

EDUCATIONAL GUIDANCE SERVICE

RESOLUTION OF PGDE DLS STUDENTS' COMPLAINTS & REQUESTS

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 **LEARNER SUPPORT SERVICES**.

LEARNER SUPPORT SERVICES

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

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 PGDE/ADV.DIP DLS, the following steps are hereby to still be taken by students, state offices and CDOs/CMs:

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.**

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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.

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:-

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).

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).

DEFERMENT AND RESUMPTION (FOSS)

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

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)

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.

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.