

## NWU Desk: Topic classification list

### Distance learning applications

Enquiry	Answers
<p>How does distance learning work?   What is distance learning?   What is the Unit for Distance Learning?</p>	<p>Thank you for your question. The NWU distance learning is a division of the North-West University that offers people the opportunity to study from home.</p> <p>Most of the programmes offered are presented online and through the NWU student portal eFundi. We still have a few courses that are paper-based, which means that students still send in hard-copy assignments.</p> <p>For more assistance or information please contact distance learning here: <a href="http://distance.nwu.ac.za/contact_us">http://distance.nwu.ac.za/contact_us</a></p>
<p>What is the email address for the NWU distance learning's specific courses?</p>	<p>Thank you for your question. Please use below specific distance learning email address for enquiries.</p> <ul style="list-style-type: none"> <li>• Bed HONS: <a href="mailto:UODLBEdHONS@nwu.ac.za">UODLBEdHONS@nwu.ac.za</a></li> <li>• ADE: <a href="mailto:UODLADE@nwu.ac.za">UODLADE@nwu.ac.za</a></li> <li>• ACT Intermediate and Senior Phase: <a href="mailto:UODL-ACT@nwu.ac.za">UODL-ACT@nwu.ac.za</a></li> <li>• ACT Foundation Phase: <a href="mailto:UODLACTFP@nwu.ac.za">UODLACTFP@nwu.ac.za</a></li> <li>• PGCE: <a href="mailto:UODLPGCE@nwu.ac.za">UODLPGCE@nwu.ac.za</a></li> <li>• Bed: <a href="mailto:UODLBEd@nwu.ac.za">UODLBEd@nwu.ac.za</a></li> <li>• PG Dip: <a href="mailto:Debbie.Meyer@nwu.ac.za">Debbie.Meyer@nwu.ac.za</a></li> <li>• Theology: <a href="mailto:32249683@nwu.ac.za">32249683@nwu.ac.za</a></li> <li>• BSc in IT / BA in Policing: <a href="mailto:24628743@nwu.ac.za">24628743@nwu.ac.za</a></li> <li>• Grade R: <a href="mailto:UODLGradeR@nwu.ac.za">UODLGradeR@nwu.ac.za</a></li> <li>• Call centre: <a href="mailto:DistancePotch@nwu.ac.za">DistancePotch@nwu.ac.za</a></li> <li>• Study material: <a href="mailto:UODL-studymaterial@nwu.ac.za">UODL-studymaterial@nwu.ac.za</a></li> <li>• Academic records: <a href="mailto:UODL-Academicrecords@nwu.ac.za">UODL-Academicrecords@nwu.ac.za</a></li> </ul>
<p>What can I study on distance learning?</p>	<p>Thank you for your question. We have programmes in Education, Theology, IT, postgraduate diplomas, and a Public Governance degree.</p> <p>Click here for more information on the programme offers: <a href="http://distance.nwu.ac.za/unit-open-distance-learning/programmes">http://distance.nwu.ac.za/unit-open-distance-learning/programmes</a></p>

