



Module Results Determination Policy

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Summary of policy

- The purpose of this policy is to ensure you are fully informed about how module results are determined, what grades of pass are applicable to different modules and when results are published. It also informs you about what steps you should take to request a [Module Result Check](#), make a [Formal Module Result Appeal](#) or apply for Aegrotat Credit.
- [Table 4 in section 10](#) below provides a summary of all the actions that you may need to take, along with deadlines and exceptions to the policy (if any). If you are a microcredential learner, some actions in the table are not applicable.
- 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Policies superseded by this document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](#). For microcredential learners, parts of this policy were previously found in the [Assessment Handbook \(Microcredentials\)](#).

Scope

Who and which circumstances this policy covers

This policy explains how results are determined and released at The Open University. It also covers information on *viva-voce* assessments and aegrotat credit. 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
- Learners studying an Open University microcredential

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Who and which circumstances this policy does not cover

This policy does not apply to:

- Postgraduate research students: please contact the [Research Degrees Team](#)
- OpenLearn Learners: please contact the OpenLearn team
- 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: please contact the [vocational qualification team](#).
- Students studying a non-credit bearing Short Course: please 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:
 - a) [TMA and iCMA Policy](#)
 - b) [Exam Policy](#)
 - c) [End-of-Module Assessment \(EMA\) Policy](#)
 - d) [End-of-module tutor-marked assignment \(emTMA\) Policy](#)
 - e) [Special Circumstances Policy](#)
 - f) [Postponement Policy](#)

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- g) [Resit and Resubmission Policy](#)
 - [Advocacy Policy](#)
 - [Changing Your Study Plans: Deferrals, Withdrawals and Cancellations](#)
 - [Student Complaints and Appeals Procedure](#)
 - [Student Privacy Notice](#)
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The Open University Student Charter Values

This document specifically aligns with the following Open University Student Charter Values: We treat each other with courtesy and respect, respecting the rights of individuals to hold different beliefs and views and to express them appropriately.

1. We communicate with each other in ways which are clear, relevant, accurate and timely.
 2. We act ethically and transparently, providing and making use of fair and open means to deal with our concerns and grievances, learning from them.
 3. 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.
 4. As staff, we each play our role in enabling high-quality learning and advancing knowledge and understanding through research and scholarly activity, ensuring every student is supported.
 5. We work to maintain and enhance the standards and reputation of our University recognising the contributions that all members make to its success.
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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

The Open University uses a range of assessment tasks to assess your performance on a module. The tasks that you complete during your modules are organised into one or two components of assessment.

Most modules have only one component of assessment. Your scores from all the assessment tasks you complete – which may include an exam, end-of-module assessment (EMA) or end-of-module tutor-marked assignment (emTMA) – are weighted according to your module's assessment strategy and combined using a computerised process to calculate a single Overall Score.

Other modules have two distinct components of assessment:

1. The continuous assessment component is all the tasks (i.e. tutor-marked assignments (TMAs), and interactive computer-marked assignments (iCMAs)) that you complete during the module. The scores of your assignments are combined to give you an Overall Continuous Assessment Score (OCAS).
2. The examinable component is usually made up of a task (or tasks) completed at the end of your module (i.e. an exam or EMA) but may sometimes include other tasks such as a TMA or iCMA. The score(s) from this task (or tasks) give your Overall Examinable Score (OES).

You must achieve a minimum score in each of your OCAS and OES, along with the weighted average (which is automatically calculated from your OCAS and OES scores and known as 'Rank'), to achieve a particular grade of pass.

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You will be able to see the particular assessment strategy used for your module(s) by visiting the Assessment tab on [StudentHome](#). This information includes the pass mark that applies to your module. If you are studying a microcredential, go to the 'Your Assessment' step on the FutureLearn platform for your microcredential for further information about the assessment for your course.

Unfamiliar terms are explained in a [glossary of terms](#) at the end of this document.

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 [Contacts section](#) below for more information. If you are studying a microcredential, you should contact mc.support@futurelearn.com for further details.

Policy

1. Results determination

The following information may be considered in the determination of your module result:

- scores for individual assessment tasks which are combined to form an Overall Assessment Score (OAS), Overall Continuous Assessment Score (OCAS), Overall Examinable Component Score (OES) and/or Rank scores as applicable;
- your performance in any compulsory activities (such as a residential school and assignments with thresholds);
- information about any Special Circumstances that have affected your performance;
- Open University policy on assessment and the determination of results including the assessment strategy for the module. (You can find the assessment strategy for your module on StudentHome). If you are studying a microcredential, go to the 'Your Assessment' step on the FutureLearn platform for your microcredential for more information about the assessment for your course.

