

InfoGuide: 2021



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Note: Information reflected in this brochure may be affected by changes in the COVID-19 regulations. Amendments will reflect in the digital version, which can be downloaded at www.up.ac.za/programmes > Guides and Resources.

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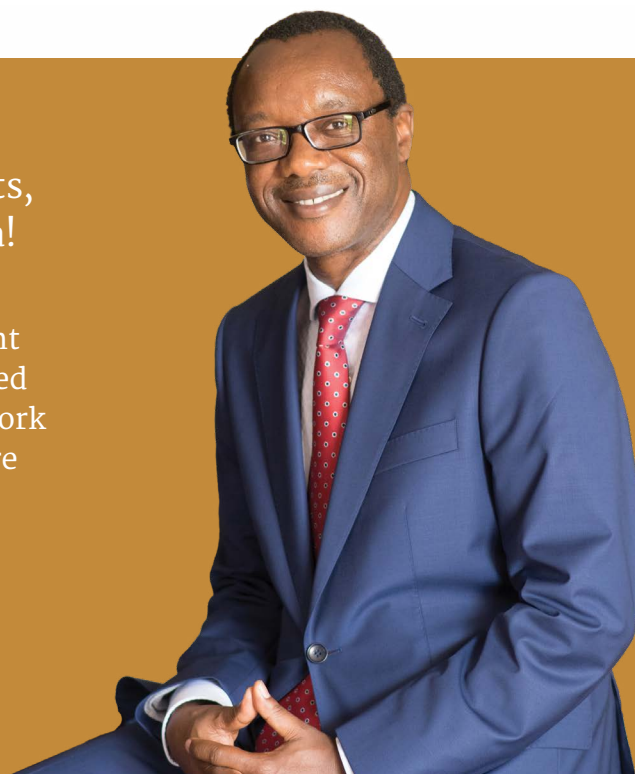
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Message of welcome from the Vice-Chancellor and Principal

Dear prospective and current students,
welcome to the University of Pretoria!

Congratulations on deciding to #ChooseUP.
This was one of the best and most significant
decisions you ever made. You have just joined
not only our family but also our global network
of nearly 300 000 alumni, many of whom are
making their mark locally and globally.

Professor Tawana Kupe
Vice-Chancellor and Principal



UP has been discovering new
knowledge and inventing ways of
improving people's lives for more than
111 years. A deep desire to make sure
that whatever we do has a positive
impact, and uplifts society lies at the
heart of all our research and innovation.

The COVID-19 pandemic has forced us to be critical thinkers
and find solutions to the challenges we face. It is a big wake-up
call to think and do things differently, and the future is wide
open for South Africa, with your university making a substantial
contribution to co-creating the continent we want post COVID-19.
We have responded with creative and innovative research and
strategies to address the complex issues that the pandemic has
exacerbated.

By the time you graduate from UP, you will be a creative and
critical thinker and will be able to apply your knowledge and
skills in the workplace or your own business. We offer free
online training for entrepreneurs so that they can achieve their
full potential. Visit the Career Services Office, located in the Old
Chemistry Building on the Hatfield Campus, or log onto their
website at www.up.ac.za/career-services for more information.

Make the most of your journey at UP by making sure that you
are familiar with the many resources to which you have access,
and the support available along the way to help you to graduate
on time.

To succeed, it is essential to do the necessary preparation before
attending classes by reading the notes in your study guide,
watching the recommended videos, or consulting any other
suggested learning material. Engage with your lecturers and
fellow students during lessons to learn even more about the

subject. Study diligently and revise in small chunks to ensure that
you are not left with a mass of work to cram in just before the
exams. This method will help you to remember information for
longer and to apply it more effectively.

As blended learning, which includes a mix of online and in
person classes, becomes a permanent feature in your studies,
it is important to ensure that you are well equipped to navigate
the new environment. We will be with you as you embark on this
journey and provide you with the necessary skills and support to
help you make a success of your studies.

THE UP WAY of life ensures that everything we do contributes
to making us a unique and excellent university. We strive for
excellence in teaching and learning; we innovate by developing
the skills and solutions that the world needs; and we transform
lives, communities, business sectors, society, our continent and
the world. We are ethical and treat everyone with respect and
kindness. Your success as a member of our family is important to
us, so we implore you to embrace THE UP WAY.

