DEPARTMENTAL
Guidelines for students

Department of Statistics

UNIVERSITEIT VAN PRETORIA
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1 Introduction

This document contains generic guidelines, contextualised by each department, pertaining to policies, procedures, rules, regulations, support services, etc. These guidelines are applicable to all students registered for a module in the Department of Statistics.

2 Departmental staff contact detail

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Enquires: department.stats@up.ac.za
Website: www.up.ac.za/statistics

3 Student Responsibilities

At the University of Pretoria, we are serious about learning and about our students' success. UP's teaching and learning model requires you to **prepare** before your classes, **engage** during the scheduled class time and **consolidate** what you have learned after class. Your lecturers will give guidance on what is expected in each module. Learning The UP Way allows you to take control of your own learning and prepare for the future world of work.
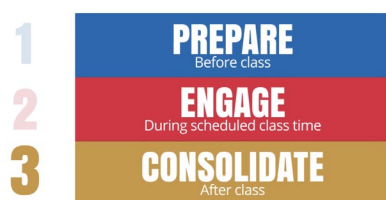
You have to take responsibility for your own learning by being actively engaged in the module. To successfully complete any module, you will have to apply yourself, participate in class, work diligently, submit all assessments, and attend all contact sessions, as some information may only be conveyed during contact sessions.

Each credit allocated to a module amounts to ten hours of learning. This implies that all modules require extensive self-study, as well as preparation for tests and examinations. To facilitate your learning, you should arrive at class on time and come prepared. This enables learning to build on common prior knowledge. Module study guides provide information on how to prepare for each contact session.

Finally, you should actively engage and discuss the study material with tutors, peers and lecturers. However, the views of others should be respected even if you do not agree with them. The lecture hall is a safe place where questions can be freely asked without fear of judgement. Competitiveness is healthy, but it should not be done at the expense of others. Respect other students who want to learn; don't hinder them with noisy private discussions during contact sessions.

3.1 Learning guidelines

To **prepare before class**, consult your module's study guide and the module's clickUP learning management system. You can access coursework material in clickUP via a computer or you can use the Blackboard App to view it offline. **Before each scheduled class, there may be assessment tasks/activities** to complete. Completing these will give you the opportunity to get feedback on your progress and prevent you from falling behind.

Once you have prepared, it is time to **engage during your scheduled class time**. At this point, you will have the opportunity to ask questions and participate in discussions. Many lecturers use the Clicker App in large classes to give you an opportunity to actively participate in the class. In the case of a virtual class, your lecturer will schedule a Blackboard Collaborate session in clickUP. You can also participate in virtual classes by using the 'raise hand' or chat tools to ask questions. Some lecturers may provide opportunities for you to participate in a clickUP discussion forum.

After preparing for your class and engaging during class, the all-important act of **consolidating** what you have learned begins. This will give you the opportunity to revise, apply and better retain the knowledge you gained so far. In some cases, your lecturer will make a recording of the class available for re-watching. Some lecturers will even help you to consolidate your knowledge by giving you an assignment to complete or a test to write. Watch out for important communication from your lecturer via clickUP announcements and/ or calendar entries.

When you need help, please let us help you! Tell your lecturers as soon as possible, should you have any difficulties with your academic work, so that they can help you while there is still time to do so. Many modules have tutors to support you and you can also visit your [Faculty Student Advisor (FSA)](#) for academic support. Be sure not to miss out on this great form of academic support! Let us help you! See the last section for all the UP-Support services. As a UP student, you are a product of The UP Way and you can complete your degree in minimum time. You can adapt quickly, you're self-sufficient and resilient and can succeed despite the odds.

The Department of Statistics academic advisor is Prof Inger Fabris-Rotelli. Please make an appointment via email: inger.fabris-rotelli@up.ac.za

3.2 Student Responsibilities

The responsibilities of the student in a module include:
- Checking clickUP daily for updates in the Important Information section. It is the student's responsibility to ensure their email address for clickUp is set up for the email address regularly checked. All communication for this module and the university is directed through this email address.
- Staying up to date with the work by following the provided weekly schedules.
- Attending and engaging in all classes.
- Engaging with the lecturers and other students weekly.
- Submitting all assessments, including assignments and tests, on time.
- Preparing well for assessments.

