



NATIONAL TEACHERS' INSTITUTE, KADUNA

Field Operations and Students' Services Department

MEMO

Through: Ag. Director, FOSS

From: A.D. (Guidance & Counselling), Students' Services Section

Subject: **ORIENTATION ON GENERAL EDUCATIONAL GUIDANCE FOR NTI DISTANCE LEARNERS (REVIEWED GUIDELINES ON RESOLUTION OF STUDENTS' COMPLAINTS/REQUESTS).**

1.0 INTRODUCTION

The operation of distance education programme, like any organized programme is not without inherent problems. Many had chosen to study by distance learning because it suited domestic life styles. But this is not to say that they are not prone to experiencing some challenges vis-à-vis educational, economical, social, physiological and psychological, such as combining studies with work routines, lack of good understanding of the operations of distance learning, ill health, emotional maladjustment, boredom/isolation/loneliness, financial and domestic/family responsibilities, etc.

In National Teachers' Institute Distance Learning System (NTI DLS), these problems are partially addressed by provision of face-to-face contact support which provides opportunities for learner-learner, tutor-learner and instructional media-learner interactions. However, these may not be adequate enough to solve the problems of distance learning. Hence, the need for General Educational Guidance (Learner Support Services) which helps the learners to clarify their motives and meet their expectations as it affects their studies.

At the Zonal/State Offices and Study Centre's levels, learners' problems/needs (complaints and requests) are attended to, compiled and forwarded to different departments/sections at the Headquarters for necessary action as and when due. One of such departments is Field Operations and Students' Services (FOSS).

The FOSS department is divided into two major divisions, that is, Field Operations (FO) section and Students' Services (SS) section. The units under these divisions are Monitoring and Evaluation (M&E), Programmes and Guidance and Counselling (G&C). The department is equipped and endowed with highly skilled professionals in these divisions. These professionals are ever ready to attend to issues concerning the programme and also come to the aid of students.

At the Students' Services Division, the G&C Unit provides services for learners to cater for some of the challenges besetting them. G&C services are designed to assist educational system achieve its aims and learners to take complete advantage of all the facilities the system can provide. One of such services provided is *EDUCATIONAL GUIDANCE SERVICE FOR NTI DISTANCE LEARNERS*.

2.0 EDUCATIONAL GUIDANCE SERVICE

This service provides NTI distance learners with meaningful opportunities and also assists them to:

- Clarify their motives and meet their expectations as it affects their studies thereby making DLS relevant to choice of career.
- Deal with commonly recurring personal, educational and vocational needs.
- Bridge the gap between decision-making during course of studies and other educational programme.
- Develop effective study habits to increase academic competency.

In NTI DLS, distance learners are prone to having some challenges that either conflict or compete with their course of study. These complaints and requests are treated with care, resolved and referred as the case may be with follow-up action.

Some of these include:

- **Change of Names (NCE, PGDE & ADV.DIP);**
- **Correction of Wrongly Spelt Name(s): (NCE, PGDE & ADV.DIP.);**
- **Transfers (NCE, PGDE & ADV. DIP.);**
- **Omission of Names on Computer Print-Out: (NCE, PGDE & ADV.DIP);**
- **Withdrawal and Readmission (NCE);**
- **Deferment and Resumption (PGDE & ADV. DIP.); and**
- **Change of Course(s): (NCE)**

These complaints and requests are resolved and granted at the headquarters, zonal/state offices and study centres. The roles played by each level depend on the significance and nature of the complaints. There are also designed formats that are used to present these complaints and requests for necessary action and referrals.

The G&C Unit observed in recent time the need to induct CDOs/CM on proper implementation of the guidelines on resolution of students' complaints/requests and also to **review and redesign the formats used for processing these complaints/requests**. Suffice it to say that the recent deployment of Desk Officers to the Centres is meant to achieve a closer link between the students at the centres, state offices and Headquarters. It will also help in attending promptly to students' problems or needs and the necessary action to take.

