

University of Pretoria

TuksRes Guide 2023

Department:
Residence Affairs and
Accommodation



UNIVERSITEIT VAN PRETORIA
UNIVERSITY OF PRETORIA
YUNIBESITHI YA PRETORIA

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Residence Affairs and Accommodation

TuksRes Guide and Rules

Published 2023

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Message from the Director

On behalf of the management and entire staff of the Department of Residence Affairs and Accommodation (commonly referred to as “TuksRes”), I wish to welcome you to our Living, Listening and Learning (LLL) space – a value-adding environment that provides you with opportunities to reach greater heights in your career of choice, as a responsible citizen and future leader.



Every year, we accommodate both local and international students in our residences, and our residences are essential in providing professional services that contribute towards enhancing student life and experience at the University of Pretoria. We not only oversee the management of placing students in good-quality accommodation, we are also instrumental in developing and supporting our students in various ways. This is because we see our students as future well-rounded citizens and leaders, and we have quite a comprehensive and beneficial residence life programme.

Our mandate as the Department of Residence Affairs and Accommodation is to support our students through our vision and mission as stated below, both of which emanate from the overarching vision and mission of the University.

The TuksRes vision is therefore to offer an on-campus listening, living and learning environment that enhances the experiences of both staff members and students at the University of Pretoria.

Our mission is to strive towards the creation of a community that fosters academic excellence, safety and security, and personal development and growth, and to render professional services. The Department is furthermore committed to be responsive to the needs of staff and students and to be driven by the ideal of improving the quality of both staff and student life in our residences.

Our core functions are: Residence Placement Management (which includes professional relations with accredited private off-campus accommodation – in terms of the quality of service offerings to students), Student Support (which focuses on the overall wellness of our students) and Leadership Development, Residence Management and Student Life, Residence Systems Management (IT support and enhancing access to internet in residences, access control and the monitoring of security matters, the Pay-

As-You-eat system in our dining halls and more), Residence Operations (and the overall quality of residence facilities), Food Services, Residence Logistics, Guest Accommodation, and Finance and Administration.

Our residents are obliged to pursue and uphold a value-driven culture, which is one of the core elements of a transformative society. The following values are key and continue to be relevant for all our students and staff:

- Respect
- Accountability
- Commitment
- Pride
- Integrity
- Fairness
- Excellence
- Relevance

Each of our residences is led by the Heads of Residence (commonly referred to as house parents) together with the House Committees, and they will always be there to offer the relevant support to our residence students. We encourage you to engage with them regularly and participate in the various residence activities, while ensuring that your studies always remain a priority. For the general upkeep of your respective residence, make sure to consult your Residence Building Coordinator.

I wish to once more welcome you to our TuksRes family ... “A home away from home” and to wish you a successful academic year.

Legae-gae ... A real home.

Kgomotso Legari
Director: Residence Affairs and Accommodation

Residence Affairs and Accommodation



UNIVERSITEIT VAN PRETORIA
UNIVERSITY OF PRETORIA
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Vision Statement

To offer an on-campus listening, living and learning environment that supports staff and students' experience at the University of Pretoria

Core focus: Creating an environment

- of dialogue and conversation to achieve understanding (listening);
- that is inspirational and promotes a sense of belonging for the holistic development of all (living); and
- that promotes academic and experiential learning (learning).

Core Values

We are value-driven and adopt the following core values

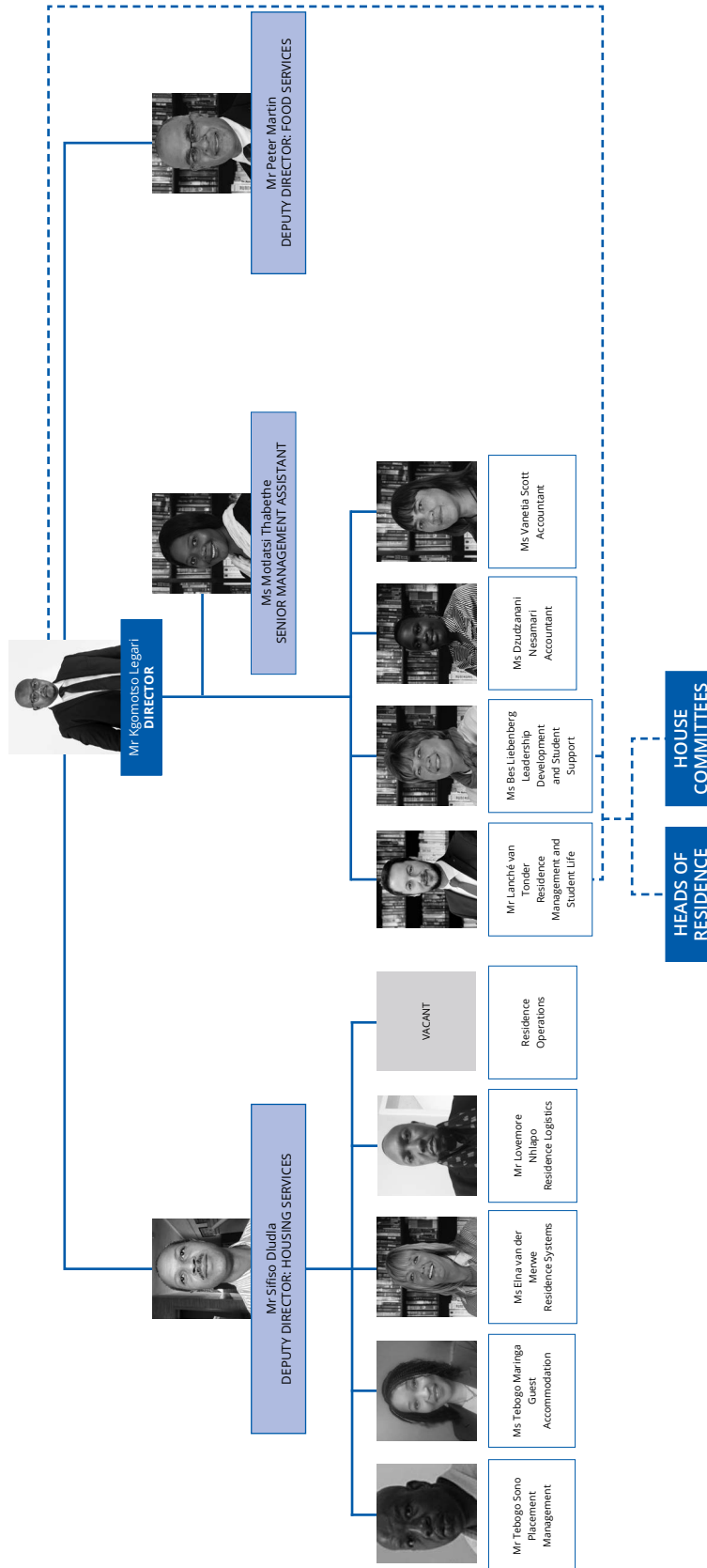
- Respect
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- Commitment
- Pride
- Integrity
- Fairness
- Excellence
- Relevance

TuksRes: Legae gae - Real home!



www.up.ac.za/tuksres
tuksres@up.ac.za

Management organisational structure: Department of Residence Affairs and Accommodation



Relevant contact numbers

1. Department of Residence Affairs and Accommodation Management				
Mr Kgomotso Legari	Director: Residence Affairs and Accommodation	tuksres.director@up.ac.za	012 420 5483	
Ms Motlatsi Thabethe	Senior Management Assistant	motlatsi.thabethe@up.ac.za	012 420 5483	
Mr Sifiso Dlodla	Deputy-Director: Housing Services	sifiso.dlodla@up.ac.za	012 420 5970	
Mr Peter Martin	Deputy-Director: Food Services	peter.martin@up.ac.za	012 420 2101	
Mr Lanché van Tonder	Manager: Residence Management and Student Life	lanche.vantonder@up.ac.za/ lvt@up.ac.za	012 420 5496	
Mr Tebogo Sono	Manager: Placement Management	tebogo.sono@up.ac.za	012 420 2295	
Ms Bes Liebenberg	Manager: Student Support & Leadership Development	bes@up.ac.za	012 420 2119	082 908 3588
Ms Dzudzanani Nesamari Ms Vanetia Scott	Departmental Accountants	dzudzanani.nesamari@up.ac.za vanetia.scott@up.ac.za	012 420 2032 012 420 2115	
Ms Elna van der Merwe	Manager: Residence Systems	elna@up.ac.za	012 420 2128	083 254 1820
Ms Vallery Gamede	Manager: Residence Operations	vallery.gamede@up.ac.za	012 420 2745	
Mr Lovemore Nhlapo	Assistant Director: Residence Logistics	lovemore.nhlapo@up.ac.za	012 420 4203	
Ms Tebogo Maringa	Coordinator: Guest Accommodation	tebogo.maringa@up.ac.za	012 420 5385	

2. Emergency numbers				
24-hour UP Crisis Service			0800 006 428	
24-hour Operational Management Centre Operational Manager			012 420 2310 012 420 2760	083 654 0476
24-hour Emergency Number – Hatfield CID (off-campus emergency in Hatfield)			0800 061 012	
Student Support Division Monday to Friday – 7:30 to 15:30	studentcounselling@up.ac.za		012 420 2333	
UP Care Line				0800 747 747
TuksRes: Direct line of communication	tuksres@up.ac.za			

3. Student Affairs				
Mr Kgomotso Legari	Director: Student Affairs (Acting)	priscilla.malaza@up.ac.za	012 420 2371	
Ms Priscilla Malaza	Senior Management Assistant: Director: Student Affairs	priscilla.malaza@up.ac.za	012 420 2371	
Mr Juan Erwee	Disability Unit	du@up.ac.za	012 420 4281	
Sr Hannelie Coetzee	Student Health Services	info.shs@up.ac.za	012 420 2500	
Dr Hanlé Kirkcaldy	Student Counselling Unit	studentcounselling@up.ac.za	012 420 2333	

4. Student Service Centre (SSC)				
Call Centre Telephonic enquiries E-mail and fax enquiries	All enquiries with regards to study courses, accommodation, fees etc.	ssc@up.ac.za	012 420 3111	

5. Security Services				
Control Room (for all emergencies)			012 420 2310	

Heads of Residence – contact details

1. Hatfield Campus

Residence	Title	Name	Surname	Telephone	Cell	E-mail
Asterhof	Mr	Danny	Bokaba	012 420 2311	073 173 7276	danny.bokaba@up.ac.za
	Mrs	Mothepane	Bokaba		079 511 4909	
Erica	Dr	Willem	Jorissen	012 420 2314	082 444 1144	willem.jorissen@up.ac.za
	Mrs	Margaret	Jorissen	012 362 6725	083 636 1444	mjorissen@stmarys.pta.school.za
House Khutso	Prof	Lise	Korsten	012 420 3295	079 522 8476	lise.korsten@up.ac.za
	Mr	Con	Korsten	083 251 1258	083 251 1258	con.korsten@mweb.co.za
Azalea	Ms	Zamile	Mzizi-Khuzwayo	012 420 2647	082 694 0639	zamile.mzizi@up.ac.za
House Nala	Mr	Carel	Willemse	012 420 2312	083 318 9738	carel.willemse@up.ac.za
	Ms	Turicia	Willemse	012 420 2312	083 650 8761	turicia.willemse@up.ac.za
Madelief	Mr	Wallace	Isaacs	012 420 5165	073 817 2271	wallace.isaacs@up.ac.za
	Ms	Hanna	Isaacs		083 458 2698	hannaisaacs@gmail.com
House Mags	Prof	Yolanda	Jordaan	012 420 2997	082 541 6610	yolanda.jordaan@up.ac.za
	Prof	André	Jordaan	012 420 2012	082 814 3303	andre.jordaan@up.ac.za
Nerina	Mrs	Tammy	Govinden	012 420 5151	084 683 4786	tammy.govinden@up.ac.za
	Mr	Devon	Govinden	012 420 3006		devon.govinden@up.ac.za
TuksVillage (Ladies)	Mrs	Robyn	Ball	012 420 6302	083 677 7677	robyn.ball@up.ac.za
Varsity Lodge	Mr	Lanché	Van Tonder	012 420 5496	064 621 5161	LVT@up.ac.za

2. Hillcrest Campus

Residence	Title	Name	Surname	Telephone	Cell	E-mail
House TAU	Mr	Nicolaas	Bester	012 420 2203	072 941 8107	nicolaas.bester@up.ac.za
	Mrs	Shalette	Bester		082 352 3892	bestershalette@gmail.com
College	Mr	Rirhandzu	Golele	012 529 8129	083 691 5154	rirhandzu.golele@up.ac.za
	Mrs	Tsakane	Golele	012 366 3700	083 646 9166	tsakaneg@assupol.co.za
Morula Legae	Mr	Floorie	Botes	012 420 3904	082 373 2346	floorie.botes@up.ac.za
	Mrs	Jannien	Botes		082 415 7121	
Mopane	Prof	Linda	van Ryneveld	012 420 5570	082 809 6379	linda.vanryneveld@up.ac.za
	Mr	Paul	van Ryneveld	012 303 7716	082 440 0697	vanryneveld@mweb.co.za
Tuks Ekhyaya	Mr	David	Raats	012 420 6233	083 376 1854	david.raats@up.ac.za
	Mrs	Nicolette	Raats	012 420 6233	082 573 2527	dnraats@gmail.com
The Tower	Mr	Glen	Frost	082 575 9912	084 240 7576	cap.frost@gmail.com
	Mrs	Bianca	Frost	012 420 5866	083 367 9840	bianca.frost@up.ac.za
TuksVillage (Men)	Mr	Steven	Ball	012 420 6302	083 781 2240	steven.ball@up.ac.za
Varsity Lodge	Mr	Lanché	Van Tonder	012 420 5496	064 621 5161	LVT@up.ac.za

3. Groenkloof Campus

Residence	Title	Name	Surname	Telephone	Cell	E-mail
Ikageng	Ms	Siphokazi	Mlaba	012 420 2729		siphokazi.mlaba@up.ac.za
Tirisano	Mr	Sylvester	Siboto	012 420 2729	073 323 6263	sylvester.siboto@up.ac.za
	Mrs	Emma	Siboto	012 420 5764	073 456 4017	emma.siboto@up.ac.za
Hayani	Mrs	Avasha	Rambiritch	012 420 4834	083 775 7106	avasha.rambiritch@up.ac.za
	Mr	Anesh	Mahabir		083 781 9038	aneshmahabir@gmail.com
Zinnia	Mr	Jan	Janse van Rensburg	012 420 3467	082 774 1086	jan.jansevanrensburg@up.ac.za
	Mrs	Louisa	Janse van Rensburg		082 787 4763	zinnia@up.ac.za

4. Prinshof Campus

Residence	Title	Name	Surname	Telephone	Cell	E-mail
Curelitzia (vacant)						
Tuks Bophelong	Dr	Rakgadi	Phatlane	012 420 5512	083 955 8980	rakgadi.phatlane@up.ac.za
	Dr	Stephens	Phatlane		083 333 7680	phatlanesn@gmail.com
House Ukuthula	Dr	Petrus	Lombard	012 420 5102	082 857 7912	petrus.lombard@up.ac.za
	Mrs	Christa	Lombard		082 458 6146	
Hippokrates	Mr	Simon	Maponya	012 420 2340	083 256 6653	simon.maponya@up.ac.za
	Mrs	Alphina	Maponya		082 664 8617	

5. Postgraduate Accommodation – Hatfield Campus

Residence	Title	Name	Surname	Telephone	Cell	E-mail
Jakaranda	Prof	Marlene	Holmner	012 420 5215	061 381 6439	marlene.holmner@up.ac.za
	Mr	Pikkie	Holmner		071 422 0643	pikkie.holmner@gmail.com
Protea Mbalenhle	Mrs	Faith	Mathibedi	012 420 2772	084 368 2113	faith.mathibedi@up.ac.za
	Mr	Harry	Mathibedi			
Tuksdorp	Mr	Edwin	Smith	012 842 3418	082 908 3725	edwin.smith@up.ac.za
	Dr	Desirée	Tesner-Smith	012 420 5161	082 309 9641	desiree.tesner-smith@up.ac.za
Xayata	Dr	Jeanine	Mwambakana	012 420 4640	082 774 3113	jeanine.mwambakana@up.ac.za

6. Onderstepoort Campus

Residence	Title	Name	Surname	Telephone	Cell	E-mail
OP Village	Dr	Alischa	Henning	012 529 8058	072 585 6088	alischa.henning@up.ac.za
	Mr	Tiaan	Henning		079 694 4124	tiaanh.henning@gmail.com

Rules and Regulations

1. Introduction

- 1.1 These rules, regulations and procedures provide a framework for the management of all UP residences, undergraduate as well as postgraduate, and for maintaining discipline and order and providing a supportive, enabling and safe study and living environment. As such they constitute official policy of the University of Pretoria. The rules and regulations are subject to the Statute of the University of Pretoria and supersede all internal house rules that may be introduced in any individual residence.
- 1.2 In the context of these rules, any reference to residence authorities includes the Director and staff of the Department of Residence Affairs and Accommodation, their superiors as well as all Heads of Residence and Coordinators: Residence Facilities. Residence authorities may, in appropriate circumstances, delegate their authority to a suitable person or structure, including members of the Residence House Committees.

2. Disciplinary codes

- 2.1 University-controlled residences are governed by a Disciplinary Code: Residences (Annexure A), as well as various governance structures for students and residences. The Disciplinary Code: Students of the University of Pretoria, applies to all registered students of the University, including residence students. The Disciplinary Code: Students takes precedence over the Disciplinary Code: Residences.
- 2.2 Disciplinary measures may be instituted against any student who does not adhere to the conditions pertaining to University accommodation. Ignorance of the Disciplinary Code: Residences and/or of the University's Disciplinary Code: Students, is not regarded as an excuse.

3. Contractual agreement and indemnity

- 3.1 All resident students must complete, sign and submit the UP student enrolment contract before being admitted to a University residence.
- 3.2 On readmission, the UP student contract is automatically renewed and continues to apply together with all University conditions, codes and regulations for the subsequent year/s.
- 3.3 **NOTE THAT the student indemnifies the University for any damage of whatever nature caused by the student within or on the residence premises, and indemnifies the University against claims of any third parties in this regard. Students further undertake not to hold the University or any of its employees liable for any damage that they may suffer in respect of personal injury and/or illness, or damage of any nature or loss of personal belongings.**
- 3.4 Students must obtain personal property insurance to cover their personal property at the residence. The University does not carry insurance covering personal property, and is not liable and does not assume responsibility for theft, destruction, malfunction, failure or loss of money, valuables or other personal property belonging to, or in the care of a resident from any cause whatsoever, whether such loss occurs in the resident's room, storage area or public areas.

4. Residence placement and relocation

- 4.1 The Department of Residence Affairs and Accommodation is responsible for the placement of students in residences in accordance with the relevant policies and procedures. Placement for the following year is not automatic. Students must apply for residence placement **every year**. Accommodation cannot be claimed as a matter of right by any student.
- 4.2 Only registered students of the University of Pretoria are admitted to formal undergraduate, informal undergraduate and postgraduate University accommodation.
- 4.3 Undergraduate and Honours students may obtain formal undergraduate residence accommodation up to and including the age of 24. Postgraduate students and students above the age of 24, including undergraduate and Honours students, should apply for alternative UP accommodation in terms of the normal rules and procedures.
- 4.4 NOTE that the University reserves the right to relocate a student to another room or alternative accommodation for any length of time, due to renovations, maintenance, or in the interest of good order, health and/or the safety of all residents. In such cases the Head of Residence will consult the Director: Residence Affairs and Accommodation and the affected student(s) may be denied access to their original residence.

5. Cohabitation, unauthorised persons and subletting

- 5.1 Residence rooms may only be occupied by the authorised occupant(s) of the room. No unauthorised persons are allowed to occupy or use the room for any purpose whatsoever, irrespective of the duration of such occupation or use. A resident may not allow any person other than his/her authorised roommate to reside with him/her in a double room.
- 5.2 No visitors are permitted in rooms unless in strict accordance with the rules as set out in paragraph 31. Visitors must be accompanied by their host at all times and visits may not infringe on the rights of resident students.
- 5.3 Should there be a need for a visitor outside the prescribed visiting hours, WRITTEN PERMISSION must be obtained from the Head of Residence and all residents must be alerted to the presence of such a visitor, as is reasonable.
- 5.4 Subletting, squatting, unauthorised sleepovers and permitting unauthorised persons to use the room for any purpose are strictly forbidden. The Head of Residence is authorised to request any person/s found in any part of the residence environment illegally or outside the official visiting times to leave immediately and/or to arrange that such person/s be removed.
- 5.5 The presence of any non-residents anywhere in the residence, or residence block (as is applicable), outside the official visiting hours without written authorisation, will be regarded as unauthorised presence on the premises, and/or unauthorised sleepovers, or illegal squatting. Such non-resident visitor and his/her host will face disciplinary charges. The non-resident may be requested to leave the premises immediately. A resident will be charged with squatting if he/she grants permission to any non-resident to reside in his/her room/unit/apartment with or without the resident being present.

- 5.6 Infants and children may not reside in any UP residence.
 5.7 Contravention of these rules will result in disciplinary action being taken against the resident concerned, as well as any unauthorised guests.

6. International students

International students must comply with the Immigration Act and the University's rules and regulations concerning international students, or may be compelled to vacate University accommodation with 24 hours' notice. Information in this regard can be obtained from the international consultants at the Student Service Centre.

7. Student's obligations

In terms of the disciplinary codes and regulations of the University, residences and/or individual residents may not behave in a manner that brings the name of the University into disrepute. Within the context of the value-driven culture in University of Pretoria residences, every resident student is obliged, individually and collectively:

- 7.1 to treat fellow residents and the University's personnel and property with respect at all times;
- 7.2 to respect the privacy of staff and other students;
- 7.3 to respect the individual right of choice and opinion of fellow students;
- 7.4 to seek honest and fair solutions in possible conflict situations during his/her stay in the residences without harming the institution's integrity;
- 7.5 not to bring the University of Pretoria or its residences into disrepute;
- 7.6 to provide, voluntarily or upon request, honest and factually accurate information about any circumstance that may arise inside or outside the residence and not to withhold any relevant information;
- 7.7 to avoid any situation of individual enrichment at the expense of the University;
- 7.8 to comply with all guidelines and instructions of the personnel and officials of the University;
- 7.9 to report any irregular behaviour by fellow residents or staff;
- 7.10 to use the available facilities responsibly and in accordance with the institutional rules and regulations; and
- 7.11 to **at all times**, especially when receiving a guest/s, behave in a manner which is respectful towards your fellow residents and to be appreciative of their rights to fully enjoy their occupancy of the residence without undue inconvenience, embarrassment or disturbance.

8. House meetings

- 8.1 All residents of a particular residence are expected to attend house meetings. Such meetings are called by the Head of Residence and/or House Committee at his/her/their discretion and in accordance with the house rules as a platform for communicating and relaying important information or for training purposes.
- 8.2 It is the responsibility of every student who was absent from a house meeting to find out what transpired at the meeting. Ignorance of any information or instructions given to students in a general context at a house meeting shall not be regarded as an excuse.

9. Condition and cleanliness of residence facilities and rooms

- 9.1 All residence facilities and equipment are reserved for the registered students of that particular residence and must be used responsibly.
- 9.2 Every resident student must complete the relevant documentation when moving in and out of the residence (see Annexure C for Room Check-in Form and Annexure D for Residence Departure Form). When a student moves in, he/she must report any damage or defects in a room to the relevant Coordinator: Residence Facilities in writing within seven days of moving in. If no problems are reported, it will be assumed that the facility has been found in a good condition, with no defects. Any breakage or damage, including but not limited to holes drilled, nails knocked into surfaces, damage caused by adhesives used for putting up posters and other decorations, missing fixtures and furniture, shall thereafter be deemed to have been caused by the occupant, and the cost of repairs will be charged to his/her account.
- 9.3 A resident is responsible for ensuring that his/her room is in the same condition in which it was found when he/she evacuates the room.
- 9.4 With the exception of toilets, no visitor or former residents are allowed to make use of any other facilities of the residence without the consent of the Head of the Residence concerned.
- 9.5 University-provided furniture may not be removed from rooms or moved outside, including to patios and balconies, without the prior consent of the Head of Residence concerned. Furniture in communal areas that has been rearranged for an event must be returned to its original location immediately after the event. Any furniture that has been rearranged must be returned to its original location prior to moving out.
- 9.6 Residents are forbidden to engage any person from within the residence or from outside to carry out personal services, maintenance or repairs without the prior written consent of the Head of Residence.
- 9.7 All residents are jointly and individually responsible for keeping the residence premises hygienically clean and neat. The residents of a specific house, floor or block will be held responsible for the general tidiness of communal areas of that house, block or floor.
- 9.8 Each occupant is fully responsible for the cleanliness, tidiness and condition of his/her room and for keeping his/her own room hygienically clean and tidy.
- 9.9 When cleaning their rooms, students are not permitted to sweep anything under rugs or into the corridor. Students may not hire any third party to clean their rooms.
- 9.10 All garbage must be disposed of properly in waste/garbage containers available throughout the residence. A student must line the rubbish bin in his/her room with a plastic bag. Plastic bags must be tied with a knot when disposed of in the communal garbage cans. No litter or other items may be thrown out of windows. Food and beverage waste may not be disposed of in student rooms or in bathrooms.
- 9.11 Rooms may not become a health risk to fellow students. Any additional cleaning necessary as a result of any act or omission of a student or his/her visitor, will be for the account of the student.
- 9.12 No painting to the interior or exterior of a residence may be done or authorised by students. Blinds, residence furniture and other residence equipment may not be exchanged, removed or moved from one room to another. Fixed features may not be dismantled or moved.

- 9.13 All problems relating to facilities must be reported to the Coordinator: Residence Facilities immediately. It is of particular importance that all leaks, moisture, plumbing, electrical shorting and pest control problems be reported without delay.
- 9.14 Students may not mount any satellite television installations to any of the buildings or install or modify network cables.
- 9.15 Students may not mount any washing lines, whether permanent or temporary, to any of the buildings or hang washing in or outside windows at any time.