3.3   General rules/guidelines of academic conduct

- UP General Academic Regulations (select the year): link
- Faculty Regulations (select the year):
    - Faculty of Economic and Management Sciences: link
    - Faculty of Education: link
    - Faculty of Engineering, Built Environment and Information Technology: link
    - Faculty of Health Sciences: link
    - Faculty of Humanities: link
    - Faculty of Law: link
    - Faculty of Natural and Agricultural Sciences: link
    - Faculty of Theology and Religion: link
    - Faculty of Veterinary Science: link

3.4   Sick Tests[1]

During the semester: Sick notes must be handed in directly to the module co-ordinator (see the specific module's study guide for instructions). Notes must be handed in within three working days. No late notes are accepted. There are no sick tests in the case of missing a sick tests.

Sick examinations: Sick notes must be handed in directly to faculty administration via your portal. Valid original sick notes are accepted if issued by a **medical doctor** registered at the Health Professions Council of South Africa (HPCSA). The only other type of sick note that is accepted are those issued by an Advanced Practice Nurse (a registered nurse with a postgraduate qualification) as determined by the South African Nursing Council who has a BHCF practice number, provided that the diagnosis falls only within their specific field of specialisation. See www.sanc.co.za for the specific requirements.

An affidavit will only be accepted if supported by substantiating documentation, e.g. case report or criminal charge with case number obtained from a police station, valid medical certificate for injuries, a death certificate for a funeral, etc. Please note that submission of fraudulent sick notes and affidavits is a criminal offense, which will lead to disciplinary action and may result in dismissal.

3.5   Pre-requisites

The Department of Statistics ***does not waive any prerequisites for any module*** presented by the department. It is a student's responsibility to ensure they comply with all pre-requisites of all modules registered for within the Department of Statistics. Student's without pre-requisites may be deregistered by faculty administration. The yearbook indicates all pre-requisites for modules for the current year: www.up.ac.za/yearbooks

3.6   Plagiarism[2]

Plagiarism is a serious form of academic misconduct. It involves both appropriating someone else's work and passing it off as one's own work afterwards. 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. Only hand in your own original work. Indicate precisely and accurately when you have used information provided by someone else by referencing them. Referencing must be done in accordance with a recognised system. Indicate whether you have downloaded information from the Internet.

For more details, visit the library's website: http://www.library.up.ac.za/plagiarism/index.htm.

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[1] Not all modules in the Department of Statistics have Sick Tests. See the specific module's study guide for details and arrangements for that module.

[2] Also see the relevant section in the module's study guide.

3.7 clickUp Support

Student clickUP help site: https://eduvation.up.ac.za/students/

3.8 Communication via email

When you send an email to your lecturer, you have to use a respectful tone and include all the following aspects:

- A clear and explanatory subject line (e.g. "Submission of sick note – P Mduli");
- Your full name and surname at the end of the mail;
- Your student number;
- The module involved; and
- Short and clear message.

You are more than welcome to express your appreciation to your lecturer or tutor and supply feedback about aspects of the module that you enjoy and find valuable.

If you have a query or complaint, you have to submit it in writing with specifics of the issue or the nature of the complaint.

Take note of the university's escalation policy. This should be adhered to at all times. All issues must be justified and respectfully conducted. All issues should be reported in writing, providing details of the complaint or issue. First, consult the lecturer concerned about the complaint or issue. If the matter is, however, not resolved, you should consult the class representative (the primary function of the class representative is to serve as a two-way communication channel between the class and the lecturer.) If the matter remains unresolved you should consult the module coordinator in the case of large module classes with multiple lecturers. Where the coordinator is unable to or fails to resolve the matter, you should consult the Head of the Department. Should the matter remain unresolved, you may approach the Deputy Dean: Teaching and Learning or Research and Postgraduate studies as appropriate and Dean of the Faculty. Do NOT write one email and cc all the above individuals, this is an escalation PROCESS.

We are not only facilitating learning, we are also preparing you for the world of work. We expect you to adhere to the code of conduct as spelled out in the Escalation policy of UP.

4 Information on Student Feedback on Teaching Survey (SFTS)

The University of Pretoria is committed to the improvement of teaching and learning through dedicated support to lecturers and students. Students are important participants in improving the teaching practices of lecturers, and as such, their honest and objective feedback on the SFTS is of great value to the lecturer. Evaluation KIT enables students to provide feedback on the SFTS through a single sign-on in clickUP; anywhere and from any device, including phones. The purpose of the evaluation of teaching is to assist lecturers in continuously improving their teaching, learning and assessment practices and the general quality of the modules they teach. Student feedback on the general quality of teaching and learning is regarded as one of the ways in which these practices can improve. Lecturers can also submit up to seven questions to enquire into the specific contexts of their modules.

