

BSc in Information Technology

SCHOOL OF COMPUTER SCIENCE AND INFORMATION SYSTEMS

Open distance learning students

PROSPECTUS (Information booklet)

2020

**North-West University
Potchefstroom Campus
Faculty of Natural and Agricultural Sciences**

This Information booklet contains important administrative and academic information you will need during your studies at the North-West University Unit for Open Distance Learning.

For all academic information and assistance please contact the relevant lecturer. Lecturer's contact details can be found on your tutorial notes and on the eFundi site for the module. Students may call 018 285 5900 should they need contact details of lecturers for the different programmes/modules. Please consult with the lecturer should your module not appear on the contact/whiteboard session timetable.

The Information booklet furthermore provides you with all information regarding contact/whiteboard sessions, with dates and times of sessions you may attend.

Contact details:

1. NWU

NWU contact information:

Tel: 018 285 5900

Fax: 087 234 4957

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

<http://distance.nwu.ac.za/contact-us-general-information>

E-mail: DistancePotch@nwu.ac.za

Sms: Send SMS to **43366 NWU** [Space] **Student number** [Space]

Subject code[Space]**And the question**

2. Direct all written correspondence to:

Academic matters:

The Academic manager for Natural and Agricultural Sciences: Unit for Open Distance Learning

Building B11
North-West University
Private Bag X6001
Internal Box 539
Potchefstroom
2520

Administrative matters:

The Unit for Open Distance Learning (UODL)

Building B11A
North-West University
Private Bag X6001
Internal Box 539
Potchefstroom
2520

PLEASE MENTION YOUR STUDENT NUMBER IN ALL CORRESPONDENCE

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Dean's Letter

Dear NWU ODL student

Congratulations on your acceptance!

It is a pleasure to welcome you into the North-West University and specifically into the Faculty of Natural and Agricultural Sciences. I hope that you will enjoy your studies with us.

We thank you for choosing to enrol with us for the BSc in IT Distance Learning Programme and for trusting us to assist you in achieving your academic and professional goals.

At the Faculty of Natural and Agricultural Sciences we pride ourselves on providing quality in teaching-learning, research and community engagement. Our highly qualified and helpful academic staff will be available to you through various communication channels. Please make use of these communication channels throughout the duration of your studies so as to ensure a positive output regarding your studies.

Each lecture is recorded and uploaded online for you to be able to watch. We therefore ask that you familiarise yourself with the NWU's e-Fundi platform and ensure that you have adequate access to an e-Fundi site for each module you are enrolled in, as well as the main BSc in IT programme e-Fundi site. This is vital as you will use this platform to submit your tasks and assignments.

On completion of your three year BSc degree you will be equally as equipped as our on-campus students either to further your academic career with a BSc Honours, MSc and PhD or to enter into the corporate industry as a working IT-technician, programmer, etc.

I leave you with an inspirational quote from Dr Steve Maraboli: "Sometimes the greatest thing to come out of all your hard work isn't what you get out of it, but what you become from it."

Good luck with your studies and may it be an exciting and fulfilling journey.



Prof Helen Drummond

Deputy Dean: Teaching and Learning

Faculty of Natural and Agricultural Sciences



What is open distance learning?

Open learning is an approach that combines the principles of learner centeredness, lifelong learning, flexibility provision, the removal of barriers to learning, accessibility to learning, the recognition of prior learning, the provision of learner support, the construction of learning programmes in the expectation that learners can succeed, e-learning and the maintenance of rigorous quality assurance. In order to expand access to education and training and provide classes at places and times convenient to students, the School of Computer Science and Information systems offers the degree BSc in IT through the Unit for Open Distance Learning at the Potchefstroom Campus.

The Unit for Open Distance Learning (UODL) delivers several distance programmes on behalf of the faculties. The BSc in IT distance programme in the Faculty of Natural and Agricultural Sciences is offered on the following principles:

