STUDY@UNISA

connect, plan and study

2018

Define tomorrow.

UNISA | university of south africa

TABLE OF
CONTENTS

WELCOME

TO YOUR UNISA STUDIES

If you're new to Unisa, welcome. We hope that your journey with us will be both exciting and rewarding.

To our returning students, welcome back. You already know what you're in for. What you may not know is that Unisa is changing. We've implemented a whole lot of new processes, procedures and features, all designed to make your distance learning experience better.

1 PREPARE FOR STUDY SUCCESS

2 GET STARTED WITH YOUR STUDIES

3 RE-ADMISSION TO UNISA IN 2019

INTRODUCTION

This brochure has all the tips and information you need to succeed at distance learning and, specifically, at Unisa.

Think of it as a survival kit, complete with map, instructions, advice and a list of tools. Just follow the map, read the instructions, take the advice and use the tools.

If you're self-motivated, if you have independent study skills, if you have the "right stuff", so to speak, you should do fine. The Unisa system is designed to help you. Follow that system, adapt it to suit you and pretty soon you'll be flying.

4 DO YOUR ASSIGNMENTS

5 PREPARE FOR THE EXAMS

6 AFTER THE EXAMS

7 STUDENT VALUES AND RULES

1

PREPARE FOR STUDY SUCCESS

- **Commit to your studies**
- **Assess yourself: Shadowmatch®**
- **First-year experience**
- **Make space in your life to be a distance learning student**
- **Connect online**
- **Organise your studies**

COMMIT
TO YOUR STUDIES

You have already made the decision to study. You may have been thinking about studying for a long time, and this opportunity means a lot to your career and personal development. Whether you are a new student, or a returning student, you need to take some time to think about how you will commit yourself throughout this process and what you need to put in place to focus on your studies. The following questions may help you to affirm (or re-affirm) your commitment to your studies:

Where are you now?
Think about your circumstances (your career, studies and personal circumstances).

What do you want?
Think about what you hope will change and what you would like to achieve by completing your qualification.

What do you have to do to get there?
Think about what you are committing to for the next 3 to 6 years. Think realistically about what you need to do given your current circumstances. This will help to minimise disappointments and putting yourself under unnecessary pressure.

Now reflect on your thinking about yourself as a student. The biggest commitment you have to make is the commitment to yourself:

Do you believe you are capable of completing your qualification?

What do you already have in place that can help you to succeed with your studies?

What do you need to put in place to help you succeed with your studies?

Write down a personal statement to commit yourself to completing your academic year successfully. This provides an emotional anchor to hold on to when you experience challenges. Here is an example of a personal success statement: "It does not matter what happens and how I feel, I will get through this year because... (complete the sentence)."
Write your personal statement on paper and display it on the wall where you study. Also keep it on your phone and write it on the front page of each study guide.

ASSESS
YOURSELF

SHADOWMATCH®

Unisa uses a system called Shadowmatch® to give you information on the habits and behaviours that will contribute to your study success. Once you have completed the assessment, you will receive a report comparing your habits to those of the top-performing students in your area of study (the benchmark/shadow). If your habits and behaviours do not match the benchmark of top performers in their area of study, it may be more difficult for you to perform to your full potential and this may influence your success in your chosen qualification. You will also receive a personal development plan to help you improve the habits which contribute to success in your chosen field of study. For more information about Shadowmatch, visit http://bit.ly/1HiT03e

WHAT IT MEANS FOR YOU

Successful students in various qualifications are asked to participate in the assessment in order to establish a benchmark or "shadow".

19 habits participants are rated on

ONLINE COMPLETION
Single log on

Conceptual fitness
Task efficiency
Attitude

It will only take 30 minutes

UPON COMPLETION YOU WILL RECEIVE:
- Personal report
- Personal development plan

"This programme is very good and it's a fact, it did help me understand a bit more about myself. Thank you Unisa."

"Shadowmatch gave me tips that I never noticed as I started my studies. I am now so sure about the career I chose."

FROM THE PILOT PHASE

91% of participating Unisa students recommend Shadowmatch®

TWENTY-SEVEN PERCENT

learnt more about what habits will help them succeed

"Thanks for this motivational tool that I regard as a means for sharpening my reasoning strength."

FIRST-YEAR EXPERIENCE
@Unisa

F
Y
E

- Are you living with a disability and do you need additional support?

- Do you require digital literacies support?

- Need help with academic reading or writing?

- Need face-to-face or e-tutoring?

- Need counselling or assistance with career development?

- Need assistance using the Library?

YOUR FIRST-YEAR
STUDENT JOURNEY

About the FYE at Unisa

Open distance learning (ODL) is a different way of learning - there is a physical distance between you and your university. For most of us, this means that our previous learning experiences will not have prepared us for the Unisa study journey.

Unisa's first-year experience (FYE) initiative aims to provide extended support for students entering Unisa and ODL for the first time by increasing communication between them and the institution during crucial points in the student walk. The FYE is a university initiative geared towards integrating and streamlining the broad range of support services to ensure timely and relevant support for our first-year students.

How do we assist our students?

The FYE at Unisa aims to promote a positive student experience for all first-year students at the institution. This will

- provide you with an overview of the support services available to you as a Unisa student
- allow you to select the support services you wish to receive (you may, of course, also choose not to receive any additional support)

The FYE programme in a nutshell

Unisa's first-year experience (FYE) initiative, which is an institutional initiative from 2017, aims to provide extended support for students entering open distance learning (ODL) for the first time by providing important information and increasing communication between Unisa and our students during critical points in your student journey.

The Student Retention Unit would like to partner with you during your first-year experience as a Unisa student.

If you have any enquiries regarding the FYE initiative, please send an e-mail to FYE@unisa.ac.za

MAKE SPACE
IN YOUR LIFE TO BE A
DISTANCE LEARNING STUDENT

MAKE TIME FOR YOUR STUDIES

Have you thought about how much time you will need for your studies?

- You'll need about 120 hours per module per semester for 12-credit modules: 50 hours for reading and studying, 40 hours for doing activities and assignments, and 30 hours preparing for exams.
- You'll need about 240 hours per module per semester for 24-credit modules: 100 hours for reading and studying, 80 hours for doing activities and assignments, and 60 hours preparing for exams.

This translates to about 6-8 hours per week per 12-credit module and 10-12 hours per week per 24-credit module.

How am I spending my time?

Track how you are currently spending your time – do this for a week. At the end of a week, summarise the total number of hours you are spending on different activities. Your total number of hours will be 168 hours for the week.

For example:

- Work: 40 hours
- Sleep: 56 hours
- Travelling: 10 hours
- Family time: 10 hours
- Watching TV: 10 hours
- Social time with friends: 10 hours
- Sport: 4 hours
- Household chores: 7 hours
- Reading: 14 hours

Take a look at how you are currently spending your time. Which activities will you need to spend less time on to have enough time for your studies?

CREATE YOUR STUDY SPACE

Space is so important. Remember, this is "distance" learning, so you won't be on a campus. Your bedroom will be your campus. Or your study. Or just a desk if need be. Wherever that space is, ideally, it should be as personal and private as possible, a place where you are comfortable and connected! As you create and negotiate your space, think about what you need. Do you need a quiet space with very few distractions? If this space is not readily available at home, where will you study? Will you be able to negotiate to study at a neighbour's house during the day, or in a church hall or a library?

NEGOTIATE SUPPORT

Your study success is not only dependent on your own efforts – you need other people, such as your family, employer and friends. Negotiating the support of others means that you will help the people in your life understand the demands of open distance learning (ODL), and that you will communicate your challenges, successes and needs in terms of your studies. Negotiation is a give and take situation – you also have to think about what you can give back to those who support you. This can range from giving others feedback about your study process, spending time with them when you are not studying and including them when you reward yourself for your success. And, of course, don't forget about getting the necessary support to cover the cost of your studies. Unisa's Student Funding Division (DSF) offers services to assist you in obtaining funding to cover the cost of your studies. Bursaries and loans are available to academically deserving and financially needy students to relieve the stress of worrying about paying for your studies. Visit www.unisa.ac.za/studentfunding for more information or contact the Student Funding Officer at any of Unisa's regional offices.

CONNECT
ONLINE

Computers and the internet are becoming more and more essential in the workplace, in life and in education. In distance learning, especially, these online tools play a huge role in your study experience, because you don't attend face-to-face lectures at Unisa - you connect to your university from a distance. The internet is simply the fastest, most effective and efficient way to do that. By embracing computers and encouraging our students to use the internet, we're better preparing them for the demands of the digital age.

We understand that for some the cost of a computer can be difficult to manage, so we still provide you with alternative channels (eg the post), but we urge you, if you can, to go online.

THE BENEFITS OF ONLINE STUDY

- It saves so much time. You can submit assignments or get results at the click of a button.
- You can connect with other people so much more easily too, which makes a big difference when creating your academic network.
- Work that you type on a computer is easier to read, correct and manage.
- By using online systems regularly, you'll develop those online skills, thus preparing you for the digital future.

myUNISA

Once your registration is activated, you can connect with Unisa online. Register on myUnisa: Unisa's online student portal is your most important study tool. It's your lifeline, the primary link to your university. It's how you communicate with Unisa and how Unisa communicates with you.

- Check that you are linked to all the modules for which you have registered.
- Check whether you need to purchase prescribed books.

1

GO TO
https://my.unisa.ac.za
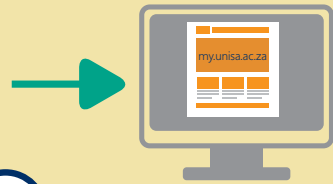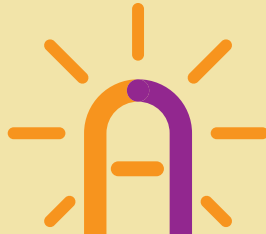
2

CLICK ON THE LINK
Claim Unisa login

my.unisa.ac.za

3

LOGIN TO YOUR
myLife e-mail account

4

WRITE DOWN
your e-mail address and
password and keep it safe

USE YOUR MYLIFE
E-MAIL ACCOUNT

All registered Unisa students get a free
myLife e-mail account. Important
information, notices and updates are sent
exclusively to this account, so it's important
that you check it regularly. You can, if you
prefer, choose to have these e-mails
forwarded to another e-mail account.

SMS

Be sure to give us your mobile number
too (by updating your details on
myUnisa), as we sometimes also SMS
relevant changes to you. Note that it
can take up to 24 hours for your
account to become available.

FORWARD YOUR MYLIFE E-MAIL TO ANOTHER E-MAIL ADDRESS

Redirect all messages to another account

Redirected messages appear as though they came from the original sender. Use a redirect message rule when you want replies to redirected messages to go to the original sender.

- In a web browser, sign in to Outlook Web App using the URL provided by the person who manages e-mails for your organisation. Enter your user name and password, and then click Sign in.
- At the top of the page, choose Outlook (or Mail). Or choose the app launcher > Mail.
- At the top of the page, select Settings > Options, and then select one of the following: Organize email > Inbox rules > New

OR

- Mail > Automatic processing > Inbox rules > New > Create a new rule for arriving messages
- Type a name for your rule.
- Under When the message arrives, select Apply to all messages.
- Under Do the following, select Forward, redirect, or send > Redirect the message to.
- Enter the e-mail address you want in the To box or choose it from your list of contacts.
- Choose OK to save your selections and OK or Save to create the rule.

