



தமிழ்நாடு திறந்தநிலைப் பல்கலைக்கழகம்

Tamil Nadu Open University

Chennai - 600 015

# Guidelines for Establishment of Learner Support Centres

(Government Aided &  
Unaided Colleges in Tamilnadu)







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**March 2021**





# Tamil Nadu Open University

(A State Open University established by Government of Tamil Nadu, Recognized by UGC-DEB,  
Member in Asian Association of Open Universities and Association of Commonwealth Universities)

No- 577, Anna Salai, Saidapet, Chennai -600015, Tamil Nadu, India

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Vice-Chancellor

19.03.2021

## FOREWORD

*My Dear Colleague!*

I deem it a great privilege to write a forword to the Guidelines for Establishment of Learner Support Centres Government Aided & Unaided Colleges in Tamilnadu that is developed by the Tamil Nadu Open University.

For the increase of the Gross Enrolment Ratio (GER) in Higher Education in Tamil Nadu, the overall contribution of Open and Distance Learning (ODL) Institutions is considerably higher. The TNOU has so far successfully produced more than 5 Lakh Graduates within two decades that is more than four times of production of Graduates from a College in that period.



The Learner Support Centres (LSCs) play a vital role in distance learning, as they are used as teaching- learning centres, where the learners who are at a distance, can have counselling and practical classes and other learning support services relating to their Programmes. So, it is desired that a separate Guidelines is necessitated for improving the quality of LSCs. This Guidelines includes the role and functions of the LSCs for smooth and hassle free administration.

At this juncture, I wholeheartedly congratulate the Faculty members of the TNOU, who have got involved in the development of this Guidelines in a perfect way.

Further, I solicit your kind co-operation and continuous support to the University for serving the whole society fruitfully.

  
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## 1. INTRODUCTION

Education everywhere in the world has always been an elitist phenomenon, leaving large sections of society deprived of access to it. It is the advent of the Open and Distance Learning (ODL) in the middle of the 19th century and further graduation in the first half of the 20th century that brought about a paradigm shift in the field of education. It brought the students, who were located remotely at the centre stage in deciding curriculum and instructional system design.

Thus, the ODL shifted the emphasis more on learning than teaching. It is to be noted that the causes and objectives of the genesis of ODL have been different in different regions of the world, and hence we witness differences in delivery strategies. Delivery mechanisms also get influenced by the socio-economic settings of the students, economic conditions and technological development of the regions. As on date, there are 16 Open Universities and 179 ODL institutions in India, offering various academic programmes. One among the 16 Open University is Tamil Nadu Open University.

## 2. CONCEPT OF OPEN AND DISTANCE EDUCATION (ODL)

In India, large numbers of aspiring learners do not have access to the conventional mode of higher education due to their personal and social conditions. The ODL Institutions attract and provide them opportunities to get proper education.

ODL is a multi-dimensional concept that aims at bridging the time, geographical, economic, social, and educational and communication distance between student and institution, student and academics, student and courseware and student and peers.

It also focuses on removing barriers to access learning, flexibility of learning provision, student-centeredness, supporting students and constructing learning programmes with the expectation that students can succeed.

It is pertinent to mention here that the first Distance Education Institute in India was the School of Correspondence Education, which was started by Delhi University in 1962. The first Open University in India is Dr. BRAOU, Hyderabad which was established in 1982 in Hyderabad earlier known as Andhra Pradesh Open University. IGNOU is the first National Open University which was established in 1985.

### 3. TAMIL NADU OPEN UNIVERSITY AT A GLANCE

The Tamil Nadu Open University (TNOU) was established by an Act (Act No.27) in the Legislative Assembly of the Government of Tamil Nadu in 2002 with the motto of 'Education for anyone at anytime' and for the introduction and promotion of Open Learning and Distance Education systems in the educational pattern of the State and for the co-ordination and determination of standards in such systems. Since its inception, the University has been providing cost-effective, socially-relevant Open and Distance Learning (ODL) to the hitherto unreached as well as the disadvantaged groups such as those living in remote and rural areas including the working people, housewives, physically handicapped and SC/ST students.

The TNOU, the 10th Open University in the Country, is one of the 5, among the 16 Open Universities, to have been accorded the recognition under section 12B status of the University Grants Commission (UGC).

It is progressively growing by leaps and bounds in the Open and Distance Learning scenario in India. The Open Universities in India have been making massive contributions to the Gross Enrolment Ratio (GER) in Higher Education. Tamil Nadu is a leading State in the increase of GER of the Country. TNOU is contributing to this effect by catering to the disadvantaged groups particularly the dropouts, housewives, the differently-abled, the destitute, the deprived and the socially and economically weaker sections of the society

The Programmes on offer at the University have been recognized by such regulatory bodies as the University Grants Commission (UGC), the Distance Education Bureau (DEB), and the National Council for Teacher Education (NCTE), the Rehabilitation Council of India (RCI). The University has launched the Research Programmes through Regular mode with the approval of UGC and the State Government of Tamil Nadu.

### 4. ACADEMIC ACTIVITIES OF TNOU

The growth of the University during the past 19 years has been phenomenal. At present, with a cumulative student strength of above 10 lakhs in 94 Programmes of study across various disciplines and skills at different levels from Certificate to Post Graduate that are imparted through 7 Faculties, 5 Support Divisions, 1 Media Centre (Electronic Media Production and Research Centre (EM-

PRC)) and a robust network of 538 Learner Support Service Centres across the State. It admits the students throughout the year under two admission cycles, viz., Calendar Year (January – February) and Academic Year (July – August), adhering to UGC's (ODLP and OL) Regulations, 2020.

The University offers Programmes at various levels leading to Certificates, Diplomas, Post Graduate Diplomas, Vocational Diplomas, Bachelor Degrees, Master Degrees and Research Programmes. It runs totally 94 Programmes. While 80 Undergraduate and Post Graduate programmes are approved by UGC, the rest of the Programmes are approved by the Syndicate of the University. All the Programmes comprise a certain number of Courses and each Course are divided into a number of Blocks (of study). In addition, the University offers M.Phil and Ph.D. Research Programmes through Regular mode i.e. Part-Time and Full-Time in various schools of Studies.

For ensuring proper provision, monitoring and supervision of Student Support Services and learner progress, TNOU is having Eight Regional Centres Chennai, Coimbatore, Dharmapuri, Madurai, the Nilgiris, Tirunelveli, Trichy, and Villupuram. Efforts are being made to set-up some more Regional Centres with a view to reach higher education to remote areas in Tamilnadu. Each region has its territorial jurisdiction with Headquarters at central location and has responsibility to provide direct services to the learners as well as to monitor and supervise the learner and learning support services being rendered by the LSCs coming under its jurisdiction.

It is the Regional Centres of TNOU which ensures the smooth delivery of ODL programmes designed and developed by the Schools of Studies with the help of Learner Support Centres. Besides ensuring flow of information it also ensures that the methodology of ODL is followed in letter and spirit at the grassroots level while transacting the curriculum with the learners. Therefore, the Regional Centre is a very vital unit in TNOU to ensure that academic activities performed at the LSCs are as per the set principles of the ODL in general and TNOU in particular.

Open and Distance Learning (ODL) mode of Education in Tamil Nadu Open University consists of three tier system. They are: (i) Head Quarters, (ii) Regional Centres, and (iii) Learner Support Centres.

### 4.1. Headquarters (HQ)

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Tamil Nadu Open University is having the following main responsibilities and discharging them from the Head Quarters located in Chennai;

- Overall management of the processes of Admissions
- Planning, Designing and Preparation of Self Learning Material (SLM)
- Evaluation and Declaration of Results etc.,

### 4.2. Regional Centres (RCs)

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Under the direct management and control of the Head Quarters, Regional Centres which are the second level of functioning, perform a dynamic operational link between the Headquarters and the Learner Support Centres (LSCs). The Regional Centres of TNOU are located in Chennai, Madurai, Coimbatore, Dharmapuri, Trichy, Villupuram, Nilgiris and Tirunelveli.

### 4.3. Learner Support Centres (LSCs)

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Third layer of the ODL system is the Learner Support Centres (LSCs) that are the important contact points for access by the learners, facilitating information, arranging contact sessions and other operations like processing of assignments, and act as an Examination Centres, where the students will be writing their Term End Examinations, etc.

The Learner Support Centre is the backbone of ODL. The education and its reliability depend on the integrated functioning of the Learner Support Centre and the work place and providing a good feedback to the university

## 5. LEARNER SUPPORT CENTRE: A DESCRIPTION

‘Learner Support Centre (LSC)’ means a Centre established, maintained or recognised by the Tamil Nadu Open University for

- *Advising*
- *Counselling*
- *Vocational guidance*
- *Hands on experience (practical)*
- *Library services*
- *Providing interface between the teachers and the learners and*
- *Rendering academic and any other related services and assistance, such as field experience, laboratory for experimental work, information communication technology facilities for operations and interaction with the learners etc., for the benefit of the learners*

As per the UGC norms, a Learner Support Centre shall be established only in a College or Institution affiliated to a University or in a Government recognised Higher Educational Institution offering programmes in the same broad areas having the necessary infrastructure and human resources for offering the TNOU programmes. Accordingly, the University establishes the LSCs in Government Arts and Science Colleges/Aided Colleges/Self-Financing Colleges affiliated to the State Universities in Tamil Nadu.

