

# Frequently Asked Questions (FAQs)

## Students with an OU validated award

Students who hold an award which was validated by The Open University (OU) are able to make an application on the Open University Validation Partnerships (OUVP) website for a duplicate certificate, letter or email verifying their award. **We cannot verify awards gained by students who have studied directly with OU.**

Please read our FAQ before making an online application:

### 1. How do I know if my award was validated by The Open University?

Through its Royal Charter, since 1992 the OU has been able to validate the programmes of approved partner institutions that do not have their own degree-awarding powers, or alternatively that wish to offer OU validated awards. OU validated awards differ to awards gained following study directly with the OU as validated programmes are designed and delivered directly by our partner institutions (usually in a face-to-face environment, rather than via distance learning).

If your award was validated by the OU, your original certificate would have had the following text (in the bottom left-hand corner):

An award validated  
under the authority  
of the Royal Charter  
of The Open University

If you studied directly with the OU on a distance learning course, you can obtain a duplicate certificate by contacting the OU Qualifications Centre by email to [acc-gen@open.ac.uk](mailto:acc-gen@open.ac.uk). Do not make an application on our website.

### 2. What information can you verify about an OU validated award?

The OU are the awarding institution for OU validated awards and produce students' certificates; we can therefore verify final award information. Our partner institutions are responsible for producing transcripts and diploma supplements and should be contacted directly for a copy of these documents or verification of the information contained within them.

### 3. How do I apply for a letter or email verifying my award (rather than a duplicate certificate) and what information will this contain?

When you make an online application, our default service is to produce a duplicate certificate, however we can also verify an OU validated award by letter or email. To order a letter or email,

please type '(Letter)' or '(Email)' after your name on the 'Online Application for Duplicate OU Validated Award Certificate' form.

**Letter of Verification:** Confirms the basic details of your award (i.e. the same information as on your certificate). Also provides some background information on OU validation and an explanation with regards to transcripts (i.e. that our partner institutions issue them).

**Email Verification:** Confirms the basic details of your award (i.e. the same information as on your certificate). This would normally be sent directly to a third party, so please ensure that you include their email address on the online application form.

If you would like to see a sample letter, please contact us on +44 (0)1908 332852 or via [ouvp-aftercare@open.ac.uk](mailto:ouvp-aftercare@open.ac.uk).

#### **4. Why can't you issue me with an exact replica of my original OU validated certificate?**

Duplicate certificates have precisely the same standing as the original which they replace, but they are produced in the format currently in use and may not be a facsimile copy of the original.

#### **5. Can you issue a replacement certificate under a different name?**

Students who confer with an OU validated award, will be issued with a certificate 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 made by the partner institution or OU 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.

#### **6. Can you send verification of my OU validated award to World Education Services (WES)?**

Yes. To enable us to issue verification of your award to WES, you would need to make an online application and pay the fee. Please type '(WES)' after your name on the 'Online Application for Duplicate OU Validated Award Certificate' form to ensure that the correct service is carried out.

Please send the Academic Records Request Form that WES have provided you with (with section A completed) to [ouvp-aftercare@open.ac.uk](mailto:ouvp-aftercare@open.ac.uk), along with copies of transcripts you would like us to enclose. Please note that the OU cannot supply you with copies or certify transcripts; you would need to obtain a copy of your transcript from the institution you studied with, if needed.

The OU will produce the letter of verification (referred to in FAQ 3), which will include your WES reference number. The completed Academic Records Request Form, letter of verification and any transcripts you have provided will be posted to WES (using the postal address you have provided on your online application) via Royal Mail's International Tracked & Signed service,

which aims to deliver worldwide within 5-7 working days. We will stamp and sign across the seal of the envelope and include your WES reference number on the address label.

A PDF copy of the documentation that we have sent to WES and the Royal Mail tracking reference will be emailed to you upon dispatch.