

Q6.1 I have an apartment measuring about 300sqmt. I am also in touch with several college and university teachers. I want to open a study centre. Please guide me.

Ans. We open study centres only with established academic institutions having some credibility. We also open centre with NGOs for the sake of disadvantaged group like women, SC/ST/OBC, remotely located people, rural population, religious minorities, physically challenged people, etc. We even open centres for jail inmates at the Reformation House (earlier called jails). So, first you have to establish your credibility in the above lines and then approach the regional centre under whose jurisdiction your institution falls.

Q6.2 How does one apply to become a study centre?

Ans. You approach the regional centre (RC) under whose jurisdiction your institution falls. On the basis of an application made on a plain paper, the Regional Centre will provide you with two documents, NSC-BI -1 and NSC -BI-2 with NSC-MOU.

NSC-BI and MOU respectively mean New Study Centre-Basic Information and Memorandum of Understanding.

From NSC-BI-1 you will get the basic information regarding the opening of a study centre. Through NSC-BI-2 and the NSC-MOU, you will get two proformas, which are to be filled in by the host institution intending to become a study centre. From the filled - in NSC-BI-2, we extract the basic information about the host institution, while NSC-MOU is a Memorandum of Understanding between the host institution and IGNOU which is to be signed by the head of the host institution and the Regional Director concerned.

Q6.3 After applying how do I know that our institution has been considered for establishment of a study centre?

Ans. Your application will be examined at the Regional Centre. Basically it will concentrate on three issues: viability of enrolment, availability of infrastructure, availability of teachers and other required resource persons.

If the Regional Centre becomes satisfied with your application, then a representative [normally the RD (Regional Director) or a DD/ARD (Deputy Director/Assistant Regional Director)] would make an on-the-spot inspection at your institution. If he is satisfied he will sent an inspection report with his recommendation to the Hqs. At the Hqs. the proposal along with the recommendation will be further examined at the Regional Services Divisions and also by a committee constituted for this purpose.

The said committee will send its recommendation to the VC for his approval. On the basis of that the host institution will receive a feedback from the Regional Centre concerned.

Q6.4 What is the viable number for initial enrolment at a Study Centre?

Ans. It depends on several factors. For a metro or a state capital, it should not be less than 250 or so, whereas for a district headquarters and at a place located beyond district headquarters it may vary between 50 and 100. However, 50 is considered to be the absolute minimum number.

Q6.5 Who decides regarding the activation of programmes at a new Study Centre?

Ans. It is a collective decision of the host institution, the Regional Centre and the School of Studies concerned. However, IGNOU depends on the host institution for getting to know about the demand, that is the educational need of the place and then of course an analysis is made on the basis of the overall statistics of the region as well as that of the country.

Q6.6 What does IGNOU pay in return to the host institution?

OR

What is the compensation package?

Ans. There is no provision for paying rent. It, however, makes payment to the part time staff who are engaged for IGNOU's work on both fronts-academic and administrative. IGNOU also pays for lab hire charges, consumables, etc.

Q6.7 What is a Sub-Study Centre?

Ans. Normally IGNOU targets to have at least one study centre in every district of the country. In other words, it has been decided to have IGNOU presence in each district. Now, if there is only one study centre in a district it is generally located at the district headquarters. But if there is a cluster in the district little away from the district headquarters which has a significant potential for enrolment in some of the programmes on offer at IGNOU then we open a sub-study centre at a suitably connected place in that cluster. The sub-study centre gets activated for the programmes for which there is demand in the cluster and it is linked with the main study centre at the district headquarters. It is headed by an Assistant Co-ordinator who reports to the parent study centre. It has the delegation of powers equivalent to that of an Assistant Co-ordinator. For all other financial and administrative matters it has to seek guidance and approval from the parent study centre. It is not supposed to interact directly with the Regional Centre concerned. In case the enrolment at a sub-study centre exceeds the threshold required for a study centre it gets upgraded to a full fledged study centre subject to its fulfilling every other required condition.

