

GSTM Programme Guide 2023

This guide serves as **Part 1** of all study guides in the Graduate School of Technology Management. This Guide complements the content of the [EBIT FACULTY RULES](#), as well as the University of Pretoria's [GENERAL REGULATIONS AND RULES](#) and University of Pretoria's [POLICIES](#)



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1. Programme Management Team

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[Also visit our](http://www.up.ac.za/gstm) homepage at
www.up.ac.za/gstm

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University of Pretoria
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140 Lunnon Road
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(Corner of Lunnon Rd & Jan Tshoba Drive)

2. Statement on Anti-Discrimination

By participating in the modules of the respective programmes, the student agrees to abide by the statement below:

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 have adopted an Anti-Discrimination Policy, in order to realise procedural and substantive equality in all respects.

Lecturers' acknowledgement: The lecturer(s) and presenter(s) of a module acknowledge the extreme harm that racism, sexism, xenophobia and other forms of discrimination have inflicted and continue to inflict on our society and communities. The lecturer commits to ensuring that there is an open dialogue between themselves and the students in the module on curriculum content and teaching method which may be interpreted as discriminatory or exclusive. The lecturer undertakes to ensure that any such concerns are raised without fear of intimidation or recrimination. Moreover, the lecturer resolves to

continuously improve the teaching of the module in a way that allows the inclusion of all the students enrolled for the 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, we resolve to be part of and give substance to the University's anti-discrimination and transformation endeavours.

3. Integrity Statement by Students

By participating in this programme, the student agrees to abide by the statement below:

The University of Pretoria commits itself to producing academic work of integrity. I affirm that I am aware of and have read the Rules and Policies of the University, more specifically the Disciplinary Procedure and the Tests and Examinations Rules, which prohibit any unethical, dishonest or improper conduct during tests, assignments, examinations and/or any other forms of assessment. I am aware that no student or any other person may assist or attempt to assist another student, or obtain help, or attempt to obtain help from another student or any other person during tests, assessments, assignments, examinations and/or any other forms of assessment"

4. Policy on Communication within the Department

4.1 Consulting hours

Refer to the module study guides on clickUP for specific arrangements with regard to consultation hours, whether on campus or online. Students may consult lecturers only during the consulting hours if indicated, or by appointment.

4.2 Communication with lecturers and other members of staff

Communication with lecturers and other members of staff is regarded as an opportunity to develop students' skills to communicate with a higher level of management. As such, it is expected that students cultivate a professional attitude towards such communication, which must be reflected both in oral and written communication. Kindly note that email messages are considered formal communication and should be approached as such. Lecturers should be addressed by their titles, e.g. Dr Badenhorst and Prof Malherbe.

4.3 E-mail correspondence

The GSTM will be using the UP gmail addresses allocated to you. Please send all further correspondence using your Tuks e-mail address only. e.g. u12345678@tuks.co.za.

You may forward your UP mail to your personal email address to make sure you do not miss any correspondence but please use your UP gmail account when contacting the Department.

4.4 Class representative (Masters Programmes)

A class leader (representative) is elected for each Masters' programme intake on the first teambuilding day. Communication, team spirit and effective functioning of study groups should be the primary focus of the class leader. The representative will be responsible to act on behalf of the class and serve as liaison with the programme management team for the rest of the year (you can elect somebody else for the following year). The Programme Administrator will communicate with the class leader regarding any important administrative issues concerning the class. Class leaders can contact the Programme Coordinator to discuss any programme-related matters. Any problem that you would like to bring to our attention should also be communicated via the class representative. A single channel of communication will avoid misunderstandings and loss of information.

4.5 External sites and platforms

Please note that it is not allowable to host any materials that have their origin at the University of Pretoria on private platforms with the objective of making it publicly available. This includes any form of repositories of learning materials that are not hosted by the University itself as such materials are copyrighted by the University of Pretoria. Students are encouraged to familiarise themselves with the Intellectual Property (IP) and Copyright policies of the University of Pretoria.

