

2014/15 Fee Rules

Index

Section I: Your fee liability

- A. Fees for students registering directly with The Open University
- B. Fees for students studying under a partnership agreement

Section II: UK and non-UK fee eligibility

- A. General
- B. Changes to your study intentions
- C. Eligibility for UK fees

Section III: Transitional fee and financial support arrangements

- A. Introduction
- B. Eligibility for transitional fee arrangements (excluding Wales, Northern Ireland and Scotland)
- C. Exceptional eligibility for transitional fee arrangements (excluding Wales, Northern Ireland and Scotland)
- D. Eligibility for transitional financial support arrangements (England only)
- E. Eligibility for transitional financial support arrangements (Wales only)

Section IV: Fee refunds and fee discounts policy

- A. Introduction
- B. Undergraduate students
- C. Professional/Postgraduate Certificate in Education (PGCE) and Professional Graduate Diploma of Education (PGDE) students
- D. Postgraduate students (non-PGCE/PGDE)
- E. Non-accredited learning and Continuing Professional Development (CPD)
- F. The Open University's discretionary fee discount and refund policy

Section V: Fees for repeating modules

- A. Introduction (all accredited students)
- B. Reduced fees for repeating modules

Section VI: Short modules and Tuition Fee Loans

Section VII: Accommodation charges for residential schools

Summary of changes to previous version (April 2014)

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.

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Section I: Your fee liability

A. Fees for students registering directly with The Open University

1. This document sets out the rules that we apply to work out the fees that you may have to pay to study with The Open University (OU) and the fee refunds or fee discounts which you may be eligible for if there is a change in your study plans.
2. The obligation to pay fees, if you wish to register to study with The Open University, is set out in the Conditions of Registration, which also contain the rules on what may happen if those fees are not paid. 100% of your Fee Liability is incurred at registration as outlined in the [Conditions of Registration](#).
3. Fees are set by the Council of the Open University. Because the way in which higher education is funded may be different; the costs of providing education may be different; or because we provide a different range of services, the University may set different fees for different types and levels of study and for study in different countries. The fees that will apply for each course and each country in which that course may be studied are included in the course information on the Open University website.
4. Definition of undergraduate, Integrated Master's Degree and postgraduate
 - a) In these rules a reference to an undergraduate course, module or qualification means one which is designated as undergraduate in the course information on the Open University website and an undergraduate student is a student who is either
 - registered for a module which is designated as an undergraduate module; or
 - registered for a qualification which is designated as an undergraduate qualification or as an Integrated Master's Degree and a student who is so registered will be an undergraduate student if they are enrolled on an undergraduate or postgraduate module as part of that qualification;
 - b) In these rules a reference to an Integrated Master's Degree means one which is a 480 credit qualification containing 360 credits of undergraduate modules and 120 credits from postgraduate modules. A student who is registered for an Integrated Master's Degree is an undergraduate student whether the module or modules on which they are enrolled as part of that qualification are designated as undergraduate or postgraduate modules.
 - c) In these rules a reference to a postgraduate course, module or qualification means one which is designated as postgraduate in the course information on the Open University website. A postgraduate graduate student is a student who is registered for a module which is designated as a postgraduate module but is not registered for an undergraduate qualification or an Integrated Master's Degree and studying the postgraduate module as part of that qualification.
5. If you are a new student and intending to pay your fees (in whole or part) with a Tuition Fee Loan, the submission of your Customer Reference Number (CRN) as part of the registration process to the Open University will initiate 100% of your Fee Liability.

6. If you are a continuing student and are intending to pay your fees (in whole or part) with a Tuition Fee Loan, by accepting the Conditions of Registration, you are accepting 100% Fee Liability for each module you said you were going to pay fees with a Tuition fee Loan.
7. You have registered or enrolled for the module or modules shown on the Registration Agreement. If you registered over the phone or online, the module or modules you have chosen are shown in the letter or email confirming your registration.
8. The amount of the fee, based on these rules, and the method you have told us you wish to use to pay those fees, are set out in your Registration Agreement.
9. If you have previously failed a module and have to repeat it, you will be charged a module repeat fee. This will be the relevant fee for the module unless you are eligible for a reduced fee to repeat that module under section V(B) below.
10. All students must pay the relevant fee where they are ordinarily and lawfully resident at the start of the academic year that they begin their studies. This means your fee is related to your 'home address' at the time that you first register and not a temporary or work address at the point that you commence OU study. If you move during your studies your fee may not change. The OU reserves the right to request evidence from you to confirm your home address.
11. You agree to pay the fee recorded on the Registration Agreement.
12. All fees are quoted in pounds sterling.
13. If you are in debt to the University you will only be permitted to undertake further study for which any further tuition fees or other charges may become due if you pay in advance or have in place some other secured means of payment for those tuition fees or charges, which we have accepted.
14. Please refer to paragraph 3 of the Conditions of Registration for further details about what the University may do if you fail to pay your fees. If you have registered on a residential school module or a module which includes an embedded residential school, you may be liable to pay an additional accommodation charge under section VII below. You are liable for meeting any other expenses that you may incur in connection with your attendance at residential school and any such expenses will not be reimbursed by the Open University.
15. You are not permitted to enrol for study if the fees payable for that study would exceed the maximum fee The Open University is legally entitled to charge in the relevant academic year.
 - a) In England in academic year 2014/15, the maximum fee that can be charged for all study within an undergraduate qualification or an Integrated Master's Degree is £6750. If you are an undergraduate student eligible to pay a UK England fee you are not permitted under Module Regulation MS1.1(c) to enrol on modules where your fees exceed that limit in a Seasonal Academic Year. You may be required to withdraw or defer from enrolled modules if the fee limit has been exceeded. All students are allocated a relevant academic year, known as a Seasonal Academic Year, when they start studying with The Open University. These are defined in Table A.

Table A Seasonal academic years

Module starts within	Seasonal academic year
1 August to 31 December	Autumn
1 January to 31 March	Winter
1 April to 30 June	Spring
1 July to 31 July	Summer

- b) There are no legal maximum fees in Wales, Northern Ireland or Scotland.
- c) There are no legal maximum fees for students studying outside the UK.

B. Fees for students studying under a partnership agreement

16. If you are registering for a module or qualification which is offered under a partnership agreement between The Open University and another educational institution (your Local Education Centre) the following rules will apply to you.
17. The obligation to pay fees is set out in the Conditions of Registration, which also contain the rules on what may happen if those fees are not paid.
18. Your Local Education Centre will tell you how much you have to pay and how you should pay it.
19. You must pay all fees and other charges when asked to do so by your Local Education Centre or by The Open University.
20. Fees charged by your Local Education Centre may be quoted in your local currency.
21. Your Local Education Centre has the right to change fees, deposits and other charges without giving you any notice.
22. Your Local Education Centre will advise you of its policy in relation to refunding module fees.

Section II: UK and non-UK fee eligibility

A. General

1. The Open University may charge different fees for students in different countries. This is because the way in which higher education is funded may be different; the costs of providing education may be different; or because we provide a different range of services.
2. This section sets out how we work out which fee territory applies to you, so that we can charge you the correct fee for that territory.
3. The fee rules are quite complex and can depend on where you are currently living; where you normally live (if that is different); and your residency status. These rules are used to work out whether or not you are eligible for UK fees; and, if you are eligible for a UK fee, which of the four UK nation fees applies to you; and, if you are not eligible for a UK fee, which of the fee territories applies to you.
4. The financial support available to students is also different in the four UK nations and your eligibility (if any) for that financial support will also be based on the fee territory that applies to you.
5. Our acceptance of any form of public funding (for part or full payment of your fees) is dependent on you meeting any deadlines set by the University or funding body for submitting documentary evidence that confirms your eligibility to receive such funding. If we do not receive evidence of your eligibility within the required timescale, or if the funding body refuses to issue funds to the University, you still remain liable for the full fee.
6. If you have applied for a Part-Time Tuition Fee Loan from Student Finance England or from Student Finance Wales and the fee loan is not paid to the OU when we expect it, i.e. when your study commences, the OU reserves the right to defer you from the study intended to be paid for with the Tuition Fee Loan. We will reserve the right to decline your current Tuition Fee Loan as a valid payment method and to pursue the recovery of the debt via legal agents.
7. If you have applied for a Part-Time Tuition Fee Grant from the Student awards Agency of Scotland (SAAS), and the fee grant is not confirmed to the OU when we expect it, i.e. when your study commences, the OU reserves the right to withdraw you from the study intended to be paid for with the Tuition Fee Grant. If the fee grant is not paid to the OU when we expect it, i.e. from the dates given in Section 4B, para 21, Table B, we will reserve the right to decline your current Tuition Fee Grant as a valid payment method and to pursue the recovery of the debt via legal agents.
8. You have the right to withdraw from study with no fee liability prior to your study commencing by following the Cancellation Procedures. The level of refund or discount you may receive is detailed in Section IV.