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1.1 Modules with one component of assessment

Results for modules with only one component of assessment are determined from the (weighted) average of all the summatively assessed work, at least one part of which will be available for scrutiny by the [Module Result Panel \(MRP\)](#) at its Award meeting.

For undergraduate modules and some postgraduate modules, you need to achieve an overall score of 40 or more to pass the module. For other postgraduate modules, you need to achieve an overall score of 50 or more to pass. You must also pass any threshold specified on any part of the assessment ([see Section 1.5 Thresholds](#)). You can find what overall score you need to pass your module and any thresholds in your module's assessment strategy.

You may be allowed a single opportunity to resit the exam (if there is one) or resubmit part of the assessment (usually the EMA or emTMA) if you fail. Please refer to the assessment strategy on [StudentHome](#) to find out if your module allows a resit or resubmission.

Resubmissions are not available for microcredentials.

1.2 Modules with two components of assessment

To determine results for modules with two components of assessment the Module Result Panel (MRP) will set a minimum score for each grade of pass in three elements:

- the overall continuous assessment score (OCAS),
- the overall examinable component score (OES),
- the weighted average of OCAS and OES (Rank).

You must achieve the minimum score set for each element, not just the overall weighted average, for each grade of pass.

You must achieve a pass score of 40 for undergraduate and some postgraduate modules and 50 for other postgraduate modules for both your OCAS and your OES to guarantee a pass result. You must also pass any threshold on any part of the assessment, as set out in your module's assessment strategy ([see Section 1.5 Thresholds](#)). If the weighted average of your OES and OCAS scores is above the pass mark, the MRP has limited discretion to grant a pass result even if your OES or OCAS are lower than 40/50. It is always worth sitting your exam or submitting your EMA, even if you think you have not done well enough on OCAS.

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Although the MRP has discretion in these matters, a pass result cannot be guaranteed if you have not reached the pass mark in your OCAS assessment or other thresholds (see section 1.5).

1.3 Results for resits/resubmissions

Module results following a resit of your exam or a resubmission of your EMA or emTMA are normally capped at the lowest grade of pass. Please refer to the [Resit and Resubmission policy](#) document for more details. Resubmissions are not available for microcredentials.

1.4 Special Circumstances

1.4.1 If your scores are lower than those shown for a grade in [Section 3 “Result grades”](#), you might still be awarded a higher result grade if you’ve given evidence of extenuating circumstances that significantly affected your performance (please refer to [Special Circumstances policy](#)). The MRP can give only limited weight to Special Circumstances and you should not assume that your grade will be improved by submitting them. Special Circumstances are not applicable for learners studying a microcredential.

1.4.2 When considering Special Circumstances, the MRP will not make any changes to the scores awarded to you but may award a higher result grade.

This consideration will take place before your module result is finalised and reported to you. You cannot ask to have a module result reconsidered on this basis.

1.4.3 If you have not been awarded a pass result, but are eligible for a resit or resubmission, the MRP may decide to award a non-capped resit/resubmission result on the basis of your Special Circumstances. See [Resit and Resubmission policy](#).

1.4.4 Your module result notification will indicate whether Special Circumstances were presented to the MRP.

1.5 Thresholds

[Tables 1, 2 and 3 below](#) in section 3 Results grades, describe the scores for each pass grade. Your module may also have other requirements for you to achieve a pass result, such as achieving a minimum score on a particular task or submitting a minimum number of assignments.

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These requirements are known as a threshold. It is therefore possible to fail such modules even if your overall scores are above those shown in [Section 3 “Result grades”](#). The assessment strategy for your module is available on StudentHome and will tell you if thresholds apply to your module. If you are studying a microcredential, go to the ‘Your Assessment’ step on the FutureLearn platform for your microcredential for more information about the assessment for your course.

1.6 Residential school attendance

Your module may require satisfactory residential school participation or satisfactory participation in an Online school (previously known as Alternative Learning Experience: ALE) among the requirements for a pass. The module material and/or Assessment Strategy will tell you about this.

2. Result Determination process

The key stages of the result determination are described below:

2.1 Module Result Panels (MRP)

Each module has a Module Result Panel (MRP) that is responsible for recommending module results for individual students. Each MRP comprises a Chair (usually the Chair of the module team) and internal examiners (usually members of the module team).