4.6 Grievance procedures

4.6.1 Escalations

Please familiarise yourself with the University of Pretoria's Escalation Policy available on the [Student Resources](#) webpage. All grievances must be submitted in writing with specifics of the incident or the nature of the complaint. It is imperative that you follow the procedure outlined below in order to resolve your issues:

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 Programme Administrator. Where the Programme Administrator is unable to or fails to resolve the matter, you should consult the Head of Department. Should the matter remain unresolved, you may approach the Dean of the Faculty.

Please note that the Department will, unfortunately, not be able to react to grievances that have been lodged without following this process.

All matters that a student may want to escalate must be submitted to the person at the present escalation level (starting at the lecturer) in writing via email. A reply to email communication may be expected within 48 workday hours. In the same spirit, a reply from the student may also be expected by the person in the escalation sequence within 48 workday hours. If the person at the present escalation level does not reply within 48 workday hours, the student needs to resend the original email as a reminder to respond.

Students are allowed to escalate a matter to the next level in the escalation sequence if

1. the person at the present escalation level does not respond within 24 workday hours since the reminder to respond has been sent, or
2. the person at the present escalation level indicates that the outcome of the matter is final and that the student needs to escalate should he/she not be satisfied with the outcome.

4.6.2 Surveys of student satisfaction

Ethical clearance is needed for any party that wishes to administer a survey to students and/or staff. Ethical clearance is obtained from the ethics committee of the faculty. Members of staff also need ethics clearance for running polls or administering surveys should they wish to publish the results on a public forum. It is thus against the rules and policies of the University for students to administer student-satisfaction polls without ethics approval for such polls.

Please be reminded that the University has a formal escalation policy that allows students to deal with grievances in a specific way. Also note that there is an opportunity for students to complete student satisfaction polls for every module at the end of a semester. The Department will, from time to time administer general student satisfaction polls to monitor this very important criterion of the effectiveness of our Teaching and Learning offering.

4.7 Social media

Please take note of the Social Media Policy. The University may take disciplinary steps should users make use of social media in a manner that has a direct, indirect or potentially negative impact on the University's reputation or interests.

4.8 Student Resources Website

Please refer to the [Student Resources Website](#) for more information on the Programmes.

The Programme designs, timetables, etc are available on the are available on the Student Resources Website

- This page contains information on:
- Programme Designs
- Time Tables
- Fees
- Referencing Techniques and Plagiarism Policy
- Short description of modules
- Vacancies, etc. (Updated regularly)

5. Registration

Study period	Your registration needs to be continuous. The minimum duration for the masters' degree is two years. You will be allowed to complete your studies within three uninterrupted years thereafter, continuation is subject to approval by the Dean of the EBIT faculty.
Repeat of modules	According to the University regulations on postgraduate studies, a student may repeat a module only once. Students who fail to complete the module(s) after the second attempt will be excluded and re-admission will be subject to approval by the Dean of EBIT Faculty
Continuous Registration	Students must renew their registration at the beginning of each academic year until they have fulfilled all the degree requirements. Should you fail to renew your registration at the beginning of a particular year, you will not be entitled to attend class, receive any services from UP, or guidance from you lecturers. Registration needs to be continuous. If you cannot register, it is then very important to apply for Leave of absence (LOA). Masters students - If there is a break in registration, you will be required to apply as a new student and again pay the full new programme fee.
Leave of absence	If it is impossible for a registered student to continue with his/her studies/research in the following year, but student is intent on continuing in the subsequent year, the student must apply in writing for Dean's approval for leave of absence for the following year, but no later than May of the year you would like to take Leave of Absence. In accordance with the Policy of the University of Pretoria, leave of absence is not granted for more than one year. LOA cannot be

