

# Fact Finder 2014

Fees and financial aid

Accommodation

Sport

Transport, bus services and parking

Bookshops

Arts and culture

Health services



UNIVERSITEIT VAN PRETORIA  
UNIVERSITY OF PRETORIA  
YUNIBESITHI YA PRETORIA

2014

[www.up.ac.za](http://www.up.ac.za)

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# Contact information

## University of Pretoria contact information and addresses

### Client Service Centre

Tel: +27 (0)12 420 3111

Email: [csc@up.ac.za](mailto:csc@up.ac.za)

### Crisis line

Tel: +27 (0)80 000 6428 (toll-free)

### Emergency numbers

24-hour Operational Management Centre:

Tel: +27 (0)12 420 2310/2760

24-hour Operational Manager:

Tel: +27 (0)83 654 0476

### Location

University of Pretoria  
cnr Lynnwood Road and Roper Street  
Hatfield  
South Africa

### Postal address

University of Pretoria  
Private bag X20  
Hatfield 0028  
South Africa

### Website

[www.up.ac.za](http://www.up.ac.za)

### Parents' page

[www.up.ac.za/parents](http://www.up.ac.za/parents)

### Study finance

[www.up.ac.za/feesfunding](http://www.up.ac.za/feesfunding)

**Disclaimer:** This publication contains information about regulations, policies, tuition fees, curricula and programmes of the University of Pretoria applicable at the time of printing. Amendments to or updating of the information in this publication may be effected from time to time without prior notification. The accuracy, correctness or validity of the information contained in this publication is therefore not guaranteed by the University at any given time and is always subject to verification. The user is kindly requested, at all times, to verify the correctness of the published information with the University. Failure to do so will not give rise to any claim or action of any nature against the University by any party whatsoever.

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Comments and queries can be directed to [csc@up.ac.za](mailto:csc@up.ac.za) or tel: +27 (0)12 420 3111

## A welcoming message from the Vice-Chancellor and Principal



### Dear students and prospective students

Because choosing a university can be complex and confusing, we decided to compile this Fact Finder to assist you in making one of the most important decisions in your life. Here are some reasons that make UP or Tuks as we are popularly known, your best choice.

UP is a leading South African university with an established national and international reputation for excellence in teaching and research. UP has over 220 000 graduates, many of whom are leaders in industry and in the public sector making a difference locally and internationally. A qualification from UP will ensure that you are well-positioned to realise your dreams and aspirations.

UP has the widest range of academic programmes from animal sciences, human health sciences, engineering, law, visual design, biochemistry, actuarial sciences, accountancy, marketing, music, business management and much more.

We strive to provide a holistic student experience. In addition to high quality

teaching and research, all UP students have the opportunity to engage in experiential learning and are encouraged to participate in community-related projects. For many students, community engagement is an enriching learning experience whilst at the same time there is joy of knowing that they have made a positive impact on the lives of others.

Tuks is renowned for its dynamic student life and is indisputably the number one university for sports. In addition to over 30 sports codes, the University offers a range of cultural and social activities and events which are a valuable part of the student experience. There are day houses, faculty houses, and close to 100 student societies that cater for diverse social, cultural and sporting interests.

This Fact Finder covers information about the University's academic campuses, faculties, study programmes, calendar and services available to students. We realise that selecting the best academic programme, finding suitable accommodation and even sorting out finances can be a daunting task. This Fact Finder is designed to help you.

Admission to a leading university like UP is very competitive and our unwavering commitment to quality means that UP cannot offer places to all who apply. Meeting the minimum requirements for a study programme does not guarantee admission. Prospective students are therefore encouraged to apply as soon as possible and preferably well in advance of the closing dates.

On behalf of the University of Pretoria, I look forward to welcoming you as a member of the Tukkies community!

**Professor Cheryl de la Rey**  
**Vice-Chancellor and Principal**

# Facts A-Z

## Academic, emotional and therapeutic support

- The Student Support Division consists of qualified counselling psychologists, clinical psychologists and social workers. These personnel support students with academic, emotional, personal and relationship problems.
- Services include psychometric testing, career planning, study methods, stress-handling, personal empowerment, life skills, trauma counselling and relationship skills.
- All services are free of charge for registered students.
- Students who need trauma counselling after hours may also call the 24-hour crisis line.

### Contact information

Tel (office hours): +27 (0)12 420 2333  
Tel (after hours): +27 (0)12 420 2310/2760  
24-hour crisis line: +27 (0)80 000 6428 (toll-free)  
Office hours: 07:30–16:00

### Groenkloof Campus

Tel: +27 (0)12 420 5687  
Location: R505 Sports Centre

### Hatfield Campus

Tel: +27 (0)12 420 2333  
Location: Student Centre  
(opposite Pie City)

### Mamelodi Campus

Tel: +27 (0)12 842 3413  
Location: Student Health Centre

### Onderstepoort Campus

Tel: +27 (0)12 529 8476  
Location: Arnold Theiler Building  
(Student Administration offices)

### Prinshof Campus

Tel: +27 (0)12 354 1882  
Location: 8th floor  
Basic Medical Sciences Building

## Academic records

- Registered students may obtain an official academic record from the Client Service Centre. Academic records are also available on the UP Portal (Student Centre).
- Depending on the number of records issued to a student during a particular year, a fee of R30 may be payable.
- Please note that no academic record may be issued to a student without proof of identification (ID, student card, passport or driver's licence).

## Accommodation in Pretoria

### Hotels

#### Absolute Farenden

Tel: +27 (0)12 343 3051  
Website: [www.abslutefarenden.com](http://www.abslutefarenden.com)

#### Centurion Lake Hotel

Tel: +27 (0)12 643 3800  
Website: [www.legacyhotels.co.za](http://www.legacyhotels.co.za)

#### City Lodge Hatfield

Tel: +27 (0)12 423 5000  
Website: [www.citylodge.co.za](http://www.citylodge.co.za)

#### City Lodge Lynnwood

Tel: +27 (0)12 471 0300  
Website: [www.citylodge.co.za](http://www.citylodge.co.za)

#### Court Classique

Tel: +27 (0)12 344 4420  
Website: [www.courtclassique.co.za](http://www.courtclassique.co.za)

#### Garden Court Hatfield

Tel: +27 (0)12 342 9600  
Website: [www.southernsun.com](http://www.southernsun.com)

#### Hotel 224

Tel: +27 (0)12 440 5281  
Website: [www.hotel224.com](http://www.hotel224.com)

Hotel at High Performance Centre  
Tel: +27 (0)12 362 9800  
Website: [www.hpc.co.za](http://www.hpc.co.za)

Irene Country Lodge  
Tel: +27 (0)12 662 6464  
Website: [www.irenecountrylodge.co.za](http://www.irenecountrylodge.co.za)

Jakaranda Lodge  
Tel: +27 (0)12 330 2424  
Website: [www.jaklodge.co.za](http://www.jaklodge.co.za)

Leriba Lodge  
Tel: +27 (0)12 660 3300  
Website: [www.leribalodge.co.za](http://www.leribalodge.co.za)

Protea Hotel Capital  
Tel: +27 (0)12 322 7795  
Website: [www.proteahotels.com](http://www.proteahotels.com)

Protea Hotel Hatfield  
Tel: +27 (0)12 364 0300  
Website: [www.proteahotels.com](http://www.proteahotels.com)

Protea Hatfield Manor Hotel  
Tel: +27 (0)12 362 7077  
Website: [www.proteahotels.com/manor](http://www.proteahotels.com/manor)

Protea Hotel Hatfield Apartments  
Tel: +27 (0)12 362 6105  
Website: [www.proteahotels.com](http://www.proteahotels.com)

Sheraton Hotel Pretoria  
Tel: +27 (0)12 429 9999  
Website: [www.sheraton.com/pretoria](http://www.sheraton.com/pretoria)

Southern Sun Pretoria  
Tel: +27 (0)12 341 1571  
Website: [www.southernsun.com](http://www.southernsun.com)

The Courtyard – Arcadia  
Tel: +27 (0)12 342 4940  
Website: [www.citylodge.co.za](http://www.citylodge.co.za)

The Farm Inn  
Tel: +27 (0)12 809 0266-77  
Website: [www.farminn.co.za](http://www.farminn.co.za)

The Villa  
Tel: +27 (0)12 342 9130  
Website: [www.thevillasgroup.co.za](http://www.thevillasgroup.co.za)

Town Lodge Menlo Park  
Tel: +27 (0)12 348 2711  
Website: [www.citylodge.co.za](http://www.citylodge.co.za)

### Guesthouses

137 Murray Street Guesthouse  
Website: [www.murray137.co.za](http://www.murray137.co.za)

361 Strubenkop Guesthouse  
Website: [www.361strubenkop.co.za](http://www.361strubenkop.co.za)

Avalon Guest House  
Website: [www.avalonguesthouse.co.za](http://www.avalonguesthouse.co.za)

B' Guest House  
Website: [b-guesthouse.co.za](http://b-guesthouse.co.za)

Bay Tree Guesthouse  
Website: [www.baytree.co.za](http://www.baytree.co.za)

Bed and Breakfast in Hatfield  
Website: [www.bandbhatfield.co.za](http://www.bandbhatfield.co.za)

Birdwood Guesthouse  
Website: [www.birdwood.co.za](http://www.birdwood.co.za)

Brooklyn Guest Houses  
Website: [www.brooklynquesthouses.co.za](http://www.brooklynquesthouses.co.za)

Brooklyn Place Guesthouse  
Website: [www.brooklynhouse.co.za](http://www.brooklynhouse.co.za)

Brooks Cottage  
Website: [www.brookscottage.co.za](http://www.brookscottage.co.za)

Casa Toscana  
Website: [www.casatoscana.co.za](http://www.casatoscana.co.za)

Chancellor's Court Guest House  
Website: [www.chancellorscourt.co.za](http://www.chancellorscourt.co.za)

Kareebloem  
Website: [www.kareebloem.co.za](http://www.kareebloem.co.za)

# Fact Finder 2014

## Facts A-Z

### Melvin Residence

Website: [www.melvinresidence.co.za](http://www.melvinresidence.co.za)

### Osborne House

Website: [www.osborneguesthouse.com](http://www.osborneguesthouse.com)

### Park Gables Guest House

Website: [www.parkgables.co.za](http://www.parkgables.co.za)

### Pebble Fountain Guest House

Website: [www.pebble-fountain.co.za](http://www.pebble-fountain.co.za)

### Rietondale Lodge

Website: [www.rietondalelodge.co.za](http://www.rietondalelodge.co.za)

### Shani Boutique Hotel

Website: [www.shaniguesthouse.com](http://www.shaniguesthouse.com)

### The Village in Hatfield

Website: [www.hatfieldvillage.co.za](http://www.hatfieldvillage.co.za)

## Accommodation on UP campuses

### Residence accommodation

#### Non-compliance with study programme requirements

If you no longer comply with the minimum admission requirements of your specific study programme, you may not move into a residence, even if a place was previously allocated to you and paid for.

#### Room changes

- Permission must be granted for a student to move from one room to another. If the correct procedure is not followed, a fine of R300 will be charged and debited to the relevant student's account.

- A Change of Room form must be completed. This form can be obtained from the Coordinator: Residence Facilities.
- Upon receipt of your form, the Coordinator: Residence Facilities will conduct a room inspection to determine if any damage occurred in the room you intend to vacate.

#### Departure/moving out

A Notice of Departure form must be completed 30 days before the date of departure from your residence. Failure to do so will result in an additional month's residence fee being levied on your account.

#### Room renewal

Residence placement for the following year is based on academic merit. It is therefore important to perform well academically from the first semester.

#### Proof of residence

- Proof of residence can only be supplied to registered students currently residing in a University residence.
- Proof of residence can be obtained from the Client Service Centre.
- Please note that no letters can be issued to a student without proof of identification (ID, student card, passport or driver's licence).

#### University of Pretoria residence room fees

Note: Residence room fees are published on the University's website at [www.up.ac.za/feesfunding](http://www.up.ac.za/feesfunding) and in the Fees and Funding brochure available at the CSC.



### University of Pretoria residence room fees

Campus	Single rooms (2013 amount)*	Double rooms (2013 amount)*
<b>Hatfield</b>		
Ladies' residences: Asterhof, Erika, Jasmyn, Katjeepering, Madelief, Klaradyn, Magrietjie, Nerina	R24 100	R22 200
Ladies' residence: Nerina (new wing)	R27 100	
Men's residences: Boekenhout, Kollege, Maroela, Mopanie, Olienhout, Taaibos	R24 100	R22 200
Men's and ladies' residence: TuksVillage	R27 100	
<b>Groenkloof</b>		
Ladies' residences: Zinnia, Liliun, Inca	R24 100	R22 200
Men's residence: Kiaat	R24 100	R22 200
<b>Mamelodi</b>		
Men's and ladies' residence: Tuks Naledi		R22 200
<b>Onderstepoort</b>		
Men's and ladies' residence: Onderstepoort	R24 100	R22 200
Men's and ladies' residence: Onderstepoort (new wing)	R29 600	
<b>Prinshof</b>		
Ladies' residence: Curlitzia	R24 100	
Men's residence: Olympus	R25 700	
Men's and ladies' residence: Hippokrates (single room)	R32 300	

\*Amounts will be adjusted for 2014.

#### Contact information

Tel: +27 (0)12 420 3111  
 Email: [csc@up.ac.za](mailto:csc@up.ac.za)  
 Website: [www.up.ac.za/accommodation](http://www.up.ac.za/accommodation)  
[www.up.ac.za/feesfunding](http://www.up.ac.za/feesfunding)

### Private accommodation

The University can unfortunately not provide accommodation to all applicants as the demand exceeds the available places. The following private facilities may be considered for alternative private accommodation:

#### Private accommodation in the vicinity of Hatfield Campus

Accredited men's residence	Telephone number	Email and/or website
Sonop	+27 (0)12 460 5723/7830	<a href="mailto:toniev@sonop.org.za">toniev@sonop.org.za</a>
Accredited accommodation	Telephone number	Email and/or website
Midcity	+27 (0)12 426 3400 +27 (0)82 887 4165	<a href="http://www.midcity.co.za">www.midcity.co.za</a>
South Point	+27 (0)80 078 833 687	<a href="http://www.staysouthpoint.co.za">www.staysouthpoint.co.za</a>
The Fields (City Property)	+27 (0)12 362 4473/4504	<a href="mailto:propworld@cityprop.co.za">propworld@cityprop.co.za</a>
Urban Nest	+27 (0)12 343 5138	<a href="mailto:info@urbannest.co.za">info@urbannest.co.za</a>

### Private accommodation in the vicinity of Prinshof Campus

Accredited accommodation	Telephone number	Email and/or website
Craig's Place (City Property)	+27 (0)12 319 8700	propworld@cityprop.co.za
Jakaranda Lodge	+27 (0)12 330 2424	bookings@jaklodge.co.za

### Alternative private accommodation

Accredited accommodation	Telephone number	Email and/or website
190 On-Suite	+27 (0)12 322 0277 +27 (0)82 551 8676	conradk@mmaphuti.co.za www.mmaphuti.co.za
Arlon Property	+27 (0)12 362 5499/1868	arlon@icon.co.za
Off Campus Rental	+27 (0)12 362 6123 +27 (0)83 438 2548	ocrental@telkomsa.net

## Accounts

Note: Information on study costs, accounts and financial aid is published on the University's website at [www.up.ac.za/feesfunding](http://www.up.ac.za/feesfunding) and in the Fees and Funding brochure available at the CSC. Enquiries can be made at the Client Service Centre (CSC) branches on the various University campuses.

Consultants in the Client Service Centre will provide assistance in respect of the following:

- answering queries regarding student accounts,
- providing statements of accounts,
- providing estimates of tuition fees,
- answering enquiries related to the financial administration of meals,
- answering queries related to the cost of modules,
- processing the cancellation of academic programmes,
- processing applications for rebates, and
- processing requests for pay-outs and refunds.

Students pay according to the modules for which they register. After registration, a proof of registration is printed. Your student account will reflect the modules registered for. This is one of the reasons why it is of the utmost importance for students to ensure that they are registered for the correct modules.

