

Deferral Policy (Microcredentials delivered on FutureLearn) (2024/2025)

Contents

Alternative format	3
Summary of policy	3
Scope	3
Who and which circumstances this policy covers	3
Who this policy does not cover	3
Related Documentation	3
The Open University Student Charter Values	3
Introduction	4
Policy	4
1. Purpose	4
2. Policy principles	4
3. Non-submission of your microcredential assessment	5
4. Microcredential Extensions	5
5. Further Help	5
Procedure	5
Commitment to Equality, Diversity and Inclusion at The Open University	6
Safe Space Reporting	7
Glossary of terms	7
Microcredential/Microcredential Course	7

Version number: 1.0	Approved by: Managing Director, Paid Short Courses and Microcredentials
Effective from: 1 August 2024	Date for review: March 2025

The Open University is incorporated by Royal Charter (RC 000391), an exempt charity in England & Wales and a charity registered in Scotland (SC 038302). The Open University is authorised and regulated by the Financial Conduct Authority in relation to its secondary activity of credit broking.

Microcredential Course Start Date/Course Run	7
Microcredential Deferral	7
Microcredential Learner.....	7
Registration	7
Us/We/Our.....	8
Further clarification	8
FutureLearn Support Team	8
Feedback.....	8
Summary of significant changes since 2023/2024 version	8
Policies and documents superseded by this edition.....	8

Version number: 1.0	Approved by: Managing Director, Paid Short Courses and Microcredentials
Effective from: 1 August 2024	Date for review: March 2025

Alternative format

If you require this Policy document in an alternative format, please contact us via <http://www.open.ac.uk/contact/>.

Summary of policy

This policy sets out:

- how you can get support, when needed, due to personal, unforeseen or uncontrolled circumstances that impact your studies, and you need to apply for a deferral
- the procedure that you must undertake, should you wish to defer your Open University Microcredential delivered on FutureLearn.

Scope

Who and which circumstances this policy covers

This policy applies to you if you are currently studying a Microcredential offered by The Open University and delivered on the FutureLearn platform starting from August 2024.

Who this policy does not cover

This policy does not apply to you if you are studying a [Microcredential that is delivered on the Open University's Virtual Learning Environment \(VLE\)](#) or any other modules and/or qualifications offered by The Open University.

Related Documentation

Refer to the following documentation in conjunction with this document:

[Terms and Conditions \(Microcredentials delivered on FutureLearn\)](#)

The Open University Student Charter Values

[The Student Charter](#) was developed in partnership by The Open University and the OU Students Association.

Version number: 1.0	Approved by: Managing Director, Paid Short Courses and Microcredentials
Effective from: 1 August 2024	Date for review: March 2025

It sets out our shared values and the commitments we make to each other as a community of staff and students. This document has been developed with the Student Charter values as its foundation.

Introduction

The Open University wants you to be able to do your best in your Microcredential study. We know that sometimes events happen which mean that you cannot submit your Microcredential assessment by the deadline.

The Open University recognises that you may need to change your study plans to support your personal circumstances. We are committed to helping you achieve your study goals by offering options for deferring your Microcredential assessment.

Policy

1. Purpose

This policy details how you can apply for deferring your assessment submission on your Microcredential.

1.1. The objectives of this policy are:

- 1.1.1. Inform you of the consequences for non-submission of your Microcredential assessment
- 1.1.2. Inform you of The Open University's position on granting extensions to submission dates for your Microcredential assessment
- 1.1.3. Inform you of the procedure for requesting a 'Microcredential Deferral'

2. Policy principles

You can apply to defer the submission of your assignment on your Microcredential delivered on the FutureLearn platform. If your deferral is approved, you will be registered on the next available course start date of your Microcredential. This process is called 'Microcredential Deferral'. There will be no further fee payable to join the course at its next start date.

Version number: 1.0	Approved by: Managing Director, Paid Short Courses and Microcredentialals
Effective from: 1 August 2024	Date for review: March 2025

Please see the Procedures section which provides details on how you can apply for a Microcredential Deferral.

3. Non-submission of your microcredential assessment

If you fail to submit your assessment and do not contact FutureLearn to arrange a formal deferral, The Open University will issue you with a 'Fail: No Resit/No Resubmission' for your Microcredential result. You will not be allowed another opportunity to submit your assessment and will not be eligible to repeat study of that Microcredential without paying a further fee. Should you wish to repeat study of that Microcredential at a later date, you will need to reregister for your Microcredential on the FutureLearn platform and pay your Microcredential fee in full.

4. Microcredential Extensions

Extensions to submission dates for Microcredentials offered by The Open University are not permitted, under any circumstances.

5. Further Help

If you are still unsure what to do, or need help with your request, you should contact [FutureLearn Microcredential Support](#) for advice.

