

Information, advice and guidance statement of service

Our purpose is to support prospective and current students considering study with The Open University (OU) to understand the nature of OU study and to make choices about study options; to support students in achieving their aspirations, including their study and career goals through OU study.

Our Service: Information advice and guidance (IAG)

- Delivered in line with the University's unique method of distance learning - 'supported open learning'.
- Consistent with the principles of the nationally recognised **matrix** quality standard (www.matrixstandard.com) and the University's Data Protection Policy.

If you are thinking about OU study, we offer IAG on:

- Distance learning and whether OU study is right for you.
- Qualifications and modules available through the OU.
- How the OU's system of supported study and learning works.
- The support available if you have personal circumstances that may affect your OU study.
- The impact that any disability may have on study choice and the range of support that is available.
- How to use credit from prior study towards an OU qualification if you have studied before at higher education level.
- Signposting to external organisations that may help you further in deciding your options.

If you are currently studying with us, we offer:

- Support to enable you to plan your educational and career development.
- Advice on dealing with non-academic issues that may arise while you are studying, in liaison with your tutor or specialist Student Support Team as required.
- Support if you have a disability.
- Information, advice and support if you are planning to attend a residential school.
- Referral to careers and employability and other internal specialists for advice and guidance.

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How do we offer this service?

For prospective students: a wide range of IAG resources are available through the University's website at www.open.ac.uk/courses for further advice and guidance regarding study options and choices our specialist advisors can be contacted by telephone or email.

For registered students, advice and support is offered primarily online through our StudentHome website. Further advice and support is provided through a specialist student support team. Contact details are provided on StudentHome.

Whether a registered student or interested in study with the OU, timely and tailored IAG can be accessed from our website and from our specialist advisors in a variety of ways including online discussion forums, email, webchat and telephone.

How you can help us deliver our service to you?

- Before contacting us, try our online information and advice resources where you may find the information you need.
- When you contact us, make sure you give as much relevant information as you can so that we can answer your query effectively.
- Let us know promptly of anything that might be affecting your study so we can advise you what can be done to help.
- Let us know your views so that we can evaluate and develop our service in response to student feedback. We welcome your feedback and are committed to developing and improving our services.
- Recognise that there will be times when it is appropriate for you to undertake individual research into the opportunities available to you.

You can expect us to:

- Offer free, impartial and informed IAG.
- Respect confidentiality and comply with the University's Data Protection and Equality policies.
- Provide an appropriate response, normally within two working days; if the matter is complex you will receive an initial response with an indication of the action we are taking and the likely response time.
- Ensure that our IAG staff are trained and knowledgeable and follow an appropriate programme of staff development.
- Work to the national matrix standard awarded to The Open University Academic Services for the quality of the IAG services we provide.

IAG at the OU is provided by a range of people, some of whom provide specialist support. This Statement of Service outlines the core services that are available to you and the standards you can expect from us including our specialist areas. Further information on the support we offer can be found at www.open.ac.uk/courses.

Making a Complaint

If for any reason you are unhappy with our service, your complaint will be fully investigated, in confidence, and we will do our best to resolve it fairly and quickly in accordance with the University's complaint procedure at:

www.open.ac.uk/students/charter/essential-documents/complaints-and-appeals

We welcome your feedback

We regularly use student feedback questionnaires and surveys to inform our service development and we encourage you to take part and share your views and comments.

Contact us

You can contact us and speak with one of our Student Recruitment Advisors on: +44(0)300 303 5303 (Monday to Friday, 08:00 - 20:00 or Saturday, 09:00 - 17:00) or, email us from our website at www.open.ac.uk/contact.

The Open University has a Welsh Language Scheme and every effort is made to ensure that Welsh students have information, advice and guidance and other communications in their preferred language.

Mae gan y Brifysgol Agored Gynllun Y Gymraeg a gwneir pob ymdrech i sicrhau fod myfyrwyr Cymraeg yn cael y wybodaeth, cyngor a chefnogaeth yn yr iaith o'u dewis.

Ffon: +44(0)29 20 47 1170

Ebost: Wales-Support@open.ac.uk

The Open University Academic Services

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