B. Changes to your address, country of residence or study location

9. You must notify us within a reasonable time if you change your address, change where you are ordinarily and lawfully resident, or if any of your contact details change.
10. If you were registered or enrolled for the first time for a module starting from September 2012 or later, the fee is based on where you are ordinarily and lawfully resident on the first day of the academic year of your first module. This fee will continue to apply for the duration of your qualification unless you take a break in study of more than one academic year, or withdraw (or are withdrawn) from your qualification or move outside of the UK.
11. If you registered for a module starting before September 2012 and are continuing to study towards a declared qualification, you will have your nation fee status reassessed each academic year and the fee will be based on your ordinary residence on the first day of the academic year of each subsequent module.
12. You may use a different delivery address but if this is in a different fee area to the fee you were registered with, The Open University will ask for evidence that you are ordinarily and lawfully resident at the home address.
13. If you pay a UK fee and are temporarily outside the UK, you may have to give a UK address for delivery of your study materials and arrange for them to be forwarded at your own cost.
14. If you pay a UK fee and then move to another country before the first day of the relevant academic year of your first module start date or, where you started your studies before September 2012, before the first day of the academic year of any module start date, you may be asked to pay a different module fee.
15. If you need to sit your examination at a non-established exam centre, you will need to pay an overseas examination fee. You will not automatically be allocated to a non-established examination centre, even if your home address is outside the normal study areas. If required, you need to apply to sit an overseas examination by completing an OSE1 form and returning it to our Examination Office within the required timescales.

C. Eligibility for UK fees

Paragraphs 16 to 31 set out the rules for how we decide if you are eligible for a UK fee. If you are not eligible for a UK fee, please see paragraphs 32 to 37.

16. You may be eligible to pay a UK nation fee (if you are ordinarily and lawfully resident in England, Northern Ireland, Scotland or Wales). The fee may vary between each UK nation.
17. The University may perform checks in some instances by using a Credit Reference Agency to establish your eligibility for a UK nation fee and you may be required to send in relevant documentation to support your application to pay a UK fee for any of the eligibility scenarios below. Acceptable documentation will include copies of driving licences, passports, visa, refugee or asylum seeker documentation, national identity cards or other official documentation from the Home Office (or their Agent). If you are not

able to provide the required evidence when requested, you may be charged a higher fee, even if you have already been allowed to register and pay a lower fee.

18. If your eligibility for a UK fee is established, you will pay the appropriate UK nation fee (England, Northern Ireland, Scotland and Wales) based on where you are ordinarily and lawfully resident on the first day of the academic year applicable to your module registration or enrolment.

UK nationals

19. You are eligible to pay a UK fee if you are 'settled'¹ in the UK (excluding the Channel Islands and Isle of Man) on the first day of the academic year of your module, and you have been ordinarily and lawfully resident in the UK and Islands for the three years prior to the first day of the academic year of your module.
20. If you are ordinarily and lawfully resident in the Channel Islands or the Isle of Man, you are not eligible to pay a UK fee.

European Economic Area (EEA), Agreed Overseas Territory or Swiss nationals

21. You are eligible to pay a UK fee if you are ordinarily and lawfully resident in the UK and will be resident in the UK on the first day of the academic year of your module, and have been ordinarily and lawfully resident in the European Economic Area (EEA)², Switzerland or an Agreed Overseas Territory³ for at least the three years prior to the first day of the academic year of your module, and you are an EU national. If you are a Swiss/non-EU EEA national, you also need to be a worker/migrant worker.

Relevant family members of EU/EEA/Swiss nationals

22. You are a relevant family member of an EU/EEA national if you are one of the following:
 - a) spouse or civil partner
 - b) direct descendant who is under 21 years, of an EU/EEA national or national's spouse/civil partner e.g. child/grandchild. Those who are 21 years or over will need to provide evidence of dependency.

¹ Settled: normally and lawfully resident in the UK from choice without any immigration restriction on the length of your stay in the UK. Please note that some non-UK nationals without time limits on their stay are not deemed to be settled in the UK e.g. diplomats, visiting armed forces

² EEA countries:

Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Republic of Ireland, Romania, Slovakia, Slovenia, Spain, Sweden and United Kingdom (excluding Channel Islands and Isle of Man).

³ Agreed Overseas Territories:

Anguilla; Aruba; Bermuda; British Antarctic Territory; British Indian Ocean Territory; British Virgin Islands; Cayman Islands; Falkland Islands; Faroe Islands; French Polynesia; French Southern and Antarctic Territories; Greenland; Mayotte; Montserrat; Netherlands Antilles (Bonaire, Curaçao, Saba, Sint Eustatius and Sint Maarten); Pitcairn, Henderson, Ducie and Oeno Islands; South Georgia and the South Sandwich Islands; St Barthelémy, St Helena and Dependencies (Ascension Island and Tristan da Cunha); St Pierre et Miquelon; Territory of New Caledonia and Dependencies; Turks and Caicos Islands; Wallis and Fortuna.

- c) dependent direct ascendant of a non-UK national who is a self-sufficient person in the UK e.g. parent/grandparent.
23. You are a relevant family member of a Swiss national if you are one of the following:
- a) spouse or civil partner
 - b) child
24. If you are ordinarily and lawfully resident in the UK, will be resident in the UK on the first day of the academic year of your module, have been resident in the European Economic Area (EEA)², Switzerland or an Agreed Overseas Territory³ for the three years prior to the first day of the academic year of your module, and are a relevant family member of an EU/EEA/Swiss national, you will be eligible to pay a UK fee as long as the person on whom you are claiming dependency is ordinarily and lawfully resident in the UK and is resident in the UK on the first day of the academic year of the module. Please note that in some instances your family member does not need to be resident in the UK e.g. child of an EEA migrant worker.
25. For students resident in England and Northern Ireland only - If you are studying in the UK, you do not need to have been resident in the European Economic Area (EEA)², Switzerland or an Agreed Overseas Territory³ for the last three years, providing your "relevant family member" is **either** a non-UK EU national who is resident in the UK as a self-sufficient person or a student, **or in England only** is a UK national who has exercised a right of residence in another EU country, for more than three months, as a self-sufficient person, a student or a worker **and** for both England and Northern Ireland has been ordinarily and lawfully resident in the EEA², Switzerland or an Agreed Overseas Territory³ for the three years prior to the first day of the academic year of your module.

Nationals of areas not mentioned above

26. If you are not a national of any of the above mentioned territories but have been granted 'indefinite leave to remain' in the UK (i.e. not on a temporary visa), have been ordinarily and lawfully resident in the UK for at least three years prior to the first day of the academic year of the module, and will be resident in the UK on the first day of the academic year of your module, then you will be eligible to pay a UK fee.
27. Please note that if you have applied for asylum and your case has been approved by the Home Office so that you have been granted refugee status or Humanitarian Protection, you will be eligible to pay a UK fee whether you have been given limited or indefinite leave to remain. You do not need to have also been resident in the UK for three years prior to the first day of the academic year of the module. If you are resident in Wales this also includes Discretionary Leave. If you are resident in Northern Ireland or Scotland it includes any kind of leave granted as a result of an asylum application.
28. Asylum seekers who do not meet these criteria should contact our Student Recruitment Team for advice on **+44 (0)300 303 5303**.
29. If you are not sure if you are eligible to pay UK fees, contact our Student Recruitment Team for advice on **+44 (0)300 303 5303**.