Forward all messages to another account

Forwarded messages appear as messages that are forwarded by you. Use a forward message rule when you want the replies to go to the address the messages are forwarded from, and not to the original sender.

- At the top of the page in Outlook Web App, select Settings > Options, and then select one of the following: Organize email > Inbox rules > New

OR

- Mail > Automatic processing > Inbox rules > New > Create a new rule for arriving messages
- Under When the message arrives, select Apply to all messages.
- Select one of the following, depending on the settings you see: Forward, redirect, or send > Forward the message to

OR

- More options > Forward, redirect, or send > Forward the message to
- Enter the e-mail address you want in the To box, or choose it from your list of contacts.

Choose OK to save your selections, and OK or Save to create the rule.

GET MICROSOFT OFFICE 365
AND 1TB OF ONLINE STORAGE,
FREE OF CHARGE!

What is Microsoft Office 365?

Microsoft Office 365 is an integrated service that provides you with access to a set of Microsoft tools. It's made up of Microsoft Office 2016 (Pro Plus) and many other tools on the Office 365 portal.

How will Microsoft Office 365 benefit me?

- Office 2016 (Pro Plus): Microsoft Office 2016 (Pro Plus) includes familiar software such as Word, PowerPoint, Excel and OneDrive. These can be installed on three devices (eg laptop, tablet, smartphone).
- OneDrive gives you 1TB of online storage: With Office 365, you have the perfect place to store all your personal files. All your files will be stored online, which means that you'll be able to access them anytime, anywhere, by logging in to your 365 account using your Unisa myLife e-mail address and password.

How can I access Microsoft Office 365?

To download Microsoft Office 365 to a laptop

- Visit http://portal.office.com
- Sign in with your Unisa password.
- Click "Install Office 2016".
- Use your Unisa myLife e-mail address and password to unlock your 1TB cloud storage.

To download Microsoft Office 365 to a tablet or cellphone

- Go to the Play Store, App-store or Windows Store on your cellphone or tablet.
- Download the OneDrive, OneNote and Word app from the Play Store, App-store or Windows Store.
- Make sure you use the "sign-in" option.
- Use your Unisa myLife e-mail address and password to unlock your 1TB cloud storage.

CONNECT ONLINE

FACEBOOK, TWITTER, LINKEDIN & YOUTUBE

These are great channels through which to share ideas, find other students, ask questions and generally stay informed. Visit Facebook at www.facebook.com. Search for "University of South Africa" and "like" the Unisa fan page. To find Unisa on Twitter, visit http://twitter.com/unisa. Once you have a LinkedIn profile, search for the Unisa page, and also request to join the Unisa Career Connections group. To find Unisa on YouTube, visit www.youtube.com/UnisaVideos

UNISA RADIO

Unisa Radio keeps you updated and informed on a whole range of Unisa-related topics. Their programming consists of music, informative interviews and talk shows. Where to tune in? You guessed it. Unisa Radio is on the internet. Access it by clicking on the Unisa Radio link on myUnisa.

LEARNING ONLINE SKILLS

If you don't know how to use a computer, there are numerous online courses that teach basic computer skills.

It's important to understand a word processing program (such as Microsoft Word or OpenOffice Writer), how to receive and send e-mails, and how to search the internet. The Goodwill Community Foundation has over 750 free online computer classes available on their website: http://www.gcflearnfree.org. In addition to the online lessons, there are mobile apps that you can download to your Android phone, iPhone or iPad to help you learn on the go. The online classes available cover aspects of Microsoft Office (Word, Excel, PowerPoint, etc), as well as internet and e-mail basics.

The various search engines available on the internet are indispensable whether you're doing research or looking for training courses. Use specific keywords such as "basic Windows 7 tutorial" or "basic Google search techniques" to define your search.

HOW AND WHERE TO CONNECT ONLINE

It's best to have your own computer and your own internet connection – 3G or an ADSL line. But if you don't have a computer or online access, you do still have online options:

- You can use an internet café or some other public internet facility.
- You can negotiate to use someone else's PC and/or internet connection.
- You can make use of Unisa's Telecentres, which provide registered students with (limited) free internet access.

Find out more about Unisa's Telecentres: http://www.unisa.ac.za/telecentres

GUIDELINES FOR ONLINE BEHAVIOUR

The general guidelines for online behaviour are often referred to as "netiquette" and these can include respecting others' opinions in discussion forums, keeping messages concise, avoiding bad language and sarcasm, and so on.

myUnisa, our student portal, is an online environment focused on learning. It is a space where you can express your opinions about learning matters even if your opinions differ from what others are saying.

Formal electronic Unisa sites should be used for formal study purposes only. Unisa sites may not be used for private communication or advertising. No third party should be given access to any of these sites. Misuse of these sites could result in you not being permitted to study further at Unisa.

ORGANISE
YOUR STUDIES

BEFORE YOU RECEIVE YOUR STUDY PACK

Even before you receive your study pack, you can get ready to study. You can

- download your study material and tutorial letters from myUnisa
- confirm all your contact details on myUnisa
- check which prescribed books you need and make arrangements to obtain your books

YOUR STUDY PACK

All your study material is available on myUnisa (study material for fully online modules is only available on myUnisa). Study packs are sent to students via courier or post (depending on the option you selected at the time of registration). You may also choose to collect your study material from the study material counter at the Sunnyside or Science Campuses.

Once you've received your study pack you should do the following:

- Read the inventory letter to make sure that all the material in the study pack matches the inventory letter. If not, send an e-mail to despatch@unisa.ac.za or an SMS to 43579.
- Check that the module codes in the inventory letter match the modules for which you have registered.
- Check that the information on your student card is correct. The student card confirms that you are a Unisa student (accompanied by your ID or passport) and grants you access to libraries, examination venues and other campus facilities. Keep it with you when you visit any Unisa facility. If you lose it, you can request another one by sending an e-mail to despatch@unisa.ac.za or an SMS to 43579.
- Check your personal barcodes which you'll need for each printed assignment you submit via the post office or assignment box. You can request additional barcodes from Unisa by sending an e-mail to despatch@unisa.ac.za or an SMS to 43579.

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STUDY MATERIAL CHECKLIST

Courier delivery

If you choose to have your first study material pack delivered via courier, please ensure that you provide the correct delivery address and that you provide a valid cellphone number that will be answered during working hours. It is also very important that someone is available to sign for your study material when it is delivered to you. Remember, you will be able to track the progress of your study material via the courier's website.

Collection from the Sunnyside and Science Campuses

If you live close to the Sunnyside or Science Campuses, you may choose to have your study material sent to the study material counter at one of these campuses. You will receive an SMS as soon as your study material is ready for collection (usually about 48 - 72 hours after your registration is finalised).

South African Post Office

Please ensure that you provide your correct address when you register and that you collect your study material from SAPO.

If you don't collect your parcels, they will be returned to Unisa.

ORGANISE YOUR STUDIES

SCAN YOUR STUDY MATERIAL

Spend about 2 hours per module to scan through the material you received in your study pack, including your study guides or module online documents.

①

READ YOUR TUTORIAL LETTERS

Carefully read through all your tutorial letters and make notes of assignment dates, examination dates, prescribed books, recommended reading and additional information included by your lecturer.
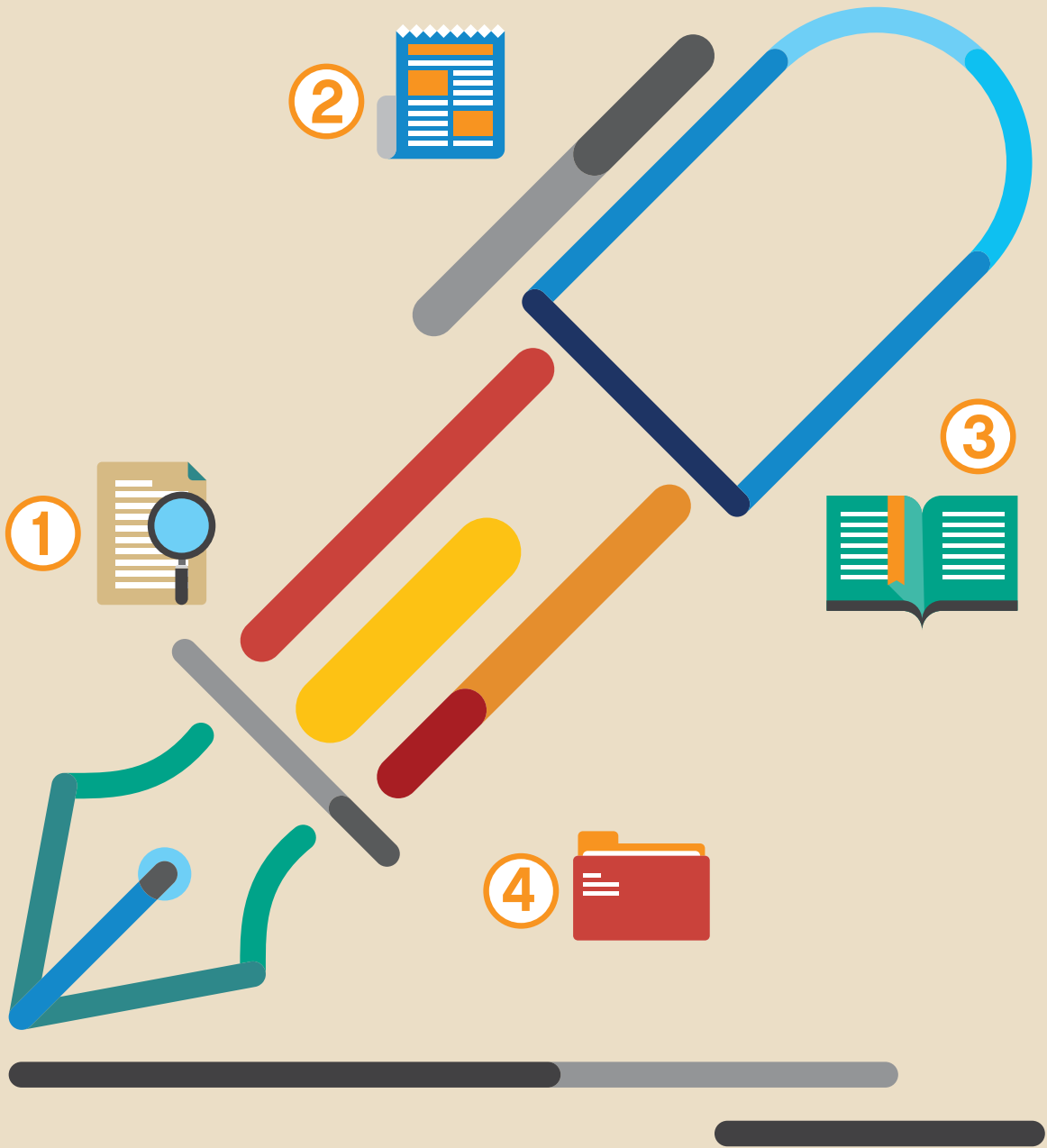
②

BUY YOUR PRESCRIBED BOOKS

Each Tutorial Letter 101 has a list of prescribed books and recommended readings. Buying your books from an official Unisa bookseller will ensure that you get the correct editions. When ordering, please include the name, ISBN number and edition. The recommended readings on your list are available from the library. Find the approved Unisa booksellers on our website at http://www.unisa.ac.za/sites/myunisa/default/Books

③

CREATE A FILING SYSTEM

Create a filing system for each module where you can file all your tutorial letters, study notes, assignments and everything related to that module. When downloading your study material, organise the material for each module in separate folders. Use your Microsoft OneDrive online storage space (or any other cloud storage service such as Google Drive, Box or Dropbox) to save your study material and all other documents related to your studies online. This way you can access these documents anytime, anywhere and on any device with internet access.

