



UNAM

UNIVERSITY OF NAMIBIA

Centre for Open, Distance and eLearning
(CODeL)



CENTRE FOR OPEN, DISTANCE AND eLEARNING

Student Information Letter 2018

Dear Students,

Welcome to the Centre for Open, Distance and eLearning (CODeL). We are excited that you have decided to study through distance-mode at the University of Namibia and hope that you will find your time with us productive and enriching. In order to succeed in your studies, it is your responsibility as a student to know and familiarise yourself with all the rules and regulations that govern academic activities of the Faculty in which your programme of study is. This information letter serves to provide you with basic information you require to make informed decisions and help you succeed in your studies.

If you require detailed information regarding any area of your studies, do not hesitate to contact the responsible persons as indicated throughout this information letter. Attached to this information letter is the CODeL 2018 Calendar as well as the 2018 Test Timetable for Semester 1. The Second Semester Test Timetable will be provided to you at the start of the Second Semester, in July 2018.

Please take note that CODeL is only an Academic Support Centre and that you remain a student to the Faculty in which your programme of study is offered.

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1. Registration, Exemptions and Cancellations

It is the responsibility of every student to ensure that you are registered correctly for the course/module names and codes that make up your programme curriculum. If in doubt, please consult your Student Support Coordinator, Administrative Support Staff or the Regional Administrative and Student Support Officer (RASSO) at your nearest Regional Centre or Campus before completing your registration.

If you feel you qualify for exemption for some courses/modules, make sure to apply for exemptions before completing your registration process. Once registration is completed and you wish to cancel some courses/modules please consult either your RASSO (names and contact details provided in Table 3 below) or the CODEL Administrative Coordinators whose contact details are provided below (Table 1):

NB: Please note that CSI3580 (Contemporary Social Issues) will be fully online as of 2018. Distance-mode students will do the same assessments as face-to-face mode (full-time) students.

Centre	Administration	Contact Details
Windhoek Campus	Mrs Welma Davies, Administrative Coordinator	Email: wdavies@unam.na Tel: (061) 206 3609
	Ms Nicholette Mutenda, Senior Distance Education Officer	Email: nmutenda@unam.na Tel: (061) 206 3093
	Mrs Emma Scheepers, Senior Distance Education Officer	Email: escheepers@unam.na Tel: (061) 206 4530
Oshakati Campus	Mrs Agnes Felix, Administrative Coordinator	Email: afelix@unam.na Tel: (065) 223 2268

Table 1: CODEL's Administrative Coordinators

2. Coordination of Study Materials: Development and Production

Staff members in the section of Materials Development and Instructional Design will assist you with regard to the availability of study materials, information on the due dates of outstanding study materials and any challenges in the content of study guides that you may experience. The course allocation and contact details of study Materials Coordinators for 2018 are as follows in Table 2 below:

Names	Courses Coordinated	Contact Details
Mr Ismael Uiseb	B.Ed (Pre, Lower, Upper) programmes Unam Core courses	Email: iuiseb@unam.na Tel: (061) 206 4539
Mr Japhet Kazavanga	<ul style="list-style-type: none"> - All Adult Education/Lifelong Learning Programmes; - B.Ed Secondary; - Advanced Diploma Professional Training, Advanced Diploma in Educational Management and Leadership and - Advanced Diploma in Secondary Education Professional Training) 	Email: jkazavanga@unam.na Tel: (061) 206 3598
Ms Sonja Joseph	<ul style="list-style-type: none"> - Advanced Diploma in Secondary Education; - Diploma in Public Relations; - Diploma in Labour; - Diploma in HIV/AIDS; - Certificate in HIV/AIDS; - B.Ed. English and - B.Ed. History 	Email: sjoseph@unam.na Tel: (061) 206 3130
Mr Godwin Murangi	<ul style="list-style-type: none"> - Certificate in Taxation and Management; - Certificate in Accounting and Auditing, - Diploma in Entrepreneurship and New Venture; - Diploma in Local Government; - Higher Diploma in Accounting and Auditing; - BBA and - Accounting 	Email: gmurangi@unam.na Tel: (061) 206 3359

Table 2: Study materials development and production

3. Regional Staff Responsible for Study Material Distribution

Study materials are distributed to students through CODEL's Stores and Dispatch office in Windhoek and at the Regional Centres and/or Campuses. Please take your proof of registration every time you collect your learning resources (study guides) from your Regional Centre and/or Campus. It is the responsibility of each student to ensure that the correct study guides are collected on time.