Temporarily resident outside the UK

30. If you or a relevant family member are temporarily working outside the UK, you will be classified as ordinarily and lawfully resident in the UK and therefore eligible to pay a UK fee, provided you were normally, lawfully and habitually resident within the UK (excluding Channel Islands and Isle of Man) prior to being outside the UK.
31. If you are currently resident outside the UK using a BFPO address because you are a UK national who is a currently serving member of the British Armed Forces, then you can pay a UK fee for the total time spent outside the UK. In order to assess fee eligibility, anyone else using a BFPO address will need to provide the University with details of their nationality, country of permanent residence, when they were last in the UK and reasons for absence from the UK.

All nationalities

32. If you are a 'locally engaged' member of staff, working at a UK Armed Forces base, British Embassy or Consulate and using a BFPO address, you are not eligible to pay a UK fee. To ensure that the University can provide you with sufficient support etc. to enable successful completion of your studies, you should use a non-BFPO address as your 'home' address and study modules that are available within your country of residence.

If you are not eligible for UK fees

33. Your fee eligibility will be determined by where you are resident on the first day of the relevant academic year of your module.

If you are resident in the UK

34. If you are resident in the UK but you are not eligible for a UK nation fee you will be eligible for the European Approved Study Area fee.

If you are resident in the Republic of Ireland

35. If you are resident in the Republic of Ireland you will be eligible for the Republic of Ireland fee.

If you are resident in the European Approved Study Area⁴

36. If you are resident in the European Approved Study Area you will be eligible for the European Approved Study Area fee.

If you are resident in any other area

37. If you are resident in any other area in which you are permitted to register to study with The Open University, you will be eligible for the Other European and Worldwide fee.

⁴ Approved European Study Area:

The ² EEA countries (excluding United Kingdom and Republic of Ireland), Channel Islands, Isle of Man, Switzerland, Aland Islands, Andorra, Gibraltar, Monaco, San Marino and the Vatican City.

Section III: Transitional fee and financial support arrangements

A. Introduction

1. Transitional Fee and Financial Support Arrangements are relevant only to undergraduate students who are eligible to pay the England or Wales UK Nation Fees, or the Republic of Ireland, Approved European Study Area or other approved study area fees. This section is not applicable to students who pay the Scotland or Northern Ireland UK Nation fees or to postgraduate students.

B. Eligibility for transitional fee arrangements (excluding Wales, Northern Ireland and Scotland)

2. This section applies to undergraduate students ordinarily and lawfully resident in **England, the Republic of Ireland, an Approved European Study Area or other approved study areas only**. It is not applicable to postgraduate students or to students ordinarily and lawfully resident in Northern Ireland, Scotland or Wales
3. Transitional fee arrangements commenced from 1 September 2012 and eligible students have been notified.
4. This section sets out the rules for eligibility for those transitional fee arrangements.
5. Any decision made in respect of eligibility for transitional fee arrangements may be appealed in accordance with the University's [Queries and Appeals Procedure](#)
6. You will have been identified as eligible for transitional fee arrangements if you have declared a qualification (your transitional qualification) and studied a module, starting on or after 1 September 2012 and before 31 August 2013, that is linked to that qualification; and at least one of the following applied to you:
 - a) You have completed a module that is linked to your transitional qualification, which started on or after 1 September 2010 and before 31 August 2011.
 - b) You were registered for a module that is linked to your transitional qualification, which starts on or after 1 September 2011 and before 31 August 2012 and you remain registered on the first day of the module.
 - c) You were given exceptional eligibility under section C below.
7. You will remain eligible for transitional fee arrangements if you continue to study towards your declared transitional qualification(s). This means you must register and start a module(s) that is linked to your transitional qualification(s) during each academic year until 31 August 2017 (each academic year runs from 1 September – 31 August), or if you are given exceptional eligibility under Section C below.
8. If you do not meet the eligibility requirements set out in paragraph 7 you will no longer be eligible for transitional fee arrangements. You will normally be able to continue to study towards your transitional qualification for as long as it remains available, but the full UK fee will be payable.

9. Transitional fee arrangements will apply only to module(s) that can count towards your transitional qualification(s). If you wish to register for an additional module, whether as a standalone module or to count towards a declared qualification that is not eligible for transitional arrangements, the full UK (England), European Approved Study Area, Republic of Ireland or Other European and Worldwide fee will apply as determined under Section II above.
10. You may change your transitional qualification(s) before 31 August 2017, if you receive academic authority from the University to do so.
11. If you first registered with The Open University for a qualification beginning on or after 1 September 2012 and you are topping up an existing undergraduate qualification, you will be eligible for transitional arrangements providing that you are studying towards a first degree with honours taken (disregarding any normal intervening vacation) immediately after successful completion of one of the following part-time qualifications:
 - Higher National Certificate (HNC)
 - Certificate of Higher Education (CertHE)
 - Higher National Diploma (HND)
 - Diploma of Higher Education (DipHE)
 - Foundation Degree
 - First Degree without Honours.
12. Duration of transitional arrangements
 - a) If you have gained sufficient credit that is linked to your transitional qualification(s) to be awarded that qualification before 31 July 2017, your eligibility for transitional arrangements will end on the date that you become eligible to be awarded that qualification, whether or not you accept the award of that qualification. If, on or after that date, you are registered for further study that has not yet started you may be required to pay an additional fee of the difference between the fee you have paid or are liable to pay and the full UK fee.
 - b) If you have not completed your transitional qualification by 31 July 2017 your eligibility for transitional arrangements will end on that date, unless the criteria in Section C below apply to extend the period. Full UK fees will be payable for further study starting after that date. You will normally be able to count credit to your transitional qualification until 31 December 2017, or in the case of the Open Degree, 31 December 2019 or, subject to the relevant Qualification Regulations, transfer your credit to another OU qualification.

C. Exceptional eligibility for transitional fee arrangements (excluding Wales, Northern Ireland and Scotland)

13. The Open University recognises that there may be students who experience exceptional circumstances which affect their ability to study with the result that they cannot meet the continued eligibility criteria for transitional arrangements and that this may result in significant disadvantage or unfairness to those students.
14. If you think that this may apply to you, perhaps because you have had to take a study break due to illness, family commitments or your situation at work, you can apply to be

eligible for transitional fees for modules which start between 1 August 2013 and 31 August 2019. Please note your qualification may be withdrawn before 31 August 2019.

15. Please note that this exceptions policy applies only to transitional fee arrangements in England, the Republic of Ireland, an Approved European Study Area or other approved study areas only. There is no exceptions policy for transitional financial support arrangements. If you are awarded transitional fee status via this exceptions policy you will not be entitled to transitional financial support and will need to make alternate arrangements to pay your module fees.

How to apply for transitional fee exceptions

16. Applications must be made on the application form and must meet all of the following criteria.
 - a) You are a student ordinarily and lawfully resident in England, the Republic of Ireland, European Approved Study Areas and other European and World Wide Study Areas.
 - b) You were resident in England and have studied or completed a module that counts towards your declared transitional qualification during one of these academic years: 2008/09, 2009/10, 2010/11 or 2011/12.
 - c) You do not become a lapsed student (someone who does not start a module for a 24-month period) between 1 September 2008 and 31 August 2017. This means that you will not be able to apply if in this period you will have had two or more consecutive years away from study before the start of your next module.
 - d) You have been, or are prevented from, studying or completing a module during the transitional period, due to one or more of the exception criteria described below.
 - e) You provide evidence to support your claim that the special circumstance prevented you from studying in any one year (for example a medical certificate or letter from your employer).
 - f) You provide a statement of why the special circumstance that applies to you has prevented you from studying.
17. You will receive a response within 20 working days, but a final decision may take longer than this so you should apply as soon as possible and allow for that extra time when you are making your study choices and applying to register.
18. Exception criteria
 - a) Disability
 - b) Gender reassignment
 - c) Pregnancy or maternity
 - d) Caring responsibilities
 - e) The death or serious illness of a close family member, partner or dependant
 - f) An unforeseen prolonged incapacity due to serious illness, accident or medical condition

- g) An unforeseen change in employment circumstances with the effect that it is not reasonably possible to continue to study due to the extreme nature of the work, poor communications or the absence of study facilities. Circumstances which may occur in the course of normal working life such as change of job, relocation, an increased workload or reasonable travel requirements will not be considered.
 - h) A clear case of significant maladministration by the University, including the provision of incorrect advice.
 - i) Any other exceptional and unforeseen circumstances of a serious nature.
19. Note that it is not enough that you fit the timescale and meet one of the special circumstances. The key point is that something has changed and that has prevented you from studying. For example, telling us that you had back surgery in 2012 would not be enough. You would need to provide:
- a clear statement of why this prevented you from studying and completing your module successfully; and
 - evidence, like a letter from your doctor, which supports what you have told us about your circumstances.
20. If you are given exceptional eligibility for transitional fee arrangements under this policy, you will normally be required to meet the standard eligibility criteria for the rest of the transitional period. If you are unable to do so, you must make a further application under this policy, which will be considered on its own merits.

