Academic Regulations for Subsidiary Institutions of The Open University

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INTRODUCTION

These Regulations apply to all students on programmes leading to the award of an Open University qualification delivered by a Subsidiary Institution of The Open University. The Open University is the awarding body and the qualifications awarded are Open University qualifications. However, the programmes of study are developed and delivered by Subsidiary Institutions. The Open University and its Subsidiary Institutions have a formal relationship governed by the Office for Students and the QAA's UK Quality Code for Higher Education which sets out expectations for academic standards, academic quality and information about higher education provision.

For individual students who are either returning to their programme of study after an approved break from their studies or are transferring to a new or different programme, they join that qualification based on the regulations in force at that time.

These Regulations will be referenced in the documentation for each programme of study for an Open University award delivered by a subsidiary institution of The Open University, together with any specific requirements from Professional, Statutory or Regulatory Bodies and/or local legislation (for non-UK Subsidiary Institutions), as agreed in the review process for the programme.

In addition to these regulations there will be a Student Handbook/VLE containing information, procedures and requirements that are specific to a student's programme of study

GLOSSARY

Assessment component	An individual piece of work or a collection of pieces of work that forms a summative assessment.
Assessment element	An assessment element is a piece of work that contributes to an assessment component.
Award	Open University qualification conferred to a student following the successful completion of an approved programme of study.
Confirmed Results	Unit/module results that have been ratified and confirmed by the Board of Examiners
Co-requisite module/unit	A co-requisite module/unit must be studied simultaneously with, another designated module/unit within a programme of study.
Credit	A means of quantifying and recognising learning, expressed as 'numbers of credits' at a specific credit level. Within this document it is assumed that one credit represents 10 notional hours of learning (including individual study).
Credit level	An indicator of the relative complexity, depth and autonomy of learning associated with a particular module/unit (used in credit frameworks).
Exit award	A lower award than one for which the student is registered. Such an award may be conferred if a student completes part of, but not all, of the requirements of the programme for which they are registered.
Institutional Quality Review	The process through which an institution is judged to be a satisfactory environment for the presentation of programmes leading to The Open University awards. Thereafter the process through which an institution is critically reviewed for the purposes of confirming that it continues to meet The Open University's requirements.
Learning outcome	What a learner is expected to know, understand and be able to demonstrate after completing a defined element of study. Learning outcomes features within the programme specification must align with module/unit descriptors.
Module/unit	A self-contained, formally structured, credit-bearing unit of study with explicit learning outcomes. (Some institutions use the word 'course' to refer to individual module/units.)

Module/unit specification	A document that defines key characteristics of a module/unit, and includes learning outcomes, models of teaching and learning, and assessment schemes.
Subsidiary Institution	An institution, which is part of The Open University Group and quality assured by The Open University for the delivery of recognised programmes of study that lead to Open University awards.
Pre-requisite module/unit	A pre-requisite module/unit is one that must be successfully completed before progressing to another designated module/unit or stage within a programme of study.
Programme	A schedule of academic study and assessment which leads to an Open University award.
Programme specification	A document that defines key characteristics of an award, including learning outcomes, models of teaching and learning, assessment schemes, and how individual module/units relate to qualification levels and contribute to the classification of awards.
Progression	The advancement (or progress) by a student from one stage of a programme to an adjacent higher stage. Such progression is the subject of regulations of the University and must be confirmed at a meeting of the Board of Examiners.
Provisional Results	Unconfirmed results that may be provided to a student prior to ratification by a Board of Examiners.
Qualification level	One of a series of defined points in the Further and Higher Education Qualification Framework (or Scottish Credit and Qualifications Framework in Scotland). They are numbered in ascending order. Qualifications at the same qualification level share characteristics and require similar achievement.
Quality Assurance Agency (QAA)	The UK government-appointed agency that safeguards the quality and standard of the higher education awards offered by UK universities. The Open University complies with the codes of practice defined by the QAA and is subject to its scrutiny.
Recognition of Prior Learning (RPL)	Assessment of prior learning that has occurred in any of a range of contexts including school, college and university, and/or through life and work experiences. Once recognised through this process, prior learning can be used to gain module/unit or general credit exemption for qualifications and/or personal and career development. RPL includes Recognition of Prior Certificated Learning (RPCL), Recognition of Prior Experiential Learning (RPEL) and Recognition of Prior Learning (RPL).

Resubmission	To improve and resubmit part or all failed assessment component(s) in order to pass a module/unit. Resubmission of the failed component does not require the student to participate in classes.
Retake	To re-register and retake all assessment components of a module/unit again, having failed a resubmission attempt. Retake of the failed component may require the student to participate in additional work and/or further engagement with Academic staff to prepare them for the second attempt.
Stage	A stage of programme is a collection study consisting of a total of 120 credits. In full-time programmes of study - a stage is equivalent to the year of study. Stages are usually commensurate with a credit level.
Virtual Learning Environment (VLE)	A digital platform used to provide services and learning content as part of a course/module/unit.

A FRAMEWORK OF AWARDS

1.0 General

1.1 Qualifications delivered by Subsidiary Institutions of The Open University are defined with reference either to the Further and Higher Education Qualification frameworks of England, Wales, and Northern Ireland (FHEQ) or to the Scottish Credit and Qualifications Framework (SCQF), but not to both.

1.2 Each national qualifications framework provides a set of learning outcomes and skills expected of the holders of Open University awards delivered by Subsidiary Institutions.

2.0 Credit

2.1 Subsidiary Institutions of The Open University use a UK credit-based system for their awards and define these awards primarily in terms of the qualification level and volume of credit required for each.

2.2 The main determinant for the volume of UK credit is notional learning time. This is defined as the reasonable measure of time it would take a student to achieve the learning outcomes of the activities. Total notional student learning time includes all activities required to achieve the learning outcomes of a programme, including formal study, assessment, and independent learning.

2.3 Notional learning time for a 'standard' full-time academic year is 1200 hours at undergraduate qualification level and 1800 hours at postgraduate qualification level. These are intended as benchmarks only, and the actual time students take to achieve the required outcomes may be shorter or longer depending on the knowledge and skills of students at entry and on their rate of progression through the programme, and the impact of any reasonable adjustments made for students with impairments.

2.4 Each module/unit of a programme will be assigned a single designated credit level (module/unit assessment is unique to a given credit level). The volume and level of credit assigned to any one module/unit is determined and overseen by The Open University at the point of review.

2.5 The assignment of credit to learning should be understood in the following terms:

(i) Credit is allocated to a learning activity on the basis of its stated learning outcomes.

(ii) A student will only be assigned credit after demonstration through assessment of the achievement of the stated learning outcomes. Credit cannot be assigned if no assessment has taken place or if the assessment has not been appropriately conducted.

(iii) The number of credit points assigned is independent of the standards (grades awarded). Students achieving higher standards will not be allocated more credit points. The higher standard will be reflected in the grade and classification of the pass.