	<p>For more assistance or information please, contact Distance Learning here: <a href="http://distance.nwu.ac.za/contact_us">http://distance.nwu.ac.za/contact_us</a></p>
<p>When can I apply?   When do applications for distance learning open?</p>	<p>Thank you for your question. Applications are accepted between March and October of each year, while some of the programmes close as early as June.</p> <p>It is important to take note that distance learning receives a lot of applications, and this may result in the early closure of applications.</p> <p>You can apply online when clicking on the “Distance Learning” <a href="http://distance.nwu.ac.za/applyonline">http://distance.nwu.ac.za/applyonline</a></p> <p>If you don’t know how to apply, visit this link: <a href="https://fal.cn/OnlineApplication">https://fal.cn/OnlineApplication</a></p> <p>For more assistance or information please contact distance learning here: <a href="http://distance.nwu.ac.za/contact_us">http://distance.nwu.ac.za/contact_us</a></p>
<p>How much does distance learning cost?</p>	<p>Thank you for your question. Distance qualifications are payable per module. As a result, costs will vary from programme to programme.</p> <p>Click here for a quotation for your selected programme’s study fees: <a href="https://wfp-lb1-rh7.nwu.ac.za/study-fee-cost-estimation/insecure">https://wfp-lb1-rh7.nwu.ac.za/study-fee-cost-estimation/insecure</a></p> <p>For more assistance or information please, contact Distance Learning here: <a href="mailto:PC-studyfees@nwu.ac.za">PC-studyfees@nwu.ac.za</a> or 018 299 2667/8/9</p>
<p>When is the closing date for applications?</p>	<p>Thank you for your question. Closing dates on distance learning programmes are only estimated. Programmes may close earlier due to capacity constraints.</p> <p>Please view closing dates here: <a href="http://distance.nwu.ac.za/applyonline">http://distance.nwu.ac.za/applyonline</a></p> <p>For more assistance or information please contact distance learning here: <a href="http://distance.nwu.ac.za/contact_us">http://distance.nwu.ac.za/contact_us</a></p>
<p>Where can I find my application status and what does it mean?</p>	<p>Thank you for your question.</p> <p>To check your status, click here: <a href="https://bit.ly/3raofgx">https://bit.ly/3raofgx</a></p> <p>For Clarification of Application Status, click here: <a href="https://bit.ly/38bY6qb">https://bit.ly/38bY6qb</a></p>

	<p>If you are still unsure about your application status, please contact the Central Applications Office here:</p> <ul style="list-style-type: none"> <li>Email: <a href="mailto:distancepotch@nwu.ac.za">distancepotch@nwu.ac.za</a></li> </ul>
<p>What is the PR02 form and where can I find it?</p>	<p>The PR02 form is to confirm that the applicant for ACT or Grade R is teaching at a school. The form needs to be signed by the principal and submitted with the online application.</p> <p>Please visit the following page under “Applying for ACT or Grade R?” column to find the PR02 forms here:  <a href="http://distance.nwu.ac.za/applyonline">http://distance.nwu.ac.za/applyonline</a></p> <p>Thank you for your question. Please visit the following page under “Applying for ACT or Grade R?” column to find the PR02 forms here: <a href="http://distance.nwu.ac.za/applyonline">http://distance.nwu.ac.za/applyonline</a></p> <p>For more assistance or information please contact distance learning here: <a href="http://distance.nwu.ac.za/contact_us">http://distance.nwu.ac.za/contact_us</a></p>
<p>I forgot my student number.</p>	<p>No problem! That 8-digit number can be challenging to remember, but once you soar with us, you will remember it forever!</p> <p>You can retrieve your student number by following these easy steps:</p> <ul style="list-style-type: none"> <li>Step 1: Go to the online application page here: <a href="http://studies.nwu.ac.za/studies/apply">http://studies.nwu.ac.za/studies/apply</a></li> <li>Step 2: Click on “Apply online”.</li> <li>Step 3: Click on “Forgotten Student Number”.</li> <li>Step 4: Read the instructions and complete the open request fields.</li> <li>Step 5: Your student number will be sent to the confirmed email address and cell phone number.</li> </ul> <p>If the above was unsuccessful, please contact the Central Applications Office on 018 285 4320.</p>
<p>When does the academic year start?</p>	<p>Thank you for your question. The academic year for distance learning is aligned with the full-time students.</p> <p>You can access the academic year calendar here:  <a href="http://www.nwu.ac.za/content/dates-home-page">http://www.nwu.ac.za/content/dates-home-page</a></p> <p>For more assistance or information please contact distance learning here: <a href="http://distance.nwu.ac.za/contact_us">http://distance.nwu.ac.za/contact_us</a></p>
<p>Where can I get more information</p>	<p>Thank you for your question. Each faculty has a yearbook that is updated regularly and includes all the modules students will have.</p>