10. Room inspection

- 10.1 As per your signed Student Enrolment Contract, the University's authorised delegate/representative reserves the right to enter a student's room or apartment at any time for the purpose of inspecting the room or apartment. There will first be a knock on the student's door. Upon the third attempt, the personnel will enter by themselves. Such inspections are to ensure compliance with the requirements of the Residence Agreement and rules and regulations of the University, for maintenance purposes or making repairs, in the event of an emergency, or for any other lawful or reasonable purpose. Inspections and repairs may be conducted while residents are absent.
- 10.2 Where possible or applicable the student will be given prior notice of maintenance and/or repairs or similar inspections.
- 10.3 During an inspection, a resident student may be requested to open his/her cupboard, bags or suitcases and any other storage items. All items that are not permissible in residence rooms may be confiscated during such inspections.
- 10.4 During special inspections which may be conducted at any time of the night or day, (e.g., drug and alcohol inspections), Security and Police authorities and services may be involved and no prior notice will be given. Special inspections without prior notice may also include inspections for unauthorised sleep-overs, illegal substances or illegal squatting.
- 10.5 Room inspections may be conducted by the Head of Residence, together with a witness and without the assistance of Security Services. Should a situation arise that the Head of Residence cannot manage (i.e., stumbling upon drugs), they may contact the emergency numbers of Security Services to assist. The Call Operator will signal for an Operational Manager to assist, who will then in turn activate the Police if necessary. Arrested student will receive support from the Head of Residence as a possible.
- 10.6 When an inspection or maintenance job has been completed in the absence of the rightful resident, the room shall be locked immediately after completion of the inspection/job.
- 10.7 In terms of South Africa's Criminal Law system, should there be a reasonable assumption that something unlawful is happening in a room, the University's delegate may knock (to announce entry) and enter immediately.

11. Damage to or misappropriation of property

- 11.1 Any wrongful, malicious and/or deliberate damage to or appropriation, destruction, alienation or possession of residence property or the property of any person associated with the University, including that of another student, staff member or of a visitor to the University, or any attempt to do so, is regarded as vandalism and/ or theft.
- 11.2 No student may damage, vandalise or misappropriate any property of the University, or any of its residences – including but not limited to the facilities, furniture, fixtures, equipment, clothing, insignia and mascots – or the property

of any individual. Such actions are criminal and are considered a serious disciplinary offence and will be dealt with in terms of the Disciplinary Codes and Regulations of the University. Criminal charges may also be laid with the South African Police Service.

- 11.3 Inter-residence raids of any nature whatsoever are strictly prohibited. This includes student organized raids where residents in an organized way visit other residences in order to harass students, and/or to take or damage property.
- 11.4 No wasting of water and electricity is permitted in and around the residence.

12. Safety: access, firearms and other dangers

- 12.1 Although the Department of Security Services oversees security matters, every resident is responsible for ensuring the safety and security of persons and property in and around the residence. Neglect, negligence and high-risk behaviour that could pose a potential threat in the University or residence environment are punishable in terms of the Disciplinary Code: Students and/or may be reported to the South African Police Service.
- 12.2 Access to the campus, residence, dining halls and other UP facilities requires a valid student card and/or any other University-approved form of identification. Each student is responsible for ensuring that his/her student card (or residence key) is safe. The student card (or residence key) may not be abused in any way or used in a fashion that can lead to a security risk. The student card (residence key) is only to be used by the person to whom it was issued. It may not be lent out, borrowed, shared or given to any other person. Students may not use their student cards (or residence key) to allow unauthorised persons access to the residence environment. Lost cards must be reported and replaced immediately.
- 12.3 Students and/or their guests are not permitted to carry, handle, display or store firearms, explosives, smoke bombs, **open-flame** devices (including all space heaters, paraffin or oil lamps or stoves, alcohol burners or gas stoves as well as candles of any kind) or any other dangerous or potentially dangerous weapons and/or articles in the residence. The Department of Security Services shall take away such articles and may press further charges in this regard.
- 12.4 Gas cylinders and fireworks (including sparklers) are not allowed in or around the residence.
- 12.5 Residents are not allowed to use open fires, dangerous chemicals or highly inflammable materials (including but not limited to fuel and cleaning solvents) in the residences or on residence grounds.
- 12.6 Students may not use any apparatus or keep any otherwise dangerous goods in the residence, which may render the insurance of the property invalid or otherwise present a risk or danger.
- 12.7 Braai facilities and/or braziers are only permitted in designated areas and only with the approval of the Head of Residence and the Department of Residence Affairs and Accommodation.
- 12.8 Tampering with or the unauthorised use of any security or fire equipment is strictly prohibited. No person may intentionally or recklessly interfere with, damage or misuse any equipment, plant or consumables that are provided in the interest of health and safety. No person may light any fire outside of the designated braai area or brazier, break any fire glass, set off any fire alarms without cause, or misuse fire extinguishers, hoses or intercom systems.

- 12.9 Fire sensors, fire alarms and/or smoke detectors in the residence may not be covered or tampered with whatsoever. This includes fire sensors in individual rooms. Any person who tampers with or misuses any safety equipment installed or provided shall be guilty of a criminal offence in terms of section 15 of the Occupational Health and Safety Act 85 of 1993.
- 12.10 It is strictly prohibited for any person to climb onto the roof, ledges or windowsills of any building, or remove window panes, burglar proofing, blinds, screens or louvres.
- 12.11 Unless prior written permission has been obtained from the Head of Residence and the Department of Residence Affairs and Accommodation, other items that pose an "attractive nuisance" are strictly prohibited inside and outside the residences. These "attractive nuisances" include trampolines, hot tubs, saunas, pools of any size, inflatable jumping castles or slides or similar objects.
- 12.12 Each resident must be acquainted with the fire and other emergency procedures for his/her residence.
- 12.13 Students must lock their rooms at all times when out of the room.
- 12.14 Access-controlled doors must be kept closed at all times.
- 12.15 Sharing of the code of access doors in a residence with any non-resident or on any public platform is strictly prohibited.
- 12.16 Fire escape doors and emergency exits may only be used in the event of a fire or similar emergency. These may not be used as normal exits or entrances to the residence.
- 12.17 Entering or exiting any residence facilities through the window or balcony is strictly prohibited.
- 12.18 Sitting on railings or the walls of balconies is strictly prohibited.
- 12.19 Any association, active or passive, by a resident student with any unlawful organisation is strictly prohibited.
- 12.20 Students may not fool around, play or tamper with any lift or camera installations.

13. Conduct in dining halls

The dining hall is a communal space and therefore a certain code of conduct needs to be maintained by all users of the facility. Respecting the rights of all users is of paramount importance.

- 13.1 Right of admission to the dining halls is reserved.
- 13.2 All Food Services staff must be treated with respect at all times.
- 13.3 An appropriate dress code for the dining hall must be maintained at all meal times (breakfast, lunch and dinner). Students may not enter the dining hall area barefoot or without wearing a shirt. Access will be denied if students are dressed in underwear, swimwear, towels or sleepwear or are generally deemed to be inappropriately attired (including but not limited to inappropriate underwear). Note that conduct to the contrary will be reported and dealt with by the RDC.
- 13.4 Students having participated in any sporting activity, which results in a build-up of body odour and heavy sweatiness must correct this before entering the dining hall.
- 13.5 Except in the case of special functions where specific written permission has been granted by the Director: Residence Affairs and Accommodation in advance, the use of alcohol in the dining hall is prohibited. Students who are under the influence of alcohol may not enter the dining hall.
- 13.6 Under no circumstances may dining hall cutlery, crockery or furniture be removed from the dining hall.
- 13.7 No meals or other food items will be available without a valid student card. Students may only use their own student card unless the owner is present when another student uses his/her card.
- 13.8 Students must adhere to all meal times.
- 13.9 Students must clear their tables after meals and put their chairs back after use.
- 13.10 Our kitchen may have food allergens and this may cause allergic reactions to certain customers.
- 13.11 Our dining halls are not Halaal compliant.
- 13.12 We do not cater for any special dietary needs.
- 13.13 Food Services will not be held responsible for misuse of takeaway; purchased food must be consumed immediately.
- 13.14 Only food that has been purchased from Food Services is allowed to be consumed in the TuksRes Dining Halls.

14. Preparation of food in rooms

- 14.1 Students may not cook food in any area of the residence other than that allocated for this specific purpose.
- 14.2 Cooking may only be done in the kitchens of self-catering residences or in the kitchenettes of residences that are fitted with these kitchenettes.
- 14.3 Prepared meals may be reheated in microwave ovens in a kitchenette or in a student's room where kitchens or kitchenettes are not provided.
- 14.4 Food preparation may not pose a fire hazard, cause cleanliness or hygiene issues, extreme smells or inconvenience fellow residents. Kitchens or kitchenettes must be kept clean and neat at all times. Failure to do so may result in disciplinary action being taken against the residents of the specific unit / corridor.
- 14.5 Food waste should be disposed of in designated bins and may not be disposed of in residence rooms or bathrooms.
- 14.6 Crockery, cutlery and other cookware may not be washed in bathroom facilities.

15. Holiday periods and expiration or early termination of agreement of occupation

- 15.1 Student accommodation in UP residences covers academic terms only. Students have to vacate their rooms during the winter and summer holiday periods, taking all their belongings, including academic materials, with them. The vacating procedure is set out in the relevant procedure section of the TuksRes Guide. With the exception of those residences that are used by residing students who stay on for academic purposes during the holiday period, including postgraduate students and postdoctoral students, all residences are made available for the accommodation of visiting groups.
- 15.2 In order to make use of residence accommodation during vacations a student must apply for special permission online. Each application is considered on merit. The applicant will be informed of the holiday accommodation arrangements and be charged a daily tariff that is determined annually.
- 15.3 Students must vacate their residence rooms within two days of completing their examinations and/or supplementary examinations, unless permission to the contrary has been obtained from the Head of Residence.
- 15.4 Students not writing examinations or who have not been admitted to the examination must vacate their residence within two days of the conclusion of their lectures, unless permission to the contrary has been obtained from the Head of Residence.

- 15.5 When vacating a room/flat at the end of or during the academic year, or upon expiration or earlier termination of occupation, each occupant is responsible for leaving his/her room in a clean and tidy state and handing in the keys before leaving. Should an occupant fail to do so, he/she will be held responsible for the condition of the room, furniture and for any costs incurred for replacement or repairs in this regard.
- 15.6 All personal property must be removed from the residence at the end of the contract term, whether by expiration or earlier termination.
- 15.6.1 If any personal property (including goods and furnishings) or items such as bicycles or any such items remain on the premises or in the residential building of the University of Pretoria, following the end of the lease term or vacation of the residence, such property shall be regarded by the University as abandoned property.
- 15.6.2 The University shall have the right to remove such abandoned property for storage at the sole cost and expense of the student.
- 15.6.3 Should the property remain in storage for a period exceeding 30 (thirty) days, the University shall have the right to dispose of the property in order to recover storage costs incurred by the University.
- 15.6.4 The student shall be given at least one written notice, at the address provided to the University on the student's registration form, of the fact that the property is being stored and that, should it not be collected within the 30 (thirty) day period, that the property shall be sold and the proceeds forfeited as set out herein.
- 15.6.5 Notwithstanding the above provisions, the University of Pretoria, shall not at any time be liable for any loss or damage to uncollected property.

16. Compulsory quiet times

- 16.1 With due consideration of the fact that all UP residences are living environments that provide for a wide range of day-to-day activities, the onus rests on all residents, jointly and individually, to maintain an atmosphere that is respectful of others and conducive to study and rest. Residents' behaviour must **at all times** be such that it is reasonable and does not infringe on the rights of others to enjoy privacy and quiet. Each resident and his/her guests must conduct himself/herself in a manner that does not cause a disturbance of any kind.
- 16.2 While a reasonable level of noise is normal in any living environment, unreasonable noise or noise levels that disrupt or potentially disrupt residents or the neighbouring community at any time of the day or night are prohibited.
- 16.3 The **municipal bylaws** for residential areas, the basic principle of good neighbourliness, and agreements with the community regarding noise levels apply to all UP residences and accommodation facilities. There may be no high noise levels inside or outside the residences between 22:00 and 06:00.
- 16.4 Quiet time in the residence environment is described as an atmosphere that is conducive to study and rest. Quiet time **in the residence environment** shall be as follows:
- On days preceding University lectures (Sundays to Thursdays) quiet times shall commence at 20:00 and continue until 10:00 the next morning.
 - On Fridays and Saturdays, the quiet times shall

commence at 00:00 (midnight) until 10:00 the next morning – with due consideration of the municipal bylaws requiring quiet from 22:00.

- A 24-hour compulsory quiet time will be maintained during examination periods, starting two weeks before the commencement of examinations. There will be zero tolerance for noise during these periods.

- 16.5 Activities in students' rooms as well as in communal spaces, including shared sitting rooms, corridors, lifts or recreation halls, should be reasonable and may not disturb an atmosphere conducive to study and rest.
- 16.6 Any equipment with which a resident continues to disturb an atmosphere that is conducive to study and rest will be confiscated by the residence authorities and disciplinary measures will be taken. If this equipment is confiscated, it will be returned to the resident concerned, only at the end of the semester or when leaving for home during a weekend.
- 16.7 The house management has the primary responsibility to enforce the quiet hours. Violation of quiet time rules will result in a referral to the Residence Disciplinary Committee.

17. Electronic, electrical, telephone equipment/ installations and camera equipment

Residence students are strictly prohibited from tampering with, or making any alterations to or carrying out any work on the electronic, electrical, telephone, television, computer, and internet equipment or installations in residences. Any violation of this rule will be treated as serious misconduct.

18. Electrical appliances

There is a limitation on the number and nature of electrical equipment permitted in each residence room. For safety purposes, the metal casing of electrical appliances must have an effective earth connection. A student must ensure that all his/her electrical appliances are in safe working order, have a valid warrantee or have been tested by a qualified electrician before they are used.

- 18.1 Based on infrastructure limitations and safety requirements, only the following items may be used in residence rooms:
- Fridge/freezer (maximum 220 ℓ)
 - Microwave oven (maximum 20 ℓ)
 - Computer and printer
 - Pop-up toaster (two-slice)
 - Kettle (maximum 1.5 ℓ)
 - Ironing board and iron
 - Reading/study lamp
 - Radio
 - Heater – not larger than 500 watts (no open-bar heaters)
 - Small television (maximum 28 inch)
 - Hair-styling equipment
 - Air-fryers
- 18.2 Own stoves (gas or electrical) or open-bar heaters are not permissible in residence rooms and/or apartments. If any such item is found in the room/apartment, it will be confiscated by the residence authorities and only released for collection at the end of the year, or by termination of stay, whichever happens first.
- 18.3 Additional electric cooking appliances are only allowed in the kitchens or kitchenettes of self-catering units.
- 18.4 It is the responsibility of every resident to ensure that permissible personal electrical appliances have a proper

- electrical connection that complies with health and safety standards (in most instances this is a 15 amp three-pin plug that is connected correctly to the lead of the appliance concerned).
- 18.5 A student must switch off all heat-producing electrical appliances, such as a heater and iron, when going to sleep or leaving the room.
- 18.6 If it is found that a student uses/abuses any electrical appliance that leads to a safety risk, the relevant appliance will be confiscated and only returned at the end of the year, or by termination of stay, whichever happens first. The necessary disciplinary steps will also be taken.

19. Selling of goods/conducting a business

Residences may not be used for commercial or business-related activity. Residents may therefore not conduct business or other commercial activities using their rooms or room addresses or any other University property.

20. Posters, notices and advertisements

- 20.1 All posters, notices and advertisements must be authorised by the Head of Residence, the Chairperson / Primaria of the House Committee or delegated House Committee member, before any such material placed on the relevant notice board. Such materials may only be displayed in approved areas of the residence such as the notice board and may not be placed on walls, mirrors, lifts, stairwells, passages, gates, windows, doors or outside walls.
- 20.2 Door-to-door and other personal solicitations are prohibited.
- 20.3 In order to ensure inclusiveness, all posters, notices and advertisements must be in English or accompanied by an English translation.
- 20.4 Only House Committee members or the Head of Residence may remove posters, notices or advertisement from the notice board or any unauthorised place.
- 20.5 No commercial activity or advertising is allowed, unless approved by the relevant authorities.

21. Animals/pets

With the exception of guide dogs for blind students, no student will be allowed to keep any animals or pets (any living creature: e.g. fish, birds, hamsters, rabbits, dogs, cats, snakes, reptiles, pigs) in the residence or anywhere on the University premises.

22. Injury and illness

- 22.1 Students are responsible for their own health, for obtaining and taking chronic or other medication, and for informing the Head of Residence of pre-existing medical conditions. Any mental or physical condition, impairment or disability which may affect the student or other students in the residence must be brought to the attention of the Head of Residence before the student moves into the residence. Failure to do so may result in termination of the of your placement. Such information shall be treated confidentially as far as is reasonably possible.
- 22.2 Any serious injury, physical condition, indisposition, disability or illness of a resident student must be reported to the Head of Residence immediately, who will obtain medical assistance if necessary.

- 22.3 Accommodation and contact the parents, guardian or relatives of the student concerned.
- 22.4 Students should report cases of contagious disease to the Head of Residence immediately, who will report it to the Director: Residence Affairs and Accommodation. The Department of Residence Affairs and Accommodation, in turn, should report all such cases to the local health authorities immediately.
- 22.5 In the case of serious communicable diseases residents must leave the residence immediately after being diagnosed until such time as he/she is medically specified as recovered.
- 22.6 **NOTE** that the University reserves the right to relocate a student who is ill to another room or alternative accommodation for any length of time in the interest of the health and safety of other residents. The University further reserves the right to suspend or terminate access to any University-controlled premises and/or accommodation in a residence in circumstances where a student's state of health and/or conduct constitutes a danger to him-/herself and/or fellow residents, staff or any third parties.

23. Pregnancy

In the interest of the health and safety of a pregnant student and the welfare of the unborn child, a student who is pregnant must report her pregnancy to the Head of Residence. The confidentiality of the matter will be respected by the Head of Residence as far as is reasonably possible. The provisions of the Policy on Pregnancy in Residences (Annexure C) apply.

24. Smoking policy

In order to create a pleasant and healthy working and living environment and to balance the interests of smokers and non-smokers, the following smoking policy is applicable, subject to the relevant national and municipal legislation:

- 24.1 The following areas are classified as non-smoking areas:
- 24.1.1 All indoor areas
- 24.1.2 Any area where a possible fire and/or security risk exists and which has been designated as such.
- 24.1.3 Any premises where food is stored, manufactured, prepared, handled, sold or served.
- 24.2 Smoking is only allowed in designated smoking areas. The Department of Residence Affairs and Accommodation will identify a designated smoking area in each residence, which will be captured in the house rules, on condition that such provision is in compliance with national legislation.
- 24.3 This smoking policy is also applicable in terms of the use of hookah pipes ("hubbly- bubbly" or Nargile), as well as electronic cigarettes.

25. Alcohol

The policy regarding the use or abuse of alcohol or other habit-forming substances is aligned with South African legislation, as well as general University policy governing residences and student life. The University affirms and maintains community wide norms that support the responsible use of alcohol, and encourage low risk choices regarding alcohol, as well as choices that do not compromise the positive living and learning experiences of the institution's community.

- 25.1 In view of the serious legal, social, medical and psychological hazards caused by alcohol abuse, the ways in which it interferes with the rights and privileges of others and adversely affects the campus environment, the University restricts permission for the sale and use of alcohol. Limitations are placed on the nature and amount of liquor that may be used as well as the times and/or occasions where alcohol consumption is permissible.
- 25.2 Students are expected to act lawfully with respect to the possession and consumption of alcoholic beverages. It is a criminal offense:
- for any person under the age of 18 to use, possess, purchase or consume alcohol;
 - for any person to provide any alcoholic beverage to a person under the age of 18;
 - for any person to provide any alcoholic beverage to an intoxicated person;
 - to be under the influence of alcohol in a public place, including UP-controlled premises, and unable to exercise care of one's own safety and that of others;
 - to operate equipment or vehicles after consuming alcohol or drugs; and
 - to have in one's possession or use any false evidence of age or identity for purposes of purchasing, possessing or consuming alcohol.
- 25.3 Drunken, disorderly and rowdy behaviour due to alcohol consumption is strictly prohibited in the residence environment and is therefore subject to immediate disciplinary action. Drunkenness is defined within the South African law as a concentration of over 0.05 gram of alcohol per 100ml blood.
- 25.4 Subject to all other provisions in this regard the sale and consumption of alcoholic beverages in the residence environment may only be done lawfully, in designated areas and in moderation.
- 25.5 Alcoholic beverages may be sold and consumed in moderation in licensed residence clubhouses, subject to the license conditions laid down by the Liquor Board as well as the Constitution: Residence Clubhouses (see Annexure E). These conditions apply at all times.
- 25.6 Alcoholic beverages may not be consumed (irrespective of the container) in any residence room, corridor, flat or lounge without the specific written permission granted by the Director: Residence Affairs and Accommodation in respect of that residence or designated area. The Director may review or summarily withdraw such permission from time to time. No blanket approval will be granted for such requests in respect of formal undergraduate residences. Alcohol bottles, tins or advertisements may not be stored or displayed in the residence.
- 25.7 A residence may hold a social function at which alcoholic beverages are consumed by its members and guests only if a formal application (see Annexure H for the procedure and application form) in this regard has been approved and signed by the relevant residence authorities. Applications must be submitted at least four weeks before the date of a proposed event. The University may lay down further guidelines in respect of the type of beverages and the maximum quantities that may be consumed, as well as restrictions in terms of times and designated areas. Once such a special function or arrangement has been approved, the relevant House Committee member of the residence will accept full responsibility for all activities relating to the function.
- 25.8 A resident shall be responsible for ensuring that his/her visitors obey all the rules laid down concerning alcoholic drinks.
- 25.9 For activities where liquor is sold outside the licensed clubhouse area a temporary liquor license must be obtained before the event. The procedures in this regard are set out in Annexure H.
- 25.10 The residence House Committee shall accept responsibility for the consumption of alcohol at any function arranged under its auspices. Where abuse of liquor occurs, disciplinary steps shall be taken against the person or persons abusing the liquor, as well as the person(s) responsible for overseeing the function or event, and the person(s) selling or serving the liquor.
- 25.11 No alcohol may be consumed in public on UP-controlled premises, except at a venue approved by the bodies and persons mentioned above.
- 25.12 Residents are prohibited from participating in drinking games of any nature or any activities that promote the rapid and/or excessive consumption of alcoholic beverages.
- ## 26. Drugs
- 26.1 The University maintains a drug-free workplace and campus. The manufacture, cultivation, distribution, dispensation, possession, sale, or use of drugs or banned substances on campus is illegal in terms of South African law. Any student who does so will be subject to immediate disciplinary action by the institution and will also be reported to the South African Police Service.
- 26.2 The house parents should immediately be notified once one of their resident students are arrested, in order to provide the necessary support as far as it is possible for the house parent.
- 26.3 In view of the serious and adverse legal, social, medical and psychological hazards caused by substance use and abuse and the ways in which it interferes with the rights and privileges of others, the University reserves the right to require from students to consent to the search of their person or property, and/or to testing for the use of drugs (saliva and/or blood tests), by way of an organized random testing system or upon suspicion of such activity.
- ## 27. Communal living and learning spaces
- 27.1 All resident students have equal right to the use of communal living areas and recreational spaces, such as games rooms, television rooms, study areas, IT labs, reading lounges, braai areas, residence sports facilities and music rooms.
- 27.2 Students who make use of the communal living areas may not cause any excessive noise, undue inconvenience, embarrassment or disturbance in the residence.
- 27.3 Students should be properly attired in communal living spaces and may not make use of communal living areas whilst dressed in swimwear, towels or underwear or are generally deemed to be inappropriately attired.
- 27.4 The channel on the televisions in communal areas may be managed on a first-come basis, except where national sports events are televised and/or the House Committee makes other arrangements.
- 27.5 Books, magazines and board games need to be returned to their proper place after use.

- 27.6 Communal kitchens must be kept hygienically clean and tidy at all times. Each person is responsible for cleaning up after themselves.
- 27.7 Communal study areas should be kept neat, and academic materials belonging in the study area should be returned to its original position after use.
- 27.8 Academic material belonging in the communal study areas may not be removed from the study area.
- 27.9 Students must be considerate of other students making use of communal study areas, academic materials and IT labs. Students must respect the academic obligations of others and should manage their time spent using academic materials and/or computers in a considerate manner.
- 27.10 Noise levels, including computer sound, should be kept within reasonable limits in the communal study areas and IT labs. No talking on mobile phones is allowed in the communal study areas and IT labs.
- 27.11 No food or drinks are allowed in the communal study areas and IT labs.
- 27.12 IT labs and study areas may be used for academic purposes only.
- 27.13 The viewing or downloading of indecent or pornographic materials in the IT labs or UP communal Wi-Fi areas is strictly prohibited.
- 27.14 Interference with the air-conditioning systems in the IT labs is strictly prohibited.
- 27.15 Students may make use of the IT labs from 04:00 to 02:00, unless otherwise arranged with the Head of Residence. IT labs will be closed to provide for the required IT backup services between 02:00 and 04:00.
- 27.16 Residence laundry facilities are reserved for the registered students of a particular residence to do their own washing of clothes and bedding in accordance with the general and house rules posted in the laundry. The residence laundry facilities may not be used by any non-resident or for the washing of any items on behalf of non-residents.
- 27.17 Each residence management team may make internal arrangements for the allocation of specific laundry days.
- 27.18 Unacceptable behaviour, including indecent behaviour, and or creating a nuisance or embarrassment to any person/s, are strictly prohibited in all communal areas.

28. Braai areas

- 28.1 Braai areas are for the exclusive use of residents. Guests may be allowed with the written permission of the Head of Residence.
- 28.2 Students may not make use of the braai area after 22:00.
- 28.3 All rules regarding noise, alcohol and visitation apply at the braai areas.
- 28.4 Residents who use the braai area must clean up the braai facilities and surrounding area after use.
- 28.5 No private functions are allowed at the braai area without the express permission of the Head of Residence.