	processed unless your account is settled before the end of May. Students will pay a fee.
Curriculum	<p>Please refer to the Student Resources web page as well as the UP yearbook for the fixed curriculum. Make sure you complete the core modules and electives as indicated in the yearbook for your specific programme. You will not be allowed to graduate without completing the core modules and number of electives even if you do have the necessary total number of credits. An elective cannot replace a core module</p> <p>Masters - 7 core modules, two electives and mini-dissertation Honours – 4 core modules, two electives and a research report.</p>
Electives in 2nd year	Students to only take two electives in order to allocate the necessary time to complete the mini-dissertation.
Registration for the Mini-dissertation in the 1st year	Registration for the Mini-dissertation in the 2nd semester will not be allowed if a student has not passed at least two modules in the 1st semester
Credit application	Please note that credit can only be granted for modules completed within the last five years
Student Cards	One student card is issued to every registered UP student when they commence their studies. Keep this card safe as it will be used for the duration of your studies at the University of Pretoria. Student cards will be activated annually, directly after the registration period.

6. Fees

Please refer to the [Fees and Funding](#) website.

Honours

Honours students pay per modules taken per year. Prescribed books are not included in the fee. The fee for the honours degree in 2022 was R45 770. Students who do not have South-African citizenship are liable for an additional ±R3 630.00 per annum administration fee. An increase of +- 8% is expected for 2023. Fees will be finalised early January.

Masters

Masters students pay for the programme over a period of two years. The fee for 2023/2024 intake will be approximately R 145 000.00. Fees will be finalised early January. Fees are typically payable as follows: 60% in the first year, and 40% in the second year. If necessary to register for a third year (which is the maximum number of years you may register for the programme without special permission from the Dean of the faculty), a re-registration fee will be payable for an additional year. Students who do not have South-African citizenship are liable for an additional ±R3 630.00 per annum administration fee. Prescribed books are not included in the fee.

Students need to contact the student accounts department directly for any queries with regard to their accounts.

Contact detail:

Mr Frans Mothogoane

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Tel Nr: +27 12 420 5115

Rose Malinga

E-mail: rose.malinga@up.ac.za

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Mr Ayanda Simelane (Head of Student Accounts)

E-mail: ayanda.simelane@up.ac.za

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Orientation day and Personal Development and Teambuilding Programme (Only masters students)

7. Personal Development and Teambuilding Programme (Masters programmes)

The development of you as a person and a manager is a key aspect of these programmes. Class presentations and final year symposium, e.g., provide opportunities to improve self-confidence and public speaking. Within study groups, team spirit develops and group assignments are done. Study-group activities enhance interpersonal and communication skills and significantly enrich the learning experience. The People Management (academic) module is also essential in this regard.

A teambuilding programme was specifically developed for these programmes. Participation is compulsory and will be formally evaluated. You should complete your HBDI profile on-line using the link supplied. The teambuilding programme comprises three phases:

Phase 1 is a day of socialising, fun and getting to know one another. You will also meet your study-group members. During this event a class leader for each class is elected. This event is typically scheduled for the same day as the Orientation day in February.

Phase 2 is about a better understanding of your-self. Your individual HBDI profile will also be discussed. It is essential to communicate efficiently and to start working as a team, specifically to do your group assignments. Phase 2 is scheduled in the first semester.

Phase 3 focuses on whole-brain problem solving, decision making and some career advice. The formation and management of teams will be addressed. Activities are scheduled in the first year, second semester.

You will have to submit an individual assignment as well as a group assignment for TBI which will count towards the final mark of the modules PEM 883, IHR 801 and IST 880 respectively.

8. Study groups and teamwork

Honours students will be allocated to groups for the various module as required.

Masters students will be allocated to groups during the first phase of the teambuilding programme on the orientation day. These groups will be used for future teambuilding activities as well as group work in the various modules. Student remain in the same groups for all 1st year modules.