④

The information contained in this brochure was correct at the time of publication (20 November 2017).

2

GET STARTED WITH YOUR STUDIES

- **Schedule your semester or year**
- **Effective learning strategies**
- **Create your personal learning network**
- **Your e-tutor is just a click away**
- **Recognition of prior learning (RPL)**
- **Regional centres**
- **Counselling services**
- **Student Affairs**
- **Libraries**
- **Academic Literacies Services**
- **Deal with challenges related to your studies**

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SCHEDULE

YOUR SEMESTER OR YEAR

We know that in addition to your studies, you have a number of other commitments. To avoid becoming overwhelmed, or feeling out of control, it is important to have a structure to manage your responsibilities and keep focused on your studies. Your study plan will also help you to renegotiate your time with yourself and others. The following activity will help you to get started with your study planning.

Step 1:

Start by thinking about when you will study. Where will you find time to study? Think about all your commitments and think about the time when you are at your best. If you are working a full day, for example, would it be better for you to get up earlier in the morning to study or are you able to study late at night?

Step 2:

Take stock of what you do and where you spend your time. Use the table on the next page as an example of how to do this. Be completely honest so that you can get a realistic overview of how you are currently spending your time.

Step 3:

Take a look at your planning. What do you now realise about your time? Will this work for you? Do you need to change the time you spend on some activities? What do you need to reprioritise?

Step 4:

Complete another weekly plan where you include blocks of study time.

SCHEDULE EXAMPLE

Time	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
04:00-06:00	Sleep	Sleep	Sleep	Sleep	Sleep	Sleep	Sleep
06:00-07:00		Prepare and travel to work	Prepare and travel to work	Prepare and travel to work	Prepare and travel to work	Prepare and travel to work	
07:00-08:00							
08:00-09:00	Gardening, chores	Work	Work	Work	Work	Work	Shopping/ children's sporting activities
09:00-10:00							
10:00-11:00							
11:00-12:00	Family time						
12:00-13:00		Lunch	Lunch	Lunch	Lunch	Lunch	Family time
13:00-14:00		Work	Work	Work	Work	Work	
14:00-15:00							Reading
15:00-16:00							
16:00-17:00	Meet with friends						
17:00-18:00		Travel home	Travel home	Travel home	Travel home	Travel home	
18:00-19:00		Chores	Chores	Chores	Chores	Chores	Family time
19:00-20:00		Family time	Family time	Family time	Family time	Family time	
20:00-21:00	Sleep	Watch TV	Watch TV	Watch TV	Watch TV	Watch TV	Watch TV
21:00-22:00							Sleep
22:00-23:00		Sleep	Sleep	Sleep	Sleep	Sleep	
23:00-00:00							
00:00-4:00							

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SCHEDULE TIME

SCHEDULE STUDY TIME

Allocate enough time to

- work through your study guides
- read your prescribed books
  (if your module has one)

It is important that you think about what you will have to sacrifice (or put on hold) to complete your qualification.

STEPS TO FOLLOW:

- Calculate the number of weeks until the exams.
- Deduct 2 weeks from that time for final exam preparation.
- Divide the work in each study guide into "chunks".
- Schedule these chunks into the weeks you have available, giving more time to more difficult work.
- Include 2 hours at the end of each week to evaluate your progress.

You need to set a study programme for yourself for the year and allocate sufficient time to work through the study guides, to study and read the relevant sections of the prescribed books, to incorporate additional material if necessary, to do the assignments and to prepare for the examinations.

SCHEDULE TIME

Start with noting or scheduling your assignment due dates and provisional examination dates.

For 12-credit modules, you will need to spend at least 120 hours working on the module. This includes approximately 50 hours of reading and studying the learning material, 40 hours of doing activities and assignments, and 30 hours preparing for the examination.

For 24-credit modules, you will need to spend at least 240 hours working on the module. This includes approximately 100 hours of reading and studying the learning material, 80 hours of doing activities and assignments, and 60 hours preparing for the examination.
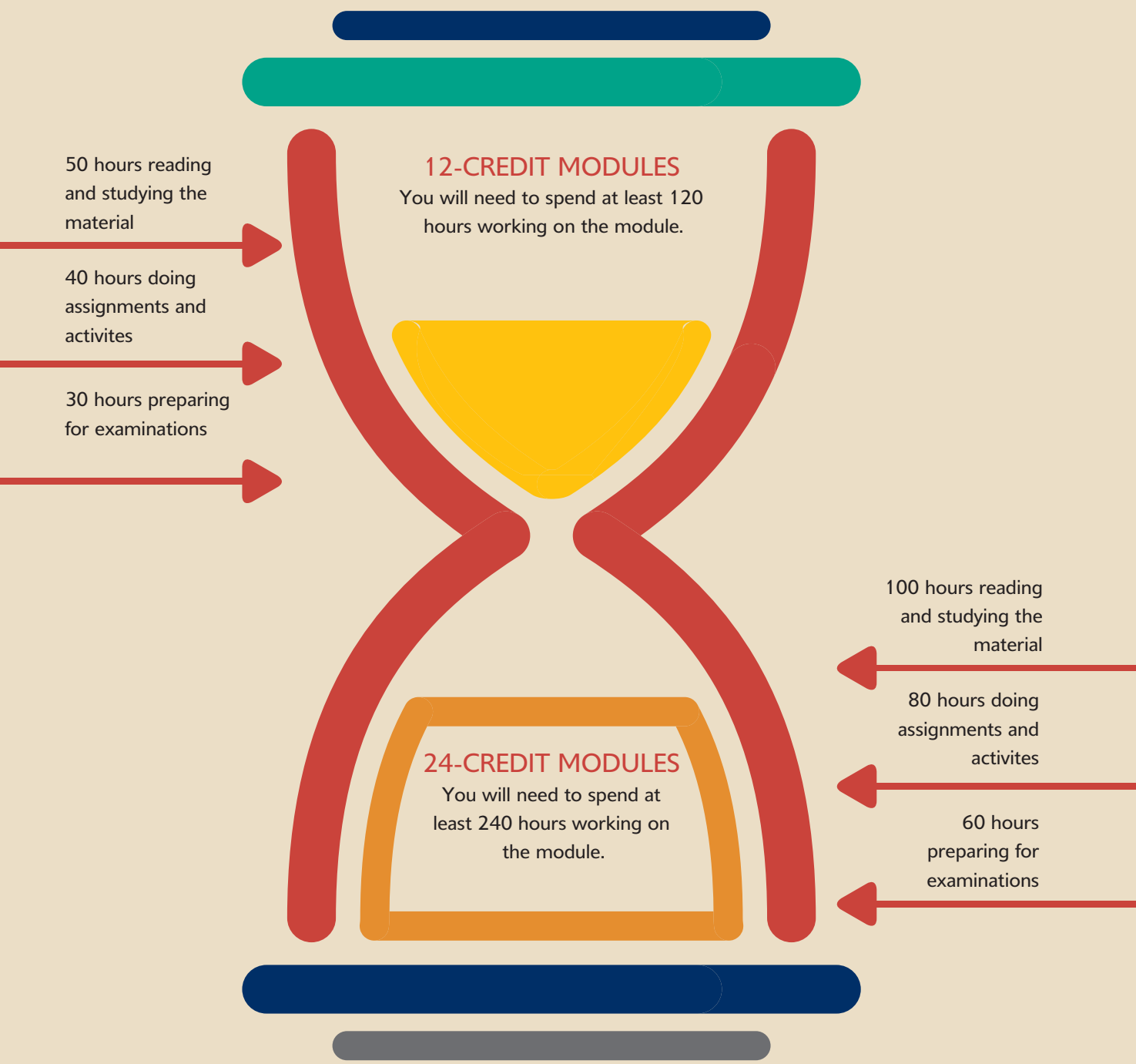
12-CREDIT MODULES
You will need to spend at least 120 hours working on the module.

50 hours reading and studying the material

40 hours doing assignments and activites

30 hours preparing for examinations

100 hours reading and studying the material

80 hours doing assignments and activites

60 hours preparing for examinations

24-CREDIT MODULES
You will need to spend at least 240 hours working on the module.

EFFECTIVE LEARNING

STRATEGIES

Everyone's different. Different things work for different people. Tried and tested study methods have proved successful over time. A study method is a step-by-step process you follow each time you study. Each time you repeat a process, that process gets easier. Your brain learns. A good study method trains the brain to absorb, store and access information.

While study methods are different, they do all use common techniques. You need to divide your time between reading your books and study material, making notes, revising your work, memorising your work and testing yourself.

Here's one study method you could try, involving 3 stages:

STAGE 1: EXPLORATION
STAGE 2: FIXATION
STAGE 3: TESTING

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STAGE 1
Exploration

READ MATERIAL AND MAKE NOTES

Making notes helps to summarise the material you've read, and helps you integrate and organise information into logical sections. Simply reading your material is not enough. Notes are a record of your time spent on a particular section. They link studying, reading, doing assignments, memorising and writing exams. Making notes is the best way to understand and recall information.

Two main note-making methods:

- Visual note-making: using mind maps, spider grams, branching notes, cluster grams, tables, flow charts and organograms
- Narrative note-making: *Cornell system, lists, timeline notes, keywords, paragraphs, questions, segmenting and labelling

Which note-making method should you use? You will need to experiment with which method works best for you and the module you are busy with. For example, you could try using mind maps to map the outline for a specific module, and then the Cornell method for making detailed notes related to your learning objectives.

> Read more about making effective notes here: http://bit.ly/2yqwMUR

STAGE 2
Fixation

REVISE

Revision helps you to fix the information in your brain. It should take 20% of your time. Revision is one of the most powerful memory techniques you can use. Revise your work within 24 hours of studying it. You will have forgotten up to 25% of the facts, but this is normal. Then revise the work again, before continuing with memorising new material. The revision process is where you bring all your knowledge together and start fixing the content in your memory. By the time you revise again you should be familiar with the content of the module.

EFFECTIVE LEARNING

MEMORISE

While you may understand the information you study, there'll always be material that needs to be memorised. This is the last stage of studying and preparing for exams, and can only be done effectively once you understand the material.

It should take up to 15% of your time. While you'll need to argue points of view, form opinions and analyse texts, you'll also need to memorise facts, ideas and keywords. Memorising is the second part of "fixation". By memorising information, you develop reasoning skills based on a sound factual foundation. Like everything worthwhile, memorising can be difficult.

