

## Frequently Asked Questions

### I enrolled, what now?

You received a document with your material which explains to you exactly what to do and when. Study this one-page document. Log in on Edutel Online and access your course. The course you enrolled for will be listed just below the calendar. You can go through Edutel higher education policies, Orientation and Communications skills and ICT in the classroom. Once you feel comfortable with the above information, you go through the Academic English, watch the multimedia lectures provided and answer the quiz. This prepares you for your upcoming assignments and quizzes.

### What is included in my registration fee?

It includes:

Access to Edutel Online

Study materials; hard copy and E-book.

Multimedia Lectures

Assessments (Examinations, Assignments and Quizzes)

Communication with fellow students and module coordinators by either using the Messaging platform or the Chatroom

### Do I have to register to write the exam? Do I have to pay a registration fee to write the exam?

As soon as you received your result sheets for marks of assignments completed, you must register for the examinations. There are online registration forms available on Edutel Online. You do not have to pay for your examination. You do however have to pay for any re-registrations.

### Do you give access to previous examination papers?

Yes, we upload previous exam papers on Edutel Online. Just lookout for the “previous examination papers” folder.

### Where do I find my results? How long does it take before results are received?

- All results are posted on the Edutel Online platform.
- Short Assignments and quizzes: Are marked by Edutel Online and you will receive your marks no more than 48 hours after you complete and submitted the assignment.
- The release date of result sheets for long questions as well as examinations will be communicated to you by the examination department. We will also inform you via the chat room by posting notifications in this regard.

### Where do I go to find answers to academic questions?

Your Module Coordinators are available in the chat room and you can post questions there, or you can check the tutorial letter in which your Module Coordinator's e-mail address will appear. You can therefore contact your Module Coordinator via the chat room or e-mail.

### Do you have study groups?

Study groups are formed within the chat rooms.

### What happens if I do not pass an assignment?

You will have to re-register for the module and repeat the module with the next group. Check your admin booklet for the amount to pay when you re-register for a module.

### Is Edutel registered with the Department of Higher Education?

Edutel Higher Education (Pty) Ltd is registered with the Department of Higher Education and Training until 31 December 2025 as a private higher education institution under the Higher Education Act, 1997. Registration Certificate No.2017/HE07/001.

### Does the Department of Education acknowledge this qualification?

Yes. You can look for our prospectus on our website – [www.edutel.co.za](http://www.edutel.co.za) and search for the prospectus. Our approval letter is in our prospectus.

### Will I receive a salary increase after achieving this qualification?

Edutel Higher Education can unfortunately not guarantee that. That depends on your employer.

### How do I get access to eBooks?

You will be able to access an e-book for every module of the qualification you enrolled for.

### Where do I find my assignment?

The assignment will be located under the corresponding course on the Edutel Online platform. You will have access to your assignments from the day when your academic cycle starts.

### When do I have to register for the exam?

As soon as you received your result sheet from Edutel Higher Education, you will know whether you are qualified to write exams.

### Do we have to register for each exam?

Yes, there is a registration form available on Edutel Online.

### Do we write online exams?

Examinations can be written online as well or in hard copy at specific examination centers. If you want to write at an examination center, you must indicate that on your examination registration form.

### How many assignments do we have to submit for each module?

Each module is divided into 4 sections:

You complete 1 assignment per module. The assignment is divided into 3 components, namely the short questions, the long questions, and the quiz. Each of these components is compulsory. Please consult your admin booklet in this regard.

### Can I continue my studies if I fail a module?

Yes, you can re-register for a module you failed, unless it is a module that you will have to carry on in your next year of study, e.g. if you failed Home Language 1, you cannot continue with Home Language 2 until you passed Home Language 1.

### Do I have to re-write if I receive between 40% and 50% for my assignment?

You qualify to write your examination for a module if you achieved 40% or higher.

### Do I have to buy any prescribed books?

No, Edutel will send you all the material you will need. No additional prescribed books are necessary. We do give access to our students to EBSCOhost which is an online library. On the home page of Edutel Online is a link that you can click on to access EBSCOhost.

### Are there any hidden costs?

No, you can consult your admin booklet for any additional costs, e.g. re-registration of modules.

### Troubleshooting: I cannot access Edutel Online (Moodle)

Please do not panic. Re-enter your username and password key for the key, **do not** use the remember me prompt. Should you still not be able to log in, contact Edutel and we will assist you with logging in to your profile.