These new emergent issues thus call for proper orientation most especially, for the CDOs and also a refresher point for all Centre Managers (model/other centres) and Field Offices.

For proper documentation and fast-tracking of resolution of students' complaints/requests, referral services and follow-up action on NCE DLS and PGDE/ADV.DIP DLS, the following steps are hereby to still be taken by students, state offices and CDOs/CMs:

2.1 CHANGE OF NAME (FOSS)

Proper procedure is to be followed whenever a student wishes to change a name. It should be noted therefore that:

- Request for change of name other than **marital contract during course of study will not be granted**. That is, request for change of surname for women who got married before admission and registration into DLS will not be granted if it is not presented as the students' name at entry point.

- **Women who got married during the programme and wish to change their surnames** shall present a marriage certificate either from the religious body or court of law contracting the marriage. The coordinator shall then forward the photocopies of the certificate(s) to FOSS Department (G&C unit) for necessary action.
- **Change of name for either male or any other category of female students will still not be granted.**
(NOTE: APPLICABLE TO BOTH NCE DLS AND PGDE/ADE DLS)

2.2 CORRECTION OF WRONGLY SPELT NAMES (FOSS)

- There are instances where students' names have been wrongly spelt on the computer printout. This may be due to incorrect or inadequate information supplied by the students during on-line processing or other technical/typographical errors. In such instances, students should write officially through the CDOs/CMs to the state coordinator who will now forward these complaints to FOSS Department for necessary action.
- Please be informed that complaints on correction of wrongly spelt names on **STATEMENT OF RESULTS and CERTIFICATES already issued to students are to be forwarded directly to Academic Records Office (ARO) for necessary action.** The original statement of results or certificates in question should be attached with the complaints for processing.

(NOTE: APPLICABLE TO BOTH NCE DLS AND PGDE/ADE DLS)

2.3 OMISSION OF NAMES ON COMPUTER (ARO)

This could be due to oversight during compilation or other technical error of omission. In such cases, students should:

- Simply send their complaints through the CDOs/CMs to the state coordinator, who will now forward the complaints to **Academic Record Office (ARO) for immediate rectification.**
- Photocopies of their admission letters should be attached to the complaints to prove the genuineness of the case and admission.

(NOTE: APPLICABLE TO BOTH NCE DLS AND PGDE/ADE DLS)

2.4 CHANGE OF COURSE (ARO)

This is a process whereby students change from one course of study to another due to either difficulties in coping with the initial course chosen or changes in the area of interest. **If any student wishes to change course, he/she should apply through state co-coordinator to ARO.** Please note that:

- Compliance to admission requirements will be considered by ARO before this request is granted.
- **Request for change of course(s) is considered only in Cycle 1 to ease the processing and also avert distortion in academic records. Any request that comes afterwards will not be considered.**

(NOTE: APPLICABLE TO ONLY NCE DLS)

2.5 WITHDRAWAL (FOSS)

This is a process that enables NCE DLS students to break from the programme either temporarily or permanently due to some circumstances beyond their control. Students can withdraw from the programme either permanently or temporarily.

- 2.5.1** Permanent withdrawal implies that a student has totally disengaged from NTI Programme.

2.5.2 Temporary withdrawal allows a student to break away from the programme for a minimum of 1 (one) academic session (i.e. 2 semesters) or a maximum of 2 (two) academic sessions (i.e. 4 semesters) before resumption

- If students have any need to withdraw from the programme, they must officially request for this and complete a withdrawal form in triplicate at the state office for necessary action.
- A copy of this form and other documents shall be forwarded to FOSS Department and also kept at the state office and study centre for record purpose.
- The student is expected to keep a copy to serve as reference point at expiration of the withdrawal period and resumption especially, if it is a temporary withdrawal.

It is therefore essential that students officially request for withdrawal (if the need arises) in accordance with the stated procedures for official acknowledgment and re-admission processing).