The University offers the UG, PG, PG Diploma and Diploma Programmes through the LSCs. Each LSC shall be headed by a Coordinator, not below the rank of an Assistant Professor and shall be augmented with Academic and Non-Academic Staff depending on the number of learners assigned, for providing adequate support to the learners.

## **6. ACTIVITIES OF LEARNER SUPPORT CENTRE**

The following are the main activities of the LSCs:

- *Interfacing between the learners and the University for providing various academic and administrative support services.*
- *Facilitating academic support to students in additions to the distribution of learning materials.*
- *Interacting with the academic Counsellors and students and facilitating modern technology with audio-visual aids to complete the course in prescribed time.*

- *Conducting Counselling Classes.*
- *Maintaining up-to-date records of LSC's activities and communicating team to the respective Regional Centre of Tamil Nadu Open University time to- time.*
- *Participating in the meetings to be conducted by University as and when required.*

## **7. ESTABLISHMENT OF LEARNER SUPPORT CENTRE - CURRENT PROCESS OF APPROVAL**

Having made an announcement in the Tamil Nadu Legislative Assembly by the Hon'ble Education Minister, 91 Government Arts & Science Colleges are recognized as Learner Support Centres and Examination Centres. Subsequently the Government have also issued a G.O immediately for faster implementation of the scheme. Following this, suitable orders from Directorate of Collegiate Education have also been sent to the individual colleges. TNOU has also sent the necessary communication regarding the initialization of the same, as per as the government colleges are concered.

The Government, Government Aided and Unaided Arts & Science colleges, which are approved as LSCs of TNOU, will operate both as the Learner Support Centres for delivering the programme which includes Academic Counselling, assignment submission cum evaluation and other student supports services. Further, these LSCs will also serve as the Examination Centres, where the TNOU learners can write their Term End Examinations.

With an objective to provide wide opportunities for TNOU learners, the University is set to establish the LSCs in Government Aided and Unaided Colleges across the State abiding by the UGC's Regulations, 2020. In this regard, the University follows certain procedures to recognise the LSC.

### **7.1. Application**

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- *The University will invite applications for establishment of Learner Support Centres at the Government Aided and Unaided Colleges through leading dailies as well as University website.*
- *Interested Higher Educational Institutions within Tamilnadu can download the application to be made available on University website ([www.tnou.ac.in](http://www.tnou.ac.in)).*

- *The filled in applications are to be submitted to the Director, Student Support Services Division, Tamil Nadu Open University, No.577, Anna Salai, Saidapet, Chennai 600 015 through the respective Regional Centre of TNOU before the closing date by post .*
- *Required enclosures like bio-data of coordinator(s) and counsellors(s) in the prescribed formats have to be enclosed with the application.*
- *There will be no registration fee, processing fee and security deposit.*

### **7.2. Scrutiny of Application**

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The applications will be scrutinized by the University based on the eligibility criteria and other requirements, as per the norms.

### **7.3. Inspection and Screening**

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- *After receiving the applications by Student Support Services Division, the eligible cases shall be short-listed and the respective locations shall be inspected by a team constituted by the Competent Authorities. The inspection team will submit its report to the Student Support Services Division in the prescribed form. The basis of permission for operating the centre of the university will, in general, depend upon the report of the inspection team.*
- *All the applications shall be processed in Student Support Services Division on the basis of inspection report which shall contain the details and substantiated information about the overall facilities available with the applicant regarding the requirement of qualified counsellors, ICT and computer facilities, Computer and Science Laboratory, library facilities, other infrastructure, etc. Further, due importance shall be given to a particular location but no institution shall have any claim for opening of a centre on the pretext that the centre was inspected and the team found it suitable.*

#### **7.4. Approval**

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The report of the inspecting team will be placed before the Competent Authorities of the University for Provisional Approval for both the Programme and Institution. If the approval is accorded, the Registrar, TNOU will officially inform the proposed Learner Support Centre along with comments, if any. Sometimes, the University may grant approval for any one or a few Programmes applied for based on the physical verification report. A special code number will be allotted for each approved LSC that number should be mentioned in all future correspondences. This approval will be provisional and if any deficiency is found, the Registrar may provide a time frame to set right it. If required, the University may resend the inspection team to ensure the improvements carried out. The applicant institution will make suitable arrangement for smooth conduct of inspection by the team.

#### **7.5. Memorandum of Understanding (MoU) for Establishment of Learner Support Centre**

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Once the HEI is recommended for recognising as LSC of TNOU, it will have to sign a Memorandum of Understanding (MoU) with the University. The MOU will include the terms and conditions to be followed by both the parties. Any subsequent changes in the MoU signed with mutual-consent by both the parties will also form a part of the original Memorandum of Understanding.

#### **7.6. Maintenance of Standards**

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The Learner Support Centre will have to maintain the standards in every respect and have to provide all the necessary assistance to the learners including general amenities, arrangements for counselling sessions, conduct of lab and practical classes, project-work, etc. for individual Programmes of study.

#### **7.7. Cancellation of Learner Support Centre by Tamil Nadu Open University**

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- *In case of unsatisfactory performance of the Learner Support Centre, the University reserves the right to cancel the recognition*

*of Learner Support Centre. A notification period of six (6) months may be provided to Learner Support Centre for termination of agreement.*

- The Learner Support centre will be responsible to continue the academic supports to the admitted students till completion of the duration of Programme, even though the recognition of LSC is withdrawn before the tenure.*
- The University may determine minimum number of learners in a Programme to be registered for a Learner Support Centre. If these numbers are not attained, the University may consider de-recognition of such a Centre. Advance notice will be sent and the learners may be shifted to other Centre, preferably within the same city from the next academic year. If there is no Learner Support Centre of Tamil Nadu Open University in that city, they may be given option to shift to a centre of their choice.*
- In case any regulatory agency such as MHRD/UGC /DEB etc., directs Tamil Nadu Open University to restrict its ODL activities or limits the Learner Support Centres, it shall abide by such directives and so it will inform the affected Learner Support Centre accordingly. However, all efforts will be made to safeguard the interest of students in consultation with MHRD/UGC/DEB.*

### **7.8. Relationship**

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Nothing in the arrangement between Tamil Nadu Open University and a Learner Support Centre shall be deemed to either constitute franchise, partnership or an association between parties and their employees or create/constitute any party as an agent of other party for any purpose/purposes.

### **7.9. Sharing Pattern**

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Payment of Sharing Ratio to the LSCs shall be revised from time to time. Assignment handling and assignment evaluation charges are

also included in the TNOU –LSCs sharing pattern. The LSCs shall be provided a lump sum grant on per student per programme basis as per the following norms:

- *Degree programmes without practical component: 30% of the fee;*
- *Degree programmes with practical component: 50% of the fee*
- *Science Programmes (Physics, Chemistry, Botany and Zoology): 60% of the fee.*

*The percentages of fee indicated above do not include the programme registration fee.*

- *If the admission is facilitated by the Learner Support Centres, 15% of the programme fee will be paid in addition to the above said percentage of sharing component at the stage of enrollment of the candidate with using its assigned user ID by the TNOU.*
- *Subsequently, if facilitate to the re-registration of the same learners in the second or third year of study, by using its own user ID 10% of the programme fee for each year.*

### **7.10 Disbursement of Fee Sharing**

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- *The TNOU gives grant (share of fee) to the LSC in two instalments of 75% (at the commencement of the academic session and 25% (at the conclusion of the academic session, based on the total number of programmes and learners allotted to the centre.*
- *The second and the final instalment of the payments will be released on submission of report by the LSC based on support services provided to the learners as per TNOU norms.*
- *All Sharing payments to the LSC will be paid through auto ECS mode.*

- *LSC may facilitate to admit the learners in the TNOU programme through the support of respective Regional Centres of TNOU.*

### **7.11. Renewal of Memorandum of Understanding (MoU)**

As the MoU is tenure basis, it has to be renewed before the expiry. It is the responsibility of the Learner Support Centre to approach the University for renewal of the MoU well in advance. While renewing MoU the University may revise the terms and conditions with mutual consent and re-inspect the Centre.

If the MoU expires without renewal, it would be assumed that Learner Support Centre is not interested in continuing its association with the University.

## **8. REQUIRED INFRASTRUCTURE FACILITIES AT LEARNER SUPPORT CENTRE OF TAMIL NADU OPEN UNIVERSITY**

**E**very Learner Support Centre shall ensure the following facilities for counselling and learning support activities of students enrolled in the programmes of Tamil Nadu Open University.