Q6.8 What is a special study centre?

Ans. With effect from the year 2000 IGNOU has started a scheme for opening study centres for the disadvantaged and the marginalised sectors of the society. These include different categories such as women, learners located in rural and remote areas and at places having high density of SC/ST/OBC population, locations having high density of people below poverty line, physically challenged, the religious minorities, the jail inmates, etc. The idea is to provide support to these categories. IGNOU expects the host institutions of these centres to have the desired capabilities towards serving these peoples. Quite a few NGOs have come forward with proposals for having such special study centres.

Q6.9 Can learners of other category take admission at a special study centre meant for a particular class of disadvantaged people?

Ans. Yes they can, there is no bar to such cases of admission. However, it is expected that the special requirements of the sector for which the centre is created are not lost sight of.

Q6.10 What does IGNOU pay the host institution of a special study centre ?

Ans. IGNOU follows a fee-sharing scheme which provides for different payment norms for the different programmes like Certificate, Diploma, PG Diploma, Undergraduate and Post Graduate. IGNOU pays a monthly honorarium to the Co-ordinator. It also pays all charges pertaining to handling and evaluation of assignments. The host institution is supposed to make all expenditure pertaining to the services provided at such study centres from the fee-share amount.

Q6.11 Who hosts a special study centre?

Ans. NGOs and institutions of higher learning like college and even school having 10+2 with PGTs.

Q6.12 What services are provided at the study centres?

Ans.

- **Pre-admission guidance and counselling** as per requirement.
- **Counselling** (theoretical and practical, wherever applicable) – the learners are supposed to get taught by the self instructional materials and get clarification from the academic counsellors at the study centres. Counselling sessions are held as per schedule drawn at the study centres. These are scheduled in such a manner that these do not clash with the normal schedule of the host institutions. Thus academic counselling sessions are held normally on Saturday/ Sunday and holidays. These are also held during morning and evening hours of the weekdays depending on the requirement.

Practical sessions of BSc are held during vacations. Practicals for programmes launched by the SOHS(School of Health Sciences), SOET(School of Educational and Technology), etc are held in spells. However, computer practicals are held on a regular basis.

- **Assignment Evaluation** – Tutor-marked assignments (TMA) is the most significant component of internal assessment. Every aspect of TMA is handled at the study centres.
- **Library** – Every study centre has a small reference library. The learners may use the library. However, they are not allowed to borrow books.
- **Audio, Video (A/V) facilities** – A/V equipments are available at the study centres. Learners may approach the centres for listening to the audio and watching the videos.
- **DRS/ROT/SIT/DTH**

These referred to the reception facilities for satellite based educational programmes. The different facilities are as under:

- 1) DRS- Disc Reception System through which one can watch the programmes and can have interactivity via phone and fax.
 - 2) ROT- Receive Only Terminal for Edusat based programmes.
 - 3) SIT- Satellite Interactive Terminal, again for Edusat based programmes and interactivity is via Wireless Local loop (WLL). Basic requirement apart from the terminal is a telephone with STD facility..
 - 4) DTH- Technology is similar to DRS, but the dishes are small and are called Direct To Home.
- **Examination Services** – Most of the study centres are centres for holding Term-end examinations in June and December.
 - **Information Services** – Last but not the least, every study centre is an information centre for IGNOU.

Q6.13 What is a Programme Study Centre?

Ans. IGNOU has launched several programmes which have very significant practical components, like BSCN(PB), PG Diploma in Maternal and Child Health by the School of Health Sciences, B.Tech in Water Resources Engineering and Construction Management by the School of Engineering and Technology. Diploma in Value Added Products of Fruits & Vegetables and the Diploma in Dairy Technology by the School of Agriculture and so on. The general degree colleges are incapable of providing the practical support for these programmes. So, the University has tied up with Nursing Colleges, Medical Colleges, Engineering Colleges, etc. for establishment of centres

for providing support in these specialised areas. These centres are activated for specific programmes and are hence called programme specific study centres or simply programme study centres. As per NCTE guidelines support services for B.Ed programme are to be handled through a programme study centre. It is to be hosted by a teachers' training institution duly recognized by NCTE

Q6.14 What is a Recognised Study Centre?

