

Dear IOL Student

Over the past year our daily lives changed significantly due to the world wide COVID-19 pandemic, which resulted in a set of varying restrictions and we are fully conscious that the prevalence of COVID-19 continues to exact a heavy toll on lives and livelihoods at home and elsewhere. These unprecedented times, have challenged every industry to rapidly adapt to this new normal. IOL has already embarked on the journey to ensure that you, the student, stay on track with your studies and remain up-to-date with the digital evolution.

IOL's main strategy is to become a fully-fledged online education institution, offering online accredited courses and student support functions. As a distance education institution IOL is continuously seeking new, innovative means to provide outstanding services to our students and it is for this reason that IOL will implement new online services to our students.

Below you will find information on all current envisage online services to be implemented:

### **1. The IOL Information Booklet**

An IOL Information Booklet, containing details of all courses offered by IOL, is available free of charge on your Student Portal. All students are advised to read through this information booklet before starting with their studies as it contains all the necessary information required regarding your qualification. You will also find information on when you qualify for your next year of studies, as well as when you qualify to do your School Based Studies (SBS) and Basic First Aid (BFA). Furthermore, it also explains all IOL services and functions.

### **2. The Student Portal**

Upon registration every student is granted access to the IOL Student Portal. The IOL Student Portal contains all the important information you as a student will need, as well as all study material needed for an effective and pleasant study experience. Since you will have access to the student portal immediately after registration, you can start with your studies immediately and thus don't have to wait for your study materials. The following information and documents are available on your Student Portal:

- The IOL Information Booklet
- Assignments
- Old examination question papers
- Study guides (Kindle format and pdf)
- A list of Tutors
- PowerPoint presentations of the pre-recorded contact classes
- Qualification outline and information
- Academic history
- Finances
- Academic results
- Examination timetable
- Exam booking

### 3. Assignment Submission

From the second semester of 2021 all assignments may only be submitted online. The due date for submission of your second semester assignments has changed from 1 June 2021 to 8 July 2021. This will ensure that you have ample time to complete your assignments from the comfort of your home. Online submissions will reduce printing costs as well as transport or courier fees for you as student. Assignments are available on the student portal and must be downloaded, answered and completed in the spaces provided and then uploaded onto the student portal in MS Word format. Answers must be typed in the spaces provided. Under no circumstances will scanned or hand-written assignments be accepted. You will only be able to upload your completed assignments by June 2021, which is when the system will allow you to start uploading and submitting your assignments until the due date of 8 July 2021. The system will accept your last upload as your final submission.

### 4. Namibia Students Financial Assistance Fund (NSFAF) Wi-Fi device as a solution for internet access and data

NSFAF has made available a subsidised Wi-Fi device package for all registered Namibian students at institutes for higher learning in 2021, for accredited courses starting from level 5 and up. IOL is making these Wi-Fi device packages available to students to purchase for only N\$410.00, which includes 10GB data monthly. The 10GB data is categorised in two formats: 5GB dedicated to access for e-learning materials (IOL official website, IOL content YouTube channel, IOL Microsoft 365 login page and the IOL Student Portal) and the remaining 5GB for general research purposes. All current active students who wish to purchase a Wi-Fi device package should visit the IOL online shop at <https://www.iol.na/shop/>.

### 5. Free Microsoft Office 365

As an active IOL student you receive full access to Microsoft Office 365 (O365). This means the latest version of the full office productivity suite, including Word, Excel, PowerPoint, Outlook, OneNote, Access and Publisher are available both on- and offline, to not only assist you with assignment completion, but also to enable cross-platform collaboration for remote learning and teaching using email, group collaboration, and chat tools. Going forward, all results will also only be released via O365. You will have access to Microsoft Teams which will allow you to stay organised and engage in conversations—all in one place.

- To activate your account, send an SMS to 711, with keyword O365 followed by your student number.
- To access Microsoft Office 365, click sign in and enter the email address and password provided by IOL. If you have any trouble, please contact the IOL call centre on 061 270 9100 or email [IOLCallCentre@tgh.na](mailto:IOLCallCentre@tgh.na)

### 6. Examinations

Examinations will remain as per norm. IOL has 20 examination venues across the country and during the online booking period you will still be able to select your preferred venue to write your examinations, as well as the subjects you wish to write.

## **7. Study Material**

All education qualifications and the Diploma in Policing are offered with an electronic book, called a Kindle. The Kindle is pre-loaded with the necessary study material for the enrolled qualification. New material can be uploaded at any time throughout the study period. The dispatching of Kindles, textbooks and study guides will be done directly from the IOL Head office in Windhoek. If you are located elsewhere, IOL will dispatch the material via postal services to the nearest NamPost office. Study material sent through NamPost, must be collected within 15 working days. If the material is not collected within the stipulated 15 working days period, the materials will be returned to IOL.

## **8. IOL YouTube Channel**

All pre-recorded exam-based recordings, important information sessions and any other content are available on the IOL YouTube Channel. You can thus watch recordings of relevant subject specialists who will advise on the examinations and give academic guidance and information pertaining the qualifications. The PowerPoint presentations of these pre-recorded classes are also available to you on your student portal. You can therefore watch the recording when preparing for any of the examinations scheduled for the year. Content based recordings are also available on the IOL YouTube channel.

## **9. Graduations**

Due to the new normal all IOL graduation ceremonies will be done virtually. The virtual graduations will be broadcast live on the Facebook page of the Institute for Open Learning. In order for IOL to personalise the graduations, you will be required to submit a photo of yourself. Photos can be taken in the comfort of your home and then uploaded onto the student portal. You may also upload or email us additional photos of your graduation with your family to [graduation@tgh.na](mailto:graduation@tgh.na)

V-neck stoles will be available for purchase to graduates. The V-neck stoles will be couriered or can be collected at the IOL Windhoek head office. Furthermore, graduates will be able to request a soft copy of the graduation booklet by sending an email to [graduation@tgh.na](mailto:graduation@tgh.na). IOL always looks forward to celebrating this prestigious ceremony with the students.

## **10. Personal Details**

It is important to inform IOL of any change in your personal details (address, cellphone number, surname etc.) This can be done by sending an email to [iol@tgh.na](mailto:iol@tgh.na), or by updating your details on your student portal.

## **11. Student Representative Council (SRC)**

An SRC, consisting of 7 members from the following regions: Karas, Khomas, Oshana, Omaheke, Erongo, Zambezi and Kavango acts as liaison between the students and the institution. Contact details of all SRC members are available on the IOL website ([www.iol.na](http://www.iol.na)) and all queries or complaints can be directed to your regional SRC.

## 12. Queries

All queries must be submitted and will be dealt with online. For any enquiries or additional support, students are advised to contact the IOL Call Centre on 061 270 9100, WhatsApp us on 085 715 4864 or email [IOL@tgh.na](mailto:IOL@tgh.na). You can also find us on Facebook at Institute for Open Learning (@IOLnam). It is of utmost importance that you visit our Facebook page daily for updates and relevant information. You can also instantly chat with us via the IOL Website [www.iol.na](http://www.iol.na).

You will now be able to register online, receive important course inductions, as well as participate in important information sessions from the comfort of your home. Other online services will include but will not be limited to, research material, access to academic websites and online library material to facilitate learning. Students are encouraged to visit the student portal regularly for more information about accessing online services.

We look forward to making history with you.