### **8.1. Classroom**

- *Adequate number of classrooms is to be allotted by the Learner Support Centre depending on programme on offer and counting of enrolment.*
- *The classrooms should be well ventilated and appropriately located within the campus or building of the Learner Support Centre.*
- *The classroom should be well equipped with black/white boards, overhead projectors or LCD projectors, screens and other teaching aids.*

### **8.2. Library**

- *The Learner Support Centre may also provide Magazine and Journals relevant to different programmes.*

- *Every Learner Support Centre shall also subscribe to at least two dailies Tamil and English.*
- *Employment Newspaper shall also be made available to the students.*

### **8.3. Computer and Science Laboratory**

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- *The Learner Support Centre should have adequate lab facilities for the Programmes that have practical components.*

### **8.4. Examination Hall**

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- *Each Learner Support Centre should have adequate facility to conduct examinations for all the students assigned to it.*
- *The University may reimburse the remuneration payable to Examination Superintendents, Invigilators, Clerks and menial staffs as per the University norms.*
- *Reimbursement of no other expenses related to examinations will be considered.*
- *The University may provide a fixed per unit expenses to Learner Support Centre for conducting the examination. This Unit cost will be determined in advance and communicated to the Learner Support Centre.*

### **8.5. Computer Room**

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- *Learner Support Centre should have a well-equipped computer room with PCs as per the course requirement, printers, and internet facility.*
- *The Computer Room should preferably be air conditioned and all the PCs should have power backup.*

### **8.6. Office for Tamil Nadu Open University's Coordinator**

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- *Learner Support Centre should arrange an office space for the Coordinator/Representative of Tamil Nadu Open University for his/her exclusive use.*
- *This Office should have necessary furniture and facilities of a telephone, PC with internet and printer. A name plate "Office of Tamil Nadu Open University Coordinator" should be fixed on this office.*

### **8.7. Display Name Board of Tamil Nadu Open University**

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Learner Support Centre should install display name board as prescribed by TNOU at their own cost and to place it visibly at vantage point.

### **8.8. Students Amenities and Facilities**

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The LSCs have to ensure the following amenities to the learners:

- *The drinking water*
- *Separate and adequate numbers of toilets for boys and girls*
- *First-aid facility*
- *Fire Extinguisher in working condition*
- *Strong room/safe to store questions papers and other confidential material*
- *Security and surveillance*

### **8.9 Academic Counsellors**

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The Learner Support Centre shall provide adequate number of qualified Academic Counsellors for each programme as specified by the University. All of them should be conversant with the use of computers and they should have their e-mail IDs so that the University Coordinators may communicate with them.

Distance Learning programme to the capacity specified for a similar programme being conducted in the conventional mode by the Higher Educational Institution where the Study Centres or Learner Support Centres is located but in no case, it should exceed two times of that.

- *Number of qualified counsellor to number of students shall be 1:100 per theory course;*
- *Number of qualified counsellors per theory course of 4 credits: 2 to 4.*
- *Number of qualified supervisors per practical course of 2 credits: 1 or more.*
- *Number of qualified counsellor to number of students shall be 1:100 per theory course;*
- *Ideally, total number of learners admitted at any Study Centres or Learner Support Centres should not exceed 500 at any time, but for those located in Higher Educational Institutions providing education to more than 1500 students, the total strength of Open and Distance Learning mode learners at any time should not exceed 1000.*

### **8.10. Teaching and Non-Teaching Staff**

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The following minimum teaching and non-teaching staff shall be provided at every Study and Learning Resource Centre:

Distance Learning programme to the capacity specified for a similar programme being conducted in the conventional mode by the Higher Educational Institution where the Study Centres or Learner Support Centres is located but in no case, it should exceed two times of that.

- *Number of qualified counsellor to number of students shall be 1:100 per theory course;*
- *Number of qualified counsellors per theory course of 4 credits: 2 to 4.*

- Number of qualified supervisors per practical course of 2 credits: 1 or more.
- Number of qualified counsellor to number of students shall be 1:100 per theory course;
- Ideally, total number of learners admitted at any Study Centres or Learner Support Centres should not exceed 500 at any time, but for those located in Higher Educational Institutions providing education to more than 1500 students, the total strength of Open and Distance Learning mode learners at any time should not exceed 1000.

#### Admissible (Part-Time) Staff at LSC

Student Enrolment	Coordinator	Assistant Coordinator	Assistant	Attendant	Sweeper
Up to 250	1	1	1	1	1
251– 500	2	2	2	2	1
501– 750	3	3	3	2	1
751–1000	4	4	4	4	2

#### 8.11. Adequate Space for Storing and Distribution of Study Materials

Learner support centre should have adequate space for storing study materials supplied by the University and properly distribute to the learners on time as per norms of TNOU.

#### 8.12. Courses of other Universities at Study Centre

A Learner Support Centres recognised by Tamil Nadu Open University may serve as a Learner Support Centre of other Universities. However, it will have to disclose this information to the University and ensure that there is no conflict of interest and adequate infrastructure and resources are earmarked for TNOU courses.

### 8.13. Redress of Learners' Grievances

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Redressal of Learners' Grievances is one of important functions of the LSCs. The TNOU learners may have the following grievances:

- *Non receipt of information related to commencement of the academic session,*
- *Non receipt of information related to commencement of counselling sessions,*
- *Non receipt of information related to schedule of assignment / project submission,*
- *Non receipt of information related to their confirmation of admission to the programme,*
- *Non receipt of identity cards,*
- *Non receipt, delayed receipt, wrong receipt and short receipt of study material,*
- *Delay in commencement of the counselling sessions,*
- *Scheduling of less number of counselling sessions compared to that prescribed,*
- *In correct / old information in the study material,*
- *Delay in evaluation of assignments and project reports,*
- *Delay in declaration of the results,*
- *Delay in issue of the grade cards / mark sheets / degree certificates,*
- *Delay in responding to their academic / administrative queries,*

TNOU has a separate Student Grievances Redressal Cell for resolving the queries and grievances of learners. The LSC is responsible to solve the queries and grievances in the LSCs itself; these are related to the activities of LSC otherwise, the learners may be guided to visit the TNOU website for registering their grievances.

It is necessary and essential for the LSC to look into these grievances and resolve them at the earliest, as delay in responding to the queries and complaints may hamper / delay their studies.

## 9. STANDARD OPERATING PROCEDURE FOR LEARNER SUPPORT CENTRE

### 9.1. Arranging for Induction Meeting

Learner Support Centre shall arrange Induction Meeting for fresher at the beginning of the academic session/counselling class. All learners shall be given prior information about the meeting through e-mail and SMS. In the meeting following activities are to be carried out:

- *Welcoming learners and giving them broad view about the Open and Distance Learning system.*
- *Interface with the Coordinator and Counsellors*
- *Giving Learners idea about Study Hours, Counselling, Assignment, conduct of lab/computer related practical, project work and evaluation pattern of the Higher Educational Institution.*
- *Facilities available for learners at the Learner Support Centre like access to library, viewing of audio/video programmes etc.*
- *Distribution of Identity cards, SLM and counselling schedule.*

The entire activities of Induction Programme shall be recorded and submitted to the respective Regional Centres.

### 9.2. Timing of the Learner Support Centre

A Learner Support Centre should remain open for 20 hours in a week. Those hours may be divided into different days.

Sunday	:	10.00 a.m. to 6.00 p.m. (8 Hrs)
Monday	:	Closed
Tuesday, Wednesday & Thursday	:	3.00 p.m. to 6.00 p.m. (3 Hrs per Day)
Friday & Saturday	:	10.00 a.m. to 1.00 p.m. (3 Hrs)

*\*These timings can be changed according to local conditions.*

### 9.3. Maintenance of Records

Different records related to academic activities at LSCs like assignment award list, conduct of counselling sessions, use of library facilities, viewing of A/V programmes, attendance register of staffs of the study centre shall be maintained at the LSC and required data to be transmitted online to the University on daily basis.

### 9.4. Orientation Programme for Academic Counsellors

Learner Support Centre shall arrange Orientation Programme for the Academic Counsellors at the beginning of the session with support of respective Regional Director of TNOU. The coordinator of LSCs shall describe the functions of TNOU and how to handle the academic sessions and their role. The entire activities of orientation programme shall be recorded and submitted to the respective Regional Centres.