You cannot simply stay away from class or just inform the lecturer that you do not want to continue with your studies, a particular module or study programme. The correct procedure should be followed as you are ultimately responsible for all tuition fees levied against your account. A statement of your account will be available 24/7 on the UP Portal (Student Centre). The student's responsibility to pay the relevant fees is not subject to the receipt of a statement of account.

Student accounts must be paid as follows:

- 50% of the account on or before 30 April
- 100% of the account on or before 31 July

Please note that if your account has not been paid, interest will be levied and you will not be able to do the following:

- access your academic record,
- access your examination results, and
- qualify for placement in a residence for the next academic year.

Accounts may change as a result of a module or modules being cancelled or changed. You are, therefore, kindly requested to check your statement of account on the UP Portal (Student Centre) especially before making final payments. It is also advisable to check your statement of account after commencement of the second semester and prior to examinations.

## Admission (new first-year students)

- If you have been provisionally admitted to the University, your end examination results of your final school-year must still comply with the admission requirements for the study programme to which you were provisionally admitted. If these results do not comply with the admission requirements, contact the relevant faculty's Student Administration Office with regard to your admission status.
- You do not need to contact the University before you arrive on campus on Welcoming Day. This will take place on 18 January 2014 and will be followed by the programme for registration and start of the academic year.
- If you have been placed in a residence, please refer to your placement letter for occupation dates.
- If you have been provisionally admitted to a residence, but the end examination results of your final school-year are lower than the required marks for admission, you may not move into the residence until the Student

Administration Office of the relevant faculty has confirmed your admission. Admission in such cases is not guaranteed.

- If you apply to have some of your Grade 12 subjects remarked, and you do not comply with the minimum admission requirements based on your current results, you will not be allowed to register in the interim. Remark results are only available in February and in terms of the University's policy, such marks will not be taken into consideration. You are welcome to apply for the next academic year.
- Writing the National Benchmark Test (NBT) is not compulsory for all study programmes. Please refer to the relevant faculty brochure.

PLEASE NOTE: The National Benchmark Test does not replace the Academic Literacy Test that has to be written by new first-year students during the programme for registration and start of the academic year.

Contact information

Tel: +27 (0)21 650 3523

Website: [www.nbt.ac.za](http://www.nbt.ac.za)

## Banking details

Absa	Standard Bank
Branch: Hatfield Branch code: 632005 Account number: 214 000 0054 Swift code: ABSAZAJJ	Branch: Hatfield Branch code: 011545 Account number: 012 602 604 Swift code: SBZAJJ

## Bursaries, awards and loans (financial aid)

Students who are interested in the support bursaries and loans administered by the University should submit an application via the University's website [www.up.ac.za/feesfunding](http://www.up.ac.za/feesfunding). This is, however, not applicable to achievement awards as a different process is followed in this regard.

Contact information

Website: [www.up.ac.za/feesfunding](http://www.up.ac.za/feesfunding)

Note: Information on study costs, accounts and financial aid is published on the University's website at [www.up.ac.za/feesfunding](http://www.up.ac.za/feesfunding) and in the Fees and Funding brochure available at the CSC. Enquiries can be made at the Client Service Centre (CSC) branches on the various University campuses.

### Sports bursaries

Sports bursaries are available, subject to various conditions, to sports achievers who obtained at least provincial colours in selected sport. It is expected of these students to actively

participate in this sport for a UP Club while studying at the University. The closing date for applications is 30 September of the year preceding commencement of study. Bursary application forms are available from the Sports Centre.

### Contact information

Tel: +27 (0)12 420 6060  
Email: [sportinfo@up.ac.za](mailto:sportinfo@up.ac.za)  
Website: [www.up.ac.za/sport](http://www.up.ac.za/sport)

### Other bursary options

You may also visit the following websites for information on bursaries:

- [www.up.ac.za/feesfunding](http://www.up.ac.za/feesfunding)
- [www.gostudy.mobi](http://www.gostudy.mobi), which lists bursaries according to field of study
- <http://bursary.hcifoundation.co.za>
- *The Bursary Register*:  
Tel: +27 (0)11 672 6559  
Email: [slevin@mweb.co.za](mailto:slevin@mweb.co.za)

### Edu-loan

Edu-Loan is a registered credit provider, allowing access to study loans for employees as well as full-time students. A student loan can include a whole range of student-related necessities such as books, accessories, laptops, university and private accommodation, as well as study tuition with a fixed monthly instalment.

Anyone can apply for a loan (students, parents or guardians), provided that the applicant is in full-time employment or has a registered business.

### Contact information

Tel: +27 (0)12 420 5175/2161 or  
+27 (0)86 632 8882/3  
Email: [Isaac.senosi@up.ac.za](mailto:Isaac.senosi@up.ac.za)  
Location: R1-13 Student Centre  
Business hours: 08:00–16:00

## Campuses

The University of Pretoria has seven academic campuses:

- The Hatfield Campus houses the majority of the faculties and student services.
- The Gordon Institute of Business Science (GIBS) houses academic programmes, as well as a wide range of executive courses that can be custom-designed to suit specific company needs. It is located in Sandton, Johannesburg.
- The Groenkloof Campus houses the Faculty of Education.
- The LC de Villiers Sports Grounds houses TuksSport and the High Performance Centre (hpc).
- The Mamelodi Campus hosts:
  - BCom (Four-year programme)
  - BSc (Four-year programme) – Biological and Agricultural Sciences
  - BSc (Four-year programme) – Physical Sciences
  - BSc (Four-year programme) – Mathematical Sciences
  - Four-year programme – BIS (Multimedia)
  - Four-year programme – BSc IT (Information and Knowledge Systems)
  - post-school mathematics and science programmes
  - a variety of community engagement programmes
- The Onderstepoort Campus houses the Faculty of Veterinary Science.
- The Prinshof Campus houses the Faculty of Health Sciences.

The Hatfield Campus has more than 60 historical buildings that are spread over 24 hectares. It is one of the most picturesque campuses in South Africa and is close to a business centre with several essential services, such as banks, bookshops, pharmacies, sports facilities, clothing stores, restaurants and coffee shops.

**GPS coordinates to campuses**

Hatfield:	S25° 45' 21"E28° 13' 51"
GIBS:	S26° 07' 46"E28° 02' 46" (56 km from Hatfield Campus)
Groenkloof:	S25° 46' 10"E28° 12' 34" (3.5 km from Hatfield Campus)
LC de Villiers:	S25° 45' 10"E28° 14' 46" (1.2 km from Hatfield Campus)
Mamelodi:	S25° 43' 22"E28° 23' 56" (12 km from Hatfield Campus)
Onderstepoort:	S28° 10' 54"E25° 38' 52" (22 km from Hatfield Campus)
Prinshof:	S25° 43' 57"E28° 12' 10" (6 km from Hatfield Campus)

**Campus shops****Bookmark**

The campus bookshop Bookmark, is located on the Hatfield, Groenkloof, Mamelodi and Prinshof campuses. Bookmark strives to stock all the prescribed books, most of the recommended textbooks, as well as contemporary books, stationery, gift wrap, files and cards.

**Contact information**

Tel:	+27 (0)12 420 5684 (Groenkloof) +27 (0)12 362 4420 (Hatfield) +27 (0)12 842 3553 (Mamelodi) +27 (0)12 354 2217 (Prinshof)
Email:	rerasmus@bookmark.co.za
Website:	www.bookmark.co.za
Location:	Student Centre Hatfield Campus
Office hours:	Mondays to Fridays: 08:00–17:00 Saturdays: 08:00–13:00

**Sure Glenwood Campus Travel**

Assists with students' travel needs at competitive prices. Services include quotations, airline tickets, bus tickets (Greyhound and Intercap), tour packages (local and abroad), student rates and car hire.

Tel:	+27 (0)12 420 4735 or +27 (0)12 362 5159
Email:	cathy@glenwoodtravel.co.za
Location:	Student Centre Hatfield Campus
Office hours:	Mondays to Fridays: 08:30–16:30

**Wannabee Clothing@UP**

This is the University's official clothing merchandise supplier. They also manufacture clothing for groups, such as residences, and do printing on T-shirts, make adjustments to clothes and offer a dry-cleaning service.

Tel:	+27 (0)12 362 6278
Fax:	+27 (0)12 362 6279
Email:	info@campusshop.co.za
Location:	Huis en Haard Building Hatfield Campus
Office hours:	Mondays to Fridays: 08:00–16:00 Saturdays: 08:00–12:00

**Xerox Copy Centre**

Students may visit the Xerox Copy Centre for photocopying, printing, binding, laminating and sending faxes.

Tel:	+27 (0)12 420 2210
Email:	xerox.copycentre@up.ac.za
Complaints:	magdalene.leroux@bdsol.co.za
Location:	Student Centre Hatfield Campus Libraries on all University campuses
Office hours:	Mondays to Fridays: 07:30–16:00

**Cashiers**

Payments can be made at the cashiers in the Client Service Centres on the various campuses.

Types of payments accepted are as follows:

- cash
- debit and/or credit cards

The preferred methods of payment are as follows:

- internet payments
- direct bank deposits
- online credit card payments (www.up.ac.za/cardpayment)

Note: Always use your eight-digit UP student number as reference.

### Computer facilities

Information technology services are provided at the University of Pretoria by Student Computing Services. In order to support the academic efforts of students, this division provides registered UP students with access to computer equipment and software and also provides technical assistance.

The Open Lab is situated in the Information Technology Building on the Hatfield Campus, and is available for use by all registered students. The Student Helpdesk is located inside the Open Lab and offers the following services:

- login enquiries
- UP Portal and ClickUP enquiries
- student email enquiries
- wireless setup and enquiries

In addition to the facilities on the Hatfield Campus, Student Computing Services also have labs on the following campuses:

- Groenkloof Campus
- Mamelodi Campus
- Onderstepoort Campus
- Prinsshof Campus

Contact information: Student Helpdesk

Tel: +27 (0)12 420 3837

Email: [studenthelp@it.up.ac.za](mailto:studenthelp@it.up.ac.za)

Office hours: Mondays to Fridays: 07:30–21:30  
Saturdays: 07:30–17:00

**Residences.** All the University-administered residences are equipped with IT minilabs for use only by the specific residence's occupants.

Please consult your Timetable booklet for detailed information on practical sessions that may be scheduled in the Student Computing Services labs.

### Access to UP's computer systems

#### UP Student Portal

As a provisionally admitted or registered student of the University of Pretoria, you have access to the virtual campus environment via

the UP Student Portal. The UP Student Portal is a gateway to all your applications, including ClickUP and the Student Centre.

#### ClickUP

The University's online learning management system is known as ClickUP. The ClickUP Portal will give you access to your modules. The University of Pretoria "UP Mobile" will help students to stay connected to the University from wherever they are, on or off campus. The UP Mobile application is available on iOS®, Android™, BlackBerry®, and web-enabled or smart phones. Users will be able to download the application by searching for UP Mobile from their phone-specific application store. The UP Mobile web version can also be accessed at: [m.up.ac.za](http://m.up.ac.za).

UP Mobile includes the ClickUP (Blackboard Learning Management System) application embedded in it, which enables the University to deliver teaching and learning information on mobile devices.

Depending on your lecturer's preference, you may find the following information in your ClickUP online classrooms in the UP Student Portal:

- ClickUP modules
- lecturers' contact information
- study guides
- content and resources
- discussion rooms/blogs/wikis
- projects and assignments
- anti-plagiarism software (Turnitin)
- tests
- assignment, project and test marks. Note: semester and final-year marks are only available on the UP Portal (Student Centre)
- notifications
- calendar, what's new?, needs attention, to do
- mobile access to ClickUP

#### Student Centre

On the Student Centre you will find information about the following:

- all registered modules
- academic results and records
- personal biographical information

- student finances information
- student account query logging
- financial aid application and information
- to-do list of outstanding documentation

### Self-service password functionality

This service provides a procedure for users to set up or change their UP Portal passwords, as well as the ability to reset forgotten or lost passwords themselves.

- Passwords need to conform to the UP policy, which states that a password must consist of at least eight characters, including one or more digit(s) and a combination of upper- and lower-case letters.
- Passwords should not include words found in a dictionary, and should preferably not be names of people, pets, celebrities, sports teams and months of the year.
- Do not write down your password.
- Do not tell anyone your password, as this will enable someone to access all your personal information.

### Instructions for new users of the UP Portal

- Go to <https://www.up.ac.za/portal>
- Click on the “New users” link on the UP Portal login page.

## Dates

### General

Welcoming Day	18 January 2014
Registration of first-year students	20 to 23 January 2014
Access to UP101, an online academic orientation module for first-year students	20 January onwards, as soon as the student has registered
Division of large course groups: New first-year students	24 January 2014
Lectures commence: All first-year modules	27 January 2014
Rag	1 February 2014
Spring Day	10 September 2014

For other important dates please visit [www.up.ac.za](http://www.up.ac.za).

### School terms

First term	15 January to 28 March 2014
Second term	7 April to 27 June 2014
Third term	21 July to 3 October 2014
Fourth term	13 October to 10 December 2014

- Login with your username which is 'u' followed by your eight-digit UP student number that appears on your student card or application letter eg u12345678.
- Follow the process to create and save a password.
- Select three questions from the list of challenge questions.
- Enter and save the answers to the challenge questions.

### Instructions for current users of the UP Portal

Please consult the self-help guides at [www.up.ac.za/selfhelpguides](http://www.up.ac.za/selfhelpguides).

### Contact information

Tel: +27 (0)12 420 3837  
 Email: [studenthelp@it.up.ac.za](mailto:studenthelp@it.up.ac.za)

### Internet access

Internet access at the University of Pretoria is provided free of charge to registered students. Although access is free, internet usage will still be linked to each student's Novell account and will be monitored.

# Fact Finder 2014

Facts A-Z

## University of Pretoria terms

First term	3 February to 24 March 2014
Second term	25 March to 29 May 2014
Third term	21 July to 5 September 2014
Fourth term	8 September to 4 November 2014

## Graduation ceremonies

Autumn graduation ceremonies	7 to 25 April 2014
GIBS graduation ceremony	8 May 2014
Spring graduation ceremonies	1 to 5 September 2014
LLM degree in Human Rights ceremony	10 December 2014

Rent a gown from Dippenaar and Reynecke in Park Street. Tel: +27 (0)12 343 2945

## Public holidays

New Year's Day	1 January 2014
Human Rights Day	21 March 2014
Good Friday	18 April 2014
Family Day	21 April 2014
Freedom Day	27 April 2014
Public holiday in terms of legislation	28 April 2014
Workers' Day	1 May 2014
Youth Day	16 June 2014
National Women's Day	9 August 2014
Heritage Day	24 September 2014
Day of Reconciliation	16 December 2014
Christmas Day	25 December 2014
Day of Goodwill	26 December 2014

## Discontinuation of studies or modules and changing of study programme

- You cannot simply stay away from class or just inform the lecturer that you do not want to continue with your studies, a study programme or a module.
- The lecturer is not involved in the administration relating to such changes.
- Students need to familiarise themselves with the relevant due dates.
- Changing study programmes or discontinuing your studies may have an effect on your account.

- For any enquiries regarding the financial implications, contact the Student Accounts Division in the Client Service Centre.

### Changing study programmes or withdrawing from modules (registered students)

If you wish to change or discontinue a module, please contact your faculty's Student Administration Office.

If you want to switch study programmes, complete a form at the Student Administration Office of the faculty where you wish to continue your studies. If you wish to discontinue your studies at the University of Pretoria for the current year or permanently, a prescribed form



must be completed at the Student Accounts Division in the Client Service Centre.

Failure to do this will result in your account not being closed and fees for the full year being levied. In the event of non-payment, the account will be handed to Legal Services to collect the debt, which may result in blacklisting at credit institutions.

## Email for students

All registered students have free access and use of the Internet on all campuses and residences. From 23 July 2012 all registered students have a UP enabled email service hosted by Google as TUKS Gmail: ...@tuks.co.za. UP uses this email service as an academic communication channel with students. This TUKS Gmail account and address can be used for life.

The Google service include better spam protection, lots of mailbox space (25 GB per person), a powerful search tool and the ability to send attachments of up to 20MB in size. The Google Apps Education Edition includes Google Calendar, Google Chat and Google Docs.

