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.
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.
WHAT’S NEW FOR 2016

- Unisa’s new application and selection process
- Re-admission to Unisa

The information contained in this brochure was correct at the time of publication (5 October 2015).
Unisa's new application and selection process for the 2016 academic year can be summarised by answering two important questions:

**Who needs to apply?**
- everyone starting a new qualification
- first-time Unisa applicants
- Unisa students changing to a new qualification
- previously registered Unisa students who did not register in 2015 but who wish to study in 2016
- students who applied for a new qualification in 2015 or earlier but did not register for it

**How does the application process work?**
- You can now apply for a maximum of 3 qualifications if you meet the admission requirements for your qualification of choice.
- Unisa will assess your application using a points score system and inform you whether or not your application was successful and the qualification(s) for which you have been accepted (ie make you an offer). Please note that students will be accommodated on the basis of the number of places available for each qualification.
- You will be required to accept the offer within a specific period of time.
- If you receive more than one offer from Unisa, you must confirm which offer you are accepting when you pay the acceptance fee.

Visit my.unisa.ac.za/whatsnew to read more about these new developments at Unisa
The admission requirements to Unisa and the number of modules a student must pass per semester have changed. Please visit www.unisa.ac.za 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.

For re-admission requirements for students who registered prior to 2013, visit www.unisa.ac.za/readmission2013
These rules come into effect from the 2016 academic year. We urge you to plan and approach your studies with diligence.

1st year of study
Pass 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 24 credits per year/over 2 consecutive semesters.

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. 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.

Re-admission in 2017
YES

from 2nd year of study
Pass 48 credits per year/over 2 consecutive semesters.

YES

NO

NO

NO
PREPARE FOR STUDY SUCCESS

- Commit to your studies
- Self-assessment: Shadowmatch®
- Create space in your life to be a distance learning student
- Connect online
- Organise 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, 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?
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.
Shadowmatch® at Unisa
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

- Conceptual fitness
- Task efficiency
- Attitude

* It will only take 30 minutes

Upon completion you will receive

- Personal report
- Personal development plan

From the pilot phase
91% of Unisa students recommend Shadowmatch®

TWENTY SEVEN PERCENT
Learnt more about what habits will help them to succeed
make time for your studies

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

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

It sounds like a lot... and it is. Perhaps you’re concerned about how you’re going to find sufficient time for your studies. You need to think seriously about how you are currently spending your time and what you will need to change to create more time for your studies. You may have to go to bed earlier and wake up at 04:00 to study, or you may need to negotiate a babysitter for Saturday mornings so that you can study.

Another important part of study planning is to think about how you will use the time you have for your studies more effectively – more about this in part 3 of this brochure.

create your study space

Space is so important. Remember, this is “distance” learning. 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 like to be functional, 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 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, by 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, easier to correct and easier to 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.

claim 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.
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.co/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 via radio.unisa.ac.za or by clicking on the Unisa Radio link on myUnisa.

e-solutions

Once you are a Unisa student, Unisa gives you access to some wonderful deals to get you connected at affordable rates. For more information on Unisa’s e-solutions, go to https://my.unisa.ac.za/e-solutions
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.

A list of telecentres are available that provide (limited) free internet access for registered Unisa students which you can find at 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.
The information contained in this brochure was correct at the time of publication (5 October 2015).
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 guides and tutorial letters from myUnisa
• confirm all your contact details on myUnisa
• check which prescribed books you need

your study pack

All your study material is available on myUnisa. Study packs are also sent to students via courier or post (depending on the option you selected at the time of registration). 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 dispatch@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 dispatch@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 at e-mail to dispatch@unisa.ac.za or an SMS to 43579.
Organise your studies

scan your study material

Spend about 2 hours per module to scan through your study guides. This will give you an indication of how much work there is for you to understand.

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.

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://bit.ly/1oysnyq

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.
 GET STARTED WITH YOUR STUDIES

- Schedule your semester
- Effective learning strategies
- Creating your personal learning network
- Dealing with challenges related to your studies – what if things go wrong
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 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.
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You have some options here.