- a) Students register at the start of the academic year through the UODL and follow the curriculum according to each year and semester as indicated in the Yearbook. Students are, however, allowed to complete the three-year degree over a maximum period of 6 years, given that module prerequisites and academic rules are adhered to. Please refer to section 2.1.6 for details of prerequisites in the curriculum.
- b) Students have two assessment opportunities (examinations) per module as prescribed by the General Academic Rules (<http://studies.nwu.ac.za/studies/yearbooks>), of which the student may utilise one or both.
- c) A valid participation mark will give the student access to two examination opportunities, after which, if both were failed, a student must obtain a new participation mark.
- d) Classes and tutorial lessons are mainly presented by means of asynchronous online videos, although some modules include interactive whiteboard (IWB) sessions. All lessons are saved on the Internet for students to access at their convenience.
- e) Students are supported by means of a virtual learning environment (eFundi), call centre, social media and contact with lecturers and facilitators.
- f) Study material are delivered by courier services or made available in electronic format via eFundi.
- g) Distance programs are supported by the eFundi virtual learning environment available online. Study guides and other electronic study material are available on this platform. Students are able to communicate with lecturers and peers on this platform and submit assignments via this platform.
- h) It is compulsory, and the responsibility of the student to ensure that he/she has access to, or obtain the necessary technology such as a computer and smart phone that meets the minimum specifications of the NWU. Access to a computer with Windows 10 or higher as well as an Internet connection of at least 2Mbps (4Mbps or higher is recommended), is required for the BSc in IT degree. Note that a high data cap is required as students have to download and watch online instructional videos. Registered students of the NWU can use a free version of Windows as well as Office 365. More information is available in the section about study material.

1 Academic Rules for ODL-programmes

(Aligned with the NWU's Academic Rules)

1.1 Admission requirements to programmes

The admission requirements for all formal academic qualifications offered by the University are set out in the Admission Policy as approved by Senate and Council http://www.nwu.ac.za/content/policy_rules

1.2 Examination opportunities

Examination opportunities and information are communicated to students through the relevant prospectus (programme information booklet) and time tables, the NWU website, and examination letters.

NWU web address: <http://www.nwu.ac.za>

1.3 Admission to examinations

According to the General Academic Rules, any student who has obtained the required proof of participation and/or participation mark as prescribed, will be admitted to the examination in the module concerned.

A participation mark will allow a student a second consecutive examination opportunity, should they fail the first attempt.

1.4 Participation mark

Participation mark means the mark awarded to a student in a module within a prescribed period by means of formative assessment for the completion of those teaching-learning activities that are required as part of the study within the module.

The participation mark for a module may be compiled from tests and/or assignments as prescribed in the study guide for each module. For every teaching-learning task that is carried out by means of formative assessment in a module, a mark is allocated. A student's participation mark is the weighted mean of all these marks. For each module a minimum participation mark must be obtained to be admitted to the examination.

A participation mark will give the student admission to only two executive examination opportunities. Thereafter a new participation mark must be obtained in order to gain admission to write the examination in that module.

1.5 Module mark

A module mark is a mark calculated according to a formula that is determined from time to time for each module in terms of faculty rules, based on the participation mark and the examination mark awarded to a student in a module, provided that the weight of the participation mark in the above mentioned formula may not be less than 30% or more than 70%.

The calculation of the final module mark differs from faculty to faculty and module to module. Please refer to the academic yearbook of the particular faculty presenting the module (<http://studies.nwu.ac.za/studies/yearbooks>) as well as the study guide of the module to see how the final module mark is calculated.

1.6 Unsatisfactory academic performance

A student whose academic performance is found to be unsatisfactory will receive a formal written warning from the Dean: Faculty of Natural and Agricultural Sciences or an administrator authorised by him. Thereafter, if progress is still not satisfactory, the student could be dealt with in terms of the General Academic Rules.

1.7 Termination of studies of ODL-students

The minimum duration for the degree BSc in IT is three years and maximum duration is six years. One year before the maximum duration of study is exceeded and a student's studies are finally terminated, such a student will receive a warning letter from the Dean: Faculty of Natural and Agricultural Sciences or an administrator authorised by him to inform them of the two final examination opportunities in which all outstanding modules must be passed. Should such a student still have outstanding modules after these examination opportunities, the studies of such a student must be terminated in terms of the General Academic Rules.

Only in exceptional cases, and then on the grounds of irrefutable evidence, will the Dean: Faculty of Natural and Agricultural Sciences or the school director, or the programme leader authorised by the dean, consider a request for continuation of studies from a student whose studies have been terminated. Should such an application be successful, the student will be afforded only one examination opportunity to complete all outstanding modules.

1.8 Warning against plagiarism and dishonesty

Assignments are individual tasks and not group activities (unless explicitly indicated as group activities).