*"I already have a personal Gmail account. How will this affect my TUKS Gmail account?"* These two accounts will be completely independent of each other. Your personal account has the format of eg "username@gmail.com" while your TUKS account has the format of eg "u12345678@tuks.co.za".

## Examinations

### Pass requirements

- In order to pass a module, a student must:
  - obtain the minimum examination mark prescribed for that module;
  - obtain a final mark of at least 50%; and
  - comply with the subminimum in subdivisions of modules, as stipulated in the regulations of the particular faculties.
- Each faculty should, by way of faculty regulations, determine the weight that is

allocated to the year or semester mark and the examination mark in the calculation of students' final marks. Not all year and semester modules in a faculty need to be dealt with in the same way, although a large degree of uniformity is desirable.

- Subject to other faculty regulations, a student passes a module with distinction if he or she obtains a final mark of at least 75%.

### Ancillary examinations

After writing an examination, the examiners may summon a student for an ancillary examination on particular aspects of the work in a module, with a view to awarding a final examination mark.

### Supplementary examinations

- Subject to other faculty regulations, a student may be admitted to a supplementary examination in a module, in cases where:
  - a final mark of between 40% and 49% has been obtained; or
  - a pass mark has been obtained, but the required subminimum in the examination section of the module or divisions of the module has not been obtained.
- If the module, in which a final mark of between 40% and 49% has been obtained, is a first-semester module at 100 level, a supplementary examination must be granted.
- Subject to other faculty regulations, a student must obtain a final mark of at least 50% in order to pass a supplementary examination. The semester or year mark is not taken into account and the supplementary mark is the final mark.
- The highest final mark that may be awarded to a student in a supplementary examination is 50%.
- Special supplementary examinations are not arranged for students who are unable to write the examination at the times scheduled for supplementary examinations.
- Supplementary examinations cover the same subject matter as was covered in the original examinations.

### Extraordinary examinations (including the aegrotat)

- A student who is prevented from preparing for an examination, or from sitting for it, owing to unforeseen circumstances or illness, may be granted permission by the dean to write an extraordinary examination in the particular module(s).
- An application to sit for an extraordinary examination, supported by applicable corroborative proof, should be submitted to the dean in the prescribed manner within three days of the date of the particular examination that was not written due to unforeseen circumstances, provided that an application that could not be submitted in time may also be submitted for consideration, provided that there is a valid reason.
- The period to sit for an extraordinary examination is determined by the lecturer, in consultation with the head of the department concerned on condition that the examination is conducted as soon as possible after the unforeseen circumstances or illness have/has ceased to exist; and on the further condition that an examination in a module may not be sat for in more than one examination period.
- Once a student has sat for an examination, he or she may not afterwards apply for an extraordinary examination on the basis of unforeseen circumstances or illness.
- Should an extraordinary examination be granted, the prescribed levy must be paid by the student and, in cases where the cost of conducting the examination exceeds the prescribed levy, such additional costs may be recovered from the student.

### Special examinations

- Students only qualify for a special examination if they sat for the prescribed examination in the final (preceding) year of study.
- A student requiring a limited number of modules to complete his or her degree, may, in terms of faculty regulations, be admitted to a special examination.
- If the special examination is conducted before 31 January, such a student must not register

- again for the module(s) and the examination is treated as a supplementary examination.
- If the special examination is conducted after 31 January, the student must register for the module(s) again and a semester, examination and final mark must be obtained in an appropriate manner. In such a case, the result of the examination will not be taken into consideration with a view to the graduation ceremonies in March/April.
- All the regulations applicable to a supplementary examination also apply to a special examination.
- Fees are payable for special examinations. Should a special examination be granted, the prescribed fee must be paid by the student before the examination can be written, on the understanding that in cases where the cost of conducting the examination exceeds the prescribed fees, such additional costs may be recovered from the student.

### Examination results

Examination results will be made available to students in the following manner:

- by post
- MTN telephone number: +27 (0)83 123 111
- departmental notice boards
- via SMS by typing in the UP eight-digit student number JUN or NOV and sending it to 35606
- on the UP Portal (Student Centre)

### Remarking of examination scripts

The remarking of examination scripts is allowed subject to the following conditions:

- A written application for remarking of an examination script must be submitted within 14 calendar days at the office of the Head: Student Administration after the commencement of the ensuing semester.
- The mark(s) awarded after remarking will be the final result(s), even if they are lower than the original mark(s).
- The fee for remarking each individual script is R260. The fee for remarking modules consisting of two papers is therefore R520. The money should be paid in at the cashiers

at the Client Service Centre before the application will be considered.

- Should the remarking result in a pass mark, the student concerned may be refunded the appropriate amount.
- Students will not be entitled to an additional supplementary examination by virtue of marks awarded to them as a result of remarking.
- Remarking results will be made known as quickly as possible.

## Faculties

The University of Pretoria has the following faculties:

- Economic and Management Sciences
- Education
- Engineering, Built Environment and Information Technology
- Health Sciences
- Humanities
- Law
- Natural and Agricultural Sciences
- Theology
- Veterinary Science (the only faculty of its kind in South Africa)

## Student Administration offices

Faculty	Location
Economic and Management Sciences	R1-12 Economic and Management Sciences Building, Hatfield Campus
Education	Administration Building, Groenkloof Campus
Engineering, Built Environment and Information Technology	6th floor Engineering Building 1, Hatfield Campus
Health Sciences	R3-54 Student Administration Centre, HW Snyman Building, Prinshof Campus
Humanities	R2-9 IT Building, Hatfield Campus
Law	R1-56 Law Building, Hatfield Campus
Natural and Agricultural Sciences	Ground floor Agricultural Sciences Building, Hatfield Campus
Theology	R1-22 Theology Building, Hatfield Campus
Veterinary Science	Arnold Theiler Building, Old Soutpan Road, Onderstepoort Campus

## Fees

Information regarding fees payable is published in various brochures that are available at the Client Service Centre, as well as on the University's website at [www.up.ac.za/feesfunding](http://www.up.ac.za/feesfunding). See table "Payments, rebates and pay-outs" on pages 16–17.

Please note the following:

- No student will be able to register for an academic year unless all outstanding fees have been paid.

- Should a student have been awarded a bursary a document confirming the bursary must be submitted at the Client Service Centre.
- If students' accounts are in arrears, they will not receive their examination results or an academic record. Furthermore, these students will not qualify for placement in a UP residence for the next academic year. Interest will be charged on overdue accounts.

# Fact Finder 2014

Facts A-Z

## Payments, rebates and pay-outs

The fees below are for 2014 unless otherwise indicated.

Description	Amount payable	When to pay	Notes
<b>Application fee</b>	R300 (for 2015)	This fee is payable with submission of application for studies.	This fee is non-refundable.
<b>Registration fee</b> <ul style="list-style-type: none"> <li>Payable prior to registration</li> <li>Also payable every subsequent year before registration</li> </ul>	R4 600	<b>Selection study programmes</b>  This fee is payable WITHIN 30 days of placement to reserve your study place.	<ul style="list-style-type: none"> <li>The registration fee forms part of the tuition fees and is an initial payment towards the tuition fees.</li> <li>R950 of the R4 600 will be retained for cancellations made WITHIN 30 days after placement.</li> <li>R2 300 of the R4 600 will be retained for cancellations made MORE THAN 30 days after placement.</li> </ul>
		<b>All other study programmes</b>  The fee is payable at least 5 days before registration in January/February.	<ul style="list-style-type: none"> <li>The registration fee forms part of the tuition fees and is an initial payment towards the tuition fees.</li> <li>This fee is fully refundable if the student does not register.</li> </ul>
<b>International levy for all non-South African citizens</b>	R2 500	This levy is payable before registration in January/February.	This levy is fully refundable if the student does not register.
<b>Tuition fees</b>		<ul style="list-style-type: none"> <li>Half (50%) of the student account is payable before or on 30 April.</li> <li>The full (100%) student account is payable before or on 31 July.</li> </ul>	<ul style="list-style-type: none"> <li>Accounts are available on the UP Portal (Student Centre) after registration.</li> <li>Accounts are mailed monthly, starting March.</li> </ul>
<b>Discount for early payment</b>		A discount of 2.5% is granted if the student account is paid in full by 30 April.	
<b>Family rebate</b>	<ul style="list-style-type: none"> <li>Two students – 10% rebate is granted on the tuition fees for each of the students.</li> <li>Three or more students – 20% rebate is granted on the tuition fees for each of the students.</li> </ul>	Apply before 31 March.	<ul style="list-style-type: none"> <li>This rebate is only applicable on tuition fees.</li> <li>Students must apply annually.</li> <li>Students must apply in writing.</li> <li>The 2.5% discount for early payment will not be given on the family rebate.</li> <li>Application forms are available on <a href="http://www.up.ac.za/feesfunding">www.up.ac.za/feesfunding</a> or at the Client Service Centre.</li> </ul>

Description	Amount payable	When to pay	Notes
<b>Summer School and Winter School</b>	Full tuition fees are payable for the modules taken.	Fees are payable with the rest of the student account.	When modules are repeated, the full tuition fee will be charged again.
<b>Fees paid by bursars</b>	<ul style="list-style-type: none"> <li>Bursaries may or may not cover the full costs of study.</li> <li>Ensure that you are aware of the full value of your bursary.</li> </ul>	<p>External companies or other institutions that sponsor students with bursaries, need to make the required payments to the students' accounts by the same dates as if the students were paying the accounts themselves.</p> <ul style="list-style-type: none"> <li>Half (50%) of the student account is payable before or on 30 April.</li> <li>The full (100%) student account is payable before or on 31 July.</li> </ul>	<ul style="list-style-type: none"> <li>Students must submit written proof from the sponsors of the bursary awarded to them prior to registration, otherwise the registration fee will be payable by the student.</li> <li>Students remain responsible for their student accounts if their bursary sponsor does not pay the account.</li> </ul>
<b>Credit balances</b>	Amounts in credit on your account are payable.	Payment depends on the source of the credit balance.	The Refund form is available on <a href="http://www.up.ac.za/feesfunding">www.up.ac.za/feesfunding</a> or at the Client Service Centre (CSC).
<b>Other living costs</b>	These costs are not included on the account.	Payment should be done as required, for example books, food, travel, stationery, printing and internet.	Students should manage these costs themselves.
<b>Cancellation fees</b>  Discontinuation of studies and discontinuation of a module	Refer to <a href="http://www.up.ac.za/feesfunding">www.up.ac.za/feesfunding</a> .	Payment of these fees are determined by the official date the University was notified in writing of the discontinuation.	In cases where discontinuation is due to the hospitalisation or death of a student, cancellation fees may be waived if sufficient proof is provided.

## Graduate Career Office and student job opportunities

Specific job opportunities for students, as well as opportunities for graduates to enter full-time employment or graduate development programmes, are advertised by companies on the University's website [www.up.ac.za](http://www.up.ac.za), UP students, Graduate Career Office.

This office also provides assistance with compiling CVs and preparing for job interviews. Annual career fairs and company presentations are advertised on the website mentioned above. You can also register on this website to receive notifications about career events and job opportunities.

There are also various student job opportunities on campus that are regulated by the University's staff policy. These job opportunities are advertised on the Client Service Centre notice board and Graduate Career Office website [www.up.ac.za/gco](http://www.up.ac.za/gco).

### Contact information

Tel: +27 (0)12 420 6438  
 Email: [gco@up.ac.za](mailto:gco@up.ac.za)  
 Location: Client Service Centre  
 Hatfield Campus

## Health services offices

Basic medical services are rendered to registered students of the University of Pretoria by qualified registered medical doctors and nurses on campus.

### Contact information

Tel: +27 (0)12 420 2500  
Location: Student Health Services  
Building (north of the Piazza)  
Hatfield Campus

The medical personnel, doctors and nurses provide the following services:

- Examine, diagnose and treat illnesses. Prescriptions are issued by doctors to students for medicine, which they can buy at their own cost at a pharmacy.
- Treat injuries.
- Refer students to a specialist, relevant clinic, hospital or laboratory when necessary (costs to be borne by the patient).
- Give information, advice or counselling on medical matters.
- Provide dietary advice.
- Offer preventative immunisation programmes for Veterinary Science and Health Sciences students.
- Offer advice regarding lifestyle and health.
- Do HIV counselling and tests at the University's Voluntary Counselling and Testing (VCT) Clinic free of charge.

### How does the service function?

- Patients are seen on a walk-in basis.
- Appointments should, however, be made for dietary consultation and consultation at the VCT Clinic.

### Important to remember

- Consultations, currently free of charge, are subject to change. Please phone +27 (0)12 420 2500 for further information.
- Remember your student card each time you visit Student Health Services.
- Prescribed medicine can be bought at any pharmacy at your own expense.

- You will be required to pay for any specialised examinations.

Health Services Offices
<b>Groenkloof Campus</b> RS-14 Sports Building (subject to change) Mondays and Thursdays: 11:00–13:30 (doctor) Tuesdays, Wednesdays and Fridays: 08:00–15:30 (sister) (subject to change) Tel: +27 (0)12 420 5233/2500
<b>Hatfield Campus</b> Student Health Services Building Mondays to Fridays: 08:00–12:30 and 13:15–15:30 Tel: +27 (0)12 420 2500
<b>Mamelodi Campus</b> Education Building Mondays to Fridays: 08:00–15:30 Tuesdays: 11:00–14:00 (doctor) (subject to change) Tel: +27 (0)12 842 3724/420 2500
<b>Onderstepoort Campus</b> Arnold Theiler Building Mondays to Fridays: 08:00–15:30 Tuesdays and Thursdays: 12:00–14:00 (doctor) (subject to change) Tel: +27 (0)12 529 8243/420 2500
<b>Prinshof Campus</b> 8th floor Basic Medical Sciences Building (BMS Building) Mondays, Tuesdays and Thursdays: 12:00–14:00 (doctor) Mondays and Thursdays: 08:00–15:30 (sister) (subject to change) Tel: +27 (0)12 319 2453/420 2500

## Higher Education South Africa (HESA)

A full or foreign conditional exemption certificate is a prerequisite and applicable to non-South African citizens and to students who do not have a South African National Senior Certificate (NSC) qualification or Independent Examination Board (IEB) qualification and who want to enrol for undergraduate studies at the University of Pretoria. This certificate can only be obtained from HESA.

HESA requires the following documentation when applying for a full or foreign conditional exemption certificate:

- copies of foreign qualifications certified as correct by the registrar of a South African university, a South African Embassy or Consulate in a foreign country or a public notary – result slips, faxes and copies certified by a commissioner of oaths are not acceptable
- a certified copy of your South African identity document (in the case of permanent residents only) or a valid foreign passport reflecting your full names and date of birth, passport number and photograph or a certified copy of your birth certificate
- a completed M30E form (<http://hesa-enrol.ac.za> – follow the link to "Applications")

#### Contact information

Tel: +27 (0)10 591 4401/2  
 Fax: +27 (0)12 481 2922/2718  
 Email: [exemptions@hesa-enrol.ac.za](mailto:exemptions@hesa-enrol.ac.za)  
 Website: [www.hesa.org.za](http://www.hesa.org.za)  
 Location: Building 3 Level 1  
 Unisa Sunnyside Campus  
 Pretoria  
 Postal address: PO Box 3854  
 Pretoria 0001

## High Performance Centre (hpc)

The University of Pretoria's High Performance Centre (hpc) is Southern Africa's first elite performance sports facility. Launched in May 2002, the Centre is the training ground for tomorrow's sporting champions and the venue of choice for sports professionals and enthusiasts alike.

The hpc is situated on the University of Pretoria's LC de Villiers Sports Grounds. Its unique combination of world-class training facilities, medical services, accommodation and hospitality, nutritional and scientific expertise and research has earned the hpc its reputation for excellence and success, locally as well as internationally. Each year, the Centre attracts international athletes, as well as local sporting bodies for training camps or the preparation of specific teams.

The hpc has become South African teams' preferred location for training camps before departing to participate in international events. It is also the preferred centre of specialisation for a significant number of national federation teams.