Centre	Responsible Person	Contact Details
Windhoek	Mr Mackson Siyanga	Email: msiyanga@unam.na Tel: (061) 206 3080/4535
Oshakati	Mr Toivo Simon	Email: tsimon@unam.na Tel: (065) 223 2274
	Mr Willem Indjembe	Email: wiindjembe@unam.na Tel: (065) 2232269
	Ms Hilka Iitula	Email: hiitula@unam.na Tel: (065) 2232205
	Dr Regina Shikongo	Email: rmtshikongo@unam.na Tel: (065) 2232270
	Mr Josua Lukas	Email: ljosua@unam.na Tel: (065) 2232267
	Ms Agnes Felix - Administrative Coordinator	Email: afelix@unam.na Tel: (065) 2232268
Gobabis	Mr Uziel Tjiho	Email: utjiho@unam.na Tel: (062) 562268
Keetmanshoop	Mr Tyrone Roos	Email: troos@unam.na Tel: (063) 220 2022
Swakopmund	Ms Magrietha Engelbrecht	Email: mengelbrecht@unam.na Tel: (064) 404 343
	Ms Sylvia Shapumba	Email: sshapumba@unam.na Tel: (064) 404 343
Khorixas	Ms Emmie Bedeker	Email: ebedeker@unam.na Tel: (067) 331 028
Eenhana	Ms Ndahafa Hauwanga Mr Sakaria O Shakaalela	Email: nhauwanga@unam.na Email: sshakaalela@unam.na Tel: (065) 263 244
Tsumeb	Ms Taakondjo Mukwendje Mr Abel Mulokoshi	Email: tmukwendje@unam.na Email: amulokoshi@unam.na Tel: (067) 220 288
Otjiwarongo	Ms Lucille Siebert	Email: lsiebert@unam.na
	Mr Wayne van Wyk	Email: wvanwyk@unam.na Tel: (067) 302 213
Rundu	Mr Immanuel Mundumbu	Email: imundumbu@unam.na Tel: (066) 268 6078
	Ms Rebecca Ihemba	Email: rmihemba@unam.na

		Tel: (066) 268 6077
Katima Mulilo	Mr Oswin Haludilu	Email: ohaludilu@unam.na Tel: (066) 262 6021
Opuwo	Mr Truman Nguazireko	Email: tnguazireko@unam.na Tel: (065) 277 005

Table 3: Regional Staff Responsible for Study Material Distribution

4. Student Support Coordinators per Programme

The Student Support Coordinators within Faculties monitor and assess the quality of academic support and assessment tools used by part time tutors and examiners and provide constructive information on the best way of assessing distance-mode students.

They are also responsible for uploading notes on the portal on all modules as provided by a lecturer/tutor, scheduling extra classes for modules where additional tutorial support is needed.

They serve as the direct link of communication between distance-mode students, Lecturers, Faculty management and CODEL management. They prepare timetables and organize vacation schools and ensure availability of assignments and assignment letters.

Coordinator	Programme	Contact Details
Mrs Emmy Tjiramba	<ol style="list-style-type: none"> 1. Bed - Secondary Education 2. Diploma in Educational Leadership and Management (Professional Training) 3. Advance Diploma in Secondary Education ADSE (phasing out) 	Email: evtjiramba@unam.na Tel: (061) 206 3677
Mr Josephat Shilongo	<ol style="list-style-type: none"> 1. B.Ed Science and Mathematics, Home Economics, Fashion Fabrics and 2. Advanced Diploma in Secondary Education (ADSE) 	Email: jshilongo@unam.na Tel: (061) 206 3334
Mr Jacks Ndimwedi	<ol style="list-style-type: none"> 1. Diploma in Adult and Community Education – phasing out 2. Diploma in Lifelong Learning and Community Education) 3. Bachelor in Adult and Community Education– phasing out 4. Bachelor in Lifelong Learning and Community Education 	Email: jndimwedi@unam.na Tel: (061) 206 33314
Ms Martha Megumbo Nehemia	<ol style="list-style-type: none"> 1. Diploma in Public Relations; 2. Diploma in Media Studies 3. Diploma in Labour and Employment Studies; 4. Diploma in HIV/AIDS Management and Counselling; 5. Diploma in Library and Information Management 6. Diploma in Records and Archives Studies 7. Certificate in HIV/AIDS Counselling; 8. B.Ed. (Secondary) English, Afrikaans and History Modules 	Email: mniitembu@unam.na Tel: (061) 206 3667