The members of the MRP use their academic judgement to decide if each student has reached the standard required to be awarded credit for the module. As part of the quality assurance processes for the module MRPs carry out Standardisation followed by a formal Award Meeting.

2.1.1 Standardisation

Standardisation enables the MRP to review student performance at the individual marker, question or module (whole cohort) level. This allows MRPs to:

- make adjustments to scores given by individual markers who have been identified as harsh or lenient
- address questions which may be of a higher or lower standard of difficulty than they anticipated when setting them

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- compare the range of scores achieved by students on the module with cohorts in previous years to ensure that the assessments are of a similar standard compared to that of previous years.

Where the MRP considers that adjustments are appropriate they will input amended parameters into the computerised system which will then apply the adjustment and recalculate the scores. The adjusted scores are then reviewed and signed off by the MRP.

This process is carried out as part of our quality assurance procedures to ensure academic integrity and standards are maintained.

Your scores after standardisation are the final scores which the MRP uses to determine your result. When standardisation adjustments have been applied to your assessment scores, the unadjusted marks that you see in the Assessment Score Viewer or on your Performance Profile for your exam, EMA or emTMA may occasionally be different from the final adjusted mark awarded.

2.1.2 The Award Meeting

At the Award Meeting, the MRP will have access to a number of key pieces of information.

If your module has only one component of assessment the MRP will have:

- all your individual assignment scores,
- your Overall Score,
- your residential school or Online school information (if applicable).

If your module has two components of assessment the MRP will have:

- all your individual assignment scores,
- your overall continuous assessment score (OCAS) before and after substitution (for more information on Substitution please refer to the [TMA and iCMA policy](#)),
- your overall examinable component score (OES),
- the weighted average of your OCAS and OES (known as Rank),
- your residential school or Online school information (if applicable).

The MRP will also have (if applicable):

- access to your exam script or other examinable work such as EMAs or emTMAs,

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- information you have provided about Special Circumstances that affected your work; please refer to the [Special Circumstances policy](#),
- various statistical analyses,
- information about any additional arrangements made for the exam.

MRPs work within policy approved by Senate, which is The Open University's authority for academic matters. Senate sets the boundaries for each grade as given in [Section 3](#). MRPs have limited discretion to set the lower boundary for each grade of pass below that shown in the tables. This is entirely a matter for the MRP, within the policy approved by Senate, and will remain confidential to it.

2.2 Cluster Examination and Assessment Board (Cluster EAB)

Module results are determined by Module Result Panels and are recommended to a 'Cluster' Examination and Assessment Board (Cluster EAB). The Cluster EAB is responsible for reviewing and confirming the standards of the module result process and recommending to the Module Results Approval and Qualifications Classification Panel a result for each student in a cognate group of modules. External Examiners, who are senior academics from outside The Open University and are usually from another university or higher education institution, attend the Cluster EAB.

2.3 Module Results Approval and Qualifications Classification Panel (MRAQCP)

The Module Results Approval and Qualifications Classification Panel (MRAQCP) is an internal body which, on behalf of the University's Senate, receives the recommendations for results from Cluster EABs, ratifies and approves the award of module credit, qualifications and qualification classification. The results are then published to students.

3. Result grades

3.1 Different modules award different grades of pass. Modules may award:

- a Pass grade only
- Distinction and Pass
- Distinction, Merit and Pass
- graded credit of pass grades 1, 2, 3 and 4.

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You can check which grades of pass are awarded for each module on the [Help Centre webpage](#).

If you are studying a classified qualification (Undergraduate Honours degree or a Postgraduate qualification) specified module grades will be used to determine your classification. You can find information in Section I7 of the [Academic Regulations](#) (Undergraduate) or in Section J5 of the Academic Regulations (Postgraduate) along with the individual qualification regulations. You can access information about how degree classification is determined from the Help Centre page called [“Working out your degree classification”](#).

Each MRP has some discretion in setting the thresholds slightly lower for each grade of pass, so even if you receive the same scores in two different modules, you could be given different grades for them.