The hpc Academy Programme is a sporting initiative that has been endorsed by several South African sporting federations. The following groups have participated in the Academy Programme: Judo South Africa's High Performance Programme, SA Table Tennis's resident squads, Rowing South Africa's resident squads, the South African Football Association's women's under-19 Basetsana squad, the South African Golf Development Board Academy, Triathlon South Africa's centre of specialisation and High Performance Programme, and the Tuks academies for gymnastics, swimming, taekwondo, athletics, squash and golf.

#### Contact information

##### High Performance Centre (hpc)

Tel: +27 (0)12 362 9800  
 Fax: +27 (0)12 362 9890  
 Email: [info.hpc@up.ac.za](mailto:info.hpc@up.ac.za)

##### TuksSport High School

Tel: +27 (0)12 343 4527  
 Fax: +27 (0)86 636 4019  
 Location: TuksSport Study Centre  
 Technical Building  
 (Building 5)  
 Groenkloof Campus  
 cnr Leyds Street and  
 George Storrar Avenue  
 Groenkloof

## HIV and Aids counselling

The Voluntary Counselling and Testing (VCT) Clinic for HIV and Aids provides free counselling and testing to students of the University. Patients whose test results are positive are immediately referred for antiretroviral treatment, which is administered by the Steve Biko Academic

# Fact Finder 2014

## Facts A-Z

Hospital. All information is treated with utmost confidentiality.

The Centre for the Study of Aids (CSA) provides a wide range of HIV-related services. This is an independent centre that manages a wide range of community projects.

### Contact information

Tel: +27 (0)12 420 4391  
Email: [csa@up.ac.za](mailto:csa@up.ac.za)  
Location: Huis en Haard Building  
Hatfield Campus

## International students

All non-South African citizens must report to the International Students Division in the Client Service Centre on the Hatfield Campus prior to registration. The Client Service Centre will be open from 6 January 2014.

The international students' special orientation programme will take place on 17 and 19 January 2014. Students can obtain more information from the International Students Division in the Client Service Centre.

Non-South African citizens will have to submit proof of legal status in South Africa, as well as proof of adequate medical aid cover at the International Students Division in the Client Service Centre before they will be able to register.

### Contact information

Tel: +27 (0)12 420 3111  
Email: [csc@up.ac.za](mailto:csc@up.ac.za)  
Website: [www.up.ac.za/ISD](http://www.up.ac.za/ISD)  
Location: Client Service Centre  
Hatfield Campus

## Supporting documents

Please note that students must have photocopies ready before going to the International Students Division in the Client Service Centre. Copies can be made at the Xerox Copy Centre in the Student Centre on the Hatfield Campus.

All non-South African citizens will have to show their original documents and submit two photocopies of the documents listed below:

- the International Students Information form, completed and signed
- a valid passport or an ID (in the case of students with permanent residence in South Africa)
- a valid study permit endorsed for studies at the University of Pretoria or one of the following:
  - an asylum-seekers permit
  - a Certificate of Refugee Status
  - a diplomatic passport (not a diplomatic card) and a diplomatic permit
- proof of medical cover (medical cover must be paid a year in advance, January to December)

The abovementioned documents must be submitted to an international consultant and the information must be captured before you can register.

## Study permit

Every non-South African citizen is required to have a valid passport and temporary residence permit, such as a study permit, endorsed for studies at the University of Pretoria. Non-South African citizens wishing to enter South Africa should only apply for study permits once an official letter of admission has been received.

## How to apply for a study permit

You are required to apply for a study permit at the South African High Commission, Embassy, Consulate or Trade Mission in your country of residence or the nearest South African High Commission, Embassy, Consulate or Trade Mission. The SADC countries are Angola, Botswana, DR Congo, Lesotho, Malawi, Mauritius, Mozambique, Namibia, Seychelles, South Africa, Swaziland, Tanzania, Zambia and Zimbabwe.

The following documents should be submitted to the South African Embassy or Consulate in order to obtain your study permit:



- a passport valid for not less than 30 days after the intended study period
- proof of payment of an administrative fee (as required at the time by the Department of Home Affairs of South Africa)
- confirmation of South African medical cover and proof of payment of membership fee to a medical aid scheme registered with the Council for Medical Schemes in South Africa. Cover must be valid for the duration of one academic year (January to December)
- an admission letter from the University stating the following:
  - the duration of the study programme;
  - confirmation that the admitted student is not taking the place of a local student; and
  - undertaking to inform the Department of Home Affairs if the student deregisters.
- a medical report (less than six months old) by a registered medical practitioner
- a radiological report (less than six months old)
- proof of the availability of funds to cover tuition fees and self maintenance for the duration of studies in South Africa
- a police clearance certificate for the past six months or longer if the applicant is older than 18 years of age
- details regarding arranged accommodation while in South Africa

Other documents that may be required are the following:

- a yellow fever vaccination certificate
- a certificate or other documentary proof of marital status (eg married, widowed, divorced or separated)

### Repatriation guarantee

A cash deposit equal to a return ticket to the country of origin (repatriation guarantee) may be required.

### Change of institution (study permit holders)

The University may only register a student for academic studies once the prospective applicant has produced a valid study permit. It usually takes at least six weeks for an application to be processed. It is also important

to note that a study permit is issued to study at one institution and a student would have to apply for a change of conditions, should they want to change institutions. This can be done in South Africa in the municipal area applicable to the new institution of study.

Before applying for this permit, a student must obtain a release letter from the current institution, stating that this institution has no objections to the transfer.

### Change of conditions (study permit holders)

A change to the conditions of a study permit should be available in a situation where a student holds a valid study permit with a condition to study at another institution in South Africa (other than the one the student is applying to). This is usually the case with learners and students studying at South African high schools, colleges and other academic institutions. Their permits would therefore need to be endorsed with a condition to study at the institutions mentioned above. In order to register at the University of Pretoria, the permit will need to be endorsed for the applicant to study at the University of Pretoria. Application for a change to the conditions of a study permit constitutes a new application for a study permit. Although the applicant will need to complete a separate form, the requirements are the same as those for the initial application for a study permit.

Please note the following:

- These forms are available on the internet ([www.home-affairs.gov.za](http://www.home-affairs.gov.za)). They can also be collected at any South African visa-issuing authority (Department of Home Affairs offices, consulates or embassies).
- This information is meant to serve as a guide only. Requirements for studying in South Africa are subject to change and each application is treated as an individual case. Always make enquiries before travelling to South Africa.
- The holder of a study permit for studies at a higher education institution may conduct part-time work, but the period for undergraduate students may not exceed 20 hours per week; and for postgraduate students the period

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may also not exceed 20 hours per week, for as long as their study permits are valid.

### Medical cover for study permit-holders

Non-South African citizens who are holders of study permits, or who wish to apply for a study permit must, in terms of South Africa's Immigration Act, have sufficient medical aid cover for the duration of their stay in South Africa. Non-South African citizens intending to study at the University of Pretoria can join one of the following medical aid schemes:

#### Momentum Health (Ingwe option)

Membership fees are payable in advance annually.

Tel: +27 (0)12 671 8511  
Email: [studenthealth@momentum.co.za](mailto:studenthealth@momentum.co.za)  
Website: [www.ingwehealth.co.za](http://www.ingwehealth.co.za)

#### BestMed Medical Scheme (Blueprint student option)

Membership fees are payable in advance annually.

Tel: +27 (0)12 339 9800 or  
+27 (0)86 000 2378 or  
086 000 BEST  
Fax: +27 (0)12 323 4106 or 339 9900  
Email: [lineyl@curemed.co.za](mailto:lineyl@curemed.co.za)

## Language policy and medium of instruction

In conducting its business, the University uses two official languages, namely English and Afrikaans. In formal education the medium of instruction is either English or Afrikaans, or both of these languages; provided that there is a demand and that it is academically and economically justifiable. However, it remains the student's responsibility to ascertain on an annual basis in which language a module and any further level of that module is presented. In respect of administrative and other services, a student has the right to choose whether the University should communicate with him or her in English or Afrikaans.

## Legal aid

### Services rendered by the University of Pretoria's Law Clinic

A variety of services are rendered by attorneys, candidate attorneys and students. These services are, however, only available to those individuals who qualify in terms of a means test. Only persons who earn less than R5 000 per month (R5 500 in the case of a joint household) and whose asset value does not exceed R300 000 in case of immovable property, and R75 000 in case of movable property are eligible for assistance. The rendering of the services listed below provides much needed legal aid to the indigent who has very little chance of obtaining these services from private practitioners.

These services include the following:

- divorces
- maintenance matters
- family law matters
- housing matters
- delictual claims, for example, motor vehicle accidents
- other civil litigation in the Magistrate's and High Court
- consumer matters
- criminal cases (only at Hatfield Community Court)
- general enquiries – opinions
- labour matters

Matters not dealt with by the Law Clinic include the following:

- third-party claims
- wills and estates
- sequestrations
- liquidation
- transfer of property
- commercial matters, for example, the registration of a company or CC
- defamation (on behalf of the plaintiff)

The Law Clinic:

- does not conduct any consultations telephonically or by email; an appointment must be made at the offices of the Law Clinic; and
- does not charge any fees for professional services rendered to clients; clients are only liable to pay for their disbursements, such as sheriff's fees.

Contact information

Tel: +27 (0)12 420 4155  
 Fax: +27 (0)12 362 6216  
 Email: aniki.vanwyk@up.ac.za  
 Location: University of Pretoria  
 Law Clinic  
 1107 South Street  
 Hatfield

Office hours: Mondays to Fridays:  
 08:00–16:00  
 (office closed between  
 13:00 and 14:00)  
 Saturdays: Closed

## Library services

The Department of Library Services is host to a world-class modern academic research library network spread over the campuses of the University. This service is aligned to the University of Pretoria's faculties with customised services for undergraduates, postgraduates, staff, alumni and visiting academics. All services are designed to create a gateway to global information and support learning, teaching and research through interaction with professional staff.

Key initiatives include an e-service (online), access to wide-ranging print and electronic collections, the Learning Centre at the Merensky Library and online assignment support for undergraduate students, an online reference service (Ask-a-Librarian), wireless hot spots, search engines to access electronic journals, books and databases, electronic theses and dissertations, an institutional repository, various audiovisual materials, dedicated facilities for

the physically challenged and postgraduates, and interlending library facilities to national and international collections. All of these actively contribute to a world-class learning environment.

Contact information

Website: [www.library.up.ac.za](http://www.library.up.ac.za)  
[www.library.up.ac.za/mobi](http://www.library.up.ac.za/mobi)

### Basic Medical Sciences and Dentistry Library (Prinshof Campus)

Tel: +27 (0)12 319 2242  
 Email: [suzy.nyakale@up.ac.za](mailto:suzy.nyakale@up.ac.za)  
 Location: Faculty of Health Sciences  
 Basic Medical Sciences Building  
 9 Bophelo Road  
 Gezina

### Education Library (Groenkloof Campus)

Tel: +27 (0)12 420 5536  
 Email: [julene.vermeulen@up.ac.za](mailto:julene.vermeulen@up.ac.za)  
 Location: Media Building  
 cnr George Storrar Drive and  
 Leyds Street

### Health Sciences Library (Prinshof Campus)

Tel: +27 (0)12 354 2298/1440  
 Email: [magriet.lee@up.ac.za](mailto:magriet.lee@up.ac.za)  
 Location: Faculty of Health Sciences  
 HW Snyman Building  
 31 Bophelo Road  
 Gezina

### Jotello F Soga Library (Onderstepoort Campus)

Tel: +27 (0)12 529 8007/8/9  
 Email: [susan.marsh@up.ac.za](mailto:susan.marsh@up.ac.za)  
 Location: Faculty of Veterinary Science  
 Arnold Theiler Building

### Klinikala Library (Kalafong Academic Hospital)

Tel: +27 (0)12 373 1031  
 Email: [asia.matlala@up.ac.za](mailto:asia.matlala@up.ac.za)  
 Location: Klinikala Building  
 Klipspringer Road  
 Atteridgeville

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### Mamelodi Library (Mamelodi Campus)

Tel: +27 (0)12 842 3566  
Email: jacob.mothutsi@up.ac.za  
Location: cnr Hinterland Street and Solomon  
Mahlangu Drive  
Mamelodi

### Merensky Library (Hatfield Campus)

Tel: +27 (0)12 420 2235/6 or 420 3150  
Location: Department of Library Services  
Lynnwood Road

### Music Library (Hatfield Campus)

Tel: +27 (0)12 420 2317  
Email: isobel.rycroft@up.ac.za  
Location: Musaion  
Lynnwood Road

### Oliver R Tambo Library (Law Library on the Hatfield Campus)

Tel: +27 (0)12 420 2268  
Email: shirley.gilmore@up.ac.za  
Location: Law Building  
Lynnwood Road

### Witbank Library

Tel: +27 (0)12 653 2342  
Email: riki.duplessis@up.ac.za  
Location: Witbank Hospital  
cnr President and  
Coert Steynberg avenues  
eMalahleni

### Study centre hours

Weekdays: Open 24 hours per day  
Saturdays: 06:00–18:00  
Sundays and public holidays: Closed unless  
stated otherwise

## Campus library hours

Library	Mondays, Wednesdays and Thursdays	Tuesdays	Fridays	Saturdays
Basic Medical Sciences (BMS) and Dentistry	07:30–17:00	08:30–17:00	07:30–16:00	Closed
Groenkloof	07:30–21:00	08:30–21:00	07:30–20:00	08:30–13:00
Hatfield	07:30–21:00	08:30–21:00	07:30–20:00	08:30–13:00
Health Sciences	07:30–20:00	08:30–20:00	07:30–20:00	08:30–14:00
Law	07:30–21:00	08:30–21:00	07:30–20:00	08:30–13:00
Mamelodi	07:30–18:00	08:30–18:00	07:30–16:00	08:00–13:00
Music	07:30–19:00	08:30–19:00	07:30–16:00	09:00–13:00
Veterinary Science	07:30–18:00	08:30–18:00	07:30–18:00	08:30–12:30

## Lost and found

Lost property is handed in and claimed at the 24-hour Operational Management Centre (eastern entrance) in the Administration Building on the Hatfield Campus.

Contact information

Tel: +27 (0)12 420 2310/2760

## National student technology programme

The University of Pretoria has subscribed to the National student technology programme. This initiative offers special prices on laptop and tablet computers exclusively to students. Registered students can receive up to 35% discount on the selected range of hardware available. Please note that the laptops under this initiative are supplied with a full Microsoft Windows Professional license, as well as a full Microsoft Office Professional license.

For more information or support on the devices available, please visit [www.stp.ac.za](http://www.stp.ac.za).

## Parking and traffic

Undergraduate students may park in designated areas outside the Hatfield Campus. Parking is extremely limited. Tshwane Metro Police fines are issued whenever students park illegally on sidewalks. The University cannot take any responsibility for these fines. Undergraduate students may not park inside the gates of the Hatfield Campus during office hours, but may do so from 16:30 onwards.

The official student parking areas of the University are located as follows:

- corner of Burnett and Festival streets (H17)
- corner of Herold and Duxbury streets (H29)
- corner of Herold Street and Lynnwood Road (H30)

These are enclosed areas that are patrolled by security guards of the service provider for the

University of Pretoria. To gain access to these areas, students must produce their student cards.

### Engineering 3 Parkade

The Engineering 3 Parkade is only accessible from the new entrance from University Road. Access control for students is on a prepaid credit or a pay-on-foot cash basis as is the case at other parkades. Payments can be made in cash or by means of a credit card at an automatic payment station. The prepaid credit system is available and a student can open an account at the Katanga Parking Management control room on level 2 in the Parkade.

The following rates will apply to casual (student) parking on weekdays from 06:00 to 18:00:

- 0–2 hours: R5
- 2–4 hours: R8
- 4–6 hours: R10
- 6+ hours: R20

A flat rate of R8 will apply from 18:00 to 06:00 on weekdays and over weekends. This will not apply when the parkade is used for special events. For events at Loftus Versfeld, a flat rate of R100 will apply. The penalty for cars left in the Parkade for more than 24 hours is R250. The penalty for a lost ticket is R50.

### Operational usage practices in the Engineering 3 Parkade

The Department of Security Services put the following operational usage practices in the Parkade in place as well as the motor entrance which leads to the Ring Road from University Road.