29. Swimming pools

- 29.1 A residence swimming pool is for the exclusive use of residents.
- 29.2 Students may not make use of the residence swimming pool before sunrise or after sunset.
- 29.3 The residence swimming pool is used at own risk. Any person who cannot swim is advised to inform his/her peers accordingly and to restrict use of the swimming pool to supervised use in the presence of a guardian capable of

- swimming, entirely at their own risk. Students who cannot swim may not participate in any organized activity in the pool.
- 29.4 Horseplay in or around the residence pool is prohibited. The University will not accept liability for any injury or loss of life that may occur in the residence swimming pool area.
- 29.5 No alcohol, bottles or glass objects are allowed in the pool area.
- 29.6 The gate to the residence swimming pool area must remain closed at all times.
- 29.7 Unauthorised persons may not handle the pool cleaning equipment and consumables.
- 29.8 The pool cleaning equipment may not be removed from the swimming pool.
- 29.9 The residence swimming pool area must be left in a neat condition after use.
- 29.10 Socialising at the residence swimming pool area must take place under the supervision of a House Committee member. A lifeguard must be on duty for all organised activities in the residence swimming pool. Occasions for such socialising must be arranged with the Head of Residence or Chairperson / Primaria 48 hours in advance.
- 29.11 No private functions are allowed at the residence swimming pool.
- 29.12 No candles may be used in the residence swimming pool area.

30. Gardens

Residents and their visitors are not allowed to walk through flower beds, create alternative pathways through the garden or over the lawns, or damage the plants and/or lawns through recreational activities.

31. Visitors

- 31.1 The relevant resident host will at all times be responsible for the behaviour of the visitor, who must comply with all University rules and regulations. The resident student is responsible for informing the visitor of these provisions.
- 31.2 In order to ensure safety, privacy and an improved academic culture, the visiting hours and areas designated for guests in residences are restricted.
- 31.3 Visitation in any University residence, whether undergraduate, postgraduate or informal residences, may not inconvenience or infringe on the rights of any fellow resident and/or roommate in any way.
- 31.4 No visitors are allowed in any of the residences unless accompanied by their host.
- 31.5 Individual or group socials are not allowed in any residence during examinations.
- 31.6 Visiting may only take place in the designated visiting areas identified for this purpose in each residence.
- 31.7 No visitor (friend, guest or family member) may stay in any University residence overnight without the express written permission of the Head of Residence of the residence concerned. Such permission will only be granted in exceptional cases. Permission will not be granted for women to stay over in a men's residence, nor for men to stay over in a women's residence.
- 31.8 If the Head of Residence has granted written permission for a visitor to stay at the residence overnight, the relevant resident host will at all times be responsible for the behaviour of the visitor, who must comply with all University rules and regulations. The resident student is responsible for informing the visitor of these provisions.

- 31.9 No dependent, family or spouse of any resident will be accommodated in any residence.
- 31.10 Subject to the specific arrangements set out in paragraphs 31.11, 31.12 and 31.13, official visiting hours in **all residences**, including postgraduate residences, are between **08:00 to 00:00**. No visitors may be present in any residence outside of these hours.
- 31.11 Visiting hours also apply to group visits of women's residences to men at the **men's residence areas**. Any visit or interaction beyond these hours must be approved by the Heads of Residence of each residence involved in writing and may only take place in exceptional cases.
- 31.12 Visitors of any gender are allowed in **single-sex men's residences, postgraduate residences and mixed informal residences** between 08:00 and 00:00, provided that visitors are accompanied by their host at all times and that such visits do not infringe on the rights of resident students.
- 31.13 Female visitors are allowed in **single-sex women's residences and women's blocks of mixed residences** between 08:00 and 00:00, provided that visitors are accompanied by their host at all times and that such visits do not infringe on the rights of resident students.
- 31.14 For safety and privacy reasons male visitors are only allowed in **single-sex women's residences and single-sex women's blocks of mixed residences** as follows, provided that visitors are accompanied by their host at all times and that such visits do not infringe on the rights of resident students:
- in the residence's designated communal visiting areas, restricted to the lounges, garden, recreation hall, study hall and IT Lab, for academic and official purposes for limited periods between 08:00 and 00:00, provided that the visitors are accompanied by their resident host at all times;
 - a maximum of two visitors for social visits in a woman's room on Sundays from 16:00 to 22:30 only, provided that the visitors are signed in at Reception on arrival, signed out on departure and remain in the company of their host at all times; and
 - with the written permission of the Head of Residence or Building Coordinator for brief specified times and in the company of the resident host to assist with the moving or carrying of heavy items to rooms or for the servicing and maintenance of computers in rooms, provided that such visitor must be announced to the residents upon arrival and departure.
- 31.15 Each residence **may require** resident students to do duty at Reception to receive visitors and ensure that they are signed in on arrival and signed out on departure, provided that such duties are shared equally among residents and not discriminate against specific cohorts. Such arrangements will be captured in the residence house rules.
- 31.16 Residents do not have the authority to allow or give permission to visitors to use any of the facilities or equipment specifically reserved for use of their residence.

32. Social interaction and student life

The University of Pretoria takes pride in the diversity of its student population. Being part of a vibrant community can be both exciting and challenging. In order for the community to continue to develop and grow in a healthy manner, all members of the residence community need to

feel that they belong and have a voice within the community. All members of the TuksRes family play a part in achieving this goal. Because the TuksRes community consists of many diverse people, it is imperative that resident students engage in difficult and respectful conversations with each other and expand their understanding of the world around them. All students should take advantage of the opportunities to learn from others who come from different backgrounds. Students should be aware not to make assumptions and generalisations or stereotype others and remember that an individual's experiences in the world may be very different from those of their neighbours. Students are encouraged to see the world differently and to ask questions. Through collaboration, openness, education and growth TuksRes is developing a community where every member can be successful and safe and where diversity leads to inclusiveness.

- 32.1 In participating in student social interaction and organised student life activities residences and residents must jointly and individually strike a balance between academic and social development.
- 32.2 Students are responsible for ensuring that social interaction is safe, healthy, fun, constructive, problem-free and in line with the University's policies, vision and values.
- 32.3 No resident student may be forced or coerced into participating in any social interaction or student life activity. However, positive interaction at a social level through sport, culture, community engagement and constructive recreation is encouraged by the University to produce well rounded and accommodating citizens.
- 32.4 Formal group interactions between residences and social events at residences must always bear in mind the quiet times (see paragraph 16 of these rules) and the academic programme obligations of all residents. Any deviation in terms of time is subject to prior approval by the Head(s) of Residence concerned as well as the Director: Residence Affairs and Accommodation.
- 32.5 The residence management is responsible for coordinating the formal student life programme activities in consultation with the relevant student structures involved. Every event and/or activity must comply with and support the TuksRes values contained in the TuksRes rules.
- 32.6 No social activities or interactions may take place during the period starting two weeks prior to the commencement of examinations until the end of the examination period. This period is deemed as quiet time.
- 32.7 Written permission should be obtained from the Head of Residence and/or Chairperson/Primaria of the House Committee in advance to host a special function such as a birthday party or graduation celebration. Other members of the house must be informed of this event so as not to disturb their activities.
- 32.8 Written permission must be obtained for the use of alcohol at any social interaction or organised student life event.
- 32.9 Social events may not promote the inappropriate or excessive use of alcohol.
- 32.10 No inappropriate public displays of affection are allowed during individual and/or group social interaction.
- 32.11 The following acts are strictly prohibited:
- Hazing and/or initiation practices
 - Any form of physical or verbal abuse
 - Assault
 - Threats, intimidation, coercion or any form of harassment (see Annexure I for the University Policy on Sexual Harassment)

- Overt acts of discrimination, including racism (see Annexure J for the University Policy on Unfair Discrimination on the Basis of Race), sexism and homophobia
- Foul language
- Vandalism
- Damage to property, including painting or defacement of property
- Criminal activities, including theft and extortion
- Disorderly conduct
- Lewd / obscene conduct, including voyeurism, public urination, and public exposure of private body parts
- Inappropriate or potentially dangerous pranks
- Throwing, dropping or projecting objects or substances from or into residence facilities
- Trespassing
- Raids

33. Religious activities

The University, although a secular institution, supports the freedom of worship in a pluralistic, multicultural and interdenominational environment.

- 33.1 Religious activities must comply with University policies and should not endanger the health, safety or welfare of the University, the residence community or individual residents.
- 33.2 A student's individual right to personal religious expression in the residence environment should not interfere with the rights of roommates or other residents through intolerance, extremism, direct or indirect harassment, pressure or intimidation.
- 33.3 Religious activities in the form of pastoral care, worship and growth groups in the residence should be limited to residents.
- 33.4 Religious activities in the residence may not create a disturbance or inconvenience to other residents.

34. Motor vehicles, motorcycles and bicycles

Residents may keep roadworthy cars at the residences subject to the following conditions:

- 34.1 Residence students are not allowed to keep cars or motorcycles on University premises without a valid parking disc approved by the Department of Security Services. Application forms for parking discs/temporary permits can be obtained at the Student Service Centre. Fees may be charged for parking bays for both open and covered parking at the residence.
- 34.2 Parking discs must be affixed to vehicles at all times.
- 34.3 Only one vehicle per student is allowed.
- 34.4 Students are obliged to park in designated zones only. Students' vehicles that are parked in prohibited areas, such as faculty/ staff areas, fire lanes, zones for the handicapped or any areas designated as prohibited, may be towed away and/or be subject to a fine by Security Services.
- 34.5 All parking and traffic rules and regulations, as stipulated by the University, are applicable and must be adhered to.
- 34.6 Motor vehicles may not be driven on pedestrian pathways or gardens.
- 34.7 No car or motorcycle parts may be repaired or stored in rooms or any other part of the residence and no washing with hoses, servicing or reparation of cars or motorcycles will be permitted on residence premises. If the washing of cars creates a nuisance, it may be prohibited.
- 34.8 Bicycles may only be kept in designated areas.

Residence placement

1. General

- 1.1 All placements take place according to the relevant placement policy.
- 1.2 It must be noted that the demand for University accommodation by far exceeds the availability of place. Admission and/or registration for a study course do not guarantee University accommodation.
- 1.3 Only students who are registered for full-time study in a degree or diploma course at the University, which excludes short coursed offered, who fulfill all the admission requirements for such a course, and who are not in full-time employment or work more than 20 hours per week, may live in University accommodation.
- 1.4 Single persons only are admitted and undergraduate students may obtain admission up to and including the age of 24.
- 1.5 All residence placements and enquiries are processed by the Student Service Centre.

2. Residence placement: prospective first-year students

2.1 Application

- 2.1.1 Students are requested to indicate on the University application form whether they would be interested in accommodation. No additional form is required.
- 2.1.2 Application forms for admission to the University are available from March in the previous year.
- 2.1.3 Placement takes place on an ongoing basis as application forms are received and processed until all the residences are full. Thus, the sooner a student applies, the better the chances of securing a place in a residence.

2.2 Placement

- 2.2.1 Provisional placement takes place on academic merit on the grounds of the Grade 11 marks and date of application. Grade 12 marks will be considered for students that apply and have already completed Grade 12.
- 2.2.2 A computerised placement programme for residences automatically considers the residence of preference as indicated on the student's application form, subject to the availability of place at that stage.
- 2.2.3 Should the residence of preference already be full, another residence will automatically be considered.

2.3 Waiting list

- 2.3.1 If there are no places available, students' names are placed on a waiting list according to academic merit and date of application.
- 2.3.2 Placement from the waiting list takes place on a continuous basis as cancellations are received.

2.4 Prinshof Campus residences

- 2.4.1 At first, students who applied for any of the courses in Health Sciences and who are admitted to another course in the meantime, will temporarily be considered for residences situated at the Hatfield Campus. This rule applies due to the fact that only a limited number of students are eventually selected for these courses.
- 2.4.2 Students who are selected for Health Sciences programmes are primarily accommodated on the Prinshof Campus (Medical Campus), subject

- to the availability of places. After the selection processes for Health Sciences have taken place in September/October, students are moved to and/or placed in one of the Prinshof Campus residences.
- 2.4.3 Students who have been admitted to another course and are subsequently selected for a Health Science course, and who have acquired a place in any one of the Hatfield Campus residences, will be moved to a Prinshof Campus residence, subject to the availability of places.
- 2.5 Groenkloof Campus residences
- 2.5.1 Students who are admitted for a course in the Education Faculty will be placed in one of the Groenkloof Campus residences (Tirisano, Zinnia, Ikageng or Hayani) with due consideration of the availability of places.
- 2.5.2 Students who are admitted to another course, who decide to change their course to a course in Education, and who have acquired a place in a residence on the Hatfield Campus, will be moved to a Groenkloof Campus residence.
- 2.6 Payment
- 2.6.1 A prescribed reservation levy is payable by the dates as communicated in the placement letter. If this levy is not paid within the prescribed period, the place will be cancelled and allocated to the next person on the waiting list.
- 2.6.2 Should it not be possible to pay the reservation levy within the time limit, arrangements for the extension of the period can be made by sending a request via email.
- 2.7 Cancellations
All cancellations must be submitted in writing.
- 2.8 Director's placement
- 2.8.1 Ten first-year places per residence are reserved for allocation by the Director: Residence Affairs and Accommodation.
- 2.8.2 These placements make provision for academic, social, personal, financial and distance from Pretoria circumstances, as well as leadership, sport and cultural achievements.
- 2.8.3 The places of the Director are allocated with the support of a committee.
- 2.8.4 Application is made online via Student Service Centre.
- 2.8.5 Application for a director's place does under no circumstances guarantee a placement in a residence of preference or any other residence, as the number of applications by far exceeds the available places.
- 3. Residence placement: current non-resident students**
- 3.1 Application
Students who require place in a residence must indicate so via their Student Service Centre.
- 3.2 Placement/waiting list
- 3.2.1 Students requiring residence accommodation will be placed either in a residence or on a waiting list, depending on the availability of places at that stage.
- 3.2.2 As the demand for accommodation by far exceeds the availability of place, no guarantee can be given that students will acquire place.
- 4. Readmission to residence: residence students (undergraduate and postgraduate)**
- 4.1 Application for renewal of accommodation for the following year
- 4.1.1 An application for renewal of places takes place in July/August of the preceding year. Students reapply on the University Portal.
- 4.1.2 A student will not be considered for residence accommodation for the following year if he/she has not reapplied.
- 4.1.3 Provisional placement for the following year for undergraduate residences is finalised by the end of September and postgraduate residences by the end of October.
- 4.1.4 Students with outstanding student fees who have not made financial arrangements will not be considered for placement in the following year.
- 4.2 Criteria for readmission to a residence in the following year
The criteria for readmission are clearly stipulated in the relevant Placement Policy and are based on academic merit.
- 4.3 Marks used for placement for the following year
All the final marks for the first-semester examination and/or progress marks are calculated to obtain a GPA (Grade Point Average), which is then used for the provisional allocation of place for the following year.
- 4.4 Placement and payment for the following year
- 4.4.1 Provisional readmission to a residence for the following year is determined after the conclusion of the first semester. To be considered for residence placement for the following year, a student must obtain a GPA of 50. A GPA of 50 does, however, not guarantee a place in residence for the following year.
- 4.4.2 The cut-off placement GPA differs from year to year, from residence to residence and may vary from a GPA of 63 to 75.
- 4.4.3 If a student has been allocated provisional placement for the following year, a GPA of 50 must be maintained at the end of the academic year (year GPA) to ensure placement.
- 4.4.4 If a student was allocated a provisional place for the following year and does not achieve a GPA of 50, the place is cancelled in December/early January. Students will be responsible to find alternative accommodation.
- 4.4.5 Students are notified of their placement in writing and must pay a prescribed reservation levy within the prescribed time as communicated in the placement letter.
- 4.4.6 If the reservation levy and/or outstanding fees are not paid, the place will be cancelled and allocated to the next person on the waiting list.
- 4.5 Waiting list
- 4.5.1 Residence students with a GPA of 50 and higher who do not acquire placement for the following year on grounds of academic merit are placed on a waiting list according to their first-semester GPA.
- 4.5.2 Placement from the waiting list takes place strictly on academic merit on a continuous basis as cancellations are received.
- 4.5.3 A GPA of 50 is required to be considered for residence placement. A GPA of 50 does, however, not guarantee a place in residence, as the cut-off placement GPA varies from year to year, from residence to residence and may vary between 63 and 75.

- 4.5.4 If a student's GPA is above 50, the student is placed on a preference waiting list for the student's relevant residence. If it is below 50, the student is not considered for residence placement.
- 4.5.5 The year-end GPA is calculated in December, which means a student's number on the waiting list will change accordingly. The student will thus move up or down on the waiting list as determined by the student's GPA.
- 4.5.6 A student whose first semester GPA is below 50 will not be considered for placement, but should the student's year-end GPA improve to above 50, the student is automatically placed on the preference waiting list for the relevant residence.
- 4.5.7 The opposite can also take place; in other words, if a student's first-semester GPA is above 50 and the year GPA below 50, the student will not appear on the preference waiting list any longer.
- 4.5.8 Ten senior discretionary places in each residence are reserved for allocation by the Director: Residence Affairs and Accommodation and are allocated on merit with the support of a committee. Any student who was not allocated placement can apply for a director's place.
- 4.6 Conditions to ensure residence placement for the following year
- 4.6.1 All outstanding study and accommodation fees for the current year as well as the reservation levy for the following year must be paid in time.
- 4.6.2 Provisional readmission to a residence for the following year is determined after the first semester. A GPA of 50 must, however, be maintained at the end of the academic year to retain placement.
- 4.6.3 Students must register for a full-time degree course for the year for which residence placement is required.
- 4.7 Discretionary Director's placement
- 4.7.1 Ten senior places per residence are reserved for allocation by the Director: Residence Affairs and Accommodation.
- 4.7.2 These placements make provision for academic, social, personal, financial and distance-from-Pretoria circumstances, as well as leadership, sport and cultural achievements.
- 4.7.3 The places of the director are allocated with the support of a committee.
- 4.7.4 Students will be notified of the dates to apply for such a discretionary director's placement. Applications are to be submitted online, via the UP Student Portal.
- 4.7.5 Application for a director's place does under no circumstances guarantee a placement in residence of preference or any other residence, as the number of applications by far exceeds the available places.

5. Allocation of rooms

- 5.1 Room allocation is a centralised, transparent and automated process. Room allocation takes place before students report to the residence at the beginning of the year.
- 5.2 Due to the limited number of single rooms available in residences, first-year students and a number of senior students are accommodated in double rooms.

- 5.3 Some residences have annexes, which are separate houses/buildings close to the main buildings and these rooms are allocated by the residence management.

Processes and procedures

1. Room occupation procedure

The date on which the residences open at the beginning of the year is communicated in the placement letter.

- 1.1 A reserved place must be taken up on the day that the residences open. If it is not taken up, the reservation is considered cancelled and the reservation levy is forfeited.
- 1.2 When students arrive at their residence on the date as communicated, their room numbers are supplied, together with their keys.
- 1.3 On arrival, a 'Proof of Occupation' form must be completed, signed and returned immediately.
- 1.4 A 'Room Check-in' form (Annexure M) must be completed within 24 hours once the room has been inspected. This must be handed in at the office of the Coordinator: Residence Facilities or the postbox at the office of the Building Coordinator.
- 1.5 The Coordinator: Residence Facilities must inspect and sign off the room. In case of a discrepancy, the student must be contacted.
- 1.6 If a student does not receive a 'Room Check-in' form together with the room keys, a form must be collected at the office of the Coordinator: Residence Facilities.

2. Change-of-room procedure

- 2.1 Permission must be granted for a student to move from one room to another. If the following procedure is not followed, a fine will be charged and debited to the relevant student's account.
- 2.2 A 'Change of Room' form must be completed before the change is made. This form can be obtained from the Coordinator: Residence Facilities and is also available online.
- 2.3 The form must be completed, signed and handed in at the office of the relevant Coordinator: Residence Facilities or postbox outside the office.
- 2.4 The Coordinator: Residence Facilities will do a room inspection to determine if any damages occurred.

3. Early occupation procedure

- 3.1 Senior residing students who need to move in earlier than the University's stipulated opening dates, must apply to do so online via the UP Student Portal.
- 3.2 Students may move in earlier exclusively for academic reasons. Other reasons can only be considered on merit.
- 3.3 Approval of each request will be considered on merit and the availability of places.
- 3.4 If students' relevant residences are not open, they move into the residence(s) that are to be utilised for this period and move back to their relevant residences on the date that is communicated to all involved.
- 3.5 Early occupation fees: Students who move in earlier will be charged a daily tariff that is reviewed annually, as residence fees are calculated for the academic period only, and this amount will be debited on the student account.

4. Departure (moving-out) procedure and fees payable

4.1 Procedure

- 4.1.1 Should a student decide to move out of residence during the year, notice must be submitted online via Student Service Centre. The last date to give notice is 15 August of each year.
- 4.1.2 A departure form must be completed on the day of departure. This form is available from the Coordinator: Residence Facilities at the residence.
- 4.1.3 The keys and completed form must be handed in at the office of the Coordinator: Residence Facilities between 08:00 and 15:30. If a student moves out over a weekend, these items can be handed to the relevant House Committee member or Head of Residence.
- 4.1.4 A room inspection will be carried out to determine if there are any damage/breakages in the room. Students are held responsible for any breakage, lost keys, paint damage, and so forth, and will be debited accordingly.
- 4.1.5 The room will be considered evacuated only once the keys and 'Departure' form have been handed in.
- 4.1.6 All personal belongings must be removed by the occupant before the room will be considered evacuated.

4.2 Fees payable after departure

- 4.2.1 Students are accountable for the full accommodation fees even if they depart during the course of the year, irrespective of whether it is done of their own free will or as a result of unsatisfactory academic progress or conduct, unless a 30-day notice is submitted. A student will be held financially accountable for the duration of stay plus one month's notice.
- 4.2.2 In the case that a 30-day notice of departure is submitted, students will be financially responsible for the period of accommodation plus one month's (30 days) notice period. A student who leaves must hand the keys and a 'Departure' form in with the Coordinator: Residence Facilities. The room will only be deemed vacated after handing in the keys and the receipt of the 'Departure' form.
- 4.2.3 If students are unable to continue their studies in the second semester due to poor academic achievement in the first semester, they are obliged to leave the residence and will be accountable for accommodation fees for the period of stay in the residence plus the accommodation fees for the second semester, unless a written one month's (30 days) notice is received. In the case of a written (writing, fax or e-mail) notice of departure being received, a student will be held financially accountable for the duration of stay plus one month's notice.
- 4.2.4 If, at a later stage, such students (4.2.3) are again admitted to a course of study and require accommodation in a residence, they shall have to reapply for admission to a residence.
- 4.2.5 If any damage/breakages occurred in the time the student occupied the room, the student account will be debited with the relevant amount.

- 4.2.6 Departure without notification: Students leaving the residence without following the above procedure are held accountable for the full annual fees.

5. Accommodation during holidays

Student accommodation at UP residences covers academic terms only. Therefore, students have to vacate their rooms (everything must be removed from the room) during vacations and will be informed as to which residences are open during these periods. Students who need to remain in residence during vacations must apply for such accommodation online via their UP Student Portal.

- 5.1 Students may only stay on in residences during holiday periods for academic purposes.
- 5.2 Only designated residences (one women's residence and one men's residence on a rotating basis) are available for student accommodation during vacation periods. Students who acquire permission for holiday accommodation during this period must move to these designated residences and must move back to their respective own residences after the vacation period on the date that is communicated to them.
- 5.3 Meals during holiday periods: Only one dining hall serves meals during vacations.
- 5.4 The application status can be viewed online via the Student Service Centre. The approval of each request is considered on merit as well as the availability of places.
- 5.5 Vacation fees: Students staying on in residences during vacation periods are charged a daily tariff that is determined annually, since residence fees are calculated for the academic period only. The total amount owed in daily tariffs is debited to the student account.

6. Procedure for fault reporting in residence rooms, as well as communal living spaces

- 6.1 Should a student notice a fault in a communal living space (broken light or no warm water) the student must report it in the "request for repair" book that is normally found near the meal booking point. If students are unsure where to find it, they should contact their relevant Coordinator: Residence Facilities.
- 6.2 When a problem occurs that needs repairing and a contractor must enter a room to carry out the repair work, the following procedure must be followed:
- 6.3 If the problem/fault falls in one of the following categories, the contractor will be instructed to attend to it immediately and, if possible, to repair it on the same day:
- Any electrical problem
 - Door lock
 - Leaking roof
 - Any water supply to the room, leaking pipes or blocked drain
- Students must ensure that the Coordinator: Residence Facilities can access their rooms to unlock them for the contractor, that their valuables are locked away and that all computers or any other equipment/appliances are suitably protected/covered.
- Please take note: The contractor will not issue a notice for the above repairs, as the repairs will be done within 24 hours.
- 6.3 TuksRes offers an after-hour service to help with door lock problems, lost keys, keys locked in room, broken keys, room lights not working, etc. No call-out fee will be charged if the lock is faulty or if it can be determined that the fault was not caused by the occupant.

- 6.4 When the room/wall has to be painted, floor tiles/carpets repaired or replaced, window panes or doors replaced etc, the contractor will schedule such repairs in advance. The Coordinator: Residence Facilities will be informed of the date/s and he/she will, in turn, inform the student of this in writing. It can take anything from 24 hours to 14 days for the contractor to start these repairs (as agreed upon with the Department of Facilities Management). It is the student's responsibility to lock away his/her valuables and to ensure that computers or any other equipment/appliances are suitably protected/covered.
- 6.5 When a contractor arrives with the Coordinator: Residence Facilities for the repairs and a student is in his/her room at the time (particularly in the case of female students), he/she has the choice to either stay in the room while the repairs are being done or to request that he/she be given some time to lock away his/her valuables before leaving the room. It is unfortunately not possible for the Coordinator: Residence Facilities to supervise the contractor for the duration of the repair works in the room. It does happen that other contractors arrive for repairs in other rooms at the same time.
- 6.6 It is the student's responsibility to ensure that his/her room is in an acceptable condition upon occupation. It is therefore of the utmost importance that the 'Room Acceptance' form is completed on arrival.