<p>on the programme structure and possible modules?</p>	<p>You can access the academic yearbook here:  <a href="http://studies.nwu.ac.za/studies/yearbooks">http://studies.nwu.ac.za/studies/yearbooks</a></p> <p>For more assistance or information please contact distance learning here: <a href="http://distance.nwu.ac.za/contact_us">http://distance.nwu.ac.za/contact_us</a></p>
<p>Are there physical classes?   Are there contact sessions or classes?   How do classes work?</p>	<p>Thank you for your question. Students receive a timetable as part of their study material that indicates when classes are to take place. These classes are presented online, where students can stream them live and take an active part in the lessons.</p> <p>These classes can be viewed at home or at any one of our whiteboard centres across South Africa and Namibia. Broadcast session timetables for all the classes are available on our website under learning resources, here: <a href="http://distance.nwu.ac.za/help">http://distance.nwu.ac.za/help</a></p> <p>For a list of the whiteboard centres, visit the link <a href="http://distance.nwu.ac.za/unit-open-distance-learning/centres">http://distance.nwu.ac.za/unit-open-distance-learning/centres</a></p>
<p>How do assignments work?</p>	<p>Thank you for your question. Students who are registered for the Theology, BEd, BEdHons, PGCE, and PGDip in Management/Labour Law/Education complete all assessments on eFundi unless otherwise stated by the lecturer.</p> <p>Students registered for the ADE and Diploma in Grade R complete assignments in hard copy and courier them to the university well ahead of the due date.</p> <p>For more assistance or information please contact distance learning here: <a href="http://distance.nwu.ac.za/contact_us">http://distance.nwu.ac.za/contact_us</a></p>
<p>Where do I write my exams?</p>	<p>Thank you for your question. The NWU distance learning has over 90 exam centres across South Africa and Namibia where students can go to write their exams.</p> <p>You can view the exam centre closest to you here:  <a href="https://fal.cn/3eXD5">https://fal.cn/3eXD5</a></p> <p>For more assistance or information please contact distance learning here: <a href="http://distance.nwu.ac.za/contact_us">http://distance.nwu.ac.za/contact_us</a></p>
<p>I have done another qualification. How can I apply for credits for some of the modules?</p>	<p>The NWU has a general RPL (recognition of prior learning) process for which students can apply for module recognition. This can only be done by actively registered students. Students must complete a student request form that is available online and submit it to the distance learning administration office here:  <a href="http://distance.nwu.ac.za/unit-open-distance-learning-procedures">http://distance.nwu.ac.za/unit-open-distance-learning-procedures</a></p>

	<p>The North-West University accepts the principle underlying outcome-based, source-based, and life-long learning in which considerations of articulation and mobility play an important role, and subscribes to the view that recognition of prior learning, whether acquired through formal education curricula at this or another institution or informally (through experience), is an indispensable element in deciding on admission to and awarding credits in an explicitly selected teaching-learning programme of the North-West University.</p> <p>For more assistance or information please contact distance learning here: <a href="http://distance.nwu.ac.za/contact_us">http://distance.nwu.ac.za/contact_us</a></p>
<p>What happens if I do not complete my qualification in the maximum amount of time provided?</p>	<p>The university allows a student in distance learning double the time to complete their qualification.</p> <ul style="list-style-type: none"> <li>• E.g., BEd – minimum duration 4 years – maximum 8 years</li> </ul> <p>Should a student not perform well or advance accordingly with their studies, they will receive a warning letter that warns of the termination of their studies. In an instance where they do not complete their studies within the maximum period, the student will receive a termination of studies letter. The student will have to complete a student request form, which will be sent to the programme leader for approval, depending on the number of modules outstanding.</p> <p>In the case where the programme has been phased out, the student will have to apply for a different programme.</p> <p>For more assistance or information please contact distance learning here: <a href="http://distance.nwu.ac.za/contact_us">http://distance.nwu.ac.za/contact_us</a></p>
<p>I completed my first qualification and would like to go on. What are my options?</p>	<p>Within the Faculty of Education, we have several possible qualifications you can do that allow you to move to a higher NQF level. Click here to see how you can articulate in the education field: <a href="https://fal.cn/ArticulateInfographic">https://fal.cn/ArticulateInfographic</a></p> <p>For any other postgraduate qualification, you can visit the Postgraduate Studies page here: <a href="http://studies.nwu.ac.za/postgraduate-studies">http://studies.nwu.ac.za/postgraduate-studies</a></p> <p>For more assistance or information please contact distance learning here: <a href="http://distance.nwu.ac.za/contact_us">http://distance.nwu.ac.za/contact_us</a></p>