D. Eligibility for transitional financial support arrangements (England only)

21. This section applies to undergraduate students ordinarily and lawfully resident in **England**. It is not applicable to postgraduate students or to students ordinarily and lawfully resident in any other UK nation or country.
22. From 1 September 2012 onwards new undergraduate students in England, or those resuming OU study after a break of more than 2 academic years, are eligible to apply for a part time tuition fee loan. Those students who began their OU study prior to the 1 September 2012 are entitled to continue to study under the financial support arrangements in place when they began study.
23. The eligibility criteria to apply for transitional financial support arrangements in England are the same as the eligibility criteria for transitional fee arrangements (excluding Wales, Northern Ireland and Scotland). Please refer to section B.
24. Please note that transitional financial support arrangements are based on the statutory Student Support Regulations. The Open University is not responsible for these arrangements and there is no right of appeal or an exceptions policy.

E. Eligibility for transitional financial support arrangements (Wales only)

25. This section applies to eligible undergraduate students ordinarily and lawfully resident in **Wales**. It is not applicable to postgraduate students or to students ordinarily and lawfully resident in any other UK nation or country.

26. From 1 September 2014 onwards new undergraduate students in Wales, or those resuming OU study after a break of more than 2 academic years, are eligible to apply for a part time tuition fee loan. Those students who began their OU study prior to the 1 September 2014 are entitled to continue to study under the financial support arrangements in place when they began study. This section summarises the eligibility criteria to study under these transitional financial support arrangements.
27. There have been no changes to the fees paid by students resident in Wales. Those eligible for a tuition fee loan will pay the same fee as those studying under transitional financial support arrangements.
28. Transitional financial support arrangements commenced from 1 September 2014 and eligible students have been notified.
29. This section sets out the rules for eligibility to apply for those transitional financial support arrangements. Note that this support is means tested and that eligibility can only be confirmed following the submission of a formal application for financial support.
30. You will have been identified as eligible to apply for transitional financial support arrangements if you have declared a qualification and studied a module, starting on or after 1 September 2014 and before 31 August 2015, that is linked to that qualification; and at least one of the following applied to you:
 - a) You have completed a module that is linked to your transitional qualification, which started on or after 1 September 2012 and before 31 August 2013.
 - b) You were registered for a module that is linked to your transitional qualification, which starts on or after 1 September 2013 and before 31 August 2014 and you remain registered on the first day of the module.
31. You will remain eligible for transitional financial support arrangements if you continue to study towards your declared transitional qualification(s). This means you must register and start a module(s) that is linked to your transitional qualification(s) during each academic year until 31 August 2019 (each academic year runs from 1 September – 31 August), or if you are given exceptional eligibility under Section C below.
32. You will no longer be eligible to apply for transitional financial support arrangements when you have gained sufficient credit to be awarded the transitional qualification(s), or lose eligibility through other criteria.
33. You may change your transitional qualification(s) before 31 August 2019, if you receive academic authority from the University to do so.
34. If you first registered with The Open University for a qualification beginning on or after 1 September 2014 and you are topping up an existing undergraduate qualification, you will be eligible for transitional arrangements providing that you are studying towards a first degree with honours taken (disregarding any normal intervening vacation) immediately after successful completion of one of the following part-time qualifications:
 - Higher National Certificate (HNC)
 - Certificate of Higher Education (CertHE)
 - Higher National Diploma (HND)
 - Diploma of Higher Education (DipHE)

- Foundation Degree
- First Degree without Honours.

Section IV: Fee refunds and fee discounts policy

A. Introduction

1. This policy applies to students who defer or withdraw from any Undergraduate, Professional or Postgraduate Certificate/Diploma in Education (PGCE/PGDE), Postgraduate or Continuing Professional Development (CPD) module in 2014/15. The policy also applies to students registered for qualifications, or registered for modules linked to declared qualifications and standalone modules. It does not apply to students who have registered with a Local Education Centre under a partnership agreement with The Open University.
2. You have a right to cancel your registration or enrolment to study a module and/or qualification, without giving any reason, within 21 days of the date of the email or letter confirming The Open University's acceptance of your application to register or enrol and you will receive a full refund of any fees you have paid or a waiver of any fees you are liable to pay for the module(s) you have cancelled

To exercise your right to cancel, you must inform The Open University of your decision to cancel by making a clear statement by letter, email, online form or on the telephone. Full details of how to do this are set out in the confirmation email or letter and in Part A of the [Cancellation Procedure](#).

3. If you are considering deferring your studies, we recommend that you contact us to confirm your entitlement to any refund or discount off future study. General principles are set out below. This document needs to be read in conjunction with the [Deferrals and Withdrawals Policy](#) available from the [Essential Documents](#) site.
4. In order to be eligible for any fee refund or fee discount under this policy, you must have followed our [Cancellation Procedure](#) to defer or withdraw from your studies. The effective date of any deferral or withdrawal will be determined for the purposes of calculating any entitlement to a fee refund or fee discount under the rules set out in that procedure.
5. You become liable for your fees as soon as your registration agreement comes into force. Unless you are entitled to a refund under this policy you must still pay your fees even if you subsequently defer your studies. If you have paid your fees using an Open University Student Budget Account (OUSBA) credit agreement you are required to maintain your payments under that agreement even though you may have withdrawn from and/or deferred your study with The Open University. If there is any change to your fee liability or payment schedule OUSBA will contact you directly.
6. If you are in debt to the University for your fees, you cannot use a fee discount to reduce the value of your debt. You will only be permitted to undertake further study for which any further tuition fees or other charges may become due if you pay in advance or have in place some other secured means of payment for those tuition fees or charges, which we have accepted.
7. If you do not register or enrol for further study within the period of validity of a fee discount, the discount will cease to be available, and the University is not liable to refund any part of the original fees for the module that was deferred.

8. The rates of refund and discount that may apply and the period of validity of a fee discount are determined as set out below:

Part B - Undergraduate students;

Part C - Professional/Postgraduate Certificate in Education (PGCE) and Professional Graduate Diploma of Education (PGDE) students;

Part D - Postgraduate students;

Part E - Non Accredited Learning and Continuing Professional Development (CPD) students.

Part F – The Open University’s Discretionary Fee Discount and Refund Policy

B. Undergraduate students (including Integrated Master’s Degrees)

9. This section applies to:

- a) Students who are registered for an undergraduate module; or
- b) Students registered for an undergraduate qualification or registered for an Integrated Master’s Degree and who are enrolled on either undergraduate or postgraduate modules as part of that qualification.

This section does not apply if you are a student who has studied with the Open University since before 1st August 2012 and you are studying a postgraduate module that you are counting towards a declared undergraduate qualification. Please see section D below for the rules that will apply if you defer or withdraw from that module.