Dishonesty in assignments, tests or examinations (for example submitting someone else's work as you own) is considered a serious offence. Students should know that, in such cases, they will be subjected to disciplinary procedures, but that these procedures are just and that they will be protected against false or unjust allegations.

For further details please refer to the Policy on Academic Integrity and Students' Disciplinary Rules of the NWU at (http://www.nwu.ac.za/content/policy_rules).

2 Programme information: BSc in IT

Complete programme information and rules are available in the Undergraduate Yearbook of the Faculty of Natural and Agricultural Sciences. The rules for the BSc in IT Programme must be read together with the General Academic rules of the university (A-rules).

(Refer to the NWU Calendar for the Programme in the Faculty of Natural and Agricultural Sciences at <http://studies.nwu.ac.za/studies/yearbooks>).

2.1 Nature and general aims

There is an urgent need in South Africa (and globally) for more scientists and information technologists. The BSc in Information Technology qualification in the Faculty of Natural and Agricultural Sciences aims to equip graduates with degree-level expertise and applicable skills in the field of Information Technology (Computer Science and Information Systems) and provide South Africa with graduates who possess specific and relevant theoretical expertise and practical skills in the IT field. The qualification strives to enable graduates to enter the labour market of Information Technology either as entrepreneurs or as employees of organisations at national or international level.

The programme equips and empowers prospective IT practitioners to

- demonstrate complete and systematic knowledge and application skills of at least one modern relevant programming language, phases of a relevant system development life cycle (SDLC), database techniques and technologies, IT project planning and management techniques, and human-computer interfaces to be able to contribute in a professional and ethical manner and in accordance with modern acceptable methodologies to the design, development and delivery of computerised systems according to business needs and principles;
- have knowledge and understanding of the value of information in enterprises and of the technical functioning and processing of information sources and related facilities to collect, analyse, process, integrate and logically evaluate information with the help of applicable multidisciplinary concepts, structures, models, theories, principles and research methods to make a meaningful

contribution to strategic decision-making and management of information and information sources;

- be able to solve, through in-depth, practice-oriented knowledge of and insight into the field of Information Technology (IT) as an individual and as member or leader of a team, IT-related problems alongside approaches and techniques of other applicable disciplines of computer science and information systems in particular as well as through applicable statistical and mathematical techniques, and to communicate/demonstrate these solutions by means of developed systems and theory-driven oral and written arguments to an audience of peers with appropriate media;
- realise the necessity to ensure continued competence and to stay at the forefront of the latest technology and techniques, and to be able to go stay involved through established and well-developed learning skills as lifelong learner; and
- understand the process and role of entrepreneurship and identify, create and realise opportunities in practice as information technologist.

With the basic and applied skills that the student will acquire through successful completion of this qualification, he/she will also be prepared and eligible to continue with postgraduate studies in the specialized fields of Computer Science and Information Systems at NQF level 8, thus either a BSc Honours degree or a Postgraduate Diploma in cognate fields.

2.2 Study duration and articulation

Study Duration

The minimum duration of study is three years and the maximum duration of study is six years.

2.3 Admission requirements

The admission requirements for all formal academic qualifications offered by the University are set out in the Admission Policy as approved by Senate and Council:

http://www.nwu.ac.za/content/policy_rules

Specific to the degree BSc in IT:

- Applicants should be in possession of a grade 12 National Senior Certificate with university exemption for degree studies.
- Applicant should have an APS score of at least 26.
- Applicant should have completed Mathematics (not Mathematics Literacy) level 4 (50 - 59%) or higher.
- Information Technology or Computer Applications Technology as a school subject is not required.

2.4 Rules for the programme

Refer to the NWU Calendar for the Programme in the Faculty of Natural and Agricultural Sciences at <http://studies.nwu.ac.za/studies/yearbooks>

The rules for the BSc in IT Programme must be read together with the General Academic rules of the university (A-rules), which is available on the Internet at: http://www.nwu.ac.za/content/policy_rules

2.5 Programme layout

The qualification consists of a minimum of 392 credits. Each module carries a certain amount of credits. Modules include Computer Science and Information Systems subjects (CMPG), Accounting (ACCS), Business Management (BMAN), Statistics (STTN), Mathematics (MTHS), as well as some other compulsory modules.