Entrance from University Road to the Parkade and Ring Road:

#### Entry lanes 1 to 3

These lanes offer entry to the Parkade. The only cards activated for use at these entrances are personnel cards of staff to whom parking bays were allocated and who received a Parkade parking disc. Any other users will have to take

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a paper ticket from one of the automated card machines and will pay the hourly tariff for using the Parkade.

Note: Persons who are in possession of a full-day disc will not have automatic electronic access to the Parkade. If you want to make use of the Parkade, you will have to pay for it.

### Entry lanes 4 and 5

Lanes 4 and 5 offer access to the Campus via the Ring Road. Using these lanes is similar to the use of any of the alternative motor entrances on the Hatfield Campus. The personnel cards of persons in possession of a full-day parking disc and/or Parkade parking disc are activated to offer access to the Campus.

### Entrance to the Parkade from the Ring Road

The motor entrance on the southern side of the Parkade can only be used by persons with a valid Parkade parking disc for entry and exit on the Ring Road. Because the Parkade is managed as parking which must be paid for, security officials who are on duty at the gates do not have the authority to allow entrance or exit of any vehicles. Only the contractor responsible for the Parkade can activate gates via an intercom system so that it functions optimally and is managed according to protocol.

### Parking on campuses (excluding Hatfield Campus)

Students studying on the University's other campuses can apply for parking discs at the mini Client Service Centres on these campuses and may park on these premises for 24 hours, excluding reserved and undercover parking bays.

### Parking for residence students

Residence students who qualify, may park in the paid parking areas at the residences. Take note that there is a limited number of parking bays available. Students may apply at the Parking Division in the Client Service Centre for open parking at the relevant residences by completing the Residence Disc form. All undercover parking applications for parking at

the residences are submitted to and allocated by the relevant Residence House Committee member responsible for Administration.

### Postgraduate student parking

All students registered for a second or postgraduate qualification qualify for postgraduate parking. Honours and master's degree students qualify for parking on campus after 14:00 and doctoral students qualify for 24-hour parking on campus. All postgraduate students need to apply online via the UP Portal (Student Centre), after which they may collect a parking disc from the Parking Division in the Client Service Centre.

### Parking for students with disabilities

Students who are permanently disabled can apply for parking discs at the Parking Division in the Client Service Centre. Please note that a written motivation from your doctor must be submitted along with your application.

### Contact information

Tel: +27 (0)12 420 5171  
Email: [annemarie.iske@up.ac.za](mailto:annemarie.iske@up.ac.za)

Also refer to the section on transport/bus services for information on the park-and-ride commuter service available to registered students.

### Pay-outs and refunds

Pay-outs and refunds may be made to students. The procedure is as follows:

- Complete a Refund and/or Bursary Pay-out form, which can be obtained at the Client Service Centre or online at [www.up.ac.za/parents](http://www.up.ac.za/parents).
- This form must be signed by the student and not by a parent.
- Submit the completed form, together with a copy of the ID of the bank account holder to the Client Service Centre.
- A letter from the sponsor or bursar authorising the pay-out or refund must be submitted if the student has received a bursary and it is reflected on the student's account.

## Plagiarism

Plagiarism is a serious form of academic misconduct. It involves both appropriating someone else's work and passing it off as one's own. Thus, you commit plagiarism when you present someone else's written or creative work (words, images, ideas, opinions, discoveries, artwork, music, recordings, computer-generated work, etc) as your own.

People's ideas may be contained in the following:

- written text (journal articles, books, theses, dissertations, newspapers, magazines, notes, course material, students' projects, email messages, data, computer codes, everything on the internet, etc)
- visual text (books on fine art, graphics, photographs, etc)
- multimedia products (websites, videos, films, CDs and DVDs, etc)
- music (compositions, lyrics, CDs, DVDs, music or sound bites on the internet, etc)
- spoken text (speeches, audio recordings, lectures, interviews, etc)

Plagiarism can be avoided as follows:

- Only hand in your own original work.
- Indicate precisely and accurately when you have used information provided by someone else, ie referencing must be done in accordance with a recognised system.
- Indicate whether you have downloaded information from the internet.
- Never use someone else's electronic storage media, artwork, pictures or graphics as if they were your own.
- Never allow other students to use or copy from your work and present it as their own.
- Never copy directly without crediting the source.
- Do not translate without crediting the source.
- Do not paraphrase someone else's work without crediting the source.
- Do not piece together sections of the work of others into a new whole.
- Do not resubmit your own or other's previously graded work.

- Do not commit collusion (unauthorised collaboration, presenting work as one's own independent work, when it has been produced in whole or in part in collusion with other people).
- Do not make use of a ghost writer or professional agency in the production of your work or submit material that has been written on your behalf.

Contact information

Tel: +27 (0)12 420 4719

Website: [www.library.up.ac.za](http://www.library.up.ac.za) or  
[www.ais.up.ac.za/plagiarism/dealing.htm](http://www.ais.up.ac.za/plagiarism/dealing.htm)

## Printing and copying services

### Student Computing Services Labs

- Students can make use of the printing facilities in the Student Computing Services Labs.
- Printing credits (minimum amount of R50) can be purchased at any of the cashiers on the various campuses.
- The cashier will issue two receipts. Both receipts are to be taken and presented to the assistant on duty at any of the Student Computing Services Labs for activation.
- No enquiries regarding print credits or activations other than those pertaining to payment can be done at the Client Service Centre. Please consult your lab assistant.

### Xerox

- Purchase photocopy credits at Xerox to make photocopies at Xerox.
- Scan documents.
- Bind assignments.

Location: Student Centre  
Hatfield Campus

### Library

- Self-service printers are available at the Merensky Library, as well as at the faculty libraries. To make photocopies, deposit money at the library on your student printing account.

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- A wireless printing service is available at the Merensky Library.
- Each client may register a pin number for printing purposes. You will be prompted for this pin number once you start printing from a computer inside the library. If you forget your pin, it can be reset by Xerox.

### Contact information

Tel: +27 (0)12 420 3505

## Proof of registration

- You will receive proof of registration during registration.
- Keep this proof in a safe place.
- You are advised to have sufficient certified copies of your proof of registration available.
- This proof of registration is needed to obtain a student card.
- A duplicate can be obtained from the Client Service Centre at R30 per duplicate or can be downloaded free of charge on the UP Portal (Student Centre).
- Please note that proof of registration cannot be issued to a student without proof of identification (ID, student card, passport or driver's licence).

## Rebates

The following rebates may be granted to students:

### Family rebate

If more than one member of a family (ie brothers and/or sisters) are registered at the University of Pretoria in the same year, a rebate may be granted on tuition fees only (ie not residence or meal levies, etc). If two family members are registered, a rebate of 10% of the tuition fees for each family member is granted. If more than two family members are registered, the rebate per family member is 20%. Applications for the family rebate must be submitted to the Client Service Centre before 31 March.

### Rebate on early settlement of account

A discount of 2.5% is granted should a student's account be paid in full as on 30 April. The rebate is calculated and awarded during May and will subsequently be reflected on a student's account. The rebate is determined by the amount paid, excluding credits that are the result of a University of Pretoria loan or bursary or a NSFAS loan.

Note: The 2.5% discount for early payment will not be given on the family rebate.

## Registration (all students)

You will not be allowed to register if you do not comply with the minimum admission requirements for your specific study programme.

### STEP 1: FINANCIAL ASPECTS

You need to do the following before you will be able to register:

- Pay the registration fee five days before registration.
- If you are a bursary holder, submit a confirmation letter from the sponsor or bursar to the Student Accounts Division in the Client Service Centre. A form that can be used to confirm the bursary award is available from the Client Service Centre. If the aforementioned documents are not submitted at least five days before registration, you will have to pay the registration fee before registration.
- If you have applied for a NSFAS loan, you must obtain confirmation that the loan has been awarded at the Bursaries and Loans Office in the Client Service Centre.
- Documentation (bank deposit slips, official University receipts, etc) must be presented upon request and if payments were made after the due dates.
- Internet transfers should be done at least five days prior to registration.
- Cash payments at a cashier should be done at least two days prior to registration.
- No cheques will be accepted.



**Initial payments (as may be applicable to your situation) that are required before you may register:**

- In respect of tuition fees: R4 600
- In respect of residence fees: R5 200
- International administration levy: R2 500

## STEP 2: DOCUMENTATION, DATES AND VENUES

All students will be required to register online during the 2014 registration period. The registration schedule will be made available on the University's website which will indicate the dates for registration and the arrangements with regards to the exceptions. In these cases the following will apply:

- Ensure that you are familiar with the correct venue and dates for registration. Refer to your programme for registration and start of the academic year for this information.
- You are not a registered student just by paying the initial fee. You are only a registered student once you have submitted a completed and signed registration form at your registration venue and have been issued a proof of registration for the year.
- Residence students must complete and sign a Proof of Occupation form at the Client Service Centre before they register in order to obtain a proof of registration.

Ensure that you have the following with you when you register:

- Grade 12 National Senior Certificate (NSC) statements of results (the original and one certified copy)
- the programme for registration and start of the academic year
- registration form signed by the student
- ID and one certified copy
- proof that your initial fee (R4 600) has been paid before the programme for registration and start of the academic year commences
- a signed legal contract, submitted and acknowledged by the University before the programme for registration and start of the academic year commences

## STEP 3: TESTS – NEW FIRST-YEAR STUDENTS ONLY

### Academic Information Management (AIM)

- Academic Information Management modules (AIM 101 or both AIM 111 and AIM 121, depending on your programme), are compulsory for all new first-year students.
- AIM 101 will be presented in the first or second semester, depending on your programme.
- AIM 111 will be presented in the first semester and AIM 121 in the second semester.
- No exemption examination is available for AIM 101 or both AIM 111 and AIM 121.

### Student Academic Readiness Survey (STARS)

The Student Academic Readiness Survey® (STARS) measures prospective students' perception of their readiness for university education. Readiness for university education can be defined as the level of preparation a student has in order to succeed at a higher education institution. In addition to academic achievement, the STARS measures (a) academic attitude and needs, (b) motivational factors, (c) background factors, (d) test and exam skills and (e) general wellbeing.

Your personal STARS profile will be available on the UP Portal within three weeks of completion of the survey. The UP Portal will contain clear instructions for finding your report online, using the following identification detail:

- UP Portal log-in: Eight-digit UP student number (eg u13123458)
- UP Portal password: ID (SA citizens) or passport number (non-South African citizens)

The purpose of the STARS is to identify areas where the University of Pretoria could possibly support you. If you agree, a copy of your report will be available to a faculty advisor who will discuss your report with you if you indicate a need for support. It is in your own interest to answer the survey honestly. Please note that this is not an admission test.

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### Contact information

Dr Juan-Claude Lemmens

Tel: +27 (0)12 420 4161  
(08:00–15:30)

Email: [jlemmens@up.ac.za](mailto:jlemmens@up.ac.za)

Location: Department for Education  
Innovation  
R3-58.10  
IT Building

### Academic literacy of first-year students

An inadequate level of academic literacy can impact negatively on a student's chances of academic success. The University of Pretoria has processes in place through the Grade 12 language marks (English or Afrikaans) or through an academic literacy test to identify students who might need development. Full details will be communicated in the programme for registration and start of the academic year to be distributed in November or December to all admitted students. If you are required to write the test, time will be scheduled in the programme. If your Grade 12 marks (English or Afrikaans) are to be used, Faculty Academic Administration staff will register you for the appropriate study programme.

Please note that the Academic Literacy Test does not replace the National Benchmark Test (NBT). For more information on the NBT visit [www.nbt.ac.za](http://www.nbt.ac.za).

### Restaurants and coffee shops

A dining hall (the Klooster Hall beside the UP Chapel) is available on the Hatfield Campus for all students. Payments can be made at the cashiers in the Client Service Centre. This will allow you to book for meals at the dining hall using your student card.

For residence students, an amount is debited in advance against your student account, which can be used for meals at the specific residence's dining hall. Once this amount is depleted, students can pay an additional amount at the cashiers in the Client Service Centre to be used

for meals. Residence students may request the Student Accounts Division in the CSC to transfer money from their residence meal account to the Klooster Hall if they would like to have some of their meals there instead of in the residence dining hall.

There are a variety of restaurants and coffee shops that operate on a cash basis on the different campuses of the University of Pretoria.

### Food outlets

#### Big Al's

For burgers, hotdogs, and fish and chips, visit Big Al's.

Tel: +27 (0)12 362 1171

Location: Student Centre  
Hatfield Campus

#### Campus Kiosk

For hamburgers, pies, sandwiches, cold drinks, sweets and cigarettes, visit Campus Kiosk.

Tel: +27 (0)12 362 6812

Location: Old Chemistry Building  
Hatfield Campus

#### Chips Café

For chips and dips, visit Chips Café.

Tel: +27 (0)12 362 1081

Location: Student Centre  
Hatfield Campus

#### Coffee at Burgundy's

For coffee, cakes, salads and luncheons, visit Coffee at Burgundy's.

Tel: +27 (0)12 420 3883

Location: Club Hall  
Hatfield Campus

#### Coffee Buzz

For a range of coffees, muffins, sandwiches, cakes and juices, visit Coffee Buzz.

Tel: +27 (0)12 362 5262

Location: Student Centre  
Hatfield Campus

**Groenkloof Cafeteria**

This is a fully-equipped catering facility for finger lunches, lunch and dinner for conferences and other events, coffee, tea, an assortment of baked products, cold drinks, chips and sweets, as well as stationery, painkillers and phone cards.

Tel: +27 (0)12 420 5611 or  
+27 (0)12 344 1443

Location: Groenkloof Campus

**Oom Gert's Kiosk**

For sweets, cold drinks and take aways, visit Oom Gert's Kiosk.

Tel: +27 (0)12 362 6811

Location: Huis en Haard Building  
Hatfield Campus

**Oom Gert's Kuierplek**

This is a pub-style restaurant and bar on Campus for students.

Tel: +27 (0)12 362 6811

Location: Huis en Haard Building  
Hatfield Campus

**Piazza Foods**

For toasted sandwiches, tramezzinis, pies, hotdogs, Chelsea buns, cold drinks, hot chocolate, coffee and cappuccino, visit Piazza Foods.

Tel: +27 (0)12 362 3128

Location: Student Centre  
Hatfield Campus

**Spageti's**

For delicious pizzas, pastas and panini's, visit Spageti's.

Tel: +27 (0)12 362 1661

Location: Student Centre  
Hatfield Campus

**Steers Tukkies**

For pure beef, flame-grilled hamburgers and chips, cold drinks, hot drinks, muffins, chocolates, pies, hotdogs, ice cream and milkshakes, visit Steers Tukkies.

Tel: +27 (0)12 420 3242

Location: Next to the Rautenbach Hall  
(under the Aula)  
Hatfield Campus

**Torpedo's**

For delicious subs, spuds, salads and wraps, visit Torpedo's

Tel: +27 (0)12 362 1171

Location: Student Centre  
Hatfield Campus

**Security services****Emergency numbers**

24-hour Operational Management Centre:

Tel: +27 (0)12 420 2310/2760

24-hour Operational Manager:

Tel: +27 (0)83 654 0476

**Crisis line (24 hours)**

The 24-hour crisis line offers professional and confidential support to students experiencing trauma. Students who fall victim to crimes such as robbery, assault, rape, sexual abuse and hijacking, and those experiencing trauma, such as family and personal crises, are professionally supported.

Crisis line: +27 (0)80 000 6428 (toll-free)

**Safety tips**

- Avoid isolated areas when you are alone.
- Be vigilant of suspicious persons loitering in the immediate vicinity.
- Report all crime, no matter how insignificant, to the nearest police station, as well as to the Department of Security Services.
- Pay attention to your surroundings.
- Take responsibility for your own safety.

**Use of the Green Route**

The Green Route Project makes specific provision for students and personnel members to be accompanied to and from their residences and vehicles or any nearby places after 18:00. Security officers from Fidelity Security Services accompany students and personnel members on foot from 18:00 to 06:00 on a daily basis from the following points on the various campuses:

- Hatfield Campus: in front of the Absa ATM next to the Merensky Library

# Fact Finder 2014

## Facts A-Z

- Prins Hof Campus: in front of the HW Snyman Building
- Groenkloof Campus: between the Administration Building and the Auditorium
- Kalafong Campus: in front of the Klinikala Building
- The Onderstepoort and the Mamelodi Campuses do not have specific points from where the escorts are done and the 24-hour Operational Management Centre can be contacted at +27 (0)12 420 2310/2760.
- Students who do not have access to a telephone to call the 24 hour Operational Management Centre should go to the security official on duty at the gate of their respective residences to arrange for an escort.