10. If you cancel your registration or enrolment under paragraph 2 above you will receive a full refund of any fees you have paid or a waiver of any fees you are liable to pay for the module(s) you have cancelled.
11. If you defer or withdraw more than 21 days after registering for a qualification or module but before module start, you will be entitled to a full refund of any fees paid for the module. This applies to all methods of payment excluding gift vouchers. Payment made by gift voucher will be transferred to another module.
12. If you have had your fees paid (wholly or in part) by a grant from a UK government or government agency (or equivalent), or from The Open University, you are not eligible for a refund for the grant element of the fee. You may be eligible for a discount on the fee for a module beginning within the relevant period of validity.
13. If you have paid your own fees (with or without an Open University Student Budget Account credit agreement) or a sponsor has paid your fees (whether in whole or in part) you may be eligible for a refund and/or a discount on the fee for a module beginning within the relevant period of validity, depending on where you are resident and whether you are new to the University or a continuing student.
14. Subject to paragraph 2 above, if you are studying a short module (a module worth less than 30 credits) you are not eligible for a refund or discount on a future module if you defer or withdraw after module start regardless of payment method.
15. A discount is awarded as a Fee Credit which is valid for a defined period. If a Fee Credit has not been used within the period of validity, it expires, and no refund is given. The period of validity is 25 months from the start of the deferred module.

16. If, after the module has started, you defer from a module, the following conditions apply to the use of any fee discount to which you may be entitled on deferral (subject to the time limits in paragraph 12 above):
- a) If you defer from the first module(s) you have enrolled or registered on, as an Open University student, you may apply a discount towards the fees for any other module you are eligible to study.
 - b) If you defer from any subsequent module, unless paragraph (c) applies, you may only apply a discount to a future presentation of the deferred module, this can include a different version of the same module. Where the module is no longer available, the University may designate another module or modules as equivalent for the purpose of applying discounts.
 - c) If you defer from any subsequent module and either:
 - i) There is evidence that the deferred module was academically unsuitable for you and you have received academic advice from your Student Support Team that an alternative module will benefit completion of your study goal or qualification; or
 - ii) There are compelling personal circumstances as a consequence of which you are unable to complete the deferred module and you have received academic advice from your Student Support Team that an alternative module is more appropriate; or
 - iii) There is evidence that you were misadvised to study the deferred module and have received academic advice from your Student Support Team that an alternative module is more appropriate;you may apply a discount to the alternative module.
17. Discounts are calculated on the fee paid for the deferred module at the time of deferral. If, when you return to study, the fee for the deferred module has increased you will be liable to pay any difference in the fee.
18. If you have paid your fees using a combination of payment methods, you will have discounts and refunds applied in proportion to the sums covered by the different payment methods. This includes if your fee was paid by a third party. Refunds on a third party payment result in a refund to the third party. Discounts on a third party payment are credited to the student.
19. A discount can only be applied to a module once after the relevant liability period commences. If you use a Fee Credit together with another payment option for a module and you withdraw from that module you will not be eligible for a further discount for that module in respect of either the proportion paid using the Fee Credit or any additional fee paid unless the conditions in paragraph 17 below apply. If Tables 1-4 apply to you may be eligible for a reduction in Tuition Fee Loan liability or a refund only in respect of any additional fee paid.
20. You may apply for consideration of a Discretionary Fee Discount if you defer your studies due to extenuating personal circumstances and can provide evidence of meeting the conditions specified by the University. The Discretionary Fee Discounts Policy is set out in Section IV Part F of this document.

21. There are regulations concerning the payment of fees for short modules (<30 credits) for students ordinarily and lawfully resident in England. These are outlined in the Short Module Policy in Section VI below.

Undergraduate students eligible for a UK (England or Wales), Republic of Ireland, European Approved Study Area or Other European and Worldwide fee

Undergraduate students eligible for a UK (England or Wales) fee who have paid qualification or module fees using a Tuition Fee Loan

22. If you defer between the first day of your module and the 13th day of your module you will have no loan liability to Student Finance England (SFE) or Student Finance Wales (SFW) nor to the University. If you defer on or after the 14th day of your module you will be eligible for a discount on the fee for a future module beginning within 13 months (with assessment banking) or 25 months (without assessment banking).

The amount of discount applied is described in Tables 1-4.

Table 1 (modules starting from September-December)

Table 2 (modules starting from January-March)

Table 3 (modules starting from April-June)

Table 4 (modules starting from July-August)

Undergraduate students (other than students eligible for transitional fee or financial support arrangements) who have paid qualification or module fees themselves (by credit/debit card), or covered their fees through sponsorship or supported by an Open University Student Budget Account credit agreement

23. If you defer between the first day of your module and the 13th day of your module, we will refund your fee. If you defer on or after the 14th day of your module, you will be eligible for a refund for part of the fee and a discount on the fee for a future module beginning within 13 months (with assessment banking) or 25 months (without assessment banking).

The amount of Fee Credit/refund applied is described in Tables 1-4.

Table 1 (modules starting from September-December)

Table 2 (modules starting from January-March)

Table 3 (modules starting from April-June)

Table 4 (modules starting from July-August)

These apply both to students registered for a qualification and students registered for a module.

Undergraduate students in England and Wales eligible for transitional fee or financial support arrangements

24. If you defer on or after your module start date, you will be eligible for a discount on the fee for a future module beginning within 13 months (with assessment banking) or 25 months (without assessment banking).

The amount of Fee Credit applied is described in Tables 5-8.

Table 5 (modules starting from September-December)

Table 6 (modules starting from January- March)

Table 7 (modules starting from April-June)

Table 8 (modules starting from July-August)

Undergraduate students eligible for a UK Northern Ireland or Scotland fee

25. If you defer on or after your module start date, you will be eligible for a discount on the fee for a future module beginning within 13 months (with assessment banking) or 25 months (without assessment banking).

The amount of Fee Credit applied is described in Tables 5-8.

Table 5 (modules starting from September-December)

Table 6 (modules starting from January- March)

Table 7 (modules starting from April-June)

Table 8 (modules starting from July-August)

These apply both to students registered for a qualification and students registered for a module.

26. If you are a student registered in Scotland and you intend to use a part-time fee grant towards your module fees, and you withdraw or defer after the module start date but before the dates shown below in Table B, you will not receive a part-time fee grant but you will still be liable to pay the module fee, including the fee of the second module if you remain registered and your total credits now fall below 30.

Table B Withdrawal cut off dates for Scottish part-time fee grants

Module start date	Withdrawal cut-off date
1 August to 31 December	1 December
1 January to 31 March	1 March
1 April to 30 June	1 June
July	1 July

Undergraduate students refund and discount liability

27. Undergraduate students eligible for a UK (England or Wales), Republic of Ireland, European Approved Study Area or Other European and Worldwide fee (using Tuition fee loan, OUSBA, self-pay or sponsorship). Tables 1-4 DO NOT apply to students with transitional fee or financial support arrangements. See Tables 5-8 for information relating to students with transitional arrangements.

Table 1 Modules beginning September – December 2014

Period	Tuition fee loan (England and or Wales)		OUSBA, self-pay or sponsorship	
	Loan liability to SFE or SFW	Discount (Fee Credit)	Refund	Discount (Fee Credit)
Up to module start	0%	0%	100%	0%
Module start to Day 13	0%	0%	100%	0%
Day 14 to 31 December	25%	25%	75%	25%
1 January to 31 March 2015*	50%	50%	50%	50%
1 April 2015 to final deferral date	100%	90%	0%	90%
After final deferral date	100%	0%	0%	0%

*or until final deferral date, whichever is earlier

NB: Discount/refund is only awarded on the deferral of modules of 30 credits or more. No discount/refund is awarded for modules of less than 30 credits after module start.

Table 2 Modules beginning January – March 2015

Period	Tuition Fee Loan (England and or Wales)		OUSBA, self-pay or sponsorship	
	Loan liability to SFE or SFW	Discount (Fee Credit)	Refund	Discount (Fee Credit)
Up to module start	0%	0%	100%	0%
Module start to Day 13	0%	0%	100%	0%
Day 14 to 31 March 2015	25%	25%	75%	25%
1 April 2015 to 31 July 2015*	50%	50%	50%	50%
1 August 2015 to final deferral date	100%	90%	0%	90%
After final deferral date	100%	0%	0%	0%

*or until final deferral date, whichever is earlier

NB: Discount/refund is only awarded on the deferral of modules of 30 credits or more. No discount/refund is awarded for modules of less than 30 credits after module start.