Read more about memory strategies here: http://bit.ly/2xiHzjB

EVALUATE

Evaluating your performance against existing goals helps to set more realistic goals in the future, prepares you for exams and gives you an idea of the volume of work required. Evaluate your progress at the end of each study week by asking these questions:

- Did I commit to the time I wrote down and did I use my study time effectively? If not, what do I have to do differently this week to manage my study time more effectively?
- Am I coping with the content or do I need help to understand it? Who must I ask for support?
- Are there additional commitments I need to schedule for next week?
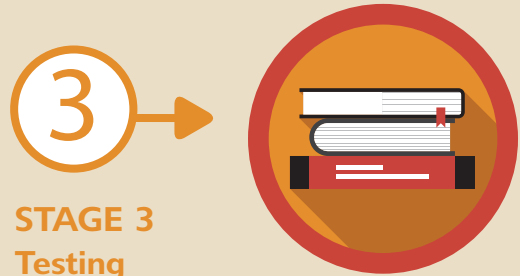
STAGE 3
Testing

REVISE

Work through old exam papers and discuss the material (with lecturers and fellow students) using language appropriate to your subject matter. Reference the facts you've memorised and note areas that still need work or memorising.

Testing yourself is also part of this stage. It involves using your notes to test yourself, answering old exam papers (available on myUnisa), and discussing your material with lecturers and fellow students. It should take 10% of your time.

CREATE YOUR PERSONAL LEARNING NETWORK

Distance learning is a different way of learning... there is a physical distance between you and Unisa. For most of us, this means that our previous learning experiences will not have prepared us for the Unisa study journey. Unisa has a number of support services for our students – from tutorial support to counselling, to online tools. The "distance" in distance learning means that most of your interactions with Unisa will take place at a distance – mostly in digital format. Your study world will be the environment you create – a room at home, a desk somewhere at work and, of course, the connections you make and the virtual networks you develop.

CONNECT ONLINE

myUnisa (https://my.unisa.ac.za) is Unisa's online student portal and is your most important study tool. It's your lifeline – the primary link to your university. It's how you communicate with Unisa and how Unisa communicates with you. Don't forget your free myLife e-mail account, which Unisa will use to send you important information, notices and updates.

CONNECT WITH YOUR LECTURER AND E-TUTOR

Unisa is changing. Most of our tutors – the experts we employ to help you – are now e-tutors, communicating exclusively via myUnisa. They're there to guide you, give you advice, explain difficult concepts and generally enrich your Unisa experience. e-Tutors are experts in their fields. They've been down the same road and they've excelled, so they can also advise you on effective study and research methods, help you plan and schedule study time, and help you to develop study skills.

You may, of course, also contact the lecturers responsible for your modules. Your Tutorial Letters 101 and myUnisa will contain the contact information and process to follow when contacting your lecturers.

STUDY GROUPS

Being isolated and removed from your lecturers and fellow students is often one of the major challenges of distance education. You can overcome this by joining and forming study groups with fellow students. Being part of a study group will allow you to discuss problems, link new subject matter to sections of work you have already mastered and check that your understanding of a module is the same as how others understand it.

WORK-INTEGRATED LEARNING (WIL)

Unisa recognises the value of practical experience in the academic learning process. Our work-integrated learning (WIL modules) (in certain curriculums) requires that students work in their chosen fields, on site, in a real work environment. Your Tutorial Letters 101 for WIL modules contain all the relevant details.

TUTORIAL CLASSES

Tutorial classes allow students to interact, collaborate and learn from one another. Discussions are facilitated by experienced tutors, focusing on problem areas, key issues and themes. While the trend at Unisa is more towards e-tutoring, physical tutorials are still held at some centres. Check with your closest regional centre to see if tutorials are offered for your modules.

YOUR E-TUTOR
IS JUST A CLICK AWAY

Unisa has introduced e-tutoring (online tutoring) in many undergraduate modules. A group of 200 students is linked to one e-tutor. Students in a group are able to interact and learn from one another.

WHO ARE OUR E-TUTORS?
E-tutors are qualified experts who are specialists in the subject in which they are appointed.

HOW DO I KNOW IF I'VE BEEN ALLOCATED AN E-TUTOR FOR A MODULE?
You will receive an e-mail via your myLife e-mail account informing you that you have been allocated an e-tutor for a specific module. To interact with your e-tutor, login to myUnisa. You'll find an additional module tab with the module code. Once you have opened the additional module tab, which ends with an "E", you can start communicating with your e-tutor through the discussion forum.

WHERE DOES E-TUTORING TAKE PLACE?
E-tutoring takes place on myUnisa, which means that you must activate your myUnisa account and utilise your myLife e-mail account.

MAKING SENSE OF YOUR myUNISA TABS
Login to myUnisa: https://my.unisa.ac.za. Find the module tab for your specific module (eg ICT1512). If you have been assigned an e-tutor, you will find an additional tab (eg ICT1512-18-S1-1E).

This e-tutor module site code means the following:
- ICT1512 - refers to the module code
- 18 - refers to the academic year
- S1 - refers to the first semester (semester 2 will be S2)
- 1E - refers to the first group, which means that this e-tutor group belongs to the first tutor for the module (the "E" shows that you have been assigned to an e-tutor group)

Remember to access your official study material and past exam papers, you must select the official module site (eg ICT1512).

The information contained in this brochure was correct at the time of publication (20 November 2017).

RECOGNITION OF PRIOR LEARNING

Is my experience worth anything at Unisa?

Yes, it could translate into subject credits within your qualification!

RPL will identify and assess your skills and knowledge against your specific Unisa qualification, irrespective of how and where you acquired that knowledge. It could have been obtained through informal training, on-the-job experience and life experience, and will be measured against the specific learning outcomes of the subject.

RPL details are available on the Unisa website: www.unisa.ac.za/rpl

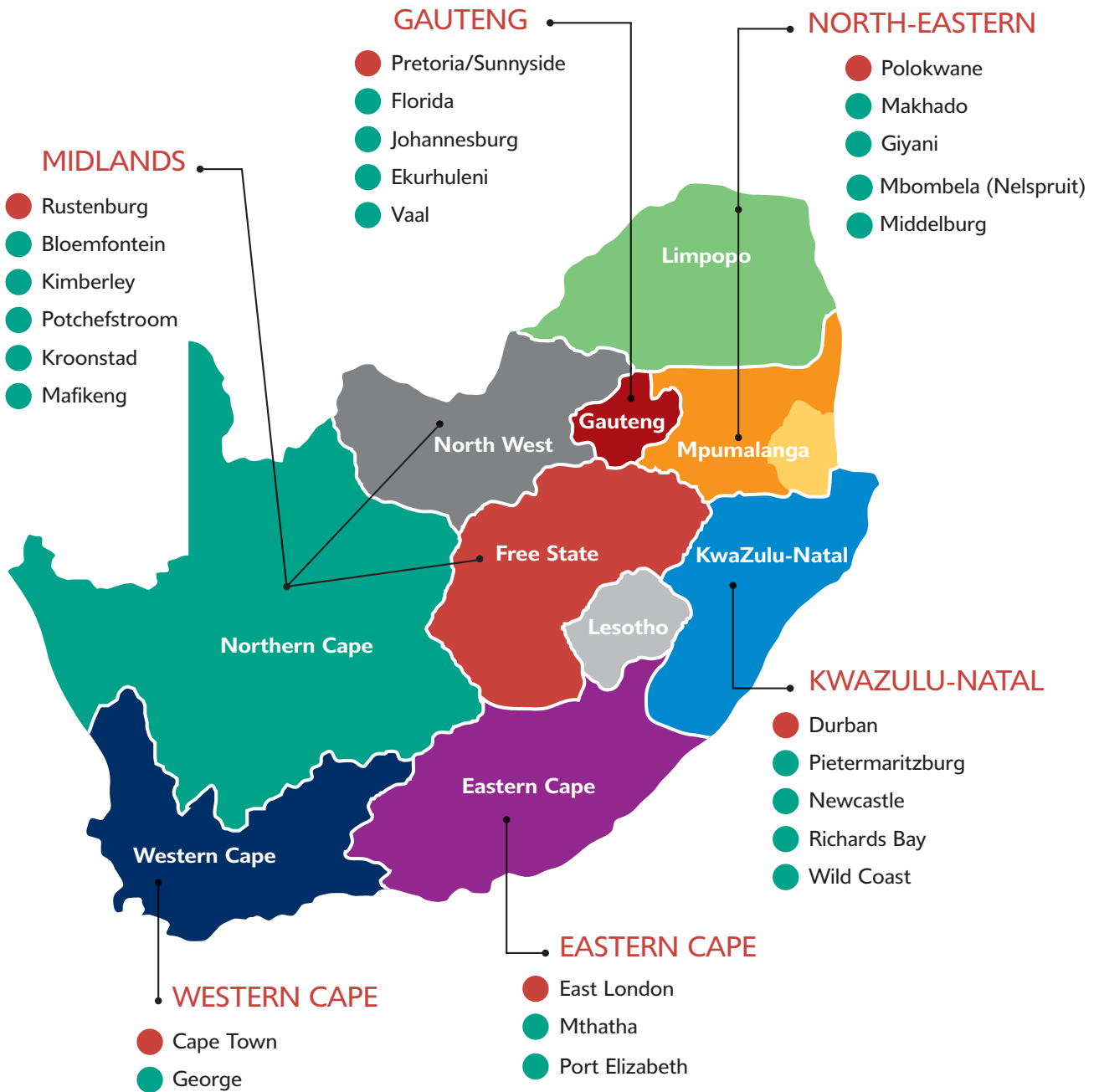# REGIONAL CENTRES

VISIT A UNISA REGIONAL CENTRE TO

- connect to Unisa
- get advice
- meet other students
- make use of Unisa services
- have conversations with counsellors
- use our Academic Literacies Services
- use a computer (* there are a limited number of computers available at the regional centres)

Indicates Unisa regional hub

Indicates Unisa regional service centre

For more information on Unisa's regional centres, go to www.unisa.ac.za/regions

GAUTENG
- Pretoria/Sunnyside
- Florida
- Johannesburg
- Ekurhuleni
- Vaal

NORTH-EASTERN
- Polokwane
- Makhado
- Giyani
- Mbombela (Nelspruit)
- Middelburg

MIDLANDS
- Rustenburg
- Bloemfontein
- Kimberley
- Potchefstroom
- Kroonstad
- Mafikeng

KWAZULU-NATAL
- Durban
- Pietermaritzburg
- Newcastle
- Richards Bay
- Wild Coast

WESTERN CAPE
- Cape Town
- George

EASTERN CAPE
- East London
- Mthatha
- Port Elizabeth

Limpopo

North West

Gauteng

Mpumalanga

Free State

KwaZulu-Natal

Lesotho

Northern Cape

Eastern Cape

Western Cape

COUNSELLING SERVICES

Unisa's counselling services provide career, academic and personal support to students. Support is available online and by e-mail, in person, by telephone and by letter.

