

Dear Student,

North-West University (NWU) and Open Learning Group (OLG) have a long-standing partnership regarding the support of NWU students enrolled for distance programmes. To date, NWU distance students would contact NWU for academic support, and OLG for administrative and/or logistical support.

Going forward, NWU will become the single point of contact for all student support matters, meaning that distance students should contact NWU directly for any academic, administrative and logistical support required.

From **1 September 2017**, NWU will provide comprehensive support to all distance students for:

- Applications and registrations;
- Provision of study material;
- Submission of assignments;
- Facilitation of examinations, and
- Graduation ceremonies.

Distance students should contact NWU directly with any support requirements from this date.

In preparation for the abovementioned changes, OLG will be starting to transfer any new applications, modular re-registration applications and assignment submissions to NWU from 1 July 2017. Students will be informed accordingly if and when such a transfer has taken place.

Below you will find new contact details for the various support teams and resources that you may require. These will replace any other contact details that you may have used before.

We trust that you will find the new contact details easy to use. If anything is unclear, or if you require any additional information, kindly contact the NWU distance learning **Call Centre** on **018 285 5900** or on **DistancePotch@nwu.ac.za**.

Best of luck with your studies!

Best regards,

**Dr JM van Zyl**

**Director: UODL**

## CONTACT DETAILS

### Contact Numbers

Description	From 1 September 2017
General /administrative enquiries	018 285 5900
Academic / lecturer enquiries	018 285 5900
Learner support centres enquiries	018 299 4561
Examination information / timetable enquiries	018 285 5900
Module re-registration enquiries	018 285 5900
Booking of computer literacy training	018 285 5900
Examination paper related enquiries	018 285 5900

### Enquiries:

- **Email address:** [DistancePotch@nwu.ac.za](mailto:DistancePotch@nwu.ac.za)
- **Short code:** Send SMS to **43366** or **45228**  
SMS must start with **NWU** and then follow with your query

### Website for Unit for Open Distance Learning (UODL):

<http://distance.nwu.ac.za/>

### All tutorial notes and examination information can be downloaded from:

<http://distance.nwu.ac.za/downloads>

### Registrations (new for 2018 and modular re-registrations):

- **Email address:** [UODL-registrations@nwu.ac.za](mailto:UODL-registrations@nwu.ac.za)
- **Telephone:** 018 285 5900

### Applications (for 2018)

- **Email address:** [UODL-applications@nwu.ac.za](mailto:UODL-applications@nwu.ac.za)
- **Telephone:** 018 285 5900

### Fraud Line:

- SMS the word "fraud", "Fraud" or "FRAUD" and a short message to **45228**.

### Assignment due dates:

<b>Assignments</b>	<b>Portfolios</b>
9 September 2017	21 October 2017

**Methods for Assignment submissions:**

- **Post box at Learning Support Centre**
- **Courier to physical address**  
Attention: Pieter Vermaak (018 285 5900)  
The Unit for Open Distance Learning  
North-West University  
cnr Esselen and Malherbe Streets  
Building B11A  
Room G30  
Potchefstroom  
2520
- **Postal address**  
Unit for Open Distance Learning  
North-West University  
Private Bag X6001  
Internal Box 539  
Potchefstroom  
2520

**Fax numbers:**

- General, Examinations, Call Centre, Cancellations, Refunds, Module re-registration, Module credits, Module/Programme changes, Update of personal information: **087 2344 957**
- Module re-registration specifically: **087 2344 957**
- Remediation of applications specifically: **087 2344 957**

**Student Finance:**

- **Email address:** [PUK-studyfees@nwu.ac.za](mailto:PUK-studyfees@nwu.ac.za)
- **Telephone:** 018 299 2667 / 2668 / 2669 / 2670/ 2671 / 2672 / 2673
- **Website:** <http://www.nwu.ac.za/content/payment-options>
- **Bank Account Details:**

<b>Bank</b>	<b>Account Nr</b>	<b>Branch</b>
ABSA	407 009 9350	632 005
FNB	6216 190 7335	240 438
Nedbank	1713 378 531	171 338
Standard Bank	33 038 4465	052 838

**NB:** Use your **8-digit NWU student number** as reference for payment.