

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, to make choices about study options and to support students in achieving their aspirations, including their study and career goals through OU study.

Our Service: Information advice and guidance (IAG)

- Is consistent with The Open University approach to educational support and guidance and is delivered in accordance with:
- the principles of the nationally recognised [matrix quality standard](#) and The Open University's [Student Privacy Notice](#) (which explains in detail how we use personal student data).

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

- Supported open learning and whether OU study is right for students.
- Qualifications and modules available through the OU.
- How the OU's system of supported study and learning works.
- The support available for students' personal circumstances that affect OU study.
- The impact that any disability may have on study choice and the range of support available, including advice and support regarding mental health and well-being.
- How to use credit from prior study towards an OU qualification if a student has studied at higher education level previously.
- Signposting to external organisations that may help further in decision making.

If a student is currently studying with us, we offer:

- Planning support for educational and career development.
- Advice on dealing with non-academic issues that may arise while studying, in liaison with tutors or specialist Student Support Teams as required.
- Support for students who have a disability.
- Support and advice resources are available to help maintain good mental health and well-being. Students are encouraged to make contact with their Student Support Team or their Tutor if they feel they are struggling to cope with their studies, who can offer alternative options and solutions for any study related issues students are experiencing.
- Information, advice and support for planning to attend a residential school.
- Referral to careers and employability services and other internal specialists for advice and guidance.

How do we offer this service?

For prospective students, a wide range of IAG resources are available through the University's website on our [online prospectus](#). For further advice and guidance regarding study options and choices our specialist advisors can be contacted by telephone, email or Webchat.

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 to help us deliver our service

- Before contacting us, try our online information and advice resources where you may find the information you need.
- Please have your Personal Identifier number ready.
- When contacting us, make sure to give as much relevant information as possible so that we can answer your query effectively.
- Let us know promptly of anything that might be affecting studies so we can advise on 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 feedback and are committed to developing and improving our services.
- Recognise that there will be times when it is appropriate to undertake individual research into the opportunities available.

You can expect us to:

- Offer free, impartial and informed IAG.
- Respect confidentiality and comply with the University's [Student Privacy Notice](#) and Equality policies. The exception being in compliance with current University Safeguarding Policy (legislation and practice) which may require us to pass information securely to other parties.
- Provide an appropriate response, normally within two working days, this may be up to five working days close to and during module and qualification registration activity. If the matter is complex, you may 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 on our [online prospectus](#).

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 Open University Complaints and Appeals Procedure](#).

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

Contact us and speak with one of our student support advisors on: +44(0)300 303 5303 (Monday to Friday, 08:00 - 17:30 or Saturday, 09:00 - 17:00) or email us from our website at [Contact Us](#).

The OU welcomes correspondence in Welsh. You can learn more about how the OU provides its services in line with the [Welsh Language Standards](#).

Mae'r Brifysgol Agored yn croesawu gohebiaeth yn Gymraeg. Gallwch ddysgu mwy am sut mae'r Brifysgol Agored yn darparu ei wasanaeth yn unol â [Safonau'r Gymraeg](#).

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