Ans. These are of two varieties. First, those which are hosted by some institution and the expenses incurred towards all services are met by the institution.

The second is the case of study centres IGNOU has with the defence personnel. In order to extend services to the defence personnel, IGNOU has opened regional centres with Army (IGNOU Army Education Project), Navy (IGNOU Navy Education Project) and the Assam Rifles (IGNOU Assam Rifles Education Project). These regional centres function on a fee-sharing basis. Study Centres have been opened under the jurisdiction of these projects and these are also called Recognised Study Centres. The expenses towards services provided at these centres are met from the funds of Army, Navy and Assam Rifles.

Q6.15 What are the working hours of a Study Centre?

Ans. The office of a study centre is supposed to remain open at least for 20hrs per week. Counselling sessions are held at a study centre at hours which do not clash with the usual schedule of the host institution concerned.

Q6.16 Is attendance at the counselling sessions compulsory?

Ans. It is not compulsory for the theoretical sessions but for the practical sessions it is compulsory.

Q6.17 Why I do not get proper responses to our queries at the Study Centre?

Ans. Every Study Centre is manned by part-time staff and there may be gaps in their understanding of the system despite their best efforts. At present IGNOU offers a big basket of diverse programmes and courses. It is not possible for an individual to keep track of every minute detail of a programme. These may be the reasons for not getting a proper response. However, the best source of information is the IGNOU Website. You may also send e-mails to the School concerned.

Q6.18 I was trying the Study Centre telephone but there was no reply. I am not expected to go all the way to Study Centre just for making a simple query. What can I do now?

Ans. It seems that you had not contacted the Study Centre during the working hours. Please ring them up during the prescribed hours of Study Centre.

Q6.19 I am not a student of IGNOU. But I aspire to be one. I had gone to a Study Centre with the intention of enquiring about some of the new course launched by IGNOU. Since I am not a student I did not have students' ID card. So I was not allowed to enter the premises of the Study Centre. I am afraid this may be happening to other students like me. How do you react to this situation?

Ans. I can understand your predicament. As a matter of fact the host institution of a Study Centre is not owned by IGNOU. So we cannot exercise much of a control on their regularity mechanisms. Restriction of entry to such premises of educational institutional have now become a part of our lives due to many extraneous reasons which I and you cannot regulate. However, you should be able to explain your position to the security personnel or whosoever is incharge of the related operations. If this does not work then you have to depend on the information provided on the website. You may also seek information by writing directly to the Programme Coordinators. You may also contact Regional Centre as per your convenience.

Q6.20 I am not a student of IGNOU. Can I use a Study Centre library for reading purposes?

Ans. There is no existing rule to address your query. You may contact the Study Centre Co-ordinator and seek his permission.

Q6.21 Why don't you have lending facility at the Study Centre library?

Ans. As multiple copies are not available and also because it is not possible for us to distribute multiple copies of every book to every Study Centre in the country.

Q6.22 Why many Study Centres do not have the EDUSAT Receiving Terminals?

Ans. Because it is being done in a phased manner based on demand and availability of funds.

Q6.23 We are a Study Centre. Can we become a Partner Institution?

Ans. If you fulfill the requirement of a Partner Institution you can become one.

Q6.24 How to distinguish between Institution Collaborators and other Study Centres?

Ans. Institutions collaborators are also Study Centres catering only to specific academic programmes in which the said institution has expertise. For example, IGNOU has Institutional Collaborators for the programmes related to Shoemaking with IGNOU-FDDI (Footwear Design and Development Institute), NOIDA.

Q6.25 What is the difference between a Partner Institution and an Institution Collaborator?

