Oneday student founder handbook

October 2026

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MBA program essentials

Oneday's MBA provides founders with the detailed practical knowledge and industry-specific support they need to validate, launch and scale their business idea.

Classes are designed to provide founders with rich, practical advice on how to navigate each critical stage. Academic credit builds as founders work through each Class. Founders submit stage-specific assignments and assessments that have been designed around the best practice, characteristics, and habits of the modern entrepreneur.

How is the program organized?

The MBA is delivered according to 14 Classes, over three 30-credit Semesters.

Discovery Lab

Months 1-4

- Uncover the secrets of your customers
- Validate your instincts through rapid tests



Traction Challenge

Months 5-9

- Prove that customers are ready to pay
- Build out a minimal version of your idea



Fuelling Growth

Months 10-14

- Optimize your value proposition
- Learn when to pivot, iterate or persevere



The Entrepreneurial Gym

Months 15-18

- Prove that customers are ready to pay
- Build out a minimal version of your idea





The Classes include:

Semester 1

- Ideation, Inspiration and Product Creation (10 credits)
- Implementation and Product Introduction (10 credits)
- Measurement and Product Adoption (10 credits)

Semester 2

- The Capstone Project (30 credits)

Semester 3

- Business Leadership and Strategy (3 credits)
- Evidence-based Decision Making (3 credits)
- Ethical Issues for Managers (3 credits)
- Creativity and Innovation (3 credits)
- Marketing Strategy (3 credits)
- Strategic Economics (3 credits)
- Technology and Operations Management (3 credits)
- Financial Accounting and Reporting (3 credits)
- Working with Others (3 credits)
- Leading People, Teams and
- Organisations: Organisational Theory (3 credits)

What does each sprint week look like?

The Oneday's MBA is organized across 78 sprint weeks. Each sprint is set up in broadly the same way:

1. Watch the Masterclass video and engage with additional materials. Each Masterclass delivers a 20-30 minute overview of the key concepts of the sprint. They are engaging, up-to-the-minute and a **mandatory** part of the program
2. Squad meetings. In your induction, you will be invited to a sequence of weekly squad meetings. Squads meetings are small groups of same-stage founders, and offer a chance to discuss some of the ideas delivered in the Masterclass, and make applications to your business. Squads are run by a Class Lead: a practicing entrepreneur with experience of this particular stage of the curriculum.
3. Assignments and assessments are the practical tasks that each founder completes as they work through each sprint. Each is designed to progress your idea and will provide credit towards your MBA.
4. 4. Mentor 121s are weekly 30 minute catch ups with your mentor to reflect, align and move forward. Each founder is matched to their 121 mentor in 'Week Zero' of the program.

Performance-Based Admission (PBA)

What is Performance-Based Admission (PBA)?

Performance-Based Admission (PBA) is a pathway that allows you to begin studying with Oneday even if you do not yet meet the formal academic entry requirements (for example, if you do not hold a Bachelor's degree).

While studying under PBA, you will take the same classes as all founders, have full access to your mentor, and earn academic credit as you progress. PBA gives you the opportunity to demonstrate your academic ability through your performance in the program.

Am I officially enrolled in the MBA degree?

Not yet — while you are studying under PBA, you are conditionally enrolled.

This means you are an active student in the program, but your formal admission to the MBA degree will only be confirmed once you meet the performance criteria below.

What do I need to do to progress from PBA to full MBA status?

- To move from conditional to full MBA enrolment, you must meet both of the following requirements:
    - Complete at least 20% of your coursework (equivalent to 200 hours of workload)
    - Achieve a Grade Point Average (GPA) of 80% or higher
- Once you meet these criteria, your status is automatically upgraded — there is nothing extra you need to submit.

What happens if I do not meet the PBA criteria?

If you reach 20% of your coursework and have not met the requirements, a member of the team will contact you to discuss next steps.

In some cases, you may be considered for Recognition of Prior Learning (RPL) instead, which assesses your professional background as an alternative route to degree admission.

Where can I learn more about PBA?

You can read Woolf University's official PBA FAQs here:

🔗 Woolf Performance-Based Admission FAQs

Squad leaders and 121 mentors

Who teaches squads and takes 121s?

The faculty is made up entirely of real entrepreneurs.

Squad leaders facilitate your group sessions (squads).

121 mentors:
The week before the programme starts, you will be matched with a mentor.

If you are entering the programme with a defined business idea, your match will typically be driven by the category of your business.

If you are entering the programme at an early or exploratory stage, without a defined idea or business, you will be matched with a startup mentor for the first 12 weeks. Your startup mentor will help you generate and explore potential ideas, pressure-test early concepts, and move from 'interesting' to 'worth committing to'. Around week 12, once your direction is more defined, we will match you with a specialist mentor whose experience more closely aligns with your idea, industry, and business model.

Can I change my mentor?
Yes. Founders can request being matched to a new mentor at any stage, although we would advise a period of at least one month before deciding to switch.

Can I change my squad?

Yes. Founders are able to request being placed into a new squad within their cohort. Typically this might be because of difficulty making the meeting time.

When is my mentor 121 and squad session?

Mentor 121s are arranged directly between founders and mentors. This will happen the week before you are due to start. Both you and your mentor will be sent respective contact details. If you don't hear from your mentor inside the first week, then please contact the Customer Experience team by clicking the help button in the bottom right-hand-side of the Oneday platform.