- 1.2.4 Students who stayed in a University residence the previous year must also pay a reservation levy within 30 days of being notified that a place has been reserved for them. If the allocated place is not cancelled within 30 days, a student will be responsible for paying the amount of the reservation levy. Subsequently, the place will be cancelled and allocated to the next suitable candidate on the waiting list. All outstanding University fees must be paid in full to retain placement for the following year. Where fees are outstanding, placement for the following year will be cancelled.

- 1.3 Accommodation fees
- 1.3.1 Every student who has been granted a place in a residence must pay an additional prescribed amount before or upon registration.
- 1.3.2 Half of the accommodation fee balance is payable by the end of April and the remainder of the balance is due by the end of July.
- 1.3.3 Requests can be made with the Finance Department for acceptable / agreed upon terms.
- 1.3.4 A student who is dependent on a bursary and/or loan must make satisfactory financial arrangements with the University.

Residence information

1. Residence fees

- 1.1 General
- 1.1.1 The Council of the University determines University fees annually.
- 1.1.2 Full particulars regarding University fees and the applicable regulations are available on the University's website.
- 1.1.3 Students are accountable for the full accommodation fees even if they depart during the course of the year, irrespective of whether their departure is of their own free will or as a result of unsatisfactory academic progress or conduct, unless a 30-day notice is submitted.
- 1.1.4 If a student is unable to continue their studies in the second semester due to poor academic achievement in the first semester, the student is obliged to leave the residence and will remain responsible for the payment of the accommodation fees.
- 1.1.5 If, at a later stage, such a student is again admitted to a study course and requires accommodation in a residence, the student will have to reapply.
- 1.2 Reservation levy
- 1.2.1 A student who is admitted to a University residence for the first time must pay a reservation levy within the prescribed period. This amount is communicated in the placement letter.
- 1.2.2 This reservation levy is not refundable. However, it is considered to be the first instalment of the accommodation fees, provided that the allocated place is taken up on or before the occupation date as communicated in the placement letter, and that the student registers at the University of Pretoria for the academic year for which the accommodation is provided.
- 1.2.3 If the reservation levy has already been paid and the reserved accommodation is cancelled within 30 days of the date of notification of the reservation, an administration fee is deducted from the amount paid and the excess is refunded on request.

2. Meal fees

- 2.1 Experience has proven that students do not consume all meals in residences. For this reason, only a percentage of the cost of the meals is initially levied on a student's account.
- 2.2 A fixed amount is determined by the University annually and will automatically be debited on the student account. This amount will be available on the student card, which is used to eat at the residence dining halls.
- 2.3 This amount does not represent 100% of the meals. Thus, once the available credit has been depleted, the student must deposit additional funds to cover the cost of further meals.
- 2.4 If there is a meal credit at the end of the year, this amount is credited to the student account or, in the case of final departure from the residence, paid to the student upon request.

3. Constitutions and house rules

Each residence compiles its own house rules, which must be accepted by an absolute majority of all residents at a residents' meeting. A copy of the house rules must be forwarded to the Director: Residence Affairs and Accommodation. All changes that are made to the approved documents must also be sanctioned by the director before they can be implemented in the residence.

4. Disputes and procedures regarding the drafting of this document

The Director: Residence Affairs and Accommodation will make a ruling on any disputes that may arise regarding this document and will notify all the relevant role-players accordingly. Rules and regulations, processes and procedures, policies, etc. are subject to change.

5. Matters that have not been provided for in this document

Matters that have not been provided for in this document are referred to the Director: Residence Affairs and Accommodation.

Annexure A: Disciplinary Code

(The Disciplinary Code is reviewed from time to time and will be adjusted accordingly.)

In terms of paragraph 60 of the Statute of the University of Pretoria (published in Government Gazette No 35195 on 30 March 2012 in terms of sections 32 and 33 of the Higher Education Act, 1997 (Act No 101 of 1997)), the residence management of each University-controlled residence was granted disciplinary powers. The following disciplinary code will be applicable to University-controlled residences.

1. Definitions

“Disciplinary Committee: Students (DCS)” means the Committee for Discipline as provided for in the Institutional Rules promulgated by the Council of the University in terms of paragraph 60 of the Statute of the University of Pretoria.

“House Committee (HC)” means the committee that was appointed by the residence management system as determined by University Management.

“Residence Disciplinary Committee (RDC)” means the committee as contemplated in paragraph 3.1 of this document.

“University-controlled residence” means a places of student accommodation for which the University of Pretoria takes management and administrative responsibility.

“Chairperson of the residence” is the chairperson of the House Committee of the residence and includes the Primaria, President or any other reference to such a chairperson.

2. Application of Disciplinary Code: Students and matters incidental thereto

2.1 All students in residences are subject to the general disciplinary provisions and procedures as laid down in the Institutional Rules by the University Council in terms of paragraph 60 of the statute, applicable to all registered students of the University, including residence students. These rules, entitled Disciplinary Code: Students, are published for general information purposes in the Student Guide of the University of Pretoria that contains the timetable, general regulations and student information. In all respects, these rules enjoy precedence over any other disciplinary provision or procedure that may be contained herein or laid down by the residences.

2.2 Each residence may further compile its own house rules, which must be accepted by an absolute majority of all residents at a residents’ meeting. The house rules shall provide for the application of the Disciplinary Code: Students, as well as this code to all residents and must at all times be aligned thereto. A copy of the house rules must be forwarded to the Director: Residence Affairs and Accommodation.

3. Composition of the Residence Disciplinary Committee (RDC)

3.1 The RDC is compiled as follows:

- The Head of the Residence or his/her representative, who is also the chairperson of the RDC
- The chairperson of the residence
- The HC member for discipline
- Two additional elected house members, one black and

one white, provided that the composition of the RDC shall reflect the student demography of the residence in question

3.2 The HC member for discipline must be an elected member of the HC, provided that the establishment of the office of an HC member for discipline does not necessarily mean that a separate portfolio needs to be created on the House Committee.

3.3 The official duties of the HC member for discipline may be delegated to another HC member for a particular session of the RDC.

3.4 The Head of the Residence can only be substituted as chairperson by another head of a residence.

4. Duties and powers of the HC member responsible for discipline

4.1 The HC member for discipline of the residence is responsible for placing all relevant documentation and evidence before the RDC.

4.2 The HC member for discipline:

- 4.2.1 investigates all complaints reported to him/her;
- 4.2.2 decides, subject to paragraph 5 and 6.2 of this document, in consultation with the Head of Residence and the chairperson of the residence, after a complaint was investigated, whether or not a person should be prosecuted;
- 4.2.3 arranges, in consultation with the Head of Residence and the House Committee, the composition and sessions of the RDC;
- 4.2.4 serves the necessary documentation on the accused;
- 4.2.5 prepares a charge sheet in which the allegations against a resident are set out and makes it available to the accused;
- 4.2.6 sees to it that the disciplinary measures prescribed by the RDC are executed;
- 4.2.7 collects all fines on behalf of the House Committee;
- 4.2.8 keeps a complete record of all fines and disciplinary measures imposed; and
- 4.2.9 refers sensitive complaints, such as cases in which an HC member is involved, to the Head of Residence, who is responsible for seeing that the matter is raised with the Director: Residence Affairs and Accommodation who, in turn, will refer it to another appropriate forum if it is in the interest of justice and the student community or if it falls outside the jurisdiction of the RDC.

5. Duties and powers of the Registrar and Director: Residence Affairs and Accommodation regarding temporary expulsion from a residence or of duties pending the result of a disciplinary investigation

5.1 If the Head of Residence on reasonable grounds believes that a student is guilty of serious misconduct that justifies his/her temporary expulsion from the residence pending the result of a disciplinary investigation, the Head of Residence must as soon as possible after consultation with the Director: Residence Affairs and Accommodation refer the matter, accompanied by all relevant documentation, to the Registrar for consideration.

5.2 The Registrar shall as soon as possible after receiving the request for expulsion from the Head of Residence make

his decision whether the student should be temporarily expelled, and inform the Director: Residence Affairs and Accommodation and the Head of Residence of his/her decision. Temporary expulsion comes into effect on a date and time determined by the Registrar. The student in question shall then immediately leave the residence.

- 5.3 The Registrar shall forthwith convene a session of the Disciplinary Committee: Students that may confirm or set aside the expulsion or impose an appropriate disciplinary measure in terms of the Disciplinary Code: Students.
- 5.4 If the Registrar is of the opinion that the conduct of the student does not warrant a temporary expulsion from the Residence, but that steps should nevertheless be taken against the student, he/she may order a disciplinary investigation by the Disciplinary Committee (Students), or refer the matter back to be handled by the RDC in terms of this Code.
- 5.5 Should an HC member be accused of misconduct, the Director: Residence Affairs and Accommodation may, after consultation with the Head of Residence and after the accused has been informed of the charge against him/her and has had the opportunity to respond thereto, relieve the accused from his/her duties in the residence, with retention of his/her official position pending the result of a disciplinary investigation.
- 5.6 A finding of guilty by an appropriate forum to which a charge against an HC member has been referred, will result in the HC member being simultaneously relieved from his/her official position in the residence.

6. Duties and powers of the chairperson of the RDC (Head of Residence)

- 6.1 The chairperson of the RDC formulates the decision of the RDC, giving reasons, and furnishes the Director: Residence Affairs and Accommodation with a written copy of the decision within two calendar days.
- 6.2 The Head of Residence may, of his/her own accord prior to a session of the RDC, or after consultation with other members of the RDC, at any time during a particular session of the RDC, determine that the matter be referred to an appropriate forum/s if
- 6.2.1 it is in the interest of justice and/or the student community; or
- 6.2.2 the dispute or charge falls outside the jurisdiction of the RDC.
- 6.3 In case of a decision to refer the matter in accordance with paragraph 6.2, the chairperson is responsible to see to it that the matter is raised with the Director: Residence Affairs and Accommodation, who will refer it to the appropriate forum.

7. Jurisdiction of the RDC

- 7.1 The RDC has no jurisdiction in respect of a matter which the Head of Residence has decided to refer to the Registrar in terms of paragraph 5 above, or that has been referred to another forum by the Head of Residence in terms of paragraph 6.2 above.
- 7.2 The disciplinary powers of the management of residences are limited to violations of the:
- provisions of University-controlled residences;
 - house rules of the residence; and
 - accommodation contract.
- 7.3 If a resident student violates the provisions mentioned in paragraph 7.2, and such a violation amounts to misconduct

as intended in paragraph 1 of the Disciplinary Code: Students, the transgression may still be adjudicated by the disciplinary committee of the residence, provided that:

- 7.3.1 appropriate disciplinary measures can be taken in terms of the disciplinary powers of the disciplinary committee;
- 7.3.2 charges against an HC member, as well as repeated violations by any resident, must be referred to the Disciplinary Committee: Students;
- 7.3.3 the transgression must not amount to misconduct that would justify a student's temporary expulsion from the residence by the Registrar in terms of paragraph 5; and
- 7.3.4 if, during the trial of the student, the Disciplinary Committee comes to the conclusion that it will not be able to decide on appropriate disciplinary measures, or if the transgression amounts to misconduct as mentioned in paragraph 7.3.3, the Disciplinary Committee can suspend the proceedings and refer the matter in accordance with paragraph 6.
- 7.4 The RDC may also adjudicate any other matter arising from the house rules of the residence to the extent that it is reconcilable with the rules of the Disciplinary Code: Students.

8. Powers and duties of the Residence Disciplinary Committee

- 8.1 The RDC is competent to impose the following penalties, or a combination thereof:
- 8.1.1 A fine of not more than R300 per charge, which amount may be adjusted by the University Executive from time to time. A student may be charged with more than one transgression, in which event the fines are cumulative.
- 8.1.2 A final warning.
- 8.1.3 Relieving a resident from an official position the person has in the residence. However, charges against an HC member fall outside the jurisdiction of the RDC and will be dealt with by another appropriate forum.
- 8.1.4 Suspending for a certain period the privileges that a resident enjoys on the basis of his/her residency in a particular residence.
- 8.1.5 Ordering the resident to pay for or repair the damage caused by his/her misconduct.
- 8.1.6 Making a recommendation regarding the suspension of a student from all University residences.
- 8.1.7 Reasonable and appropriate community service to a maximum of 50 hours in the residence in question, under the supervision of the Head of Residence.
- 8.2 The provisions of paragraph 8.1 must be read in conjunction with the Disciplinary Guidelines: Residences.
- 8.3 Any conduct in contempt of the disciplinary measures imposed by the RDC is an infringement that will be referred to the Registrar for investigation by the Disciplinary Committee: Students. Such conduct may justify temporary expulsion by the Registrar in terms of paragraph 5 above.
- 8.4 All residents of a residence, for the purpose of the disciplinary authority awarded to the RDC, are subject to

the authority of the Disciplinary Committee and refusal by any resident to subject himself/herself to this will be referred to the Registrar for investigation by the Disciplinary Committee: Students. Such conduct may justify temporary expulsion by the Registrar in terms of paragraph 5 above.

- 8.5 It is expected of the disciplinary committees of residences to keep a record of the charges brought against residents, as well as of disciplinary measures, if any, taken against them. These records must be certified by the chairperson of the Disciplinary Committee and be kept available for perusal by all parties concerned.

9. Powers of the House Committee

The disciplinary powers of the House Committee are enforced through the RDC.

10. Procedure of the Residence Disciplinary Committee

- 10.1 Subject to paragraph 5 and 6.2 of this document, all complaints regarding disciplinary matters in residences are handed in at the responsible HC member for discipline.
- 10.2 Serving of the written notice and the charges to appear before the RDC must be in the prescribed form and must take place not less than two calendar days before the session of the RDC.
- 10.3 The procedure during the session of the RDC must at all times comply with the rules of natural justice and in particular with the audi alteram partem rule (both sides of the matter must be heard).
- 10.4 The enquiry is inquisitorial. The chairperson and other members of the committee may at all times ask questions to satisfy themselves of the facts. The HC member for discipline may, with the permission of the chairperson of the RDC, question the accused and witnesses.
- 10.5 Disputes before the RDC are decided on a balance of probabilities.
- 10.6 Decisions of the RDC are taken by means of a majority vote. If the votes are equally divided, the chairperson has a casting vote.
- 10.7 The decision is handed down by the chairperson of the RDC.
- 10.8 If a resident student is found guilty by the RDC, details of the charge and the disciplinary measures taken must be reported in writing to the Director: Residence Affairs and Accommodation.

11. Appeal procedures

- 11.1 An accused has an automatic right to appeal against any finding of the RDC.
- 11.2 If the verdict or the disciplinary measure decided upon by the disciplinary committee is contested by a resident student who was convicted, an appeal may be lodged with the Director: Residence Affairs and Accommodation, provided that:
- 11.2.1 the appeal is lodged within seven calendar days after the verdict has been returned by the disciplinary committee; and
- 11.2.2 the appeal is lodged in writing, stating the grounds upon which it is based.

- 11.3 In the case of an appeal, as intended in paragraph 11.2, the Director: Residence Affairs and Accommodation, after further questioning and/or consideration of the grounds upon which the appeal is based and the written response of the Disciplinary Committee thereto, must:
- 11.3.1 confirm the decision of the disciplinary committee; or
- 11.3.2 amend the disciplinary measure imposed; or
- 11.3.3 overturn the conviction.
- 11.4 If, after the procedure prescribed in paragraphs 11.2 and 11.3 has been followed, a resident student still contests the verdict, written representations may be addressed to the Registrar to have the matter reconsidered, provided that:
- 11.4.1 the representations must be submitted to the Registrar within seven calendar days;
- 11.4.2 in considering the representations, the Registrar may take into account further evidence that was not considered by the disciplinary committee or by the Director: Residence Affairs and Accommodation; and
- 11.4.3 the decision of the Registrar concludes the matter.

12. Rights of the accused

- 12.1 Persons summoned to appear before the RDC have all the rights in terms of South African law.
- 12.2 The accused is entitled to be reasonably assisted by a registered student of the University of Pretoria who is a resident of the particular residence, in the preparation and conduct of the case before the RDC.
- 12.3 An accused is deemed to be innocent until the contrary is proved on a balance of probabilities.

13. Locus standi

- 13.1 Any person may lodge a complaint, in writing, of the alleged misconduct by a resident of a residence with the HC member for discipline or with the Head of Residence and request that a charge be investigated and adjudicated by the RDC.
- 13.2 The HC member for discipline or the Head of Residence, as the case may be, may of his/her own accord lodge a complaint with the RDC against a resident.

Disciplinary guidelines: Residences

The disciplinary measures set out below are mere guidelines and different measures may be imposed depending on the circumstances of each case.

Charge/transgression	1 st transgression	2 nd transgression	3 rd transgression
1. Less serious misconduct "Petty crime", eg disturbance of the peace, swearing, and transgression of the bathroom rules, TV lounge rules, foyer rules, dining hall rules, etc.	RDC session Fine: R20 – R200 Written warning	RDC session Fine: R300 Final written warning Letter to parents	RDC session Recommendation for expulsion from all University residences Letter to parents
2. Misconduct Examples: harming the good image of the residence, non-payment of fines, food fights, etc.	RDC session Fine: R300 Final written warning and/or recommendation for expulsion from all University residences Letter to parents	RDC session Recommendation for expulsion from all University residences Letter to parents	
3. Serious misconduct Examples: squatters in rooms, visitors outside prescribed visiting hours, racism, senior/first-year incidents, unauthorised sleepovers, raids, assault, theft, rape, drug and alcohol abuse, security violations (code doors, fire extinguishers, etc) and vandalism.	Expulsion by Registrar Letter to parents		
4. Use of alcohol The consumption of alcohol is prohibited in residences and on residence grounds, excluding organised functions approved by the HC and Head of Residence. The consumption of alcohol is prohibited outside the clubhouses of men's residences (except when approved by the Head of Residence/Director: Residence Affairs and Accommodation). The abuse of alcohol is prohibited. Any transgression in terms of paragraph 25 of this Guide may also lead to charges and disciplinary action by the transgressor.	RDC session Fine: R20 – R200 Written warning	RDC session Fine: R300 Final written warning Temporary expulsion from clubhouse Letter to parents	RDC session Recommendation for expulsion from all University residences Letter to parents
5. Violation of University rules and guidelines Examples: complaints by supervisor, cleaning services, food services, garden services, etc. Transgression of the rules of the Department of Facilities Management, eg bicycles, heaters, vacating rooms, etc. Violation of UP rules for residences.	RDC session Fine: R20 – R200 Written warning	RDC session Fine: R300 Final written warning Letter to parents	RDC session Recommendation for expulsion from all University residences Letter to parents

* The disciplinary measures set out above are mere guidelines and different measures may be imposed, depending on the circumstances of each case. In the case of a student already having received a final warning, any further transgression (also a first transgression in another category) will be handled as a third transgression.

Notes to annexure:

- Procedures are instituted by laying a charge with the HC member for discipline or the Head of Residence.
- The Head of Residence, the chairperson of the residence and the HC member for discipline discuss all charges, except cases of serious misconduct referred to the Registrar requesting temporary expulsion as contemplated in paragraph 3 below, and decide on the way the charge will be addressed.
- If, according to the judgment of the Registrar, a charge may lead to temporary expulsion pending the outcome of the DCS, the Registrar may act in terms of paragraph 5 of the Disciplinary Code: University-controlled Residences.
- A person may be charged for more than one violation at a time, in which case the fines are cumulative.
- Cases of repeated violations by any resident or charges against the chairperson of the residence or other HC members are referred to the Director: Residence Affairs and Accommodation. The case is then referred to an appropriate forum. Should an HC member be found guilty of misconduct by said forum, he/she will simultaneously be relieved from his/her official position in the residence.
- An HC member who has already received a final warning during his/her stay in residence may not be available as a nominee for the HC.
- If a person is found guilty during an RDC session, he/she may appeal in terms of paragraph 11 of the Disciplinary Code: University-controlled Residences.
- No separate disciplinary regulations exist for first-year students (rules may not discriminate against any group).
- If a person is fined during an RDC session, but he/she cannot pay the fine, the RDC may sentence him/her to appropriate compulsory community service (eg in the University's library).
- Fines may be paid over a period of time as determined by the RDC and the accused.
- The result of every session of the RDC must be communicated in writing to the Director: Residence Affairs and Accommodation.
- In the case of a student already having received a final warning, any further transgression (also a first transgression in another category) will be handled as a third transgression.

Annexure B: Policy on HIV/AIDS

This policy on HIV/AIDS applies to staff employed by the University and to students during their period of study at the University of Pretoria.

1. General principles

- 1.1 No staff member or student living with HIV/AIDS shall suffer from any form of unfair discrimination by the University, based on his/her HIV/AIDS status.
- 1.2 Members of staff and students living with HIV/AIDS, their partners, families and friends shall be accorded the same respect as persons with other chronic, terminal or life-threatening illnesses.
- 1.3 Members of staff and students living with HIV/AIDS shall have the same rights and duties as other members of staff and students.
- 1.4 Where appropriate, all sectors of the University, including people with HIV/AIDS, should be involved in the development of all prevention, intervention and care programmes.
- 1.5 The principle of confidentiality applies to the HIV/AIDS status of any member of staff or student and breach of confidentiality shall be regarded as a serious offence.
- 1.6 All conditions of employment and benefits shall accord with these principles and be aligned with the provisions of the Employment Equity Act, 1998 (Act No 55 of 1998), as well as all other legislation that governs HIV/AIDS in South Africa.

2. Goals and objectives

- 2.1 Education and prevention
 - 2.1.1 The University ensures that there is a sustained HIV/AIDS education and prevention programme across the campus and in all faculties. This programme reaches all academic and non-academic staff and students in undergraduate and postgraduate years of study.
 - 2.1.2 The University strives to raise the level of understanding of HIV/AIDS in all aspects of the work of the institution. This includes budget and executive management decisions, curriculum innovation, staff and student education and counselling as well as community-based programmes.
 - 2.1.3 The University identifies and disseminates the available resources to be used across the campus in HIV/AIDS education, prevention and care programmes.
 - 2.1.4 The University supports the development of volunteer-based counselling and support programmes and ensures that staff and students are able to access these services during normal working hours. Provision is also made for support and counselling to be available after working hours.
 - 2.1.5 The University ensures an adequate supply of condoms and addresses the need for testing on an individual basis.

- 2.1.6 The University strives to create a safe environment on campus and challenges the racial, cultural and patriarchal attitudes and behaviours that contribute to inequality, vulnerability and the risk of HIV infection.

2.2 Care and support

- 2.2.1 Through the provision of education, counselling and support, the University strives to ensure that those who are uninfected with HIV can remain so.
- 2.2.2 The University creates an environment in which members of staff and students who are living with HIV/AIDS, or who have family members that have HIV/AIDS, feel confident to reveal their status and receive appropriate support and counselling.
- 2.2.3 The University facilitates the provision of care for those staff members and students who are living with HIV/AIDS, through specialised staff at the Campus Health Clinic as well as through counselling and support groups. Where appropriate, the University facilitates access to HIV/AIDS treatment and managed health care.
- 2.2.4 The University strives to equip staff and students to be able to live and work in communities that have increasing rates of HIV infection and Aids-related illnesses and death. In the event of the death of colleagues and peers, the University ensures that support and bereavement counselling are available to staff and students.

2.3 Research

- 2.3.1 The University fosters a research ethos in relation to HIV/AIDS and the social, economic, political and human rights issues that affect the development of the epidemic as well as an effective response to it.
- 2.3.2 The University strives to stimulate critical debate on HIV/AIDS issues through national and international exchanges, collaboration and research and academic seminars.
- 2.3.3 Members of staff and students are encouraged to undertake research in HIV/AIDS and, where appropriate, apply for support for this purpose.
- 2.3.4 The University strives to develop a strong publication record in HIV/AIDS.

2.4 Management

- 2.4.1 The University ensures that all members of staff are familiar with the HIV/AIDS policy and the legislation that governs HIV/AIDS in the workplace.
- 2.4.2 The University is proactive in determining any changes that might be required in terms of student admission, staff recruitment and the structure of the teaching terms, examinations and other activities as a result of the impact of this epidemic.

Annexure C: Policy on Pregnancies in University-controlled Residences

1. Policy statement and purpose

The University of Pretoria (UP) is committed to creating and maintaining a safe and welcoming campus and residence spaces, which support the health and wellbeing of students, as there are some of the important elements in striving to create the environment that is conducive for academic and overall success. The policy is based on the premise that pregnant students staying in University controlled residences should be provided with the basic level of support within the residence environment. The policy also takes into cognisance the limitations that may exist while striving to provide the support accordingly, as the University cannot take responsibility for the potential health (and otherwise) risks that may happen during pregnancy, while staying University residences. The Department of Residence Affairs and Accommodation will however strive to provide the basic support as far as possible, as set out in this policy.

2. Prevention of unplanned pregnancies

Previous interactions with students have shown that most of the pregnancies that occur amongst the students are unplanned and they result in severe emotional trauma. Thus the biggest focus would be on prevention of unplanned pregnancies through the following action steps:

- 2.1 Compulsory first year orientation or continuous talks provided by the Campus Health Service regarding all sexual health issues.
- 2.2 All student should note that Campus Health Services provides family planning options to all students, regardless of where they stay.
- 2.3 Ongoing awareness regarding contraceptives, safe sex choices and decision making. This are done in the form of flat talks, residence campaigns, pamphlets and poster distribution to all residences.

3. Application of the policy

The policy is applicable to all students staying in University controlled residences (limited to UP owned and leased residences), and staff of the University and its leased residences.

4. Student support

- 4.1 The Department of Residence Affairs and Accommodation's Student Support Division at UP will provide a pregnant student with information and reference, so as to enable the student to make an informed decision about her pregnancy. The Student Support Division will also provide information on health care options, alternative accommodation and HIV/Aids and other related issues.
- 4.2 Emotional support will also be provided, and if necessary, the Student Support Division will refer the student for professional at student counselling Services.

