

## Microcredential Result Check Information and Guidance

If you have evidence that an error has been made in determining your result you can query it by completing a result check form. You must submit the microcredential result check form, along with the appropriate evidence, to arrive **within 28 calendar days of the date of the release of your microcredential course result**. Result checks can't be dealt with over the telephone. You must use the formal microcredential result check process to request a check.

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

- the return of assessments to learners
- re-marking/reconsideration of any assessment
- challenges against academic judgements
- an appeal made by another person on your behalf.

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

## 1. Can I appeal against my result?

The chances of your result being wrong are very small. We have a number of quality assurance processes in place for all courses.

1. The University takes great care to ensure that your result is based on your full assessment, that all sections of your assessment have been marked, and marked to the standard required by the Module Result Panel (MRP).
2. Markers are selected on their qualifications, experience and knowledge of the course. They are briefed on their role and are expected to work to a marking scheme. Their work is checked by members of the MRP and through statistical analysis, and where any doubt exists, the University will re-mark assessments before results are agreed.
3. The standards adopted by the MRP are scrutinised and approved by an external examiner (normally an academic from another University) in line with the Quality Assurance Agency (QAA) for Higher Education guidelines.

These practices follow the standards established by the QAA.

## 2. Requesting a check of your result

After reading the information above, if you have good evidence that your result may be wrong, you can ask us to check that it's correct, or to rectify any error based on that evidence. You can ask us to check your result by completing the online request form in Section 5 of this document.

Note you **must** have evidence to show that your result might be wrong due to one or more of these reasons:

- a valid assessment score is missing
- your assessment has been marked as 'late' or 'absent' but you submitted it on time
- If applicable, the number of the questions you answered don't match your feedback

The following are **not** acceptable reasons for requesting a check of your course result:

- you're disappointed with the result because you thought your score would be higher
- If applicable, you disagree with the feedback you've been provided with
- a lower than expected result has unfavourable consequences

Open University policies and procedures do not permit the following:

- The return of assessments to learners
- Re-marking of the assessment after you've received your result
- An appeal made by someone else on your behalf (for example your Study Advisor)
- Acceptance of assessments submitted beyond the penalty period
- Challenges against the academic judgement of the MRP

### 3. Timescale for requesting a result check

You must make your result check request no later than **28 calendar days** after the date on your result letter. If you're sending supporting evidence by post, to the address below, it must arrive at the University within **14 days** of this request form. Requests or evidence received after these deadlines won't be accepted unless you can show that you couldn't meet the deadline because of something outside of your control. The reason would have to be something of a very serious nature, such as being in hospital.

Microcredential Result Check

Assessment Processing

The Open University

PO Box 722

Walton Hall

Milton Keynes

MK7 6ZT

We aim to reply within 10 working days of receiving your request, or within 10 working days of receiving your evidence if you send this by post.

If you can't use the online form in Section 5 of this document because of a disability or additional requirement, contact us by email at [assignments@open.ac.uk](mailto:assignments@open.ac.uk) quoting *Microcredential Result Check*, along with your personal identifier in the body of your email.

## 4. Formally appeal your result check outcome

If you are not satisfied with the response to your 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 result check response is not evidence of any procedural irregularity concerning the way in which the decision was made.

If there's evidence that your result was awarded improperly and your case is upheld, the MRP will be asked to reconsider your result.

### To make an appeal

If you feel you meet the grounds for review<sup>1</sup>, write to the Secretary to the Panel, within 28 days of the date of the result check response. You should set out your grounds and provide any additional evidence which has not previously been submitted.

Send your appeal to [StudentCaseworkOffice@open.ac.uk](mailto:StudentCaseworkOffice@open.ac.uk) The Student Casework Office will acknowledge receipt of your documents within three days of their arrival, telling you which delegate authority of The Open University has been asked to reply direct to you.

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<sup>1</sup> that relevant evidence has not been taken into account; or that irrelevant evidence was taken into account; or that any relevant University regulations, policies or procedures have not been applied correctly; or that the reasons for the decision were not fully and clearly communicated to you; or that there was bias, or the likelihood of bias in making the decision; or that the decision was made by a person or body without the necessary responsibility or authority; or that the procedure followed was not fair or adequate; or that the decision was not one which, in all the circumstances, it was reasonable for the University to have made.

## 5. Submitting your result check request

If, after reading the guidance above, you consider that you have grounds for requesting a result check, please complete and submit the [Microcredential Result Check Form](#).