Squad meetings. There are a range of available slots on both Wednesdays and Thursdays for squad meetings. You will be added to just one:

Wednesdays	Thursdays
UK: 18.30-19:30	UK: 18.30-19:30
ET: 18.30-19:30	ET: 18.30-19:30
ET: 20.00- 21.00	ET: 20.00- 21.00
ET: 21.30-22.30	ET: 21.30-22.30

We will do everything possible to ensure you are added to the slot of your choosing, although there are limitations on group size, so please express any preference early.

Squad slots are fixed in the first week of the program and kept consistent throughout the program.
linstances where a slot might change include:

- Sickness or holiday for a class lead
- Periods of the program where founders select a specific area of focus for a defined number of weeks - for example, choosing a product development pathway to specialise in.

Attendance

Students must demonstrate regular and substantive academic engagement by:

- Logging into the Oneday platform weekly
- Submitting all weekly assignments by their designated due dates
- Participating in scheduled synchronous sessions or viewing recordings within 48 hours

Students who miss more than 25% will have to pass an academic interview.

Founder code of conduct

To foster a professional, respectful, and effective learning environment, all founders are expected to adhere to the following conduct standards. These apply across all program activities.

General Expectations

1. **Be Present and Professional**
   Founders must be visibly present and appropriately dressed during all live sessions (squads, community events and 121s). Cameras should be on, and founders should remain engaged and attentive.
2. **Respectful Engagement**
   All interactions—whether live or asynchronous (e.g., Slack, email)—must reflect empathy, professionalism, and constructive dialogue. Disruptive or inappropriate behaviour is not tolerated.
3. **Prepared Participation**
   Founders are expected to complete pre-work before sessions and contribute meaningfully to discussions, squads, and 121 conversations.
4. **Reliable Attendance**
   Founders must attend scheduled sessions and notify mentors or staff promptly if unable to join. Missing more than 25% of sessions may result in an academic interview to assess engagement.

5. **Minimising Distractions**

   Live sessions should be attended from a quiet, dedicated workspace. Avoid multitasking (e.g., driving, messaging) during calls.
6. **Accountability for Deliverables**

   Assignments and assessments must be submitted within expected deadlines. Delays may lead to penalties and missing submissions will lead to zero-grades depending on the context, as per academic policy.
7. **Confidentiality and Trust**

   Respect the privacy and confidentiality of anything shared in squads, mentoring sessions, or community platforms. This includes business information and personal stories. Founders are not entitled to have transcription or recording tools present in group sessions.
8. **Technical Readiness**

   Founders are responsible for ensuring they can confidently use Oneday's core tools (e.g., Oneday platform, Slack, Miro, Google Meet). CX support is available when needed. Founders will need access to a laptop / PC for assignment work, and should avoid using mobile phones to attend live sessions.

Founder–Mentor Relationship

To ensure a safe, respectful and productive mentoring experience, founders must observe the following:

1. **Mutual Respect**

   Engage with mentors using a professional tone. Understand that mentors are experienced entrepreneurs with a wide range of commitments.
2. **Communication Boundaries**

   Mentors are not required to respond outside scheduled sessions. If a mentor invites Slack communication, establish clear boundaries. Do not expect immediate or ongoing responses outside meetings.
3. **Professional Boundaries**

   Maintain a clear and appropriate relationship. Intimate, romantic or suggestive behaviour is strictly prohibited.
4. **Support Scope**

   Mentors can help you reflect on sprint topics, unblock challenges, and provide strategic insight. They will not:
   - Edit or co-author your assignments
   - Provide legal, financial, or insolvency advice
   - Share responsibility for the outcomes of your decisions
   - Invest or take equity in your business
5. **Raising Concerns**

   If you experience discomfort, confusion or issues in the mentor relationship, raise it with your cohort manager or use the Help button on the platform. These expectations ensure a trusted learning space for all founders and uphold the integrity of the MBA's mentor-led learning

experience. Your conduct is a vital part of your growth as a founder and community member.

Acceptable business categories

We welcome founders working on ventures that create value responsibly and operate within the bounds of law, ethics, and good judgement. However, there are certain categories of business we cannot support within the Oneday programme.

Prohibited sectors include:

- Gambling, betting, or lotteries Weapons, arms, or defence contracting
- Pornography or explicit adult entertainment
- Tobacco and vaping products
- Payday lending, loan sharking, or exploitative financial services
- Environmental harm (e.g. unsustainable extraction, illegal wildlife trade)

Conditional sectors: We recognise that there are ideas adjacent to some of these categories, such as the “adult” or “erotic” space (e.g. sexual wellness, sex toys, relationship education), which can be positive and legitimate categories. Founders in these spaces may be supported, subject to there being a mentor available and willing to support.

Ethical conduct and founder principles

As a founder in the Oneday community, you are expected to uphold high ethical standards in your business conduct and personal behaviour. This includes:

Integrity and honesty: Operate transparently with customers, partners, mentors, and peers. Avoid deception, plagiarism, or misrepresentation in your product, claims, marketing, or communications.

Respect and inclusion: Our community is built on dignity and respect. We support lawful freedom of expression — including political, religious, and personal identity — and we expect students to engage in ways that keep our learning spaces focused, safe, and productive. Expression is welcome; harassment, intimidation, discrimination, or persistent disruption is not

Respect and inclusion: Treat everyone with dignity and respect, regardless of background, identity, or belief. Harassment, discrimination, or intimidation will not be tolerated.