You can:

- use the physical year planner you received with this brochure
- download a planner from the internet
- use the calendar app on your cellphone or computer
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 study time

Allocate enough time to
- work through your study guides
- read your prescribed books
- do your assignments
- prepare for examinations

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

For semester modules (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 of preparation for the examination.

For year modules (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 of preparation for the examination.

The next activity will help you to do more detailed planning about how you will manage your modules throughout the semester.

Take a look at the example on the next page. Note how study time for specific modules are allocated in the plan.

Put together your own plan using your preferred method (on the year planner, on an electronic diary, in an electronic document such as a spreadsheet or text document).
Everyone’s different. Different things work for different people. But 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 more effectively. 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

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 study, reading, doing assignments, memorising and writing exams. Making notes is the best way to understand and recall information.

Two main note-making methods:

- Narrative note-making: *Cornell system, lists, timeline notes, keywords, paragraphs, questions, segmenting and labelling.

*Read more about the Cornell system: http://bit.ly/1ahn1Ys
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.

**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.
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 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.

Evaluate 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:

- 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?

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 the exploration 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.
Network
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 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 to also claim 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.

The information contained in this brochure was correct at the time of publication (5 October 2015).
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 matters to sections of work you have already mastered and check that your understanding of a module is the same as how others understand it.

For more information about establishing and managing a study group, visit this webpage: http://bit.ly/1Oh3msZ

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 in 2015 is more towards e-tutoring, physical tutorials are still held at some centres.

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) give students the opportunity to work in their chosen fields, on site, in a real work environment. Your tutorial letter(s) 101 for WIL modules contain all the relevant details.
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

Midlands
- Rustenburg
- Bloemfontein
- Kimberley
- Potchefstroom
- Kroonstad
- Mafikeng

Western Cape
- Cape Town
- George

For more information on Unisa’s regional centres, go to www.unisa.ac.za/regions
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 present 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 http://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/askcounselling.
Unisa doesn’t have the same face-to-face contact that you get at a campus-based university. We do, however, care for the wellbeing and development of our students - physically, emotionally, culturally and socially.

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

student representative council (SRC)

The SRC is a committee of student leaders elected by the students themselves, representing the students and ensuring that the student voice is considered in matters of governance and whenever important decisions are made. If there is anything you wish to bring to the attention of the SRC, you can contact them via the regional centres or on myUnisa.

Visit myUnisa or www.unisa.ac.za/src for more information on the SRC.
Faxed requests:
+27 12 429 8128

Postal requests:
The Manager: Request Services
Department of Library Services
PO Box 392, Unisa 0003

Requested items are sent to you free of charge.
You can also visit http://libguides.unisa.ac.za
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 catalogue, etc. If you don’t yet know how the library works, book for 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 the 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 Apple 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 material electronically, by fax or by post (electronic is the preferred method). Requests can be made at www.oasis.unisa.ac.za or m.oasis.unisa.ac.za (for mobile devices) or on myUnisa.

Faxed requests: +27 12 429 8128
(lists not accepted)

Postal requests: The Manager: Request Services
Department of Library Services
PO Box 392, Unisa 0003

Requested items are sent to you free of charge.
You can also visit http://libguides.unisa.ac.za
Unisa libraries: Muckleneuk Campus, Polokwane, Sunnyside, Durban, Cape Town, Science Campus (Florida), Johannesburg, Rustenburg, East London, Nelspruit, Ekurhuleni, Pietermaritzburg and Akaki (Ethiopia)

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

**Borrowing**

You may borrow material at the lending counters or at the self-service terminals in the library. Undergraduate students may borrow up to 8 items, postgraduate students up to 16 items, undergraduate music students up to 12 items and postgraduate music students up to 20 items.

**Renewals**

You can renew your material in one of the following ways:
- online (oasis.unisa.ac.za/patroninfo)
- in person
- telephonically

Renewals will not be granted if there is a hold on the item or there is an outstanding library fine on your loan record. Only 2 renewals are allowed. Items that cannot be renewed must be returned to the library immediately.

