Dear Student,

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

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

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

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

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

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

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

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

Best of luck with your studies!

Best regards,

Dr JM van Zyl
Director: UODL
CONTACT DETAILS

Contact Numbers

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

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

Website for Unit for Open Distance Learning (UODL):
http://distance.nwu.ac.za/

All tutorial notes and examination information can be downloaded from:
http://distance.nwu.ac.za/downloads

Registrations (new for 2018 and modular re-registrations):
- **Email address:** UODL-registrations@nwu.ac.za
- **Telephone:** 018 285 5900

Applications (for 2018)
- **Email address:** UODL-applications@nwu.ac.za
- **Telephone:** 018 285 5900

Fraud Line:
- SMS the word “fraud”, “Fraud” or “FRAUD” and a short message to 45228.

Assignment due dates:

<table>
<thead>
<tr>
<th>Assignments</th>
<th>Portfolios</th>
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<tbody>
<tr>
<td>9 September 2017</td>
<td>21 October 2017</td>
</tr>
</tbody>
</table>
Methods for Assignment submissions:

- **Post box at Learning Support Centre**

- **Courier to physical address**
  Attention: Pieter Vermaak (018 285 5900)
  The Unit for Open Distance Learning
  North-West University
cnr Esselen and Malherbe Streets
Building B11A
Room G30
Potchefstroom
2520

- **Postal address**
  Unit for Open Distance Learning
  North-West University
  Private Bag X6001
  Internal Box 539
  Potchefstroom
  2520

Fax numbers:

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

Student Finance:

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

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

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