Positive intent: Build with empathy and a desire to create genuine value. Your work should contribute positively and not exploit or mislead others.

Compliance and Fair Play: Follow all applicable laws and regulations in the markets where you operate. Compete fairly, avoid conflicts of interest, and act in good faith.

Sustainability and Social Impact: Be mindful of your venture's wider impact on society and the environment. Strive for long-term, responsible value creation.

Advertising and Promotion

Official communication channels, including Slack, are intended to support academic collaboration, peer learning, and community engagement. Founders may share their solution or business where it is contextually relevant and appropriate (for example, in response to a discussion, request for recommendations, or within a designated channel).

Founders must not engage in spam, **automated outreach**, or repeated promotional posting. This includes broadcast-style advertising, repeated calls to action, or direct messaging large numbers of community members for promotional purposes. Targeted, non-automated outreach may be appropriate where a founder has clearly expressed relevant skills or industry experience and the outreach is proportionate and respectful.

Any advertising or promotional activity must remain proportionate, respectful of the community, and aligned with the purpose of the channel. The Oneday team reserves the right to moderate or remove content that does not meet these expectations.

Failure to comply may result in guidance, restrictions on Slack usage, or further action in line with the Founder Code of Conduct.

Community

You are joining a global community of hundreds of founders actively building their dream business



Oneday is not a passive network you observe.
It’s a working community you actively build inside.

The biggest difference between founders who get real value from Oneday and those who don’t is not talent, speed, or experience, it’s how they show up in the community.Here’s how it works.

Your Squad

Your squad is the centre of your Oneday experience. This is the small group of founders you’ll build alongside throughout the program.

Squads are designed for trust, continuity, and honest conversations, not surface-level networking. You’ll see each other regularly, share progress, get stuck together, and pressure-test decisions in real time.

Founders who get the most from their squad don’t just rely on scheduled sessions. They organise 1:1 catch-ups, quick check-ins, and informal conversations outside the calendar. Those relationships compound over time and often outlast the program itself.

Community Directory

Every founder in Oneday has a profile in the Community Directory, available directly on the Oneday platform.
This is where you can see who's building what, where they're based, their background, and how to reach them. It's designed to make intentional connections easy, whether you're looking for feedback, collaborators, accountability partners, or simply other founders at a similar stage.

Community Sessions & Events

Each week, Oneday runs live sessions designed to help you think better, move faster, and learn from people slightly ahead of you.

This includes cohort-specific moments like the Launch Summit, as well as ongoing fireside chats, workshops, clinics, and founder-led sessions.
All events are listed on the Oneday platform dashboard and on our Luma events page.

Slack

Slack is the connective tissue of the Oneday community.
It's where questions get answered quickly, wins are shared, experiments are pressure-tested, and founders help founders.

Local & In-Person Experiences

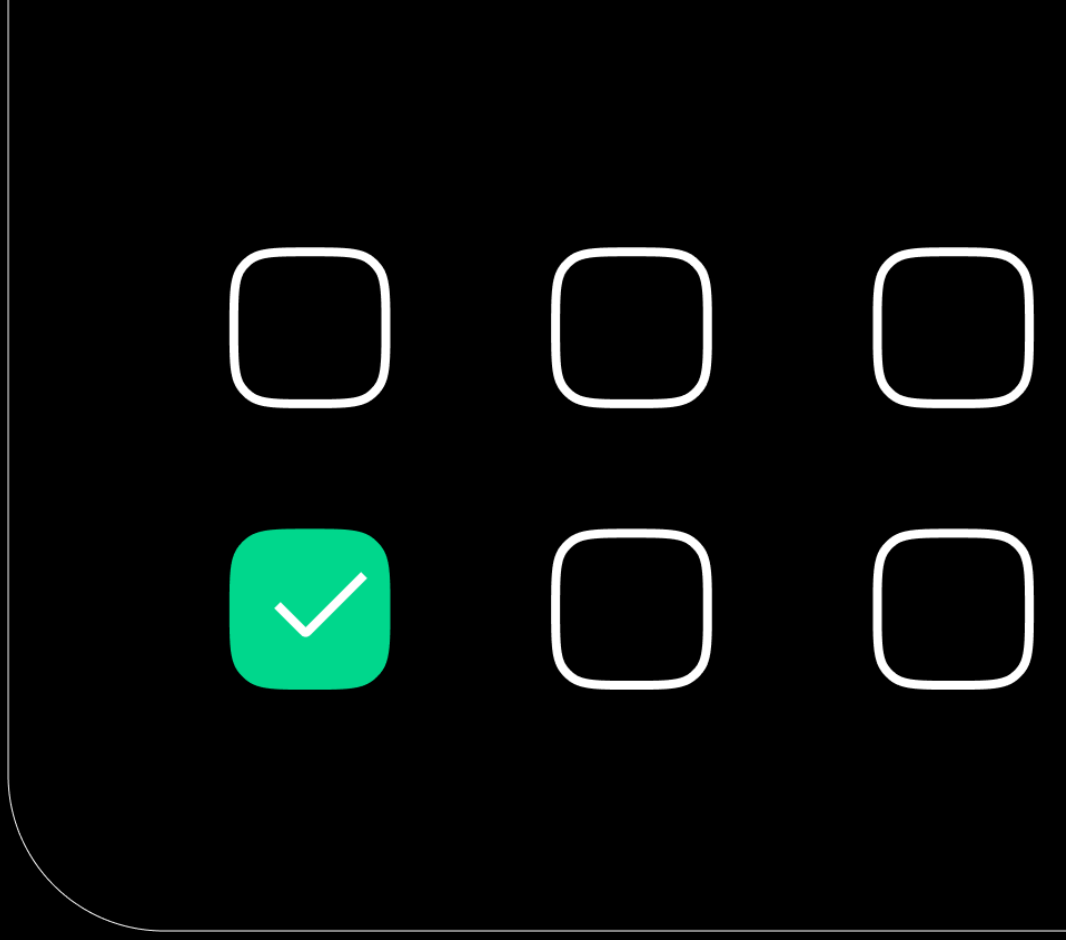
Alongside the online program, Oneday organises local meetups, founder weekends, retreats, and international gatherings.