Coordinator	Programme	Contact Details
Ms Charlene Kaereho	<ol style="list-style-type: none"> 1. Certificate in Taxation and Management; 2. Certificate in Accounting and Auditing, 3. Diploma in Entrepreneurship and New Venture; 4. Diploma in Local Government; 5. Higher Diploma in Accounting and Auditing; 6. BBA; B Accounting. 	Email: ckaereho@unam.na Tel: (061) 206 3729
Dr Regina Shikongo	<ol style="list-style-type: none"> 1. Degree in Nursing & specialisation 2. B.Ed. (Pre, Lower, Upper) Programmes: Professional courses including Teaching Methods and Teaching Practice as well as Languages 	Email: rmtshikongo@unam.na Tel: (065) 223 2270
Dr Haaveshe Nekongo-Nielsen	UNAM Core Courses	Email: hnnielsen@unam.na Tel: (061) 206 3355

Table 4: Student Support Coordinators in Faculties

5. Module Assessments

Module Credits	Minimum Number of Assessments	Examples
8 - Credit Module	1	1 Assignment OR 1 Test
12 – 16 Credit Module	2	2 Assignments OR 2 Tests OR 1 Assignment & 1 Test
24- 32 Credit Module	3	3 Assignments OR 3 Tests OR 2 Assignments & 1 Test OR 1 Assignment & 2 Tests

Table 5: Module Assessments

5.1 Submission of assignments on Moodle

From 2018, **ALL assignments must be submitted through the Moodle Learning Management System (LMS)**. This is an online platform where you will access all your courses/modules and related information such as course outlines, course notes and other learning materials that your tutor may choose to share, as well as to communicate with your tutors and with fellow students through forum discussions. To access Moodle, type in your URL <http://elearning.unam.edu.na>.

5.2 Moodle Login and username

Your username and password allocated by the Computer Centre is as follows:

Username: student number

Password: Y/M/D, i.e. 78/09/27

If you have trouble or forgot your login details, kindly contact Computer Centre at Tel: +264 61 206 3014/3041 or log at ticket at itsupport@unam.edu.na OR alternatively contact your nearest Centre/Campus for assistance.

5.3 Rules for Online Assignment Submissions

- (a) Adhere to due dates. Permission to submit assignments after the due will **NOT** be granted. It remains your responsibility as a student to submit your assignments on time.
- (b) Indicate your student number, course name, course code and the assignment number on the assignment cover page before you submit your assignment.
- (c) Remember to give the assignment the same number as the one appearing in the tutorial letter. For example, if you do assignment 02, you should number it “02” and not “03”
- (d) Ensure that you fill in all information as requested on the assignment cover and that it is correct before you submit your assignment.
- (e) You can still make changes to your submission if you have submitted before the due date and time. **NO** permission will be granted afterwards to make changes to your submission after you have submitted and the due date have passed.
- (f) Hand delivered assignments will **NOT** be accepted, except for those indicated as such on the Assignment Letters which should be submitted to the respective Distance Education Officers (DEO) or to your nearest Centre/Campus on or before the due date. Late submission of such will **NOT** be accepted.
- (g) Travelling, attendance of workshops/conferences, job related activities will **NOT** be considered to extend assignments due.
- (h) Poor / no network connectivity will **NOT** be considered to extend assignments due.
- (i) Assignments should be loaded well in advance to avoid connectivity/poor internet issues.
- (j) Any assignments emailed directly to the Tutor/Tutor marker, Lecturer, Student Support Coordinators (SSCs), Distance Education Officers (DEOs) or to any staff member within the Centre for Open, Distance and eLearning will not be accepted. The Centre for Open, Distance and eLearning (CODeL) shall not be held liable for any such assignments.