<p>How can I contact the faculty to which I belong?</p>	<p>Contact details for each faculty are available online under the specific faculty. You can click here to access the faculty pages: <a href="http://www.nwu.ac.za/faculties">http://www.nwu.ac.za/faculties</a></p> <p>For more assistance or information please contact distance learning here: <a href="http://distance.nwu.ac.za/contact_us">http://distance.nwu.ac.za/contact_us</a></p>
<p>How can I update my contact details?</p>	<p>Thank you for your question. Prospective applicants (those who have already submitted their applications) can update their contact details here: <a href="https://fal.cn/UpdateContactDetails">https://fal.cn/UpdateContactDetails</a></p> <p>Choose “Already have a University number” and then “Update Contact Details on Existing Application”. The Contact Details page will display, and you can update your details, which will reflect throughout your application.</p> <p>Thank you for your question. Prospective applicants (only those who have already submitted their applications) can amend/change their personal details or request a change of qualification by submitting a request to the following email address: <a href="mailto:distancepotch@nwu.ac.za">distancepotch@nwu.ac.za</a> or on our DIY platform on <a href="https://diyservices.nwu.ac.za/">https://diyservices.nwu.ac.za/</a></p> <p>(Please be sure to include your student number and contact details in the email).</p> <p>Alternatively, phone: 018 285 5900/018 299 4000</p>
<p>How can I reset my PIN?</p>	<p>The digital world and all these passwords we need to remember! No worries – you can easily retrieve your PIN by following these steps:</p> <ul style="list-style-type: none"> <li>• Step 1: Visit the “Login window” here: <a href="https://vssweb.nwu.ac.za/aaa-webclient/StudentWebCommand.do?sf=143381&amp;lng=3#/top">https://vssweb.nwu.ac.za/aaa-webclient/StudentWebCommand.do?sf=143381&amp;lng=3#/top</a></li> <li>• Step 2: Click on “Forgotten your PIN”.</li> <li>• Step 3: Read the instructions and complete the open requested fields. Click “Next”.</li> <li>• Step 4: Your PIN will be sent to the email address and cell phone number you applied with.</li> </ul> <p>If the above was unsuccessful, please contact the Central Applications Office here:</p> <ul style="list-style-type: none"> <li>• Email: <a href="mailto:distancepotch@nwu.ac.za">distancepotch@nwu.ac.za</a></li> </ul>

	<ul style="list-style-type: none"> <li>Office contact numbers: 018 285 5900/018 299 4000</li> </ul>
How can I contact the distance learning centre?	<p>Thank you for your question. Please visit the following page with all the necessary contact details for Distance Learning enquiries:</p> <p><a href="http://distance.nwu.ac.za/contact_us">http://distance.nwu.ac.za/contact_us</a></p> <ul style="list-style-type: none"> <li>Email: <a href="mailto:distancepotch@nwu.ac.za">distancepotch@nwu.ac.za</a></li> <li>Phone: 018 285 5900/018 299 4000</li> </ul>

## Distance learning registration

Enquiry	Answers
When and how do I register?	<p>Thank you for your question. Successful applicants have an opportunity to register from October of the application year until January of the study year.</p> <p>The registration documents are personalised and sent by the administration staff to each successful applicant and as a result, you may receive your documents before or after someone you know.</p> <p>It is highly recommended that students register as early as possible as the NWU distance learning works on a first-pay first-serve basis.</p> <p>For more information or assistance please contact distance learning here:</p> <p><a href="http://distance.nwu.ac.za/contact_us">http://distance.nwu.ac.za/contact_us</a></p> <p>*Please note that the dates are subject to change.</p>
Where do I get my study material?	<p>Thank you for your question. Some programmes provide study material while other programmes only provide study guides and tutorial letters.</p> <p>Students that are registered for programmes that supply study material, which includes textbooks, will receive their study material upon successful registration.</p>