Some form of group work will be required to be completed prior to commencement of the study blocks. The groups will typically have 5 to 7 members. Since all of you must have access to the Internet, geographic location should not be a problem – you will not be grouped on a geographical or company basis. You are not permitted to make any changes to the group allocations without discussing it with the responsible lecturer. The programme administrator should be informed about any changes in study groups. Bear in mind that a great deal of the course value is derived from the interaction you have with fellow students from other companies. Groups will be formed to be as diverse as possible. This interaction is often challenging; try to learn from one another!

If a group member does not make an *acceptable contribution* the group/group leader or class leader should *seriously discuss the matter* with the specific member as soon as possible to get him/her *on track again*. If this unacceptable/no inputs to group work continues, the group should peer review each other and allocate a percentage to each other when handing in the group assignment. 0% contribution means the mark of the specific member will be 0% of the final mark for the group assignment; meaning 0%. The same goes for e.g., 50%, 60% or 75%. The purpose however remains *open and honest discussion* within the group to include and motivate all group members to *successfully participate in group assignments*. However, unresolved problems should be discussed with the responsible lecturer, the sooner the better. Only in the final instance, the Programme Director will intervene to help to resolve study-group issues.

9. Study Block Weeks

All classes are presented online using Blackboard (clickUP). Students have to have an off-campus study environment where they have access to computing facilities and the internet to enable them to participate in online learning activities. A dedicated personal or laptop computer with broadband internet access is preferable, but internet cafes are also suitable to allow participation in most online activities. Smart phones and tablet computers offer limited computing functionality and should not be relied on as primary computing devices.

Classes will not be recorded. Class attendance during study blocks is compulsory and important. If, for some unforeseen reason, you will be absent from a lecture for a few hours, you must obtain the lecturer's permission beforehand. This will not necessarily be granted. If you cannot attend a study block, please inform the Programme Administrator to deregister you for the particular module. The onus is on you to re-register the next year to do the module. Please do not request permission from the Lecturer or Programme Co-ordinator to be excused from a study block!

Each module has a separate clickUP page and provides module content, proposed study schedule, assignments, communication tools and download facilities. The study guide for each module can also be downloaded and printed. The clickUP manual is also available on the modules.

E-support

9.1 Typical class contact day, evenings and weekends

A typical class contact day starts at 08h00 to 17h00. On Wednesdays at lunchtime a module is typically concluded. The next module will commence at 13h00 after lunch. You can be expected to be available at short notice to attend guest lectures and/or do group work or self-study during the evenings or weekends of the study blocks; hence keep this time open for academic or teambuilding activities.

The programme schedule is carefully designed for the two planned years of study. Every effort has been put in to ensure a correct, meaningful and executable schedule. However, if students start to fail and consequently repeating modules, the onus is on the student to make sure that there are no clashes the next year in terms of his specific requirement regarding study block attendance and examinations. Special exams are not arranged to cater for clashes as explained above.

The bottom line is: Do not register for a module that in any way clashes with another one. The priority is to complete first year modules first. The Programme schedule is typically available 9-12 months before any scheduled event will take place. Thus, you can plan properly and prevent any surprise.

9.2 Self-study and Preparation

Graduate study differs from undergraduate study in a number of ways. One important difference is the amount and level of self-study required. It is important that you realise this and plan for a substantial amount of work at home in order to master the module material. Make sure you check your mail (in clickUP) and the discussion space regularly (at least once a week) and respond when required. Take part in group and class discussions. The contact time is not sufficient to internalise and digest everything. Rather, this time will be used to highlight important areas, obtain feedback from the class, have group discussions and presentations, and also have lectures on specific areas. You are encouraged to read wider than the material provided and make use of the library.

Create your own project plan for each semester with important events, deliverables and dates. Organise yourself accordingly. Please make sure that you are aware of any preparation required for a module before the study block, so that you come to class fully prepared.

10. Assignments

10.1 Assignment submission and back-ups

Most modules will require you to submit one or more assignments. All assignments are submitted on clickUP. Read your study guide to determine the mode of assignment submission. If you are not certain, confirm with the lecturer. You should always keep electronic backups of assignments at least until the semester is concluded and all marks have been finalised and published. Problems with connectivity off-campus will not be an excuse for non-submission or late-submission of assignments

Note that where assignments are part of the final examination they will not be returned to you.