| BSc in Information Technology (2HA H01 - N301P) Distance | | | | | | | | |
|---|-------------|------------|--------------------------------------|-------------|------------|--------------------------------------|-------------|------------|
| YEAR LEVEL 1 | | | YEAR LEVEL 2 | | | YEAR LEVEL 3 | | |
| First semester | | | First semester | | | First semester | | |
| Module code | Core | Cr | Module code | Core | Cr | Module code | Core | Cr |
| CMPG111 | H | 12 | CMPG211 | H | 16 | CMPG311 | H | 16 |
| STTN111 | X | 12 | CMPG212 | H | 8 | CMPG312 | H | 16 |
| BMAN111 | X | 12 | CMPG213 | H | 16 | CMPG313 | H | 16 |
| MTHS113 | X | 12 | CMPG214 | H | 8 | CMPG315 | H | 16 |
| ACCS111 | X | 16 | CMPG215 | H | 8 | | | |
| | | | WVNS211 | X | 12 | | | |
| Total 1st semester | | 64 | Total 1st semester | | 68 | Total 1st semester | | 64 |
| YEAR LEVEL 1 | | | YEAR LEVEL 2 | | | YEAR LEVEL 3 | | |
| Second semester | | | Second semester | | | Second semester | | |
| CMPG121 | H | 12 | CMPG221 | H | 8 | CMPG321 | H | 16 |
| CMPG122 | H | 12 | CMPG222 | H | 8 | CMPG322 | H | 16 |
| STTN121 | X | 12 | CMPG223 | H | 16 | CMPG323 | H | 16 |
| ACCS121 | X | 16 | BMAN223 | X | 16 | CMPG324 | H | 16 |
| ALDE122 | X | 12 | WVNS221 | X | 12 | | | |
| | | | MTHS225 | X | 8 | | | |
| Total 2nd semester | | 64 | Total 2nd semester | | 68 | | | 64 |
| Total year level 1 | | 128 | Total year level 2 | | 136 | Total year level 3 | | 128 |
| Total of programme credits | | | | | | | | 392 |

2.6 Prerequisites for modules in the curriculum

IMPORTANT: To continue with a module, the student must pass modules that are listed as prerequisites.

| Module code | Module description | Prerequisites |
|-------------|--|-----------------------|
| ACCS111 | Financial Accounting (Special) I | - |
| ACCS121 | Financial Accounting (Special) II | ACCS111 |
| ALDE122 | Academic Literacy | - |
| BMAN111 | Introduction to Business Management | - |
| BMAN223 | Problem solving for managers | - |
| CMPG111 | Introduction to Computing and Programming | - |
| CMPG121 | Structured Programming | CMPG111 |
| CMPG122 | User Interface Programming I | CMPG111 |
| CMPG211 | Object Oriented Programming | CMPG121 |
| CMPG212 | Apps and Advanced User Interface Programming | CMPG122 |
| CMPG213 | Systems Analysis and Design I | CMPG121 or CMPG122 |
| CMPG214 | Communication Skills | CMPG121 or CMPG122 |
| CMPG215 | Information Security | CMPG121 or CMPG122 |
| CMPG221 | Data Structures and Algorithms | CMPG211 |
| CMPG222 | Data Analytics | CMPG211 or CMPG212 |
| CMPG223 | Systems Analysis and Design II | CMPG213 |
| CMPG311 | Databases | CMPG221 or CMPG223 |
| CMPG312 | Decision Support Systems I | MTHS113 |
| CMPG313 | Artificial Intelligence | CMPG221 |
| CMPG315 | Computer Networks | CMPG221 |
| CMPG321 | Advanced Databases | CMPG311 |
| CMPG322 | Decision Support Systems II | CMPG312 |

| | | |
|---------|--------------------------------------|---|
| CMPG323 | IT Developments | CMPG221 <u>and</u> CMPG223 <u>and</u> CMPG311 |
| CMPG324 | Operating Systems | CMPG221 |
| MTHS113 | Basic Mathematical Techniques | - |
| MTHS225 | Discrete Mathematics | MTHS113 |
| STTN111 | Descriptive Statistics | - |
| STTN121 | Introductory Statistical Inference I | STTN111 |
| WVNS211 | Understand the Natural World | - |
| WVNS221 | Science and Society | - |

3 Teaching and Learning arrangements

3.1 Language

The language of tuition via ODL is English. Study guides and instructional videos for all the modules are available in English. A student may write examinations and submit assignments in either Afrikaans or English, except for Academic Literacy (ALDE122) in which assignments and examination scripts are to be submitted in English only. In modules where there are interactive whiteboard sessions, these are conducted in English.