- 4.3 Pregnant students will have access to the Student Counselling Services at the Department of Student Affairs, free of charge. This service is also available free of charge to the father of the child, should he be a registered UP student. The contact number the Student Counselling Services is 012 420 2333.

5. Information sharing and reasonable confidentiality

- 5.1 A pregnant student is required to inform the Head of Residence as soon as the pregnancy is confirmed. If the student is not comfortable in informing the Head of residence, she may opt to inform a member of the House Committee responsible for wellbeing, or perhaps a House Committee member that she is comfortable to engage with. Then the House Committee member will have to inform the Head of Residence accordingly, as soon as possible. The Head of Residence will require medical confirmation of the pregnancy and the expected date of delivery. This will assist both the Head of Residence and the Student Support Division in Residences to determine the date until-which the student will stay in residence during pregnancy.
- 5.2 Any student under the age of 18 years will be advised to inform her parents of the pregnancy.
- 5.3 A student's rights to privacy and confidentiality shall be respected, and shared information regarding pregnancy will be kept confidential amongst the concerned parties. The student may have to give verbal permission for her information to be divulged, or the information may be shared with parties concerned in a reasonable manner as necessary.

6. Recommendations when suspecting a pregnancy

- 6.1 Upon suspicion of pregnancy, a student may visit the UP Campus Health Services (or any legal public or private health entity of their choice) to take a pregnancy test.
- 6.2 If a pregnancy test turns out positive, the student is encouraged to do follow up visits or consultations with Campus Health Services, to receive further support with regard to:

The related health care that the student may need. Campus Health Services may refer the student to other relevant services based on the student's decision regarding the pregnancy.

For additional support, the student should voluntarily visit/consult:

- The Student Counselling Unit for emotional support, counselling and copying mechanisms.
- The Student Support Division at the Department of Residence Affairs and Accommodation, for continuous/ ongoing support and alternative accommodation arrangements during pregnancy.
- Her parents and the father of the baby, to inform them of the pregnancy and for emotional and other support, regardless of her decision on the pregnancy.
- Their faculty, to make arrangements regarding their studies and possible absence when the baby is delivered, and during recovery.

7. Accommodation arrangements

- 7.1 A student may remain in residence provided that there are no medical complications, until the 34th week of pregnancy. Where complications or increased level of risk (including the possibility of a premature birth), the student may be required to seek alternative accommodation at an earlier date. It shall remain the responsibility of the student to keep the Head of Residence informed on her pregnancy and health status during the first 34 weeks of her pregnancy. The regular updates may assist in the overall monitoring of the pregnancy and in providing the basic advice to the student where possible.
- 7.2 Alternative accommodation during the final weeks (after the 34th week) of pregnancy must be arranged by the student, since the residence management cannot accept any responsibility relating to the pregnancy, nor the birth of the baby.
- 7.3 In all instances the University and its Department of Residence Affairs and Accommodation shall not be held liable by the student or parents/guardian, or any other third party for any unfortunate incident that the student might experience during pregnancy while staying in residence.
- 7.4 If the student wishes to have her room kept vacant so that she may return after the birth of the baby, arrangements can be made at normal accommodation fees for a period of three months, after which the room will be allocated to another student. The student will remain liable for payment of the relevant residence fees in her absence.
- 7.5 While the student may return to residence after the birth of the baby, the baby will not be permitted to live in residence with the new mother. The student is thus responsible for making appropriate childcare arrangements.
- 7.6 In the case where a pregnant student leaves the residence towards the end of the academic year, she will not automatically be allowed to resume residence at the beginning of the following year, but will have to apply/re-apply for residence accommodation in just like any other student. Such an application will be considered in terms of the University's residence placement policy.

8. Acknowledgements

Prior to the drafting of the Policy on Pregnancies in University Controlled Residences, a benchmarking exercise was conducted, based on the following:

- Pregnancy Protocol of Rhodes University.
- The Nelson Mandela University Institutional Regulatory Code.
- Pregnancy Policy of the University of Leeds.
- Neo Birth Pregnancy Crisis Centre, 804 Park Street, Arcadia, Pretoria.
- Dr M. Nolte, Department of Student Affairs, Student Support, University of Pretoria.

Further guidelines relating to pregnancy

Things to note:

1. Pregnancy may involve health risks to the pregnant woman, particularly around the final few weeks prior to the birth of the child.
2. Making unexpected decisions about health issues is often difficult and decision making around a pregnancy is no different. For many women, a pregnancy can be the first time that they have had to deal with a decision about their health and the course of their life.
3. Pregnancy means deciding on one of these three options:
 - Continuing with the pregnancy and raising a child
 - Continuing the pregnancy and placing the child up for adoption
 - Choose the option of terminating the pregnancy
4. In the case of an unplanned pregnancy the student has to deal with the associated physical and emotional implications that this might have on their studies.
5. It is very common for women to have a variety of emotional reactions to an unplanned pregnancy, and dealing with one's feelings is an important part of making a decision that one can live with.
6. The father of the child also has rights and responsibilities and he should be involved in all decisions made relating to the management of the pregnancy, unless the mother of the child chooses not to do so. In the case where adoption is considered, the father will have to be involved to obtain his permission.
7. Student Counselling, is also available to the father of the baby, should he wish to make use of it. This service is at the student's disposal, free of charge if he is a registered University of Pretoria student.
8. While a student's right to confidentiality shall be respected, it is reasonable to expect a pregnant student to inform the parties who might be affected by the pregnancy. It is strongly recommended that the student inform:
 - A medical practitioner, to obtain expert advice
 - The Head of Residence, so that she/he is aware of the student's pregnancy, and can assist the student in making the necessary arrangements for the final stages of the pregnancy, when she will have to move out of the residence(that is, after the 34th week).
 - Her parents/legal guardian.
 - The faculty/academic staff (e.g. lecturers, to make proper arrangements during the student's absence relating to pregnancy).
 - The father of the baby, if the student chooses to do so.
9. It needs to be taken into cognisance that a pregnant person may not be able to take an international flight after the 30th week, or a local flight after the 34th week.

Annexure D: Constitution: Residence Clubhouses

1. Purpose

- 1.1 The purpose of this regulation is to establish guidelines on managing the responsible consumption of liquor in residences in a positive manner and to regulate its consumption by means of clubhouses in University residences.
- 1.2 The orderly management of a residence clubhouse in accordance with this regulation is essential to ensure that liquor in the residence clubhouse is controlled according to a system reserving the right of access.
- 1.3 All clubhouses in residences are run in terms of the rules of the University, as approved by the Executive of the University.
- 1.4 No liquor may be consumed at any place in the residence except in a residence clubhouse.

2. Finances

- 2.1 The finances of a residence clubhouse will be managed within the general financial policy and procedures of the University.
- 2.2 The finances of the residence clubhouse have to be run in an orderly manner and it should be possible to give an account of the financial assets at any time. The funds collected by the residence clubhouse will, in consultation with the HC and the Residence Clubhouse Committee (RCC), be employed for the benefit of its members.
- 2.3 No liquor may be sold if such sale is contrary to the provisions of the Liquor Act. The Director: Residence Affairs and Accommodation will formulate and recommend guidelines in this regard that the RCC has to follow.

3. Management of the residence clubhouse

- 3.1 Every residence clubhouse will be managed in terms of the Constitution of the respective residence.
- 3.2 The constitution of the residence clubhouse shall deal with the manner in which the residence clubhouse is managed, and has to be approved by the Director: Residence Affairs and Accommodation.
- 3.3 The RCC will be formed, appointed and dissolved in a constitutional manner and will have specific functions.
- 3.4 Owing to the composition of University residences, the RCC has to be representative of all house members.
- 3.5 The functions of the RCC include the following:
 - 3.5.1 Managing the residence clubhouse effectively and efficiently in terms of the constitution and supervising in general
 - 3.5.2 Maintaining discipline in the residence clubhouse
 - 3.5.3 Purchasing liquor and providing it to members in the proposed manner
 - 3.5.4 Controlling in consultation with the HC the employment of the profits from the clubhouse
- 3.6 The residence clubhouse is the responsibility of an HC member (with a portfolio relating to social/facilities). He/she reports to the house management (Head of Residence and HC). This HC member therefore takes responsibility for the residence clubhouse and is accordingly the chairperson of the RCC.

4. Kinds of liquor

- 4.1 The different kinds of liquor that may be kept are subject to the provisions of the liquor license.

- 4.2 Prices for liquor in clubhouses should relate with industry levels so as to promote responsible drinking habits (prices in all clubhouses should be standardised as far as possible (competitive with reasonable Hatfield suppliers' prices) so as to eliminate "cheap" drinking habits).

5. Residence clubs' hours of operation

- 5.1 The RCC is responsible for ensuring that residence clubhouses provide liquor at the following times only:

Fridays: 19:00 – 22:00 (last round 21:30)

Saturdays: A period of three hours as agreed upon with the Head of Residence (not earlier than 11:00 and not later than 22:00)
- 5.2 Residence clubhouses have to be run and managed in such a manner that they do not at any stage inconvenience the members of the residence. Non-compliance with this rule could lead to clause 7.2 being put into effect.
- 5.3 All residence clubhouses have to close two weeks before the commencement of the official examinations of the University (no exemptions will be made, and activities should be planned accordingly).
- 5.4 No residence clubhouse may sell liquor during Welcoming Week.
- 5.5 First-year students are not allowed to serve alcohol in the clubhouse.
- 5.6 People serving alcohol in the clubhouse must be 21 years old.
- 5.7 Under no circumstances may liquor be provided to students under the age of 18 years.

6. Membership and use of residence clubhouses

- 6.1 Every member of the residence over the age of 18 years is entitled to be a member of the residence clubhouse.

7. Facilities and assets

- 7.1 The University provides the facilities that are used as a residence clubhouse.
- 7.2 Use of the facilities is a concession which the University may suspend at any time. This fact entails that a residence may be forbidden to operate a residence clubhouse.
- 7.3 All the assets in a residence clubhouse, excluding those being leased or rented, are assets of the residence and therefore assets of the University and have to be recorded in the University's asset register irrespective of whether or not the assets were purchased with external funds. The residence clubhouse management is responsible for the proper safeguarding and maintenance of the assets. The assets have to be used in the residence for the benefit of house members.
- 7.4 Separate toilet facilities for men and women have to be situated conveniently close to the residence clubhouse.

8. Cleaning of residence clubhouses

- 8.1 The RCC is responsible for maintaining the residence clubhouse in a neat condition. No first-year students are allowed to perform any cleaning duties, unless it is community service as part of the outcome of a disciplinary hearing.

9. Training

- 9.1 The HC member responsible for clubhouses has to be trained annually by the Department of Residence Affairs and Accommodation in order to perform the functions in terms of the provisions of the regulation.

Annexure E: Application for Serving of Alcoholic Beverages



UNIVERSITEIT VAN PRETORIA
UNIVERSITY OF PRETORIA
YUNIBESITHI YA PRETORIA

APPLICATION FOR SERVING ALCOHOLIC BEVERAGES ON UNIVERSITY PREMISES WITH THE EXCEPTION OF LICENSED PREMISES

FACILITIES MANAGEMENT
PROPERTY MANAGEMENT
Technical Services Building Room 3-87
Tel (012) 420-2530
E-mail ansie.delport@up.ac.za

PLEASE NOTE:

- Applications must be submitted **IN PRINT, IN TRIPLICATE AND AT LEAST 7 DAYS** prior to the date of the function, at room 3-88, Technical building.
- The conditions applicable to the serving of alcohol on all University premises are stipulated in paragraph 6:

1. Indicate whether alcohol will be sold or served:

SOLD	SERVED
-------------	---------------

2. Herewith application is made on behalf of:.....(eg Rag Committee) for approval to serve wine/beer/spirits (delete which is not applicable) at (eg Rautenbach Hall)

3. Nature of function: (eg Rag Dance, Barbecue, Cocktail party)

4. Number of people expected: Date of proposed function:

5. Proposed duration of:

- the function from to
- serving of alcoholic beverages from to (not later than 22:30)

6. CONDITIONS APPLICABLE TO THE SERVING OF ALCOHOLIC BEVERAGES ON ALL UNIVERSITY PREMISES WITH THE EXCEPTION OF LICENSED PREMISES

6.1 Apart from the exceptions mentioned above alcoholic beverages may only be served or consumed on University premises with the written permission of the Director: Facilities Management, acting on the authority given to her by the Principal.

- remains present for the full duration of the function, and
- ensures that, after the closure of the function, it does not proceed with unpermitted consumption of alcoholic beverages.

6.2 It is in the discretion of the Director: Facilities Management to decide whether the nominated patron is acceptable or not.
 6.3 The patron shall be informed in writing of the decision of the Director: Facilities Management.

6.3 The patron must:

- be a staff member of the University;
- accepts full responsibility for the orderly course of events on behalf of the Director: Facilities Management;

 6.4 The sale of alcoholic beverages at functions held on university premises, excluding licensed premises and occasions for which special permission is obtained, is not allowed under ANY circumstances.

7. **Applicant's name and title:**
Address:..... Postal code:.....
Tel No: Cell No:

.....
SIGNATURE OF APPLICANT **DATE**
to declare that he/she is aware of the applicable conditions as stated above

8. **Patron's name and title:**
Department/Section/ Bond with the applicable University or body:
Tel No: Cell No:

.....
SIGNATURE OF PATRON **DATE**
to give his/her assent to act as patron and to declare that he/she is aware of the applicable conditions as set out in paragraph 6.

9. 9.1 and 9.2 – SIGNATURE REQUIRED ONLY FOR STUDENT ACTIVITIES

9.1 DIRECTOR: RESIDENCE AFFAIRS AND ACCOMMODATION

Room 2-6, 90 Duxbury Road

APPROVED	REJECTED
----------	----------

Commentary/Conditions

Arrangements to be in place:

- Security and access control must be in place
- No men allowed in the ladies living quarters
- Head of Residence must be present

- Function must finally close at
- Neighbouring residences must be informed
- House members must be informed

.....
**DIRECTOR: RESIDENCE AFFAIRS
 AND ACCOMMODATION**

.....
DATE

9.2 DIRECTOR: STUDENT AFFAIRS

Room 1-21, Roosmaryn

APPROVED	REJECTED
----------	----------

Commentary/Conditions

.....
DIRECTOR: STUDENT AFFAIRS

.....
DATE

10. DIRECTOR: SECURITY SERVICES

Room 2-117, Administration Building

APPROVED	REJECTED
----------	----------

Commentary/Conditions

.....
DIRECTOR: SECURITY SERVICES

.....
DATE

11. HEAD: PROPERTY MANAGEMENT

Room 3-88, Technical Services Building

APPROVED	REJECTED
----------	----------

Commentary/Conditions

.....
HEAD: PROPERTY MANAGEMENT

.....
DATE

12. DIRECTOR: FACILITIES MANAGEMENT

Room 3-78, Technical Services Building

APPROVED	REJECTED
----------	----------

Commentary/Conditions

.....
DIRECTOR FACILITIES MANAGEMENT

.....
DATE

NB: *This form does not act as a confirmation that the venue/location has been reserved*
A copy for information of the temporary liquor licence must be handed in by the applicant within seven days of approval to:

1. Cheryl Nieuwoudt, Head: Property Management, Room 3-88, Technical Services Building or fax to (012) 420-4677
2. The Patron
3. The Applicant
4. The Director: Security Services

Annexure F: Policy on Anti-discrimination

1. Value statement

Mindful of its past, and taking cognisance of the vision and mission and underlying values enshrined in the University of Pretoria's Strategic Plan, the University seeks to build an inclusive, affirming and transformed institutional culture, curriculum and campus and residence life.

The University of Pretoria rejects and condemns racism, sexism, homophobia, transphobia, xenophobia, ethnic chauvinism, religious intolerance, unfair discrimination, hate speech, sexual harassment and harassment based on other prohibited grounds, gender-based violence and violence based on other prohibited grounds; and retaliation, in all its forms.

The University of Pretoria commits itself to the eradication of these practices.

This policy aims to create an enabling framework to address individual, structural and systemic forms of discrimination and exclusion and to ensure procedural as well as substantive justice.

It mandates the establishment of University structures with a campus-wide reach to offer forms of redress to individual complainants which are just, fair and transparent; and to pro-actively prevent unfair discrimination.

This policy recognises that the work of building an inclusive, affirming and transformed University cannot be achieved merely through the adoption of measures such as new policies and the establishment of institutions. However important such steps are, realising the vision of a transformed university will ultimately depend on the persistent, day-to-day individual and collaborative efforts of all who work and study at the University.

2. Purpose

The aim of this policy is to promote the achievement of procedural and substantive equality; to prevent the following actions being taken by University of Pretoria (UP) staff members, students and third parties (to the extent provided for in the Operations Manual); and to provide support and remedies where they occur:

- 2.1 Unfair discrimination
- 2.2 Hate speech
- 2.3 Harassment
- 2.4 Violence

where any of these actions are based on one or more of the following grounds: race, gender, sex, pregnancy, marital status, ethnic or social origin, colour, sexual orientation, age, disability, religion, conscience, belief, culture, language, and birth; or other comparable grounds including country of origin, HIV status, socio-economic status, albinism, gender identity, gender expression, intersex status, class, political opinion, year of study, physical appearance, body shape, mental health status, or occupation (further in this policy referred to as prohibited grounds); and

2.5 Retaliation

Insofar as this document relates to violence, it focuses specifically on violence based on prohibited grounds; it does not in any way condone or diminish culpability for violent conduct that is not based on prohibited grounds.

The policy is also aimed at ensuring that the University and University community condemn unfair discrimination in all its manifestations and take proactive steps to promote a culture of inclusivity.

While the University's legal competence to hold third parties to this policy is limited, it commits itself to take all reasonable steps to communicate and enforce the ethos of this policy in this regard.

3. Operations manual

- 3.1 The University is obliged to make appropriate and accessible institutional arrangements for the effective implementation of this policy.
- 3.2 The Operations Manual accompanying this policy sets out the procedures to be followed to implement this policy.
- 3.3 The Executive may amend the Operations Manual as may be required from time to time, as circumstances change.
- 3.4 The Operations Manual must, at least, set out the following matters:
 - (a) The applicable forum(s) that is responsible for the implementation of this policy and how its effectiveness will be ensured (its resourcing; its visibility and accessibility; its marketing).
 - (b) How an independent complaint investigating procedure will be ensured.
 - (c) Counselling, support, protection and advice to complainants.
 - (d) Promoting an inclusive culture, recommendations about structural reforms, and liaison with transformation committees.
 - (e) The various complaint resolution mechanisms open to the parties.
 - (f) Definitions and clarification of terms and phrases used in this policy (including the test for the recognition of further prohibited grounds; how this policy applies to service providers, contractors, visitors, and other third parties; the test for fair/unfair discrimination; how measures for redress of past disadvantage must be considered; reasonable accommodation for persons living with disabilities; and examples of conduct that amounts to harassment, sexual harassment, sexual assault, intimate partner violence and rape).
 - (g) Detailed guidance on the burden of proof.
 - (h) An explanation of and detailed guidance on how appropriate confidentiality must be ensured.
 - (i) Staffing, resources, data collection, reports on the implementation and utilisation of the policy, the provision of training, standing to lodge a complaint, and support to minors.
 - (j) Marketing of this policy to the broader University community – all reasonable steps that the University must take to create awareness of the policy and the processes to be followed in addressing complaints arising from non-compliance with this policy.

3.5 The Operations Manual may contain any other provisions that relate to the implementation of this policy.

4. Application of the policy

The policy is applicable to all UP staff and students, as well as service providers, contractors, visitors, and other third parties present on any of the UP campuses or other facilities, to the extent set out in the Operations Manual.

5. Complaints that may be lodged in terms of this policy

The examples provided below are not exhaustive and are only provided for clarification purposes.

5.1 Unfair discrimination

5.1.1 Discrimination is any act or omission that directly or indirectly disadvantages another person based on one or more prohibited ground or based on the perceived membership of the complainant of group(s) identified by one or more prohibited ground.

5.1.2 Subject to section 15 of the Employment Equity Act 55 of 1998, as part of the University's commitment to achieving substantive equality, it is not unfair discrimination to take measures designed to protect or advance persons or categories of persons disadvantaged by unfair discrimination or the members of such groups or categories of persons.

5.1.3 As part of the University's commitment to achieving substantive equality, all students and staff with disclosed disabilities will have access to reasonable accommodations that will allow them to meaningfully participate in all processes outlined in this policy.

5.1.4 Whether discrimination is "fair" or "unfair" is established by making a value judgment in accordance with the criteria set out in section 14 of the Promotion of Equality and Prevention of Unfair Discrimination Act 4 of 2000 and as further clarified in the Operations Manual.

5.1.5 The complainant must present the forum referred to in paragraph 3.4(a) with all relevant information on the conduct that in their view amounts to discrimination. The complainant will then be assisted to establish whether or not this policy was breached. If discrimination is proven, the respondent must then, to escape penalty, prove that the discrimination was fair.¹

5.2 Hate speech

5.2.1 Hate speech is any communication (consisting of, for example, words, images, chants, songs, flags, symbols, slogans or pictures) that could reasonably be construed to demonstrate a clear intention to:

(a) hurt or insult or degrade (where a reasonable person, informed by the values of the Constitution, would also have been hurt or felt insulted or degraded in the same circumstances); or

(b) harm or incite harm against; or
(c) promote or propagate hatred against any person or group of persons belonging to or assumed to belong to a group identified by one or more prohibited ground.

5.2.2 Hate speech may include the flying of flags, singing of songs, offensive logo's on clothing, written or graphic material that is placed on walls or notice boards or elsewhere on University premises, or circulated in the workplace or educational setting including by email, text messaging, social media and voicemail.

5.2.3 The complainant must present the forum referred to in paragraph 3.4(a) with all relevant information on the conduct that in their view amounts to hate speech. The complainant will then be assisted to establish whether or not this policy was breached. If hate speech is proven, the respondent must then, to escape penalty, prove the existence of a ground of justification.²

5.2.4 No defence of "fair" hate speech may be raised.

5.3 Harassment and sexual harassment

5.3.1 Harassment is:

(a) Any conduct which demeans, humiliates, or intimidates, where a reasonable person, informed by the values of the Constitution, would also have felt demeaned, humiliated or intimidated in the same circumstances, or creates a demeaning or hostile or intimidating environment, where a reasonable adjudicator, informed by the values of the Constitution, would also come to the conclusion that a demeaning or hostile or intimidating environment was created, and which is based on a person belonging to or assumed to belong to a group identified by one or more prohibited ground;
or
(b) any conduct which is calculated to induce submission by actual or threatened adverse consequences or implied or expressed promise of reward; and which is based on a person belonging to or assumed to belong to a group identified by one or more prohibited ground.

5.3.2 Sexual harassment is unwanted conduct of a sexual nature. The unwanted nature of sexual harassment distinguishes it from behaviour that is welcome and mutual. Sexual attention becomes sexual harassment if the behaviour is persisted in (although a single, serious incident may suffice); and

(a) the recipient has made it clear that the behaviour is considered offensive; or

(b) a reasonable person, informed by the values of the Constitution, would have come to the conclusion that the perpetrator should have known that the behaviour is regarded as unacceptable.

5.3.3 Harassment and sexual harassment may vary in degree of severity or complexity. This must be taken into consideration when dealing with the complaint.

- 5.3.4 Sexual harassment includes actions such as grabbing, groping, kissing, fondling, inappropriately long hugs, suggestive touching, leering, making gestures, stalking; flashing; grading or rating of appearance by verbal comment, or wolf whistling, or other noises; repeated, unwanted requests for dates; repeated, unwanted comments on a person's appearance; derogatory comments, including in relation to person's gender non-conformity; requests or demands for sex in exchange for improved marks, accommodation in residences, enrolment, appointments, advancement in the workplace, promotions or other needs and benefits; spying, or intruding upon persons in residences while bathing or dressing; and streaking. Sexual harassment includes actions such as non-consensual recording or broadcasting of sexual activity; non-consensual distribution of photographs or other images of or information about another person's sexual activity, nakedness or intimate parts; and non-consensual voyeurism.
- 5.3.5 Harassment and sexual harassment include written or graphic material that is placed on walls or notice boards or elsewhere on University premises or circulated in the workplace or educational setting including by email, text messaging, social media and voicemail.
- 5.3.6 The complainant must present the forum referred to in paragraph 3.4(a) with all relevant information on the conduct that, in their view, amounts to harassment or sexual harassment. The complainant will then be assisted to establish whether or not this policy was breached. Relevant information may include the particulars of the conduct complained of; if the respondent should have known that the conduct is regarded as unacceptable; the dynamic and nature of the relationship between the parties, if any; the degree to which the conduct affected the education or employment of the parties; the nature, scope, frequency, duration and location of the incident(s); the identity, number and relationships of the persons involved.
- 5.3.7 No defence of "fair" harassment may be raised.
- 5.4 Violence based on prohibited grounds
 - 5.4.1 The University rejects violence in all its forms, which is prohibited in various policies of the University, and the law of South Africa.
 - 5.4.2 That said, this policy focuses specifically on violence based on prohibited grounds.
 - 5.4.3 Gender-based violence includes sexual harassment, sexual assault, intimate partner violence and rape, and may occur in teaching and learning spaces, in workspaces, in residential spaces and in public spaces on the university's campuses, involving staff, students, contractors and visitors. It includes actions such as physical assaults by intimate partners; or actions against individuals perceived as gender nonconforming; or preventing or interfering with a partner's studies by, for example, withholding fees.
- 5.4.4 Other forms of violence based on one or more prohibited ground include an offence recognised under any law, the commission of which by a respondent is motivated by the respondent's prejudice, bias or intolerance towards the complainant and which is related to the complainant belonging to or being assumed to belong to a group identified by one or more prohibited ground.
- 5.4.5 All reports of sexual assault, rape and attempted rape must be treated with the appropriate level of confidentiality and all complainants treated with respect and dignity. The same principles apply to complainants physically injured by unknown assailants or their intimate partners, or any person assaulted on the basis of gender, sexuality or gender expression. The University should pursue the resolution of complaints irrespective of the initiation or outcome of criminal proceedings. Complainants are not required to pursue a public prosecution or disciplinary process solely on the basis that they have reported an incident of rape to the SAPS or the University. Neither may they be dissuaded from pursuing public prosecution or University disciplinary processes.
- 5.4.6 Taking into account the complainant's state of mind, the complainant must present the forum referred to in paragraph 3.4(a) with relevant information, to the extent that they can provide, to enable investigators and counsellors to investigate the conduct complained of, and to support the complainant. The information should focus on the conduct that in the complainant's view amounts to gender-based violence or other forms of violence based on one or more prohibited ground. The complainant will then be assisted to establish whether or not this policy was breached. Relevant information may include the particulars of the conduct complained of; the dynamic and nature of the relationship between the parties, if any; the degree to which the conduct affected the education or employment of the parties; the nature, scope, frequency, duration and location of the incident(s); the identity, number and relationships of the persons involved.
- 5.4.7 No defence of "fair" gender-based violence or other forms of violence based on one or more prohibited ground may be raised.
- 5.5 Retaliation
 - 5.5.1 Retaliation is conduct, including threats, intimidation, reprisals, adverse employment or educational actions taken against any other person (such as a complainant, witness or other party) related to a good faith complaint or belief that a complaint had been lodged.
 - 5.5.2 The complainant must present the forum referred to in paragraph 3.4(a) with all relevant information on the conduct that in their view amounts to retaliation. The complainant will then

be assisted to establish whether or not this policy was breached. Relevant information may include the particulars of the conduct complained of; the dynamic and nature of the relationship between the parties, if any; the degree to which the conduct affected the education or employment of the parties; the nature, scope, frequency, duration and location of the incident(s); the identity, number and relationships of the persons involved.

