



FREQUENTLY ASKED QUESTIONS

1. Is OU a public or private university?

The Open University of Mauritius (OU) is a public university established under the Open University of Mauritius Act (2010). OU is under the aegis of the Ministry of Tertiary Education, Science and Research. The Open University of Mauritius Act (2010) can be accessed [here](#).

2. Does OU have a physical campus?

While primarily known for its open and distance learning approach, the Open University of Mauritius has its headquarters in Réduit, and also a campus in Curepipe (known as OUCC, Open University Curepipe Campus).

3. Which programmes are offered by OU?

The final list of programmes on offer for a particular semester is always displayed on a poster when enrolment officially opens.

Our general list of programmes can be accessed on our website as follows:

Undergraduate programmes : <https://open.ac.mu/undergraduate/>

Postgraduate programmes: <https://open.ac.mu/postgraduate/>

Doctoral programmes: <https://open.ac.mu/doctorate/>

Please, refer to our website at www.open.ac.mu under “**Our Programmes**” for Employability Skills Courses, Foundation Courses, and more.

Any queries: please email university@open.ac.mu

4. What is the duration of OU’s programmes?

Undergraduate programmes: 3-6 years.

Postgraduate programmes: 2-4 or 2-5 years

DBA: 3-6 years and PhD: 3-8 years.

DBA and PhD programmes are on offer once yearly for the January/February intake.

The maximum number of years allowed to complete a programme is indicated.

Refer to programme details on our website for specific durations.

5. Can international students apply?

Yes, international students can apply at OU. The application procedures for international students are on our website <https://open.ac.mu/application-procedures-international-applicants/>.

Programmes that are not offered to international students are specified on our website at <https://www.open.ac.mu>. When enrolment opens, OU shall display a special poster on its website, showing programmes offered only to international learners.

Please, email us at university@open.ac.mu for any assistance.

6. What is Open and Distance Learning (ODL)?

Open and Distance Learning (ODL) is an educational approach that removes traditional barriers of time, place, and pace to make education more accessible. It allows students to learn remotely, using various media and technologies, while having access to learning materials and support. OU has adopted the ODL approach, enabling its learners to study and work. Learning materials are available on a sophisticated e-learning platform, **OULearn Blackboard**. Learners can use the platform anywhere, anytime, and even via their mobile phones to attend virtual classes, submit assignments, access a wealth of resources from an e-library, interact with tutors and peers, and more...

7. Who can enrol in OU's programmes?

Generally, anyone can enrol at the Open University of Mauritius, as long as they meet the entry requirements. Specific eligibility criteria may vary according to programmes. Entry requirements are specified on our website (www.open.ac.mu) and on the page of each programme. If you do not meet the exact entry requirements for a particular programme as specified on our website, please submit an official application with all documents so that we can assess your eligibility. This can be done when enrolment officially opens.

Please, email us at university@open.ac.mu for any further queries.

8. How do I apply for a programme at OU?

To apply for a programme at the Open University (OU), you should first browse the list of available programmes on our website, then follow the application procedures below:

For Mauritian applicants: <https://open.ac.mu/procedures-for-applicants/>

For international applicants: <https://open.ac.mu/application-procedures-international-applicants/>

Please, email us at university@open.ac.mu for any further queries.

9. Are there specific deadlines for applications?

Yes, application deadlines are mentioned on our website when enrolment is opened.

In general, enrolment opens in September/October and closes early in January for the **January/February intake**. It re-opens in March/April to close early in July for the July/August intake. We encourage prospective students to apply at the earliest as soon as enrolment is opened. **Doctoral programmes are available exclusively for the January/February intake.**

10. How can I make a change to my application?

To modify your application after submitting it, you will need to contact the University's IT Unit by emailing ouportalhelpdesk@open.ac.mu

11. When is induction usually held?

There are two main inductions, usually held in January/February and in July/August. Induction emails are sent only if a prospective learner has completed all procedures and paid the required fees for the first semester. Special inductions may be announced for specific programmes.

Please, email us at university@open.ac.mu for any further queries.