**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.

All library material must be returned in person or by post on or before the due date. Damaged or lost material must be replaced at the student’s cost. Students will not be able to re-register for a new year of study if there is outstanding library material or unpaid fines against their 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

**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 - go to www.unisa.ac.za/library
Our Academic Literacies Services focus on supporting
Unisa students from undergraduate level to doctoral level
in any discipline who aim to develop the following literacy
abilities for academic success:

- information literacy
- reading
- writing
- learning literacy
- quantitative literacy (academic numeracy)

Every Unisa learning centre has a face-to-face Academic
Literacies Centre, with a reading and writing, research
writing and quantitative literacy service.

**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 through the semester
to build your confidence in your ability to read and write
academically.
The AcaLit Digital programme is available to undergraduate or first-time Unisa students who want to develop their academic literacy competence, ranging from academic English to numeracy. Send an e-mail to aLitDig@unisa.ac.za with a request to join this programme on myUnisa.

The Quantitative Literacy Service provides students in all disciplines and at different levels with opportunities to consult a facilitator about calculations, concepts, graphs, equations, fractions, decimals and negative numbers through workshops and face-to-face consultations. Workshops (both general and discipline specific) are offered each semester that address critical aspects of quantitative literacy.

**Quantitative literacies**

The Quantitative Literacy facilitator at the regional learning centre is also available to advise postgraduate students on their interpretation of data, with a particular emphasis on statistical and graphic representations.

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

**Postgraduate students**

The Research Writing Service supports postgraduate students to become proficient 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 the meaning of your writing, and work towards empowering you to proofread and edit your own writing.

Postgraduate students are welcome to submit no more than 15 pages of their writing at a time for feedback.

For more information about the Academic Literacies Services, visit http://www.unisa.ac.za/acalit or contact your nearest Unisa regional centre.
During your studies, you may experience challenges related to your studies, or challenges at home and work that impact on your studies. For example, 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 keeps 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?

Download this handout to help you reflect on a current challenge you are experiencing and how you can manage this more effectively: http://bit.ly/1ssxFNc
DO YOUR ASSIGNMENTS

- Types of assignments
- Computer science students
- Submitting assignments via myUnisa
- Assignment boxes
- Notes on plagiarism
- Submitting assignments by post
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
- via an internet-enabled mobile phone (When submitting in this way, use the Unisa Mobile MCQ app. You can read how to use this app at www.unisa.ac.za/mobileapp)

- by completing a mark-reading sheet and posting it to the university

Submitting via myUnisa is fast, reliable and recommended. It’s also the easiest method. Simply follow the instructions onscreen.

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.
Assignments

Fill them in 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 to your answer.

The information contained in this brochure was correct at the time of publication (5 October 2015).
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.

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
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 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.

Refer to your tutorial letters for the submission formats of assignments on myUnisa.

Completing your assignments successfully involves

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

Assignments should consist of

- an introduction
- a main heading
- a summary of the key facts

Leave a space in the margin for comments.

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. 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

**We recommend that you type your assignments on a computer and submit them via myUnisa.** You will receive a status message and a reference number confirming that your assignment has been successfully submitted.

**You must retain copies of all your assignments**

**submitting assignments via myUnisa**

Use a file format that can be uploaded to myUnisa. These formats are listed in the “Specify the type of file” drop-down list on the submission screen. A pdf file is the preferred option (formatting and layout is retained). Information on pdf converters can be found on the myUnisa homepage 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 assignment and the speed of your internet connection. Once the assignment is received, its details will be displayed on your screen for final checking. You can either go back and make corrections or click on “Submit assignment” to submit it.

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.
The information contained in this brochure was correct at the time of publication (5 October 2015).
Assignments

If you repeatedly submit documents with viruses, you may lose the right to use myUnisa.

Assignments submitted via myUnisa which are marked online (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 the student’s myLife e-mail address.