6. Relationship with other policies

To the extent that this policy cannot be reconciled with other UP and Faculty policies, this policy must be given preference and must be given effect until such time as conflicting UP and Faculty policies have been amended to conform to this policy.

7. Confidentiality

Complaints are investigated and dealt with in a manner that ensures the appropriate confidentiality of parties and the nature of the complaint.

8. Funding

Adequate funding and resources must be progressively allocated towards the implementation of this policy and allocated funds and resources must be efficiently utilised.

9. Repeal of policies

On the coming into effect of this policy and the accompanying Operations Manual, the Policy on unfair discrimination on the basis of race Rt 267/08 and the Code of conduct on the handling of sexual harassment Rt 267/08 are repealed. Other related policies will be reviewed and repealed as is appropriate.

10. Associated documents

This policy should be read in conjunction with the Constitution of the Republic of South Africa, 1996; the Promotion of Equality and Prevention of Unfair Discrimination Act 4 of 2000; the Employment Equity Act 55 of 1998; the Labour Relations Act 66 of 1995; the Criminal Law (Sexual Offences and Related Matters) Amendment Act 32 of 2007; the Protection from Harassment Act 17 of 2011; the Domestic Violence Act 116 of 1998; Notice of Code of Good Practice on the Handling of Sexual Harassment Cases; October 2017 Draft Policy and Strategy Framework: Addressing Gender-based Violence in the Post-School Education and Training Sector and the Hate Crimes Bill; Code of Good Practice on Employment of Persons with Disabilities; as well as the following UP policies and procedures: Code of Conduct for Members of Council; Whistle-blowers Policy; HIV and AIDS Policy; Language policy; Policy on Social Media; Disciplinary Code and Procedure for Employees; Code of Conduct for Employees; Disciplinary Code: University-Controlled Residences; General Rules: Disciplinary Code for Students as published annually in the UP rules and regulations on the general website; Pregnancy in Residences; Residence

Placement Policy; Students with Disabilities; Policy for Staff with Disabilities; Code of Conduct Applicable to Personal Relationships Between Employees and Students; Diversity Posts – Policy, Purpose and Relevant Procedures, as amended or replaced.

11. Appendices

Appendix A: Operations Manual to implement the policy
Appendix B: Complaint form

12. Responsibility for implementation

Office of the Registrar

13. Policy life cycle

This policy should be reviewed every four years.

14. Document metadata

Document number:	R 34/19
Document version:	First approved version replacing Unfair discrimination on the basis of race policy (Rt267/08) and Handling of sexual harassment policy (Rt267/08)
Document approval authority:	Council
Document approval date:	17 September 2019
Document owner:	Registrar
Document author(s):	
Next review date:	September 2023
Visibility:	
Display on staff intranet	Yes
Display on student intranet	Yes
Display on public web	Yes

Anti-Discrimination policy: Operations Manual

1. Purpose

This Operations Manual must be read with the Anti-Discrimination Policy. This manual operationalises the policy and it provides the mechanism for implementation of the Anti-Discrimination Policy.

2. Organisational scope

2.1 The policy and manual apply to:

- UP in all its manifestations, including all its committees, all its Faculties and departments and support services;
- All UP programmes and short courses and activities on and off campus and abroad;

- All UP staff and all UP students; and
 - Third parties (eg service providers, contractors, visitors, parents) to the extent set out in this manual.
- 2.2 UP must communicate the policy and manual to contractors and ensure compliance by agreement with contractors that they will abide by the policy and manual while working on the university's premises.
- 2.2 Visitors, and other third parties present on any of the University campuses or other facilities, are expected to abide by the policy and manual and any applicable laws in this regard, and the University reserves the right to take appropriate steps, should infractions occur.
- 2.4 Where the alleged perpetrator is an intimate partner, family member, friend, neighbour, acquaintance or other community member or unknown to the complainant, the UP Transformation Office's role will predominantly be supportive where the ethos that the University has committed to must be conveyed to third parties, where reasonably practicable.
- 2.5 The University Council and its Executive are legally obliged to ensure that all complaints lodged in terms of the policy are investigated and, where appropriate, remedied insofar as is reasonably possible in terms of the policy and this manual.
- 2.6 If a complaint is lodged against a member of Council the matter must be referred to the Human Resources Committee of Council to investigate and to finalise the matter on behalf of Council. The Committee shall determine its own procedures taking into account the rules of natural justice. Should a member of the Human Resources Committee of Council be implicated, such member must be recused from this process.
- ### 3. Relationship with other policies
- 3.1 The policy and manual must be read with existing HR and student policies and procedures.
- 3.2 Subject to 3.3, to the extent that the policy and manual cannot be reconciled with other UP and Faculty policies, the policy and manual must be given preference and must be given effect until such time as conflicting UP and Faculty policies have been amended to conform to the policy and manual.
- 3.3 Where a policy that arose from a collective bargaining agreement cannot be reconciled with this policy and manual, such other policy will be given effect to until such time as such other policy is amended through appropriate channels.
- ### 4. Implementation mechanism
- 4.1 The policy and manual are implemented by the following staff and student members collectively referred to as the "UP Transformation Office":
- UP Transformation Director (post to be created);
 - A full-time advocacy and training practitioner (post to be created);
 - A full-time investigator (post to be created);
 - A full-time counsellor (post to be created);
 - Where appropriate and if required, additional psychologists and counsellors currently appointed through UP Health and Wellness;
 - Where appropriate and if required, The Centre for the Study of Sexualities, Aids and Gender (CSA&G) staff and students (who raise awareness; provide training; provide peer counselling); and
 - Where appropriate and if required, The #speakOUT initiative.
- 4.2 The UP Transformation Office coordinates the implementation of this policy; collates data and reports on the implementation and utilisation of the policy; receives complaints; counsels, supports and advises complainants; ensures speedy resolution of complaints; promotes this policy; and liaises with all transformation committees across the University.
- 4.3 The UP Transformation Office is housed in the CSA&G (Huis en Haard building). All persons must feel that this is a service that they can access. The service should be accessible on a walk-in basis (07:30 to 16:00). A full after-hours on-call service should be established.
- 4.4 The Transformation Director is the head of the UP Transformation Office. The Transformation Director takes responsibility for the overall coordination of the tasks assigned to the UP Transformation Office in this manual. The Transformation Director is responsible for the overall management and coordination of the University Transformation Office, including its budget, marketing and awareness raising, development of protocols, and reporting functions. The Transformation Director reports to and through the Registrar.
- 4.5 The Transformation Director should develop detailed job specifications for each of the staff members in the Transformation Office as soon as reasonably possible after their appointment. All staff should be appropriately qualified and appropriately trained.
- 4.6 The counsellor(s) should preferably be trained as a social worker or psychologist and is responsible for making initial contact with complainants and providing ongoing psycho-social support to the complainant throughout the process.
- 4.7 The investigator(s) should have appropriate Human Resources, Psychology or Legal training and is responsible for investigating complaints. This function may overlap with existing Employee Relations (ER) functions or line manager functions and in some instances may involve external attorneys. The investigator cannot play the role of counsellor.
- 4.8 The Transformation Office should, in collaboration with the Department of University Relations (DUR), develop and implement advocacy and awareness raising activities surrounding the policy and manual, aimed at creating an inclusive culture and preventing the prohibited conduct outlined in this policy.
- 4.9 The Transformation Director must put appropriate training programmes in place for the entire UP community on the policy and relevant national legislation as well as in race, sexualities (femininities, masculinities), gender (encompassing the wide range of gender identities and belonging), sexual cultures among students, disability, cultural and racial issues and issues that arise from sexual, cultural and racial identities, so that all staff are able to appreciate the social, political, and racial context(s) of human behaviours.

- 4.10 Transformation Office staff must pay particular attention to the following considerations:
- that the complainant may have a lack of trust in university structures, including the fear of retaliation;
 - that the complainant may be dissuaded from pursuing formal complaints;
 - that the complainant may be reluctant to engage with processes seen to be lengthy and which offer inadequate support and protection to complainants;
 - that the complainant may experience feelings of confusion, guilt and uncertainty over the incident(s), including self-blame, or concerns about possible complicity;
 - that the complainant may fear being labelled and stigmatised;
 - that the complainant may experience complex feelings of respect and admiration for the alleged perpetrator, including not wanting to adversely affect their future and career;
 - that the complainant may have received inadequate psycho-social support to date;
 - that the complainant may believe that ignoring the behaviour will cause it to stop; and
 - complainants may interpret institutional silence around the complaints prohibited in this policy as indicating that their concerns are not taken seriously whereas it may simply be a reflection of treating the matter with appropriate confidentiality.
- 4.11 The Transformation Office must, in due course, develop comprehensive protocols guiding the provision of support to complainants and should for example, include:
- the provision of advice and assistance;
 - supportive measures, including crisis counselling; assistance with access to SAPS where requested; assistance with access to emergency medical care; and other relevant services;
 - protective measures to mitigate the impact of the attack or the reporting thereof upon the complainant. These may include change of student residence, where requested; change of academic classes and academic relief, where appropriate; and/or special leave (staff) or leave of absence (students), where appropriate; and
 - measures to protect the complainant from the alleged perpetrator when not arrested or on bail including exclusion of the alleged perpetrator from campus in appropriate circumstances, no contact orders, or (depending on the circumstances) protection orders in terms of the Domestic Violence Act or Protection from Harassment Act.
- 4.12 A brochure should be developed on the referral systems that are in place. The brochure should set out the avenues that a complainant may pursue, as well as all contact details (eg criminal courts; CCMA; equality courts).
- 4.13 Complainants must have free access to different forms of emotional and social support regardless of whether or not proceedings are instituted. Complainants must be advised on the criminal justice system, as well as civil remedies in the ordinary courts and equality courts.
- 4.14 Some of the forms of prohibited conduct outlined in the policy also amount to crimes in terms of South African law. Complainants may therefore lodge complaints in terms of this manual as well as lay a criminal charge at a police station. The two processes run independently of each other and the progress made and outcome of the one process has no bearing on the progress made and outcome of the other process.
- ## 5. First responder psychological first aid
- Counsellors at the Transformation Office and selected staff members at every Faculty, Residence and Support Service Department should preferably be trained as first responders and after such training should be capable of providing psychological first aid in cases of rape and sexual assault. The training should deal with at least the following topics:
- the need to and how to establish contact with the complainant;
 - the need to and how to ensure that the complainant has been referred to crisis counselling;
 - the need to and how to ascertain whether the complainant has made a complaint to SAPS and if not, encourage and assist them to do so in appropriate cases, taking into account that the SAPS processes are often slow, unwieldy and in some cases can be re-traumatising;
 - the need to and how to ensure that complainants have received medical attention;
 - the need to and how to provide information on the availability of longer-term support and to ensure that the counsellor follows up within 24 hours;
 - in the follow up to the initial report, how to provide an appropriate environment for the complainant to make their statement to the institution if such statement is necessary (ie when the alleged perpetrator is part of the institution), and offer assistance in making the statement;
 - how to provide information on the criminal justice process and explain the support role that can be provided by UP;
 - how to inform the complainant about the differences between the criminal justice process and the Transformation Office processes (where relevant);
 - how to inform the complainant of the supportive and protective measures available to them; and
 - how to provide a referral for the complainant to receive medium term support or counselling.
- ## 6. Definitions and clarifications
- 6.1 Unfair discrimination in terms of the Employment Equity Act
- In circumstances where the Employment Equity Act applies, the Employment Equity Act provides that no person may unfairly discriminate, directly or indirectly against an employee, in any employment policy or practice, on one

1 See the Operations Manual for a list of factors to consider in determining the fairness or unfairness of the impugned discrimination.

2 See the Operations Manual for a list of defences to a complaint of hate speech.

or more grounds, including race, gender, sex, pregnancy, marital status, family responsibility, ethnic or social origin colour, sexual orientation, age, disability, religion, HIV status, conscience, belief, political opinion, culture, language, birth or any other arbitrary ground. All applicable Codes of Good Practice issued in terms of national labour legislation must be read with this definition.

6.2 Unfair discrimination for all other cases

For all other cases (outside of the scope of the Employment Equity Act), discrimination is any act or omission that directly or indirectly imposes a burden or withholds a benefit from a person based on one or more prohibited ground or based on the perceived membership of the complainant of group(s) identified by one or more prohibited ground.

Burden includes any mental, psychological, physical or economic harm.

Prohibited grounds

- (a) race, gender, sex, pregnancy, marital status, ethnic or social origin, colour, sexual orientation, age, disability, religion, conscience, belief, culture, language, birth, country of origin, HIV status, socio-economic status, albinism, gender identity, gender expression, intersex status, class, political opinion, year of study, physical appearance, body shape, mental health status, or occupation.
- (b) any other ground where discrimination based on that other ground –
 - (i) causes or perpetuates systemic disadvantage; or
 - (ii) undermines human dignity; or
 - (iii) adversely affects the equal enjoyment of a person's rights and freedoms in a serious manner that is comparable to discrimination on a ground in paragraph (a).

As part of the University's commitment to achieving substantive equality, it is not unfair discrimination to take measures designed to protect or advance persons or categories of persons disadvantaged by unfair discrimination or the members of such groups or categories of persons.

Whether discrimination is "fair" or "unfair" is established by making a value judgment as set out below. All relevant factors must be considered in a holistic way.

The factors to be considered include the following:

- (a) the context;
- (b) whether the discrimination impairs or is likely to impair human dignity;
- (c) the impact or likely impact of the discrimination on the complainant;
- (d) the position of the complainant in society and whether he or she suffers from patterns of disadvantage or belongs to a group that suffers from such patterns of disadvantage;³
- (e) the nature and extent of the discrimination;

- (f) whether the discrimination is systemic in nature;
- (g) whether the discrimination has a legitimate purpose;
- (h) whether the discrimination entails an inherent job requirement;
- (i) whether and to what extent the discrimination achieves its purpose;
- (j) whether there are less restrictive and less disadvantageous means to achieve the purpose; and
- (k) whether and to what extent the respondent has taken reasonable steps to address the disadvantage which arises from or is related to one or more of the prohibited grounds.

6.3 Disability discrimination

As part of the university's commitment to achieving substantive equality, all students and staff with disclosed disabilities will have access to reasonable accommodations that will allow them to meaningfully participate in all processes outlined in this policy.

Disability is imposed by society when a person with a physical, psychosocial, intellectual, neurological and/or sensory impairment is denied access to full participation in all aspects of life, and when society fails to uphold the rights and specific needs of individuals with impairments. Persons with disabilities experience three main types of interrelated barriers: social (including high cost, lack of disability awareness, and communication difficulties); psychological (such as fear for personal safety); and structural (including infrastructure, operations and information).

Reasonable accommodations:

Any modification or adjustment to the environment that will enable a student with a disability to have access to or to participate or advance in academia and campus life. These measures ensure that persons with disabilities enjoy equal opportunities and are equitably represented in the UP community to the extent that it does not cause the University unjustifiable hardship.

Unjustifiable hardship:

Significant difficulty or expense being incurred by UP with respect to the provision of reasonable accommodation to a particular student or staff member with a disability. It means that an accommodation would be unduly costly, expensive, substantial, or disruptive to the detriment of UP in the context of UP's overall budget and spending.

6.4 Complainant

Any person who may lodge a complaint of unfair discrimination, harassment, violence based on prohibited ground(s), hate speech or retaliation in terms of clause 10 of this manual.

6.5 complaint

A complaint of unfair discrimination, harassment (including sexual harassment), violence based on

³ The more vulnerable a person is, the more exposed a person has been to discrimination, the more likely it is that further discrimination imposed on that person will be unfair discrimination. Privileged members of South African society may be required to bear a burden to alleviate the disadvantages that remain from the past and such additional burden may then be fair discrimination in appropriate cases.

	prohibited ground(s), hate speech or retaliation as may be lodged in terms of the policy.	6.14	Sex	
6.6	"The policy" The Anti-Discrimination Policy			Sex refers to a person's biological status, assigned at birth, and typically categorized as male, female, or intersex (i.e., atypical combinations of features that usually distinguish male from female). There are a number of indicators of biological sex, including sex chromosomes, gonads, internal reproductive organs, and external genitalia.
6.7	Gender Gender is a term that refers to social or cultural distinctions imposed on individuals and which are associated with being male or female.	6.15	UP contractor	Any person contracted by UP, or in the employ of a company contracted by UP to perform services, whether academic, training, support, utilities, security, or any other services.
6.8	Gender expression Gender expression refers to every person's outward presentation of gender, typically through appearance, dress, and behaviour. Usually the outward presentation is a reflection of that person's gender identity, but this is not always the case. In some cases, a person's gender expression may result in assumptions about their gender identity or sexual orientation which are inaccurate.	6.16	UP staff member(s)	All persons appointed by Council in the employ of the University; all staff appointed against external funds working on university premises; guest lecturers; invigilators; extraordinary and honorary professors and lecturers; all student appointments such as tutors, markers and research assistants; and any person who has agreed to be bound by the rules and policies of the University relating to staff. For all these categories it is irrelevant if the appointment is fixed-term, full-time or part-time.
6.9	Gender identity Gender identity is a person's gendered sense of self. Those who identify with roles, behaviours and expectations that are different from their biological sex (for example, they were born with male sex characteristics, were assigned male, but identify today as a girl, woman, or some other gender altogether) are often referred to as transgender.	6.17	UP student(s)	All persons registered as undergraduate or postgraduate students in terms of the regulations of the University; all participants in short courses presented by Enterprises@UP; any person who has agreed to be bound by the rules and policies of the University relating to students, including visiting students.
6.10	Harm or harmful This includes any mental, psychological, physical or economic harm.	6.18	Sexual harassment	This may include, but is not limited to, victimisation, quid pro quo harassment and sexual favouritism. A single incident of unwelcome sexual conduct may constitute sexual harassment if it was serious. ⁴ It may include actions such as grabbing, groping, kissing, fondling, inappropriately long hugs, suggestive touching, leering, making gestures, stalking; flashing; grading or rating of appearance by verbal comment, or wolf whistling, or other noises; repeated, unwanted requests for dates; derogatory comments, including in relation to a person's gender non-conformity; requests/demands for sex in exchange for improved marks, accommodation in residences, or other needs and benefits; spying, or intruding upon persons in residences while bathing or dressing; and streaking. It includes actions such as non-consensual recording or broadcasting of sexual activity; non-consensual distribution of photographs or other images of or information about another person's sexual activity, nakedness or intimate parts; and non-consensual voyeurism. In terms of the Sexual Offences Act flashing is defined as exposing genital organs, buttocks, or female breasts to the view of others.
6.11	Manager or line manager Any UP staff member with managerial, supervisory or warden responsibilities.			In circumstances where the Employment Equity Act applies, sexual harassment is unwelcome conduct of a sexual nature that violates the rights of an employee and constitutes a barrier to employment equity in the workplace, taking into account all the following factors –
6.12	Race Race is a social construct that draws on visible physical characteristics and invisible, socially defined cultural competencies that are imposed on individuals and groups to categorise, classify and rank them for the purposes of producing racialised hierarchies of power and social worth.			
6.13	Alleged perpetrator (respondent) A UP student, UP staff member, UP contractor or visitor to any UP campus, alleged to have engaged in unfair discrimination, harassment, gender-based violence, hate speech or retaliation either in their personal or official capacity, acting alone or in concert, or acting as part of an executive committee or faculty or departmental or residence committee or any other decision-making body within the university context.			

⁴ Factors to consider in determining if a single incident was serious enough to constitute sexual harassment include (a) whether the incident constituted an impairment of the complainant's dignity, (b) the complainant's circumstances; (c) the respective positions of the parties (power differential) in the workplace or other context where the incident took place; (d) if the incident consisted of physical conduct; (e) whether the incident constituted quid pro quo harassment; (f) the duration of the incident; (g) the risk of any future hostile environment; (h) the subjective reaction of the complainant; (i) was an offensive and humiliating environment created by objectively considering the conduct complained of and all surrounding circumstances; (j) making a value judgment to ensure fairness to all parties.

- (a) whether the harassment is on the prohibited grounds of sex and/or gender and/or sexual orientation;
- (b) whether the sexual conduct was unwelcome; and
- (c) the nature and extent of the sexual conduct and the impact of the sexual conduct on the employee.

In circumstances where the Employment Equity Act applies, consideration must be given to the Code of Good Practice of 1998 and the Amended Code of Good Practice of 2005 in terms of the Employment Equity Act 55 of 1998, on the handling of sexual harassment cases in the workplace.

Consideration must be given to the Code of Good Practice on the Handling of Sexual Harassment cases in terms of the Labour Relations Act 66 of 1995.

6.19 Harassment

This includes written or graphic material that is placed on walls or notice boards or elsewhere on University premises, or circulated in the workplace or educational setting including by email, text messaging, social media and voicemail.

The Protection from Harassment Act 17 of 2011 describes harassment as “directly or indirectly engaging in conduct that the respondent knows or ought to know causes harm or inspires the reasonable belief that harm may be caused to the complainant or a related person by unreasonably (i) following, watching, pursuing or accosting the complainant or a related person, or loitering outside of or near the building or place where the complainant or a related person resides, works, carries on business, studies or happens to be; (ii) engaging in verbal, electronic or any other communication aimed at the complainant or a related person, by any means, whether or not conversation ensues; or (iii) sending, delivering or causing the delivery of letters, telegrams, packages, facsimiles, electronic mail or other objects to the complainant or a related person or leaving them where they will be found by, given to, or brought to the attention of, the complainant or a related person”.

6.20 Gender-based violence

Where people do not comply with gender expectations, violence, abuse and discrimination may be employed to force conformity, to punish, or to assert dominance. As a consequence, while both men and women experience violence, the nature of the violence they experience is distinctively gendered. Gender-based violence (GBV) is most often directed at women and girls as the obvious bearers of the female and feminine. Lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ+) individuals may also experience GBV, including on the basis of being gender non-conforming and/or not practising heterosexuality. Violence may also be used to feminise men, or undermine their masculinity; hence they are not exempt from some forms of GBV. The use of violence to institute and maintain particular forms of gender relations is also influenced in complex ways by perpetrators’ ideas about the complainant’s race, disability, social class and citizenship status, amongst other factors. These factors similarly influence how others respond to instances of

GBV, as well as complainants’ access to support. GBV takes different forms in different societies and at different historical points. These forms may include the physical, sexual, emotional and psychological, as well as the social and the economic.

6.21 Sexual assault

Sexual assault refers to different forms of unwanted touching and sexual contact as defined in the Criminal Law (Sexual Offences and Related Matters) Amendment Act (SOA), 32 of 2007.

6.22 Intimate partner violence

Intimate partner violence is one of the forms of family violence dealt with by South Africa’s Domestic Violence Act, 116 of 1998. Those to whom the law applies include people who, “are or were in an engagement, dating or customary relationship, including an actual or perceived romantic, intimate or sexual relationship of any duration” irrespective of whether these relationships are heterosexual or same-sex. The Act defines domestic violence as including, among other things, harassment, abuse of a physical, sexual, emotional, verbal and/or physical nature, stalking and intimidation, as well as any other form of controlling behaviour.

6.23 Rape

Rape is an unlawful and intentional act of sexual penetration with another person without that person’s consent. Sexual penetration can be vaginal, anal and oral. While acts of oral penetration are only considered rape when penetration is accomplished by a genital organ, in the case of vaginal and anal penetration, both penetration by any body part, or an object, constitutes rape. South African law recognises that consent must be freely given and thus distinguishes between submission and consent. Where coercive circumstances are present, the law treats these as undermining of consent. Coercive circumstances may include the use of force or intimidation by the alleged perpetrator against the complainant, another person or the property of these persons; a threat of harm, real or perceived, by the alleged perpetrator against the complainant, another person or the property of these persons; an abuse of power or authority such that the complainant is inhibited from expressing their resistance or unwillingness to participate in the act; false pretences or by fraudulent means; the inability of the complainant to appreciate the nature of the act of sexual penetration, including where the complainant is at the time of the commission mentally disabled, asleep or unconscious, in an altered state of consciousness, including, but not limited to, under the influence of any medicine, drug, alcohol or other substance, to the extent that their ability to consent is adversely affected.