3.0 Awards offered by Subsidiary Institutions of The Open University

3.1 The Open University confers the following Awards at Subsidiary Institutions.

Award title	FHEQ Qualification level	Overall number of credits required	Levels of credit required
Certificate of Higher Education (CertHE)	4	120	120 at level 4
Diploma of Higher Education (DipHE)	5	240	120 at level 5
			120 at level 4
Ordinary Bachelor's degree (BA, BSc) [*Exit Award only*]	6	300	60 at level 6
			120 at level 5
			120 at level 4
Bachelor's degree with honours (BA(Hons), BSc(Hons),	6	360	120 at level 6
			120 at level 5
			120 at level 4
Postgraduate Certificate (PgCert)	7	60	60 at level 7
Postgraduate Diploma (PgDip)	7	120	Min 90 at level 7 Max 30 at level 6
Master's degree (MA, MSc)	7	180	Min 150 at level 7 Max 30 at level 6

3.2 Students must meet all requirements set out in the programme specification approved by The Open University before a qualification is awarded to those students registered at a Subsidiary Institution.

Titles and characteristics of Programmes

A title will be given to an approved programme leading to any qualification delivered at a Subsidiary Institution and will not be changed without reference to The Open University.

The title will accord with the normal expectations of higher education bodies, relevant professional bodies, students and employers about the level of knowledge and skills to be expected from a person holding such a qualification.
The University recognises the following types of honours degrees in named subjects at Subsidiary Institutions:

Subject or field of study degree, for example, BA (Hons)/BSc (Hons) or MA/MSc in Psychology.

The Open University's recommended practice for the programme titles that will appear on certificates is that simple, single-subject titles should be used whenever possible.

Where students study more than one subject, up to three separate fields of study may be identified in the title with or without the addition of 'combined studies'.

Where awards include named pathways, the University recommends a minimum requirement of 25% subject specific credits.

B. ADMISSIONS

Students registering for programmes leading to awards of The Open University must have satisfied the admissions criteria approved by The Open University at the review stage.

4.0 Admissions policy and procedure

Open College of the Arts (OCA) has a specific Admissions policy. Students receive this policy as part of their admissions information but can also access the full policy at any time on OCA's website by clicking on the link below:

OCA Admissions Policy

4.1 This policy should also be read in conjunction with guidance contained in section 22 covering the Recognition of Prior learning.

5.0 Appeals and complaints regarding the admissions process

5.1 Appeals against a decision not to admit an applicant to a programme of study leading to an Open University award are restricted to those that cite irregularity in the decision-making process (for example, failure to make a reasonable adjustment relating to a disability). The process for arbitrating such appeals is that which has been approved at the Institutional Quality Review process. Such appeals must be initiated within four weeks of the date of the original decision.

Open College of the Arts (OCA) has specified policies/procedures for student complaints and appeals. Students receive these policies/procedures as part of their admissions information but can also access the full policies at any time on OCA's website by clicking on the links below:

Student Complaint and Non-Academic Appeals Procedure

Academic Appeals Policy & Procedures

C. MATTERS RELATING TO REGISTRATION

6.0 General

6.1 A student who is admitted for study on a programme delivered by a Subsidiary Institution of The Open University, will have their award conferred by The Open University.

6.2 In addition to the above, the Subsidiary Institution will submit all student information to The Open University for the purposes of recording student details, progression and award information, regulatory reporting, survey results and for access to The Open University library. By registering with a Subsidiary Institution for a programme leading to an Open University award the student agrees to the sharing of their information with The Open University for this purpose. The Open University will not make any contact with students unless there is a specific need in relation to their studies towards an Open University award. It is the student's responsibility to keep their personal information up to date with the Subsidiary Institution of The Open University and to notify them of any changes or errors.

7.0 Period of registration for Open University awards

7.1 The period of registration will commence on the date the student registers on a programme.

7.2 The minimum and maximum periods within which a student will be expected to complete the programme of study and associated assessment, including the time period for any resubmissions, should be those stated in the box below:

Undergraduate Students

Students on undergraduate degree courses at OCA must undertake a number of separate units/modules that make up their overall degree. Each unit/module must be completed within a set timeframe as set out in the table below. Additional time may be awarded either as a reasonable adjustment for students with long term health conditions or disabilities, or as part of an extenuating circumstances request.

Minimum period of study time (Undergraduate)

Minimum periods of study at OCA depend on your programme/module/unit and mode of study. Cohorted courses run to fixed study intensities, and flexible degree programmes have no fixed minimum but a fixed maximum period of completion.

A Certificate of Higher Education programme run by OCA has a minimum and maximum study time of 1 year if joining a full-time cohort, and 2 years if joining a part-time cohort.

OCA Undergraduate degrees are awarded as part-time and therefore students cannot undertake and complete units/modules or degrees at a standard full-time equivalent rate. Therefore, OCA recommends a minimum of six (6) months study time per unit on undergraduate courses.

Maximum period of study time for units/modules

	Maximum Period of Completion
Unit/Module (40 credits)	12 months standard other than where there is an agreed deferral, extension or reasonable adjustment.
Unit/Module (60 credits)	18 months standard other than where there is an agreed deferral, extension or reasonable adjustment.
Co-Requisite Units (80 credits) *	24 months standard other than where there is an agreed deferral, extension or reasonable adjustment.
Certificate of Higher Education part-time	24 months standard other than where there is an agreed interruption or reasonable adjustment.
Certificate of Higher Education full-time	12 months standard other than where there is an agreed interruption or reasonable adjustment.

*Only applicable to Stage 3 units on OCA undergraduate teachout pathways.

Maximum period of study time for an undergraduate degree

Undergraduate degree courses must be completed within a maximum of 12 years of study time from when OCA first recorded the degree start date. In other words, the time spent studying units on your course, with or without extensions, must not exceed 12 years. An extension to the maximum period of study may only be granted in exceptional circumstances by approval of OCA Principal as long as this within the overall maximum period of registration.

OCA Certificates of Higher Education with set start and end dates (known as a cohort) does not have a maximum period of study time but does have a maximum period of registration. More information on this is found below.

Undergraduate Assessment and Re-Submission timeframes

For all undergraduate students' assessment does not count towards study time on a unit/module but is counted within the maximum period of registration for the full course.

For students enrolled on a degree there are separate timeframe rules for submitting for assessment which are: Students who have completed their unit/module of study will be assessed at the next available assessment event - based on their completion date recorded at OCA. Students who are eligible for assessment at an event, will be notified by OCA of the event they will be assessed at and the deadlines for submission of work, once they have submitted their penultimate assignment/project for their current unit. Students do have an option to defer to the subsequent event following the unit/module completion. Students re-submitting for assessment must do this within 12 months of notification of a failed assessment attempt.

For students enrolled on a OCA Certificate of Higher Education with set start and end dates (known as a cohort) students will be required to submit for assessment at the specified points. Each year there will be an interim assessment event and a final assessment event. There will be one specified re-sit period each year.

Undergraduate Maximum period of registration for the full degree

As students may need to take approved study breaks, have periods of interruption or are required to wait for their Board of Examiners confirmed assessment outcome before

progressing, the total maximum period of registration for the degree is 16 continuous years from when OCA first recorded the degree start date.

Students who exhaust the relevant maximum period of registration without achieving the final award will have their registration terminated. Such students may be eligible for an Exit Award (see previous section).

