

# Where to go when you need help



## Help with specific subjects:

When you need advice on a specific subject, for example the content, how it will be lectured and how it will be assessed, you need to **contact your lecturer**. All lecturers can be contacted on their GroupWise email: [staff-number@nwu.ac.za](mailto:staff-number@nwu.ac.za)

You can also look them up on the faculty website at <https://education.nwu.ac.za/> by selecting the field of study, e.g. "Language Education" for a language module, then clicking on "Staff" tab and selecting the specific language, e.g. "African Languages".



## Help with your programme:

The following staff members on the different campuses can help you if you are struggling with:

- The **specific programme** you should register for;
- **Prerequisites** and which modules to take which year;
- How to **register**;
- What to do when you **failed a subject**;
- What do to when you want to **apply for a transfer** to a different campus;
- How to **change subjects or programmes** within the BEd;
- What to do when there is a **mistake on your results**.

**Open 2023 Contact Sheet**



## Process to lodge a complaint:

It is important to **follow the Faculty Grievance Procedure** when you want to voice a complaint.

**Open Faculty Grievance Procedure**