12. What happens during induction?

Our induction is an important introductory phase for new learners. OU usually conducts a virtual induction, through which the learner is offered an overview of the functioning of the university and discovers the learning management system (OULearn Blackboard). Learners also get acquainted with academic and administrative procedures, obtain an overview of assignment submission, online classes, e-library, communication with their Programme Managers, and also learn about their responsibilities, and more. During our virtual inductions, new learners can send instant messages to the University and obtain clarifications to their queries.

Other inductions for some programmes may follow specific formats, as may be announced by Programme Managers.

Please, email us at university@open.ac.mu for any further queries.

13. What if I miss an induction?

If you miss an induction, please, inform your Programme Manager.

Following a virtual induction, you are strongly recommended to access the full induction video on OULearn Blackboard, watch it carefully (several times if required) and ask any questions by contacting your Programme Manager or the Administrative colleague mentioned on your programme factsheet. General queries and feedback about the induction can be sent to marketingregistry@open.ac.mu.

14. Who is my Programme Manager?

To find out who your Programme Manager is, you should access your programme factsheet on OULearn Blackboard. You will also be able to watch their video presentations on OULearn Blackboard.

15. Where is my programme factsheet?

To locate your programme factsheet, you should log in to OULearn Blackboard. If you cannot find it online on OULearn Blackboard, contact the **Student Affairs Unit**: studentaffairsunit@open.ac.mu

16. How should I communicate with the Open University (OU)?

You should always use your institutional email account when corresponding with the Open University.

17. What should I do if I need to reset my institutional email account?

To reset your email account, please contact the Student Affairs Unit (SAU) at studentaffairsunit@open.ac.mu.

18. How does OU support students with disabilities/special needs?

Students with disabilities and special needs must inform the Admission Office at the time of enrolment and submit any relevant documents or medical certificate regarding their disabilities to enable the University to provide the best support possible.

It is advised that during the enrolment phase (i.e verification of documents), these students communicate about their needs/requirements.

19. How do students provide feedback to the university?

Students provide feedback through various channels, including online surveys, feedback forms, course evaluations, and direct communication with their Programme Managers. Students' first point of contact is their Programme Managers and the Administrative staff assigned to their programmes (as mentioned on each programme factsheet).

The Quality Assurance Unit also conducts activities to gather feedback, and learners are requested to participate in these activities. Feedback to the Quality Assurance Division can be made by sending an email to qualityassurance@open.ac.mu.

20. What should I do if I miss a face-to-face session?

If you miss a face-to-face session, please contact the Tutor of the relevant module as soon as possible.
If you are liaising with your tutor via e-mail, always put your Programme Manager in copy.

21. Where is my programme timetable or planner?

Your timetable, also referred to as “planner” (weekly or semester planner) is on OULearn Blackboard. If you cannot find your planners, please email studentaffairsunit@open.ac.mu

22. How to change my programme after I obtain a seat?

You will need to send a request to applicationdoc@open.ac.mu as soon as possible. A learner can request for a change of programme within four (4) weeks after the induction session. After that, no change will be accepted.

Note that only one change of programme is allowed.

23. Who is eligible for scholarships?

Scholarships for further studies at OU are available for graduates of OU, who are Toppers and Overall Toppers.

24. What are employability skills courses?

Employability Skills Courses at OU are designed to equip learners with essential soft skills required in the workplace and the broader job market. These courses encompass negotiation skills, job search skills, body language, public speaking, time and priority management, interview skills, amongst others, helping learners become more competitive and effective in various professional settings. More details are available at: <https://open.ac.mu/employability-skills/>. OU learners can consult the Employability Skills Factsheet available on OULearn Blackboard.

25. Who is eligible for free employability skills courses?

TWO Free employability skills courses are offered to OU learners who have registered either in an undergraduate or postgraduate programme. OU learners are requested to consult their Employability Skills factsheet on OULearn Blackboard for guidelines.

26. As an international applicant for an undergraduate/postgraduate degree, am I eligible for the two free Employability Skills Courses offered by OU?