Table 3 Modules beginning April – June 2015

Period	Tuition Fee Loan (England and or Wales)		OUSBA, self-pay or sponsorship	
	Loan liability to SFE or SFW	Discount (Fee Credit)	Refund	Discount (Fee Credit)
Up to module start	0%	0%	100%	0%
Module start to Day 13	0%	0%	100%	0%
Day 14 to 31 July 2015	25%	25%	75%	25%
1 August 2014 to 31 December 2015*	50%	50%	50%	50%
1 January 2015 to final deferral date	100%	90%	0%	90%
After final deferral date	100%	0%	0%	0%

*or until final deferral date, whichever is earlier

NB: Discount/refund is only awarded on the deferral of modules of 30 credits or more. No discount/refund is awarded for modules of less than 30 credits after module start.

Table 4 Modules beginning July – August 2015

Period	Tuition Fee Loan (England and/ or Wales)		OUSBA, self-pay or sponsorship	
	Loan liability to SFE or SFW	Discount (Fee Credit)	Refund	Discount (Fee Credit)
Up to module start	0%	0%	100%	0%
Module start to Day 13	0%	0%	100%	0%
Day 14 to 31 December 2015	25%	25%	75%	25%
1 January 2016 to 31 March 2016*	50%	50%	50%	50%
1 April 2016 to final deferral date	100%	90%	0%	90%
After final deferral date	100%	0%	0%	0%

*or until final deferral date, whichever is earlier

NB: Discount/refund is only awarded on the deferral of modules of 30 credits or more. No discount/refund is awarded for modules of less than 30 credits after module start.

Undergraduate students eligible for transitional arrangements (fee or financial support) in England or Wales and students eligible for a UK Northern Ireland, or Scotland fee.

Table 5 Modules beginning September-December 2014

Date of deferral	Discount on future module enrolment
Module start to Day 13	100%
Day 14 to 31 December 2014	100%
1 January 2015 to 31 March 2015*	100%
1 April 2015 to final deferral date	70%
After final deferral date	0%

*or until final deferral date, whichever is earlier

NB: Discount is only awarded on the deferral of modules of 30 credits or more. No discount is awarded for modules of less than 30 credits after module start.

Fee refunds are not available after module start unless section F (Discretionary Fee Refunds) applies.

Table 6 Modules beginning January – March 2015

Date of deferral	Discount on future module enrolment
Module start to Day 13	100%
Day 14 to 31 March 2015	100%
1 April 2015 to 31 July 2015*	100%
1 August 2015 to final deferral date	70%
After final deferral date	0%

*or until final deferral date, whichever is earlier

NB: Discount is only awarded on the deferral of modules of 30 credits or more. No discount is awarded for modules of less than 30 credits after module start.

Fee refunds are not available after module start unless section F (Discretionary Fee Refunds) applies.

Table 7 Modules beginning April – June 2015

Date of deferral	Discount on future module enrolment
Module start to Day 13	100%
Day 14 to 31 July 2015	100%
1 August 2015 to 31 December 2015*	100%
1 January 2016 to final deferral date	70%
After final deferral date	0%

*or until final deferral date, whichever is earlier

NB: Discount is only awarded on the deferral of modules of 30 credits or more.
No discount is awarded for modules of less than 30 credits after module start.

Fee refunds are not available after module start unless section F (Discretionary Fee Refunds) applies.

Table 8 Modules beginning July – August 2015

Date of deferral	Discount on future module enrolment
Module start to Day 13	100%
Day 14 to 31 December 2015	100%
1 January 2016 to 31 March 2016*	100%
1 April 2016 to final deferral date	70%
After final deferral date	0%

*or until final deferral date, whichever is earlier

NB: Discount is only awarded on the deferral of modules of 30 credits or more.
No discount is awarded for modules of less than 30 credits after module start.

Fee refunds are not available after module start unless section F (Discretionary Fee Refunds) applies.

C. Professional/Postgraduate Certificate in Education (PGCE) and Professional Graduate Diploma of Education (PGDE) students

28. If you withdraw within 21 days of registering for a PGCE/PGDE or at any time before the start date, you will be entitled to a full refund of any fees paid for the PGCE/PGDE. This applies to all methods of payment. Discounts can only be used once.
29. If you have had your fees paid (wholly or in part) by a grant from a UK government or government agency (or equivalent), or from The Open University, you are not eligible for a refund for the grant element of the fee.
30. You may apply for consideration of a discretionary fee discount if you defer your studies due to extenuating personal circumstances and can provide evidence of meeting the conditions specified by the University. The Discretionary Fee Discounts Policy is set out in Part IV F below.

PGCE refunds and tuition fee loan liability

31. You are liable for 100% of your fee at registration. If you withdraw on or after the 14th day of your PGCE start date you will be liable for a proportion of the Tuition Fee Loan or eligible for a refund as shown in Tables 9-12.

Table 9 (modules starting from September-December)

Table 10 (modules starting from January-March)

Table 11 (modules starting from April-June)

Table 12 (modules starting from July-August)

Table 9 PGCE beginning September – December 2014

	Tuition Fee Loan (England/Northern Ireland, Wales)	Self funded
Period	Loan liability	Refund
Up to module start	0%	100%
Module start to Day 13	0%	100%
Day 14 to 31 December	25%	75%
1 January to 31 March 2015*	50%	50%
1 April 2014 onwards	100%	0%

Table 10 PGCE beginning January – March 2015

	Tuition fee loan (England/Northern Ireland/Wales)	Self funded
Period	Loan liability	Refund
Up to module start	0%	100%
Module start to Day 13	0%	100%
Day 14 to 31 March 2015	25%	75%
1 April 2014 to 31 July 2015	50%	50%
1 August 2015 onwards	100%	0%

Table 11 PGCE beginning April – June 2015

	Tuition fee loan (England/Northern Ireland/Wales)	Self funded
Period	Loan liability	Refund
Up to module start	0%	100%
Module start to Day 13	0%	100%
Day 14 to 31 July 2015	25%	75%
1 August 2014 to 31 December 2015	50%	50%
1 January 2016 onwards	100%	0%

Table 12 PGCE beginning July – August 2015

	Tuition fee loan (England/Northern Ireland/Wales)	Self funded
Period	Loan liability	Refund
Up to module start	0%	100%
Module start to Day 13	0%	100%
Day 14 to 31 December 2015	25%	75%
1 January 2016 to 31 March 2016	50%	50%
1 April 2016 onwards	100%	0%

D. Postgraduate students (non-PGCE/PGDE)

32. This section applies to:

- a) students who are registered for a postgraduate module as a standalone module; or
- b) students who are registered for a postgraduate module as part of a declared postgraduate qualification.
- c) students who have studied with the Open University since before 1st August 2012 and are registered for a postgraduate module as part of a declared undergraduate qualification.

This section does not apply to students who are enrolled for a postgraduate module as part of a registered undergraduate qualification or an Integrated Master's Degree (please see section B above).

33. If you cancel your registration or enrolment under paragraph 2 above you will receive a full refund of any fees you have paid or a waiver of any fees you are liable to pay for the module(s) you have cancelled.
34. If you defer or withdraw more than 21 days after registering for a qualification or module but before module start, you will be entitled to a full refund of any fees paid for the qualification or module. This applies to all methods of payment excluding gift vouchers. Payment made by gift voucher will be transferred to another module.
35. If you are registered for a resit or resubmission, you will be entitled to a full refund of your module fee if you withdraw from that resit or resubmission on or before the date given in column 3 of Table C for the presentation on which you are registered. You are not entitled to any refund or discount if you withdraw after that date.

Table C: Refund cut off dates for withdrawals from resits and resubmissions

Presentation code	Resit exam date or EMA resubmission date	100% refund cut off date
2014M	01 September 2014 to 31 October 2014	31 July 2014
2015P	01 December 2014 to 31 January 2015	30 November 2014
2015L	01 February 2015 to 30 April 2015	28 February 2015
2015R	01 May 2015 to 15 June 2015	20 April 2015
2015N	16 June 2015 to 31 July 2015	31 May 2015

The presentation code is stated in the letter confirming your registration for the resit or resubmission.

36. If you withdraw from any other module **after** the module start date, you will not be entitled to any refund of your module fee.
37. Table D tells you the discount you are entitled to on future modules (starting within 18 months of your original module start date) if you decide to cancel your registered module, other than a resit or resubmission.