3.2 Study Material

- a) Study material will be delivered by courier services to the address you have indicated for the delivery of study material.
- b) Please note that you must indicate a physical address or work address to which the study material can be delivered via courier.
- c) Study guides will be available on eFundi.
- d) All NWU students have a **gmail address**. The format of this e-mail address is: *studentnumber@g.student.nwu.ac.za*. You will receive eFundi notifications via this e-mail address. More information is available from <http://services.nwu.ac.za/information-technology/student-email>.
- e) Registered students of the NWU can use a free version of **Windows 10** available from <https://nwu.onthehub.com/>. You will need to register at this store with your NWU-issued gmail address as specified above.
- f) Registered students of the NWU can use **Microsoft Office 365** for free. More information is available from <http://services.nwu.ac.za/information-technology/office365-subscription>

3.3 eFundi

The BSc in IT programme is supported by the eFundi learning management system. All your study guides will be available on this platform. You will be able to communicate with your lecturer and peers on this platform and you will **submit your assignments on this platform**.

When you sign up to use eFundi your username is your student number. The first time you will need to use your RSA ID number followed by **@Nwu** as your password. International students will need to use their passport number followed by **@Nwu** as password. Kindly change your password and memorise it.

You will receive eFundi notifications via your NWU-issued gmail address.

3.4 Assignments

- a) Please follow instructions for assignments as stipulated in the study guide for each module.
- b) Assignments must be submitted via eFundi unless specified otherwise for a specific assignment. Please do not e-mail assignments to lecturers.
- c) Assignments have fixed deadlines. Students are required to submit assignments according to dates specified in the study guide for each module.
- d) Important to know:
 - Assignment marks contribute to your participation mark which gives you admission to the examination.
 - A participation mark can only be used for two exam opportunities after which a new participation mark must be obtained.
 - Kindly note that late submissions will not be captured.
 - All assignments must be submitted electronically on eFundi unless specified otherwise for a specific assignment.
 - NB An assignment is ONLY submitted if you used the "Final submission" button on eFundi and if you have received an e-mail. In this e-mail you will find a submission number. Kindly save this as evidence of submission

3.5 Downloads

Students can access and download recorded video lectures for the BSc in IT programme from the link provided below. Students can download these lectures on any of their devices.

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

These are case sensitive: **Username: BScIT Password: bscit123**

Tutorial notes, examination information, and previous examination papers are also available from the downloads page.

Note that the downloads site is a repository of video resources. It is important to read and work from the study guide for each module as it puts each study resource, including videos, into context and indicate when and how to complete each study unit.

4 Examination arrangements

4.1 Examination procedures

IT IS IMPORTANT THAT YOU ATTEND AT THE EXAMINATION VENUE YOU HAVE INDICATED ON YOUR APPLICATION FORM, SINCE PROVISION WILL BE MADE FOR YOU ONLY AT THAT EXAMINATION CENTRE. ONLY WRITTEN REQUESTS FOR ANY CHANGE OF EXAMINATION VENUE WILL BE ACCEPTED.

Please take careful note of the details given below regarding the examination procedures so that you know what is expected of you:

- a) Examinations will take place on the dates given in the examination timetable.
- b) Familiarise yourself with the examination timetable and be prepared to write the exams on the specified days.
- c) Arrangements for practical examinations will be communicated to all students.
- d) Examination papers are set and marked by lecturers and accredited markers from the University.
- e) As soon as your results have been processed, they will be posted to you.
- f) The final promotion is done by an examination panel from the University.

- g) If you fail a module during the first examination opportunity, you will have the opportunity to rewrite the module during a second examination opportunity. If you fail a module again during the second examination you will have to reregister, pay for the module and obtain a new participation mark to be able to write again.
- h) Examination regulations appear in each answer book. Any irregularities during examinations are considered a serious offence and the necessary steps will be taken.
- i) Dishonesty during the examination could lead to a candidate being expelled from the course and/or university. Please ensure that you do not become a victim of this kind of behaviour. It is not worth it.
- j) NO marks will be given telephonically.