Currently, free Employability Skills Courses are offered to Mauritian & Rodriguan learners only. However, we are working on offering selected employability skills courses **free** to our registered international learners. More info shall be provided before the induction. Email university@open.ac.mu for updates on this matter.

27. How do I apply for module exemption?

Application for exemption from module(s) for the whole programme of studies must be made within three (3) weeks from the Induction day. A student should request for exemption for one or more specific taught modules for the whole programme of studies at the application stage. Learners must apply for exemption through the prescribed **Exemption Form** and effect the relevant payment.

Please, send your email on applicationdoc@open.ac.mu for necessary procedures.

28. I cannot log in to OULearn Blackboard. What should I do?

Please, send an email to studentaffairsunit@open.ac.mu .

Other issues encountered when using Blackboard can be addressed via this link:

<https://blackboardhelpdesk.on.spiceworks.com/portal> [this link can only be accessed once you login to OULearn Blackboard].

29. How can students access the OU e-Library?

Students can log in to **OULearn Blackboard** using their credentials, then go to **OU e-Library** and click on “Access the e-Library.” A list of databases and other useful details can be found in the e-Library **Factsheet**. For queries, contact: libraryservices@open.ac.mu

30. Do you provide printed copies of manuals?

Yes. For procedures and fees, contact: libraryservices@open.ac.mu.

31. Are physical library facilities available?

Yes. The OU has two physical libraries:

- OUCC Library – Saturdays, 9:00–16:00 (during semester)
- OU Réduit Library – Monday to Saturday, 9:00–16:00. For assistance, email: libraryservices@open.ac.mu

32. Do you have any vacancies?

Vacancies are posted on the website of OU at <https://open.ac.mu/vacancies-enlistment/>

33. I want to become a part-time tutor at OU. What are the procedures to apply?

The application is available on the website of OU: <https://parttime.oumauritius.com/applicantlogin/>

34. How to apply as invigilator?

<https://open.ac.mu/vacancies-enlistment/>

(This link is activated only when the enlistment is advertised.)

35. What are foundation programmes?

In line with its philosophy to open access to higher education, the Open University of Mauritius offers Foundation Courses, including a Foundation Course in English. These courses are designed to better prepare learners for university-level studies and is therefore a pathway towards our undergraduate programmes. Carefully developed by a team of experts, the Foundation Courses ensure a smooth transition to university by helping learners regain essential skills, build confidence, and stay motivated throughout their academic journey. While these courses are not intended to replace secondary education, they provide valuable preparatory experience. Learners who successfully complete four Foundation Courses (a total of eight modules), including English, become eligible to apply for degree programmes at OU. The list of Foundation courses and entry requirements are on our website at <https://open.ac.mu/foundation/>

36. Which payment facilities are offered to learners?

Learners can pay per semester and in instalments upon request.

Requests for payment facilities (in instalments) for tuition fees should be addressed to paymentfacility@open.ac.mu

37. To whom should I send my general queries?

Please, email us at university@open.ac.mu.

38. Who should I contact if I have not yet received my certificate three months after graduation?

The processing of certificates takes a minimum of three months and may extend up to a maximum of six months following your graduation, provided that:

(i) You have confirmed your names as per your **National Identity Card** prior to graduation through a duly completed confirmation form provided by OU; and

(ii) You have no outstanding financial obligations towards the Open University of Mauritius

If you have not received your certificate after this period, please contact the Certification Unit by email at curegistry@open.ac.mu for further assistance.

39. I am an ongoing learner and require a testimonial for my study leave. Who should I contact for a testimonial?

Students can direct requests for testimonials about registration to studentsupport@open.ac.mu. The relevant fee will be implemented.

Students may direct their requests for testimonials about modules, marks, or transcripts/results, study leave to examstudentservice@open.ac.mu. The relevant fee will be implemented.

40. Who should I contact if I encounter general re-registration problems?

Please, email studentsupport@open.ac.mu

41. Who should I contact if I encounter issues while using the Student Information Management System (SIMS)?

Please, email ouportalhelpdesk@open.ac.mu .