Support & Ownership

The Oneday community is led by Juan Linares, Head of Community.

Final note

Oneday gives you access to people, rooms, and opportunities. What you build from that access is up to you. If you show up honestly, ask for help early, and contribute when you can, the community becomes one of the most valuable parts of the program. Not as a promise, but as a result of how you engage.



Assessments and assignments

Each class includes at least one assessment and a series of shorter weekly assignments. Assessments carry 70% of the grade weight; assignments make up the remaining 30%.

To pass a class and progress to the next, founders must:

- Submit a minimum of 1 assessment per class class

- Meet the required workload hours per class
- Achieve an overall grade of 60% or higher.

Falling below this threshold requires a resit, which is capped at 80%**.**

Submission deadlines - Each assignment is due by 11:59 PM (PST) on the Wednesday following the date it is set. The final assessment follows the same rule: it is due by 11:59 PM (PST) on the Wednesday after it is assigned.

Late submissions - A 2% penalty is applied for every 24 hours past the assessment deadline. If an assessment remains outstanding two weeks after the deadline, the founder will fail the class.

Failing a class - If you fail a class, you will be required to resit with the next cohort starting that class. This will not slow your overall progress. You will remain active with your existing cohort and continue to progress; the resit will run concurrently.

- Resit grades are capped at 80%.
- A maximum of three classes may be re-sat across the entire program, and each class allows a maximum of three retakes.
- There is no requirement to attend additional squads or 121s, please just submit the assignments and assessments (previous assignments can be resubmitted).

Frequently Asked Questions

How long does it take for an assessment to be graded? It takes a maximum of three weeks.

Can I request a deadline extension? For assignments, extensions are agreed between you and your mentor. For assessments, extensions are rare and must be submitted via the helpdesk form before 12pm (local time) on the final Friday of the class.

Students should reach out to their cohort manager to explain any reason why a submission is missing or late, which would include serious illness or injury to the student or their immediate dependent family member or being in a position of extraordinary time pressure.

What if I submitted the wrong file or there's an obvious error in my submission? The CX team will contact you and you will have 24 hours to resubmit.

Should I submit something even if it's incomplete? Yes. A grade will be awarded for progress made. Submitting something is always better than nothing.

Do I need to attend squads and 121s when resitting a class? No. You only need to submit your assessment and any outstanding assignments to pass.

Can I resubmit previously completed assignments during a resit? Yes, you can resubmit your previous assignments for the retaking of the class though it is not required.

What if I fail the resit? You will retake the class again with the next cohort. Each class allows a maximum of three retakes.

How do I submit assignments and assessments?

Assignments and assessments are submitted by the respective 'Assignment' page on the Oneday platform. Please ensure that you have uploaded a file, and then formally submitted it via the 'Submit' button. There is a very high expectation of submissions on the MBA program. Gaps can quickly lead to founders being left behind, with commitment waning.

Missing or incorrect submissions

If the founder has incorrectly uploaded the wrong document or the submission has an obvious flaw (like a video with no sound), then the CX team will contact the founder, and they will have 24 hours to resubmit following contact from a cohort manager.

