



UNIVERSITY  
OF ESWATINI

**UNIVERSITY OF ESWATINI**  
**INSTITUTE OF DISTANCE**  
**EDUCATION**  
**PROGRAMME TUTORIAL LETTER**  
**Certificate in Psychosocial Support**



**October 2021**

# 1 Introduction

It is my pleasure to welcome you all to the University of Eswatini (UNESWA) in general and to the Institute of Distance Education (IDE) in particular.

This programme's tutorial letter is a **programme guide**, which provides general information pertaining to:

- (i) Open Distance & eLearning delivery mode;
- (ii) Programme Structure;
- (iii) Registration of courses;
- (iv) Payment Fees;
- (v) Exemption of Courses & Credit Banking;
- (vi) Continuous Assessment (CA);
- (vii) Examinations, etc

However, for detailed requirements and procedures, you can see the Admissions Regulations, Academic General Regulations and IDE Special Regulations of the University Calendar which is in the [website. http://www.uneswa.ac.sz/administration-registrar-corporateaffairs-publications/university-calendar-almanac/.](http://www.uneswa.ac.sz/administration-registrar-corporateaffairs-publications/university-calendar-almanac/) The Calendar presents regulations that govern your progress towards the attainment of your Certificate Qualification. It is important that you read all regulations that are contained in the Calendar in general and those pertaining to IDE in particular. All decisions that will be made regarding your academic studies at this University shall be based on these regulations.

## 2 The Open Distance and eLearning Delivery Mode

IDE provides education through Open Distance and eLearning mode, with the support of Multimedia resources using the following technology resources:

- (i) **Course materials (Course modules):** The Course Materials (Modules) will be supplied to you soon after you register the programme. The course modules are self-instructional and self-learning.
- (ii) **Limited Face-to-Face classes on weekends:** The purpose of face-to-face lecture sessions is to introduce you to your modules and to help you interpret and deepen your understanding of the concepts involved. The lecturers clarify areas you might find

difficult and provide you with insights and guidance on what is likely to be assessed. They give you information on how to carry out the activities, assignments and general study of the course content.

**The number of face-to-face hours allocated per course per semester is 10.**

A detailed timetable for face-to-face classes will be made available in the IDE Print shop as well as on the IDE website.

- (iii) **Online instruction and discussion:** This includes virtual sessions, online instruction, learning material/videos uploaded on to the Moodle LMS. To access the Moodle LMS, visit the UNESWA website, [www.uniswa.sz](http://www.uniswa.sz). A technologist is always available to assist you at the computer laboratory and in the digital centres. If you have any issues accessing Moodle please get in touch with the IDE Technologist.

**The number of online session hours allocated per course per semester is 18.**

### **Online Teaching-Learning activities**

The following are the online teaching-learning activities that you need to attend.

- (i) Video lessons uploaded on to the Moodle LMS.
- (ii) Online Assessments & Lecturer feedback
- (iii) Online instruction & Discussion either through synchronous or asynchronous.
- (iv) Uploaded lecture notes or subject materials.
- (v) Virtual classes via Zoom classes

Now you have: (i) Course module based interaction; (ii) Face-to-Face based interaction; and (iii) Computer based interaction for online learning. The combined use of the above mentioned technologies is often called as “**Blended Teaching-Learning system**”.

As such, the education received by IDE students is treated at par with the education received by the full-time students. Thus, the quality of teaching-learning in Distance Education is the same as the quality of teaching-learning in full-time as we use Blended Teaching-Learning system in IDE with the support of Multimedia Technology Resources. Thus, the ODeL is all about “**Flexibility & Convenience**”. It is a flexible & convenient method of teaching-learning system.

## **2.1 Course Instructor's Role**

Based on the ODeL system mentioned above, the Course Instructor's role is to:

- (i) teach important content in the limited face-to-face sessions and clarifies the doubts that the students raised in the class;
- (ii) evaluate the students course work through tests & assignments and provide feedback by way of comments either through online or through offline;
- (iii) upload the lecture notes/prepared content materials/assignments/quizzes, etc on to the Moodle LMS.

Thus, the role of a Course Instructor in ODeL system is not merely to teach difficult concepts, but to inspire and to monitor the student to think and study independently.