Table D: Discount off future modules (starting within 18 months of your original module start date) if registration is cancelled

Liability point	Discount
If you cancel once your module has begun, but not later than 28 days from the module start date	You can change to a module that starts within 18 months of your original module start date and you will be entitled to a discount equal to 80% of your original module fee.
If you cancel more than 28 days from the module start date but before the $\frac{1}{3}$ date	You can change to a module that starts within 18 months of your original module start date and you will be entitled to a discount equal to 60% of your original module fee.
If you cancel after the $\frac{1}{3}$ date but before the $\frac{2}{3}$ date	You can change to a module that starts within 18 months of your original module start date and you will be entitled to a discount equal to 30% of your original module fee.
If you cancel after the $\frac{2}{3}$ date	You will not be entitled to a discount.

To calculate the $\frac{1}{3}$ date and $\frac{2}{3}$ date for your registered module, use Table E.

Table E: How to work out the $\frac{1}{3}$ and $\frac{2}{3}$ dates that apply to your registered module

Start date	Date module ends	$\frac{1}{3}$ date	$\frac{2}{3}$ date
February	October	30 April	31 July
February	April	28 February	31 March
February	June	31 March	31 May
May	April	31 August	31 December
May	October	30 June	31 August
May	July	31 May	30 June
August	October	31 August	30 September
September	October	28 February	30 June
September	January	20 October	8 December
October	April	30 November	31 January
October	June	31 December	31 March
October	October	31 January	31 May
November	October	28 February	30 June
November	April	31 December	28 February
November	January	30 November	31 December

38. You can change your module to another at any time before the start date of your original module, as long as there are enough places on your new choice of module. Any refund of fees due to you will be transferred to your new module. You must pay any difference between the original fee and the fee for your new module before we can register the change. If your new module is cheaper than the original, you will receive a full refund of the difference.
39. If you want to change your module any time after the module start date, you will have to withdraw from your current module and register on your new module, even if you want to change to a later presentation of the module you are currently registered on. You may be entitled to a discount on the fee of another module, as long as it will start within 18 months of the start date of your original module and you have paid the module fee in full at the date of the transfer. You must pay any difference in the fee before we can register the change. Please see Table D for full details. You will not be entitled to a discount on any other module if the date of your withdrawal is on or after the first day of any residential school that you must go to. Short modules do not qualify for any such discount.
40. You can only use your discount once. If you decide not to study on a module on which you have used a discount, we will refund any extra fees that you paid at the time of the transfer, as long as you withdraw before the start date of the later module. If you withdraw after the module has started you will not receive a further discount off future module fees.
41. If you have paid your own fees (with or without an Open University Student Budget Account credit agreement) or a sponsor has paid your fees, or you have had a grant to pay your fees, you may be eligible for a discount on the fee for a future module beginning within the relevant period of validity.
42. If you have paid your fees using a combination of payment methods, you will have discounts and refunds applied across all deferred modules in proportion to the sums covered by the different payment methods.
43. You may apply for consideration of a discretionary fee discount if you defer your studies due to extenuating personal circumstances and can provide evidence of meeting the conditions specified by the University. The Discretionary Fee Discounts Policy is set out in Section IV Part F of this document.

E. Non-accredited learning and Continuing Professional Development (CPD)

If you withdraw within 21 days of registering for a Non-Accredited Learning or Continuing Professional Development module you will be entitled to a full refund of any fees paid. This applies to all methods of payment. If you withdraw more than 21 days after registering, you are not entitled to any refund of fees paid or discount off future study.

F. The Open University's discretionary fee discount and refund policy

You may apply for consideration for a discretionary fee discount if you have had to defer a module due to difficult personal circumstances and can provide evidence of meeting the conditions specified by Senate in Table F.

Table F: Conditions specified by Senate

Criterion	Conditions and notes	Supporting evidence required
1. Death of yourself, close family member, partner or dependant.	A close family member is defined as someone on whom you are dependent (emotionally or financially) or who was dependent on you.	Hard copy or email notification followed by documentary evidence. Certified copy of death certificate (exceptions may be made if death has taken place within six weeks of application).
2. Unforeseen prolonged and serious illness of yourself or a close family member.	If you have ongoing medical problems the condition needs to have worsened or deteriorated since the module start date, i.e. it could not have been anticipated that the illness or condition would have adversely impacted on study at the outset of the module.	Hard copy or email notification followed by documentary evidence. Certificate, letter or medical statement from GP or consultant confirming the situation. (The period of the illness needs to have a bearing on the timing of the withdrawal).
3. Maladministration on the part of the University.	Action or inaction which could be classed as maladministration on the part of the University and which has affected your academic progress. This does not extend to circumstances that are beyond the control of the University.	Any relevant evidence to support your application e.g. record of student contact.
4. Military deployment.	If you are drafted to a war zone.	Hard copy or email notification followed by documentary evidence. e.g. letter or email from your commanding officer.
5. Exceptional circumstances beyond your control.	Circumstances beyond your control that significantly reduced the time available for study over a sustained period.	Supporting evidence e.g. report from emergency services, social services, police or counsellor.

An application for a **discretionary fee refund** can only be considered under the following conditions.

- Death (your own)
- Serious maladministration on the part of the University as a result of which you do not wish to continue studying with the University
- Unforeseen prolonged and serious illness of yourself or close family member where you are unable to return to study within 25 months (of the start date of the module you have deferred from)

Section V: Fees for repeating modules

A. Introduction (all accredited students)

1. You may repeat study of any Open University module that you have not been awarded credit for unless Module Regulation MS 1.1(c) applies to you. (This restricts further registration or enrolment if in three eligible presentations of study you do not complete at least one module successfully).
2. You may only repeat study of a module that you have already been awarded credit for if the circumstances specified by Senate under Module Regulation MS2.7 apply. (That is, you have not achieved a threshold grade specified for you to be able to progress in your qualification).
3. If study of a module is repeated you will be required to register or enrol for that module and the full fee for that module will apply unless you are eligible for a reduced module fee under part B below. The fee you pay is the relevant fee in place at the time when you repeat the module.

B. Reduced module fees for repeating modules

4. Failure of a module

If you are an undergraduate student and you have failed a module (as defined in Module Regulation MS2.6) a reduced module fee will be payable in place of the full module fee if all of the following circumstances apply to you.

- a) You are repeating study of a module that you have previously failed, or where that module is no longer available, a module which the University has designated as equivalent (if any).
- b) You have not already had a reduced module fee applied to that module on a previous occasion.
- c) You did not defer the module that you failed, either with or without assessment banking, except in circumstances to which Section IV F of these rules applies (conditions specified by Senate for discretionary fee discounts).
- d) For the module that you failed, you had participated in all activities to the satisfaction of the University, including any residential school element, and participated in the end of module assessment by attending the examination or submitting the examinable component and by attending a resit examination or resubmitting the examinable component as appropriate.
- e) You have applied to register or enrol to repeat the module on a presentation which starts within 25 months of the start of the module that you failed.

5. Failure to achieve a specified performance threshold

If you are an undergraduate student and you have been awarded credit for a module but failed to reach a performance threshold specified under General Qualification Regulation

(Registered Qualifications) GQR 2.2.6 a reduced module fee will be payable in place of the full module fee if all of the following circumstances are achieved.

- a) You are permitted, as set out in paragraph 2 above, to repeat study of that module or, where that module is no longer available, a module which the University has designated as equivalent (if any).
 - b) You have not already had a reduced module fee applied to that module on a previous occasion.
 - c) You have applied to register or enrol to repeat the module on a presentation which starts within 25 months of the start of the module for which you failed to reach the performance threshold.
6. The reduced module fee is 10% of the current full UK fee in force at the time when you register to repeat the module. There are no published 'reduced module fees' as the fee is applied as a discount of the relevant full UK fee.