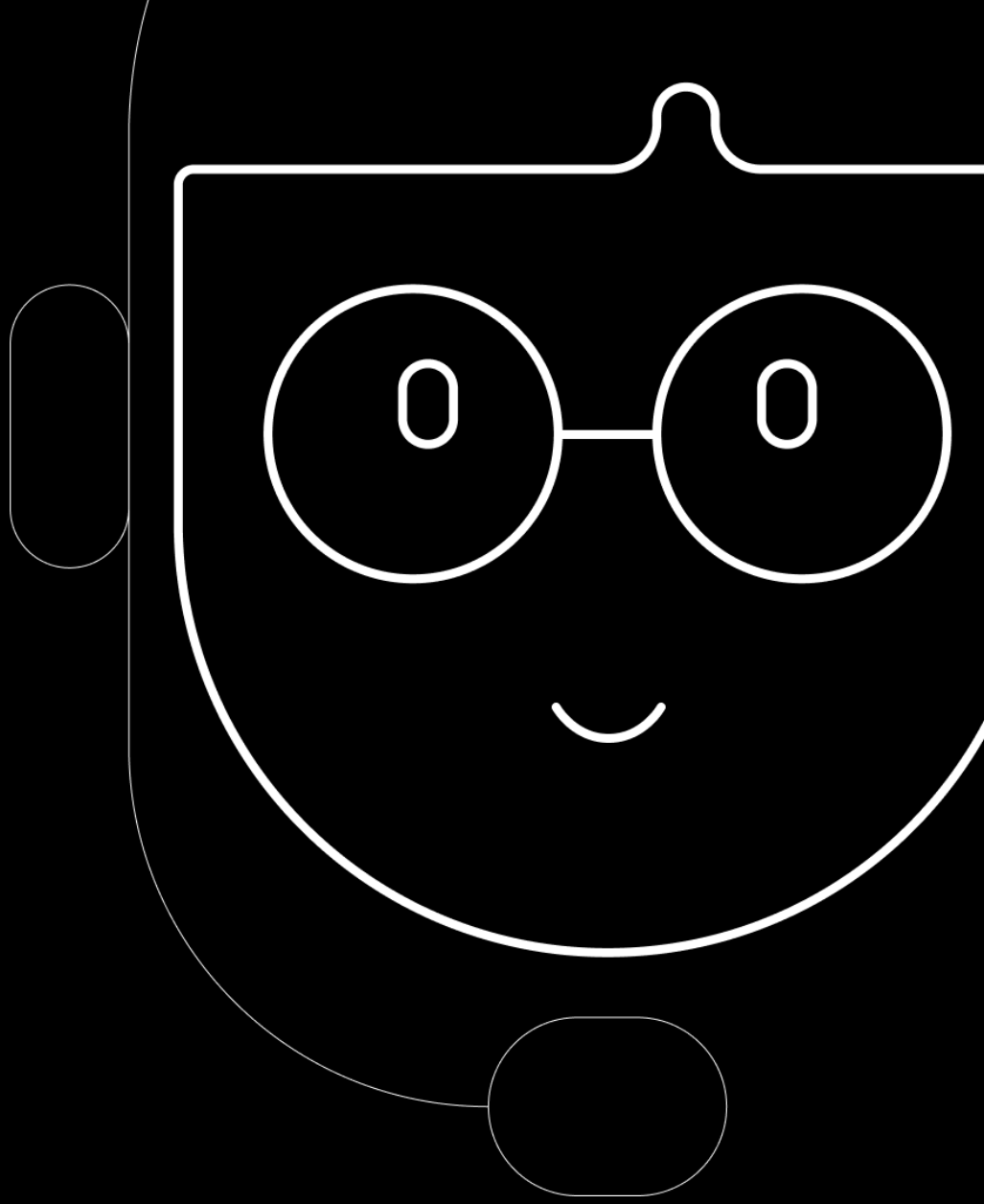
Use of AI Tools in Grading and Feedback

Faculty and adjunct instructors on this program may use AI tools, including large language models, to support grading and feedback.

Where these tools are used, they assist with tasks such as first-pass review against the rubric, checking submissions for completeness, and drafting feedback language for the instructor to edit. They do not determine your grade.

Every grade and every piece of written feedback you receive is reviewed and approved by your instructor before it is published. The final assessment reflects your instructor's own judgment of your work against the assessment criteria for the course. Your instructor is accountable for that assessment and remains your point of contact for any question about it.

Questions about a grade go to your instructor/adjunct professor in the first instance. If you can't reach them, email support@oneday.org and we'll connect you.



Student support

What happens if I fall behind with my workload?

You can check your workload progress per Class by clicking on the Woolf widget (W) in the bottom right-hand corner of the Oneday homepage. In the event that you fall behind with workload, you will receive contact from Oneday.

If you fall behind with workload and are unable to pass a Class, you will be invited to an academic intervention, at which your attendance is mandatory. Academic Interventions are supportive meetings that help you understand any pressure or challenge you face and agree on a specific plan to catch-up with the program.

If you don't meet the pre-agreed goals in your catch-up plan, you have two options:

1. **Move back a cohort**, giving you an extra month to catch up. It is important to note that you are only able to change your cohort once.
2. **Continue with the program on a non-accredited track**, building your business and attending sessions with your mentor and 121s, but **you will not be eligible for any further academic credit**. In this case, you will be required to sign a Waiver acknowledging that you will not be able to graduate with your MBA.

If we cannot reach you to discuss a lack of progress on your catch-up plan, or you fall-behind your agreed catch-up plan on more than one occasion, you will automatically be registered on the non-accredited track.

Safeguarding and Confidentiality

When you share a concern with us:

Oneday is committed to your safety and wellbeing. If you disclose information that suggests you or someone else may be at risk of harm, we have a duty of care to act on that information.

Confidentiality limits:

- We respect your privacy, but we cannot keep information confidential when:
- There is a risk of serious harm to you or others
- There are disclosures of abuse, violence, or exploitation
- There are concerns about a minor's safety
- There are mental health crises requiring immediate intervention

What happens next:

In some cases, your cohort manager may need to escalate your disclosure to Oneday's Designated Safeguarding Lead (DSL). If this happens:

- The DSL might reach out to discuss next steps and agree to support where possible
- All safeguarding matters are handled confidentially and only shared with those who need to know to keep you safe

How can I access academic or personal support?

If you have any personal or academic matters to raise, then we would encourage you first to talk to one of Oneday's Cohort Managers, who can be reached through the Help button on the Oneday platform. Your Cohort Manager will make any appropriate referral depending on the issue at hand.

Holiday and Leave of Absence

All founders have the right to request short holidays from the programme, which preserve their place within their current cohort.

For one or two week holidays

Submit a Leave of Absence form in the Help Centre, accessed through the 'Help' button in the bottom right-hand corner of the Oneday platform. You should arrange an hour-long mentor one-to-one a week before your holiday and catch up with any missed assignments. You are expected to keep pace with assignment and assessment submissions during holidays.