Any complaints or problems regarding the service can be reported to the 24-hour UP Operational Manager at +27 (0)83 654 0476.

### Contact information

Tel: +27 (0)12 420 2310/2760 (24 hours)

## Social contract

### Expectations of first-year students

The purpose of the social contract is to ensure that, as first-year students entering the University of Pretoria, you will understand your responsibility for success in your studies within the context of the values and principles that underlie the University of Pretoria's approach to teaching and learning at a research-intensive university.

You should do the following:

- Take responsibility for your holistic experience as a student.
- Expect the University to be different from school, especially a research-intensive university such as the University of Pretoria – we expect you to work independently and critically.
- Attend the programme for registration and start of the academic year as a compulsory part of the academic year.
- Obtain the relevant calendar, think seriously about your study programme choice, obtain advice if necessary, register for your chosen study programme and inform the University within the required time frame if you wish to change a study programme or modules.
- Seek to understand what is expected of you and what the University offers to support you in reaching your goals.
- Conduct independent research, develop an enquiring mind and do not be afraid to raise controversial issues in a responsible and respectful manner.
- Think about the strategies you use to learn, reflect on the learning process, identify what is working and what is not, and adapt appropriately.
- Reflect on what you are learning and how it is changing what you know, believe and can do.
- Inform the University of any disabilities that might require additional academic support.
- Use resources proactively and responsibly and follow up on advice or referrals, eg face-to-face contact with lecturers, ClickUP, the internet, mentors, tutors, the library, student counselling and health services.

Apply your full attention to your studies:

- Take full responsibility for your studies and set academic goals.
- Devote at least 40 hours a week to your studies, but more if that is what is required to be successful.
- Draw up an academic plan at the beginning of the year and revise it after the first test series.
- Remember that academic work comes first, but should be complemented by social, cultural and sporting activities.
- Be open to and learn from a broad range of resources, experiences and environments.
- Attend all classes, tutorials and practicals regularly and be prepared, pay attention and develop the confidence to interact in class.
- Obtain and study prescribed texts, recommended texts and other resources.
- Collaborate on academic projects fully when that is the expectation and do your share of the work.

- Participate in community engagement activities when they are part of the curriculum and develop an understanding of the challenges of South Africa as a developing nation, and the social responsibility this demands from all citizens.
- Complete assignments and hand them in on time.
- Prepare well for assessments, among others through class attendance.
- Participate in academic support activities, such as tutorials as an essential component of your academic work – all the best students attend tutorials.
- Take the initiative in forming study groups.
- Master the full complement of the subject content, rather than relying only on previous papers in preparing for tests and examinations.
- Express a keen interest in all subjects and a willingness to explore them to the fullest, instead of gaining just enough knowledge to pass the subject with the minimum mark of 50%.

Give considered feedback on teaching:

- Help lecturers to improve their teaching by completing feedback forms conscientiously, honestly and objectively.
- Give informal feedback to your lecturers or class representative on teaching, assessment and the use of technology.

Act ethically and professionally:

- Abide by University policies on racial and sexual harassment, South African legislation on hate speech, harassment, etc and generally to a code of conduct that is underpinned by respect for diversity, tolerance, inclusivity, etc.
- Behave appropriately on campus, in class, in the library, in computer laboratories, online and in communities or the workplace.
- Treat each other and staff with respect.
- Dress appropriately in professional settings and during community engagement activities.
- Find and use information effectively, ethically and legally and ensure that all assessments are your original work.

- Refrain from contravening the Copyright Act and abide by the University's policy on plagiarism.

## South African Qualifications Authority (SAQA)

Contact information

Call centre: +27 (0)12 431 5000/70

Helpdesk: +27 (0)86 010 3188

Fax: +27 (0)12 431 5039

Website: [www.saqa.org.za](http://www.saqa.org.za)

Location: SAQA House  
1067 Arcadia Street  
Hatfield

Postal address: Postnet Suite 248  
Private bag X06  
Waterkloof 0145

Evaluation of foreign qualifications:

Tel: +27 (0)12 431 5070

Helpdesk: +27 (0)86 010 3188

## Special offer for academic achievers

This special offer for academic achievers is based on the average percentage obtained in the end examination of the final school-year.

### Conditions

A guaranteed achievement award is based on prospective students' results in the end examination of the final school-year and is subject to the following conditions:

- Undergraduate achievement awards are awarded automatically to new registered undergraduate students who meet the awards criteria. Students who have registered at a tertiary educational institution prior to registration at UP are ineligible for an achievement award. Students do NOT apply for these achievement awards.
- Qualifying students must be South African citizens or permanent residents in South Africa, or they must be citizens of a Southern African Development Community (SADC) country.

# Fact Finder 2014

## Facts A-Z

- Only first-year students who are in their final school-year or have taken a gap year(s) will be eligible.
- The average percentage for award purposes is the average of the actual percentages obtained for all recognised NSC/IEB/Cambridge subjects taken, based on the University of Pretoria's calculation formula.
- The average percentage is not rounded off.
- For the new first-year undergraduate achievement awards, certain subjects are excluded in the calculation of average percentage:
  - Life Orientation
  - Mathematics Paper 3 (*Note: Even though this paper is excluded in calculating the average percentage, should a student obtain 60% or more average in this paper, they qualify for R3 200 award, provided that a new first-year undergraduate achievement award has been awarded.*)
  - Additional Mathematics
  - Practical Music 4 and 5 (*Note: Practical Music Grades 6, 7 and 8 is considered for inclusion in the calculation of the average percentage – if your music report for this*

*subject is not part of your NSC report, please submit your official music report to the Client Service Centre, Bursary/Awards and Loans section, before 28 February for consideration.*)

- Awards are fully repayable should students discontinue or relinquish their participation in the study programme enrolled for, for whatever reason during the year in which the award is made.
- Should a student exchange a study programme for another during the year in which the award is made, the award value initially allocated for the study programme enrolled for in the first place will remain unchanged. This is to say, the award will not be cancelled or adjusted upward/downward to align it with consecutive study programmes enrolled for.
- Please note that the awards are finalised on the basis of the final marks that the University receives from the Department of Basic Education. Results obtained for papers that have been re-marked are not taken into account for award purposes. For more information on achievement awards please visit [www.up.ac.za/feesfunding](http://www.up.ac.za/feesfunding).

### Guaranteed achievement awards: 2014

Important: Learners do not apply for the achievement awards below.

Description	Faculty/School					
	Faculty of Natural and Agricultural Sciences	School of Engineering and School for the Built Environment	School of Information Technology	Other faculties and schools	All faculties	
Qualifying average percentage	75–89.9%	75–89.9%	80–89.9%	80–89.9%	90–94.9%	95–100%
Minimum award value	R12 300	R12 300	R12 300	R8 400	R40 000	R50 000
Maximum award value	R26 500	R26 500	R26 500	R26 500		

**Awards for achievement in other academic fields and extracurricular activities: 2014**

Important: Learners should apply for the awards below at [www.up.ac.za/feesfunding](http://www.up.ac.za/feesfunding) after 1 August of the year preceding their studies.

Description	Award value
Entrepreneurship Expo: Overall winner	R2 600
Expo: Gold medal	R2 600
Leadership roles	R760–R2 600
Subject Olympiad: Overall winner (or Gold Certificate)	R7 000
Subject Olympiad: 2nd–3rd place (or Silver Certificate)	R2 600
Science, Mathematics or Accounting Olympiad: Overall winner	R36 000
Science, Mathematics or Accounting Olympiad: 2nd place	R28 800
Science, Mathematics or Accounting Olympiad: 3rd place	R21 600

Important: Learners do not apply for the following two awards. These awards are awarded based on academic achievement. Only students with South African citizenship or permanent residency in South Africa are considered for these awards.

Description	Award value
JuniorTukkie Grade 11 Empowerment Programme (15 awards)	R13 600
Grade 12 dux learners (top academic achiever in Grade 12) at 681 selected feeder schools (one award per school), if studies commence at UP the year immediately after the final schooling year.	R4 600

**Guaranteed admission to a non-selection study programme of a student's first or second choice****Conditions**

- Applications must be received on or before 1 May of the year preceding commencement of studies.
- The minimum requirements for admission to the chosen study programme must be met in the results achieved in the end examination of the final school-year.
- The minimum National Benchmark Test (NBT) requirements for the specific study programme must be met.

Please note that admission to selection study programmes cannot be guaranteed.

**Placement in a residence of the University of Pretoria**

75–89.9%	90–100%
<b>Consideration</b> for placement in a residence of the University of Pretoria, provided that your application is received on or before 1 May of the year preceding commencement of studies and once you are provisionally admitted to a study programme. After 1 May placement will be considered based on the availability of space.	<b>Guaranteed</b> placement in a residence of the University of Pretoria, provided that your application is received on or before 1 May of the year preceding commencement of studies and once you are provisionally admitted to a study programme. After 1 May placement will be considered based on the availability of space.

Please note that the University reserves the right to amend the regulations and conditions applicable to bursaries, awards and loans without prior warning. Please visit [www.up.ac.za/feesfunding](http://www.up.ac.za/feesfunding) for the latest information.

For further enquiries, please call the Call Centre at +27 (0)12 420 3111 or email [csc@up.ac.za](mailto:csc@up.ac.za). If you require study advice from a student advisor, please contact Carol Naidoo at +27 (0)12 420 5144 or [junior.tukkie@up.ac.za](mailto:junior.tukkie@up.ac.za).

### Sport

Sport represents a significant part of student life. The University of Pretoria provides students with opportunities to participate in a variety of sporting disciplines at club, national and international level. The University also boasts excellent sports facilities, which are highly regarded both nationally and internationally.

The LC de Villiers Sports Grounds is centrally located and is easily accessible to students. TuksSport has a large number of sports clubs and is currently the largest source of athletes for a variety of sports disciplines and national teams. TuksSport forms a vital part of the UP experience and therefore you are encouraged to select the University of Pretoria for an outstanding sports and academic career.

#### Contact information

Tel: +27 (0)12 420 6060  
 Fax: +27 (0)12 420 6095  
 Email: [sportinfo@up.ac.za](mailto:sportinfo@up.ac.za)  
 Website: [www.up.ac.za/sport](http://www.up.ac.za/sport)

Sport	Contact information
Athletics	Danie Cornelius Tel: +27 (0)12 420 6080 Email: <a href="mailto:danie.cornelius@up.ac.za">danie.cornelius@up.ac.za</a>
Aquatics: swimming, triathlon, underwater hockey and water polo	Rocco Meiring Tel: +27 (0)12 420 6148 Email: <a href="mailto:rocco.meiring@up.ac.za">rocco.meiring@up.ac.za</a>
Cricket	Blanche Conradie Tel: +27 (0)12 420 6152 Email: <a href="mailto:blanche.conradie@up.ac.za">blanche.conradie@up.ac.za</a>
Football	Pearl Mosoane Tel: +27 (0)12 420 6001 Email: <a href="mailto:pearl.mosoane@up.ac.za">pearl.mosoane@up.ac.za</a>
Golf and PGA Golf Academy	Johan Steyn Tel: +27 (0)12 420 6140 Email: <a href="mailto:johansteyn.hpc@up.ac.za">johansteyn.hpc@up.ac.za</a>
Gymnastics	Liezel Bouch Tel: +27 (0)12 420 6014 Email: <a href="mailto:tuks.gymnastics@up.ac.za">tuks.gymnastics@up.ac.za</a>
Hockey (men and women)	Natalie Fulton Tel: +27 (0)12 420 6065 Email: <a href="mailto:natalie.fulton@up.ac.za">natalie.fulton@up.ac.za</a>
Netball	Stacey Dormehl Tel: +27 (0)12 420 6081 Email: <a href="mailto:stacey.dormehl@up.ac.za">stacey.dormehl@up.ac.za</a>
Rowing	Coreen Walstra Tel: +27 (0)12 420 6103 Email: <a href="mailto:coreen.walstra@up.ac.za">coreen.walstra@up.ac.za</a>
Rugby	Gert van Coller Tel: +27(0)12 420 6066 Email: <a href="mailto:gert.vancoller@up.ac.za">gert.vancoller@up.ac.za</a>



Sport	Contact information
Squash	Liz Mackenzie Tel: +27 (0)12 420 6109 Email: tukssquash@up.ac.za liz.mackenzie@up.ac.za
Tennis	Kobus Botha Tel: +27 (0)12 420 6083 Email: tukstennis@up.ac.za
Recreational sport: aikido, basketball, chess, dance, exploratio, karate, softball, table tennis, taekwondo and volleyball	Sibongile Maswanganye Tel: +27 (0)12 420 6061 Email: sibongile.maswanganye@up.ac.za
Specialised and individual sports: archery, badminton, body building, canoeing, fencing, judo and wrestling	Ilze Wicksell Tel: +27 (0)12 420 6135 Email: ilze.wicksell@up.ac.za

## Student access cards

- The Client Service Centre issues student cards and you may collect your access card from two days after registration until the date on which lectures commence.
- Present your proof of registration in order to obtain a student card.
- A student card will not be issued without proof of identification (ID, passport or driver's licence).
- When students move into a University of Pretoria residence, they are issued a temporary meal card. Residence students must exchange their temporary meal card for a student card at the Student Card Division in the Client Service Centre from two days after registration until the date on which lectures commence. The student card will then be used as a meal card as well as an access card.
- The first student card is issued free of charge. In the event of loss or damage, you may apply for a duplicate card at the Client Service Centre at a cost of R50.
- Student cards provide access to the campus and various labs and buildings on campus. Keep your student card with you at all times. The student card must be presented upon request and during examinations and tests.

## Student Affairs

The Student Affairs offices are located in the Roosmaryn Building on the Hatfield Campus. The Department of Student Affairs has two divisions: Student Support and Student Development.

### Student Support Division

This division includes student health, student counselling and the Unit for Students with Special Needs.

Services provided by the Student Support Division include the following:

- academic development (career counselling and assessment, study methods and reading courses, stress management, psychometric testing, time management and career planning)
- potential development (conflict management, communication skills, goal setting and problem solving)
- individual and relationship counselling (interpersonal problems, stress, depression, eating disorders, life trauma, emotional problems and the development of life skills)

# Fact Finder 2014

## Facts A-Z

### Contact information

Tel (office hours): +27 (0)12 420 2333  
Tel (after hours): +27 (0)12 420 2310/2760  
24-hour crisis line: +27 (0)80 000 6428 (toll free)  
Email: ethel.mothamme@up.ac.za  
Location: Student Centre  
(opposite Pie City)  
Hatfield Campus  
Office hours: 07:30–16:00

### Groenkloof Campus

Tel: +27 (0)12 420 5687  
Location: R505 Sports Centre

### Hatfield Campus

Tel: +27 (0)12 420 2333  
Location: Student Centre  
(opposite Pie City)

### Mamelodi Campus

Tel: +27 (0)12 842 3724  
Location: Student Health Centre

### Onderstepoort Campus

Tel: +27 (0)12 529 8476  
Location: Arnold Theiler Building  
(Student Administration  
Offices)

### Prinshof Campus

Tel: +27 (0)12 420 2333  
Location: 8th floor  
Basic Medical Sciences  
Building

### Student Development Division

This division includes all student governance structures and organised student life initiatives:

- Student Forum (SF)
- Student Representative Council (SRC)
- Constitutional Tribunal (Student Court)
- day houses
- faculty houses ([www.up.ac.za/facultyhouses](http://www.up.ac.za/facultyhouses))
- over 100 religious, cultural, academic, political and other societies
- Tuks Top Junior/Senior and ENACTUS UP
- Mentorship programme
- service providers:
  - TuksRAG (Reach Out and Give)
  - Stuku (student culture)
  - *Perdeby* (student newspaper)
  - Tuks FM (campus radio station)
  - Student Sport

### Contact information

Tel: +27 (0)12 420 6600/1411  
Location: Roosmaryn Building  
Hatfield Campus

### Day houses

If you are not living in a residence, but would like to have a great student life, then you should consider joining one of the day houses on campus. This will give you the opportunity to take part in organised student life activities such as RAG and sport, as well as cultural and social events.