The following tables show the scores needed to guarantee a particular grade of pass. If you are studying a microcredential, please see Table 1 and Table 3:

Table 1: Undergraduate fully graded credit (pass mark of 40)

Modules with one component of assessment (overall score)	Modules with two components of assessment (OES and OCAS)
85 = Pass 1 (distinction)	85 and 85 = Pass 1 (distinction)
70 = Pass 2	70 and 70 = Pass 2
55 = Pass 3	55 and 55 = Pass 3
40 = Pass 4	40 and 40 = Pass 4

Table 2: Undergraduate and postgraduate modules that are ungraded (pass only) or award merit and/or distinction (pass mark of 40)

Modules with one component of assessment (overall score)	Modules with two components of assessment (OES and OCAS)
85 = Pass 1 (distinction)	85 and 85 = Pass 1 (distinction)
70 = Merit	70 and 70 = Merit
40 = Pass	40 and 40 = Pass

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Note: not all modules award a distinction or a merit

Table 3: Postgraduate modules that are ungraded (pass only) or award merit and/or distinction (pass mark of 50)

Modules with one component of assessment (overall score)	Modules with two components of assessment (OES and OCAS)
85 = Pass 1 (distinction)	85 and 85 = Pass 1 (distinction)
70 = Merit	70 and 70 = Merit
50 = Pass	50 and 50 = Pass

Note: not all modules award a distinction or a merit

4. Getting your results

- 4.1 Results are usually available about six weeks after the exam period or EMA/emTMA submission date. If you have completed a resit/resubmission within 12 to 16 weeks of your original exam period or submission date, or if you were allowed to postpone your first exam or submission to a resit/resubmission period within 12 to 16 weeks of your original exam period or submission date, we aim to make these results available within 14 calendar days.
- 4.2 If you submit Special Circumstances, your result may occasionally be delayed while your special circumstances information is received and considered, especially if you are completing a resit/resubmission.
- 4.3 Towards the end of your study of each module, StudentHome will give you an estimated date for the issue of module results. You will be sent an email to tell you when your module result has been made available on StudentHome. Please make sure, before your results are due, that you can log in to [StudentHome](#) so that you have time to resolve any access problems. Please note that no results will be given by phone.
- 4.4 For modules with two components of assessment, you will be given your final overall continuous assessment score (OCAS) and examinable component score (OES), as well as the module result. You'll also be advised if substitution has been

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applied (to find out more about substitution please refer to the [TMA and iCMA policy](#)).

- 4.5 Some modules provide an online 'performance profile' which is a summary of performance on each question or part of the exam or EMA. If a performance profile is available a link will be displayed immediately below your module result on your module record page. Normally, your performance profile will be accessible for 180 calendar days after your final module result has been released. If you want to keep a copy you should either print or save the web page. Please refer to [feedback on your exam, EMA or emTMA performance](#) on the Help Centre for more information.
- 4.6 Occasionally an MRP may not have enough information or evidence to reach a decision about the result (for example, an assignment or assessment score may be missing from your record, or your work may need further consideration) or the Panel may want you to take a [viva-voce assessment](#). In these cases, you will be given a 'pending' result and we will take urgent action to provide the Panel with the information it needs. We aim to release your final result within six weeks of your pending result, but it may take longer in some cases.
- 4.7 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.

5. *Viva-voce* assessments

Viva-voce assessments are offered at the discretion of the MRP and cannot be requested. They enable the Panel to obtain additional information so that it can reach a decision about a student who, for example, is on a borderline between two results.

These assessments are conducted by a member of The Open University's academic staff. The Panel decides on the format of the task – most are written tasks but it may be spoken or both. Although the name *viva-voce* implies spoken, most *viva voces* at the Open University are written tasks. Arrangements for the *viva-voce* assessment will be sent to you separately from your module result.

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6. Tutor-marked assignment (TMA)/Interactive computer-marked assignment (iCMA) Reassessments

The Module Result Panel (MRP) at its discretion may offer you an opportunity to be reassessed on one continuous assessment task (either a TMA or an iCMA) if you have not passed the module. Since they are offered at the discretion of the MRP, you cannot ask to be given one. They enable the Panel to obtain additional information so that it can reach a decision about a student who, for example, has not achieved the score needed to pass the module due to a particularly low (or missing) score for one TMA or iCMA. Another example could be if a student has achieved an overall passing score but has not achieved a threshold on a specific TMA/iCMA (which may be formative or summative).

In deciding whether it is appropriate to award a TMA/iCMA reassessment, the MRP will take into account the scores the student has achieved on other assessment tasks in the module, and whether it is academically appropriate to offer a TMA/iCMA reassessment for the particular TMA/iCMA in question.

The MRP decides on the format of the task - it may be a completely new task, a (re)submission of the original TMA/iCMA task, or the original task may be adapted or changed in some way. These assessments will be marked by a member of The Open University's academic staff. Arrangements for the TMA/iCMA reassessment will be sent to you separately from your module result along with the deadline within which you need to submit your task.