5 Statement on Anti-Discrimination

The University of Pretoria is committed to building an inclusive, affirming and transformed institutional culture, curriculum and campus life. It rejects and condemns racism, sexism, homophobia, transphobia, xenophobia, ethnic chauvinism, religious intolerance, unfair discrimination, hate speech, sexual harassment, gender-based violence and retaliation, and all other forms of discrimination. The University has committed itself to the eradication of these practices, and in 2019 adopted an Anti-Discrimination Policy, in order to realise procedural and substantive equality in all respects. As the lecturer(s) and presenter of this module, I(we) acknowledge the extreme harm that racism, sexism, xenophobia and other forms of discrimination have inflicted and continue to inflict on our society and communities. I(We) commit to ensuring that there is an open dialogue between myself (ourselves) and all the students in the module on curriculum content and teaching methods which may be interpreted as discriminatory or exclusive. I (We) undertake to ensure that any such concerns are raised without fear of intimidation or recrimination. Moreover, I(we) resolve to continuously improve the teaching of this module in a way that allows the inclusion of all the students enrolled for this module, building their self-confidence and self-efficacy, and supporting the ultimate goal of substantive equality for all persons. The choices that we make about curriculum content and pedagogy (what and how we teach) are also choices about what kind of society we wish to build. In this declaration of intent, I(we) resolve to be part of and give substance to the University's anti-discrimination and transformation endeavours. Furthermore, note that, the above statement is proposed to be appropriately amended in cases where modules are co-taught by more than one lecturer.

6 Support services

Please download a QR code reader on your cell phone. To download a QR code reader, open your mobile app store (App Store, Google Play or Windows Marketplace) and search for QR code readers.

6.1 Safety in the evening and emergencies
- For any safety or emergency-related matters, e.g. if you need a security officer to accompany you from your residence to campus, phone the Operational Management Centre (details on the back of your student card).
- The 24-hour, multi-disciplinary UP Crisis Line offers professional and confidential support to victims of crime in times of trauma. For assistance and immediate action, phone the UP Crisis Line on 0800 00 64 28.
- Hatfield residence students: From 18:00 till 06:00 security officers are available to escort you (on foot) to and from your residence or campus anywhere east of the Hatfield Campus through to the Hillcrest Campus.

6.2 E-learning support
- Report a problem you experience to the Student Help Desk on your campus.
- Visit the open labs in the Informatorium Building or IT labs on your campus to report problems at the offices of the Student Help Desk.
- Approach the assistants at the help desks—campus specific (for example: adjacent to the Student Computer Laboratories in IT Building, NW2, CBT or Aldoel Building IT labs, etc).
- Call 012 420 3837.
- Email studenthelp@up.ac.za
- Student online clickUP training module

6.3 Other support services

FLY@UP: The Finish Line is Yours	• Think carefully before dropping modules (after the closing date for amendments or cancellation of modules). • Make responsible choices with your time and work consistently. • Aim for a good semester mark. Don't rely on the examination to pass.	www.up.ac.za/fly@up email: fly@up.ac.za	
Disability Unit	Academic support for students with learning disabilities: • Assistive technological services • Facilitation of test and examination accommodations • Test and exam concession applications • Accessible study venues and a computer lab • Referrals for recommended textbooks in electronic format	https://www.up.ac.za/disability-unit 012 420 2064 email: du@up.ac.za	
Student Counselling Unit	Provides counselling and therapeutic support to students	012 420 2333	
Student Health Services	Promotes and assists students with health and wellness	012 420 5233 012 420 3423	
The Careers Office	Provides support for UP students and graduates as they prepare for their careers	careerservices@up.ac.za 012 420 2315	
Department of Security Services	24-hour Operational Management Centre 24-hour Operational Manager Crisis Line	012 420-2310 012 420-2760 083 654 0476 0800 006 428	
Department of Student Affairs	Enquiries concerning studies, accommodation, food, funds, social activities and personal problems	012 420 2371/4001 Roosmaryn Building, Hatfield campus	

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Centre for Sexualities, AIDS and Gender	Identifies and provides training of student peer counsellors	012 420 4391	
Fees and funding	http://www.up.ac.za/enquiry www.up.ac.za/fees-and-funding	012 420 3111	
Library	https://www.library.up.ac.za/	012 420 2235/6	
IT Helpdesk	For student IT related queries	012 420 3051 studenthelp@up.ac.za	