

Dear Emeris Distance Student,

Welcome to Emeris, High-Performance Education that is real world ready.

We are certain that joining us is one of the best decisions you will ever make, and trust that our approach to active learning, comprehensive student support services and career readiness will enable you to be your best.

As we prepare for the upcoming 2026 academic year, we would like to take this opportunity to inform you of the various aspects you need to be aware of before you commence your studies.

Onboarding

All new students, as well as students new to the distance mode, will need to engage in Onboarding, which is facilitated through a self-paced online module on ARC. Additional live sessions with our Student Relations Centre will also be available, should you require further support – please check the Save The Date document [here](#) and join the student community on WhatsApp. During Onboarding, you will be introduced to the resources available and how to navigate through your academic journey successfully.

Campus Community WhatsApp Group

The Emeris Distance Learning Centre has a student community WhatsApp group that is used to communicate important information, reminders and updates on events happening in our student community. Details are included in your Onboarding module.

Student FAQ BOT

You can find all important student-related information by accessing our student FAQ BOT. The BOT is situated on the bottom right-hand side of the student portal [here](#)

Synchronous Online Session Schedules

Your online live engagement with your Distance Learning Lecturer will take place on a timetabled basis. All sessions are also recorded, allowing students to engage with these asynchronously should your schedule require. Details are included in your Onboarding module.

Student Relations Centre and Emeris Assist

Timeous and respectful communication and engagement between our team and students is fundamental to your journey ahead. The dedicated Student Relations Centre provides you with information, assisting with queries, steering you in the right direction, as well as providing affective support throughout your studies. Use the [Booking System](#) to connect with one of your Student Relations Specialists.

Directors: GD Whyte (UK), JW Boonzaaier, MD Aitken, SCD Lurie **Group Company Secretary:** CB Crouse

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A key tool in supporting our students is Emeris Assist, our customer service management platform. The system ensures that your query is directed at the correct team member, and we are able to track the matter and escalate it where necessary. Details are included in your Onboarding module.

Student Systems, Communication and POPIA

Each Emeris student is issued with an institutional “myemeris” email. Once you have received training on how to access your myemeris email address, the campus will no longer make use of your personal email address when sending out email communication. Details are included in your Onboarding module.

We have shifted our communication protocols from including our parents/account payers, to include our students only and will thus engage exclusively with our students in relation to any academic or operational matters, including the release of academic results, which are only released on the student portal. This is consistent with the introduction of the Protection of Personal Information Act (POPIA). Although this may seem at times to run contrary to the provision of quality service, significant precedent within higher education indicates the need for students to develop their ability to navigate their own personal journey during their tertiary studies, whether it be academic, or service related. If the opportunity is not allowed, in the time between secondary schooling and the workplace, this can later impact on a student's confidence in their ability to navigate the wider world independently.

Academic Material

Emeris Books- powered by Wize Books, will open on 12 January 2026, for the ordering of academic material. Now that you have submitted your registration request, await an email from Emeris Books with your UNIQUE log-in link. Your prepopulated cart will be based on the modules you selected when you registered, so please ensure that the correct modules are selected. You will be required to log in using your new student number (starting with ST) and your ID number. We recommend that you do not order your books until you have received final confirmation of your registration from us to prevent a possible delay in the process. **DO NOT SHARE THE MAIL WITH ANYONE ELSE AS THIS IS UNIQUE TO YOU.** Without this UNIQUE link you will not be able to log in.

Student Card and Biometrics

The issuing of 2026 Student Cards will be done via the Emeris Books portal. When ordering your 2026 academic material, you will be required to upload a clear head and shoulders photo to be used on your student card. Your student card will then be delivered to you along with your academic material from Emeris Books. Access to your selected IIE exam centre biometrics is linked to your 2026 student card. Please ensure you have completed your registration for 2026 and ordered your academic material and student card at least one week before your course start dates.

Online Assessments and Exam Centre Access

We are in the phased process of rolling out our online assessment platform. As such, some of your modules may be assessed online, while others will remain as sit-down assessments at an IIE exam centre. In line with this, biometric access into IIE exam centres will only be activated during the summative assessment periods, allowing students to access sit-down assessments.

Visit MyEmeris for your next steps – under Life at Emeris.

Thank you for engaging with this important information ahead of your start.

All the best for the 2026 academic year.

The Emeris Distance Learning Centre Team