4.2 Examination enquiries

How to find your results on the internet:

- Go to <http://www.nwu.ac.za/>
- Under the heading Current Students click on the Exam Results link.
- The login window will appear. Type in your student number and PIN (the pin can be requested on the same webpage).
- You can also obtain your examination results via SMS. On your cell phone, go to new messages, type in your student number followed by the word NWU and send the message to 35606. An SMS will be sent to you with your results.
- You can also make use of the MTN line to receive your examination results. The number to call is 083 123 222. Have your student number at hand.

All students will receive their examination information for modules when participation marks are finalised.

Students may download examination information, previous examination papers and tutorial notes from the UODL website at: <http://distance.nwu.ac.za/downloads>

Important contact numbers regarding examination enquiries:

- All queries: 018 285 5900.

- Saturdays 08:00–16:00: 082 7796 390

4.3 Examination marks

Examination marks are evaluated as follows:

- Minimum participation mark: may differ from module to module.
- Examination sub-minimum: 40% per module.
- Participation and examination marks constitute the module or final mark: Examination (60%) + participation (40%) = 100% module mark (final mark), unless indicated otherwise in the study guide of the module. Please note that you could obtain a module mark of above 50% and still fail because of the sub-minimum requirement in the exams which is 40%.
- Distinction = 75%
- Pass mark = 50%

Important: If a student fails the first examination, he/she may sit for the second examination using the same participation mark. A fee is payable to write the second examination opportunity.

Please note that a number of modules have **prerequisites**. The prerequisites are listed in your Information Booklet and also available in the academic yearbook of the faculty that presents a particular module.

4.4 Re-mark of examination

All examination scripts are marked as well as moderated and marks verified (recounted) to ensure that the correct marks are given. Students may, however, apply for a re-mark if all of the following criteria are adhered to:

- at minimum of 35% obtained in the examination;
- application must reach the call centre at NWU within 10 days after examination results have been published;
- the re-mark fee should be paid and the proof of payment sent to the call centre with the application form, available from the NWU call centre.

5 Examination Dates

PLEASE NOTE THAT THESE DATES ARE SUBJECT TO CHANGE

First semester examination: **27 May to 22 June 2020**

Second semester examination: **26 October to 18 November 2020**

Important Notes

- Make sure you are registered at a specific examination centre.
- Prior to each examination, you will receive a personalised examination timetable that includes the specific address for each examination centre
- If you need to change your examination centre, please contact 018 285 5900.
- Changes for the June examination must be communicated to them before the end of February, and for the October examinations, before the end of July.
- If you should fail to change your examination centre in time, there will be serious financial implications for students
- The exam letters will be available on the UODL website at: <http://distance.nwu.ac.za/downloads>

6 Financial arrangements

6.1 Student Fees and Debtors

The complete Fees Payable and Financial Rules are available on the website for student fees and debtors:

<http://www.nwu.ac.za/far/index.html>

6.2 General account enquiries

Enquiries with regard to student accounts may be addressed to the staff at student accounts situated on the ground floor of Building F1 on the Potchefstroom campus.

Tel: 018 299 2667/8/9

018 299 2670/1

018 299 2672/3

Website: <http://www.nwu.ac.za/content/account-enquiries>

Email: PC-studyfees@nwu.ac.za

6.3 Fees payable upon changing of modules

Should a student change any module(s) after the period allowed for changing, which is annually determined by Academic Administration, no credit will be granted for the cancelled module(s).

2020 period for undergraduate curriculum and module enrolment changes are: 3 February **until 14 February**, and 13 July until **14 August**.

6.4 Credit amounts on a university account

- a) If a credit balance arises on a university account, application may be made on the prescribed form for payment of the credit amount per cheque or direct transfer; no credit will be paid out in cash.
- b) Credit balances on student accounts can only be paid out against acceptable proof of the student's identity. Payment to any other person than the student can be made only on written authority of the student on the prescribed form available at the enquiry desks and against satisfactory proof of the identity of the student. The above procedure is necessitated by relevant legislation and internal controls.
- c) Official application forms for credit payments are available at student-account enquiries, on the website or 018 299 2674 and should be fully completed and approved for the pay-out of credits. Please take note of the cut-off times for requesting payments, as well as time delays before actual pay-out. A standard levy will be charged on the student's account for every cheque issued for this purpose.

7 Other administrative matters

7.1 Change of address

It is important to inform the Unit for Open Distance Learning of any change of address or contact number. Valuable information regarding your studies will be lost if we do not have this information.

