and go to Section 3.8. Stage 3 involves a Case Conference Panel, or group, of academic and student support staff. Please open the full [Fitness to Study policy](#) and go to Section 3.10.

You need to be aware:

- If you decline to work with us through this process and we have decided to follow the policy we can do so without your cooperation.
- In rare cases we may need to suspend your study with us under this policy.

Your Data

For full details about how we will handle your data, rules on confidentiality, and for more details about each process we will follow, please refer to the [Fitness to Study policy](#) and navigate to Section 4. Please [Contact Us](#) for support.

How to question a decision made under this policy

For information about how to appeal against a decision made under this policy please refer to the [Complaints and Appeals Procedure](#). Please [Contact Us](#) for support.

Short Summary: Fitness to Study Policy, effective April 2026

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