You can have conversations with a counsellor before application and registration to

- prepare yourself for the demands of open and distance learning
- get career guidance and counselling to help you link your studies to your career development

During your studies to

- develop an orientation to your Unisa studies
- develop your learning skills (including time management and effective learning strategies)
- learn how to cope with personal difficulties that impact on your studies (including effective problem-solving and decision-making skills)
- develop your career management skills (including planning your career, setting career goals, making career transitions)
- develop graduate attributes such as problem-solving and decision-making skills

During and after your studies to

- identify opportunities through career research
- prepare for job opportunities (searching for jobs and presenting yourself to employers through your CV writing, online brand and interview skills)
- learn how to create an effective professional network
- consider postgraduate study opportunities

Visit our website at www.unisa.ac.za/counselling to start exploring self-help resources related to these topics.

Contact a counsellor
Counsellors are available by e-mail: counselling@unisa.ac.za and at various centres: http://bit.ly/2fN7VBE

STUDENT**AFFAIRS**

The mandate of Unisa's Student Affairs is to be a central, co-curricular support service for students' academic success, civic duties and meaningful governance participation. Student Affairs work is predicated on the Higher Education Act prescripts, as amended, with specific reference to student governance systems, student psycho-social well-being and access for success in public higher education. This implies that we offer services to all Unisa students with a view to contributing to their holistic development as well-rounded, innovative and socially responsible global leaders.

The different directorates and divisions within the Student Affairs Department play a major role in connecting students by responding to student enquiries, and addressing issues such as student social development, student governance and leadership development, and the needs of students with disabilities.

STUDENT GOVERNANCE AND STUDENT REPRESENTATION

Student representation at Unisa comprises two tiers: the National Student Representative Council (NSRC) and the Regional Student Representative Councils (RSRCs). This is further segmented into the National Student Parliament (NSP) and the Regional Student Parliaments (RSPs).

The NSRC is a central student representative structure with overall jurisdiction institutionally, whereas the RSRCs - which are based at Unisa's Regional Offices - deal primarily with local student issues. Student representatives across the institution are critical in ensuring that the student voice is considered in ALL matters affecting students.

STUDENT DEVELOPMENT

The role of the Student Development Directorate:
- To design and implement student leadership training and development strategies.
- To provide co-curricular training and development programmes with a view to enhancing and supporting the academic project.
- To create a nurturing environment, thereby ensuring student well-being, a sense of belonging and social cohesion among students.
- To promote cooperative governance through student participation in various forums.
- To contribute to quality learning experiences in an ODeL context.

STUDENT GOVERNANCE AND LEADERSHIP

The role of the Student Governance and Leadership Unit:
- To develop, review and implement SRC policies.
- To implement the SRC elections project (including the appointment of an independent electoral commission and a service provider for the SRC elections).
- To provide administrative support to the SRC and recognised student structures.
- To coordinate the Regional and National Student Parliament(s), and the Regional and National SRC Congresses.
- To coordinate the training and development of SRCs, Regional/National Student Parliament office bearers.

If there is anything you wish to bring to the attention of the SRC, you can contact them via Unisa's regional centres or via myUnisa on www.unisa.ac.za/src.

STUDENT SOCIAL DEVELOPMENT

The role of the Student Social Development Unit:

- To develop, review and implement student health and wellness, and co-curricular training policies and strategies.
- To develop and implement face-to-face and online student health and wellness programmes, peer educator programmes, student safety programmes, gender empowerment workshops and entrepreneurship programmes.
- To conduct HIV Counselling and Testing (HCT) campaigns.
- To create awareness about Unisa's student disciplinary code.
- To establish collaborative partnerships with internal and external stakeholders regarding student health and wellness.
- To provide integrated and quality training services that facilitate student development and graduateness.
- To create platforms for students whose entrepreneurial potential is not being tapped to its fullest extent or who are not reached by traditional outreach for business support.
- To provide training interventions to create awareness on issues relevant to education, socialisation, citizenship and self-esteem development.
- To provide support to other projects that are pertinent to the achievement of the training and skills development.
- To provide internship possibilities for Unisa students

ADVOCACY AND RESOURCE CENTRE FOR STUDENTS WITH DISABILITIES (ARCSWiD)

The role of ARCSWiD:

- To be a leading provider of quality services for students with disabilities registered with Unisa.
- To create an enabling teaching and learning environment that will lead to the full participation and equalisation of opportunities for students with disabilities.

ARCSWiD focuses on two major areas: student support and administration, and advocacy and training.

Student Support and Administration assists with

- registering students with disabilities
- producing study material in alternative formats
- providing academic support interventions
- transcribing assignments and exam scripts
- providing sign language interpretation services

Advocacy and Training focuses on

- implementing facilitation of learning training programmes
- commissioning/conducting research
- implementing community outreach programmes

Students with disabilities can receive the following services from ARCSWiD:

- Referrals to career and counselling services
- Assistance in completing application forms during registration
- Assistance with fee reduction applications
- Assistance in motivating for assistive devices and access technology equipment
- Study guides and tutorial letters in either Braille, large-print, electronic or audio formats
- Electronic versions of prescribed books obtained on request from publishers
- Interventions with academic departments
- Advice on assistive devices and access technology
- Sign Language Interpretation Services for deaf students
- Orientation and mobility assistance for blind and partially-sighted students
- Advice on low-vision devices for partially-sighted students
- Referrals to relevant service providers and civil society organisations
- Referrals to the Library Disability Workgroup for recommended textbooks in electronic format
- Free access to Multi-Purpose Labs at regional centres
- Research support for postgraduate students

INFORMATION SERVICES DIVISION (ISD)

The mandate of ISD:

- To bridge the information gap between Unisa and its students by providing accurate information, identifying risks and recommending possible solutions to mitigate such risks.
- To manage student support services for improved processes and systems.
- To plan, develop, implement and monitor escalation processes and turnaround times to deal with student enquiries.
- To develop, implement and maintain effective monitoring and reporting mechanisms and systems.
- To manage the provision of services to students in line with the Institutional Service Charter and to promote the *Baithuti* and/or *Batho Pele* principles.
- To develop and review frequently asked questions (FAQs) for Unisa's knowledge base in collaboration with interdependencies.
- To develop, implement, review and maintain business processes and systems in support of student services to enhance student satisfaction.
- To track and trace operative performance for quality service delivery to students in collaboration with interdependencies.
- To build, maintain and improve student satisfaction (both prospective and current students) together with support departments, colleges, regional centres, management and other Unisa divisions.

STUDENT RELATIONSHIP MANAGEMENT (SRM) SOLUTION

The SRM solution is the newest and the most innovative strategy that aims to provide an improved query-resolution system for Unisa students. The SRM solution, which is scheduled for operationalisation in the middle of 2018, has the following strategic objectives:

- To create a student-centred (*Baithuti-Pele*) culture at Unisa.
- To develop student relationship management delivery processes, policy and strategy.
- To facilitate a single point of entry and accountability for student enquiry management.
- To track and manage enquiries and interactions with students across multiple channels, including e-mail, a knowledge base, self-service, SMSs, web chat, social, chat bot and telephone.
- To establish a single view of the student across student communication channels.
- To conduct research and search for effective technologies to improve student interactions.
- To enhance the quality of the student experience and access to information.
- To improve the student satisfaction index and enhance student graduateness.

LIBRARIES

The library is one of the Unisa student's indispensable resources. Knowing how to use it (and using it extensively) is central to the successful Unisa student experience. The Unisa library is the largest academic library in Africa, containing over 2.7 million items, including books, reference resources, e-books, e-newspapers and e-journals.

COLLECTIONS INCLUDE

- journal collections
- audiovisual collections
- archives and special collections

The library provides free training sessions to students, covering library procedures, how to search for material using the catalogues, among others. If you don't know how the library works, book one of these sessions as soon as possible by going to www.unisa.ac.za/librarytraining

As a registered student, you have free, unlimited library access for the current academic year. This membership is cancelled directly after completion of your final examination of that year. Your membership is re-activated upon re-registration. Being a member allows you to

- borrow material
- request material
- access the library's electronic items

LIBRARY APP

You can download the library app from the Google Play Store or the Apple App Store: http://www.libanywhere.com/m/917

This app will allow you to

- log into your library account
- scan any book's barcode to check if the Unisa library has the book in its collection
- search the library catalogue
- request material
- renew items
- locate a branch library near you

REQUESTS

You can request library material in the following ways:

- via the Encore catalogue: http://encore.unisa.ac.za
- via your mobile device: http://m.oasis.unisa.ac.za
- via the library app
- at any Branch library (self-service terminals or lending counters - issue slips must be kept)

Requested items are sent to you free of charge. You can also visit http://libguides.unisa.ac.za

PRESS READER

You can access newspapers and magazines online, free of charge. Download the PressReader app from the Apple iStore or Google Play. Connect to the Unisa Wi-Fi with you Unisa login credentials. Browse and download all your favourite newspapers and magazines. You can also access PressReader via the library catalogue on www.unisa.ac.za/library. ``Click on "Find e-resources" then click on the "A-Z" list. PressReader will be under "P".

LIBRARIES

RECOMMENDED MATERIAL

- You can find a list of e-reserves in your Tutorial Letters 101 for each module.
- You can also download the e-reserve articles by using the course code search on the library's catalogue: http://oasis.unisa.ac.za/search. Type in your module code and select the relevant e-reserves to be downloaded.

DELIVERY

Your requested material will be delivered

- via the South African Post Office (you can track the status of your parcel via myUnisa)
- at any of the Unisa partner libraries
- via courier to a preferred address (only available to students with disabilities)

BORROWING

Undergraduate students may borrow up to 8 items, postgraduate students up to 16 items, undergraduate music students up to 12 items, postgraduate music students up to 20 items and students registered for short learning courses up to 4 items.

RENEWALS

You can renew library material in the following ways:

- online via the Encore catalogue: http://encore.unisa.ac.za/
- via your mobile device: http://m.oasis.unisa.ac.za
- via the Library app
- telephonically via +27 12 429 3313
- at your nearest branch library

Please note that renewals will not be granted if there is a hold on the item or if there is an outstanding library fine. Only two renewals are allowed. Items that cannot be renewed must be returned to the library immediately.

Unisa libraries: Muckleneuk Campus, Polokwane, Sunnyside, Durban, Cape Town, Science Campus (Florida), Johannesburg, Rustenburg, East London, Mbombela (Nelspruit), Ekurhuleni, Pietermaritzburg and Akaki (Ethiopia).

Mobile libraries (buses): Western Cape, Limpopo (loan period for mobile libraries is one month and one renewal is allowable depending on demand).

RETURNS

The Unisa library now has a self-service system where you can self-issue and return library material at your convenience. You will need your student card and library OASIS PIN. You can also return library material at any of the Unisa partner libraries (http://library.unisa.ac.za/remote/partner_libr.pdf) or by post or courier.

Please note: You are responsible for returning material at your own cost. You will not be able to re-register for a new year of study if there is outstanding library material or unpaid fines against your account.