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How can I catch up on missed squads?

Speak directly to your mentor if you would like to watch your squad recording.

Can I request longer than two weeks?

All holiday requests will be considered, but missing extended periods of a class makes it difficult to meet the requirements to graduate. If you wish to take a holiday longer than two weeks, please contact the Customer Experience team through the 'Help' widget in the bottom right-hand corner of the Oneday platform to discuss your options.

Leave of Absence and Rejoining the Programme

If you wish to take a leave of absence, you must complete your current class before pausing your studies in order to remain eligible to rejoin the programme at a later date.

What if my circumstances are exceptional?

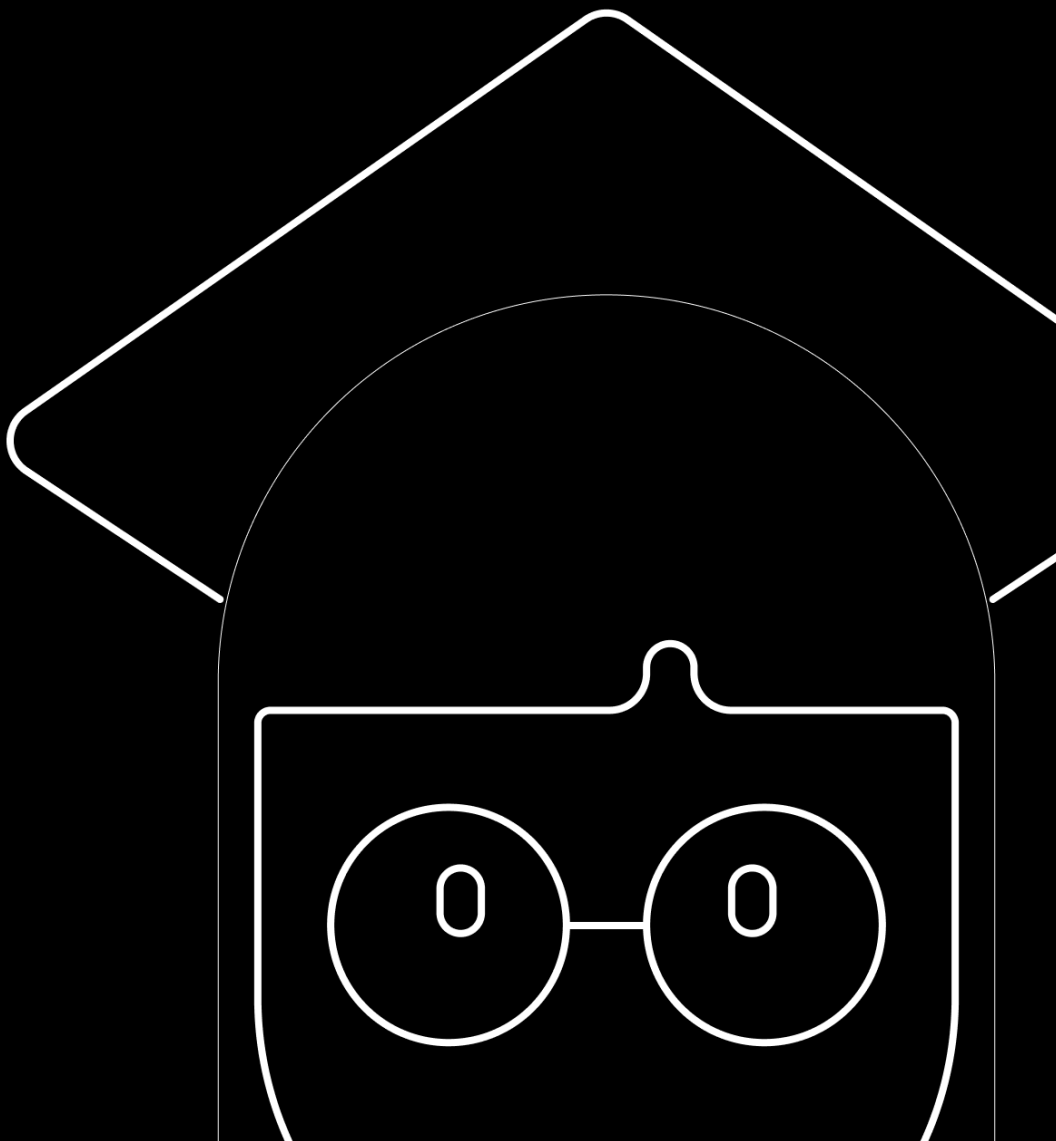
In exceptional circumstances, such as childbirth, adoption, serious illness, or the need to care for a dependent, you may be permitted to take a leave of absence without having completed your current class. In these cases, you will be required to provide appropriate supporting evidence, and approval must be granted by the programme team.

Where an exception is granted, you will be required to rejoin the programme with the next available cohort and restart the class from the beginning. You will not be able to resume partway through a class.

If you would like to request a leave of absence, please contact the Customer Experience team through the 'Help' widget in the bottom right-hand corner of the Oneday platform.

Capstone assessment, Graduation and Alumni life

In the last month of the program you will receive an invitation to attend a briefing on the final few weeks. It is essential that you attend as your capstone assessment date and time will be confirmed in the briefing.



What is the Capstone?

The Pitch Deck Assessment is the summative assessment for the Capstone Project. It starts and is described in detail on the final assessment page in the Castone Class on the platform (Class 4).