5.4 Conditions under which late submissions will be granted/accepted

Medical and Humanitarian reasons are the only reasons under which late submission of assignments will be accepted. However, consideration/approval of late submission of assignments due to above mentioned reasons will not be automatic. Medical certificates and/or Death certificates should be submitted to the Assistant Registrar, Mrs. Anna-Marie Biwa, email: anbiwa@unam.na within seven (7) days (including weekends and public holidays) as it must go through verification processes. For example, if you happen to be sick, hospitalized or experience death in the family and the assignment(s) is due on 13 March 2018, you **MUST** submit your medical certificate or the death certificate by latest 20 March 2018. No consideration/approval will be granted thereafter.

5.5 Requirements for late submission due to medical and humanitarian reasons

All requests for late assignment submission will be submitted through CODEL's online ticketing system (<https://elearning.unam.edu.na/support/>). You must submit the request using the help topic "**Late Assignment Submission Request**", and ***MUST*** attach a copy of the medical/death certificate. The following information should always accompany any query: Your **student number, student full name(s) and module code/s** for which the query is being made.

5.6 Resubmissions

Students only qualify for resubmission, if they have submitted the initial assignment and obtained between 0-39% on the assignment in question. ***Please note that CODEL is phasing out resubmission of assignments.*** During the 2018 academic year, assignment resubmissions will be replaced with online tests to be written on Moodle LMS. Therefore, take note of the test calendar dates for the year and make sure that you do not miss the test date as no alternative will be provided.

Please note that as of the 2019 academic year, resubmissions of any sort will be discontinued (including tests). Going forward, students are therefore urged to plan their studies by not taking on too much workload and ensure that they can manage the assessment tasks required, because there wouldn't be second opportunities provided without legitimate reasons.

6. Copying and/or plagiarising someone else's academic work or assignment

It is the responsibility of every student to protect their own academic work and ensure that any assignment or project submitted is original and a genuine reflection of the student's own work.

CODEL has introduced an online assignment plagiarism check through Moodle using a software called **Urkund**. Therefore, as soon as assignments are submitted online they will be scanned for plagiarism.

Copying assignments word by word constitutes a transgression of the Student Regulations at CODEL and the University of Namibia. Please read the Policy on Academic Integrity to learn. *Students found guilty of plagiarism (copying assignments) may be awarded 0% for such an assignment. CODEL staff and/or tutor markers will not, under any circumstances, negotiate or discuss the penalties for plagiarism, but would strictly implement the Policy of Academic Integrity as approved through Senate in 2017.*

Any student awarded a mark of zero for any assessment activity will have to repeat that particular module in the following academic year. That means, **no resubmission is allowed for copying and/or plagiarism, only re-registering the subject the following year.**

7. Sitting for scheduled tests

During each semester, there will only be **two test dates** (opportunities): the normal test date and the date for those who missed tests on the normal date. It is the responsibility of every student to ensure that they obtain permission from their employers to sit for tests/vacation school attendance as scheduled in a given year.

8. Marking assignments

Assignments would be graded on Moodle and the feedback on such assignments would also be provided on Moodle. The grades in the student's gradebook on Moodle would serve as a reflection of the student's continuous assessment (CA) marks. The Final CA marks would be published on the University Management System (UMS).

9. Windhoek based Distance Education Officers (DEOs)

Coordinator	Course	Contact Details
Mr Emma Scheepers	B.Ed (Pre, Lower, Upper, Secondary) Programmes: Professional courses including Teaching Methods	Email: escheepers@unam.na Tel: (061) 206 4530
Mr Victor Riddles	Language Education (all languages) and Teaching Practice; Advanced Diploma in Educational Management and Leadership; Advanced Diploma in Secondary Education Professional Training); Professional Diploma in Education	Email: vriddles@unam.na Tel: (061) 206 4974
Ms Anna-Marie Murere	B.Ed. Science, Diploma in Labour; Diploma in HIV/AIDS; Diploma in Library and Information Management; Diploma in Records and Archives Management; Certificate in HIV/AIDS; Diploma in Public Relations; Contemporary Social Issues (CSI)	Email: amurere@unam.na Tel: (061) 206 4534
Ms Sandra Gaes	English (Core) Modules (LEA3519, LCE, CEC1311, LEG2410), CIC3409, 14PDNE (Nursing); History (HGE) English (LEN); Fashion and Fabrics	Email: sgaes@unam.na Tel: (061) 206 3159
Ms Lizzy Xoagus	Certificate in Taxation and Management; Certificate in Accounting and Auditing, Diploma in Entrepreneurship and New Venture Management	Email: lxoagus@unam.na Tel: (061) 206 3608
Ms Lydia Amadhila	Higher Diploma in Accounting and Auditing; BBA; B Accounting; Diploma in Local Government	Email: lamadhila@unam.na Tel: (061) 206 3721