LIBRARY SERVICES

- Free training
- Lending services
- Self-service photocopying and printing (subject to the provisions of the Copyright Act 98 of 1978)
- Literature searches
- Research support
- Services for students with disabilities
- Subject-specific library guide (LibGuides) on http://libguides.unisa.ac.za

SERVICES FOR STUDENTS WITH DISABILITIES

The following services are available:

- An extended loan period for library material
- A conversion service for library material
- Assistive technologies that may be loaned by students
- A courier delivery service for requested material
- Special parking
- The entrance fee is waived for the accompanying person
- Guide dogs are allowed in the library

For more information go to http://libguides.unisa.ac.za/disability

Enquiries

E-mail: library-enquiries@unisa.ac.za
Tel: +27 12 429 3133 / 3134

This is a summary only. For full details on the Unisa library - branches, procedures, rules, payment information, tariffs, and so on, please go to www.unisa.ac.za/library

ACADEMIC LITERACIES SERVICES

Our Academic Literacies Services support Unisa students - from undergraduate to doctoral level in any discipline - who aim to develop their literacies practices in the following areas:

- academic language
- quantitative literacy (academic numeracy)
- information literacy
- learning literacy (study skills)

Every Unisa learning centre has a face-to-face Academic Literacies Centre, with Reading and Writing and Quantitative Literacy services for undergraduate students, and a Research Writing Service for postgraduate students.

UNDERGRADUATE STUDENTS

The Reading and Writing Service will help you to develop your competence in reading large amounts of material for your studies and in writing for different academic purposes. We offer face-to face consultations where a member of staff will help you to

- read with greater understanding
- analyse and understand assignment questions
- brainstorm and compile an assignment outline
- obtain feedback on your first and successive drafts of assignment answers
- practise self-editing for grammatical and surface errors

In addition, workshops will be run throughout the semester or year to build your confidence in your ability to read and write academically.

QUANTITATIVE LITERACY SERVICE

The Quantitative Literacy Service provides students in all disciplines and at any undergraduate level the opportunity to consult one-to-one with a facilitator. Workshops - both general and module-specific - are offered throughout the semester which address critical aspects of quantitative literacy.

POSTGRADUATE STUDENTS

The Research Writing Service supports postgraduate students in developing advanced reading strategies and by coaching them in all stages of their writing:

- honours students: research reports
- master's students: proposals and dissertations
- doctoral students: theses, abstracts, conference presentations and papers, and articles for academic journals

Please note that this is not an editing service. The facilitator will start by looking at your writing holistically, provide feedback on your drafts, and work towards developing your proficiency and confidence as an academic research writer.

Consultations with the Research Writing Facilitator are usually by appointment to ensure that you, as a postgraduate student, receive their undivided attention.

ACALIT DIGITAL

AcaLit Digital is an independent, self-paced, online learning programme to introduce undergraduate students to academic reading and writing at university level. Its focus areas are:

- Academic reading
- Academic writing
- Study skills
- Information literacy and research skills
- Digital skills development

Please request access to the programme by sending an e-mail to aLitDig@unisa.ac.za.

For more information about the Academic Literacies Services visit http://bit.ly/2z7Rx50 or contact your nearest Unisa regional centre.

Acalit@Unisa Hotline

Should you prefer to consult our facilitators by e-mail, you're welcome to use the Acalit@Unisa Hotline. You may pose any questions you have about reading, writing, learning strategies and academic numeracy that crop up while you engage with your learning materials, assignments and exam preparation

Postgraduate students are welcome to submit no more than 25 pages of their writing at a time for feedback. Our response time is three working days for undergraduate queries, and five working days for feedback on postgraduate students' writing. The e-mail address for the Hotline is acalit@unisa.ac.za

DEAL

WITH CHALLENGES RELATED TO YOUR STUDIES

WHAT IF THINGS GO WRONG?

During your studies, you may experience challenges related to your studies, or challenges at home and work that impact on your studies. For example, if you receive feedback on an assignment that you do not agree with or you have regular conflicts with a colleague at work.

When a conflict situation arises, it may be due to your perceptions and assumptions about others, or a clash of values or unresolved issues from the past that keep on re-surfacing. It may be helpful to take time to reflect on the situation to avoid a perpetual cycle of trying to solve what you think is a problem (but may no longer be a problem). When a challenge arises, use the following questions to reflect on the situation:

- What is the problem/issue you'd like to solve? Where are you at present? Where are you stuck?
- How are you feeling about the issue? What is influencing how you feel about the problem?
- What are you hoping for? How do you see things changing?
- What have you accomplished so far to help you resolve this problem?
- What can you control about this situation?
- What can't you control about this situation?

- How can you use what you can control towards resolving the issue?
- What resources do you need? How can you access these?
- Who do you need for support?
- What is your next step? What do you want to focus on now?

Learn more about how you can think differently about your challenges here: http://bit.ly/2h6g0Dr.

The information contained in this brochure was correct at the time of publication (20 November 2017).

3

RE-ADMISSION
TO UNISA IN 2019

The information contained in this brochure was correct at the time of publication (20 November 2017)
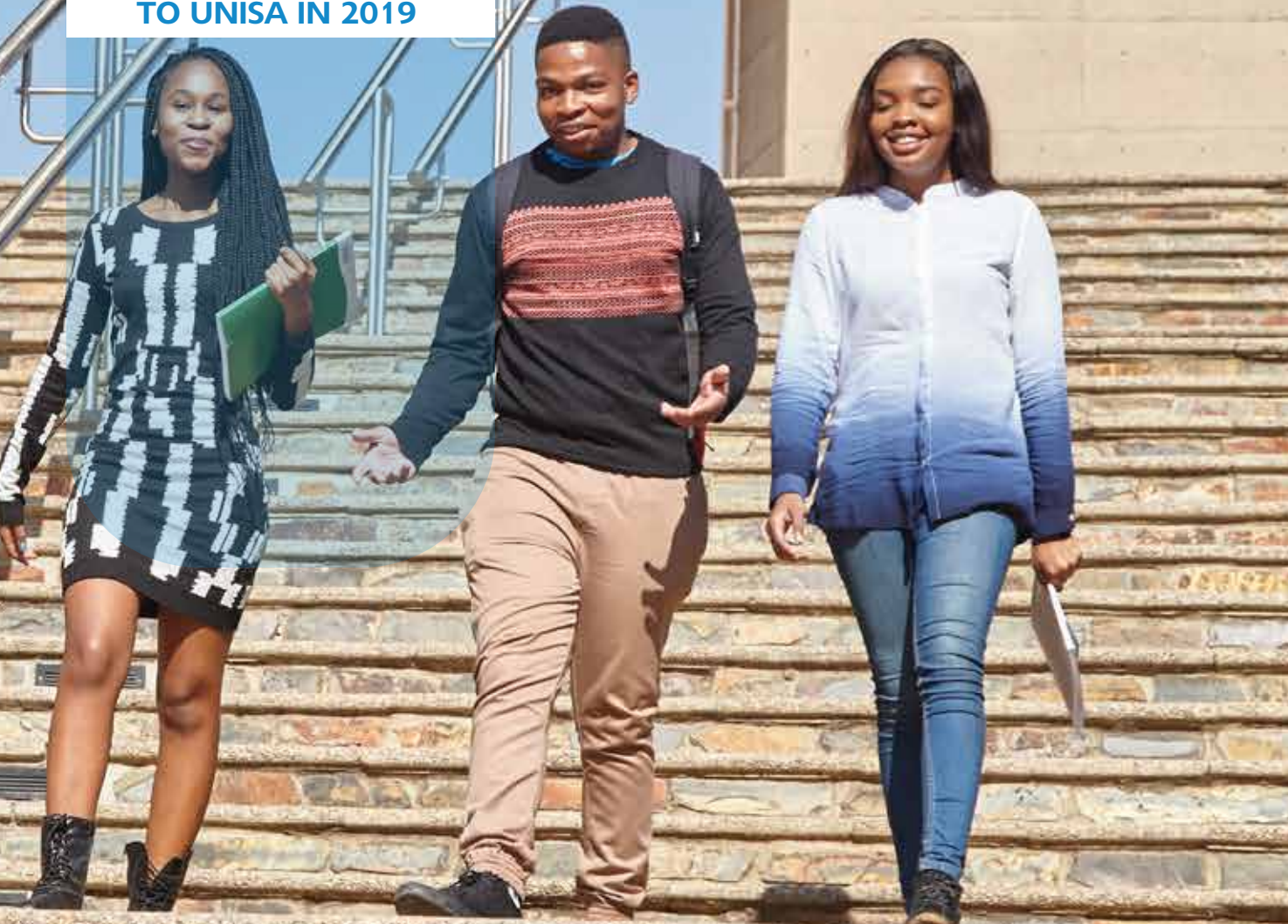
UNISA

RE-ADMISSION

The admission requirements to Unisa and the number of modules a student must pass per semester have changed.

Please visit www.unisa.ac.za/readmission2013 for this important information to ensure that you are able to progress with your studies and graduate within the stipulated qualification time.

Important note: If you don't meet these requirements, you run the risk of not being allowed to study further at undergraduate level at Unisa.

We urge you to plan and approach your studies with diligence.

RE-ADMISSION IN 2019

YES →

1ST YEAR OF STUDY

Pass at least 36 credits per year/over 2 consecutive semesters. Exception: If you are a student following an alternative pathway/extended programme, please note that you must pass at least 24 credits per year/over 2 consecutive semesters.

YES

FROM 2ND YEAR OF STUDY

Pass at least 48 credits per year/ over 2 consecutive semesters.

NO

ADMISSION DECLINED

Failure to pass the required number of modules will result in you not being able to study further at undergraduate level.

A student wishing to be re-admitted to Unisa after being excluded on the basis of poor performance in a qualification may only do so after providing proof of successful study at NQF level 4, 5 or higher at another training institution or a Unisa short learning programme (www.unisa.ac.za/slp). In order to satisfy the requirements of this rule, the student must have completed at least 48 credits before an application for re-admission will be considered.

NO

4

DO YOUR ASSIGNMENTS

- Types of assignments
- Computer Science students
- Submitting assignments via myUnisa
- Assignment boxes
- Submitting assignments by post or courier

ASSIGNMENTS

TYPES OF ASSIGNMENTS

Assignments help lecturers to see whether you understand the module, and they help you to learn the work and prepare for exams. They're critical and compulsory – you won't be allowed to write the examination unless you've completed the relevant assignments. They also contribute to your final mark, so it's vital that you complete them according to the specified guidelines. Always keep a copy of your assignment in case the university/the lecturer does not receive an assignment and you are requested to resubmit a copy.

MULTIPLE-CHOICE ASSIGNMENTS

These can be submitted

- online, using myUnisa
- by completing a mark-reading sheet and posting it to the university

Submitting via myUnisa is fast and reliable. It's also the easiest method. Simply follow the instructions onscreen. We recommend that you submit assignments via myUnisa, if at all possible, and not via the post.

FILLING IN A MARK-READING SHEET

Only use the orange mark-reading sheet that you received with your study material. No other sheets will be accepted. Your mark-reading sheet should look like the sample on the next page.

- Only use an HB pencil.
- Do not attach a barcode sticker.
- Mark-reading sheets should not be put in an assignment cover and stapled.
- A mark-reading sheet that is filled in incorrectly, damaged or folded cannot be marked.