	<p>Please take note that delivery of study material is done by an external company and may be delayed due to numerous reasons. A tracking number will be supplied to help track your parcel.</p> <p>For more assistance or information please contact distance learning here:  <a href="http://distance.nwu.ac.za/contact_us">http://distance.nwu.ac.za/contact_us</a></p>
<p>When does the academic year start?</p>	<p>Thank you for your question. The academic year for distance learning is aligned with the full-time students. You can access the academic year calendar here:  <a href="http://www.nwu.ac.za/content/dates-home-page">http://www.nwu.ac.za/content/dates-home-page</a></p> <p>For more assistance or information please contact distance learning here:  <a href="http://distance.nwu.ac.za/contact_us">http://distance.nwu.ac.za/contact_us</a></p>
<p>What is eFundi?</p>	<p>Thank you for your question. eFundi is the NWU student online portal where certain programmes operate:  <a href="https://efundi.nwu.ac.za/portal/">https://efundi.nwu.ac.za/portal/</a> Students interact with their lecturers, do assignments, and write online tests/quizzes.</p> <p>Please take note: students that are registered for ADE, ACT, and Diploma in Grade R do not use the eFundi portal.</p> <p>For more assistance or information please contact distance learning here:  <a href="http://distance.nwu.ac.za/contact_us">http://distance.nwu.ac.za/contact_us</a></p>
<p>Are there physical classes?</p>	<p>Thank you for your question. Students receive a timetable as part of their study material that indicates when classes take place.</p> <p>These classes are presented online where students can live stream them and actively take part in the lessons. These classes can be viewed at home or at any one of our whiteboard centres across South Africa and Namibia.</p>



	<p>Broadcast session timetables are available for all the classes on our website under learning resources here: <a href="http://distance.nwu.ac.za/help">http://distance.nwu.ac.za/help</a></p> <p>For more assistance or information please contact distance learning here: <a href="http://distance.nwu.ac.za/contact_us">http://distance.nwu.ac.za/contact_us</a></p>
<p>How can I contact my lecturer?</p>	<p>Thank you for your question. The lecturers' contact details are available in the study guide for the specific module.</p> <p>For more assistance or information please contact distance learning here: <a href="http://distance.nwu.ac.za/contact_us">http://distance.nwu.ac.za/contact_us</a></p>
<p>How do assignments work?</p>	<p>Thank you for your question. Students that are registered for the Theology, BEd, BEdHons, PGCE and PGDip in Management/Labour Law/Education complete all assessments on eFundi unless otherwise stated by the lecturer.</p> <p>Students registered for the ADE, ACT and Diploma in Grade R complete assignments in hard copy and courier it to the university well ahead of the due date.</p> <p>For more assistance or information please contact distance learning here: <a href="http://distance.nwu.ac.za/contact_us">http://distance.nwu.ac.za/contact_us</a></p>
<p>Where do I write my exams?</p>	<p>Thank you for your question. The distance learning has over 90 exam centres across South Africa and Namibia where students can go write their exams.</p> <p>You can view the exam centre closest to you here: <a href="https://fal.cn/UODLexamcentres">https://fal.cn/UODLexamcentres</a></p> <p>For more assistance or information please contact distance learning here: <a href="http://distance.nwu.ac.za/contact_us">http://distance.nwu.ac.za/contact_us</a></p>

<p>What happens if I do not complete my qualification in the maximum amount of time provided?</p>	<p>Thank you for your question. The university allows a student in distance learning double the period to complete their qualification.</p> <ul style="list-style-type: none"> <li>• E.g., BEd – Minimum duration 4 years – maximum 8 years</li> </ul> <p>Should a student not perform well or advance accordingly with their studies, they will receive a warning letter that warns of termination of studies. In an instance where they do not complete their studies within the maximum period, the student will receive a termination of studies letter.</p> <p>The student will have to complete a student request form which will be sent to the programme leader for approval dependent on the number of modules outstanding. In the case where the programme has been phased out, the student will have to apply for a different programme.</p> <p>For more assistance or information please contact distance learning here:  <a href="http://distance.nwu.ac.za/contact_us">http://distance.nwu.ac.za/contact_us</a></p>
<p>How can I contact the faculty to which I belong?</p>	<p>Thank you for your question. Contact details for each faculty are available online under the specific faculty. You can access the faculty pages here:  <a href="http://www.nwu.ac.za/faculties">http://www.nwu.ac.za/faculties</a></p> <p>For more assistance or information please contact distance learning here:  <a href="http://distance.nwu.ac.za/contact_us">http://distance.nwu.ac.za/contact_us</a></p>
<p>How can I update my contact details?</p>	<p>Thank you for your question. You can update your contact and personal details on the Student 360 portal. Update your personal details on the system to match your current details: <a href="http://diyservices.nwu.ac.za/student-360-service">http://diyservices.nwu.ac.za/student-360-service</a></p>