Unisa’s Assignment Division will not accept requests to cancel assignments submitted via myUnisa.

assignment boxes

If you live near Pretoria, Midrand, Johannesburg, Cape Town, Polokwane or Durban and prefer to deliver your completed assignments personally, you may post your assignments in the assignment boxes 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 loss of assignments if assignment boxes are damaged or set on fire.

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.

For more information about the location of additional assignment boxes, visit http://bit.ly/1MMpUir
submitting assignments by post (not recommended)

- Attach an assignment cover page with your name and postal address, student number, study unit code, assignment number and unique assignment number.
- Number each page.
- Staple each assignment into its own assignment cover (check the page order).
- Post each assignment in an individual Unisa C4-size assignment envelope. Extra postage is required for C4-size envelopes.
- Indicate your course 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, at a Unisa regional office.

The following must be on the back of the envelope:

- student number, name and surname
- 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.

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

Marked assignments will be returned to you approximately 5 weeks after the closing date for the assignment. Portfolios, 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.

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 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, you may forfeit your admission to the examination for that module.

Copies of all assignments must be retained by students for cases where the original assignment is not received either by the lecturer or the university. A copy may be requested by the university.

**Assignment results**

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

**Querying the results**

Please contact your e-tutor responsible for your module if you are uncertain about an assignment result.
• Examination preparation skills
• Practical issues - exam timetables and exam venues
• What if you miss your exams?
• FI concession
Examination 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).
- Take your ID (ID document, passport or driver’s licence) and exam timetable with you to the exam.
- Know the exam rules and regulations.
- Ensure that you receive the correct question paper.
- Read the whole paper before you start writing.
- Prioritise – do the easy questions first.
- Attempt every question.
- Check your answers.

Learn more about preparing for the examinations here: http://bit.ly/DCCDlearning
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 venue changes must be submitted to Unisa by 31 July.

**Important dates**

Unisa reserves the right to change your examination venue due to logistical 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

The information contained in this brochure was correct at the time of publication (5 October 2015).
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 absolutely unavoidable. Once dates have been finalised, an official timetable will be posted to you 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
You have worked hard throughout the semester to prepare for your exam and it could be devastating to miss sitting for an exam (e.g., 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 much as this is difficult, you need to understand that Unisa has specific rules in order 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.
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 death of a relative during the examination period. Evidence of these circumstances must be produced.

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.
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 (link to policy). 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.

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
second assessment opportunity for postgraduate students

Certain postgraduate modules also have a second assessment opportunity. Honours research article students and CTA level 1 and 2 students are excluded and do not qualify.

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 are absent (for whatever reason) will have to re-register for the module and pay the full tuition fees.
AFTER THE EXAMS

- Get your results
- Reflect on your exam results
- Query your exam results
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 (Fl) concession opportunities? Reflecting on these questions will help you to prepare for possible disappointments, as well as negotiating support with others.

examination results

You can obtain your exam results via the following platforms:

- myUnisa
- MTN number 083 1421 0119 (Results [space]+student number)
  *Please note that you will receive an SMS with your results if they are available
- 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 R35,00 plus 60c per photocopied page. A payment of R50 will cover the cost of 25 photocopied pages. 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.

Enquiries about purchasing your exam script:

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

Fax: +27 12 429 4150

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.
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 will be notified when you receive your results. If you fail your supplementary examinations, you need to re-register for the relevant module.

A student’s year mark is taken into consideration when calculating the final result. 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 students be granted any further examination opportunities.

reflect on your exam results

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

We have developed a number of online resources, including a reflection activity, podcasts and exam preparation brochures to help you prepare differently for your next examinations. These resources are available here: http://bitly.com/O1IWol

Re-marks & Re-checks 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.
7

STUDENT
VALUES AND
RULES

The information contained in this brochure was correct at the time of publication (5 October 2015).
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 writings 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.

Student disciplinary code: www.unisa.ac.za/studentdisciplinarycode

Unisa rules for students: www.unisa.ac.za/unisarules
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