Maximum period of registration for a Certificate of Higher Education

The maximum period of registration for a Certificate of Higher Education programme is double their ordinary timeframe. For full-time courses this would be a maximum period of two years registration, and for part-time courses this would be four years of maximum registration.

Undergraduate degree students – Study Breaks and Interruptions

A study break is a break between receiving the final assessment results of one unit/module and re-enrolment on the next whether this is between units/modules at the same Stage or before progressing to a higher stage and does not require any formal OCA approval to take. Reasons for a study break could include a desire to take some planned time out between periods of study or personal circumstances preventing students from immediately re-enrolling and continuing with their studies (e.g. illness). The maximum study break that can be taken is 6 months.

Students continuing with their studies following assessment of a previous unit, will have up to the date of the next assessment event in which to re-enrol. During this period of non-enrolment students remain registered and 'on-programme' on their degree even though they will not be enrolled on a specific unit.

Students who have not re-enrolled within 6 months of beginning their study break will be deemed to have 'interrupted' their studies. See Section 8 Interruptions and would need this interruption approved because of an extenuating circumstances application.

Students will be able to re-enrol and continue with their course following a study break, provided they do so within six months from when they receive assessment outcomes for their previous unit(s) and that they do not exceed the maximum period of registration.

Certificate of Higher Education students – Interruptions

OCA students studying a Certificate of Higher Education course study at a fixed rate and therefore are only eligible to interrupt their studies after the completion of a unit/module. Full details of this can be accessed at any time on OCA's website by clicking on the link below:

Extenuating Circumstances Policy

Time taken for study breaks and/or interruptions is included in the maximum period of registration.

Postgraduate Students

	Minimum	Maximum
Period of registration	No minimum	48 months
Total Study Period	No minimum	24 months other than where there is an agreed deferral, interruption, extension, or resubmission.
Unit/Module (60 credits)	No minimum	8 months (inclusive of assessment)

Postgraduate students – Study Breaks and Interruptions

Postgraduate students are part of a fixed cohort and therefore study breaks are not applicable. OCA postgraduate students are eligible to interrupt their studies (see Section 8) for a maximum of 12 months between units.

Time taken for interruptions is included in the maximum period of registration.

Post graduate students re-submitting for assessment must do this within 3 months of notification of a failed assessment attempt. Resubmission time is counted within the maximum period of registration for the full degree.

7.3 Subject to paragraph 7.5 below, a student will remain registered for the maximum period of the award or until they have achieved the award, or the registration has been terminated, whichever comes first.

7.4 The period of registration may be extended if:

(a) the student has had to resubmit or retake a part of their programme of study, see Section D
(b) the student has been unable to study or complete a period of study due to extenuating circumstances, see Section F
(c) the student has been given permission to take a study break as described in Section 8 below

7.5 A student's registration may be terminated if the student has:

(a) committed a serious disciplinary offence or be deemed as unfit to study
(b) exhausted all opportunities to remedy failure or has made insufficient progress through their programme of study at the required stage
(c) formally notified the institution that they wish to discontinue their studies and so discontinue their programme.
(d) failed to comply with their financial commitment to the Subsidiary Institution of The Open University

(e) has previously had their Open University programme of study terminated by The Open University (or Subsidiary Institution)

For more information, please see Section D.

Open College of the Arts (OCA) Active Study Policy details the parameters of sufficient progress through the programme of study and when student registration will be terminated for insufficient progress.

OCA's Fitness to Study Policy details the procedure in place to determine if a student registration is terminated as they are deemed unfit to study.

OCA's Student Code of Conduct sets out the expectations of student conduct at OCA which could include termination of registration where student conduct falls below the standards expected.

Students receive these policies/procedures as part of their admissions information but can also access the full policies at any time on OCA's website by clicking on the links below:

Active Study Policy

Fitness to Study Policy

Student Code of Conduct

7.6 The date of termination recognised by The Open University will be taken as the date on which a Subsidiary Institution of The Open University records the student's registration as terminated.

8.0 Interruption of studies

8.1 A student may apply, or be required, to take a study break for a maximum period of twelve consecutive months (for the duration of their studies) under the agreed procedure for reasons of ill health or other extenuating circumstances (see Section F).This may be extended in exceptional circumstances as agreed between The Open University and the Subsidiary Institution of The Open University.

9.0 Attendance requirement

Open College of the Arts (OCA) has a specific Active Study Policy which details the attendance requirement. Students receive this policy as part of their admissions information but can also access the full policy at any time on OCA's website by clicking on the link below:

Active Study Policy

D. ASSESSMENT, PROGRESSION AND AWARD OF CREDIT

10.0 General

10.1 The forms of assessment and its weighting and timing, and the ways in which the learning outcomes are to be demonstrated through assessment, are set out in the module/unit and programme specifications approved by The Open University at the point of programme review.

10.2 Definitive programme documentation/the VLE contains comprehensive details of the assessment scheme as approved by The Open University in the review process.

11.0 Minimum requirements for pass

11.1 To obtain an Open University award students are required to successfully complete all module/units within the programme and comply with all regulations relating to their programme of study.

11.2 The minimum pass for awards delivered by a Subsidiary Institution of The Open University are:

40% for undergraduate module/units
50% for postgraduate module/units

These minima may apply to assessment elements as stated in the wording of the module/unit specifications.

12.0 Identification of requirements from professional, statutory and regulatory bodies

12.1 Additional academic regulations required by any professional, statutory or recognised regulatory body will be set out in the relevant programme specification and approved by The Open University in the review process.

13.0 Submission of assessed work

13.1 Work submitted for a summative assessment component cannot be amended after submission or re-submitted.

13.2 Student requests for extensions to assessment deadlines will not be approved unless made in accordance with published Subsidiary Institution guidelines as approved by The Open University.

13.3 Where coursework is submitted late and there are no accepted extenuating circumstances or extension permitted by the Subsidiary Institution, it will be penalised in line with the following tariff:

Submission within 6 working days: a 10% reduction deducted from the overall marked score for each working day late, down to 40% pass (for UG) and 50% pass (PG awards) and no further.

Submission that is late by 7 or more working days, and/or does not include all summative assessment components, and/or has not been checked for plagiarism, : submission refused, score of 0.

A working day is defined by the Subsidiary Institution and submission after the deadline will be assumed to be the next working day.

Students who fail to submit work for assessments or attend examinations shall be deemed to have failed the assessment components concerned and will be marked as 0.

14.0 Assessment Results

14.1 All undergraduate assessment will be marked on a percentage scale of 0-100.

% Scale Score	Performance Standard
70+	Excellent pass
60-69	Very Good pass
50-59	Good Pass
40-49	Pass
0-39	Fail

14.2 All postgraduate assessment will be marked on a percentage scale of 0-100. Taught postgraduate awards may include merit and/or distinction classification (see paragraph 18.1).

% Scale Score	Performance Standard
70+	Distinction
60-69	Merit
50-59	Pass
0-49	Fail

14.3 The final score for an individual assessment component will be determined after completion of a quality assurance process (e.g. moderation, remarking) as detailed in the Subsidiary Institution's OU approved policy for moderation.