10.2 Assignment Template and Cover Page

The assignment template available on the [Student Resources](#) Website should be used for all assignments.

By submitting the assignment on clickUP, you confirm that you have read and are aware of the University of Pretoria's [policy](#) on academic dishonesty and plagiarism.

10.3 Submission process and Turn-it-in (TII)

All assignments have to be submitted through TII.

TII is a web-based plagiarism detection service that is integrated with clickUP.

- All assignments need to be submitted through TII by following the Assignment Submission link on clickUP.
- With a group assignment, the group leader has to submit it through TII.
- PDF your assignment using either Adobe software or cute PDF (**do not scan**) and submit it through TII.
- Check your TII report for similarities to other material. You may submit your assignment more than once through TII until the due date for the assignment.
- The lecturer will check the reports generated by TII for possible plagiarism.

It may take up to 24 hours to generate a report so please do not wait until the due date to submit your assignment on TII if you would like to check your assignment for possible plagiarism.

You can also enrol yourself in the module [Graduate Research Writing Support](#) and use the links provided to check your assignment for possible plagiarism before submitting it on the module.

10.4 Referencing Style

You need to use the GSTM Harvard Referencing method. You can find the GSTM Harvard Referencing Method in Appendix 5 of the GSTM Research Guide available on the [Student Resources](#) website. Students who do not comply with the Harvard Referencing convention will be penalized with 10% for that assignment. All students are encouraged to use EndNote or Mendeley in the preparation of the assignments.

10.5 File naming convention

The format, style and presentation should be in accordance with the standards laid down for the overall program. All assignments are to be uploaded in PDF (if not specified otherwise in the study guide).

File names for electronic submission of all assignments to be compiled in the following way:

- 12pt Times New Roman or 11pt Arial; 1.5 line spacing; 2cm margins
- Module code [e.g. IEE880], assignment number [e.g. Ass1 or Ass2 or Ass 3], your surname and initials and the document extension pdf (e.g. IEE880Ass1MandelaN.pdf).

10.6 Assignment due dates

Should you not be able to submit an assignment on the due date as indicated in the course schedule, you will have the opportunity to submit within two weeks after the due date, but will be penalised. The maximum mark that can be obtained for submission after the due date is 50%.

NB: This opportunity to submit an assignment within two weeks after the due date is not applicable where the final examination in a specific module, is an assignment. No extension will then be granted.

11. Examinations and related matters

11.1 Examinations

All final examinations will typically be in the form of a 3-hour written examination on Fridays, from 09h00 to 12h00. Examinations may be open book, semi open book or closed book (consult your study guide).

The format of the exams depends on the module. It can be, e.g. in the form of a clickUP test, download assignment which needs to be uploaded again at the end of the three hours or in the form of an assignment/report. Please note that, if you download an exam paper late, you will still have to submit the paper at the end of the given time. You will receive 10 minutes longer for downloading and uploading the paper. Always make regular backups of your work so that you do not lose your work in case of a computer or connectivity breakdown. If the exam is in the form of a clickUP test and should you experience a problem with starting the exam, you may start maximum 30 minutes late, and you will have the full available time to complete the exam.

11.2 Supplementary exams

There is no supplementary examination. Please ensure that you are available to write the examination at the date indicated on the schedule.

11.3 In case of Sickness or Accident

In the unfortunate situation of sickness or an accident you should inform the programme administrator that you cannot write the examination. You should contact the Dean's Office (Mr Kenneth Nkanyana – kenneth.nkanyana@up.ac.za), to apply for a sick exam. This may or may not be approved.

11.4 Pass requirements

There is no programme policy as to exactly how each module will be assessed. In all cases, however, there will be assignments, and/or tests as well as a final examination. This depends on the nature of the module. Often there will also be a component of class contribution. However, the grading policy for each module is clearly defined in the study guide on clickUP. Please read it carefully.