If, following a TMA/iCMA reassessment, you are awarded a pass result, your module result will normally be capped at the lowest grade of Pass. The MRP have discretion to award a non-capped result on the basis of Special Circumstances information submitted by the appropriate deadline – please see [Special Circumstances Policy](#).

7. Module result checks

- 7.1 Since MRPs are responsible on behalf of The Open University Senate, for determining students' results, their decisions are final and there is no right of appeal to any other Open University body against the academic judgement of the MRP. Careful checks are made at every stage of the award process to make sure that the Panel's decisions based on full and accurate information.

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Please read the information above about how module results are determined before you request a module result check.

You can also find more information about [module results](#) in the Help Centre. If you are studying a microcredential, you can find information about module results on StudentHome by selecting 'Assessment' under the title of the module you are enrolled on.

7.2 If you have evidence that an error has been made in determining your result (such as a missing TMA score), or if you have evidence that you submitted special circumstances that are not recorded under your overall module result on your study record, you can query your result by completing a module result check form. If you are studying a microcredential, you can query your result by completing the [Microcredential Result Check Form](#). You must submit the module result check form, along with the appropriate evidence, to arrive **within 28 calendar days of the date of the release of your module result**. Module result checks cannot be dealt with by phone. You can access a [module result check form](#) from the Help Centre.

7.3 You should read the guidance provided carefully before deciding to submit a request for a module result check. The chances of your module result being incorrect are extremely small. Open University policies and procedures do not permit the following:

- the return of exam scripts or other assessed work to students;
- re-marking/reconsideration of any assessed task;
- acceptance of late TMAs;
- challenges against academic judgements;
- an appeal made by another person on your behalf (unless you appoint an advocate to speak and/or otherwise act on your behalf, please refer to the [Advocacy Policy](#) for more information).

It is not possible to obtain more detailed information about your performance.

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8. Formal module result appeals

- 8.1 If you have evidence that an error has been made you should first request a module result check as specified in [Section 7 'Module result checks'](#).
- 8.2 If you are not satisfied with the response to your module result check you may request a review by the Senate Academic Appeals Review Panel. For a review to be accepted for consideration there must be information or evidence that the decision was determined in an inappropriate way - for example, on incorrect or incomplete information. Your discontentment with the outcome of the module result check response is not evidence of any procedural irregularity concerning the way in which the decision was made. If there is evidence that your result was awarded improperly and your case is upheld, the MRP will be asked to reconsider your result.
- 8.3 If you feel you have grounds for review, please refer to the [Complaints and Appeals](#) section of the Help Centre for more information on the grounds for a review and how to submit an appeal. You must do this within 28 calendar days of the reply to your module result check.

The [Student Casework Office](#) will acknowledge receipt of your documents within three working days of their arrival, telling you which delegate authority of The Open University has been asked to reply direct to you.

9. Aegrotat credit

An 'aegrotat' can give credit to a student who has not been able to complete a module because of serious illness or death. Exceptionally, if you are unable to complete your module for medical reasons, The Open University may consider awarding aegrotat credit under a code of practice approved by the Senate. Such exceptions are limited to students who are permanently unable to continue their studies for medical reasons, are registered for the final module that would complete (no more than 20 per cent towards) a qualification and have been assessed on at least part of the module. You should contact your [SST or AEST or equivalent contact](#) if you are studying as part of an apprenticeship programme if you wish to consider making an application for aegrotat credit. Aegrotat credit is not available for microcredentials.

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10. Timetable and exceptions to the Policy

Table 4: Timetable of results release to students, resit/resubmission result release, pending result, module result check and module result appeal and exceptions to the policies. If you are studying a microcredential, some parts of the table below are not applicable.

Policy	Deadline	Exception
Release of student results	About six weeks after the exam period or EMA/emTMA submission date.	In very rare cases results may be delayed for some modules, but you will be contacted before the module result release date if that applies to you.
Results of resit/resubmission within 12 to 16 weeks of your original exam period or submission date, or if you were allowed to postpone your first exam or submission to a resit/resubmission period within 12 to 16 weeks of your original exam period or submission date.	Results available within 14 calendar days.	In very rare cases results may be delayed for some modules, but you will be contacted before the module result release date if that applies to you. Resubmissions are not available for microcredentials.
Pending results	Your final result will be determined within six weeks of your pending result.	It may take longer in some cases such as in an academic conduct investigation.
Requesting module result check	You must submit the Module Result Check Form within 28 calendar days or four weeks of the date of the release of your module result. If you are studying a microcredential, you should submit the Microcredential Result Check Form within 28 calendar days of the date on your result letter.	No exception unless you can show evidence of why you were unable to submit the MRC within the deadline.