Ms Nicolette Mutenda	All Adult Education/Lifelong Learning Programmes; Bachelor of Laws	Email: nmutenda@unam.na Tel: (061) 206 3093
Mrs Welma Davies	Administrative Coordinator	Email: wdavies@unam.na Tel: (061) 206 3609

Table 6: Windhoek based Distance Education Officers (DEOs)

10. Library services

In supporting your learning, the University of Namibia has established a network of Libraries and Resource Centres at various Campuses and Regional Centres across the country. Once you are registered and obtained your student card, you can access the library services at any UNAM Library countrywide.

There are also well equipped Regional Community Public Libraries (Ohangwena, Omaheke and Oshana Regions), community libraries, Teachers' Resource Centres and NOLNet Centre's available in all the Regions. Most of these facilities provide free Internet access to Namibian distance-mode students. Please make use of these facilities when completing your assignments and for preparing for examinations. Once again you would be required to provide your student card as proof that you are a registered student of the University of Namibia at any of these Centres.

If you experience difficulties in accessing these resources please consult your Regional Administrative and Student Support Officer (RASSO) or the Campus library or the Distance Education Librarian at the main Campus, Mrs. Hazel Van Rooi at telephone number (061) 206 3531 or email hvanrooi@unam.na. If you require books that may only be available at the Windhoek library, please request your RASSO to borrow these books on your behalf and have them delivered to you, or request Mrs. Van Rooi directly for assistance.

11. IT/ Technical Support

If you require assistance in using and navigating the University Management System (UMS) please contact the Student ICT Hub at telephone **(061) 206 3274**, only available at the Windhoek main campus or your Computer Centre officials at other UNAM Campuses and Regional Centres. The IT support staff will provide you with information on how to log on the UMS student portal, what to do in case of forgotten passwords as well as information regarding your username.

12. The CODEL Management Team

In addressing the challenges that you may experience during your studies and you have an issue/problem that cannot be resolved through the Support Staff and have exhausted all avenues, before taking issues to the media, we kindly urge you to put your issue/problem in writing addressed to the Assistant Registrar, Mrs. Anna-Marie Biwa, email: anbiwa@unam.na who will table it with CODEL Management to review/consider your issue/problem.

Feedback from CODEL's Management will be communicated back to you in writing by the Assistant Registrar's office.

13. Helpdesk

For general enquiries kindly contact the following Administrative Officers at your nearest Centre/Campus:-

Name and position	Location	Contact Details
Ms Monica Nuuyoma	Windhoek	Email: mnuuyoma@unam.na Tel: (061) 206 3177
Mr Sakaria O Shakaalela	Eenhana	Email: sshakaalela@unam.na Tel: (065) 263 244
Mr Uziel Tjiho	Gobabis	Email: utjiho@unam.na Tel: (062) 562268
Ms Agnes Felix	Oshakati	Email: afelix@unam.na Tel: 065-223 2268
Mr Truman Nguazireko	Opuwo	Email: tnguazireko@unam.na Tel: (065) 277 005
Ms Rebecca Ihemba	Rundu	Email: rmihemba@unam.na Tel: (066) 268 6077
Ms Sylvia Shapumba	Swakopmund	Email: sshapumba@unam.na Tel: (064) 404 343
Mr Wayne Van Wyk	Otjiwarongo	Email: wvanwyk@unam.na Tel: (067) 302 213
Mr Tyrone Roos	Keetmanshoop	Email: troos@unam.na Tel: (063) 220 2022
Mr Abel Mulokoshi	Tsumeb	Email: amulokoshi@unam.na Tel: (067) 220 288
Mr Oswin Haludilu	Katima Mulilo	Email: ohaludilu@unam.na Tel: (066) 262 6021
Ms Emmie Bedeker	Khorixas	Email: ebedeker@unam.na Tel: (067) 331 028

Table 7: Helpdesk staff

Enjoy your studies with us!
Centre for Open, Distance and eLearning Team
(CODEL)