Section VI: Short modules and Tuition Fee loans

1. This section applies to undergraduate students who are using a Tuition Fee Loan to pay their tuition fees and who are studying an Open University qualification which includes 'short modules' which have a credit value of less than 30 credits.
2. The rules for Tuition Fee Loans require that a minimum of 30 credits must be studied during an academic year in order for the fees to be eligible for a loan. These 30 credits cannot be achieved by 'bundling' other short modules which have a credit value of less than 30.
3. This means that if you wish to use a Tuition Fee Loan to pay the fees for a short module that is part of your qualification you must also be studying at least one other 30 or 60 credit module that is linked to that qualification. You must study this module in the same academic year as the short module and on either the same or an earlier presentation.
4. You can only use a Tuition Fee Loan to pay for a short module that is credit bearing and is either:
 - a) compulsory module in your registered qualification; or
 - b) is eligible to be counted to your declared qualification.

If you are registered for a qualification and you have changed your registered qualification to the Open Degree after studying a short module towards your original qualification, you may enrol for a further short module in order to achieve a total of 30 credits from short modules. The further short module must also have been compulsory in the qualification pathway that you have changed from. If you have changed your registered qualification to any other qualification you will only be able to enrol for short modules that are compulsory in the new qualification.

5. You must be using your Tuition Fee Loan to pay for all or part of the fees of your 30 or 60 credit module and to pay for the whole of the fee for the short module. You cannot use a Tuition Fee Loan as part payment for a short module.
6. If you defer or withdraw from your 30 or 60 credit module before the start date of the short module, so that the credit value of your current study, not counting the short module, drops below 30 credits your enrolment or registration for the short module will be cancelled unless you provide an alternative method of payment in place of the Tuition Fee Loan.
7. If you defer or withdraw from your 30 or 60 credit module after the start date of the short module so that the credit value of your current study, not counting the short module, drops below 30 credits you will no longer be eligible for a Tuition Fee Loan for the short module and you will become liable to pay the fee yourself using another payment method. (See Paragraph 4 of the [Conditions of Registration](#) for details of what may happen if you do not pay your fees.)
8. If, for any other reason, you cease to be eligible for a Tuition Fee Loan to pay the fees for a short module and you have not cancelled your enrolment or registration for that module before the start date of the module, The Open University (or their agents) reserve the right to claim the short module fee from you.

9. The [Deferrals and Withdrawals Policy](#) sets out the circumstances in which you may defer or withdraw from a short module. Your eligibility for a fee refund or fee discount, if any, will be determined in accordance with the Section IV above.

Section VII: Accommodation charges for residential schools

1. This section applies to students enrolled on a residential school module or a module which includes an embedded residential school who are resident in England or resident outside of the UK (including the Republic of Ireland) and not eligible for transitional fee arrangements under section III above.
2. This section does not apply to students who are:
 - a) resident in England or resident outside of the UK (including the Republic of Ireland) and eligible for transitional fee arrangements under section III above; or
 - b) resident in Northern Ireland, Scotland or Wales
3. If this section applies, an additional charge (“the accommodation charge”) is payable for the cost of accommodation and meals provided for those attending that residential school, except where:
 - a) the module fee expressly includes the cost of accommodation and meals at a residential school; or
 - b) students are required or advised to make independent arrangements for accommodation and meals during their attendance at the residential school for that module; or
 - c) you have expressly notified Student Recruitment that you intend to make independent arrangements for your accommodation and meals during your attendance at the residential school;
 - d) you will be participating in the Alternative Learning Experience (where available) instead of attending the residential school.

Note: The University recommends that, in order to gain the maximum benefit from the residential school element of a module, students should attend the residential school wherever possible and to be fully resident at that residential school.

4. The accommodation charge will cover the cost of accommodation and meals for the duration of the residential school that you are attending. The amount of the accommodation charge and the details of the accommodation and meals to be provided will be set out on the booking page for the residential school that you are attending. It will also indicate whether meals may be purchased at the venue on a cash basis.
5. The accommodation charge will be requested at the time of enrolment on the module and must be paid no later than the final enrolment date.
6. If the accommodation charge is not paid by the final enrolment date you will be sent a reminder asking you to confirm whether or not you require accommodation at the residential school you are attending:
 - a) If you do require accommodation you must contact us to confirm by the date specified in the reminder, which will be at least eight weeks before the beginning of the residential school. Payment of the accommodation charge must be made in full at the time of confirmation.

- b) If you do not confirm that you require accommodation at the residential school you are attending and do not make payment of the accommodation charge within the time specified, no accommodation or meals will be booked for you at the residential school and it will be assumed that you are making independent arrangements.
 - c) If you have not confirmed that you require accommodation at the residential school you are attending within the time specified but subsequently wish to do so, a limited amount of accommodation may become available from time to time due to cancellations, but this cannot be guaranteed. Any such accommodation will be allocated on a first come, first served basis. Payment must be made at the time of allocation and will not be refundable unless paragraph 13 applies.
 - d) If you have not confirmed your requirement for accommodation and meals and paid the additional charge by the date specified in the reminder, the University will be under no obligation to provide accommodation or meals for you while you attend the residential school.
7. If you attend the residential school without either having paid the accommodation charge or having made independent arrangements for your accommodation and meals during your attendance and there is no suitable accommodation available at the residential school venue, you must make your own arrangements locally.
8. The University does not accept any responsibility for a student's failure to make accommodation arrangements or for the failure of or problems with independently made arrangements.
9. Any such failure or problems will not excuse non-attendance or non-participation in the residential school. Circumstances that are outside your control which affect your participation in or performance at a residential school may be reported to be taken into account by submitting a form RS39 which is available from the [Residential Schools Office](#).
10. If you defer or withdraw from a residential school module or a module which includes an embedded residential school, Section IV above (Fee refunds and fee discounts policy) will apply to the tuition fee payable for that module but not to the accommodation charge.
11. An accommodation charge that you have paid will only be refunded if, not less than eight weeks before the schools begins, you notify the University that you are:
- a) Intending to make independent arrangements for accommodation and meals;
 - b) Unable to attend the residential school and wish to make arrangements to participate in the Alternative Learning Experience (where available);
 - c) Deferring study of the module to a later presentation;
 - d) Withdrawing from the module;
12. You must notify the University as set out in the [Cancellation procedure](#). A refund of an accommodation charge will be made by the same method that the charge was paid.
13. If you have paid an accommodation charge and you have not notified the University at least eight weeks before the school begins that, for any reason, you will not require accommodation and meals at a residential school you will only be eligible for a refund of

the accommodation charge if you meet the criteria of the Discretionary Fee Discount and Refund Policy set out in Section IV F above.

2014/15 Fee Rules

Summary of changes to previous versions (April 2014 and August 2014):

- Section I: Your Fee Liability Definitions of 'Integrated Master's Degree' and 'Undergraduate Student' have been added.
- Section III: Transitional fee and financial support arrangements. Amendments to section B and E further explain maintenance of transitional arrangements. A student must register and start a module that is linked to their transitional qualification in each academic year.
- Section IV: Fee refunds and fee discounts policy. Amendments to refer to the right to cancel registration or enrolment within 21 days and receive a full refund of fees and other charges.
- Section IV: Fee refunds and fee discounts policy . Amendments to section B to cover 'Undergraduate Students', to include both undergraduate and postgraduate modules studied as part of a registered undergraduate qualification or an Integrated Master's Degree.
- Section IV: Fee refunds and discount policy. Amendment to section B (point 16) which extends the use of module fee discounts from deferred modules on an alternative module. This is permitted where the original module is deemed as academically unsuitable, there are compelling personal circumstances or incorrect advice and guidance to study the deferred module was given.
- Section IV: Fee Refunds and fee discounts policy. Right to cancel a PGCE/PGDE registration extended from 7 days to 21 days.
- Section IV: Fee Refunds and fee discounts policy. Right to cancel a non-accredited learning and Continuing Professional Development (CPD) module amended extended from 7 days to 21 days.
- Section IV: Refunds and fee discounts policy. Under discretionary fee refund heading, criteria amended to show a discretionary fee refund may be considered if a student is unable to return to study within 25 months.
- Section V: Fees for Repeating Modules – Amendments to part B to include reduced module repeat fee eligibility for both undergraduate and postgraduate modules studied as part of a registered undergraduate qualification or an Integrated Master's Degree.
- Miscellaneous drafting changes to improve clarity and correct errors and omissions.