

Frequently Asked Questions

Requests for certificates or transcripts

Academic transcript information is provided by the University in a document called the Diploma Supplement. This document is arranged to a common, pan-EU format and covers all academic qualifications at the higher education level.

So long as you have an OUCU and therefore can access [OU StudentHome](#), you can download this document from there as a PDF file.

The Diploma Supplement will give you full details of the modules you completed in your OU studies along with the date of qualification, and you can choose to have the details expressed in terms of the levels approved in the higher education qualifications framework, that is applicable to England, Wales and Northern Ireland or to the different levels approved for the different framework (this is applicable to Scotland).

A chart and some notes, produced by the UK's National Academic Recognition Information Centre (NARIC), that explains the framework can be downloaded from [OU StudentHome](#).

If this document isn't suitable for your needs, the qualification and ceremonies team will issue duplicate certificates for a charge of £40. You can pay over the phone or by sending a cheque. You can contact the qualification and ceremonies team on +44 (0)1908 653003. You will need to quote your PI number.

Informing us if your name has changed

In order to change your name on the OU student and alumni databases, we will need formal documentary evidence of your change of name, for example a copy of your enrolled deed poll or recorded name change if you're in Scotland or marriage certificate.

You should send a copy (please do not send originals), quoting your Personal Identifier to general-enquiries@open.ac.uk or send by post to:

Student Recruitment, The Open University, PO Box 197, Milton Keynes, MK7 6BJ, United Kingdom.

You can also send a fax to: +44 (0)1908 654914.