Open College of the Arts (OCA) information on moderation at assessment is found within the Summative Assessment Policy (Appendix 1 - OCA's Internal Verification (Moderation) Process for Summative Assessment) has a specific Active Study Policy which details the attendance requirement. Students receive this policy as part of their admissions information but can also access the full policy at any time on OCA's website by clicking on the link below:

Summative Assessment Policy

14.4 Where the result of the assessment calculation creates a score of 0.5% or greater this will be rounded up to the next full percentage point (e.g. 69.5% is rounded to 70%; 59.5% to 60%; and so on). Where the calculation creates a score below 0.5% this will be rounded down to the next full percentage point (e.g. 69.4% is rounded to 69%; 59.4% to 59%; and so on). For the purposes of rounding up or down, only the first decimal place is used.

14.5 Final module score will be converted to an Open University grade as detailed within the conversation tables below.

Undergraduate

Levels 4, 5 and 6 (UG Stages 1, 2 and 3) Only Levels 5 and 6 are used in degree classification					
Open College of the Arts			Open University		Indicative degree classification
Unit scores	Performance Standard	Indicative unit result outcome	Equivalent module scores	Module grade	
70-100	Excellent pass	Pass	85-100	Pass 1 (distinction)	First class
60-69	Very Good pass		70-84	Pass 2	Upper second class
50-59	Good Pass		55-69	Pass 3	Lower second class
40-49	Pass		40-54	Pass 4	Third class

Postgraduate OCA-OU module/unit from August 2022

Level 7 (Taught Postgraduate) Units with Pass mark of 50					
Open College of the Arts			Open University		Indicative PG award classification
Unit scores	Pass	Indicative unit result outcome	Equivalent module scores	Module grade	

70-100	Distinction	Pass	85-100	Distinction	Distinction
60-69	Merit		70-84	Merit	Merit
50-59	Pass		50-69	Pass	Pass

Postgraduate OCA-UCA module/unit from August 2022

Level 7 (Taught Postgraduate) Units with Pass mark of 40					
Open College of the Arts			Open University		Indicative PG award classification
Unit scores	Pass	Indicative unit result outcome	Equivalent module scores	Module grade	
70-100	Distinction	Pass	85-100	Distinction	Distinction
60-69	Merit		70-84	Merit	Merit
40-59	Pass		40-69	Pass	Pass

15.0 Determining module/unit outcomes

15.1 The overall module/unit score and/or grade shall be determined as set out in the assessment strategy detailed in the module/unit specification

15.2 A student who passes a module/unit shall be awarded the credit for that module/unit. The amount of credit for each module/unit shall be set out in the programme specification.

16.0 Provision for *viva voce* examination

16.1 Exceptionally, viva voce examinations may be required by a Board of Examiners (with the approval of external examiners):

(i) to confirm the progression/result status of a student
(ii) to determine the result status of unusual or borderline cases
(iii) when there is conflicting evidence from the various assessment components
(iv) as an alternative or additional assessment in cases where poor performance in assessment is the result of exceptional circumstances verified through due processes.

17.0 Determining progression and qualification outcomes

17.1 Module/unit prerequisites and co-requisites

17.1.1 The paths through which students are required to progress through the programme, and the elements identified as compulsory or optional, are set out in the programme specification and approved in the programme review process.

17.1.2 Progression through any programmes offered by Subsidiary Institutions of The Open University may require students to complete prerequisite or co-requisite

module/units which are set out in the programme specification and approved during the programme review process.

17.2 **Stage requirements**

17.2.1 Each of the stages of an undergraduate programme is expected to consist of a total of 120 credits.

17.2.2 In cases where Programmes are not divided into stages (for example, most postgraduate programmes and undergraduate programmes of 120 credits or less) the provisions below apply to the whole programme.

17.2.3 In order to complete a stage of a programme, a student must acquire the total credit set out in the programme specification at the approved qualification level for the award. Exceptions are restricted to those detailed in paragraph 17.5.3 below.

17.2.4 The credit value of each module/unit contributing to a stage determines its weighting in the aggregation of credit for a stage.

17.2.5 Where a student fails a module/unit, they may be offered the following:

(i) Resubmit - To improve and resubmit part or all failed assessment component(s) in order to pass a module/unit. Resubmission of the failed component does not require the student to participate in classes.

(ii) Retake – Re-registering on the failed module/unit which will require the student to participate in additional work and/or further engagement with Academic staff to prepare them for the second attempt.

17.2.6 This will be confirmed at the Examination Board.

17.3 **Resubmission provision**

The Board of Examiners may, at its discretion, make such special arrangements as it deems appropriate in cases where it is not practicable for students to be reassessed in the same elements and by the same methods as at the first attempt. However, where a programme is discontinued, provision must be made to ensure fair assessment opportunities for all students who have been enrolled.

17.3.1 Resubmission provision may be subject to all/some of the following conditions:

(i) A student who does not complete the resubmission by the date specified shall not progress on the programme, except in cases where the process for allowing extenuating circumstances has been followed.

(ii) Resubmission can only take place after the meeting of the Board of Examiners or following agreement by the Chair and the External Examiner of the Board.

(iii) A student who successfully completes any required resubmission within a module/unit shall be awarded the credit for the module/unit and the result capped at the minimum pass score for the module/unit.

(iv) A student shall not be permitted to be reassessed by resubmission in any module/unit that has received a pass score, or in a component that has received a score of 40% or above at UG or 50% PG.

(v) The resubmission will normally be carried out by the same combination of written examination, coursework etc. as in the first attempt.

17.4 Options for the retake of study

17.4.1 If, having exhausted the one permitted resubmission opportunities for the unit/module, and a student is still unable to pass, the Board of Examiners may, at its discretion, permit one of the following repeat options:

(i) The student is not permitted to progress to the next stage of the programme but must retake the failed module/units in full during the next available opportunity as deemed by the examination Board
(ii) a student is not able to carry forward any credit from previous attempts at the failed module/units.
(iii) The student has full access to all facilities and support for the module/units being retaken,
(iv) The scores that can be achieved for the module/units being retaken will be capped (uncapped if extenuating circumstances have been approved) at the module/unit pass scores,
(v) The student retains the scores for the module/units already passed,
(vi) No further resubmission opportunities are permitted.

17.4.2 Where resubmission and retake opportunities have been exhausted, a Board of Examiners may recommend a student for an exit award as defined in Section 20 below.

17.4.3 With the approval of the Board of Examiners students may be eligible to progress to a higher stage of a programme without having completed the requisite 120 points of the lower stage. They may exceptionally be allowed to do so if either of the following conditions are applicable:

(i) A minimum of 60 credits at the lower level have been successfully completed including passes in all designated core module/units.
(ii) All requirements for academic prerequisites for the higher-level module/units are met;
(iii) Students will not be allowed to study at level 6 before having completed and passed all credits at level 4.

Or,

(iv) All requirements for academic prerequisites for the higher-level module/units are met;
(v) The Examination board have approved progression following a successful application for extenuating circumstances, and results are still pending in the student's profile.

17.4.4 Institutions that offer a rolling entry system for qualifications may find that the timings of examination boards do not coincide with those institutions that offer programmes within the traditional academic year. Under such circumstances, students are provisionally allowed to progress on the programmes, with the recommendation deferred until the next Board of Examiners which must be held within eighteen calendar weeks. At which point the student's full profile will be considered and a formal recommendation for progression will be made (if applicable).