7. Lodging of complaints and procedure to address complaints

7.1 Should one of the complaints recognised in the policy occur, the complainant may approach any of the following:

- HR business partner (for staff)
- Line manager (for staff)

- Faculty Student Advisor (for students)
- Head of Residence (for residence students)
- Other residence staff (for residence students)
- A lecturer (for students)
- A SRC member (for students)
- Security staff (for staff and students)
- The Transformation Director
- The UP Hotline [0800 227 007]

On receipt of a complaint, the role-players listed above should offer initial support and guidance but must bring the complaint to the attention of the Transformation Office as soon as reasonably possible. A complainant may also approach the Transformation Office as first point of contact.

- 7.2 On being informed of a complaint, the Transformation Office staff arranges for the formal lodging of the complaint, the allocation of a reference number, its investigation, its resolution, and ongoing support to the complainant.
- 7.3 A complaint is lodged at the Transformation Office by completing the complaint form (Annexure B).
- 7.4 On completion of the complaint form, the Transformation Office staff:
- (a) ascertains if the complaint form has been completed correctly and offers assistance if the form has not been completed correctly or if supplementary information is required;
 - (b) ensures appropriate confidentiality;
 - (c) refers the complainant to appropriate support and counselling;
 - (d) determines the nature and severity of the complaint;
 - (e) identifies the alleged perpetrator and arranges for a written response from them;
 - (f) informs the alleged perpetrator of their rights and explains the process fully;
 - (g) in case of a complaint against a staff member, fully informs and consults with the line manager and with Employee Relations (ER).
- 7.5 All complaints pertaining to an employee must, with due allowance for the seriousness of the complaint, be referred to Employee Relations (ER) as soon as reasonably possible.
- 7.6 Allegations of sexual harassment must immediately (as soon as is reasonably possible in the circumstances, and without undue delay, taking into account the nature of sexual harassment, issues of sensitivity, a fear of reprisals, and the relative positions of the complainant and alleged perpetrator) be brought to the attention of the Transformation Director.
- 7.7 The Transformation Director must, as soon as is reasonably possible after a complaint has been lodged and the requirements listed in 7.4 above have been completed, conduct a preliminary investigation or arrange for a preliminary investigation to be conducted to make a prima facie assessment of the soundness of the complaint.
- 7.8 The Transformation Director / investigator has the right to:
- (a) consult all relevant parties;
 - (b) take the necessary steps to address the complaint in accordance with this manual and the policy;
 - (c) take the necessary steps to resolve the complaint;
 - (d) advise the complainant of the informal and formal procedures available to deal with the complaint, as set out in this manual and explain these procedures;
 - (e) where reasonably practicable, refer the complainant for advice, assistance and counselling, including during any disciplinary investigation that may be instituted;
 - (f) if the investigation discloses a prima facie case, advise the complainant that they may choose which procedure should be followed by the University, except that in certain limited circumstances as set out below under "Formal Procedure", the University may choose to follow a formal procedure even if the complainant does not wish to do so; and
 - (g) re-assure the complainant that they will not face job loss or any adverse consequences if they choose to follow either the formal or informal procedure.
- 7.9 Should the Transformation Director be of the opinion that no prima facie case exists in favour of the complainant, the complaint is dismissed and the Transformation Director furnishes reasons in writing for the dismissal of the complaint.
- 7.10 Should the complainant, after receipt of written reasons, still be of the opinion that the policy has been breached, an appeal may be lodged with the Registrar who may deal with the matter at their discretion, including arranging for the establishment of a panel to consider the appeal.
- 7.11 Should the investigation indicate that the complainant maliciously lodged a complaint, they may be subjected to a disciplinary investigation in accordance with the applicable Disciplinary Code for Staff or Students, as the case may be.
- 7.12 Should the Transformation Director be of the opinion that a prima facie breach of the policy has been established, they must, with the consent of the complainant, follow one of the following procedures:
- 7.13 Informal procedure
- 7.13.1 A complainant may choose to follow either of the following informal procedures:
- a) the complainant, another appropriate person or the Transformation Director explains to the alleged perpetrator that the conduct in question is not welcome, that it offends the complainant, makes them feel uncomfortable and that it interferes with their work or studies; or
 - b) an appropriate person approaches the alleged perpetrator, without revealing the identity of the complainant, and explains to the alleged perpetrator that certain forms of conduct constitute a breach of the policy, are offensive and unwelcome, make the employee/student feel uncomfortable and interfere with their work/studies.

- c) An appropriate restorative justice process if an appropriately trained restorative justice practitioner is available.
- 7.13.2 The person facilitating the process writes a report on the outcome of the informal procedure and files it at the Transformation Office.
- 7.14 Formal procedure
- A complainant may choose to follow a formal procedure, either with or without first following an informal procedure.
- a) Should the complainant decline to follow an informal procedure, or should the informal procedure be unsuccessful, the complainant may request that the Transformation Director refer the complaint to Legal Services via the Registrar who must further treat the complaint as a disciplinary matter in terms of the existing disciplinary codes and practices of the University.
- b) Should the Transformation Director be of the opinion that a person is reluctant to lay a complaint or to proceed with it as a result of possible intimidation or victimisation, the Transformation Director may, on own initiative, refer the matter to Legal Services via the Registrar, who must further treat the complaint as a disciplinary matter in terms of the existing disciplinary codes and practices of the University.
- c) The preliminary investigation referred to above serves *mutatis mutandis* as a preliminary investigation as intended in the Disciplinary Code for Staff or Students as the case may be.
- 7.15 The Transformation Director may, with the permission of the complainant, in addition to the informal procedure and disciplinary action, submit proposals to the Registrar in terms of which problems emanating from the complaints could be resolved.
- 7.16 Should the matter not be satisfactorily resolved by the procedures set out above, a complainant may refer the dispute to a relevant forum outside of the University such as the Commission for Conciliation, Mediation and Arbitration (CCMA) or the equality court. Similarly, an alleged perpetrator may refer a dispute arising from disciplinary action taken by the University to the CCMA or another appropriate forum.
- 7.17 It will be misconduct to victimise or retaliate against a complainant who lodges a grievance of sexual harassment in good faith.
- 7.18 The Code of Good Practice on the handling of Sexual Harassment as contained in the Labour Relations Act 66 of 1995 must be adhered to.
- 7.19 The Transformation Office staff must ensure that no unreasonable delays occur during the investigation, continuation or conclusion of any complaint.
- 7.20 The Transformation Director must keep the complainant updated on the process as often as is reasonably practicable.
- 7.21 All Transformation Office staff must take all reasonable precautions to ensure the safety of the complainant.

8. Disciplinary sanctions

In the event of disciplinary action conducted in terms of the Disciplinary Code for staff or students, the following aspects must be considered but the outcome remains in the presiding officer's discretion:

- 8.1 The sanction must be proportionate to the seriousness of the breach of the policy.
- 8.2 The sanction must be reconcilable with all relevant applicable national legislation such as the Employment Equity Act.
- 8.3 Innovative sanctions may be imposed in furtherance of UP's values and the spirit, purport and objects of the policy.

9. Burden of proof

- 9.1 For complaints of unfair discrimination where the Employment Equity Act applies, if unfair discrimination is alleged on the grounds listed in section 6(1) of the Act, the employer against whom the allegation is made must prove, on a balance of probabilities, that such discrimination did not take place as alleged or is rational and not unfair, or is otherwise justifiable; if unfair discrimination is alleged on an arbitrary ground, the complainant must prove, on a balance of probabilities that the conduct complained of is not rational; that the conduct complained of amounts to discrimination and the conduct is unfair.
- 9.2 For complaints of unfair discrimination where the Employment Equity Act does not apply, the onus is on the complainant to establish that the conduct complained of amounted to discrimination and the onus is on the alleged perpetrator to establish that the discrimination was fair.
- 9.3 For complaints of hate speech, the complainant is required to establish that the communication complained of breaches the policy either by the communication's normal meaning, or as inferred from the circumstances. The alleged perpetrator is required to establish that a ground of justification is available in the circumstances. No defence of "fair" hate speech may be raised. The following grounds of justification may be raised to a complaint of hate speech: (a) good faith engagement in artistic creativity; (b) good faith academic or scientific inquiry⁵ (c) fair and accurate reporting in the public interest; or (d) any of the common law defences available to a defendant in claims based on insult.
- 9.4 For complaints of sexual harassment, the complainant is required to establish the particulars of the conduct complained of and that the alleged perpetrator should have known that the conduct was unwelcome. The complainant and alleged perpetrator must provide as much relevant information as they can reasonably provide, such as evidence of the dynamic and nature of the relationship between the parties; the degree to which the conduct affected the education or employment of the parties; the nature, scope, frequency, duration and location of the incident(s); the identity, number and relationships of the persons involved to substantiate their claims.

10. Who may lodge a complaint?

- 10.1 A complaint in terms of this policy may be lodged by:
- (a) any person acting in their own interest;
 - (b) any person acting on behalf of another person who cannot act in their own name;
 - (c) any person acting as a member of, or in the interests of, a group or class of persons;
 - (d) any person acting in the public interest; and
 - (e) any association or staff association or student society acting in the interests of its members.
- 10.2 The whistle-blowing procedure as contained in the UP Whistle Blowing Policy may be used by third parties to report incidents of unfair discrimination, hate speech, harassment, sexual harassment, retaliation, and violence based on one or more prohibited ground.

11. Additional sick leave

- 11.1 Where an employee's existing sick leave entitlement has been exhausted, the University should give due consideration to granting additional paid sick leave in cases of serious unfair discrimination, harassment, hate speech or retaliation, where the employee, on medical advice, requires trauma counselling.
- 11.2 In appropriate circumstances, the University may give consideration to assisting with the cost of the medical advice and trauma counselling, where such amounts are not covered by any applicable medical aid scheme.

12. Social assistance

Should it be deemed necessary by the Transformation Director, any complaint, or related intimidation or victimisation may be referred to the Student Support Services Division of the University in the case of students, or to EAP at UP (the employee assistance program) in the case of staff members, for counselling, attention and support.

13. Funding

- 13.1 Adequate funds and resources must be allocated towards the implementation of this policy and allocated funds and resources must be efficiently utilised to ensure:
- (a) the provision of coordinated, sensitised, specialised, professional, integrated and multi-disciplinary complainant-centred services;
 - (b) the appropriate and targeted training of all staff and students involved in implementing any aspect of the policy, including informal or formal complaints procedures, support and assistance to complainants; and
 - (c) effective awareness programmes around the policy, including preventative programmes.
- 13.2 The allocated resources must be regularly monitored to ensure collective accountability.
- 13.3 The Department of University Relations must support the Transformation Director in identifying and sourcing

sustainable donor funding for the management of complaints lodged in terms of this policy.

14. Promotion of substantive equality

- 14.1 The UP community has a duty to promote and advance the achievement of substantive equality and the creation of a campus environment where difference and diversity are celebrated.
- 14.2 The UP community has a duty to proactively create an institutional culture that is inclusive, affirming and fair and where everybody is treated with dignity.
- 14.3 The Transformation Office must collate all relevant information for legislative reporting purposes, such as:
- (a) the number of cases dealt with, distinguishing between those perpetrated on-campus and those off-campus;
 - (b) the profile of complainants and respondents;
 - (c) the nature of the complaints lodged;
 - (d) the outcome of complaints;
 - (e) how many cases were settled;
 - (f) the manner in which cases were settled;
 - (g) training provided to staff and volunteers responsible for implementing the policy;
 - (h) the nature and extent of efforts made to provide information about the various policies to staff and students;
 - (i) any programmes or other interventions undertaken to improve safety and reduce incidents of conduct prohibited in this policy;
 - (j) budget and expenditure on addressing conduct prohibited in this policy;
 - (k) time taken to resolve the cases; and
 - (l) actions taken to mitigate obstacles to resolution of cases.
- 14.4 The Transformation Office must submit bi-annual reports to the Institutional Transformation Committee; copied to the Director: HR, the Registrar and the Vice-Principal: Student Affairs. The bi-annual reports must be collated into an annual report that must be addressed to the Vice-Chancellor and Principal and must be tabled before Council. These reports must be discussed at the Institutional Transformation Committee and Council and actionable items minuted and followed up.
- 14.5 The Transformation Office must, in its annual report to the Vice-Chancellor and Principal and Council, make recommendations on how the promotion of substantive equality may best be achieved, including proposals on amendments to existing university and faculty policies. The annual report should include proposals on how best to provide complainants with appropriate access to the mechanisms of justice, and, as provided for in national legislation, to just and effective remedies for the harm they have suffered; how to inform complainants of their rights in seeking redress through such mechanisms of justice; how to create or strengthen institutional mechanisms so that complainants can report complaints in a safe and confidential environment, free from the fear of penalties or retaliation; how to create, improve or develop and

- fund training programmes for judicial, legal, medical and security personnel to sensitise such personnel to the nature of the behaviour prohibited in this policy so that fair treatment of complainants can be assured; proposals on how to develop and implement strategies for familiarising staff and students with this policy and protocols developed in terms of this policy; how to develop and implement curriculum development strategies as well as programmes aimed at responding to and preventing conduct prohibited in this policy.
- 14.6 All line managers, heads of departments and others in positions of authority must ensure that they are well educated in the ways in which conduct prohibited in this policy may manifest itself and how to work with staff and students to ensure an open and trusting environment. They need to be familiar with this policy and the processes of how to report on and lodge complaints. They must ensure that:
- (a) complainants feel safe and supported to make complaints;
 - (b) the Faculties', Residences', and Support Service Departments' transformation committees and UP Transformation Office are well-known and respected; and
 - (d) if the complaint is made to them, they make effective and efficient referrals and report the matter as soon as possible.
- 14.7 Assessment of line managers' implementation of this policy must form part of their annual performance plan and performance appraisal.
- 14.8 All members of the University community should create and maintain a working environment in which the dignity of all affected individuals is respected. A climate in the University community should also be created and maintained in which complainants will not feel that their grievances are ignored or trivialised, or fear retaliation. Implementing the following guidelines can assist in achieving these ends:
- (a) The employer, management, employees and students are required to refrain from committing acts prohibited in this policy.
 - (b) All employers, management, employees and students have a role to play in contributing to creating and maintaining a working environment in which the conduct prohibited in this policy is unacceptable. They should ensure that their standards of conduct do not cause offence and they should discourage unacceptable behaviour on the part of others.
 - (c) The employers and management should attempt to ensure that persons such as customers, suppliers, job applicants and others who have dealings with the University are not subjected to unfair discrimination, harassment, hate speech and retaliation by the employer or its employees.
 - (d) The employers and management should take appropriate action in accordance with this policy where instances of unfair discrimination, harassment, hate speech and retaliation occur in the university environment.
- 14.9 The Transformation Office must establish links with both the local police station, as well as the local health facility to which SAPS take complainants who report rape.
- 14.10 The Transformation Office must develop a protocol for campus security, clinic staff and wardens of residences around responding to rape and other assaults in their immediate aftermath. This must include training such staff as first responders.
- 14.11 The Transformation Office, in collaboration with DUR, must take a range of additional steps to create awareness of the policy and to support its use. These could include:
- (a) Display of a plain language summary of this policy (or relevant posters) at strategic points where students are likely to congregate on campuses (such as fees offices) and residences. This includes making the policy and plain language summaries available online;
 - (b) Raising awareness of this policy during residence programmes and staff and student orientation and development. Attention to conduct prohibited in terms of this policy must be a feature of orientation activities for first-year students who may be particularly vulnerable to exploitative and abusive behaviour. As part of their orientation, students could for example be required to complete a module on this policy, which may include testing around its contents, especially in relation to defining complaints and reporting any such incidents;
 - (c) Develop plain language summaries of the policy and manual and place them on the UP web and send an annual reminder to all staff and students to familiarise themselves with the policy and manual;
 - (d) Providing comprehensive and ongoing training around conduct prohibited in terms of this policy to all personnel involved in the implementation of the policy, from campus security, to investigators/reporting officers. Workshops should also be conducted with student bodies, including the SRC and Faculty Houses;
 - (e) Ongoing awareness-raising of this policy's existence and the university's condemnation of all forms of conduct prohibited by this policy. Faculties and departments must ensure that their class schedules allow for at least one discussion of this policy per semester. This should be unannounced to ensure that it is not made an occasion for skipping class;
 - (f) Measures to increase awareness and knowledge of this policy; to be addressed to academic staff, service workers, unions, campus security, contractors, students, and visitors;
 - (g) Safety audits aimed at identifying either those situational contexts, or parts of campus, where students and staff feel unsafe, or where abuse could easily occur. Where environmental design provides opportunities for abuse, or security is inadequate, taking steps to address these deficiencies. Such measures may include providing adequate lighting at night, help

- lines and staff and students accompaniment by security personnel to residences, offices or other places. Situational contexts, which often arise in residences, may be addressed by the adoption of new rules and procedures, or through workshops;
- (h) Campus-wide workshops and discussions, including in residences, that allow for critical exploration of gender and heteronormativity, sex, intimacy and ethical conduct. These should aim to address the norms, behaviours, attitudes and practices that condone conduct prohibited in this policy. These initiatives should also allow for and encourage the implementation of other programmes demonstrating efficacy in the prevention of conduct prohibited in this policy, such as bystander interventions and self-defence training. Documenting and evaluating these and any other programmes that are developed to enable broader sharing of effective interventions with other universities;
- (i) Discussions and interventions should also attend to the relationship between campus drinking cultures and conduct prohibited in this policy. While alcohol, per se, does not cause violence, it can facilitate and excuse its expression, as local university-based studies and reports suggest. Liquor outlets in the vicinity of university campuses should be approached to ensure the responsible sale of alcohol, amongst other measures; and
- (j) Encouraging and supporting staff and student activism on conduct prohibited in this policy. Given the violence that staff and students experience off-campus, the Transformation Office should look beyond the university's immediate environment to engage in localised community-based initiatives and campaigns addressing conduct prohibited in this policy.
- 14.12 The Transformation Office must address residence cultures to create a safe and open climate to address issues such as sexual harassment, violence, racism and culture. The Transformation Office must develop and implement information and education campaigns that are specific to residence cultures, behaviours and activities.
- 14.13 The Transformation Office must support research into campus practices and cultures that are inimical to this policy.
- 14.14 The Transformation Office must support ongoing innovative and creative prevention and promotion campaigns that are vibrant, changing and address issues in ways that fully engage students on the matters addressed in this policy.
- 14.15 The Transformation Director must annually report fully on the activities of the Transformation Office and express a view on the effectiveness of the policy. The report must be addressed to the Vice-Chancellor and Principal and should be tabled before Council.
- ## 15. Confidentiality
- 15.1 All responses to complaints must maintain the appropriate confidentiality and privacy of the complainant whose safety and physical and psychological needs must be prioritised. In some instances, it may not be possible to maintain absolute confidentiality. The University discloses to parties and their representatives such information as may be reasonably necessary. The University may also be compelled to disclose information in terms of legislation or a court order.
- 15.2 Complaints are investigated and dealt with during the investigation phase, in a manner that ensures the appropriate confidentiality of parties and the nature of the complaint.
- 15.3 In cases of harassment based on sex and gender, gender identity, gender expression and transgender status, management, employees, students and the parties concerned must endeavour to ensure confidentiality in the disciplinary investigation. Only appropriate members of management as well as the complainant, representatives, alleged perpetrator, witnesses and interpreter, if required, should be present during the disciplinary investigation and process.
- 15.4 The University will be required to disclose to the complainant, the alleged perpetrator and/or their representatives, such information as may be reasonably necessary to enable the parties to prepare for any proceedings in terms of the policy.
- ## 16. Responsibility for implementation of the operations manual
- Office of the Registrar.
- ## 17. Operations manual life cycle
- The Transformation Director reviews this manual at least once a year and, through the Registrar's office, tables proposed changes to the manual to the Executive when required

COMPLAINT FORM

PART A.1: PARTICULARS OF COMPLAINANT

Empl ID / Student number:	
Name (s):	
Surname:	
Cellular number:	
Home number:	
Work number:	
Email address:	

PART A.2: PARTICULARS OF COMPLAINANT'S REPRESENTATIVE

Union or Firm:	
Address:	
Name(s):	
Surname:	
Cellular number:	
Home number:	
Email address:	

PART B: PARTICULARS OF RESPONDENT

Empl ID / Student number:	
Name (s):	
Surname:	
Cellular number:	
Home number:	
Work number:	
Email address:	

PART C: PARTICULARS OF COMPLAINT AND RELIEF SOUGHT

Attach pages to this form if there is insufficient space in the boxes to provide all the relevant information.

Nature of complaint with reference to the policy (eg sexual harassment; unfair discrimination based on race; gender-based violence)	
---	--

Date(s) of incident(s)	
------------------------	--

Place(s) where incident(s) occurred	
-------------------------------------	--

Witnesses

Full names and surname	
Student number / Empl ID	
Cell number	
Email	

Full names and surname	
Student number / Empl ID	
Cell number	
Email	

Full names and surname	
Student number / Empl ID	
Cell number	
Email	

Full names and surname	
Student number / Empl ID	
Cell number	
Email	

Detailed description of the incident(s)

--

How has the incident(s) affected you?

Supporting documentation (eg photographs; screenshots; emails; notes; cell phone recordings)
(Please attach or make available to the investigator)

PART D : RELIEF SOUGHT

Please indicate what assistance you require (eg investigation; counselling; support to lodge a criminal complaint; expulsion)

Signed aton this.....day of..... year

Signature of Complainant/Representative

Annexure G: Medical Assistance for Residence Students

Supporting Student Wellbeing

Wellness implies a lifestyle with a sense of balance. This sense of balance arises from a balance, or harmony, within each aspect or 'dimension' of life... Realistically, perfect harmony is almost impossible to achieve. However, the individual challenge is to seek this balance, calmly and constantly; it is the state which we continually move towards. (Lowdon et al., 1995, 6)

The five areas of student wellbeing are identified as:

- Mental Wellbeing
- Emotional Wellbeing
- Spiritual Wellbeing
- Social Wellbeing
- Physical Wellbeing

In the event of a student having difficulty in any of the above aspects to such an extent that professional intervention is required and upon professional assessment it is established that such a student might hold a risk to him/herself and/or the rest of the students in the residence, then such a student might be asked to leave the residence until such time as he/she are declared fit by a professional, to be taken up in a residence environment again.

STANDING OPERATING PROCEDURE OUTLINING THE PROCESS OF DEALING WITH MEDICAL CASES AND EMERGENCIES

The procedure with regard to medical assistance at a residence is as follows:



SICKNESS

(Patient is awake, orientated. Situation is not life threatening)

During office hours:

- Escort the patient to the nearest medical facility or Student Health Centre
- Inform the Prim/Chair and Head of Residence
- Inform the relatives if needed
- Support the patient
- Contact Bes

After hours:

- Escort the patient to Little Company of Mary Hospital (if he/she has medical aid)
- Escort the patient to Tshwane District Hospital (if he/she does not have medical aid)
- There is no on-site treatment available. Ambulance service is for medical emergencies only. If a student is unwilling to go to hospital, then they should go to Student Health Services on campus during office hours.
- Inform the Prim/Chair and Head of Residence
- Inform the relatives if needed.
- Support the patient
- Contact Bes



HOSPITALS

LITTLE COMPANY OF MARY HOSPITAL (Bes for authorisation)

- If medical aid information is not available and the situation is life threatening
- Patient has medical aid and needs urgent medical treatment

TSHWANE DISTRICT HOSPITAL (STEVE BIKO HOSPITAL)

- If the patient has no medical aid
- If the patient's relatives are not able to support him/her financially (pay for the medical costs)

ANY OTHER PRIVATE HOSPITAL

- If the patient has medical aid
- If it is the patient's (or relative's) request to be taken to another hospital



MEDICAL EMERGENCY

(Patient is unconscious, urgent medical treatment is evident. It is a life threatening situation)

- Phone Security Services (012 420 2310)
- Contact Bes
- Support the patient
- Establish the patient's identity (name, student nr, contact details and medical aid)
- Inform the Prim/Chair and Head of Residence.



UNNATURAL DEATH, FATALITY OR FATAL ACCIDENTS

- Phone Security Services (012 420 2310 or 083 654 0476) and request an ambulance
- Contact Bes
- Secure the scene (get all spectators away)
- Inform Prim/Chair and Head of Residence
- Establish identification (name and student number)



BES
082 908 3588

- Will engage all necessary support structures
- Go to the scene (hospital)
- Support the residence
- Inform all parties concerned
- Assist with and make all needed arrangements
- Inform and support the family
- Address all support needs

If you are unsure...
Don't panic...
Under all circumstances...
Bes
082 908 3588

Annexure H: Welcoming of First-year Students in Residences

Preamble

The transformation of welcoming (of first-years) in residences should be viewed against the back-ground of the transformation of the University of Pretoria (UP) as a whole. It remains a challenge to move from an orientation that is characterised by obsolete practices and based on many questionable assumptions about the needs of first-year students to a welcoming process that is applied as a strategy for the development of first-year students. Any welcoming programme should be inclusive and should focus on all first-year students from diverse backgrounds. It should specifically be sensitive to the needs of previously disadvantaged students.

The general needs of first-year students who must make the transition from different school systems to a university can be summarised as follows:

- **Skills:** In order to be successful in the new environment, students should acquire new skills. Some skills are of an academic nature, while others are social or general life skills such as dealing with money matters or conflict, self-image, assertiveness et cetera.
- **Expectations:** Students have certain expectations of a university, some of which are realistic and some unrealistic. The welcoming of first-years should address these expectations, while also informing students about the expectations that the University has of them.
- **Security:** New first-year students experience feelings of meaninglessness and anonymity as a result of the size and complexity of the new environment. Students of different cultures, races, language groups, religious convictions, economic classes and sexual orientations are placed together in residences. Many students are simply not able to deal with this diversity. The politicised nature of the university environment increases the students' awareness of the social relevance of such differences. There is a direct correlation between students' feeling of security, comfort and trust on the one hand and their ability to perform academically on the other.

1. Introduction

1.1 Vision statement and Core focus

All actions should support the Vision and Mission statement of the Department of Residence Affairs and Accommodation (TuksRes).

The Vision is to offer an on-campus listening, living and learning environment that supports staff and student's experience at the University of Pretoria.