You need a sub-minimum of 40% for your semester mark in order to qualify to write the exam. If you did not obtain the sub-minimum of 40% for your semester mark and you still write the exam, your paper will not be graded. A sub minimum of 40% is required in the exam to pass the course. A final mark of at least 50% is required to pass the course.

11.5 Marks

Marks will be provided within a month after the due date for the specific assignment/test, and your semester mark will be available on clickUP at least a week before the examination. All marks up to the semester mark will be published on clickUP. The final mark will only be published on the students' portal. Please note that it is against the university's policy to provide final marks on clickUP. The programme administrators as well as lecturers may therefore not provide you with the final mark.

11.6 Requests for a Perusal of the Examination Answer Script and a Request for Remark

11.6.1 Perusal of exam script

Students may request the perusal of exam scripts. Perusals of exam scripts need to be conducted at least a week before applying for remarking. More information: [UP General Rules and Regulations](#).

Please note that GSTM does not enforce one rule/procedure on all modules as this depends on the module content and type of exam. The following points will apply to a perusal:

- Exam scripts that have been written online can be viewed online by the student. A viewing time of 15 minutes will be allowed.
- If students want to view the exam script together with the memorandum, the students must physically view these at the GSTM offices under the supervision of the lecturer. A viewing time of 15 minutes will be allowed.
- Marked exam assignments (as in the case of business plans or assignments) can be released to students based on the lecturers' discretion.
- Students should approach the lecturer directly for a perusal of the answer script.
- It is at the lecturer's discretion to schedule a perusal time period for students to book and attend.

11.6.2 Request for a remark

Application for the remarking of an exam script can be done until the first two weeks from the start of the following semester. Students may only apply for a remark after perusal of the exam script. The student must apply directly at the EBIT Faculty (kenneth.nkanyana@up.ac.za) and pay the appropriate remarking fee. If approved, Faculty Administration will send the approval to the relevant Programme Administrator who will forward it to the lecturer. The mark awarded by an external examiner after the remarking of an examination answer script will be regarded as the final result of the examination even though it could be lower than the original mark

11.6.3 What if you fail a Module?

As there are no supplementary exams it means that if you fail a module you will have to repeat the total module the next year. You may repeat a module only once. If you fail a module twice you are automatically excluded from the programme. The Dean must approve any requested re-registration thereafter. If you fail a module it is your responsibility to register for it again the following year. Make sure that the module you repeat does not overlap with a second-year module in terms of class contact

time or the examination date. All first-year modules must be completed first. It is the student's responsibility to ensure that there are no overlap between modules. If you register for a module but then decide not to do it, you should make sure that you request the programme administrator (by e-mail) to de-register the module at least two weeks before the examination of that particular module. If not, you will automatically earn a mark, indicating that you have failed the module and also forfeit one of your chances to pass it in future.

12. Code of conduct

12.1 UP Policies

Please refer to the [UP Policies and other important documents](#) website for rules and regulations regarding matters such as Plagiarism, Disciplinary code, Social Media Policy, etc.

12.2 Plagiarism

Please read the plagiarism policy of the University of Pretoria, located at <http://www.up.ac.za/gstm/student>. If students are found to be copying work done by other students (current and past), websites or any other source when doing assignments, without providing the necessary references in the required way, it will be viewed in a serious light and may lead to a University disciplinary hearing. The punishment, if found guilty, may lead to expulsion from this university and any other tertiary institution in South Africa.

It is not necessary to provide a separate "plagiarism declaration" page with every assignment. By submitting your assignment, you implicitly abide with the anti-plagiarism rules.




13. Support Services


13.1 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

13.2 Other support services

FLY@UP: The Finish Line is Yours	<ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • Assistive technological services 	https://www.up.ac.za/disability-unit 012 420 2064	

	<ul style="list-style-type: none"> ● 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 	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	
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	