

ACKNOWLEDGEMENTS

The successful completion of this dissertation was made possible through the willing assistance and support of the following individuals and organisations, to whom I express my heartfelt gratitude:

To my supervisor, Prof. SFM Crous, for guidance, advice and valuable suggestions during every stage of the dissertation. Of particular importance is the relaxed manner in which discussions were held, always ensuring that written feedback was provided in an accessible format.

To my co-supervisor, Mrs E. Landsberg, for her valuable input on the content of the dissertation, based on her knowledge of and practical experience in the field of Special Needs Education.

To Prof. S. Schulze, for her assistance in processing the data obtained from the quantitative survey.

To Karlien de Beer of the UNISA library (Muckleneuk campus), for the caring manner in which she always offered her assistance whenever I requested reference books and journals.

To Hanneri Botha of the UNISA library (Florida campus), for her invaluable assistance with the literature search, and for proactively obtaining books pertaining to my study.

To the Pretoria Eye Institute, for providing me with information on visual testing.

To the Management of the former Technikon SA, for allowing me study leave to work on my dissertation.

To the Director and staff of Optima College in Pretoria, for their invaluable assistance in allowing their trainee call centre agents to administer the questionnaire for the survey.

To the thirteen call centre agents at Optima College, for their assistance in administering the questionnaire for the survey.

To the South African Library for the Blind, for providing me with selected reference books in Braille, as well as information on Braille and audio library services.

To Tape Aids for the Blind, for providing me with valuable data on the distribution of audiotaped material.

To Braille Services of the South African Blind Workers Organisation, for information on Braille production services.

To the Pioneer School for the Blind, for providing me with information on Braille and audiotape services.

To Neville Clarence Technologies, for the pictures of Braille displays and portable electronic notetakers for inclusion in my study.

To my wife, Gayathree, not only for her assistance in reading reference material and assisting with the final layout of the document, but also for her sustained support and encouragement.

To my son, Kevin, not only for transporting me regularly to UNISA to meet with my supervisor and co-supervisor, but also for his ever-willing assistance and numerous trips to the library to either collect or return reference books.

To my children, Komarin and Derisha, for their assistance in reading selected chapters from reference books.

To my brothers and sisters, for their ongoing support and encouragement during every stage of the dissertation.

To Lehlohonolo Rakhomo, for his willing and valuable assistance during the draft stages of the dissertation.

To Petro Brits, for her assistance in printing the various chapters during the draft stages of the dissertation.

To James Okonkwo, not only for his assistance in reading the comments of my supervisors during the draft stages of the dissertation, but also for his help with the final layout and printing.

S. Moodley