## **2.2 Your role in ODeL System**

Your role in ODeL system is as follows.

- (i) You should be active learner and be willing to learn through ODeL mode using the Moodle LMS;
- (ii) You are expected to study the course modules carefully, before seeking assistance from the Course Instructor;
- (iii) You should attend the limited face-to-face sessions regularly and participate in online classes. Further, do follow the Course Instructor's instructions posted in the Moodle LMS;
- (iv) You need to attend in-text activities and activities given by Course Instructor from time to time.
- (v) You should interact with your colleagues and involve in meaningful collaborative work, like group assignments, group discussions, etc.

In the final analysis, you must take the responsibility for your own learning and manage your own time based on the instructions given by the Course Instructor from time to time.

### 3 Programme Structure

#### Certificate in Psychosocial Support Programme (Credit System)

The programme shall consist of 15 Course Modules as mentioned below

<b>Level 1 : Semester 1</b>		<b>L P Cr</b>	<b>Lecturer (Module Coordinator)</b>
<b>Core Courses</b>			
CPS101	Introduction to Psychology	3 0 3.0	Dr. C.P. Dlamini
CPS102	Self-Management and Development	3 0 3.0	Dr. Phindile Nxumalo-Mabuza
<b>General Education Courses</b>			
CAE117	Professional English-I	3 0 3.0	Dr. V.T. Dlamini
CSC101	Computer Skills Foundation	1 1 1.3 *	Mr. M. Ngubeni
GNS113	HIV Prevention, Infection and Management of AIDS	2 0 2.0	Prof. Tengetile Mathunjwa-Dlamini
	<b>Total Credits</b>	<b>12.3</b>	
<b>Semester II</b>			
<b>Core Courses</b>			
CPS104	Human Rights and Child Protection	3 0 3.0	Ms. Gcinaphi Mndzebele
<b>General Education Courses</b>			
CAE118	Professional English-II	3 0 3.0	Dr. V.T. Dlamini
CSC101	Computer Skills Foundation	1 1 1.3 *	Mr. M. Ngubeni
	<b>Total Credits</b>	<b>7.3</b>	
<i>* Course runs for two semesters and will be credited in Semester II</i>			
<b>Level 2: Semester III</b>			
<b>Core Courses</b>		<b>L P Cr</b>	
CPS201	Child & Youth Development	3 0 3.0	Dr. R. Mafumbate
CPS202	Care & Support of Children at Risk	3 0 3.0	Ms. P. Hlatshwayo
CPS204	Capstone: Service Learning Placement	0 6 2.0 *	Dr. T.N. Maseko
CPS205	Introduction to Counselling	3 0 3.0	Ms. S. Malindzisa
	<b>Total Credits</b>	<b>11.0</b>	
<b>Semester IV</b>			
<b>Core Courses</b>			
DAE212	Programme Planning & Management	3 0 3.0	Dr. D. Jele
CPS203	Integrated Development in Communities	3 0 3.0	Dr. D. Jele
CPS204	Capstone: Service Learning Placement	0 6 2.0 *	Dr. T.N. Maseko
	<b>Total Credits</b>	<b>8.0</b>	
<i>* Course runs for two semesters and will be credited in Semester II</i>			

## **4 Registration**

Registration takes place at the beginning of each semester or at such time as may be prescribed by the Senate. In terms of the University Act and Statutes, you only become a student of the University once you have paid your tuition fees for the semester and are properly registered with the University. Therefore, follow the procedures mentioned below for proper registration. As a new student, you need to follow the procedure mentioned below.

- (i) First, approach the IDE Academic Office for verification of your certificates. Bring all your original academic certificates and admission letter for verification;
- (ii) After verification of your certificates, start at the bursary desk for payment of your tuition fee and follow the directives that you will be provided with;
- (iii) Proceed with online registration of your programme courses. The IDE Coordinators, Senior Assistant Registrar (IDE), Technologist (IDE) and the relevant Faculty Heads of Department will assist you with registration.

As a prospective student, it is your responsibility to check that all these steps are followed and all the information included in your registration form is correct and relevant. Do not forget to take your copy of the registration form for safe-keeping. For further details of registration, you can see the Regulations from 010.30 to 010.59 of the University Calendar.