In addition to the regulations, the OCA Progression and Continuation Policy applies to students on OU awarded programmes. For students on their first unit on an honours degree programme, students must receive their ratified assessment results for that unit before progressing onto the next unit in the programme. For subsequent units students may provisionally progress to their next unit. If you receive a fail mark for the unit you progressed from, and units currently enrolled to will be paused whilst an assessment resubmission takes place.

Cohorted courses are studied sequentially, and progression onto the next unit is subject to completion of all previous units.

For full details see OCA's Progression and Continuation Policy.

18.0 Grading and Classification of awards

18.1 Bachelor's Honours Degrees are classified as shown in Section 19. Undergraduate qualifications below Honours Degrees are not classified.

18.2 Postgraduate qualifications may be classified as Distinction, Merit and Pass. Postgraduate classification schemes may specify which module/unit(s) if any must be included within the module/units used for classification. The classification scheme for each qualification will be confirmed in the Student Handbook.

18.3 The award of Distinction will normally require a minimum of 30 module/unit credits at Distinction grade for a Postgraduate Certificate, 60 module/unit credits at Distinction grade for a Postgraduate Diploma and 90 module/unit credits at Distinction grade for a Master's Degree

18.4 The award of Merit will normally require a minimum of 30 module/unit credits at Merit grade for a Postgraduate Certificate, 60 module/unit credits at Merit grade for a Postgraduate Diploma and 90 module/unit credits at Merit grade for a Master's Degree.

Postgraduate classification scheme for OCA-OU awards:

PG Certificate:
Distinction: Minimum of 30 (60*) credits at Distinction grade
Merit: Minimum of 30 (60*) credits at Merit grade

PG Diploma:
Distinction: Minimum of 60 credits at Distinction grade
Merit: Minimum of 60 credits at Merit grade

Masters:
Distinction: Minimum of 90 (120*)credits at Distinction grade including 60 credits from Unit 3
Merit: Minimum of 90 (120*) credits at Merit grade including 60 credits from Unit 3

* Actual minimum requirement due to unit sizes of 60 credits.

19.0 Bachelor Honours Degree Classification

19.1 Honours degrees are classified as

(i) First class
(ii) Upper second class (2:1)
(iii) Lower second class (2:2)
(iv) Third class

19.2 Honours degrees are classified by the calculation of a Weighted Grade Credit score.

19.3 Your Weighted Grade Credit Score will be calculated from 120 credits in Stage 2 (FHEQ Level 5) and 120 credits in Stage 3 (FHEQ Level 6). Your module/unit grades are multiplied by the credit value of that module/unit. Modules/units which

are included in Stage 3 (FHEQ Level 6) of your qualification will be double weighted as follows:

Module size	Grade	Weighting	Calculation	Weighted Grade Credit
40	1	Single (L2)	40 x 1	40
40	2	Single (L2)	40 x 2	80
40	3	Single (L2)	40 x 3	120
40	4	Single (L2)	40 x 4	160
40	1	Double (L3)	40 x (1x2)	80
40	2	Double (L3)	40 x (2x2)	160
40	3	Double (L3)	40 x (3x2)	240
40	4	Double (L3)	40 x (4x2)	320
60	1	Single (L2)	60 x 1	60
60	2	Single (L2)	60 x 2	120
60	3	Single (L2)	60 x 3	180
60	4	Single (L2)	60 x 4	240
60	1	Double (L3)	60 x (1x2)	120
60	2	Double (L3)	60 x (2x2)	240
60	3	Double (L3)	60 x (3x2)	360
60	4	Double (L3)	60 x (4x2)	480

19.4 The Weighted Grade Credit ranges for student with 240 credits from Stages 2 and 3 are as follows:

Classification	Weighted Grade Credits range
First Class	630 or less
Upper Second Class (2:1)	Between 631 and 900
Lower Second Class (2:2)	Between 901 and 1170

Third Class	Between 1171 and 1440

19.5 If your weighted grade credit score is within 60 credit points of a higher classification band, you will be awarded the higher classification if you have a minimum of 60 Level 3 credits with a grade of at least the same level as that higher classification.

Weighted Grade Credits Borderline range	**Requirement for higher classification**	**Classification**
631 to 690	Minimum 60 L3 credits at Grade 1	First Class
901 to 960	Minimum 60 L3 credits at Grade 1 or 2	Upper Second Class (2:1)
1171 to 1230	Minimum 60 L3 credits at Grade 1, 2 or 3	Lower Second Class (2:2)

19.6 Performance in work for which an award of credit for prior learning (RPL) has been made is not considered in the calculation of the final award.

19.7 If you have an award of RPL and therefore have less than 240 credits at Stage 2 and Stage 3, your Weighted Grade Credit Score will be calculated on the reduced pro-rata thresholds below:

Amount of graded OCA/OU credit available	**First Class**	**Upper Second Class (2;1)**	**Lower Second Class (2:2)**	**Third Class**
200	320 to 560	561 to 800	801 to 1040	1041 to 1280
180	300 to 525	526 to 750	751 to 975	976 to 1200
160	280 to 490	491 to 700	701 to 910	911 to 1120
120	240 to 420	421 to 600	601 to 780	7801 to 960

Amount of graded Credit available	**Borderline range and Requirement for higher classification for First Class**	**Borderline range and Requirement for higher classification for Upper Second class (2:1)**	**Borderline range and Requirement for higher classification for Lower Second Class (2:2)**
200	561 to 620 Minimum 60 L3 credits at Grade 1	801 to 860 Minimum 60 L3 credits at Grade 1 or 2	1041 to 1100 Minimum 60 L3 credits at Grade 1, 2 or 3
180	526 to 585 Minimum 60 L3 credits at Grade 1	751 to 810 Minimum 60 L3 credits at Grade 1 or 2	976 to 1035 Minimum 60 L3 credits at Grade 1, 2 or 3

160	491 to 550 Minimum 60 L3 credits at Grade 1	701 to 760 Minimum 60 L3 credits at Grade 1 or 2	911 to 970 Minimum 60 L3 credits at Grade 1, 2 or 3
120	421 to 480 Minimum 60 L3 credits at Grade 1	601 and 660 Minimum 60 L3 credits at Grade 1 or 2	781 and 840 Minimum 60 L3 credits at Grade 1, 2 or 3

20.0 Provision for exit awards

20.1 Programmes must make provision for exit awards at intermediate stages, for which clear learning outcomes must be stated and laid out in programme specifications approved by The Open University in the review process.

20.2 Where a student leaves a Subsidiary Institution of The Open University with an exit award they may reapply at a later date to undertake additional study to complete a higher award on the same programme, if it is still offered by the Subsidiary Institution and their new study is completed within the qualification time-limits..

20.3 A student who has withdrawn from a programme or has exhausted all assessment attempts (as outlined in sections 17.3-17.4.2 above) may be considered for an exit award where sufficient credit has been accrued.