## 10. ROLE OF THE LEARNER SUPPORT CENTRE

The Learner Support Centre will-

- *deal with routine affairs and telephone enquiries from students and stakeholders of TNOU*
- *ensure effective delivery of Programmes, the Learner Support Centre shall manage persons having teaching cum counselling experience;*
- *have to maintain adequate faculty and infrastructural facilities;*
- *provide services to the students for the whole of the duration of the programme;*
- *not discontinue any course in the midway and if any course is discontinued in the midst of Programme, it will be considered as breaching of MoU*
- *ensure that admission application forms of only those candidates are accepted who fulfil the requisite qualifications for the Programme to which the admission is being made and that the candidate has attached the required documents and has also paid the prescribed Fee;*
- *make entry of all admission forms Programme-wise in online mode and will transmit the application forms with complete particulars to the University;*

- *organising the counselling classes for the learners promptly, both in Offline mode or Online mode, depending upon the need.*
- *ensure that adequate teaching and non-teaching staff i.e. counsellors, lab assistants, computer operators, class III/IV workers are available in the centre;*
- *further ensure that all the counsellors are duly qualified and their status is approved by the university;*
- *Maintain attendance register of Counsellors and learners attending academic counselling classes.*
- *ensure to arrange prescribed number of teaching/counselling sessions in each Course/Programmes as per TNOU norms;*
- *maintain all relevant documents and reports, should be submitted the same to the university time to time as required*
- *maintain a register for conducting of counselling sessions;*
- *Provide a separate Notice Board for learners where the timetable, date-sheet and other important information pertaining to TNOU could be displayed. LSCs shall be responsible for timely submission of assignments marks and evaluation of assignments;*
- *prescribe and notify the days of counselling well in advance;*
- *Impart such other duties as assigned by the University from time to time.*

## **11. FUNCTIONS OF LSC IN ACADEMIC ACTIVITIES**

- *All Learner Support Centres of the University shall provide opportunity to the learner for face-to-face interaction with counsellors. Keeping in view the convenience of learners, counselling sessions/group's discussion etc. shall be organized on weekdays, holidays and Saturday/Sundays as per approved scheduled. The Learner Support Centres shall also provide pre-entry counselling to the prospective learners and clear their doubts.*
- *The laboratory should be in a recognised Tamil Nadu Open University running a similar course in conventional mode for a period of not less than 3 years.*

- *The Learner Support Centre should arrange at least 16 hours contact counselling session for courses of 4 credits each.*
- *The Learner Support Centre should arrange at least 60 hours contact practical sessions for 6-4 Credits for practical courses in which Practical sessions to the extent of twenty percent could be provided through virtual lab mode.*
- *The Learner Support Centre should arrange at least 40-48 hours contact counselling session for 10-12 credits for theory in which Contact session up to the extent of twenty percent could be arranged by providing Massive Open Online Courses and other online programme delivery systems.*
- *The levels of programmes offered at TNOU are Certificate, Diploma, Bachelors Master's Degree and Research Programmes. The number of programmes offered at these levels is around 92. The university decides the study hours or working of learners based upon the number of credits. For instance, a learner has to work for 16 credits (1 credit =30 study hours) for six months certificate programmes whereas the work for study is 32 credits for programmes of one-year duration. In case of programmes of more than one-year duration, the study hours/work is in multiples of 32 credits (i.e., 3x32 =96 for Bachelors' degree programme.)*
- *In TNOU, out of the total study hours in terms of credits to be completed, 10% of the studies hours are covered through the face-to face academic counselling at the Learner Support Centres (LSCs). The remaining 90% of the study hours is to be undertaken by learners through self-study with the help of Self-Learning Materials (SLM), writing assignments, getting multimedia support etc.*

In a nutshell, every credit of a course 10% should be taken for conducting academic counselling classes for theory papers i.e. (1 credit is equivalent 30 hours, hence 10% means 3 hours per credit).

### **11.1. Conduct of Counselling Sessions (Theory)**

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- *Distribution of Counselling Schedule in the Induction Meeting to newly admitted learners and distribution of schedule / information bulletin to other learners at the beginning of session/semester.*

- Engage only qualified (as per TNOU norms) counsellors in counselling sessions.
- Send reminders to learners one day before the scheduled counselling through SMS.
- Send advance notice to learners through SMS in case of last-minute changes / cancellation of scheduled counselling
- Timely payment of remuneration to counsellors as per norms prescribed by TNOU.
- Submit data about details of counselling sessions held for all programmes to TNOU.

### **11.2. Conduct of Counselling Sessions (Practical)**

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- Announce schedule of practical at least one month in advance and inform the HEI and the learners through mail/letter
- Practical schedule shall be displayed on the web portal of TNOU.
- Arrange laboratories/ computers/ equipments/ instruments/ chemicals
- Arrange internal examiners for guided experiments and external examiners for unguided experiments.
- Supervise on daily basis the smooth conduct of practical
- Obtain attendance of learners and counsellors in each session
- Send original practical award lists for both guided and unguided experiments to HEI.
- Ensure smooth conduct of all activities related to conduct of practical sessions as directed by TNOU.

### **11.3. Practical/Project work/Field work**

---

- Practical of Sciences and Computer Education Programmes (specific Personal Contact Programme) are conducted on a regular basis on Saturday/Sunday/

Holidays and evenings of weekdays. This is mainly due to the large number of laboratory courses in the academic cycle of the Science programmes, Computer practical related programmes, BCA, and MCA programmes. Attendance for practical is compulsory. The learner shall have a minimum attendance of 75 per cent, in the lab component of each of the programmes and detailed attendance records have been maintained by Learner Support Centre

- The approved academic Counsellors should be present during the entire duration of the practical session to facilitate the learners in acquiring the skills as per the objectives of the course.
- The courses may require maintaining practical files, observation books and lab manuals as per prescribed guidelines of the programme.
- All practical based programmes have resource books/ lab manuals to guide the Counsellors in organizing the conduct of practical sessions, i.e., duration of each session, the requirements of equipment, materials, apparatus, physical tests etc.
- The practical work should be properly recorded and the record of work performed should be monitored regularly by the Counsellor and Coordinator.
- Some specialized / technical programmes have Field Work/Project components as a part of their course curriculum. For project work, TNOU provide necessary guidance but the learners have to manage own resources for submission of the projects reports.

#### **11.4. Procedure for Preparing the Schedule for Academic Counselling**

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- Once the number of counselling sessions to be organized for each course is calculated based on the number of credits, while preparing the schedule is the number of learners allotted in the particular programme/course.

- *The maximum number of learners to be assigned in a group is 60. If the number of learners exceeds 60 a second group may be formed. However, as a norm of the university, the number in any group should not be less than 10. If attendance in academic counselling for a group of 60 learners is less than 10 in two continuous sessions intensive counselling may be organized.*
- *In a situation when the number of learners enrolled in any course is less than 10 Intensive Counselling sessions may be organized. The number of academic counselling sessions in this case will be 40% of the total number of sessions prescribed for the course.*
- *There may be a situation in which there is no attendance at all in a counselling session. In such situation academic counselling be organised only on demand of the learner(s).*

### **11.5. Prescribed forms for LSCs**

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The following prescribed forms shall be submitted by the LSCs as per the schedule.

- *Appointment as a part-time academic counsellor - Form: 1, which is enclosed as Annexure - I*
- *Students' Attendance sheet – Academic Counselling Class Form: 2, which is enclosed as Annexure - II*
- *Form 2A for online class attendance of learners. which is enclosed as Annexure - III*
- *Feedback From Learners on Counselling Session Form: 3. which is enclosed as Annexure - IV*
- *Form 3A for learners feedback on online classes, which is enclosed as Annexure - V*
- *Feedback From Academic Counsellor on Counselling Session Form: 4. which is enclosed as Annexure - VI*
- *Form 4A for Counsellors Feedback on online Counselling Sessions, which is enclosed as Annexure - VII*
- *consolidated abstract of counselling sessions conducted Form: 5. which is enclosed as Annexure - VIII*

***In a nutshell, academic counselling is to cover the following components:***

- *Helping*
- *Guiding*
- *Motivating*
- *Supporting*
- *Enabling Learning*
- *Creating dialogue with learners*

## **12. CONDUCT OF EXAMINATIONS**

**L**earner Support Centres also function as Examination Centres for conducting theoretical and practical; online as well as offline examinations as and when they are scheduled by the TNOU.

- *The Principal of the College will be the Chief- Superintendent, usually, for the Term- End Examinations of the TNOU,*
- *If he/she is not willing he/she may nominate a Senior Teaching Staff to act as a Chief- Superintendent.*
- *The entire exam related Communications will be sent to the Chief Superintendent.*
- *The Chief Superintendent and the Principal are responsible for the smooth conduct of the entire examination process, i.e. from receiving and storing the Question papers & answer papers confidentially, preparation of the seating plan, arranging for invigilation, distribution Question papers and Answer papers, collecting the written Answer Scripts, storage of Answer Scripts, and dispatching the Answer Scripts to the TNOU.*

### **12.1. General Guidelines**

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They should ensure the following for conducting the examinations smoothly:

- *The examination halls / class rooms identified for conducting*

*the theoretical examination should be clean and have adequate seating capacity and amenities,*

- *The examination halls should have adequate lighting, ventilation and comfortable seating,*
- *The wing / block of the building identified for conducting the examination should have clean rest rooms / washrooms for boys and girls having necessary fixtures and fittings in working conditions,*
- *The examination centre should have clean drinking water,*
- *The examination centre should have a strong room / provision for keeping the confidential material in safe custody,*
- *The examination halls should have fire exits and extinguishers in working conditions,*
- *The examination centre should have adequate parking place,*
- *The examination centre should have examination hall at the ground floor in order to facilitate the disabled examinees,*
- *The examination centre should have computer laboratories with prescribed number of computers and accessories in working condition for conducting practical examination of computer education programmes,*
- *The examination centre should have laboratories with required equipment in working condition, chemicals and specimen in stock for conducting practical examination of science subjects / courses,*
- *The examination centre should have prescribed test - material to conduct practical examination of programmes / courses of social sciences; Library Science, Psychology, and other,*