## **5 Payment of fees**

The tuition fees for any semester must be paid at registration every semester, as specified in the University Calendar. For details of payment of tuition fees, see the Regulation 2.00 to 2.36 (Pages 50 to 52) of the University Calendar.

Tuition fees shall be refunded if, formal Withdrawal/Course dropping and Academic Exemptions is done within the first two weeks after the commencement of lectures in a semester. However, a student who withdraws, drops a course or applies for exemption after the two weeks of the commencement of lectures shall be liable for payment of all fees in that particular semester.

## 6 Exemption, Credit Transfer and Credit Banking

A student who has been admitted into a programme and is a holder of a certificate/ diploma/degree from the University of Eswatini or from a recognised institution may be **exempted** from an equivalent course(s) offered in that programme. A **credit transfer** is used when a student transfers from one programme to another or from a recognised institution.

A **credit banking** is used by a student who has taken and passed a course(s) at UNESWA and rejoins the University after a period of not more than ten consecutive semesters. Upon rejoining, the student will be credited with the original mark(s) obtained. It means, a student who has taken and passed a course(s) at the University of Eswatini, can bank credits up to a maximum of ten consecutive semesters. For details of course exemption, credit transfer and credit banking, you can see the Academic General Regulations (AGR) 12.71 to 12.76 of the University Calendar.

## 7 Continuous Assessment

Continuous Assessment is an integral part of any teaching-learning system. The evaluation of your learning will be done based on various instructional activities that you undertake. For the purpose of continuous assessment or evaluation, you shall be given periodic work, such as **timed tests/assignments/practicals, etc** for each course module taken in that academic year. Evaluation of periodic work or assignments is called **Continuous Assessment (CA)**. Continuous assessment includes a minimum of two tests and one assignment per semester. If you fail to take a scheduled test for no valid reason, no special test will be set and you will be awarded a zero mark for the missed test.

Assignments are a form of two-way communication between a teacher and student as you receive effective feedback on your level of understanding the subject through teacher detailed comments. Ratio of Continuous Assessment to Formal Examination is 1:1 (50:50%) for Core Courses. However, in the case of Computer Foundation Course (CSC101), the ratio is 2:3 (40:60%). As the periodic work carries marks which add to the overall course grade, you have to work hard to learn through the periodic work or assignments.

According to the Academic General Regulations of the University Calendar, you are required to submit your assigned work for Continuous Assessment as per the date specified by your course Lecturer. Further, you are required to sign for your CA mark before the first of the final examinations. A student who fails to sign for his/her CA marks by the specified date shall forfeit the right to challenge the mark (s) and the mark (s) recorded by his/her Course Instructor shall stand good. For

further details on Continuous Assessment, you can see the Academic General Regulations from 011.20 to 011.25 of the University Calendar.

## **8 Examinations**

All examinations shall be taken within the semester in which the course(s) is offered. Normally, there shall be an examination at the end of each semester of two to three hour duration for every taught course. A student who obtains a minimum of D grade (i.e., GP 2) in a course is a pass. If you obtain at least E or E+ grade during the main examination you will be eligible to write a Re-sit examination. For detailed information on Examinations Misconduct and Penalties, Missed Examinations and Re-sit Examinations, you can see Academic General Regulations (AGR): 12.10 to 12.48 of the University Calendar.

## **9 Conclusion**

In the final analysis, you must take the responsibility for your own learning and manage your own time based on the instructions given by your Course Instructor from time to time. This is to ensure that you acquire a first rate education of good quality. Remember that we are in a global village and we are competing with all other Universities in the world. It is therefore, very important that: (i) you should study your self-instructional course modules carefully; (ii) attend all scheduled face-to-face sessions; (iii) attend all online sessions and use Moodle LMS technology for your online studies; and (iv) report to us in IDE any problems that you encounter that affect your education. We are here to help you.

If you need any further clarification/information, you can consult us in IDE in the following offices:

Ms. N.C. Mabuza (email: [nomabuza@uniswa.sz](mailto:nomabuza@uniswa.sz)), office number 10.

Professor Chandraiah Esampally (email: [esampally@uniswa.sz](mailto:esampally@uniswa.sz)), office number 13.

I wish you all success in your endeavor of studies.

**Professor Chandraiah Esampally**