Information, advice and guidance statement of service

Our purpose is to support enquirers considering study with The Open University (OU) to understand the nature of OU study and to make choices about study options; to support students in achieving their aspirations, including their study and career goals through OU study.

We provide: Information, advice and guidance (IAG) to our enquirers and students, being responsive to their diverse needs and interests, within the context of the OU.

Our service is consistent with the agreed University approach to educational support and guidance and is delivered in accordance with the principles of the nationally recognised matrix quality standard (www.matrixstandard.com) and the University’s Data Protection Policy.

If you are thinking about OU study, we offer:

- IAG on:
  - distance learning and whether OU study is right for you
  - qualifications and modules available through the OU
  - how the OU’s system of supported study and learning works
  - advice and support if you have personal circumstances that may affect your OU study
  - advice on the impact of your disability on study choice and the support that is available
  - credit transfer information if you have studied before at higher education level
  - signposting to external organisations that may help you further in deciding your options

If you are currently studying with us, we offer:

- support to enable you to plan your educational and career development
- advice on dealing with non-academic issues that may arise while you are studying, in liaison with your tutor or study adviser as required
- support if you have a disability
- advice and support if you are planning to attend a residential school and access to IAG when you are there
- referral to careers and other specialists for advice and guidance.

How do we offer this service?

Information and advice is offered primarily online, for enquirers through the University’s website at www.open.ac.uk/study and to registered students through our StudentHome website.

Information, advice and guidance statement of service February 2014
Editorial updated 12 February 2014
In addition, enquirers and students are able to access timely and tailored information, advice and guidance from our advisory staff in a variety of ways including online discussion forums, email and telephone.

**How you can help us deliver our service to you?**

- Before contacting us, try our online information and advice resources where you may find the information you need.
- When you contact us, make sure you give as much information as you can so that we can answer your query effectively.
- Let us know promptly of anything that might be affecting your study so we can advise you what can be done to help.
- Let us know your views so that we can evaluate and develop our service in response to student feedback. We welcome both positive and constructive feedback.
- Recognise that there will be times when it is appropriate for you to undertake individual research into the opportunities available to you.

**You can expect us to:**

- offer free and informed IAG
- work within the University’s agreed approach to student support and guidance, and the University's Data Protection and Equality policies
- provide a timely response, normally within two working days; if the matter is complex you will receive an initial response with an indication of the action we are taking and the likely response time
- ensure that our IAG staff are trained and knowledgeable and follow an appropriate programme of staff development
- work to the national matrix standard awarded to The Open University for the quality of IAG

If for any reason you are unhappy with our service, your complaint will be fully investigated, in confidence, and we will do our best to resolve it fairly and quickly in accordance with the University’s complaint procedure at [www.open.ac.uk/students/charter/essential-documents](http://www.open.ac.uk/students/charter/essential-documents).

IAG at the OU is provided by a range of people, some of whom provide specialist support. This Statement of Service outlines the core services that are available to you and the standards you can expect from us including our specialist areas. Further information on the support we offer can be found at [www.open.ac.uk/study](http://www.open.ac.uk/study).
Contact us

You can contact us through Student Recruitment

Phone: +44 (0)300 303 5303
(Monday to Friday, 08.00 - 20.00 or Saturday, 09.00 - 17.00)

or, email us from our website at www.open.ac.uk/contact.

We have a Welsh Language Scheme agreed with the Welsh Language Board. Every effort is made to ensure that Welsh students have information, advice and guidance and other communications in their preferred language.

Mae Cynllun yr laith Gymraeg wedi cael ei cytuno gyda Fwrdd yr laith Gymraeg. Rydym yn gwneud ein gorau i gynnig cyngor, cyfarwyddyd a chyfatebiad yn dewis iaith y myfyrwr.

Ffon: + 44(0)29 20 47 1170
Ebiost: wales@open.ac.uk

The Open University Student Services