

# Module Results Determination Policy

## About the Module Results Determination Policy

An alternative format of this summary is available. Please contact the Student Support team via [Contact Us](#) (phone +44 (0)300 303 5303), or via [StudentHome](#) if you are a current Open University student.

This summary was written alongside the main policy to offer a short introduction. Support from our advisers is available so please [Contact Us](#) to discuss this. Welsh-speaking Students and Learners may speak with a student support adviser in Welsh on +44 (0) 29 2047 1170.

The [Module Results Determination Policy](#) describes the process The Open University follows when issuing your module result. It tells you what information is used to determine your module result and describes the stages of the approval process to make sure your result is accurate. It also tells you how you will get your results and some of the reasons why your result might not be ready at the stated time. Finally, it tells you what you should do if you have evidence that your module result is incorrect.

## We will follow these principles

- Module results will be determined in a fair and consistent way.
- There are three stages to the module result determination process – the Module Result Panel, the Cluster Examination and Assessment Board and the Module Results Approval and Qualifications Classification Panel.
- Each of these stages forms part of the quality assurance of your module result.

## You need to be aware

- Your module result will be made available on StudentHome and you'll receive an email to let you know it's available.

- You might receive a ‘pending’ result if we haven’t been able to finalise your result in time, but in most cases this will be resolved within six weeks.
- You can’t ask us to check your result just because you’re unhappy with it, you need some evidence of why you think it is wrong.

## Your data

[The Student Privacy Notice](#) provides you with details of how The Open University uses your personal data.

## How to question a decision made under this policy

For information about how to appeal against a decision made under this policy please refer to the [Complaints and Appeals Procedure](#). Please [Contact Us](#) for support.

If you have evidence your module result is incorrect, you can submit a [module result check](#). If you are not satisfied with the response to your module result check you may request a review by the Senate Academic Appeals Review Panel (SAARP), following the [Complaints and Appeals Procedure](#).

## Give Us Your Feedback

If you have any comments about this policy summary document and how it might be improved, please share this with us, by emailing [SPR-Policy-Team@open.ac.uk](mailto:SPR-Policy-Team@open.ac.uk).

## Charity Statement

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## Document Information

Short summary for Module Results Determination Procedure effective from October 2024

Approved by Director, Assessment, Credit and Qualifications, Academic Services

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