FILL IN YOUR MARK-READING SHEET AS FOLLOWS:

Space 1:
Initials and surname (eg S Bengu).

Space 2:
Full postal address, including postal code.

Space 3:
Student number (use one block per digit).
If your student number has seven digits,
the last square remains open.

Space 4:
Under each square in space 3 is a series of digits from 0 to 9. Mark the digits that correspond with your student number. Mark your answer with a horizontal line through each digit.

Space 5:
There is a unique assignment number at the top of the assignment questions in your tutorial letter. This number matches your answers with the answers on the computer. It is used to mark your assignment. You must use the correct assignment number.

Space 6:
Mark the corresponding digit below each square of the assignment number, as you did with your student number.

Space 7:
Code for course, half-course, paper or module (eg COS111-U).

Space 8:
Assignment number.

Space 9:
The question numbers on the sheet correspond with the question numbers in the assignment. Next to question numbers are answer squares from 1 to 5. Mark the digit that corresponds with your answer. Please ensure that you only mark one option.

SHORT QUESTION OR ESSAY ASSIGNMENTS

These should be compiled using a word processing package (eg MS Word) or handwritten.

HANDWRITTEN ASSIGNMENTS

Use either an official assignment pad or your own A4 paper.

PRINTED ASSIGNMENTS

Use double-line spacing and leave a 5cm blank space on the right-hand side of each page (for the lecturer's feedback). Please follow the lecturer's instructions (found in your tutorial letters) and the printed instructions on the assignment covers. Please use a header for all word processor files, with your name, student number, module code and assignment number.

Use the page break function to force a new page, ensuring that your page numbering stays as indicated on your contents page.

- Pictures and diagrams may be included, provided that they are not too complex and are not in colour.
- Don't embed objects from other programs that require dynamic links. Rather, create a graphic of your spreadsheet or diagram, save it as a bmp, jpeg or gif and insert this file into your document.
- Keep tables simple. Complex tables can cause printer memory problems.

LAYOUT AND FORMATTING GUIDELINES FOR PRINTED ASSIGNMENTS:

1 → Set the paper size to A4, default tray, auto feed or auto select

2 → Set the left margin to at least 2.5cm and the right margin to 5cm

3 → Use black ink

4 → Use common fonts eg: Times New Roman or Arial

5 → Font size: 16 for headings, 12 for normal text

ASSIGNMENTS

COMPUTER SCIENCE STUDENTS

Submit programs or program output in either a text (ASCII) file or in a word processor file. Only submit one file per assignment – you may have to combine different files into one document. You can create a single pdf document that combines different source files. We suggest using a fixed width font (eg Courier), so that your documents are more readable and the indentation remains correct. Converting your document to pdf will ensure that your file presentation remains exactly as you intended. Refer to your tutorial letters for the submission formats of assignments on myUnisa.

TIPS FOR COMPLETING ASSIGNMENTS

Completing your assignments successfully involves

- reading the assignment questions
- collecting the facts
- compiling a structured response using study guides, prescribed books, readings, discussions and the internet
- using headings and subheadings

Assignments should include

- an introduction
- a main heading
- a summary of the key facts
- proper referencing, including a bibliography

Leave a space in the margin for comments.
You must retain copies of all your assignments.

Please follow these guidelines. If you don't, you run the risk of your assignment being returned to you unmarked. Your list of assignments per module will be updated on myUnisa. It's your responsibility to ensure that your assignments are received by Unisa (preferably 72 hours before the closing date). To enquire whether the university has received your assignment, go to myUnisa or send an e-mail to assign@unisa.ac.za (include your student number in the subject line).

Assignments may be

- submitted via myUnisa (online)
- placed in a Unisa assignment box
- posted to Unisa (not recommended)
- submitted via courier (there is no charge if the assignment is submitted in an official Unisa envelope at the service point of the university's official couriers)

We recommend that you type your assignments on a computer, print them to pdf and submit them online via myUnisa.

You will receive a status message and a reference number confirming that your assignment has been successfully submitted. You may only submit one file per assignment on myUnisa. Zip files are only accepted in some circumstances, so please follow the instructions provided in your tutorial letters. Please also ensure that your pdf assignments are not encrypted to a "secured" mode, as your lecturers will not be able to mark them electronically.

The information contained in this brochure was correct at the time of publication (20 November 2017).

ASSIGNMENTS

SUBMITTING ASSIGNMENTS VIA MYUNISA

Please read the instructions on the assignment submission page before you submit your assignment. Use a file format that can be uploaded to myUnisa. These formats are listed in the "File format" drop-down list on the submission screen. A pdf file is the preferred option (formatting and layout is retained). Please do not submit assignments in write protected/read only pdf formats. Use only the Adobe pdf format. Information on pdf converters can be found on myUnisa under "Electronic resources". Navigate to the assignments tool on myUnisa to start the process. When you click "Continue", your assignment will be uploaded to the Unisa network. This may take several minutes depending on the size of your file and the speed of your internet connection. Once the assignment is received, its details will be displayed on your screen for final checking.

Ensure that your answers to multiple-choice questions are ready before connecting to the internet. It will cost you money to work out answers while online. Check for mistakes before submitting an assignment.

Don't wait until the closing date

Try to submit your assignments at least 3 working days before the due date, as you may experience unforeseen problems (eg your internet connection is down) on the day you want to submit your assignment.

Don't submit the same assignment via two separate channels (eg myUnisa and the post). Any documents/assignments uploaded to myUnisa must be virus free. If you repeatedly submit documents with viruses, you may lose the right to use myUnisa.

Assignments of modules offered fully online must be submitted online. Hard copy assignments submitted for online modules will be returned to the student unmarked.

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ASSIGNMENTS

Assignments submitted via myUnisa which are marked onscreen (except multiple-choice question assignments, blogs, portfolios and discussion forums) will be available for viewing on myUnisa. Notification of the marked assignment (together with a link) will be sent to your myLife e-mail account. Download your marked assignment, so that you have access to it even when you are offline. Unisa's Assignment Division will not accept requests to cancel assignments submitted via myUnisa. It is your responsibility to ensure that the content of your assignment is correct before you submit it via myUnisa. Please note that your lecturers will not re-mark an assignment if you submitted the incorrect version.

ASSIGNMENT BOXES

If you live near the Muckleneuk or Science Campuses, or near a Unisa regional office, and prefer to deliver your completed assignments personally, you may post your assignments in the assignment boxes, preferably two days prior to the assignment due date, at these campuses. Please do NOT post envelopes containing money in any of the assignment boxes. Unisa does everything possible to ensure that assignments reach us safely, but the university cannot take responsibility for the loss of assignments as a result of fire or theft. Assignments posted to the university must be in the envelopes supplied to you when you registered. Except for weekends and public holidays, the assignment boxes are emptied daily by Unisa staff. The collection time is approximately 07:00. If you submit an assignment via an assignment box and do not receive confirmation via SMS from Unisa within 7 days of submitting the assignment, please contact the Assignment Division.

For more information about the location of additional assignment boxes and the courier submission points, visit www.unisa.ac.za/assignments and click on the "General information about assignments submission" link.

ASSIGNMENTS

SUBMITTING WRITTEN / TYPED ASSIGNMENTS BY POST OR COURIER

- Attach an assignment cover page with your name, cellphone number and postal address, student number, module unit code, assignment number and unique assignment number.
- Number each page.
- Staple each assignment (excluding MCQ assignments) into a cover (check the page order).
- Post each assignment in an individual Unisa C4-sized assignment envelope (extra postage is required for C4-sized envelopes).
- Include your module code, assignment number and student number on each page.

Due to delivery delays by the South African Post Office, we advise you to submit assignments via myUnisa (online), by courier or at a Unisa regional office.

The following must be on the back of the envelope:

- student number, name, surname and cellphone number
- module code and assignment number
- return postal address
- a barcode

No assignments may be posted or e-mailed directly to lecturers or academic departments. The university will not accept assignments or portfolios submitted via e-mail or fax. Please don't submit different sections of the same assignment separately.

The assignment due date is the date on which the university must receive your assignment.

Marked assignments will be returned to you approximately 5 weeks after the closing date for the assignment. Portfolios, projects and practical work, however, won't be returned and the results will only be released with the examination results.

To be marked, assignments must be received before or on the due date. No extensions will be granted. Check myUnisa and your tutorial letters for your assignment due dates. Please take public holidays and weekends into consideration if you are posting your assignment.

Please note:
Proof of receipt of an assignment by Unisa remains your responsibility.

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Allow for at least 3 working days for the assignment to reach Unisa. You will receive an SMS confirming that the university has received your assignment, so please ensure that Unisa has your correct cellphone number. You can also check on myUnisa if the university has received your assignment. You may submit an assignment before the due date, but your assignment may not be marked before the due date. If you don't submit your compulsory assignment(s), you may forfeit your admission to the examination for that module.

Please keep copies of all your assignments for cases where the original assignment is not received either by a lecturer or the university. Unisa may request a copy of an assignment.

Assignment results

- Assignment results can be viewed on myUnisa: https://my.unisa.ac.za
- SMS (you will receive an SMS with your assignment result as soon as the result becomes available)

5

PREPARE FOR THE EXAMS

- **Examination preparation skills**
- **Practical issues - exam timetables and venues**
- **What if you miss your exams?**
- **FI concession**

The information contained in this procedures was correct at the time of publication

EXAM
PREPARATION SKILLS

Here is where all your hard work pays off. Exams can be stressful, obviously, but there are ways to reduce that, mostly through planning, studying hard and being well prepared.

- Plan, study hard and prepare.
- Be SEATED in the examination venue 15 minutes prior to the commencement time.
- Know what type of exam it is (open book or not).
- Know what stationery you need (calculator, pens and pencils, etc) and take extras just in case.
- Take your student card, ID (ID document, passport or driver's licence) and exam timetable with you to the exam. No student will be allowed to enter the examination venue without these documents.

- Know the exam rules and regulations.
- Ensure that you receive the correct question paper. You will receive zero for your exam if you write the incorrect paper.
- Read the whole paper before you start writing.
- Prioritise – do the easy questions first.
- Attempt all the required questions. Remember to read the instructions carefully.
- Check your answers.

Learn more about preparing for your examinations here: http://bit.ly/2xVakCk

EXAM CENTRES

Your examination centre was confirmed at the time of registration. It can be checked on myUnisa. All examinations in one examination period must be written at this centre unless you apply, in writing, to Unisa to change the venue. Unisa will confirm whether it is possible to change your venue (depending on availability, venue capacity and the closing date for applications). Again, this can be done on myUnisa.

YOU CAN DO THIS VIA

- myUnisa
- e-mail (exams@unisa.ac.za) (include your student number in the subject line)
- SMS 43584
- Fax +27 12 429 4150

To change your examination venue, apply before
- 28 February for the May/June examinations
- 31 July for the October/November examinations
- 15 October for the January/February examinations

CTA levels 1 and 2 students should note that examination centres for these exams are limited to venues used for tests during the year. CTA exams take place prior to the October/November examination period. Applications for CTA venue changes must be submitted to Unisa by 31 July. Please note that some third-level College of Accounting Sciences modules will be written at CTA exam venues.