- *The examination should have prescribed number of computers, internet connection of prescribed bandwidth, uninterrupted power supply / power backup facilities to conduct the online examination, and*
- *Keep the list of Invigilators, empanelled internal and external examiners and other functionaries required for conducting the examination*
- *For the conduct of examination, if the Learner Support Centre acts as Examination Centre (fulfil the requirements of TNOU norms), the University will supply question papers, answer books and other instructions to the Learner Support Centre.*
- *The University may depute Observer(s)/Coordinator(s) who will ensure smooth conduct of Term End Examinations of TNOU as per the University norms without any malpractices.*
- *The Learner Support Centre shall provide/arrange space and furniture for conduct of examination including practical examination. The University may only reimburse the remuneration payable to Examination Superintendents, Invigilators, Clerks and menial staffs as per the University norms.*
- *Reimbursement of no other expenses related to examinations will be considered. Alternatively, the University may provide a fixed per unit expenses to Learner Support Centre for conducting the examination. This Unit cost will be determined in advance and communicated to the Learner Support Centre.*
- *The Learner Support Centre will submit pre receipt bills with names, designations and signatures of all the recipients involved in conduct of examinations within one month of*

end of the examinations. After this date no claim will be considered. It will be the responsibility of the Learner Support Centre to conduct periodic evaluation of students as prescribed by the University for each Programme at no extra charges.

- For any queries/ clarifications, the Examination Manual of TNOU may be referred.

## 12.2. Remuneration

The remuneration for conducting the examinations as per the TNOU norms, are as given below, subject to revision, in accordance with the approval of the appropriate authorities.

### RATES OF REMUNERATION

The following are the rates of remuneration approved by the TNOU for conduct of Term End Examinations June. 2021 onwards.

S.no	Category	Rate	Remuneration` Rs	DA* Per Day Rs
1	Chief Superintendent	Per Session	250	-
2	Deputy Superintendent (If students strength exceeds 350)	Per Session	225	-
3	University Representative/Observer	Per Session	200	-
4	External Hall Superintendent (For every block of 25 Students)	Per Session	200	100
5	Hall Superintendent / Invigilator (For every block of 25 Students)	Per Session.	200	-
6	Clerical Staff (For every 100 Students)	Per day	60	80
7	Typist (For every 100 Students)	Per Session	50	80
8	Watchman (For every 300 Students)	Per Session	50	40
9	Attender (For every 50 Students)	Per Session	50	40

S.no	Category	Rate	Remuneration` Rs	DA* Per Day Rs
10	Sweeper (For every 300 Students)	Per day	50	40
11	Scavenger	Per day	50	40
12	Scribe	Per Session	100	-
13	General Arrangements (For every 100 Students)	Per Week	100	-
14	Sealing, Pasting and Bundling	Per Cover	3	-
15	Stationery (For the actual number of students attended)	Per Student (Actual Count)	0.35	-
16	Rent (For the actual number of students attended)	Per Student (Actual Count)	Rs.8/- Per Student/ Per Session for other places	

Local DA to be calculated for one person only per day (e.g. for 300 Students in a centre, overall clerical staff to be paid at Rs. 35 x 3 = 105+DA 80 = 185 only; if more than one clerical staff is engaged, the remuneration of Rs. 185 has to be divided proportionately.

- S.No.1 to 5 & 13 should be calculated on the student nominal / allotted count
- S.No.6 to 12,15 & 16 Should be calculated on the student present / attended count

**Note: 1** The Postal receipts for all the parcels/letters sent either by registered post or ordinary posts should be enclosed. The Remuneration and D.A receipt in blank form is also enclosed. Please, take multiple copies as per the requirement. With reference to **Rent Receipt** the receipt of your Organization/ Centre may be given.

All the Accounts may be settled within 5 Working days from the last date of Examination.

## 13. OTHER SERVICES

### 13.1 Library Services

A Learner Support Centres established/recognized by the University will provide with relevant course material, reference books, audio-visual for each study programme. The Learner Support Centres shall arrange to extend these facilities to all learners. Library should remain open for extended hours during examinations. LSC can access the digital library of TNOU

### 13.2 Information Services

The Coordinator and other part-time staff shall provide the latest information regarding course material, examinations, counselling, various programmes being run by the University and supply them the necessary literature available at the Learner Support Centre through announcements, notice boards, e-mail etc. The Learner Support Centre will thus serve the students as an information and learning resource centre of the University.

## 14. LEARNERS ASSIGNMENT

**A**ssignments are important components of the open and distance learning system. It is not only used as a teaching-learning tool by establishing a two-way communication between learner and counsellor but it is also used for formative evaluation of a learner in ODL system.

It is also used for providing teaching inputs through the evaluation comments. The latter is of greater importance in the ODL System as assignment is a means of two-way communication. Assignment responses are in a way an indirect feedback from the learners about the course material.

- *Learner Support Centre should ensure whether assignment questions given to students for concerned programmes and pass the instructions for timely submission of assignments and evaluation of assignments.*
- *Receipt and issuing acknowledgement of receipt of Learner's assignment.*

- *Maintenance of Registers for receipt and movement of assignments.*
- *Learner Support Centre shall ensure timely evaluation of the written assignment by the Counsellors after receiving the assignments from the students as per norms*
- *Learner Support Centre should keen interest in collecting assignment and evaluation in proper manner and timely report to the Regional Centre time to time as required*
- *Learner Support Centre should make entries of assignment mark in the electronic mode and the same has to be send to the Controller of Examination, Tamil Nadu Open University on or before the schedule of assignment marks submission without fail.*
- *Learner Support Centre should follow the below given norms for number of assignments submitted by the students.*
- *The evaluated assignments with remarks should be handed over to the regional centre / concerned learners after sending assignment marks to the University*
- *Forwarding programme/coursewise award list to respective RC in a single lot for all the assignments submitted for a particular TEE with in 15 days of completion of TEE.*
- *Assignment/internal assessment mark entries (Forms: 6) shall be sent to the Controller of Examination.*

### **14.1 Monitoring and Evaluation of Assignments**

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As the handling and evaluation of assignments take place at the Learner Support Centres, it is necessary to evolve a mechanism for constant and effective monitoring on handling of assignments at the Learner Support Centres and their evaluation by the academic counsellors.

Process of monitoring of assignments can encompass the following:

#### **Preparation stage (At the Headquarters)**

- *Despatch of relevant course material and assignments from Headquarters.*

- *Preparation of assignment submission schedule.*
- *Preparation of guidelines for assessment by the Evaluators.*

#### **Management Aspect (At the Learner Support Centres)**

- *Submission of assignment responses by the learners*
- *Despatch of the assignment responses to the evaluator*
- *Despatch of feedback on assignments responses to the learners,*
- *Despatch sample assignment responses to HQ for monitoring*
- *Despatch of monthly evaluation reports on assignment evaluation to the HQ in the prescribed format*

#### **Academic Aspect**

- *Correctness of the marks / grade given*
- *Appropriateness of the evaluator comments*

Assignments may be submitted in two ways:

#### **Submission of Written Assignments**

- *Acknowledgement must be given to the learners.*
- *It must be evaluated by the counsellors duly oriented beforehand by the University*
- *Evaluated assignments shall be returned to the learner with the evaluators' comments.*

#### **Online Submission (if Required)**

- *Online Acknowledgement*
- *Online evaluation by trained counsellors*
- *Online feedback to learners*

In both cases, online and offline Systems, marks/Grades shall be sent to the University Headquarter through secured online mode of transmission. University will fix dates in advance for schedule of activities related to assignment submission, evaluation, feedback and transmission of assignment awards from LSC to University Head quarter.

## 15. DUTIES AND RESPONSIBILITIES OF LSC COORDINATOR

The Coordinator is the key functionary in the entire superstructure of TNOU's delivery mechanism. It is their passion, proactive approach, managerial capacity, commitment to societal needs, sensitivity towards socio-economically and educationally disadvantaged sections of society, and more so their understanding of the philosophy and strategies of ODL which work at the root of the success of the functioning of the LSCs. Duties and responsibilities of Learner Support Centre (LSC) coordinator shall-

- Be responsible for all the activities of the LSC coordinate and supervise the work of all the individual Counsellors and will act as a link between the University/Regional Centre and the LSC.
- Be responsible for the maintenance of all academic and administrative records and registers pertaining to the LSC.
- supervise the work of the supporting staff members of the LSC
- arrange laboratory facility in case the course consists of laboratory work
- ensure distribution of study material to students in time if materials are despatched to the LSC from TNOU
- Respond to all communications from the University, remain in touch with the Registrar, TNOU and other University officials and attend meeting whenever called in the University.
- Keep a watch on the University web site and inform the students about new announcements concerning them.
- Inform the students of time and date allotted to them for attending the counselling sessions, contact programme, tutorials, examination, etc.
- Ensure that the LSC is kept open on the days fixed by the University.