21.0 Posthumous and Aegrotat awards

21.1 Students who are unable to complete their studies due to death or serious illness or disability may be awarded a qualification based on their previous study record. If a student has completed sufficient study for a qualification with a lower credit requirement than the qualification for which they were registered, they can be awarded that qualification. Posthumous awards are permitted for all programmes and may also include Aegrotat awards.

21.2 The Board of Examiners may make a recommendation for an Aegrotat award where students who are deceased or are permanently unable to continue their studies are or had previously been registered on either the final module/unit for either their registered qualification, or the final module/unit for a subsidiary qualification with a lower credit requirement.

21.3 The Board of Examiners will review student performance on all completed and partially completed modules within the qualification before making their recommendation to the relevant Open University authority for conferral. Where a student is being considered for a classified award, any Aegrotat award made will also be classified.

21.4 Third-party evidence will be required to support all Aegrotat awards.

OCA Undergraduate Qualifications: Awardable sub-degree qualifications

Credits of completed study	Qualification	Total credits required	Classified award
120	Certificate of Higher Education (CertHE)	120	No
240	Diploma of Higher Education (DipHE)	240	No
300	Ordinary Degree (BA/BSc)	300	No

OCA Undergraduate Qualifications: Aegrotat awards

Credits of completed study	Additional credits registered	Qualification	Total credits required	Classified award
Fewer than 60		No qualification possible		
60	60	CertHE of Higher Educations (CertHE)	120	No
80	40	Certificate of Higher Education (CertHE)	120	No
80	80	Certificate of Higher Education (CertHE)	120	No
80	120	Certificate of Higher Education (CertHE)	120	No
90	30	Certificate of Higher Education (CertHE)	120	No
120	40	Certificate of Higher Education (CertHE)	120	No
120	80	Certificate of Higher Education (CertHE)	120	No

120	120	Diploma of Higher Education (DipHE)	240	No
160	40	Certificate of Higher Education (Cert HE)	120	No
160	80	Diploma of Higher Education (DipHE)	240	No
160	120	Diploma of Higher Education (DipHE)	240	No
200	40	Diploma of Higher Education (DipHE)	240	No
200	80	Diploma of Higher Education (Dip HE)	240	No
200	120	Ordinary Degree (BA/BSc)	300	No
240	40	Diploma of Higher Education (DipHE)	240	No
240	80	Ordinary Degree (BA/BSc)	300	No
240	120	Honours Degree (BA/BSc Hons)	360	No
280	40	Ordinary Degree (BA/BSc)	300	No

280	80	Honours Degree (BA/BSc Hons)	360	Yes
320	40	Honours Degree (BA/BSc Hons)	360	Yes
360		360	Degree (BA/BSc Hons)	Yes

OCA Postgraduate Qualifications: Awardable sub-degree qualifications

Credits of completed study	Qualification	Total credits required	Classified award
60	Postgraduate Certificate	60	Yes
120	Postgraduate Diploma	120	Yes

OCA Postgraduate Qualifications: Aegrotat qualifications

Credits of completed study	Additional credits registered	Total credits required	Qualification	Classified award
Fewer than 60			No qualification possible	
60	60	120	Postgraduate Diploma (PG Dip)	Yes
120	60	180	Masters degree MA/MSc	Yes

22.0 Recognition of Prior Learning

Open College of the Arts (OCA) has a specific Recognition of Prior Learning (RPL) policy. This is available at any time on OCA's website by clicking on the link below:

RPL Policy

22.1 If the student's prior learning is not certificated, the Subsidiary Institution of The Open University will assess the student's learning directly, either by requiring the applicant to take the normal progression assessments of the programme or by some other appropriate form of assessment. This will be laid out in the Recognition of Prior Learning (RPL) policy and procedure as approved by The Open University at Institutional Quality Review.

22.2 A student admitted on the basis of uncertificated learning and experience or through prior certified learning is subject to the same principles of admission as all other students on that programme. Subject to the requirements of any Professional, Statutory and Regulatory Body (PSRB) requirements, the Subsidiary Institution of The Open University has discretion to admit a student with exemption from certain elements of the programme or with specific credit.

22.3 A student may be awarded recognition for prior learning (certified, experiential or uncertified), towards the requirements of a named award up to two-thirds* of the total credit requirements for that award.

22.4 Recognition for prior learning (certified, experiential or uncertified) is not permitted at level 6 of a Bachelor's Degree or for the thesis/dissertation module/unit, where students are expected to complete 120 credits in order to gain the award.

22.5 Recognition for prior learning (certified, experiential or uncertified) is not permitted for the thesis/dissertation module/unit on a PG programme.

22.6 A Subsidiary Institution of The Open University will be satisfied that an individual applicant has fulfilled some of the progression and assessment requirements of the programme by means other than attendance on the planned programme and will be able by completing the remaining requirements to fulfil the learning outcomes of the programme and attain the standard required for the award, that student may be admitted to an appropriate point in the programme.

**two-thirds of RPL is only permitted for full, three-year bachelor's degrees (360 credits) or full Masters degrees (a minimum of 180 credits) and not sub-awards, where the maximum is 50%*
Students transferring from a previous Awarding Institution of the Subsidiary Institution to The Open University should refer to the specific Transition Policy in place for their transfer of study

E. ACADEMIC MISCONDUCT

23.0 Academic misconduct is defined as any improper activity or behaviour by a student which may give that student, or another student, an unpermitted academic advantage in a summative assessment. In investigating and dealing with cases of suspected misconduct, Subsidiary Institutions of The Open University will follow the policies and processes approved at Institutional Quality Review. Any penalties arising from academic misconduct will be levied in line with the AMBeR Tariff.

23.1 The following is a non-exhaustive list of examples of academic misconduct which will be considered under these Regulations:

23.1.2 Plagiarism: representing another person's work or ideas as one's own, for example by failing to follow convention in acknowledging sources, use of quotation marks, etc. This includes the unauthorised use of one student's work by another student and the commissioning, purchase and submission of a piece of work, in part or whole, as the student's own.

Note: Where a student has an acknowledged learning disability, a proof-reader may be used to ensure that the student's meaning is not misunderstood as a result of the quality and standard of writing, unless a Subsidiary Institution's policy specifically prohibits this. Where permitted, a proof-reader may identify spelling and basic grammatical errors. Inaccuracies in academic content should not be corrected nor should the structure of the piece of work be changed.

23.1.3 Collusion: cooperation in order to gain an unpermitted advantage. This may occur where students have consciously colluded on a piece of work, in part or whole, and passed it off as their own individual efforts or where one student has authorised another to use their work, in part or whole, and to submit it as their own.

Note: legitimate input from tutors or approved readers or scribes is not considered to be collusion.

23.1.4 Misconduct in examinations (including in-class tests).

23.1.5 Processes for dealing with Academic misconduct and the penalties

OCA's Academic Misconduct Policy details the process for identifying academic misconduct , the procedures that are followed when academic misconduct is identified and the type of penalties that may be applied. Students but can also access the full policy at any time on OCA's website by clicking on the link below

Academic Misconduct Policy

OCA's Student Code of Conduct sets out the expectations of student conduct at OCA which could include termination of registration where student conduct falls below the standards expected. This is provided with admissions information but students but can also access the full policy at any time on OCA's website by clicking on the link below:

Student Code of Conduct

F. EXTENUATING CIRCUMSTANCES

24.0 The Open University recognises that students may suffer from a sudden illness, or other serious and unforeseen event or set of circumstances, which adversely affects their ability to complete an assessment, or the results they obtain for an assessment. In such cases the Subsidiary Institution's extenuating circumstances procedures will be applied, as approved in Institutional Quality Review.

