

Information relevant to all OU student policies

Accessibility

If you require a copy of a policy document in an alternative format please [Contact Us](#) (visit www.open.ac.uk/contact), telephone us on +44 (0)300 303 5303, or get in touch with your Student Support Team via StudentHome if you are a current Open University student. If you are studying an apprenticeship please contact the Apprentice Enrolment and Support Team (AEST) by email on apprentice-support@open.ac.uk, or telephone (+44 (0) 300 303 4121).

Welsh-speaking Students and Learners are welcome to speak with a student support adviser in Welsh on +44 (0) 29 2047 1170.

Research Degree Students can contact the Graduate School via email graduate-school@open.ac.uk.

Welsh language standards

[Safonau'r Gymraeg \(Welsh Language Standards\)](#)

The Open University is one of several universities named in the Welsh Language (Wales) Measure 2011. This means that any students in Wales can expect to receive certain services from the OU in Welsh. These are outlined in what's called the [OU's Welsh language standards](#).

This means that you can speak to our student recruitment and support team in Welsh or contact the university in Welsh. You can find out more about your rights as a Welsh language user on the [OU in Wales website](#).

Charity Statement

The Open University is incorporated by Royal Charter (RC 000391), an exempt charity in England and 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.

Contact us with questions

If you have any queries about our policy, please [Contact Us](#). To check the contact details for the Open University, please see [OU Offices](#). If you are studying an apprenticeship, please contact the Apprentice Enrolment and Support Team (AEST) by email on apprentice-support@open.ac.uk, or telephone (+44 (0) 300 303 4121). Welsh-speaking Students and Learners may speak with a student support adviser in Welsh on +44 (0) 29 2047 1170. Research Degree Students can contact the Graduate School via email graduate-school@open.ac.uk.

Give Us Your Feedback

If you have any comments about our policies how they might be improved, please share this with us, by emailing SPR-Policy-Team@open.ac.uk.

Our Commitment to Equality Diversity and Inclusion

Our commitment to equality and inclusion is embedded in all that we do and reflects our mission to be open to people, places, methods and ideas. We celebrate diversity and the strengths that it brings, whilst challenging under-representation and differences in outcomes within our institution. We promote and manage equality and diversity to meet both our strategic goals and our statutory equality duties. We achieve this in many ways, including the development of inclusive policy.

Our Student Charter Values

[The Student Charter](#) was developed jointly by The Open University and the OU Students Association. It is a declaration of our shared values and the commitments we make to each other. Our policies have been developed with the Student Charter values as its foundation.

Reporting Bullying and Harassment

The Open University is committed to creating a diverse and inclusive environment where everyone feels safe and is treated with dignity and respect. Unlawful discrimination of any kind across The Open University will not be tolerated. We encourage staff, students, learners and visitors to report incidents of assault, bullying harassment, hate crime or sexual harassment through [Report + Support](#). This platform also provides information about what you can do if you or someone you know experiences such incidents, and where you can find support.