This final assessment is typically scheduled 5 weeks after the final sprint of Class 14. It provides founders with a stage to showcase how they applied learning from the entire MBA program. Founders will present an individual pitch deck, supported by a resource pack that acts as appendices. The assessment will enable founders to tell the story of their businesses and their personal growth and development in entrepreneurial competencies.

Can I defer my Capstone presentation?

All founders on the MBA track must attend their Pitch Deck Assessment. Non-attendance or low to no-notice deferrals will be awarded a zero grade for the assessment. The Capstone Assessment represents 25 of the 90 credits available. Founders cannot be awarded an MBA without a Capstone grade. Founders must adhere to the scheduled submission deadline and presentation event.

If a deferral is absolutely necessary, founders are permitted to defer their assessment only once, with a valid reason. Deferral requests must be made at least 2 weeks before the scheduled assessment. A second deferral will not be permitted under any circumstances.

Deferrals will only be considered for exceptional circumstances, specifically: Serious illness or injury to the founder or their immediate dependent family member. Such requests must be supported by verifiable medical evidence (e.g., a medical certificate).
https://docs.google.com/document/d/11YNCkLHMeHuE0U_PDgeUu-UVd6Ovixt7FVNfdw7mBOw/edit?tab=t.0

When will I know if I have graduated?

Your ability to graduate rests on a few conditions being met:

- A minimum average grade of 60%
- Completion of all 14 Classes
- A full workload record (2,250 hours)
- A minimum of two peer-reviewed texts per Class
- 75% attendance rate
- Completion of the Capstone assessment
- Students are required to have paid their tuition fees in full prior to graduation. This policy applies to all students commencing their programme on or after 1 April 2026. Students who enrolled prior to this date are required to be up to date according to their payment schedule as agreed upon at the time of enrolment. Where fees remain outstanding at the point of graduation, the conferral of the award and

the issuance of certificates will be withheld until full payment has been received.

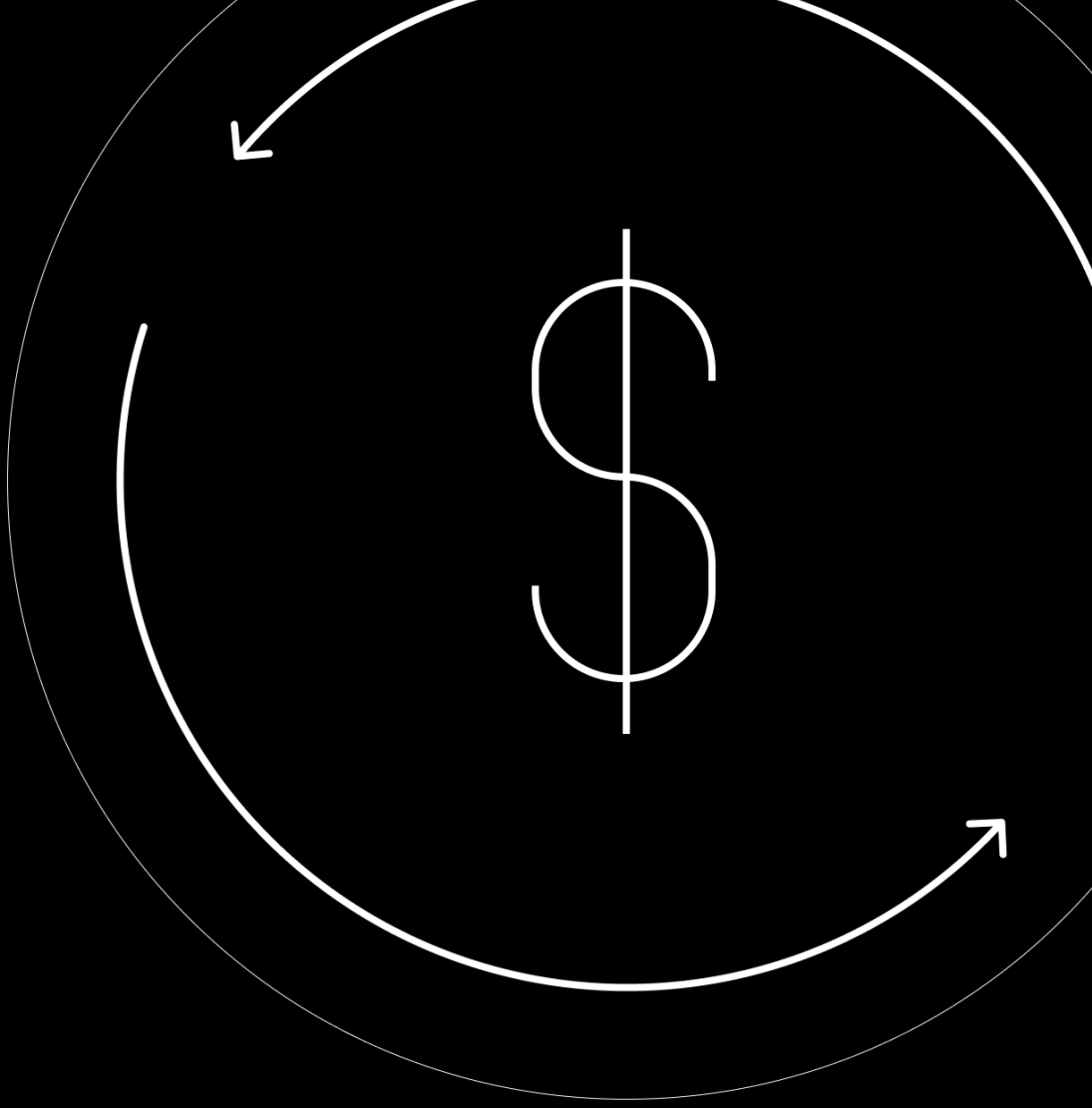
Will there be a graduation ceremony?