24.1 A student who is prevented from attending or completing a formal assessment component or who feels that their performance would be (or has been) seriously impaired by extenuating circumstances, may submit a deferral request. Further information is available from the Subsidiary Institution of The Open University.

OCA's Extenuating Circumstances Policy details OCA's approach to supporting students to when extenuating circumstances have disrupted the students' ability to study, affected their progress and/or conduct during their study.

Students can also access the full policy at any time on OCA's website by clicking on the link below.

Extenuating Circumstances Policy

24.2 Students are responsible for ensuring that the Subsidiary Institution of The Open University is notified of any extenuating circumstances and for supplying supporting documentation by the published deadline.

24.3 If a student is unable to attend an examination or other assessment event because of extenuating circumstances, they must inform the Subsidiary Institution of The Open University as soon as possible and provide supporting evidence before published deadlines or within 7 calendar days, whichever is sooner. If a student cannot submit evidence by published deadlines, they must submit details of the extenuating circumstances with an indication that evidence will be submitted within 7 calendar days.

24.4 Medical evidence submitted in support of a claim for extenuating circumstances should be provided by a qualified medical practitioner.

24.5 The Subsidiary Institution of The Open University will verify the authenticity of any evidence submitted.

24.6 Upon receipt of recommendations from the panel or body responsible for investigating extenuating circumstances, the Board of Examiners, or its subsidiary board, will decide whether to:

(a) provide a student with the opportunity to take the affected assessment(s) as if for the first time, allowing them to be given the full scores achieved for the examination or assessment, rather than imposing a cap;
(b) waive late submission penalties;
(c) determine that there is sufficient evidence of the achievement of the intended learning outcomes
(d) note the accepted extenuation for the module/unit(s) and recommend that it is considered at the point of award of credit/grading of the module/unit.

24.7 The Board of Examiners, depending on the circumstances, may exercise discretion in deciding on the particular form any reassessment should take. Options are a viva voce examination, additional assessment tasks designed to show whether the student has satisfied the programme learning outcomes, review of previous work, or normal assessment at the next available opportunity. The student will not be put in a position of unfair advantage or disadvantage: the aim will be to enable the student to be assessed on equal terms with their cohort.

24.8 If a student fails, without good cause, to provide the responsible body with information about extenuating circumstances within the timescales specified in the Subsidiary Institution's policy, the responsible body has authority to reject the request on those grounds.

G. BOARDS OF EXAMINERS

25.0 Appointment of Boards of Examiners

25.1 For every programme leading to an award delivered by a Subsidiary Institution of The Open University, there will be a Board of Examiners whose constitution (including a note of those members constituting a quorum) and terms of reference will have been approved by The Open University as part of the Institutional Quality Review process.

26.0 Membership of Boards of Examiners

26.1 The Academic Board (or equivalent body) of the Subsidiary Institution of The Open University is required to agree the membership of Boards of Examiners, at the start of each academic year.

26.2 All External Examiner(s) for the programme/subject area will be members of the board.

26.3 Under no circumstances may a student of a Subsidiary Institution of The Open University or studying for an award of The Open University be a member of, or attend, a Board of Examiners. A person who is otherwise qualified to be an internal examiner for a programme, for example as a member of academic staff or as an approved External Examiner and is coincidentally registered as a student on another programme either at the same institution or elsewhere, will not be disqualified from carrying out normal examining commitments.

26.4 The Chair of the Board of Examiners will be a senior member of staff, commonly a Head of Department or Dean of Faculty, not directly involved in the delivery of the programme/subject area or the assessment of students in the programme or subject area considered by the Board of Examiners, or delegated nominee.

26.5 The Registrar (or equivalent) or a nominee at the Subsidiary Institution – acting with the authority of the Secretary to the Academic Board – should normally be appointed as Secretary to the Board of Examiners.

26.6 Members of The Open University staff which includes an Academic member of staff from an The Open University Faculty aligned to the programmes of study must be present at any Examination Board where final decisions on recommendations for an Open University award is made and where decisions about progression are made. Although not normal practice The Open University reserves the right to Chair the Board of Examiners or any subsidiary boards.

The constitution of the OCA Boards of Examiners is as follows:

- OCA Head of Quality & Academic Support (Chair)
- OCA Head of Student Services (Deputy Chair)
- OCA Quality Manager (clerk)
- OCA Director of Learning & Teaching and/or OCA Director of Curriculum & Quality
- External Examiners for programmes under consideration
- Programme Leaders for programmes under consideration

- Representative from the Open University
- OCA Administrator (minutes secretary)

27.0 Authority of Boards of Examiners

27.1 The Board of Examiners is authorised to determine the progression of students in accordance with these academic regulations and to recommend the conferment of subsidiary awards of The Open University.

27.2 All award recommendations are made to the relevant University authority responsible for conferring awards and the classification of qualifications on behalf of The Open University (including Subsidiary Institutions of The Open University).

27.3 All decisions related to a student's progression and final results will be approved by a properly constituted Board of Examiners.

27.4 No other body has authority to recommend conferment of an award or approve progression, nor to amend the decision of an approved and properly constituted Board of Examiners acting within its terms of reference and in accordance with the regulations for the programme of study. A Board of Examiners may, however, be required to review a decision, or may have that decision annulled under the Appeals procedure.

28.0 Conditions of conferment by The Open University

28.1 The Open University may approve conferment of an award at a Subsidiary Institution of The Open University when the following conditions are satisfied:

(i) The student has been a registered student at a Subsidiary Institution at the time of the assessment for an award and the appropriate fee has been paid to the Subsidiary institution by the student.

(ii) Details of the student's full name, full postal address, email address, telephone numbers, date of birth, gender, programme of study, award and all required information have been forwarded to The Open University.

(iii) The institution at which the student has been registered has confirmed that the student has completed a programme of study approved by The Open University as leading to the award being recommended.

(iv) The award has been recommended by a Board of Examiners convened, constituted and acting under regulations approved by The Open University and including all members appointed by The Open University as External Examiners for the programme.

(v) The recommendation of the award has been signed by the Chair of the Board of Examiners, the External Examiners and The Open University's representative at the Board of Examiners, confirming that the assessments have been carried out in accordance with the requirements of The Open University and that the recommendations have received the written approval of the External Examiners.

H. ACADEMIC APPEALS AND COMPLAINTS

29.0 Grounds for appeal

29.1 There shall be no appeal against an assessment result determined in accordance with paragraph 15.1 above, except on the grounds that the approved policy for moderation has not been followed.