	<p>For more assistance or information please contact distance learning here:</p> <p><a href="http://distance.nwu.ac.za/contact_us">http://distance.nwu.ac.za/contact_us</a></p>
How can I access the Student360 portal to update my personal details?	<p>Thank you for your question. Click here to access the Student 360 How-to guide:</p> <p><a href="https://fal.cn/Student360HowToGuide">https://fal.cn/Student360HowToGuide</a></p> <p>For more assistance or information please contact distance learning here:</p> <p><a href="http://distance.nwu.ac.za/contact_us">http://distance.nwu.ac.za/contact_us</a></p>
Where can I access my financial statement?	<p>Thank you for your question. You can access your financial statement here:</p> <p><a href="http://www.nwu.ac.za/content/account-enquiries">http://www.nwu.ac.za/content/account-enquiries</a></p> <p>Use your student number and the PIN you created when you applied to login.</p> <p>For more assistance or information please contact distance learning here:</p> <p><a href="http://distance.nwu.ac.za/contact_us">http://distance.nwu.ac.za/contact_us</a></p>
Why can't I download any of my requested documents?	<p>Thank you for your question. The system uses a pop-up window that means a new page will be opened for the retrieval of the requested documents. Please ensure that your device allows for pop-ups.</p> <p>For more assistance or information please contact distance learning here:</p> <p><a href="http://distance.nwu.ac.za/contact_us">http://distance.nwu.ac.za/contact_us</a></p>
How can I reset my PIN?	<p>Thank you for your question. You can follow this link to change/reset your password:</p> <p><a href="https://password.nwu.ac.za/manqiti/password_change.jsp">https://password.nwu.ac.za/manqiti/password_change.jsp</a></p> <p>For more assistance or information please contact distance learning here:</p> <p><a href="http://distance.nwu.ac.za/contact_us">http://distance.nwu.ac.za/contact_us</a></p>
Where can I download my academic record?	<p>Thank you for your question. Click here to access the academic record retrieval guide:</p>

	<p><a href="https://fal.cn/AcademicRecordRetrievalGuide">https://fal.cn/AcademicRecordRetrievalGuide</a> or on <a href="http://distance.nwu.ac.za/help">http://distance.nwu.ac.za/help</a></p> <p>For more assistance or information please contact distance learning here:</p> <p><a href="http://distance.nwu.ac.za/contact_us">http://distance.nwu.ac.za/contact_us</a></p>
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## Complaint and Thoughts

<p>How can I lodge a complaint?</p>	<p>Thank you for contacting the NWU.</p> <p>We are sorry for the inconvenience you are experiencing getting in contact with the relevant department to resolve your online application enquiry.</p> <p>Please send a dissatisfaction email to the section head of your selected campus here:</p> <p><a href="http://services.nwu.ac.za/sala/contact-us">http://services.nwu.ac.za/sala/contact-us</a></p>
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## DIY

-Update contact details

<p>How can I update my contact details?</p>	<p>Thank you for your question. You can update your contact and personal details on the Student 360 portal.</p> <p>Update your personal details on the system to match your current details:</p> <p><a href="http://diyservices.nwu.ac.za/student-360-service">http://diyservices.nwu.ac.za/student-360-service</a></p> <p>For more information or assistance please contact distance learning here:</p> <p><a href="http://distance.nwu.ac.za/contact_us">http://distance.nwu.ac.za/contact_us</a></p>
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## SALA