- Be responsible for assigning the Counsellors the specific days on which they will be available to students.
- Ensure timely evaluation of the written assignment by the Counsellors and arrange to dispatch them to the candidates.
- Maintain a record of such assignments submitted by the candidates and communicate the marks obtained by the students in continuous evaluation to the University.
- Ensure that library facilities are properly maintained and extended to the students coming to the LSC for contact programmes and guidance.
- Ensure punctuality and attendance of the students and submission of the assignments in time.
- Ensure that the LSC is properly equipped with the Study material and the necessary audio and video equipment and computers are in proper working order at all time.
- Be available at the concerned LSC concerned on counselling days. In case LSC Coordinator is not able to attend to his/her duties on the notified days or has to be away from work for reasons beyond his/her control, alternate arrangements may be made to ensure that the work of the Learner Support Centre is not hampered.
- abide by the instructions issued to him/her from time to time by the University and shall submit a weekly /monthly / quarterly report on the activities of the centre to the University.
- Evaluate the assignments /practical /project /internship / workshop and other field work as prescribed in the respective course;
- Ensure discipline in the Learner Support Centre consistent with the aims and objectives of the University.
- Be required to perform such other duties as may be assigned by the University from time to time for the Effective functioning of the centre.

- be responsible to submit the monthly performance report to the respective Regional Centres of TNOU
- Maintain learners grievance log book and Redressal grievance and the submit to the respective Regional Centres of TNOU.
- abide by the norms and guidelines of TNOU and TNOU-Academic Counsellors manual
- Submit promptly the Audited Statement of Accounts for both the Academic Support Services Activities and Examination Activities separately to the TNOU periodically.

## 16. COMPETENCIES OF ACADEMIC COUNSELLOR IN A LEARNER SUPPORT CENTRE

It is desired that the Academic Counsellors should have the competencies as listed below:

- *Holding a Post Graduate degree from a recognised University.*
- *Familiarity with basic research on the characteristics of distance learners, their needs and difference from conventional face-to-face education.*
- *Application of basic principles of instructional design.*
- *Thorough knowledge of subject matter and common misconceptions related to the course(s).*
- *Deep understanding of the necessity of learner-centred environment in online and blended learning mode.*
- *Ability to design constructivist learning environment.*
- *Practical applications of learning theories, self-paced instruction, and computer-mediated communication and learning.*
- *Ability to foster a sense of community among learners.*
- *Adaptability and flexibility with the capabilities and limitations of the delivery media.*

- *Familiarity with the delivery medium to provide basic troubleshooting.*
- *Ability to multitask.*
- *Time management (e.g. respond to learners in timely manner, extensive and advance preparation and planning).*
- *Professional characteristics (e.g. motivated to teach, self-confident, articulate, good writer).*

## **17. MONITORING OF FUNCTIONING OF THE LEARNER SUPPORT CENTRES BY REGIONAL CENTRE FOR QUALITY ASSURANCE**

- *A very dynamic interactive communication system among Headquarters, Regional Centres and Learner Support Centre has to be established.*
- *It is desirable that an Information and Communication Technology network connecting the Headquarters, Regional Centres and Learner Support Centres will be established at the earliest and used for faster and reliable operations such as*
- *Username and login ID should be generated for every learner so that learners can see all relevant information as their studies progress in an Open and Distance Learning programme and also provide constructive feedback for improvement in Open and Distance Learning programme delivery;*
- *Headquarters, Regional Centres and Learner Support Centres should maintain a web portal giving all relevant information about the Open and Distance Learning programmes being delivered and the content of these should be updated at least on a weekly basis;*
- *TNOU Regional centres should collect a holistic report about all functions assigned to Learner Support Centres and all aspects of quality of programme delivery periodically especially during the Admissions, Examinations, and Counselling Sessions etc., and at least share a weekly consolidated report with the Headquarters;*
- *These reports along with responses by learners should be periodically analysed for the quality audit of a programme and*

*its delivery besides the quality of performance of the Learner Support Centres;*

- *Any remedial action should be jointly ensured by the TNOU Headquarters, Regional Centres and Learner Support Centres promptly;*
- *Regular visits, at least twice a year by the academic staff of the University for on the spot monitoring and interaction with functionaries of the Regional Centres and Learner Support Centres, the learners and the counsellors; and*
- *Ensuring access of “Swayam” and other repositories of Massive Open Online Courses by the learners at Study Centres or Learner Support Centres.*

*Monitoring can be done by a team of officials of the University and the Collegiate of Education. The inspection team should submit feedback in a prescribed format, pertaining to various activities carried out at the study centre.*

The monitoring team will visit the Learner Support Centres at least twice in a year and have meetings with study centre functionaries, Head of the host institution, academic counsellors, and learners. They shall discuss on various aspects of functioning of the study centre and find out / assess / verify the facts and report to authorities concerned in the prescribed form.

## **18 PROCEDURE FOR WITHDRAWAL OF RECOGNITION OF LEARNER SUPPORT CENTRE**

**T**he TNOU shall initiate proceedings for withdrawal of recognition, in case an approved Institution is found indulging in any of the following irregularities:

- *Failure to provide the necessary academic and administrative support to the learner as per schedule/norms fixed by TNOU*
- *Charging over and above the prescribed fees by TNOU and accepting extra money from the learners in the name of service charges or for any other reasons.*
- *Non-distribution of study materials supplied by TNOU to the LSC to the learners.*
- *Charging money for distribution of TNOU study materials to the learners.*

- *Non-maintenance of proper records of financial transactions and stocks issued by TNOU.*
- *Financial irregularities relating to TNOU funds for purposes other than permissible.*
- *Furthering interests of any sector, cast, religious group or political party or subscribe to objectives that go counter to the solidarity or unity of the country.*
- *Deterioration of physical facilities and unwillingness to improve them to meet minimum requirements in terms of satisfactory classrooms, laboratory and library facilities.*
- *Refusal to provide building and staff for the conduct of TNOU Examinations.*
- *Inadequate supervision of the Examination Centre enabling learners to use unfair means/mass copying during the examination at the centre.*
- *Admission of less than 50 learners for three consecutive years.*
- *Poor academic performance of the institution functioning as a Learner Support Centre for three consecutive years and not being able to keep the performance.*
- *Any other misconduct in connection with the admission/Examination/any other area, which in the opinion of TNOU warrants immediate withdrawal of recognition of the Institution*
- *The University can withdraw the recognition of LSC according to the clause of Letter on Agreement.*

## **19 CLOSURE OF NON-PERFORMING STUDY CENTRE OR LEARNER SUPPORT CENTRE**

- *In case a Learner Support Centre fails to adhere to the prescribed norms or guidelines, the University shall initiate action for closure of the centre by following due procedures, so that interest of learners will be taken care of with some alternative arrangements.*
- *In case of closure of Centre during the continuation of Programme on offer, the University may impose suitable fine or penalty as is considered necessary for safeguard of the registered learners with that centre.*



**TAMIL NADU OPEN UNIVERSITY**  
No.577, Anna Salai, Saidapet, Chennai-15

**Form- 1**

Ref.No:.....

Date: -----

To

**Sub: Engagement as a Part-Time Academic Counsellor for Programme..... Course(s) of .....**

Dear Sir/Madam,

We are pleased to engage you as a part time academic counselor at LSCs of TNOU presently located at **Tamil Nadu** on the following terms and conditions:

1. Your assignment shall commence from **Academic Year/Calendar Year** or whenever you are actually invited for counselling work at the Learner Support Centre of TNOU.
2. The term of your assignment shall be initially up to December/June, ----- renewable further on the basis of performance evaluation.
3. You will be paid with the remuneration as given under.

Rate of Remuneration/Hour			
UG (Theory)	UG (Practical)	PG (Theory)	PG (Practical)

The amount is an all-inclusive sum for your functioning as part-time academic counsellor.

4. You have to adhere to the time table given/framed by the LSC/TNOU for Students Guidance which will be made available to you by the Co-ordinator of LSC.
5. This engagement order is only for handling the academic counselling classes, either through face-to-face **OR** On-line mode, for UG and PG programmes of TNOU students, and does **NOT** form any basis as a claim for permanent or temporary position in TNOU/LSC - approved by TNOU.
6. You will be paid separately for evaluating assignments as per the "TNOU" norms as applicable from time to time.
7. You are expected to perform the functions as per TNOU guidelines.

Yours faithfully,

(This letter is issued in triplicate. One copy of the same may be signed and returned to us in token of acceptance of the above terms and conditions and another be handed over to the respective LSC Coordinators for their records)



**TAMIL NADU OPEN UNIVERSITY, CHENNAI -15**  
**ATTENDANCE SHEET**

**Form-2**

**Academic Counselling for Theory / Practical Class (Batch.....)**

Date:

Name of the LSC with Address :

Name of the Programme with Code:

Title of the Course with Code :

Session & Time :

Session 1	Session 2	Session 3	Session 4

Name of the Counsellor along :  
with Academic Qualification  
and Experience

S.No	Name of the Learner	Enrolment Number	Batch	Signature of Learner
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				
11.				
12.				
13.				
14.				
15.				