IMPORTANT DATES

Unisa reserves the right to change your examination venue due to logistical and/or operational reasons.

If we do need to change your examination centre, you will be notified by
- 15 April for the May/June semester examinations
- 15 September for the October/November examinations
- 15 December for the January/February examinations

Remember to check your final examination timetable on myUnisa.

EXAMINATION TIMETABLE

The timetable you received when you registered contains the preliminary dates for all examinations. These preliminary dates are also on myUnisa. Unisa will only change these dates if it's absolutely unavoidable. Once dates have been finalised, an official timetable will be made available approximately one month before the commencement of the examination period. It will also be uploaded to myUnisa.

Your final timetable will contain

- a list of modules for which you have gained admission to the examination
- your final examination dates
- a list of the modules for which you have not gained admission to the examination
- examination venue details (not contained in your provisional timetable)

Please contact the university immediately if you have not received your final examination timetable two weeks prior to the commencement of the examination period. No additional examination opportunity will be granted where students claim not to have received the examination timetable in time or not at all. Unisa's official examination periods are

- January/February
- May/June
- September/October/November

WHAT IF YOU MISS
YOUR EXAMS?

You have worked hard throughout the semester or year to prepare for your exam and it could be devastating to miss sitting for an exam (eg by arriving 5 minutes too late). You could even have taken leave for the exam and you can't see the possibility of not writing the exam as you planned. As hard as it is to accept, you need to understand that Unisa has specific rules to create structure for the examination process. The specific invigilator is not punishing you – he or she is just implementing the institutional rules. At that specific moment, as much as it is hard to accept the news that you cannot write the exam, it is also not effective for you to start an argument with the invigilator about allowing you to write the exams, since this could create other challenges. It would be more effective that you start thinking about the options you have. Some of these options are listed on the next page.

5 MINUTES LATE?

NO

AEGROTAT AND SPECIAL EXAMINATIONS

Aegrotat or special examinations may be granted for the following reasons:

- Illness on or before your examination date. You must provide a valid medical certificate specifying the duration, nature and length of the illness, and state that it was not possible for you to sit for your examination.

- Extenuating personal circumstances. These include work commitments, serious illness or the death of a relative during the examination period. Evidence of these circumstances must be produced.

Please note: You cannot apply for an aegrotat or special exam on the basis of unforeseen circumstances or illness after you have written the exam.

YES

RE-REGISTER FOR THE MODULE

If you are not eligible for an aegrotat or special examination, you will need to re-register for the module.

Fax: +27 12 429 4150
E-mail: aegrotats@unisa.ac.za (include your student number in the subject line)
Post: PO Box 392, Unisa, 0003
Please keep copies of your application to ensure that Unisa has received your request.

FI

CONCESSION

A final-year student (undergraduate) who has one or two modules outstanding to complete a qualification may qualify for assistance and potentially an alternative assessment opportunity. Most students are granted a maximum of two assessment opportunities without being required to re-register for the module. If both assessment opportunities have been utilised, you will be required to re-register for the module at full cost. Modules selected as NDP (non-degree purposes) modules are not considered for the concession. The outstanding modules are the modules required to complete the qualification. Students must have written and failed the modules at the last available examination opportunity. Note that not all modules are considered for the FI concession. Since the university grants the FI concession opportunity based on the requirements met by the student, you are not able to apply to the university to be considered for such an assessment opportunity.

SECOND ASSESSMENT OPPORTUNITY FOR POSTGRADUATE STUDENTS

Certain postgraduate modules also have a second assessment opportunity. Honours research article students are excluded and do not qualify. CTA supplementary and aegrotat exams are written in January and February of the following year. Postgraduate examinations in October/November will have their second assessment opportunity in January of the following year. Postgraduate examinations in January/February will have their second assessment opportunity in May/June of the same year.

Students registered for the January/February examinations who qualify for the second assessment opportunity (in May/June) must still re-register for the relevant module before the closing date for registrations. No late registrations will be permitted. To qualify for the second assessment opportunity (supplementary examination), students must obtain a final mark of between 40 and 49% in the examination. Students who are unable to write their examinations due to ill health or work-related commitments must apply in terms of the rules for aegrotat/special examinations. Students who are unsuccessful at their second assessment opportunity or who are absent (for whatever reason) will have to re-register for the module and pay the full tuition fees.

Students who fail supplementary exams (not aegrotat exams) will not be considered for FI concessions. Short learning programme modules are not considered for FI concessions.

Assistance to certain postgraduate students will be considered if they need 24 credits or less to complete their qualification.

All master's and doctoral degrees/modules are excluded and do not qualify for the FI concession.

For more information on the FI Concession, send an e-mail to ficoncessions@unisa.ac.za

6

AFTER THE EXAMS

- **Get your results**
- **Failed an exam?**
- **Query your exam results**

AFTER
THE EXAMS

After you write each exam, you need to reflect on your experience of preparing for and writing the exam.

What do you need to do differently to prepare for your next exam? How do you prepare yourself mentally for the result for this exam? What kind of conversations do you need to have and with whom in order to understand processes such as supplementary examinations, re-marking and re-checking, and the final-year (FI) concession opportunities? Reflecting on these questions will help you to prepare for possible disappointments.

EXAMINATION RESULTS
You can obtain your exam results via the following platforms:
- myUnisa
- E-mail: Register on myUnisa and indicate that you would like to receive your results via e-mail
- Post

If you do not receive your results, check that outstanding fees have been paid and that you have no outstanding library books. If you have either of these outstanding matters, your results will not be released. Contact the university within 3 months from the release date of your examination results. If we don't hear from you within this period, we will regard all results as correct and complete.

GET YOUR
RESULTS

PURCHASE A COPY OF YOUR EXAMINATION ANSWER BOOKS

You may apply to purchase a copy of your examination answer book. The cost is R50,00 per module.

Only photocopies of the answer book will be made available. These are sent via registered mail or e-mail once the application has been approved. This takes approximately 14 days. Question papers and model answers/memoranda and mark-reading sheets are not included. To purchase a copy of your examination answer book, you must apply in writing using the prescribed application form. Examination answer books are not available for modules for which assessment is done by means of online timed tests, oral exams or practicals.

Enquiries about purchasing your exam script:
E-mail: purchasescript@unisa.ac.za
(include your student number in the subject line)

DISCUSS YOUR PERFORMANCE WITH YOUR LECTURER

Have a conversation with your lecturer to discuss what you can do differently as you prepare for writing the same module again (either as a re-registration or supplementary examination).

SUPPLEMENTARY EXAMINATIONS

Most modules provide for two opportunities to write the examination – either a supplementary or aegrotat/special examination. Should your module only provide for one examination opportunity, you will not qualify for a supplementary or aegrotat/special examination. Should a supplementary examination be granted and you are unable to write the examination, you will not be able to apply for an aegrotat/special examination.

Supplementary examinations may be granted provided you received a sub-minimum of 40% in the examination.

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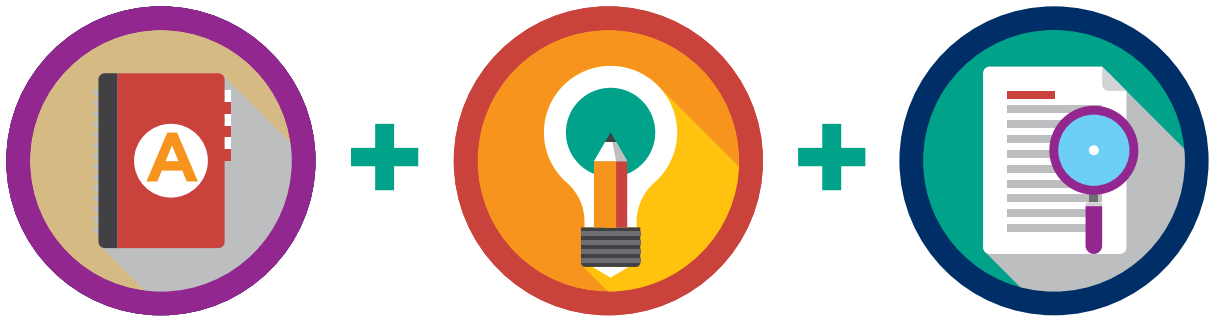
You cannot apply for a supplementary examination. Some modules do not make provision for supplementary examinations – this information will be included in your Tutorial Letters 101. If you qualify for a supplementary examination (you must receive 40% in your examination to qualify for a supplementary exam), you will be notified when you receive your results.

Your year mark is taken into consideration when calculating the final result. Your year mark is only taken into account if you meet the subminimum. You need to get 40% or more in the examination for the year mark to be taken into consideration. If you get less, the final mark only consists of the mark you obtained in the examination. If you owe tuition fees or library material, your results will be withheld and you will not receive notification of your supplementary examination. Supplementary examinations missed as a result of this will not be rescheduled, nor will you be granted any further examination opportunities.

FAILED AN EXAM?

Failing an examination can be overwhelming and you might feel that it is difficult to continue with your studies. Reflection will help you gain perspective on your situation: What do I need to do in order to pass my examinations next time?

- Reflect on how you prepared for your exams and what you would like to do differently by answering the questions on the exam self-reflection document: http://bit.ly/2h4UizD
- Complete the DRIVER programme to further reflect on practical steps you can take to complete your examinations more effectively: http://bit.ly/2inQC8G

QUERY YOUR EXAM RESULTS

You may apply to have your examination answer book re-marked or re-checked. The criteria for re-marking is an examination result of 35% to 49% and 68% to 74% (final results). Details will appear on the reverse-side of your original examination result sheet. The fee for re-marks and re-checks must be paid along with the application. To apply for a re-mark/re-check, send an e-mail to remark@unisa.ac.za with proof of payment. Include your student number in the subject line. Ensure that you re-register for the module before the closing date while waiting for the re-mark/re-check results. Re-marks are not available for modules which are assessed by means of online timed tests, oral exams or practicals. Please do not contact your lecturers regarding re-marks as they are not involved in the independent process.

7

STUDENT VALUES AND RULES

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UNISA'S
STUDENT VALUE STATEMENT

As Unisa students, we commit to these values. They define our conduct, our engagement to providing an environment, a culture and a service that will shape and allow us to fully live and exemplify our values:

- Integrity
- Respect
- Discipline
- Honesty
- Commitment
- Humanity

Did you know that plagiarism is a form of dishonesty?

Plagiarism is taking someone else's thoughts, ideas or writtings and passing them off as your own . it's a serious academic offence which can result in a student being expelled, and impacting on the student's standing with other universities and academic institutions.

Here are a few tips for ensuring that you do not plagiarise:
- Acknowledge the original source whenever you use a fact, phrase, chart or quotation from someone else's work.
- Keep careful notes of every source you consult when working on an assignment, so that no sources are used without proper acknowledgement.
- Never copy and paste anything from the internet without also copying the url where you found it so that you can provide a full citation for the source.
- Do not use the work of fellow students.

There are many online tools available to check your work for plagiarism. It's best to submit this check along with your assignment.

To read Unisa's student disciplinary code and rules, visit www.unisa.ac.za/unisarules

INDEX