TuksRes' core focus is to create an environment

- of dialogue and conversation to achieve understanding,
- that is inspirational and promotes a sense of belonging for the holistic development of all, and
- that promotes academic and experiential learning

1.2 Declaration of intent

The welcoming programme in the University-controlled residences at UP, as well as the UP accredited private residence introduces first-year students to the realities of their living and study environments for the full year, rather

than to merely provide first-year students with one week of enjoyment. The point of departure is that residences are not only a social environment, but primarily an academic environment. The ultimate aim is to develop a residence welcoming programme that is complementary to the mainstream academic orientation. The welcoming of first-year students is considered to be an integral part of an encompassing strategy of adding value to the development of students.

The following three guiding principles are applied within the context of transformation at UP:

- The welcoming is fully reconcilable with the principles as expressed in the Bill of Student Rights.
- Each residence management that participates voluntarily in the program bears responsibility for the welcoming.
- The welcoming is applied as a mechanism for constructive group interaction.

1.3 Objectives

The objectives of the welcoming programme in residences are directed at satisfying the needs of first-year students who enter the University and residence environment for the first time. These basic needs are:

- Information about the new environment.
- Skills necessary to succeed in the new environment.
- Acquisition of feelings of trust, belonging, security and ownership.

The objectives are:

- 1.3.1 To empower first-year students by providing them with specific and adequate information about the University and residence life.
- 1.3.2 To facilitate the academic performance of first-year students by providing a climate and a supporting infrastructure that is conducive to study.
- 1.3.3 To facilitate the social adjustment of first-year students in residences by exposing them to the various facets of student life and opportunities on campus.
- 1.3.4 To facilitate the feeling of belonging and ownership among first-year students by introducing students to one another ("kenmekkaar"), and by developing skills with which they can constructively deal with the challenges of diversity.

1.4 Core values for residences

The following eight values were articulated as the core values in the residences. These values serve as the frame of reference of all actions and practices and will be implemented by means of the code of conduct and implementation plan of each residence.

- Respect
- Integrity
- Accountability
- Fairness
- Commitment
- Excellence
- Pride
- Relevance

The welcoming programme will be executed in a spirit of moving away from the outdated and traditional approach to encompass a new spirit based on the empowerment of first year students to adjust to their new living and academic environment. Common sense should prevail.

1.5 Credo for residences

The University of Pretoria is committed to playing a leadership role in the development of a national spirit of moral and ethical citizenship. It is further committed to foster and encourage a common will to perform and excel in all fields. Therefore, TuksRes has developed a credo for residences which students are expected to abide and live by. It reads:

As proud members of TuksRes:

- We appreciate and value the uniqueness of each individual person, whilst we seek to harness the collective genius within all people.
- We are honest and open in all our endeavours and our actions are consistent with what we say.
- We take responsibility for our own decisions and personal development.
- We participate as equals and compete for the same opportunities in a spirit of goodwill and collaboration as we all strive towards a just society.
- We serve others above self, whilst we grow and develop our own potential.
- We strive towards a society of rewarding and healthy relationships where we have fun together and celebrate our successes.
- We are on a continuous journey of learning and discovering new things which we apply in our lives.
- We appreciate, recognise and reward work well done.
- We take pride in a culture of belonging to a community of TuksRes, that is relevant to the future.

2. General guidelines

2.1 Standard welcoming programme

- 2.1.1 Each year the Welcoming Committee of the Department of Residence Affairs and Accommodation draws up a standardised welcoming programme and distributes it to participating residences. The programme departs from the assumption that each activity is intended to satisfy the needs generally prevailing among first-year students who must adapt in a new living and study environment, and therefore each activity is directed at achieving a specific objective.
- 2.1.2 The programme and the activities and time frames that it contains are obligatory for each residence. There is limited latitude for deviations from the standard programme, provided that the Welcoming Committee approves the deviations.
- 2.1.3 The Head of Residence and the House Committee of a residence accept the official standardised welcoming programme of the Department of Residence Affairs and Accommodation including the approved deviations from this programme as vetted by the Welcoming Committee.
- 2.1.4 The First-year Guardian is held responsible and accountable for the programme. The integrity

of each First-year Guardian is respected and accepted, and everyone must act accordingly. Common sense should be an important guiding principle.

- 2.1.5 First-year students may not be required to get up before 05:45 (except where more than one group has to be accommodated for breakfast at dining halls serving more than one residence) or go to bed later than 23:00 during welcoming week.
- 2.1.6 First-year students must be allowed to attend their own churches on the Sunday evenings during the welcoming period. No mass dating may take place with respect to church related activities.
- 2.1.7 All residence welcoming activities have to be concluded by no later than 07:45 during the academic orientation weeks to ensure that the academic activities can commence at 08:00 sharp.

2.2 Acceptance of the welcoming programme

- 2.2.1 An agreement is signed by the Head of Residence and the House Committee (par. 2.1.3) with the Department of Residence Affairs and Accommodation and should be submitted to Mr Lanché van Tonder.
- 2.2.2 A detailed programme of the activities which will be presented in accordance with the frame of reference for activities, as well as the time and venue of each activity, must be submitted to Mr Lanché van Tonder.
- 2.2.3 The arrangements in respect of the welcoming should be communicated to all other members of the residence as soon as possible.

2.3 Responsibilities and monitoring

- 2.3.1 The Head of Residence and the House Committee accept full responsibility for the implementation of the programme and for the welfare of first-year students within the spirit and framework set out in this regulation as well as full responsibility for the programme.
- 2.3.2 Only positive motivational techniques may be used, and the Head of Residence, Chairman/Primaria and First-year Guardian should ensure that the House Committee is informed of such techniques. The following practices "Memorandum of Understanding" are not in line with the policy of the University of Pretoria and are prohibited (during and after Welcoming Week):
- 2.3.2.1 shouting and swearing at first-year students;
- 2.3.2.2 motivation through coercion of fear;
- 2.3.2.3 victimisation, isolation and preventing first-years from sleeping;
- 2.3.2.4 first-years looking down or standing in a specific way;
- 2.3.2.5 preventing first years from using facilities in a residence, such as lifts, access areas, lawns, benches, et cetera;
- 2.3.2.6 organised first year/senior greetings (during or after lunch or dinner on a daily basis);
- 2.3.2.7 wearing of name tags after the specified period;
- 2.3.2.8 special form of greeting inflicting pain in the

- process of execution, such as chest hitting of forceful contact with any body part;
- 2.3.2.9 physical activities, exercise sessions, et cetera;
- 2.3.2.10 compulsory participation at activities such as Rag, sport events, socials, et cetera;
- 2.3.2.11 obligatory gatherings;
- 2.3.2.12 fines in general (fines can only be issued through a formal Disciplinary Hearing);
- 2.3.2.13 personal duties involving HC members and seniors such as car washing, buying of refreshments from garage shops or Varsities, et cetera;
- 2.3.2.14 duties within the residence such as washing of sports team clothes, waking up of HC members, et cetera;
- 2.3.2.15 preventing first years to wear make-up, et cetera;
- 2.3.2.16 expenses for providing refreshments at House Committee meetings, House meetings, et cetera;
- 2.3.2.17 telephone and front door duties; and
- 2.3.2.18 preventing first year students to visit public places.
- 2.3.3 Please note that it is the responsibility of the House Managements to manage the above accordingly and disciplinary action will be taken against anyone who is involved in the above in any manner whatsoever.
- 2.3.4 Heads of Residences must be informed at all times of the entire programme that will be followed and must attend activities at their discretion. The Head of Residence and House Committee jointly accept responsibility for the programme.
- 2.3.5 Provision is made for independent persons to monitor the implementation of the welcoming programme. The Department of Residence Affairs and Accommodation appoints at least four suitable persons at each of the men's and women's residences on the Hatfield Campus, one person for the Prinshof Campus and two persons for the Groenkloof Campus, to monitor and report on positive and negative aspects of the welcoming. The University can/may appoint additional monitors at its discretion.
- 2.3.6 Monitors may also visit residences on an ad hoc basis during the year to obtain feedback from first-year students on their perceptions of residence life in general and specifically their involvement in their respective residences, as well as their adjustment to the new environment. A task description will be given to the monitors (see Appendix B: Task description of monitors).
- 2.4 Residence traditions
- 2.4.1 The Head of Residence, in consultation with the House Committee of each residence, should take a consensus decision about each residence tradition that is to be transmitted to first-year students during the welcoming period. A complete explanation of the respective residence traditions must be submitted to Mr Lanché van Tonder.
- 2.4.2 No tradition may be forced on any first-year student, even if the Head of Residence and House Committee have taken a consensus decision on it.
- 2.4.3 It is not acceptable for first-year students to look down or stand in a specific way during welcoming week or at any other time during house activities or gatherings. It cannot be expected of first-year students to stand when chairs are available.
- 2.4.4 First-year students cannot be prevented from using any of the facilities in a residence, such as lifts, stairs, access areas, et cetera.
- 2.5 Senior students and dining halls
- 2.5.1 Involvement of senior students in the welcoming programme in any manner whatsoever is prohibited. Seniors must be fully informed of the rights of first-year students and how they should behave as seniors during the senior liaison.
- 2.5.2 No welcoming activity of any kind is permissible in the dining hall, lounge et cetera of the residence. First-year students have the right to free access and use of the dining hall, similar to the right of any other resident subject to the dining hall rules for each individual residence.
- 2.5.3 Arrangements for food parcels must be made in good time with the dining room staff, where applicable.
- 2.6 Name tags, forms of greeting and uniforms
- 2.6.1 Nametags for first-years will be provided by the Department of Residence Affairs and Accommodation and are only for use on the premises of University residences. The wearing of nametags is permitted until the final Sunday of Welcoming Week.
- 2.6.2 No special form of greeting that could inflict pain is permissible. Chest hitting or forceful contact with any other body part by first-year students is therefore not acceptable forms of greeting.
- 2.6.3 Forms of address and/or gestures of greeting are only permissible during Welcoming Week and if it is not forced upon any house member.
- 2.6.4 The wearing of first-year uniforms are prohibited; clothing and/or other initiative to create a sense of unity and 'belonging' can only be implemented if this is applicable to all house members. Only house clothing is allowed and is optional and should be managed in such a way that sufficient time for washing and ironing is available within the official welcoming programme during the first week.
- The clothing package contains the following:
- Tuks t-shirt sponsored by TuksRes
 - Blue denim or black pants or three quarter pants (men and ladies) – brought from home
 - Specific house shirt
 - House jacket/jersey (optional)
- 2.6.5 Due to financial constraints, first-year clothing is limited and the details on the wearing of these clothes will be agreed to between the Orientation Committee and the First-Year Guardians at their training session.
- 2.6.6 Residences can agree to wear residence clothes on a specific day in a month.
- 2.7 Physical activities
- 2.7.1 Physical activities are only permitted within the framework described in the standard programme.
- 2.7.2 No organised group activities or exercise sessions

- are permitted outside specified times.
- 2.7.3 Residences must plan individually for travelling time and busses between residences and the campus or churches. Activities must always begin punctually.
- 2.7.4 Only approved UP sport items, as indicated in the programme, will be allowed.
- 2.7.5 First-years may not be required to run to venues.
- 2.8 Conclusion of the programme and activities after welcoming
- 2.8.1 The welcoming programme concludes on the second Sunday with a symbolic formal ceremony. Thereafter no welcoming activity of any kind is permitted. The Head of the Residence must attend this ceremony.
- 2.8.2 First-year students may only be required to remain in the residence for the first two weekends to participate in scheduled activities and must be communicated as such to first-year students and their parents. Thereafter no first-year student may be required to remain in the residence for a weekend. First-year students will only be allowed to go home during the welcoming week at the request of their parents or under special circumstances (medical reasons and so forth).
- 2.8.3 A first-year concert is presented on the second Saturday, a week after the Welcoming Week programme commences.
- 2.8.4 Any participation in activities, including community service projects, concerts or the attendance of sports activities et cetera is voluntary.
- 2.8.5 Mentorship/academic curriculum activities/study hours/development sessions for all first-year students (and seniors where applicable) and periods of silence in residences are compulsory between 20:00 and 23:00 from Monday to Wednesday. HC members and academic mentors can use this time to assist first-year students with academic difficulties.
- 2.9 The status and responsibilities of first-year students
- 2.9.1 First-year students are equal in status to and treated like any other resident. In accordance with the Bill of Student Rights, the authority in the residence is vested in the elected committees, and not in the status acquired by means of academic success or progress.
- 2.9.2 Participation of first-year students in any activity related to the residence is voluntary and must be communicated as such.
- 2.9.3 No obligatory gathering ("aantrede") of first-year students may occur. Only weekly house meetings for all residents are allowed.
- 2.9.4 Like any other resident, a first-year student is subject to the accepted constitutional provisions and rules of the University.

Annexure I: Escalation Policy

1. Purpose of the policy

The purpose of this policy is to set out clearly the route that should be followed by staff, students, researchers, service providers and contractors in escalating issues, concerns and complaints to Senior Management and the Executive of the University of Pretoria.

This policy should be read in conjunction with any additional or separate policies, regulations and guidelines which are aimed at or otherwise provide for the addressing of reportable events or circumstances and, where applicable, the escalation or reporting of such events or circumstances to the appropriate level of University management or a competent regulatory authority. In so far as any such additional or separate policies, regulations or guidelines contradict this policy, the determinations of the former shall prevail.

2. Organisational scope

This policy is applicable to all staff, students, researchers, service providers and contractors at the University of Pretoria, and all persons whom they may engage to take up issues with the University on their behalf.

3. Policy principles

- 3.1 It is our policy that staff members must be responsive to queries and managers must be responsive to complaints.
- 3.2 The University has a hierarchical structure, which in general establishes a line management framework. This is aimed at ensuring efficient and accurate communication, orderly an organised business operations and proper allocation of time and resources.
- 3.3 Past experience has demonstrated that disgruntled staff, students, researchers, service providers and contractors on occasion bypass line management and lines of responsibility and attempt to take issues up directly with members of the Executive or the Vice-Chancellor and Principal of the University, before they have engaged with the appropriate organisational functionary for managing such issues as a first line of action. This is especially true in circumstance where staff members, students, researchers, service providers and contractors are dissatisfied with what they perceive to be a lack of responsiveness or failure to attend to queries, complaints and issues timeously.
- 3.4 This practice is undesirable. Persons must raise their issues with the appropriate and responsible person at Faculty or Departmental/Centre/Institute level as they are best placed to resolve the matter immediately or escalate it should it be required. This is based on the fact that they possess or are able to obtain the information required to form an informed view on the issue raised. Failure to follow this route will result in the matter being referred back to that person and a delay arising in reaching resolution.
- 3.5 Staff members responding to issues are required to keep a written record of such issues, any interventions undertaken and the outcome thereof. Where a decision is made, a detailed written record of the reasons for the decision must be generated and kept until the matter has been finally resolved. The records will be made available if the matter is escalated in accordance with the policy. These records also may be required if the issue is escalated to the Department of Higher Education and Training (DHET), the South African Human Rights Commission (SAHRC), the Public Protector (PP), the High Court of South Africa and/or any other relevant external forum.
- 3.6 Escalation is a normal practice when there is no response, when there is an undue delay in response, when there is a lack of substantive engagement on the issues that have been raised, the person with whom the issue has been raised lacks the authority to make a decision or by mutual agreement between the parties. Escalation, even by mutual agreement between two or more parties, can occur if agreement cannot be reached (deadlock) or if the decision or action required can only be taken by a person at a higher level. Such a situation may arise if a matter cannot be addressed definitively within the existing organisational framework (such as policies, procedures, regulations and guidelines) or the requisite authority does not lie with the person dealing with a matter.
- 3.7 A staff member who wishes to escalate a matter must follow the steps set out in Rt 292/19: Annexure A. A student who wishes to escalate a matter must follow the steps set out in Rt 292/19: Annexure B.
- 3.8 Any person who has raised an issue which has not been resolved to his or her satisfaction, must advise the functionary with whom the initial complaint was lodged or to whom the matter was previously escalated, that the matter should be escalated or further escalated to the next level of authority.
- 3.9 All line managers across the University are required to determine provisional timelines for dealing with issues in their respective areas, and to communicate these timelines to the complainant and staff members where relevant. All issues must be dealt with in a professional manner and all correspondence must reflect such professionalism. All matters must be dealt with as strictly confidential.
- 3.10 This policy does not apply in emergencies and/or to matters involving threats to life or property, which should be reported to the Department of Security Services immediately. All complaints pertaining to gender-based harm, racial discrimination, homophobia or xenophobia and other forms of discrimination should be directed to the Transformation Office and will be dealt with in terms of the University's Anti-discrimination Policy and Manual.
- 3.11 If a staff member, student, researcher, service provider or contractor is unsure as to who the relevant functionary is to whom a matter should be reported as a first line of action, he or she should engage with his or her line manager or the responsible functionary (in the case of service providers and contractors).
- 3.12 The guiding principle of this policy is that matters should be dealt with at the relevant level of authority in order to ensure that they are resolved as soon as possible. Non-compliance will result in time and resources being wasted.

4. Associated documents

Guidelines for staff members for the escalation of matters (Rt 292/19: Annexure A)

Guidelines for students for the escalation of matters (Rt 2929/19: Annexure B)

5. Responsibility for implementation

The Office of the Registrar will be responsible for the execution of the decision.

6. Policy life cycle

This policy should be reviewed every four (4) years.

7. Document metadata

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Annexure J: Guidelines for staff members for the escalation of matters

1. Staff, researchers, service providers and contractors

A staff member, researcher, service provider or contractor who wishes to escalate a matter must first raise the matter with the appropriate line manager responsible for managing the issue.

It should be noted that in instances where academic staff members or researchers wish to lodge a complaint or otherwise raise an issue which is not of an academic nature, such complaint or issue must be reported or escalated to the Head/Director of the relevant Department or Unit.

- 1.1 Academic staff and researchers
- Report the matter to the Head of Department/School/Centre/Institute for resolution.
 - If the matter has not been resolved timeously, appropriately or definitively, the matter should then be escalated to the Dean.
 - Escalation to a level beyond Deans for academic matters should be directed to the Vice-Principal: Academic.
 - Escalation to the Vice-Chancellor and Principal should only take place as a last resort.
 - The decision of the Vice-Chancellor and Principal is final.

4. Document metadata

- 1.2 Non-academic professional and support staff, service providers and contractors
- Report the matter to the relevant line manager and thereafter to the Director of a Department or Head of a Division or Unit.
 - If the matter has not been resolved timeously, appropriately or definitively, the matter should be escalated to the relevant Senior Executive Member (i.e. the Vice-Principal, Chief Financial Officer, Chief Operating Officer, the Registrar).
 - Escalation to the Vice-Chancellor and Principal should only take place as a last resort.
 - The decision of the Vice-Chancellor and Principal is final.

2. Associated documents

Escalation Policy (Rt 292/19) Guidelines for students for the escalation of matters (Rt 292/19: Annexure B)

3. Review of guidelines

The Guidelines for staff members for the escalation of matters must be reviewed every four (4) years. The guidelines that are current at the time of review will remain operative until such time as they are formally amended.

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Annexure K: Guidelines for students for the escalation of matters

1. General

Students who encounter a difficulty or wish to raise a concern or take up an issue, should do so in accordance with the following processes:

- 1.1 Non-academic matters should be raised via the Student Representative Council (SRC) or through the relevant managers in the Office of the Director: Student Affairs and/or the Office of the Director: Residences and Student Accommodation.
- 1.2 If a matter has not been resolved timeously, appropriately or definitively, the matter must be escalated to the relevant Director.
- 1.3 If a matter has still not been resolved, it must be escalated to the Vice-Principal: Student Affairs.
- 1.4 Escalation to the Vice-Chancellor and Principal should only take place as a last resort.
- 1.5 The decision of the Vice-Chancellor and Principal is final.
- 1.6 It should be noted that the Department of Residence Affairs and Accommodation has its own procedures that are set out in the TuksRes Guide and Rules and are updated from time to time.
17. In relation to academic matters, as far as possible, the complaints process should be set out in the course handbooks and outlines. The relevant information should also be prominently displayed on faculty websites.

2. Undergraduate students

- 2.1 All issues should be reported in writing, providing details of the complaint or issue.
- 2.2 It is imperative that the procedure outlined below be followed if the matter is to be resolved as quickly and efficiently as possible:
 - (a) The student should first consult the lecturer concerned about the complaint or issue. If the matter is, however not resolved, the student should consult the class representative (The primary function of the class representative is to serve as a two-way communication channel between the class and the lecturer.)
 - (b) If the matter remains unresolved the student should consult the module co-ordinator in the case of large module classes with multiple lecturers.
 - (c) Where the co-ordinator is unable or fails to resolve the matter, the student should consult the Head of Department/Centre/Institute.
 - (d) Should the matter remain unresolved, the student may approach the Dean of the Faculty.
 - (e) Student matters should be resolved at Faculty level. However, should the above steps fail to bring about

a resolution, the student may refer the matter to the relevant member of the Executive. In the case of an academic matter, it should be referred to the Vice-Principal: Academic. Other matters may be referred to the Registrar or another relevant functionary.

- (f) Only in exceptional cases, where no resolution has been reached through the above processes, and as a last resort, the matter may be escalated to the Vice-Chancellor and Principal. The Vice-Chancellor and Principal's decision in any such matter will be final.

3. Postgraduate students

- 3.1 All issues should be reported in writing, providing details of the complaint or issue.
- 3.2 Postgraduate students who experience a difficulty or wish to raise a concern or take up an issue whilst studying at the University of Pretoria, should do so in accordance with the following processes:
 - (a) Most issues or complaints can be resolved between the student and the supervisor or course co-ordinator without further escalation. Where the issues or complaints raised are not of a purely academic nature, the supervisor or course co-ordinator should assist the student as far as possible by directing the student to the relevant department/division/unit within the University that can render the appropriate assistance.
 - (b) As a first line of action, a postgraduate student should approach his or her supervisor (in the case of Research Master's or Doctoral students), or the course co-ordinator (in the case of Honours and Coursework Master's students). The supervisor or course co-ordinator is best placed to deal with any personal or study related problem that the student may encounter. The supervisor or course co-ordinator will be able to discuss issues of funding, the study project and also, to direct the student to appropriate personal support services where necessary.
 - (c) In instances where the problem relates to the supervision of the student or the conduct of the supervisor or course co-ordinator, the matter should be escalated to the Head of Department/School/Centre who will attempt to resolve the problem.
 - (d) In the event that intervention at the Head of Department/School/Centre level is unsuccessful, the matter may be escalated to the Deputy Dean: Research and Postgraduate Studies or, in the absence of such a Deputy Dean, to the Chair of the Research Committee of the Faculty.
 - (e) If the matter still remains unresolved, it may be escalated to the Dean of the Faculty.
 - (f) In the event that a postgraduate matter has not been resolved at Faculty level, the student may refer the matter to the Vice-Principal: Research and Postgraduate Education, who will attempt to resolve the matter.
 - (g) Only after all of the above steps have been followed and the matter remains unresolved, the matter may be escalated to the Vice-Chancellor and Principal, whose decision will be final.

4. Associated documents

Escalation Policy (Rt 292/19)
 Guidelines for staff members for the escalation of matters
 (Rt 292/19: Annexure A)

5. Review of guidelines

The Guidelines for students for escalation of matters must be reviewed every four (4) years. The guidelines that are current at the time of the review will remain operative until such time as they are formally amended.

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Appendix A

Agreement between a residence and the Department of Residence Affairs and Accommodation

We, as the House Management of (name of residence), hereby accept the authority, responsibility and full liability for the proper implementation of the prescribed welcoming programme of the Department of Residence Affairs and Accommodation in accordance with the core values, guidelines and rules set out in the Regulation: Welcoming of first-year students in residences and the Programme and Framework for Activities and the Supplementary Regulations after Welcoming Week.

We undertake to ensure that all the activities that are facilitated by the House Committee will take place in the spirit and principles set out in the prescribed programme and that the programme proposed by the House Committee has been discussed with and confirmed by the Head of the residence.

We take cognisance of the fact that any violation of the spirit, principles or guidelines by a member/s of the House Committee may result in the summary suspension of the member/s concerned from the House Committee, and, in serious cases, even from the residence.

_____	_____
HC member (Chairman/Primaria)	HC member
_____	_____
HC member	HC member
_____	_____
HC member	HC member
_____	_____
HC member	HC member
_____	_____
HC member	HC member
_____	_____
HC member	HC member
_____	_____
Head of Residence	Date

Appendix B

Description of monitors' task

1. The Regulation: Welcoming of first-year students in residences provides for the appointment of monitors (par. 2.3.5).
2. At least eleven (11) monitors are appointed.
3. Monitors are appointed by the Department of Residence Affairs and Accommodation and report to the Welcoming Committee. The University may appoint additional monitors at its discretion.
4. A monitor must meet the following general requirements:
 - Sound knowledge of student life and/or residence life
 - Sound knowledge of the principles of transformation
 - Informed on the content of the Bill of Student Rights
 - Objectivity and sound judgement
5. It will be expected of the monitors to be present during the implementation of the welcoming programme on an almost full-time basis. Availability is particularly important during the early morning sessions as well as the late afternoon and evening sessions. The Welcoming Committee suggests that monitors are present at residences for the full duration of their programme at the residence.
6. The following are monitors' main tasks:
 - To holistically monitor and evaluate whether the prescribed welcoming programme is implemented properly.
 - To report on all negative and positive aspects of the welcoming programme.
 - To ensure on a holistic basis that no violation of the rights of first-year students occurs.
 - To communicate immediately with the residence management concerned if any deviation or problem occurs.
 - To participate in the official daily evaluation meetings.
 - To be involved in the compilation and summarising of the monitors' final report.
 - To visit the respective residences once a term to evaluate and monitor the social and academic adjustment of the first-year students within the residence environment. This activity can typically be performed during the weekly gathering of the first-year students.
 - To attend the final evaluation meeting.
 - It is expected of Monitors to spend as much time as possible at the residences on a daily basis. Monitors can arrive at a residence uninvited.



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