Note: Please add more sheets whenever the number of Learners exceeds.

Signature of  
Counsellor  
with Seal

Signature of  
LSC Coordinator  
with Seal



**TAMIL NADU OPEN UNIVERSITY, CHENNAI -15**

**ATTENDANCE SHEET**

Form- 2A

**Online Academic Counselling for Theory / Practical Class (Batch.....)**

Date:

Name of the LSC with Address :

Name of the Programme with Code :

Title of the Course with Code :

Session & Time

Session 1	Session 2	Session 3	Session 4

Name of the Counsellor along with Academic Qualification and Experience :

S.No	Name of the Learner	Enrolment Number	Course			
			I	II	III	IV
1.						
2.						
3.						
4.						
5.						
6.						
7.						
8.						
9.						
10.						
11.						
12.						
13.						
14.						
15.						

Note: Please add more sheets whenever the number of Learners exceeds.

Director (CUI)

Director (SSSD)

COE(SR&ED)

## Form - 3



**TAMIL NADU OPEN UNIVERSITY, CHENNAI-15**  
**Feedback From Learners on Counselling Session**

Regional Centre \_\_\_\_\_

LSC NAME \_\_\_\_\_ LSC Code \_\_\_\_\_ Station.....

Programme \_\_\_\_\_ All Course \_\_\_\_\_

Batch :----- Date \_\_\_\_\_ Time: From \_\_\_\_\_ To \_\_\_\_\_

Name of the Learner: \_\_\_\_\_

Enrollment No. \_\_\_\_\_ Age:-----

Occupation -----

Material Status: Married / Unmarried

Counsellor's Name: \_\_\_\_\_

1. Put a Tick Mark (√) from the following you expect from the counseling session:-

- a) Thorough covering of the block by the counsellor
- b) Discussion on the topic
- c) Informal get-together
- d) Doubt clearing about course
- e) Discussion on the assignment
- f) Discussion on the project work
- g) Any other (Please specify)

2. Preparation for the session [Tick Mark (√) the appropriate box against each question]

S.No	Particulars	Yes	No
1.	Had you obtained the right SLM before the academic session?		
2.	Had you understood the programme and course outcome?		
3.	Had you read the specified blocks /Units of SLM at home?		
4.	Had you attempted the self-check exercises given in the blocks /Units of SLM?		
5.	Did you bring copies of the SLM to the LSC for attending academic session(s)?		
6.	Did you bring the list of questions/doubts you wanted to ask?		
7.	Did you have a note-book and pen with you to note down the salient points taught in the online classes?		

3. Activities: What did you do during the session?

- Asked questions
- Listened to the counsellor
- Listened to the lecture & took notes
- Watched/listened to A/V other media inputs
- Discussed with other Learners
- Any other activity (Please specify)

What is your opinion about the following?

	Satisfactory	Tolerable	Not Satisfied
A. Arrangements at the study centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Useful	Partially useful	Not useful
B. Counsellor's discussion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. CD/Media inputs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. What are your general impressions of the counselling session?

Rewarding	Satisfactory	Not Satisfactory
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. Comments / Suggestions if any:

Signature of learner

Date:



06.	The classes are conducted by the counsellors as per the schedule					
07.	Online Class was very useful to understand the contents of the course.					
08.	Online Classes will be useful for preparing the examinations to secure more marks					
09.	The virtual class materials were useful for the examination					
10.	Marking the attendance during online class is comfortable for me					
11.	I was impressed by the technically sophisticated teaching tools used by the counsellors					
12.	I am satisfied with the question & answer session for clarifying the doubt in the class					
13.	I am satisfied with the counsellors who handle the class					

4. Preparation for the session [Put a Tick Mark (✓) in the appropriate box against each question]

S.No	Particulars	Yes	No
01.	Have you obtained the right SLM before the academic session?		
02.	Have you read the specified blocks /Units of SLM at home?		
03.	Have you attempted the self-check/ Check your progress exercises given in the blocks /Units of SLM?		
04.	Did you bring copies of the SLM to the Online classes for attending academic session(s)?		
05.	Did you bring the list of questions/doubts you wanted to ask?		
06.	Did you have a note-book and pen with you to note down the salient points taught in the class?		

5. Comments / Suggestions if any:

Digital Signature of the Learner.



**TAMIL NADU OPEN UNIVERSITY, CHENNAI-15**  
**Academic Counsellors' Feedback Form**

**Form - 4**

Regional Centre \_\_\_\_\_

LSC NAME \_\_\_\_\_ LSC CODE NO: \_\_\_\_\_ STATION.....

Programme \_\_\_\_\_ (UG/PG), Course.....

Batch ----- (AY ----- CY-----)

Name of the counsellor \_\_\_\_\_

Highest Educational Qualification-----

No. of years associated with TNOU -----

1. How did the session take off? (Please put a Tick Mark[√])

- Introductory remarks of counsellor
- Questions asked by Learners
- Learners were initiated into asking questions
- CD/other media were played
- Brief Introduction made on the day session by the Coordinator
- Any other (Please specify)

2. Put a Tick mark (√) for the activities which were included in the session:

- Lecture
- Reading
- Playing of CDs/other media inputs
- Question—Answers
- Simulation
- Discussion in groups
- Discussion with counsellor
- Visit and lecture of an invited guest
- Any other (Please specify)

3. How would you describe the Learners who attended the session? [Please put a tick mark (√) in the relevant boxes.

- Hesitant to ask questions
- Lacked study skills
- Had not read the relevant course material(s)
- Expected page-to-page teaching
- Preferred lecture to interaction
- Well prepared
- Quite responsive to suggestions
- Vocal in highlighting their problems
- Enthusiastic about learning prospects
- Other type (Please specify)

4. What sort of problems did the Learners have?

- Personal

Related to the Self Learning Materials (SLMs) –

- Presentation not understandable
- Language is difficult
- Examples are difficult
- Self-check exercises are difficult
- Content too dense / difficult
- Related to assignments
- Related to Term-End Examinations

Related to the Institution –

- Non-receipt of SLM
- Non-availability of Media support
- Lack of reference books listed in SLM
- Un-replied enquiries

5. Related to the SLM, and Counselling Classes. Put a Tick Mark (√) in the relevant boxes for the following:

**SA** – Strongly Agree, **A** – Agree, **N** – Neutral, **DA** – Disagree, **SDA** – Strongly Disagree,

S.NO	Contents	SA	A	N	DA	SDA
1.	Syllabus/curriculum is suitable to the course and also need based					
2.	Course objectives are well defined and clear to teachers and Learners					
3.	Self-Learning Material is followed by reference material mentioned in the SLM					
4.	The course has good balance between theory and Practical (If Applicable):					
5.	Self-Learning Material is available before counselling session					
6.	Class room for the programme is comfortable					
7.	Class room had all the relevant teaching equipments (Black/White Board, Chalk/Pen, Duster, Dias etc)					
8.	The schedule of Academic Counselling Classes are obtained well in advance through LSC/TNOU website					
9.	Created good impression about academic counselling session					
10.	Academic Counsellor inspires learners for ethical conduct					
11.	Supporting staff of LSC is providing adequate supports and maintain cordial relations					

6. Comments / Suggestions if any:

Signature of Academic Counsellor

Date:



**TAMIL NADU OPEN UNIVERSITY, CHENNAI-15**  
**Academic Counsellors' Feedback Form**  
**(Counselling Class Conducted Through Virtual Mode)**

**Form - 4A**

Regional Centre \_\_\_\_\_

LSC NAME \_\_\_\_\_ LSC CODE NO: \_\_\_\_\_ STATION.....

Programme \_\_\_\_\_ (UG/PG), Course-----

Batch ----- (AY ----- CY-----)

Name of the counsellor \_\_\_\_\_

Highest Educational Qualification-----

No. of years associated with TNOU -----

1. What Gadget are you using for conducting online counselling classes?

- i) Mobile ii) Computer / Laptop  
 iii) E-Notebook iv) others

2. Virtual apps which is used to conduct the counselling classes at TNOU is more compatible.

- i) Comfortable ii) uncomfortable

3. Which teaching tools have been using to engage the online counselling classes for assigned course(s)?.

- i) Using MS word ii) Using MS power point  
 iii) only talk method iv) others

4. Related to the SLM, and Counselling Classes. Please put Tick Mark (√) in the appropriate box against each components.

SA - Strongly Agree, A - Agree, N - Neutral, DA - Disagree, SDA - Strongly Disagree

S.NO	Contents	SA	A	N	DA	SDA
1.	Syllabus/curriculum is suitable to the course and need based					
2.	Course objectives are well defined and clear to teachers and Learners					
3.	Self-Learning Material is followed by reference material mentioned in the SLM					

4.	The course has good balance between theory and Practical (If Applicable):					
5.	Self-Learning Material is available before counselling session					
6.	Virtual platform app for this counselling session is more comfortable and friendly user					
7.	The schedule of Online Academic Counselling Classes is obtained well in advance through the University website/LSC					
8.	Created good impression about Online academic counselling sessions					
9.	Online Academic Counsellor inspires learners for ethical conduct					
10.	Supporting and cooperation of programme coordinator in conducting online counselling classes is satisfactory					
11.	Satisfied with learners of TNOU in showing interest to attend the counselling session.					