(NOTE: APPLICABLE TO ONLY NCE DLS)

2.6 RE-ADMISSION (FOSS)

It is a process whereby NCE DLS students who temporarily withdrew from the programme due to one reason or the other recommence course of study after the expiration of the withdrawal period.

Before students can be re-admitted to continue with their studies, it is expected that the standard procedure for withdrawal has been followed to aid the re-admission process. ***(In accordance with sub-section 2.5.2).***

The rules and regulations on re-admission procedures are as follows:-

2.6.1 Student, having had a break from the course after two years/sessions (that is, 4 academic semesters) shall be re-admitted into Cycle 1 as a fresh student (the last cycle from which he/she disengaged not withstanding).

2.6.2 Student who did not complete a particular cycle/semester before withdrawal would be readmitted into the same uncompleted cycle/semester afresh, that is, from first semester. *(In accordance with sub-section 2.5.2).*

2.6.3 Student who completed a particular cycle/session before withdrawal and had written the 1st and 2nd semester examinations would be readmitted into the next cycle. *(In accordance with sub-section 2.5.2).*

2.6.4 Students can also request for re-admission into another centre or state, as the case may be. *(In accordance with sub-section 2.5.2).*

2.6.5 Request for re-admission must not be delayed for processing and update within the minimum of 1 academic session (2 semesters) or a maximum of 2 academic sessions (4 semesters). *(In accordance with sub-section 2.5.2).*

2.6.6 Students must present a copy of the withdrawal form on resumption to aid administrative purpose and re-admission process.

(NOTE: APPLICABLE TO ONLY NCE DLS)

2.7 TRANSFER REQUESTS (FOSS)

The flexible nature of Distance Education programme gives room for students to request for transfer from:

- A state to another state (inter-state transfer);
- A study centre to another (intra-state transfer); and

- Other institutions.

The rules and regulations guiding the different categories of transfer requests are as follows:-

2.7.1 Transfer from a State to another State (Inter-State) (FOSS)

- a) The state co-coordinator shall write a letter of introduction to the receiving state co-coordinator on behalf of the student. The letter shall contain detailed information about the student with all the academic records sealed and attached.
- b) The student will then take the letter of introduction together with all the necessary documents to the receiving State Co-coordinator (that is, the state the student is being transferred to). *It is advisable that students report to the receiving state without delay so as to hasten up transfer processing.*
- c) The receiving state office shall:
 - i) Place the student in a centre of his/her choice taking into consideration the student's course combination;
 - ii) ***Complete a transfer form and other necessary documentation on behalf of that student and then forward same to FOSS Department without delay for necessary action.***
- d) The state coordinator shall write a letter of introduction and placement into department on behalf of the student to the receiving CDO and CM. The student will then take the letter with all the necessary documents to the CDO and Centre Manager for necessary action.
- e) The student **shall retain the examination number given to him/her in the former state as no other number will be given again.** This computerized number is unique and cannot be used by any other student in NTI distance learning system.
- f) In any correspondence and on examination scripts, it should be stated that "the-so-called" student transferred from (name of old state/centre) to (name of new centre).

(NOTE: APPLICABLE TO BOTH NCE DLS AND PGDE/ADE DLS)

2.7.2 Transfer from a Centre to another Centre (Intra-State) (FOSS)

- a) The state coordinator shall:
 - i. Place the student in a centre of his/her choice taking into consideration the student's course combination.
 - ii. ***Complete a transfer form and other necessary documentation on behalf of that student and then forward same to FOSS Department without delay for necessary action.***
 - iii. Write a letter of introduction and placement into department on behalf of the student to the receiving CDO and CM (that is, the centre the student is being transferred to) for necessary action.
- b) The student **shall retain the examination number given to him/her in the former centre as no other number will be given again.** This computerized number is unique and cannot be used by any other student in NTI distance learning system.

- c) In any correspondence and on examination scripts, it should be stated that “the-so-called” student transferred from (name of old state/centre) to (name of new centre).