You can join one of the official day houses: Vividus Men, Vividus Ladies, Zeus or Luminous. An annual membership fee is payable. Don't miss out – be sure to sign up with the day house of your choice!

### Contact information

Website: [www.up.ac.za/dayhouses](http://www.up.ac.za/dayhouses)

### Faculty houses

By default, all students (day and residence students) belong to the faculty house of the faculty in which they are registered. Faculty houses have an academic focus and play an important role in linking students and lecturers in the faculty.

There are no membership fees payable to join a faculty house, but students have the option to purchase items such as T-shirts or to attend camps and other events for which fees are charged. Typical activities include personal and professional as well as development opportunities, such as presentations by speakers on various topics and excursions to relevant industries. Faculty houses are also involved in various community service projects. Some faculty houses participate in sports leagues.

The faculty house also serves as a link with the class representative system in the faculty.

### Contact information

Website: [www.up.ac.za/facultyhouses](http://www.up.ac.za/facultyhouses)

## Student Complaints Protocol

To ensure that problems are resolved effectively, students are encouraged to follow the prescribed communication channels when lodging a complaint. There is an academic communication channel and a non-academic communication channel. According to the academic communication channel, students should report any academic issue to their class representative or their lecturer before approaching a head of department or a dean of a faculty. The Student Representative Council (SRC) is the appropriate channel to follow when lodging a non-academic complaint.

## Student Representative Council (SRC)

The Student Representative Council (SRC) represents the interests of students at university and national forums.

### Contact information

Tel: +27 (0)12 420 6600  
 Location: Roosmaryn Building  
 Hatfield Campus  
 Office hours: 07:30–16:00

## Study methods and study advice

### Study methods

A number of academic development programmes are available to provide assistance to students who lack basic academic skills, such as reading, writing and analytical skills. Since students are drawn from different schooling backgrounds, these programmes aim to close the education gap that exists in the country. The emphasis is on the basic skills required for academic success and academic development.

### Study advice

While the University's primary responsibility is that of preparing students for their entry into the labour market, students who experience uncertainty during the course of their studies regarding their choice of career are assisted.

You may arrange to consult with one of the academic programme consultants at the specific faculty's Student Administration Office or with one of the student advisors at the Client Service Centre.

If you prefer professional academic testing, kindly contact the counselling psychologist at the Student Support Division to make an appointment. The cost is R500 per learner, while an admitted UP student's testing is free of charge. Should a learner register at the University of Pretoria, part of this payment will be refunded after the learner has submitted the original receipt to the Student Account consultants in the Client Service Centre.

### Contact information

Tel: +27 (0)12 420 2333  
 Location: Student Centre  
 (Opposite Pie City)

## Transport/bus services

### Public bus services

Website: [www.tshwane.gov.za/Services/Transport/pages/default.aspx](http://www.tshwane.gov.za/Services/Transport/pages/default.aspx)

### University of Pretoria bus services

A bus timetable and route indicator will be visible in each bus, on ClickUP and on the SRC website at [www.up.ac.za.srx](http://www.up.ac.za.srx).

### Residence bus services

The University provides a free bus service between most residences, except where residences are situated within walking distance of the campus. Information will be available at your residence.

# Fact Finder 2014

## Facts A-Z

### **Park-and-ride commuter service for staff and students between the LC de Villiers Sports Grounds, Groenkloof Campus and Hatfield Campus**

- The facility is available for use by staff and students.
- Security guards will be on duty to facilitate parking.
- Staff and students must show a valid staff or student card on request.
- The park-and-ride facility is free of charge.
- A timetable and route indicator will be visible in each bus, on ClickUP and on the UP website at [www.up.ac.za](http://www.up.ac.za).

### **Between the LC de Villiers Sports Grounds and the Hatfield Campus**

Because of a lack of parking, students are encouraged to park at the Daan Swiegers parking area on the LC de Villiers Sports Grounds. A bus service is available for students who prefer to park at the LC de Villiers Sports Grounds or who take part in activities there. The bus departs from the parking area next to the Daan Swiegers Building on the LC de Villiers Sports Grounds.

- From the LC de Villiers Sports Grounds to the Hatfield Campus, a 45-seater bus departs every 15 minutes from 06:45 to 17:45.
- From the Hatfield Campus at the Graduate Centre, a 45-seater bus picks up and drops off passengers every 15 minutes from 07:00 to 17:45.

### **Between the LC de Villiers Sports Grounds and the Hatfield Campus – late night service**

A bus service is also available late at night to transport students from the Hatfield Campus to the Daan Swiegers parking area at the LC de Villiers Sports Grounds. On the Hatfield Campus, the bus departs from the Sci-Enza Building at 22:00 to pick up passengers.

### **Between the Groenkloof Campus and the Hatfield Campus**

A bus service is available to transport students between the Groenkloof Campus and the Hatfield Campus. A bus departs from the

parking area in front of the SACTE Building on the Groenkloof Campus.

- From the Groenkloof Campus, a bus departs every half hour from 06:30 to 18:00.
- On the Hatfield Campus, the bus stops at the Sci-Enza Building to pick up or drop off passengers.
- From the Hatfield Campus, a 60-seater bus picks up and drops off passengers every half hour, from 06:30 to 18:30, in front of the Sci-Enza Building.

### **Between the Groenkloof Campus and the Hatfield Campus – late night service**

A bus service is also available late at night to transport students from the Hatfield Campus to the Groenkloof Campus.

- From the Groenkloof Campus at the SACTE Building to Hatfield Campus at the Sci-Enza Building, a bus departs at 19:00, 20:00 and 21:30.
- From the Sci-Enza Building on Hatfield Campus to Groenkloof, a bus departs at 19:30, 21:00 and 22:00.

### **Between the Mamelodi Campus and the Hatfield Campus**

A bus service is available for students enrolled for all the four-year programmes that is presented on the Mamelodi Campus. Buses depart from the Student Health Building on the Hatfield Campus to the Mamelodi Campus daily at 06:45 and return at 17:20. One bus will stop at the Hatfield Gautrain Station in the afternoons to accommodate students that make use of the Gautrain.

Contact information

Email: [cornelia.basson@up.ac.za](mailto:cornelia.basson@up.ac.za)

## **Travel agents and shuttle services**

### **Travel agents**

Glenwood Campus Travel

Tel: +27 (0)12 362 5159

Email: [cathy@glenwoodtravel.co.za](mailto:cathy@glenwoodtravel.co.za)

**Glenwood Travel**

Tel: +27 (0)12 348 8131  
 Email: maria@glenwoodtravel.co.za

**Travel with Flair**

Tel: +27 (0)12 436 9000  
 Email: maryannee@twf.co.za/  
 Linda@twf.co.za/  
 Magda@twf.co.za

**Shuttle services**

Should you require transport to the campus or to your accommodation in Pretoria, you may contact one of the following companies:

**Gautrain**

Your first consideration should be to make use of the Gautrain.

Gautrain Client Service Call Centre:  
 +27 (0)800 428 87246

**Airport Link**

Tel: +27 (0)11 792 2017  
 Email: bookings@airportlink.co.za  
 Website: www.airportlink.co.za

**DKS**

Tel: +27 (0)861 899 899  
 Email: bookings@dks.co.za

**EZ Shuttle**

Tel: +27 (0)86 139 7488  
 Email: info@ezshuttle.co.za  
 Website: www.ezshuttle.co.za

**PS Tours**

Tel: +27 (0)12 565 4246  
 Email: pstours@lantic.net

**Roxburg Travel**

Tel: +27 (0)84 556 2304  
 Email: roxburg@iafrica.com  
 Website: www.roxburgtravel.com

**Travelling abroad**

- Students who intend to travel abroad during recess periods can obtain a letter from the Client Service Centre stating that they are going to return to UP to continue with their studies.

- You must be a registered student to obtain this letter.
- Please note that no letter can be issued to a student without proof of identification (ID, student card, passport or driver's licence).

**Unit for Students with Special Needs**

The Unit for Students with Special Needs assists students with physical and learning disabilities by providing study material in workable format, by liaising with departments and faculties, and by addressing any other problems and needs that students may experience. Special placements in wheelchair-friendly residences can also be arranged. Students with special needs are encouraged to apply for NSFAS loans.

**Contact information**

Tel: +27 (0)12 420 2333/2582  
 Location: R2-13 Student Affairs Building  
 Hatfield Campus

**UP Arts****Museums, heritage collections and galleries**

UP Arts manages the University's museums and 14 collections of South African art. These collections include the largest sculpture and ceramics collections, and art archive in South Africa, the National Mapungubwe Archaeological Collection, as well as a research laboratory for objects conservation.

The museums continue a rich 104-year-old research tradition, making use of the art and heritage collections that are fundamental to the daily professional management of these museums. The museums serve students and researchers by means of practical classes, collection visits to storage facilities and exhibitions, specialised museum tours and research opportunities for postgraduate studies. The museums also partner with many departments and faculties, scholars and students, as well as with some off-campus

institutions to encourage collaborative and supportive research, and to provide research access to the collections. These partnerships provide an enabling research environment for asking questions, pursuing answers and pushing the boundaries of knowledge about the collections.

The ceramics collection forms the largest part of the museum collections. Consisting of about 7 000 ceramic pieces, it is one of the most comprehensive collections in South Africa. The ceramics collection contains valuable Dutch, Southern African and East Asian ceramics, as well as other representative ceramics from almost every continent. The University is custodian of one of the largest sculpture collections, comprising 830 sculptures, particularly bronze artworks by artists such as Edoardo Villa and Anton van Wouw. The University art collection contains over 2 760 artworks, paintings and graphics by well-known South African as well as many international artists.

### Contact information

Tel: +27 (0)12 420 2968  
Email: museums@up.ac.za

Museum bookings, visits and campus tours (museum admission is free of charge)

Tel: +27 (0)12 420 5155  
Email: hsctours@up.ac.za

### UP theatres

The University of Pretoria boasts a broad range of performing arts facilities, including some of the finest theatres and concert halls in the surrounding area. UP Arts is responsible for the efficient management of these venues for concerts, productions, exhibitions and various other functions hosted by University departments, as well as external users. The unit also has a production office, a costume wardrobe, a décor workshop and a technical division that supports theatre users with production logistics.

### Contact information

Tel: +27 (0)12 420 5072  
Email: theatres@up.ac.za

### Music

UP Arts annually manages a large variety of world-class concerts in the many theatres and halls on the campuses of the University of Pretoria to add value to the cultural development of students. Such concerts do not only involve internal UP performers and role-players, but also allow musicians from outside the University to perform to a large diversity of audiences. More than 25 free Leo Haese lunch-hour concerts are presented annually to afford music students of the University the opportunity to perform to a live audience. Free lunch-hour concerts are presented at 12:40 on Thursdays in the Musaion.

Talented students, irrespective of their formal training, are given the opportunity to participate in making music through bodies such as Tuks Camerata, the UP Ovuwa, Medu, Educantare, the UP Choir, the UP Concert Choir, the UP Arts Brass Band and the University of Pretoria Symphony Orchestra (UPSO). Student cultural organisations, such as Stuku, allow students to participate in a wide variety of cultural activities. World-class local and international musicians regularly perform in the Aula, Musaion and Groenkloof Auditorium as a result of cooperation agreements and partnerships between UP Arts, external music partners and numerous embassies. UP Arts also accommodates the UP Youth Choir and UP Jacaranda Choir.

### Contact information

Tel: +27 (0)12 420 5450  
Fax: +27 (0)12 420 4918  
Email: estie.vanrensburg@up.ac.za

## Welcoming Day and the Programme for Registration and Start of the Academic Year

Attendance of the Welcoming Day on Saturday, 18 January 2014, and the programme for registration and start of the academic year is compulsory for all new first-year students. The programme is designed to assist you with your academic preparedness, enabling you to make the adjustment from high school to university successfully.

## WiFi network

All registered students have free access and use of the Internet on all campuses and residences. The University foresees expanded WiFi coverage and provision to communal and departmental venues to meet specific operational needs. Various UP Wireless Internet hotspots provide wireless coverage to identified indoor and outdoor areas on all campuses. For more information, use this QR code:



Email: [upwireless@up.ac.za](mailto:upwireless@up.ac.za)  
Website: [web.up.ac.za/wireless](http://web.up.ac.za/wireless)

Contact information and connectivity support

Staff members and visitors:

ITS Helpdesk: +27 (0)12 420 3051

Email: [help@it.up.ac.za](mailto:help@it.up.ac.za)

Students: Student ITS Helpdesk: +27 (0)12 420-3837

Email: [studenthelp@up.ac.za](mailto:studenthelp@up.ac.za)

# Disciplinary code

## General rules

### 1. DISCIPLINARY CODE: STUDENTS (Rules prescribed by the University Council)

#### 1.1 DEFINITION OF MISCONDUCT

A student shall be guilty of misconduct and may be dealt with in terms of this code, if he or she

- 1.1.1 contravenes or attempts to contravene any other order, regulation, rule or directive of the University;
- 1.1.2 refuses to obey any lawful instruction or request by any council member, lecturer, official or body of the University, or acts contrary to such instruction or request;
- 1.1.3 is guilty of intentional or negligent conduct which results in:
  - 1.1.3.1 bringing the good name of the University into disrepute;
  - 1.1.3.2 prejudicing or endangering the maintenance of order and discipline at the University;
  - 1.1.3.3 prejudicing or endangering the proper course of teaching, research and/or community service at the University;
- 1.1.4 without detracting from the generality of paragraphs 1.1.1 to 1.1.3,
  - 1.1.4.1 unlawfully infringes another person's fundamental rights as contained in the Bill of Rights, Chapter 2 of the Constitution, 1996 (Act 108 of 1996), while present on University or University-controlled premises or in University context;
  - 1.1.4.2 performs an act which is an offence in terms of South African law and such an act is prejudicial to the University or its staff, guests, contractors or students;
  - 1.1.4.3 in University context infringes a person's copyright or any other intellectual property right, including but not limited to plagiarism;
  - 1.1.4.4 in University context
    - a. makes any misrepresentation with regard to any administrative process, which includes but is not limited to the following: misrepresentations regarding academic and other records, including degree and diploma certificates and other documents; misrepresentations regarding illness; misrepresentations made to persuade or attempt to persuade the University to administratively act in a way that the University would not or probably would not have acted in the absence of such misrepresentation;
    - b. forges a document (which includes drawing up a document purporting to be a copy of a non-existent document as well as changing an existing document);
    - c. presents a forged document with the aim of misleading another person; or
    - d. plagiarises by stating, or implying, original authorship of someone else's written or creative work (words, images, ideas, opinions, discoveries, artwork, music, recordings, computer-generated work), and/or by incorporating such work or material, in whole or in part, into his or her own work without properly acknowledging or citing the source; and such act is prejudicial or potentially prejudicial to the University, its staff, guests, contractors or students;
  - 1.1.4.5 uses property of the University or under the University's control unlawfully or without permission, or damages such property in a manner that may give rise to delictual liability;
  - 1.1.4.6 enters or occupies or attempts to enter or occupy any University or University-controlled premises or building or part thereof without permission;
  - 1.1.4.7 conducts him- or herself in an indecent or improper manner on University or University-controlled premises or at a University function or activity;
  - 1.1.4.8 in any manner infringes the freedom of movement of a student or staff member of the University or a member of the public who is present on University or University-controlled premises or attempts to do so; or
  - 1.1.4.9 conducts him- or herself in an insulting, indecent or improper manner towards a student or staff member of the University or a member of the public who is present on University or University-controlled premises or at a University function or activity;
  - 1.1.4.10 in contravention of the provisions of South African law or a rule of the University, possesses, distributes, buys, sells, uses or is under the influence of a dependency-inducing substance while present on University or University-controlled premises.