Academic records

<p>Where can I request an academic record/transcript? I want a copy of my academic records.</p>	<p>Thank you for your question. Please contact Academic Records Enquiries.</p> <p>For undergraduate students:</p> <ul style="list-style-type: none"> <li>• Mahikeng Campus: 018 389 2268/2269   <a href="mailto:MC-Examination@nwu.ac.za">MC-Examination@nwu.ac.za</a></li> <li>• Potchefstroom Campus: 018 299 4201/2460   <a href="mailto:PC-Undergrad-Records@nwu.ac.za">PC-Undergrad-Records@nwu.ac.za</a></li> <li>• Vanderbijlpark Campus: Tel: 016 910 3117/3344   <a href="mailto:VC-Undergrad-Records@nwu.ac.za">VC-Undergrad-Records@nwu.ac.za</a></li> </ul> <p>For postgraduate students: You may retrieve your academic record from the DIY service portal, click on “Formal student documentation” here: <a href="http://diyservices.nwu.ac.za/apps/postgraduate-students">http://diyservices.nwu.ac.za/apps/postgraduate-students</a></p> <p>You can also contact the following:</p> <ul style="list-style-type: none"> <li>• Mahikeng Campus: <a href="mailto:MC-HigherDegrees@nwu.ac.za">MC-HigherDegrees@nwu.ac.za</a></li> <li>• Potchefstroom Campus: <a href="mailto:HigherDegree-Enquiries@nwu.ac.za">HigherDegree-Enquiries@nwu.ac.za</a></li> <li>• Vanderbijlpark Campus: <a href="mailto:VTC-HigherDegrees@nwu.ac.za">VTC-HigherDegrees@nwu.ac.za</a></li> </ul>
<p>Where may I request a letter of confirmation of qualification obtained when an academic record will not be sufficient?</p>	<p>Thank you for your question. Contact the Higher Degree Administration Help Desk:</p> <ul style="list-style-type: none"> <li>• Tel: 018 299 4044/018 285 2618</li> <li>• Email: <a href="mailto:HigherDegree-Enquiries@nwu.ac.za">HigherDegree-Enquiries@nwu.ac.za</a></li> </ul>

**Miscellaneous**

Enquiry	Answer
Where can I make an anonymous complaint?	Thank you for your question. You can send a complaint SMS to:

	<ul style="list-style-type: none"> <li>• Mahikeng Campus: 34151</li> <li>• Potchefstroom Campus: 31750</li> <li>• Vanderbijlpark Campus: 41617</li> </ul>
How can I contact eFundi?	<p>Thank you for your question. Please contact eFundi support here:</p> <p><a href="http://services.nwu.ac.za/centre-teaching-and-learning-ctl/lecturer-efundi-support">http://services.nwu.ac.za/centre-teaching-and-learning-ctl/lecturer-efundi-support</a></p>
Where can I find more information about the Apps and Drops?	<p>Thank you for contacting the NWU. Read more about the Adds and Drops app here: <a href="https://fal.cn/AddsandDrops">https://fal.cn/AddsandDrops</a></p>
Can I move from another institution to the NWU?	<p>Thank you for contacting the NWU. Yes, you will be able to continue your study field at the NWU if we offer the same kind of degree, you apply, and meet our minimum admission requirement.</p> <p>The specific faculty which offers your study course will be able to evaluate your current academic results to determine if you need to start the degree from the beginning or be credited for a few modules to complete your degree. Study fields at the NWU and their minimum admission requirements available here:</p> <p><a href="http://studies.nwu.ac.za/undergraduate-studies/fields-study">http://studies.nwu.ac.za/undergraduate-studies/fields-study</a></p> <p>Faculty contact details here: <a href="http://www.nwu.ac.za/faculties">http://www.nwu.ac.za/faculties</a></p> <p>Apply to study at the NWU: <a href="http://studies.nwu.ac.za/studies/apply">http://studies.nwu.ac.za/studies/apply</a></p>
How can I contact the library?	<p>Thank you for contacting the NWU. Please contact the NWU Library here: <a href="https://library.nwu.ac.za/contact-us">https://library.nwu.ac.za/contact-us</a></p>
How to I contact Protection Services? I need help with parking disks.	<p>Thank you for your question. Please contact Protection Services here:</p>

I need help with my student card.

<http://services.nwu.ac.za/protection-services/general-contact-details>