



office of the
independent
adjudicator

Complaints from students on Massive Open Online Courses (MOOCs)

Students on MOOCs can complain to the OIA on the same basis as other students:

The University needs to be a member of the OIA Scheme. A full list of universities about which we can accept complaints is available at <http://www.oiahe.org.uk/about-us/list-of-hei.aspx>.

The OIA can review appeal and complaint decisions involving credit bearing MOOCs, awarded by universities in England and Wales, as well as those where the student is clearly a student of the University providing the MOOC.

The OIA Scheme Rules set out our remit for reviewing cases:

<http://www.oiahe.org.uk/media/1258/oia-rules-march-2013.pdf>

We can look at complaints from students which are covered by either category of Rule 2:

Rule 2

The Scheme covers complaints about an act or omission of an HEI made by

2.1 a student at that HEI or

2.2 a student at another institution undertaking a course of study, or programme of research, leading to the grant of one of the HEI's awards.