5. Comments / Suggestions if any:

Signature of Academic Counsellor

Date:

## Form- 5



## TAMIL NADU OPEN UNIVERSITY, CHENNAI-15

Consolidated Abstract of Counselling Sessions Conducted  
Academic Session AY/CY \_\_\_\_\_

Regional Centre \_\_\_\_\_ LSC Name \_\_\_\_\_

LSC Code \_\_\_\_\_ Station: -----

S.No	Name of the Programme	Course Code/Name	Date on Session Held	No. of Counseling Sessions Assigned		No. of Counseling Sessions Held		No. of Learners for Counselling Session		Name of Academic Counsellor	Signature of Counsellor
				Theory	Practical	Theory	Practical	Assigned	Attended		
01.											
02.											
03.											
04.											
05.											
06.											
07.											
08.											

Certified that counselling session(s) has been conducted in the LSC as per norms of the Tamil Nadu Open University

Signature of Coordinator  
With seal

**For Further Details Refer**



ज्ञान-विज्ञान विमुक्तये

**UNIVERSITY GRANTS COMMISSION  
NEW DELHI - 110 002**



**UNIVERSITY GRANTS COMMISSION  
(Open & Distance Learning and Online  
Learning) Regulations. 2020**



Re-Produced By

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இணையவழிக் கற்றல்)  
ஒழுங்குமுறை விதிகள் - 2020



தமிழாக்கம்

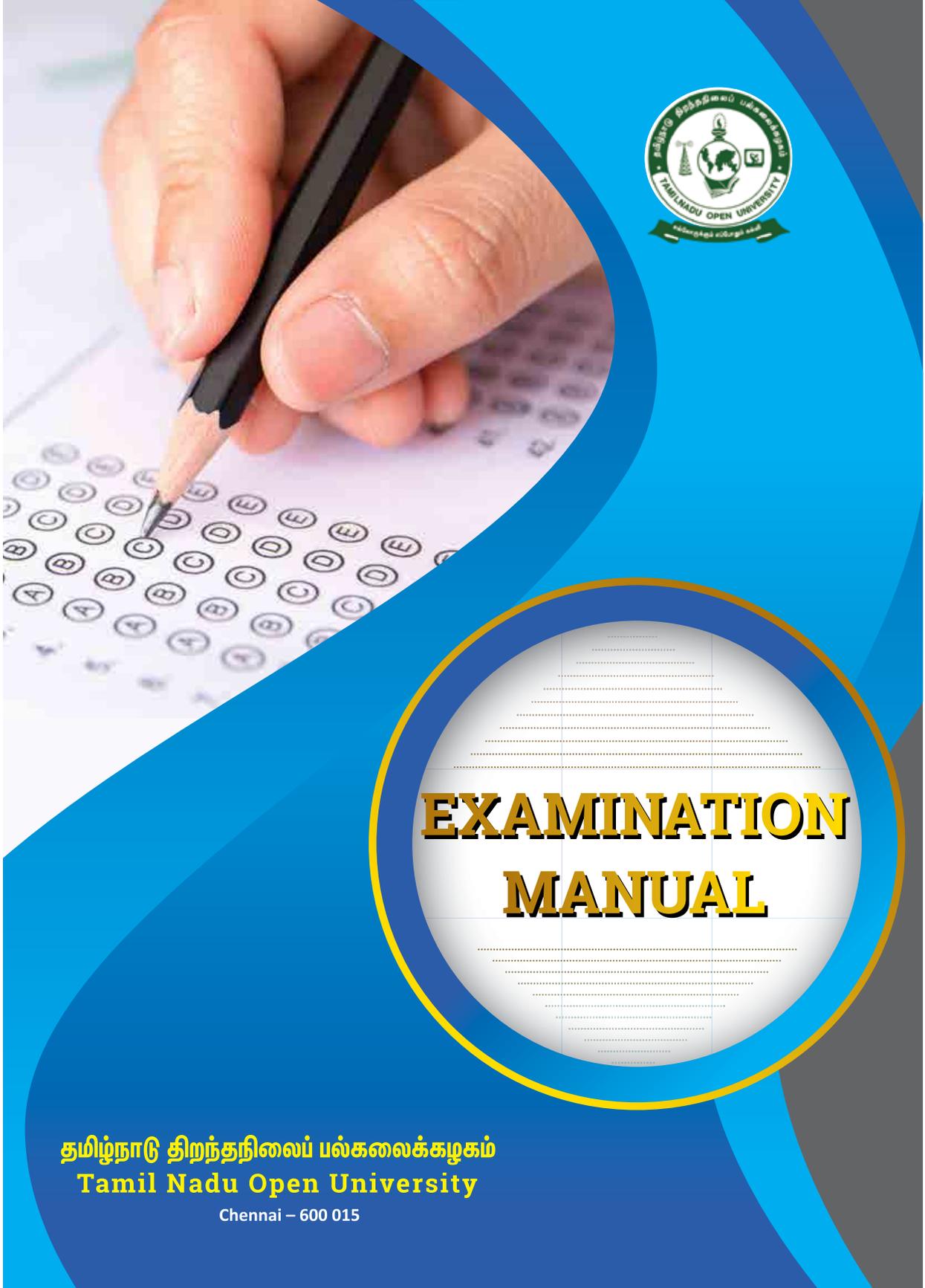
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TAMILNADU OPEN UNIVERSITY

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**EXAMINATION  
MANUAL**

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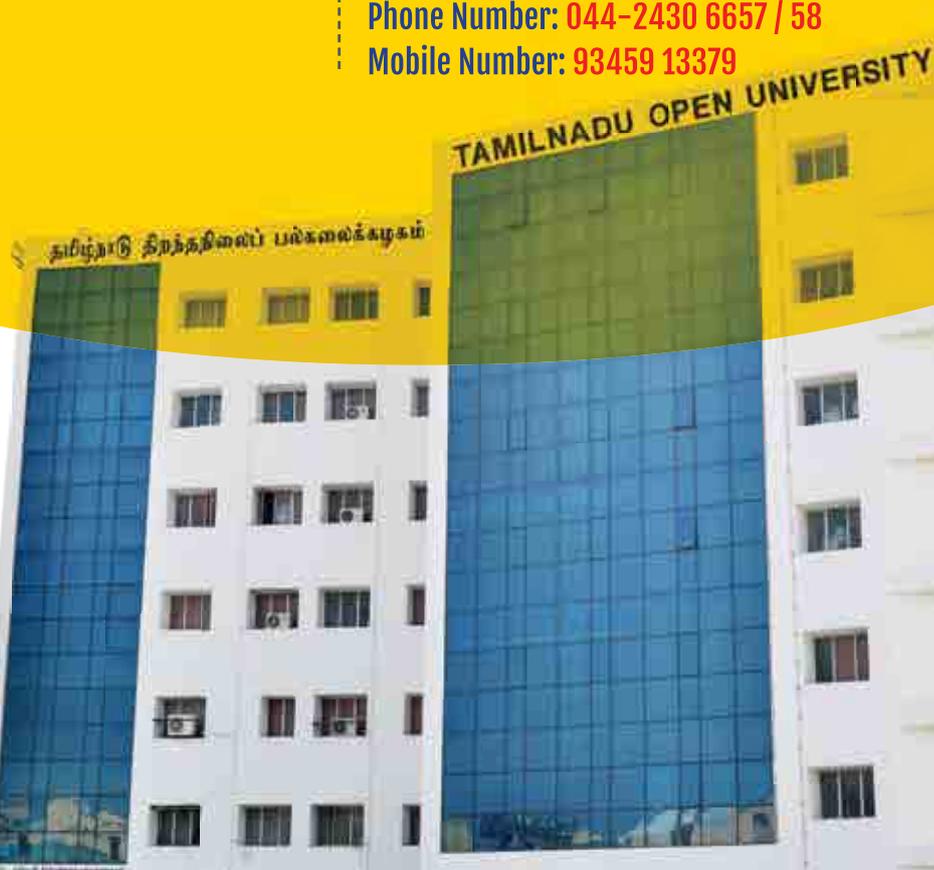
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(மாநில திறந்தநிலைப் பல்கலைக்கழகம், தமிழ்நாடு அரசால் நிறுவப்பட்டது, பல்கலைக்கழக நிதிநல்கைக் குழு & தொலைநிலைக் கல்வி மன்றத்தின் அங்கீகாரம் பெற்றது, ஆசிரிய திறந்தநிலைப் பல்கலைக்கழகங்களின் கூட்டமைப்பு & காமன்வெல்த் பல்கலைக்கழகங்களின் கூட்டமைப்பின் இணைவு பெற்றது)

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