Yes. In the final weeks of the program you will receive a Graduate's survey, where you will confirm your intent to attend the Graduation Ceremony. There are options of at least two ceremonies run each academic year, one in-person, and one run remotely.

Can I get ongoing support from my mentor at the end of the program?

In the 4 week lead-in to your final assessment, your mentor will offer you a 1 hour dry-run to provide feedback ahead of the presentation.

Beyond the MBA, you will be presented with three packages of support from Oneday. **Click here to view packages:** https://www.oneday.org/uk/alumni



Payments, refunds, and complaints

Once the College commits to the number of students in any cohort, the costs associated with that program are fixed. Therefore, refunds are limited except as provided below.

The one month ‘cooling off’ period

All founders are entitled to a full refund within the first full month of the program starting. The ‘cooling off’ period starts from the Monday of the week of your first squad meeting.

What if I want a refund after the end of the ‘cooling off’ period?

If you want to leave the program at another point during the 18 months, then please contact the Customer Experience team (through the ‘Help’ widget in the bottom right-hand-side of the Oneday platform).

Once you have spoken to a member of the team, you will receive a refund on all remaining tuition owed up to and including the month you make the request. So if you are in month 12 when you make a request, you will be refunded for the 6 remaining months, in addition to month 12 (this would be 7/18ths of your full tuition).

What if I am on a monthly plan?

Founders paying monthly, will continue to pay at the same installment rate until they have paid up to the final full month they spent on the program. So if you are in the middle of month 12 when you make a request, you will continue to make installments to cover 11/18ths of your full tuition.

What happens if I stop engaging with the programme?

If you have not engaged with the programme for a continuous period of one month, which includes: no assignment submissions, no squad attendance, no

one-to-one sessions, and no contact with your Cohort Manager, your enrolment will be reviewed.

At this point, the Finance team will contact you to request an active decision about your enrolment. It is important that you respond to this communication: without a formal withdrawal, your loan provider will continue to expect repayment, and you will continue to be charged for the programme.

If you are struggling to engage and would like to discuss your options, please contact the Customer Experience team through the 'Help' widget in the bottom right-hand side of the Oneday platform.

There are extraordinary circumstances regarding my request for a refund - what are my options?

Oneday is committed to providing an exceptional student experience. We recognize that extraordinary circumstances may occasionally arise that significantly impact a student's ability to engage with our programs. In the policy linked to below, we outline the steps to formally raise a complaint and request consideration for issues falling outside our existing refund policy.
https://docs.google.com/document/d/1NIoGnY07WjxB3LmitQSW4X8aNzxPnDEmfZ53sOwTBnY/edit?tab=t.0

What are the payment obligations during extended study periods?

Students are required to meet the full tuition payment schedule as agreed upon at the time of enrolment, regardless of any extension to the duration of their studies. If a student remains enrolled beyond the standard course length, whether due to academic progress, approved medical breaks, or any other reason, the original tuition payment schedule and total fees remain in effect. Students must ensure that, by the time they complete or graduate from the course, they have paid the full amount that was originally scheduled to be due by that date under their initial payment plan. Extensions to the study period do not reduce, pause, or otherwise alter the student's payment obligations. We reserve the right to withhold graduation until a student's account is fully up to date in accordance with the original payment plan.

Before you withdraw, what do I need to do?

If you wish to leave the programme, you are required to complete an exit call with the Oneday team before your withdrawal can be processed. On this call, we will discuss your experience and agree on any next steps.

I would like to raise a grievance about a member of staff/student. What is the process?

Discipline, Complaints, and Appeals

Students and faculty should always seek an amicable resolution to matters arising by addressing the issue with the person immediately related to the issue. Students should handle minor misunderstandings or disagreements within a regular teaching session or by direct message, or with their College. If

a simple resolution is not possible, or the matter remains unresolved for one party, the steps outlined in this section apply to all groups, colleges, and units of Woolf.

1. The Red Flag System

An issue with a red flag should be submitted in the case that a member of the Woolf family of colleges seeks to make an allegation of serious misconduct about another member, including matters of cheating, plagiarism, and unfair discrimination or intolerance.

Any member of Woolf, seeking to raise a matter of serious concern, should submit a red flag by emailing redflag@woolf.university. Provide a short, clear description of the issue.

If a student submits an issue with a red flag, or if a faculty member submits an issue about a student, it will trigger a meeting with the Head of Student Experience (complaints from founders). If the issue is not resolved, the matter will be escalated to the College Dean.

If an issue is submitted with a red flag by a faculty member about another faculty member, then the issue is reported directly to the College Dean, and will be investigated by the Head of Faculty.

For both students and faculty members, after the Dean's decision, the one who submits the complaint is provided the opportunity to accept or appeal the decision; if the one submitting the issue appeals the decision, it will be assigned to the Quality Assurance, Enhancement, and Technology Alignment Committee, which is a subcommittee of the Faculty Council.