42. Who should I contact if I have queries about the Convocation Ceremony?

A communiqué shall be posted on the website and social media platforms of OU to announce its Convocation Ceremony. For any related queries about OU's Convocation Ceremony, please, email marketingregistry@open.ac.mu .

43. Who should I contact for sponsorship, advertising and marketing collaborations?

Please, email university@open.ac.mu

44. What will I do in case of several attempts to access my credentials and my account gets locked?

Please contact the Student Affairs Unit through studentaffairsunit@open.ac.mu.

45. As Open and Distance Learners, do we have to attend online exams?

No, exams are conducted in-person.

46. As an international student, can I sit for exams conducted by OU while being in my home country?

Yes, you can sit for exams conducted by OU while being in your home country.

You need to follow these steps:

1. Identify an invigilation centre (e.g British Council, Alliance Française or any Higher Education Institution).
 2. Identify a Professor or Associate Professor from a recognised University/Institution who would accept to conduct the examination on OU's behalf.
- You need to contact him/her, get his/her approval/consent with the contact details and forward all the information to the Exam Unit of the Open University of Mauritius at examstudentservice@open.ac.mu
 - The Exam Unit will then contact him/her and make the appropriate arrangements.

Please, note that you will have to bear all the additional costs involved for OU and from the person/authority conducting the examination.

47. How are assessments conducted?

Your Tutors will brief you during the semester.

48. What are the procedures in case I'm sick and cannot attend an exam session?

You will be required to send your medical certificate to the Exams unit **not later than one week after the examination date** and request to defer your missed paper.

49. Can I send copies of my certificates to confirm my eligibility for a specific learning programme?

No, only registered applicants. (i.e those who have applied and paid the application fee and submitted their online application with supporting documents and certificates will be informed of their eligibility.

50. What to do if I have to resit?

You must fill in the Examination Entry Form (on OULearn Blackboard) and send it to the Exams Unit along with a copy or screenshot of the payment transaction to examstudentservice@open.ac.mu and copy to the Finance Unit at feesfinance@open.ac.mu.

For more information on the resit fees, please contact the Exams Unit at examstudentservice@open.ac.mu.

51. What are the procedures to defer a module due to an unexpected circumstance?

Please contact the Exams Unit at examstudentservice@open.ac.mu or the Academic Affairs Division at studentsupport@open.ac.mu.

52. What is interruption of Studies (IoS)?

IoS is a period during which a learner is allowed to temporarily discontinue his/her studies on grounds approved by the Responsible Officer of the Academic Affairs Division upon recommendation of the Programme Manager. You may also refer to the regulations at open.ac.mu/our-rules-regulations/

53. Is there any procedure for interruption of studies (IoS)?

You must submit the request using the designated interruption of studies form. Kindly direct your inquiry to studentsupport@open.ac.mu. The applicable fee will be enforced.

Note: Interruption of studies will not be entertained one month before the start of examination

54. What is withdrawal from the course?

Termination of a learner's registration for a programme on grounds laid by the Academic Council or at the request of the learner. You may also refer to the regulations at open.ac.mu/our-rules-regulations/

55. What is the protocol for withdrawing from the course?

You must submit the request using the designated withdrawal form. Kindly direct your inquiry to studentsupport@open.ac.mu.

56. Is there any provision to complete a programme if the maximum duration of the programme has lapsed?

It is on a case-to-case basis and subject that the written request is received within one (1) month after the maximum duration has lapsed, or within two weeks upon publication of the final semester results.

There is a limited number of modules for which the learner will be allowed to register.

57. I cannot log in to the Student Information Management System (SIMS). What should I do?

In case you have forgotten your password, you can retrieve it by clicking on the 'Forgot Password?' option. Please note that your login credentials are sent to your official learner email address (@learner.open.ac.mu) when using the 'Forgot Password' feature. Credentials are not sent to your personal email address.

In case you have forgotten your official email password, kindly contact the Student Affairs Unit.

58. Need help for modules registration and payment on OU-Portal (SIMS)?

Please follow the video guide [here](#) to help you with your registration.