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Module result appeal	Write to the Student Casework Office within 28 calendar days of the date of your module result or of the reply to your module result check.	No exception
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11. 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 more information about how to do this in The OU's [Complaints and Appeals](#) pages in 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."

12. 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.

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

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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

Microcredentials

Email: mc.support@futurelearn.com

Student Casework Office

You can email them at studentcaseworkoffice@open.ac.uk.

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](#).

Glossary of terms

Aegrotat

An 'aegrotat' can give credit to a student who has not been able to complete a module because of serious illness or death. An aegrotat will only be considered for a maximum of 60 credit points. The student must be on the final module or modules leading to the award of a qualification and the modules must have a value of not more than 20% of the total qualification.

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.

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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 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.

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.

End-of-Module Assessments (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.

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.

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Formative

This means an assignment does not normally count towards the overall module result. It is used on some modules for teaching purposes only, but it is important to note it could still be compulsory and you might not pass a module if you do not submit it. Check your assessment strategy text (via the Assessment section on [StudentHome](#)) to find out more.

Interactive computer-marked assignments (iCMA)

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

Module Result Check (MRC)

While it is very rare for a module result to be wrong, if you have strong evidence that the result may be wrong you can ask us to check it, or to rectify any error based on the evidence provided.

Module Result Panel (MRP)

The Module Result Panel (MRP) is 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).

MRAQCP

Module Results Approval and Qualifications Classification Panel (MRAQCP) is an internal body which receives recommendation for results from Cluster EAB and ratifies the award of credit for the University.

Online School

Previously known as Alternative Learning Experience (ALE). An alternative way to complete the residential school requirement for a module where a Student is not able to attend a face-to-face residential school. This may involve a written assignment, online project and/or computer conferencing

Overall Assessment Score (OAS)

All the assessment for your module will be in either Overall Continuous Assessment Score (OCAS) or Overall Examinable Score (OES). There will only be one component and your assessment strategy (via the Assessment section on [StudentHome](#)) will explain what you must do to pass the module.

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Overall Continuous Assessment Score (OCAS)

This is a score out of 100 which has been achieved for continuous assessment on the module. Continuous assessment is usually made up of assignments such as TMAs and iCMAs. Your assessment strategy (via the Assessment section on [StudentHome](#)) will explain how much each individual assignment contributes towards OCAS.

Overall Examinable Component Score (OES)

This is a score out of 100 which has been achieved for the examinable component on modules with two separate components of assessment. The examinable component is usually an exam or an end-of-module assessment (EMA) such as a project, poster, speaking assessment (language modules) or dissertation. It may also be a combination of these types of assessment. Very occasionally, a module may have both an EMA and an exam.

Pending result

This means that your result has not yet been finalised and this could be due to a lot of different reasons. You can find more information about the reasons for a pending result on the Help Centre page "[Receiving a pending result or viva-voce](#)".

Postponement

This means if 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.

Rank

For modules with more than one component of assessment, the rank score is the weighted average of the OCAS and OES components.

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.

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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.

Standardisation

For all modules that are summatively assessed there are a number of quality assurance activities which must take place as part of the process of awarding module results. Standardisation is one of these activities.

Summative

This means an assignment that counts towards the overall module result, in contrast to a formative assignment.

Substitution

If a module permits substitution, it is applied at the end of the module but only if it will improve your OCAS score.

Threshold

This means on some modules there is a minimum requirement or score (such as 40%) that you must achieve for an individual piece of work or activity, or for a number of pieces of work combined, in order to achieve a pass 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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TMA/iCMA Reassessment

The Module Result Panel (MRP) at its discretion may offer you an opportunity to be reassessed on one continuous assessment task (either a TMA or an iCMA) if you have not passed the module.

Viva-voce

Where a Module Result Panel (MRP) decides it would like to obtain more evidence before agreeing your module result, it may offer you a *viva-voce* assessment. The MRP decides on the format of that assessment - it may be written, spoken or both. We will tell you that you are being offered a *viva voce* at or before the module result release date. A separate communication will be sent about the format of the *viva-voce* and when it will be held. The module result is held pending the outcome of the *viva-voce*. *Viva-voce* assessments are not available to students on request.

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, as they 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 are studying a microcredential, contact mc.support@futurelearn.com.

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.

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Alternative format

If you require this [name of policy or procedure] 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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