7.2 Cancellation of studies / Expulsion: Process

Notice to the Head: Support Section

Your notice of cancellation of studies or single-course modules should be submitted on the official cancellation form. Please send an email to Keshni.Scholtz@nwu.ac.za to request the cancellation form, or collect it from the Support Section at room G30 in the UODL, Building B11A on the Potchefstroom Campus.

Should notice of cancellation take place *by letter*, it should be addressed to:

The Head: Support Section
Attention: Mrs Keshni Scholtz
Private Bag X6001
POTCHEFSTROOM
2531

If notice of cancellation is sent by *registered mail*, the date of receipt will be noted as the official cancellation date.

The cancellation is valid from the date of proper submission of the cancellation form to the Department of Academic Administration, or from the date of receipt of the registered postal article by the Head: Support Section.

The Head: Support Section or Department of Academic Administration will notify Financial Administration: Revenue accordingly regarding the cancellation.

Fees payable upon cancellation of studies

Should students cancel their studies prior to **14 February**, only the registration is payable as set out above. Should students cancel their studies after 14 February, the full tuition for the first semester is payable.

Should students cancel their studies for the second semester prior to **14 August**, only the tuition for the first semester is payable. Should students cancel their studies after 14 August, the full tuition for the year is payable.

Should students cancel their studies, all bursaries and/or loans are repayable immediately.

Continued liability for fees payable upon expulsion from studies

In all cases of transgressions and subsequent disciplinary steps that might entail, in terms of the provisions of the University's Statute and the Students' Disciplinary Rules, the temporary or permanent, total or partial suspension of rights and privileges, intervention in or interruption or termination of studies or non-acceptance in a residence, the student concerned forfeits any claim to the repayment, reduction or waiver of moneys that have been paid, or are payable to the University. All bursaries and/or loans are also repayable immediately.

8 Counselling

Studying via ODL certainly poses a challenge to many students, since ODL students are sometimes employed, have families or other obligations and often find themselves isolated with regard to their tertiary education.

To assist students with their academic progress as well as the accompanying logistics and administration, we have provided the call centre and various websites where students can get support.

However, we realise that there may be financial, psychological or other constraints that could dissuade students from focusing on their studies. For this reason, we also have a 24-hour tele-counselling service available to our students. We believe that students without burdens will be positive in attitude and content, and can focus on their studies. These services will be available 24/7 (therefore including weekends), and at no charge.

Note: We are of the opinion that students will benefit from this service. Successful students remain our goal.

8.1 Academic support and counselling

Unit for Open Distance Learning: academic manager, Natural and Agricultural Sciences

Dr. Almero Kok

Tel: 018 299 4560

Email: Almero.Kok@nwu.ac.za

8.2 INGRYP

INGRYP has the infrastructure to offer counselling services to our students. Different types of counselling services are available:

- Financial counselling
- Legal advice
- Interpersonal interactions
- Trauma counselling
- Personal trauma
- HIV/AIDS counselling

Counselling services will be provided by professionals, including:

- Psychologists
- Social workers
- Legal advisers
- Financial advisers

Note: these services are available only to our students. Have your student number and ID number ready when making contact.

Should the need arise for counselling, different ways of requesting advice exist, depending on the type of counselling required.

If you need an immediate response, kindly dial the following telephone number:

Landline: +27 18 299 1777

For NON-EMERGENCY purposes only (i.e. financial and legal advice):

- SMS: SA: 32341
- International: +27 8400 32341
- Email: help@lifeassist.co.za
- E-Support at www.yourlifeassist.co.za

9 Open Distance Learning Administrative Staff

Unit for Open Distance Learning: academic manager

| | | |
|---------------|--------------|--|
| Dr Almero Kok | 018 299 4560 | Almero.Kok@nwu.ac.za |
|---------------|--------------|--|

Unit for Open Distance Learning

| SECTION | TELEPHONE |
|--|---|
| CALL CENTRE: (<i>Student enquiries</i>) | 018 285 5900 |

10 Communication with academic staff

ACADEMIC ENQUIRIES:

Lecturer contact information will be available in tutorial notes as well as on eFundi.

Lecturers may be contacted via:

- **eFundi**
- **E-mail**
- **Telephone**
- **Appointment**

If you want to visit your lecturer, please schedule an appointment, otherwise you could drive all the way and might not be able to see him/her.

NB Only contact your lecturer if you have academic queries concerning the **content** of the module. For queries about registration, study material, results and time tables you should contact the call centre (018 285 5900).