

EDUCATIONAL GUIDANCE SERVICE

RESOLUTION OF NCE DLS STUDENTS' COMPLAINTS & REQUESTS

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

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.

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

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.**

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.

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.

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.**

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.

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

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:-

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

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:-

i. 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).

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

The state coordinator shall:

- a) Place the student in a centre of his/her choice taking into consideration the student's course combination.
- b) ***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.***
- c) 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.
- d) 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.

- e) 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).

iii. 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.
- d) 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.