## 1.2 PROCEDURE IN CASE OF MISCONDUCT

- 1.2.1 A charge of misconduct shall be laid with the Registrar.
- 1.2.2 The Registrar may of his or her own volition investigate or refer a charge of misconduct for investigation.
- 1.2.3 Should the Registrar be of the opinion that
- 1.2.3.1 reasonable grounds exist for a charge of misconduct against a student; and
- 1.2.3.2 the conduct of the particular student could possibly justify disciplinary steps in terms of paragraph 1.3; the Registrar formulates a charge in writing and convenes a disciplinary investigation by the Disciplinary Committee (Students).
- 1.2.4 The Registrar may, if there are reasonable grounds for suspecting that a student is guilty of serious misconduct, temporarily expel a student from a residence or temporarily deny a student access to the campus of the University, pending the results of the disciplinary investigation. An expulsion of this nature takes place if the Registrar is of the opinion that it is reasonably necessary for the protection of the interests of other students, staff and/or the University.
- 1.2.5 If the Registrar is of the opinion that the conduct of a student does not warrant an investigation by the Disciplinary Committee (Students), but that steps should nevertheless be taken against that particular student, and the student has admitted the charge against him or her and has been afforded the opportunity to address the Registrar on the appropriate disciplinary measures, the Registrar may take steps against the student without implementing any further process. The Registrar may deprive the student of a right or privilege exercised in terms of his or her registration as a student as provided for in subparagraph 1.3.1.2, or reprimand the student, or impose a fine not exceeding the amount determined from time to time by Council for this purpose. Where the student is of the opinion that the punishment imposed by the Registrar is unreasonable, he or she may lodge an appeal in respect of this specific aspect in terms of paragraph 1.5.
- 1.2.6 Should the Registrar decide to order a disciplinary investigation by the Disciplinary Committee (Students), a copy of the written charge shall be served on the student concerned. In the document the student is summoned to appear at the specific date, time and venue stated in the document in order to answer to the charge.
- 1.2.7 If the student is a minor, his or her parents or legal guardian must be informed of the disciplinary investigation in a manner which the Registrar deems appropriate under the circumstances.
- 1.2.8 The Registrar shall notify all persons who must be present at the disciplinary investigation.
- 1.2.9 An accused student shall be entitled to be assisted by his or her parents or legal guardian during the disciplinary investigation.
- 1.2.10 An accused student shall not *ipso iure* be entitled to legal representation during the disciplinary investigation. If the student so requests, the Chairperson of the Disciplinary Committee (Students) may give leave to the student to employ the services of a legal representative at his or her own cost. The Chairperson may also give permission to a third party, other than the parent or guardian of the student or his or her legal representative, to assist the student.
- 1.2.11 The Registrar may, as the case may be and when it is justified by the charge, appoint a competent person to handle the charge against the student on behalf of the University. In such instance the accused student is *ipso iure* entitled to legal representation. However, the student remains responsible for his or her own legal costs.
- 1.2.12 The procedure followed during a particular disciplinary investigation is determined by the Disciplinary Committee (Students), taking into account the rules of fair administrative justice. The latter, among other things entails that the accused student
- 1.2.12.1 does not have to incriminate him- or herself;
- 1.2.12.2 is asked whether he or she admits the charge;
- 1.2.12.3 is permitted to present his or her defence in a manner that the Committee deems appropriate under the circumstances, but which is at the same time fair towards the student;
- 1.2.12.4 is allowed to provide evidence in his or her favour; and
- 1.2.12.5 is allowed to cross-examine anyone who testifies against him or her.
- 1.2.13 The Disciplinary Committee (Students) shall keep minutes of the proceedings or ensure that such minutes are kept in a manner that it considers appropriate under the circumstances.
- 1.2.14 If the Disciplinary Committee (Students) cannot reach a unanimous decision, the decision of the majority of the members shall apply. In the case of an equal vote, the Chairperson has a casting vote.
- 1.2.15 If so requested by a student who is found guilty, the Disciplinary Committee (Students) must furnish written reasons for its decision and/or disciplinary steps.

## 1.3 PENALTIES

- 1.3.1 Upon finding a student guilty and having heard evidence in mitigation, the Disciplinary Committee (Students) may, with due consideration of any guidelines applicable to minimum penalties for particular transgressions as determined by the Council of the University from time to time:
- 1.3.1.1 reprimand the student;

- 1.3.1.2 temporarily or permanently deprive the student of a right or privilege which his or her registration as a student at the University entails;
- 1.3.1.3 impose a fine not exceeding the amount determined from time to time for this purpose by Council, and also order the student to pay an amount which amounts to the actual damage caused by the student;
- 1.3.1.4 deprive the student of the right or privilege to register for a particular module, or revoke a credit obtained in a module;
- 1.3.1.5 compel the student to perform community service within the University for a specified number of hours not exceeding the maximum determined from time to time by the Council for this purpose;
- 1.3.1.6 suspend the student for a specified period; and/or
- 1.3.1.7 deny the student the privilege of re-registration as a student at the University.
- 1.3.2 When an appeal against a decision of the Disciplinary Committee (Students) is lodged in terms of paragraph 1.5, the Chairperson, after consulting with the other members of the Committee, may suspend any disciplinary measure imposed by the Committee pending the result of the appeal.

### 1.4 DISCIPLINARY COMMITTEE (STUDENTS)

- 1.4.1 The Disciplinary Committee (Students) consists of three members. The members appointed to serve on a specific committee shall be appointed from the ranks of the following categories of persons:
  - 1.4.1.1 a person with a legal qualification from within or outside the University, appointed by the Registrar to act as the Chairperson of the disciplinary investigation;
  - 1.4.1.2 an academic staff member of the University; and
  - 1.4.1.3 a registered student of the University appointed from the ranks of the serving Constitutional Tribunal judges.
- 1.4.2 After the Chairperson of a specific disciplinary committee has been appointed by the Registrar, it is the duty of the Chairperson to appoint the remainder of the committee in consultation with the Registrar and in accordance with the abovementioned guidelines.
- 1.4.3 If there are no Constitutional Tribunal judges or such judges are unavailable, the disciplinary investigation may lawfully continue without a representative from the ranks of the judges of the Constitutional Tribunal.

### 1.5 APPEAL PROCEDURE

- 1.5.1 A student may appeal against the conviction and/or the disciplinary measures imposed by the Disciplinary Committee (Students) in accordance with the following procedure:
  - 1.5.1.1 The student may appeal to the Appeals Committee of Senate against the conviction and/or the disciplinary measures imposed by the Disciplinary Committee (Students) by lodging a written Notice of Appeal to the Registrar.
  - 1.5.1.2 The written Notice of Appeal shall be lodged with the Registrar not later than ten days after the student has been informed in writing of the finding of the Disciplinary Committee (Students). The Notice of Appeal shall be accompanied by an amount not exceeding R2 000 (Two Thousand Rand) or another amount as determined by Council from time to time, which shall serve as part payment for costs related to the appeal: provided that in deserving cases the Registrar may lower the amount payable or waive the payment at his/her discretion.
  - 1.5.1.3 The grounds of appeal must be furnished in detail in the Notice of Appeal.
  - 1.5.1.4 On receipt of the Notice of Appeal, a copy thereof shall be submitted to the Chairman of the Disciplinary Committee (Students), whereupon the Committee shall prepare a response to the grounds of the appeal within a reasonable time and submit it to the Registrar.
  - 1.5.1.5 The Registrar shall provide the student with the response furnished by the Disciplinary Committee (Students), who in turn may within seven days submit a written replication to the Registrar.
  - 1.5.1.6 The Registrar shall then arrange for the appeal to be heard as soon as possible by the Appeals Committee of Senate.
  - 1.5.1.7 The Appeals Committee of Senate may ratify, alter or set aside any conviction and/or disciplinary measure imposed, which may include the suspension or reduction of or increase in disciplinary measures, and may otherwise make any order which, taking into account the facts of the case, would be just and equitable. Should the Appeals Committee of Senate set aside the conviction and/or disciplinary measures imposed by the Disciplinary Committee (Students), or reduce the disciplinary measures imposed on the student, the University shall repay the amount paid by the student in accordance with 1.5.1.2. above.
  - 1.5.1.8 The appeal shall be adjudicated on the basis of the documentation before the Appeals Committee of Senate and no representation on behalf of any party shall be permitted at the hearing of the appeal.

**1.6 APPEALS COMMITTEE OF SENATE**

The Appeals Committee of Senate consists of:

- 1.6.1 the Chairperson of Senate or his or her delegate; and
- 1.6.2 two permanent academic staff members, one of whom must be a professor in the Faculty of Law: Provided that a staff member who has served as a member of the Disciplinary Committee (Students) in respect of a certain matter, may not serve as a member of the Appeals Committee of Senate in respect of the same matter.

**1.7 GENERAL**

- 1.7.1 If the Disciplinary Committee (Students) and/or the Appeals Committee of Senate deprives a student of a right or a privilege that he or she exercises as a student, or temporarily or permanently denies him or her entrance to the University or a University residence, such student shall forfeit all claims to a refund or reduction of or exemption in respect of money paid or payable to the University.
- 1.7.2 If a student refuses to attend a disciplinary hearing, or where he or she has been absent from such hearing for a second time without the permission of Chairperson of the Committee, the hearing may be continued forthwith in his or her absence in a manner which the Disciplinary Committee (Students) deems appropriate.
- 1.7.3 If the Vice-Chancellor and Principal is of the opinion that the circumstances of a specific case warrant it, he or she may perform some or all of the actions performed by the Registrar in terms of the Disciplinary Code or, alternatively, he or she may delegate the authority to perform these functions to another staff member of the University.
- 1.7.4 Nothing in this document shall prohibit the Council of the University from promulgating specific disciplinary codes and procedures for regulating conduct in Residences or in other units within the University where this is necessitated by operational requirements. This Code shall apply in the absence of such measures.

**2. IMPORTANT PROCEDURES, REGULATIONS, RULES AND INSTRUCTIONS**

It is required of each student to acquaint him- or herself thoroughly with the provisions of the procedures, regulations, rules and instructions of the University with regard to the matters hereafter.

Note: In the case of contraventions ignorance of the above-mentioned regulations will not be accepted as an excuse.

**2.1 SEXUAL HARASSMENT AND RACIAL DISCRIMINATION**

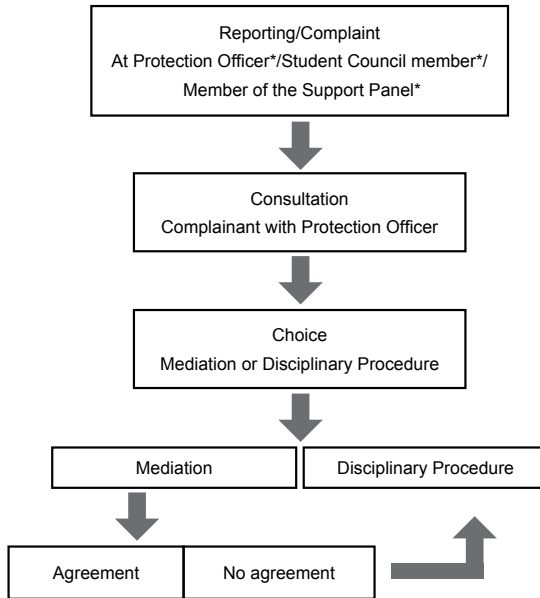
In terms of its Code of conduct on the handling of Sexual harassment and its Policy on Unfair Discrimination on the basis of Race, the University of Pretoria strives towards creating a living and study environment for each of its students that is non-sexist, non-racist and non-discriminatory.

Disciplinary steps can be taken against students who commit acts of sexual harassment and/or unfair discrimination on the basis of race. Upon conviction, such students can be expelled.

Sexual harassment is unwelcome conduct of a sexual nature that violates the rights of a student and constitutes a barrier to equity within the University community, while unfair discrimination on the basis of race impairs a student's right to a non-discriminatory, non-racial study or living environment.

The procedures to be followed by a complainant to report cases of sexual harassment and unfair discrimination on the basis of race are set out the University's policies and can be illustrated as follows:

### PROCEDURE TO REPORT A CASE PERTAINING TO SEXUAL HARASSMENT AND/OR RACIAL DISCRIMINATION



- \* Student Council member (Tel: +27 (0)12 366 9800)
- \* Protection Officer: Ms E Gardiner: Legal Services Division (Tel: +27 (0)12 420 3073)

Access to the Code of conduct on the handling of Sexual harassment is available at [web.up.ac.za/sexualharassment](http://web.up.ac.za/sexualharassment).  
\*The names and contact details of members of the Support Panel to whom complaints can be reported are attached to the policy. 24 hour crisis line: Tel +27 (0)12 420 2310 or +27 (0)800 006 428 (toll free).

The Policy on Unfair Discrimination on the Basis of Race is available at [web.up.ac.za/racialharassment](http://web.up.ac.za/racialharassment).

## 2.2 EXAMINATIONS, TESTS AND OTHER ACADEMIC ASSIGNMENTS

### A INSTRUCTIONS

1. Students are obliged to positively identify themselves when writing a test and/or examination by means of a valid student card.
2. No person may pretend to be a registered student and/or write a test and/or examination on behalf of a student.
3. No student may enter the test or examination venue later than half an hour after commencement of a test or examination session and no student may leave the test or examination venue earlier than half an hour after commencement of a test or examination session. In the case of computer-based assessment, a student may not enter the venue after the punctual commencement of the test or examination session.
4. Students must immediately and strictly obey all the instructions given by an invigilator.
5. Except for the conditions as indicated in paragraph 8, students may not bring into the test or examination venue or have in their possession any unauthorised apparatus, books, electronic means of communication, or notes of any

nature whatsoever or any paper, no matter how small. Mere possession of any of the aforementioned, irrespective of whether the student acted intentionally or negligently or innocently, is regarded as a serious transgression of the rules and subsequently as serious academic misconduct. It remains the student's responsibility to double-check, prior to the commencement of a test or examination, that none of the aforementioned items are in his/her possession.

6. Students are responsible for providing their own teaching materials and stationery in accordance with the requirements and specifications set by the lecturer concerned. Mutual exchange of such items will not be allowed.
7. Wearing of caps or wide-brimmed hats during examinations and tests is prohibited.
8. Book bags and handbags may be kept with students (ie underneath chairs) during tests and examinations provided that these are not handled by students at all for the duration of the test or examination.
9. It is important that the surname, full names and signature of the student are provided in the relevant space on the test and examination answer script. If so preferred by the student, this information may be treated as confidential by folding and sealing the top portion of the examination and test answer script. The covered portion may only be opened by the examiner if the student number is incorrect or illegible.
10. Once the invigilator has announced the commencement of the test or examination, all conversation or any other form of communication between students must cease. During the course of the test or examination no communication of any nature whatsoever may take place between students.
11. No student may assist or attempt to assist another student, or obtain help, or attempt to obtain help from another student during a test or examination.
12. Students may not act in a dishonest way with regard to any test or examination assessment, as well as with regard to the completion and/or submission of any other academic task or assignment. Dishonest conduct includes, but is not limited to, plagiarism, as well as the submission of work by a student with a view to assessment when the work in question is, with the exception of group work as determined by the lecturer concerned, the work of someone else either in full or in part, or where the work is the result of collusion between the student and another person or persons.
13. Writing on any paper other than that provided for test or examination purposes is strictly prohibited. Students may also not write on the test or examination paper, except in the case of fill-in and multiple-choice question papers.
14. Rough work should be done in the test or examination answer script and then crossed out. No pages may be removed from the test or examination answer script.
15. Smoking is not permitted in the test or examination venue, and students will also not be permitted to leave the venue during the test or examination for this purpose.
16. Only in exceptional circumstances will a student be given permission to leave the test or examination venue temporarily, and then only under the supervision of an invigilator.
17. Students may not take used or unused answer scripts from the test or examination venue.
18. As soon as the invigilator announces during a test or examination that the time has expired, students should stop writing immediately. In the case of computer-based assessment students should stop working on the computer as soon as the login time has expired.

**Note:** Students should take note that, if found guilty of academic misconduct or non-compliance with these rules, a student could, amongst others, forfeit his/her credits for a module and/or be suspended from the University for a period that could range from one year to permanent suspension. Such student's record will be blocked for the period of suspension and he/she will not be entitled to a certificate of good conduct from the University during this period. Students should also take note that, if found guilty of academic misconduct, it may negatively influence their admission to other universities and/or registration with professional councils. Academic misconduct is indicated in all certificates of conduct provided to students by the University.