(NOTE: APPLICABLE TO BOTH NCE DLS AND PGDE/ADE DLS)

2.7.3 Transfer from Other Institutions (FOSS & ARO)

The following procedures shall be followed if a student from another institution (for example, College of Education) wishes to transfer to NTI NCE DLS.

- a) The student shall:
- Write an application for transfer to N.T.I NCE DLS, stating all relevant information and the cycle to which he/she wishes to be admitted and also purchase the application form on-line at the beginning of the academic session.
 - Attach his/her transcript from the former institution to the application letter for submission at the state office.
- b) The co-coordinator will then follow the necessary guidelines by filling the transfer form with all the relevant information and forward same with a covering letter to FOSS and ARO for further processing.
- c) At the Headquarters, the transcript will be referred to subject officers for (PD&D and Examinations Division) for analysis, conversion, consideration and recommendation before admittance. The will then be communicated to the state co-coordinator and the student.
- The student will then be given admission letter by ARO if application is accepted.

It should be noted that the student cannot commence course of study until Headquarters conclude all the necessary procedures on the transfer case.

(NOTE: APPLICABLE TO ONLY NCE DLS)

2.8 DEFERMENT AND RESUMPTION (FOSS)

This is a process that allows students to reschedule PGDE or ADE programme to the next academic session.

2.8.1 DEFERMENT OF ADMISSION (FOSS)

Students who were given admission but cannot commence or continue with the programme due to one reason or the other must officially request for deferment and complete the deferment form in triplicate at the state office for necessary action.

- A copy of this form shall be retained by the state office and CDO/centre manager while the other copy will be sent to FOSS Department for record purpose.
- The student is expected to keep a copy to serve as reference point at expiration of the deferment period and resumption.

(NOTE: APPLICABLE TO ONLY PGDE/ADE DLS)

2.8.2 DEFERMENT DURING COURSE OF STUDY (FOSS)

Students can defer their course of study after registration and commencement of tutorials due to unforeseen circumstances such as, ill health, child bearing, official engagements, etc.

When the need arises, students must:

- Follow proper procedures and officially request for deferment at the state office by completing the deferment form in triplicate. A copy of this form shall be retained by the state office and CDO/Centre manager while the other copy will be sent to FOSS Department for necessary action.
- Keep a copy to serve as reference point at expiration of the deferment period and resumption.
- Carryover any examination and other academic requirements paper(s) they have missed within that period at resumption.

(NOTE: APPLICABLE TO ONLY PGDE/ADE DLS)

Considering the duration of the PGDE and ADE programmes, students are advised to forward their requests/complaints without delay in order to guard against distortion in academic records and unnecessary delay in data processing and administrative procedures.



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LIST OF NCE AND PGDE/ADE REVIEWED DESIGNED FORMS (ATTACHED)

S/ N	Nature of Complaints / Requests	NCE Form Ref. No.	PGDE/ADE Form Ref. No.
1	Correction / Change of Name	NTI/FOSS/NCE/CRN/001	NTI/FOSS/PGDE/ADV.DIP/CRN/005
2	Withdrawal	NTI/FOSS/NCE/WDF/002	-
3	Readmission	NTI/FOSS/NCE/READM/003	-
4	Transfer	NTI/FOSS/NCE/TRF/004	NTI/FOSS/PGDE/ADV.DIP/TRF/008
5	Omission of names on Computer Printout (ARO)	NTI/NCE/ARO/OMS/2A	NTI/ARO/PGDE/ADV.DIP/OMS/3A (ARO)
6	Change of Course (ARO)	NTI/NCE/ARO/CoC/1A	-
7	Deferment	-	NTI/FOSS/PGDE/ADV.DIP/DEF./006
8	Deferment During Course of Study	-	NTI/FOSS/PGDE/ADV.DIP/DEF.CoS/007

Please, note that the reviewed designed forms with complaints on **Omission of names on Computer Printout (NCE and PGDE/ADE)** and requests for **Change of Course** are to be referred directly to Academic Records Services (ARO) for necessary action.