29.2 A student may appeal against a decision of a Board of Examiners made under section G 27 and 28 above, only if one or more of the following grounds apply:

(i) Where the student provides written evidence in support of a claim that performance in the assessment was adversely affected by extenuating circumstances which the student was unable or, for valid reasons, unwilling to divulge before the Board of Examiners reached its decision; or

(ii) Where there is prima facie evidence, whether provided by the student or otherwise, that:

(a) there has been a material administrative error; or

(b) the examinations or other assessments were not conducted in accordance with the regulations for the programme and/or special arrangements formally agreed; or

(c) some other material irregularity relevant to the Board of Examiner's decision has occurred.

29.3 Disagreement with the academic judgement of a Board of Examiners cannot of itself constitute grounds for an appeal.

29.4 An appeal must be made within the time limits and in the manner prescribed in the Subsidiary Institution's approved appeals procedure set out in paragraph 32 below.

29.5 A formal complaint is an expression of dissatisfaction with a service provided or the lack of a service. It must relate to services that students were led to believe would be provided. Students should refer to procedures set out in paragraph 32 below.

29.6 Where the student raises a matter of concern that does not meet the grounds for appeal under this paragraph, the matter may be dealt with as a formal complaint. Please note that, even in the event that a complaint is upheld, where there is no right of appeal, an assessment result made under paragraph 15.1 or a decision of a Board of Examiners made under section G 27 and 28 cannot be changed.

30.0 Academic Appeals and Complaints procedures

Open College of the Arts (OCA) has specified policies/procedures for student complaints and Appeals. Students receive these policies/procedures as part of their admissions information but can also access the full policies at any time on OCA's website by clicking on the links below:

Student Complaint and Non-Academic Appeals Procedure

Academic Appeals Policy & Procedures

31.0 Action following appeal procedures

31.1 The student will be sent a written statement setting out the decision that has been made and the reasons for reaching that decision, together with any actions required by the student or the Subsidiary Institution of The Open University to follow up and implement that decision. Subsidiary Institutions of The Open University will align to Office of the Independent Adjudicator (OIA) timelines. The written statement will also include details of any further right of appeal available to the student if they remain dissatisfied with the final outcome of the institution's procedures. This will include, where applicable, the right to appeal to The Open University under paragraph 34 below.

32.0 Appeals to The Open University

32.1 There shall be a final right of appeal to The Open University against a decision of a Board of Examiners only if the appeal is against a decision related to either:

(i) progression from one stage to another of the programme to the next; or
(ii) a final award

and both of the following criteria are met:

(i) all appropriate internal procedures at the Subsidiary Institution of The Open University have been exhausted
(ii) there are reasonable grounds to believe that the Subsidiary Institution's internal procedures and regulations for dealing with appeals were not implemented correctly or fairly.

The procedure for appealing to The Open University is set out Student Complaint and Non-Academic Appeal Procedure and Academic Appeal Policy and Procedures document approved at the Subsidiary Institution of The Open University.

I. TRANSCRIPTS, DIPLOMA SUPPLEMENTS AND CERTIFICATES

33.0 Transcript

33.1 The transcript is produced by the Subsidiary Institution of The Open University and provides a comprehensible verifiable record of a student's learning. The standard content of a transcript is listed in Appendix 1 of these Regulations.

33.2 The transcript is issued to the student after each stage of their programme is completed.

33.3 If a student has completed only a part of a programme of study, without fulfilling the full requirements for an award, a transcript is issued.

34.0 Diploma supplement

34.1 The diploma supplement is issued to a student solely on the successful completion of a qualification.

34.2 The diploma supplement is produced by the Subsidiary Institution and provides students who have completed a qualification at a Subsidiary Institution of the Open University with a formal, verifiable and comprehensive record of learning and achievement. The standard content of a diploma supplement are set out in Appendix 2 to these Regulations.

35.0 Certificates

35.1 The Open University issues a certificate for each conferred award. The standard content of a Certificate for a qualification delivered by a Subsidiary Intuition of The Open University is set out in Appendix 3 to these Regulations.

35.2 Students awarded any qualification of The Open University, will be issued with a certificate in respect of that qualification in the name held in formal records at the point when the qualification is conferred. A certificate will not be amended or reissued in a different name if a change of name is notified after the date the qualification is conferred, except in the case of an error by The Open University in recording personal details, or if a valid request is made under the Gender Recognition Act 2004. A duplicate certificate will be issued in the same name as the original certificate (unless amended as above), even if a change of name may subsequently have been notified.

Appendix 1

Content of transcripts

Subsidiary Institutions of The Open University will present the information in the format that they consider to be most appropriate. The minimum requirements for the content of transcripts for Subsidiary Institutions of The Open University awards are:

(a) Student details

(b) Details of the qualification, including any professional, statutory or regulatory body accreditation or recognition.

(c) Up-to-date details of learning and achievement, i.e. module/units or units studied, credits awarded, scores or grades achieved and the date and year in which credits were awarded.

(d) Up-to-date details of non-completion, including the number of attempts taken to complete a module/unit.

(e) Other types of learning, e.g. study abroad, work placement and work experience, accreditation of prior certificated and experiential learning, or accreditation of key skills.

Appendix 2

Outline structure for the diploma supplement

The following information will be given in the diploma supplement:

1 Information identifying the holder of the qualification

1.1 Family name(s)
1.2 Given name(s)
1.3 Date of birth (day/month/year)
1.4 Student identification number or code (if available)

2 Information identifying the qualification

2.1 Name of qualification and (if applicable) title conferred (in original language)
2.2 Main field(s) of study for the qualification
2.3 Name and status of awarding institution (in original language)
2.4 Name, address and status of institution (if different from 2.3) delivering studies
2.4a Principal location of study (if different from 2.4 above)
2.5 Language(s) of instruction/examination

3 Information on the level of the qualification

3.1 Level of qualification
3.2 Official length of programme
3.3 Access requirements(s)

4 Information on the contents and results gained

4.1 Mode of study
4.2 Programme requirements
4.3 Programme details (e.g. module/units or units studied) and the individual grades/scores/credits obtained
4.4 Grading scheme and, if available, grade distribution guidance
4.5 Overall classification of the qualification (in original language)

5 Information on the function of the qualification

5.1 Access to further study
5.2 Professional status (if applicable)

6 Additional information

6.1 Additional information
6.2 Further information sources

7 Certification of the supplement

7.1 Date
7.2 Signature of official certifying the diploma supplement
7.3 Capacity
7.4 Official stamp or seal of Subsidiary Institution

8 Information on the higher education system

For this field, Subsidiary Institutions of The Open University will adopt the standard description adopted by the rest of The Open University.

Appendix 3

Content of certificates

A certificate conferred under the Charter of The Open University records:

(a) the name of the Subsidiary Institution of The Open University at which the student has been registered, together with the name of any other institution sharing responsibility for the student's programme of study
(b) the student's full name as given on the list of recommendations submitted to The Open University by the institution at which the student was registered. For gender reassignment, The Open University will require proof of the new identity before a new certificate is issued.
(c) the award
(d) the title of the programme, as approved by The Open University
(e) the language of instruction and assessment, where this is not English
(f) an approved endorsement, where appropriate, that the programme of study was in sandwich mode
(g) the date the award was completed.

The Open University award certificates conform with specific design requirements of The Open University.

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The Open University is incorporated by Royal Charter (RC 000391), an exempt charity in England & Wales and a charity registered in Scotland (SC 038302)

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