Ans. 'Partner Institution' is a generic term used primarily for such institutions who have joined as partners of IGNOU in taking up some specific academic causes. The partnership is not restricted to providing only the support services listed under Ans 6.12 but also having responsibility in course preparation and other aspects of course delivery.

When the academic cause relates to some area where IGNOU may not be having the expertise but has mandate towards certification then the said institution is labeled as an 'Institution Collaborator'.

Q6.26 We had applied for having a Study Centre at our institution more than five years back. At that time it was not considered. Can we apply again now?

Ans. Why not! However, please make sure that you have fulfilled all the conditions which might have been wanting in your previous proposal.

Q6.27 We had proposed for activation of our centre for BCA but at that time it was observed by IGNOU authorities that we lack proper computer facilities. So it was not considered. Now we have a well equipped computer laboratory. Can we apply for activation of BCA now ?

Ans. Yes, please apply afresh through your Regional Centre by mentioning about the facilities.

Q6.28 There is lot of demand at our place for studying MA in English. But we do not have adequate teachers. Please guide us as to now we can go about for the activation of our centre for MA in English.

Ans. It goes without saying that you should not apply for activation without ensuring availability of the teachers. The interested students may be asked to avail themselves of the facilities at the nearest Study Centre activated for the subject.

You may try to rope in a few good teachers by requesting them to come over to your place for a week or so. You have to make necessary arrangement for that. If that is practicable then you may think of holding the Counselling Sessions in the form of extended contact programme. If you are sure that this arrangement is workable then you may apply for activation.

Q6.29 Our Study Centre is not activated for Master degree programmes in the areas of Social Science and so the reference library at our study centre has not been provided with books at the Post Graduate level. If we have the books then these may attract students towards pursuing PG level programmes. How can we get the said books?

Ans. Please ask the competent authority of the host institutions to write to the Registrar, MPDD, IGNOU for sending the desired books. These are priced. However, the cost is subsidised and there can be some discount for purchase by an educational institution.

Q6.30 Our Study Centre has teleconference reception facility. However, it is activated for limited number of programmes. If there is a teleconference session on any of the programmes not activated at our study centre can we permit the students concerned, who may not be attached to the Study Centre to view it ?

Ans. Yes, you must extend such facility. But make sure that you have checked the identity of the students.

Q6.31 I am an approved counsellor for some courses of MA in English. I got empaneled as a counsellor when I was posted in Ahmedabad. After retirement I have settled in my home town, Surat and I find a study centre activated for MA in English. Can my service be utilized there as an academic counsellor or shall I have to apply afresh for empanelment.

Ans. You have to apply for empanelment.

Q6.32 I am an empaneled academic counsellor but I cannot spare time for evaluation of assignments. Can I be forced by the Coordinator to evaluate assignments?

Ans. While applying for getting empaneled as academic counselor you had given an Undertaking that you would also evaluate assignments. On the basis of that commitment the Co-ordinator may demand for such service from you.

Q6.33 I am an empaneled academic counsellor but I find that the schedule of counselling sessions does not suit me. However, I need not mind evaluating the assignments. Is there any restriction like someone not being entrusted with the task of evaluation of assignments unless he conducts counselling sessions.

Ans. There is no such restriction.

Q6.34 I have been empaneled as an academic counsellor but I have not attended any orientation programme. How can I make myself familiar with the basics of services we are supposed to render?

Ans. The fundamental orientation will be provided to you by your Co-ordinator/ PIC. You may request him to organize a one-day orientation programme at the Study Centre for the un-oriented counsellors. You also request your Co-ordinator/ PIC to take note of the fact that you have not been oriented so that you can be accommodated in the next available orientation programme. Last but not the least, the academic counsellor who have been attached with the centre for long will be able to guide you.

Q6.35 I have been asked to attend an orientation programme at the Regional Centre/ Headquarters. Who will pay my TA/DA?

Ans. IGNOU will pay as per the prescribed norms of Govt of India. It will be advisable for you to ascertain the norms before proceeding to attend the orientation programme.