Procedure

You may request deferral at any point up to the last working day **before** the assessment submission deadline date for your Microcredential. Deferral requests made after the assessment submission deadline will not normally be considered.

If you are unable to submit your assessment on time and/or are unable to continue with your Microcredential, you must contact [FutureLearn Microcredential Support](#) and formally request a deferral.

You can only request a deferral once on each Microcredential course.

Version number: 1.0	Approved by: Managing Director, Paid Short Courses and Microcredentials
Effective from: 1 August 2024	Date for review: March 2025

If you have enrolled onto your Microcredential through sponsorship, your deferral request may be subject to approval from your respective funding scheme or employer.

Only under exceptional circumstances will we consider deferral requests for a Microcredential course you have previously been granted a deferral for, for example, if you have been seriously ill. You will be required to provide supporting evidence of your exceptional circumstance(s).

If your deferral request has been approved, you will normally be registered onto the **next available Microcredential course start date**.

If you are unable to continue your study at the next Microcredential course start date due to personal and/or extenuating circumstances, please contact [FutureLearn Microcredential Support](#).

In the event that there are no upcoming course starts on the Microcredential you wish to defer from, please contact [FutureLearn Microcredential Support](#) where we will discuss your study options.

You may be asked to provide evidence to support your request for deferral. This will be discussed with you at the time of your request.

It is incorrect to assume that the assessment will not differ between course runs. It is your responsibility to ensure that you have read and understood the assessment criteria of the Microcredential you have been deferred onto, prior to the submission of your assessment.

Commitment to Equality, Diversity and Inclusion at The Open University

Policies are inclusive of all Open University Students, Learners, Enquirers and Alumni, regardless of age, civil status, dependency or caring status, care experience, disability, family status, gender, gender identity, gender reassignment, marital status, marriage and civil partnerships, membership of the Traveller community, political opinion, pregnancy and maternity, race, religion or belief, socio-economic background, sex, sexual orientation or trades union membership status.

Version number: 1.0	Approved by: Managing Director, Paid Short Courses and Microcredentials
Effective from: 1 August 2024	Date for review: March 2025

Safe Space Reporting

The Open University is committed to creating a diverse and inclusive environment in which everyone feels safe and is treated with dignity and respect. Unlawful discrimination of any kind across The Open University will not be tolerated. Safe Space Reporting is available through [an online tool](#) through which staff, students, learners and visitors are encouraged to report incidents of assault, bullying, harassment, hate crime, or sexual harassment. It also provides information about what you can do if these incidents happen to you, or to someone you know, and where you can find support.

Glossary of terms

Microcredential/Microcredential Course

This means a course studied online and consists of between 100-150 hours of study time (including the Summative Assessment) for which academic credits are awarded.

Microcredential Course Start Date/Course Run

This means the date on which teaching of a Microcredential officially begins. There may be communication or access to learning facilities via FutureLearn, before this date. You will be informed of the Microcredential Course Run when you register and/or at the time of applying for a deferral.

Microcredential Deferral

This means deferring the submission of your assignment on your Microcredential offered by The Open University to the next available course start date.

Microcredential Learner

This means a Learner studying for a Microcredential. As a Microcredential Learner, you may also be asked to agree to other Policies and Procedures as listed within these Conditions, which refer to you as a Student.

Registration

This means the process by which you become a Student of The Open University. FutureLearn manages the registration process on behalf of The Open University. Subject to the Terms and Conditions you may register for a Microcredential.

Version number: 1.0	Approved by: Managing Director, Paid Short Courses and Microcredentials
Effective from: 1 August 2024	Date for review: March 2025

Us/We/Our

This refers to The Open University.

Further clarification

FutureLearn Support Team

For more information about Registration and fees, or to change or cancel your Microcredential studies, please contact FutureLearn via mc.support@futurelearn.com.

Feedback

Comments and feedback about this policy and how it might be improved are welcomed. Please submit these to SPR-Policy-Team@open.ac.uk.

Summary of significant changes since 2023/2024 version

There are a number of changes from the previous version of this document. These are:

- It has been made clear in the Scope section that this policy does not apply to Learners studying a Microcredential delivered on The Open University's Virtual Learning Environment (VLE).
- Only under exceptional circumstances will we consider deferral requests for a Microcredential course you have previously been granted a deferral for.
- The alternative format section has been moved to the start of the document.
- The summary of significant changes has been moved to the end of the document.

Policies and documents superseded by this edition

[Deferral Policy \(Microcredentials delivered on FutureLearn\) 2023/2024 version 1.0](#)

Version number: 1.0	Approved by: Managing Director, Paid Short Courses and Microcredentials
Effective from: 1 August 2024	Date for review: March 2025