Q6.36 Is it essential that I have to attend an orientation programme before I take up counselling?

Ans. It is not essential, but it is expected that you will familiarize yourself with the basic tenets of counselling sessions. There are manuals available at the Study Centre which may be consulted as per your convenience for your guidance.

Q6.37 I have been invited for attending an orientation programme which has been fixed on two working days. If I add the days of travel then it amounts to four working days at my parent institution. Can't IGNOU arrange for making provision for 'On duty' leave under such circumstances?

Ans. Every institution has its own set of administration rules and IGNOU does not and should not encroach into them. Moreover, academic counselling is not the monopoly of the college teachers. As IGNOU offers diverse discipline under its umbrella, academic counsellors are drawn not only from Colleges/University department but also from varieties of institutions of higher learning, hospitals, offices of public and private sector enterprises, management institutions, software concerns, etc. Hence uniform regulation may not be the answer in this regard. However, we hope that keeping in tune with the spirit of collaboration between IGNOU and the host institutions of the Study Centre we expect that 'On duty' leave be granted to the participants of the orientation programme.

Q6.38 There are several practical based courses. Do you organise orientation for such courses too.

Ans. Yes, we give importance to the practical based courses and we also hold the orientation programmes for them at the laboratory/work places as per the demand of the situation.

Q6.39 Information services at the Study Centre is primarily handled by the part-time assistant staff. Is there any provision for training them?

Ans. Yes, the Co-ordinator/PIC have to make a requisition to the Regional Director concerned indicating the objective, expected outcome of the programme with the budget.

Q6.40 I have applied for change of Study Centre from Study Centre 'X' to Study Centre 'Y'. I have been told that the process of change will take some time. Can I attend the counselling session at Study Centre 'Y' during this interim period?

Ans. Yes, you may do so by taking the formal permission form the Co-ordinator. Please don't forget to show your IGNOU identity card.

Q6.41 Study Centres are kept open on Saturday and Sundays. But if such a day falls on a gazetted holiday will the Study Centre be kept open?

Ans. If the gazetted holiday is a National Holiday than it will not remain open. For any other holidays you have to go by the notification issued by the Study Centre in this regard.

Q6.42 I have missed two counselling sessions as I was not well. Can this be repeated for me?

Ans. Generally, No. However, you may request the Co-ordinator/PIC to explore the possibility.

Q6.43 Our Study Centre is not activated for MA (History). My sister who stays with me wants to get access to the books of MA (History) of IGNOU. Can my Study Centre arrange for them?

Ans. Study Centre would be having self learning materials only pertaining to the programmes for which it is activated. You may write to MPDD, IGNOU which has a provision for selling the books at a nominal cost. So, your sister may approach them.

Q6.44 Can't you equip the Study Centre library with all books produced by IGNOU irrespective of if being activated for said programmes or not?

Ans. Your suggestion is not practical. As on date, IGNOU has about 10,000 courses. Each course has 4 to 8 blocks. So you can realize the magnitude of operation that is required for sending even one set of each book. Moreover, more often than not the Reading Room services at the Study Centre libraries are under utilized. So, we send only those books which pertain to the courses activated at the Study Centre.

Q6.45 Can my Study Centre Co-ordinator issue my marksheet/degree certificate?

Ans. Certification/declaration of results are centralized. These are operationalised only through SED at the headquarters.

Q6.46 Why are the services like Change of address/ Study Centre/Regional Centre/ Course/Elective/medium etc are not available to the Study Centre.

Ans. All the issues mentioned by you involve intervention with the Master Records. Our Study Centres are not our permanent establishments and so we cannot open such services at the Study Centres. However, we are trying to see that such facilities are provided online.

Q6.47 Why can't the access to Master Records be created at the Study Centres?

Ans. IGNOU has its website and its access is open to anyone having internet facility. There is no bar towards the host institutions of the Study Centre creating such facility.