To achieve our aim, which is to assist you as you develop into a
well-rounded, responsible and socially sensitive citizen who is
attuned to the needs of others, we offer a range of creative arts,
a variety of cultural, sports and volunteering activities in which
you can participate. Such activities enrich the vibrant student life
on our campuses, and participation will enable you to meet a
diverse group of friends.

This InfoGuide will assist your orientation. It includes useful
information on our beautiful campuses, the various faculties,
student administration offices, important dates, support services
offered by Student Affairs and Finance, residences, transport, bus
schedules, shops and restaurants, the UP libraries and safety and
security. This information will help you to find your feet as you
embark on this exciting journey.

I wish you every success!



1. University of Pretoria

Student Service Centre		Address	Postal address
Tel	+27 (0)12 420 3111	University of Pretoria cnr Lynnwood Road and Roper Street Hatfield South Africa	University of Pretoria Private Bag X20 Hatfield 0028 South Africa
Email	ssc@up.ac.za		
Crisis line		Emergency numbers	Website
Tel	+27 (0)80 000 6428 (toll-free)	24-hour Operational Management Centre Tel +27 (0)12 420 2310/2760	www.up.ac.za www.virtualcampus.up.ac.za
		24-hour Operational Manager Tel +27 (0)83 654 0476	Parents' page www.up.ac.za/parents
			Study finance www.up.ac.za/article/2749200/fees-and-funding

1.1 Campuses and faculties

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.

The Hatfield Campus houses the following faculties:

- Economic and Management Sciences
- Engineering, Built Environment and Information Technology
- Humanities
- Law
- Natural and Agricultural Sciences
- Theology and Religion

The Groenkloof Campus houses the Faculty of Education.

The Hillcrest Campus houses TuksSport and the High Performance Centre (hpc).

The Mamelodi Campus houses:

- the BCom—Extended programme,
- the BSc—Extended programme—Biological and Agricultural Sciences,
- the BSc—Extended programme—Physical Sciences,
- the BSc—Extended programme—Mathematical Sciences,
- post-school mathematics and science programmes, and
- 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 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.





1. University of Pretoria



1.2 Student Administration offices

Faculty	Address
Economic and Management Sciences	R1-12, Economic and Management Sciences Building, Hatfield Campus Email ems@up.ac.za
Education	Administration Building, Groenkloof Campus Email ssc@up.ac.za
Engineering, Built Environment and Information Technology	6th floor, Engineering Building 1, Hatfield Campus Email ebit@up.ac.za
Health Sciences	R3-54, Student Administration Centre, Tšwelopele Building, Prinshof Campus Email healtapplications@up.ac.za
Humanities	R2-9, IT Building, Hatfield Campus Email hum-student-admin@up.ac.za
Law	R1-56, Law Building, Hatfield Campus Email helen.vantonder@up.ac.za
Natural and Agricultural Sciences	Ground floor, Agricultural Sciences Building, Hatfield Campus Email ssc@up.ac.za
Theology and Religion	R1-22, Theology Building, Hatfield Campus Email theology@up.ac.za
Veterinary Science	Arnold Theiler Building, Old Soutpan Road, Onderstepoort Campus Email henriette.vanderwatt@up.ac.za



1. University of Pretoria

1.3 GPS coordinates of campuses

Campus	GPS coordinates
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)
Hillcrest	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	S25° 38' 52" E28° 10' 54" (22 km from Hatfield Campus)
Prinshof	S25° 43' 57' E28° 12' 10" (6 km from Hatfield Campus)

1.4 Google maps to our campuses

UP Campus maps are available on Google Maps as well as the Google Maps application. Type the links below in your Internet browser. Alternatively, you can install the Google Maps application free on your smartphone or tablet.

Campus	Google Maps link
Hatfield Campus	http://goo.gl/NkGMVd
Hillcrest Campus	http://goo.gl/JGdYbq
Groenkloof Campus (Faculty of Education)	http://goo.gl/CUSK6y
Prinshof Campus (Faculty of Health Sciences)	http://goo.gl/BD2pNm
Onderstepoort Campus (Faculty of Veterinary Science)	http://goo.gl/gwjdO9
Mamelodi Campus	http://goo.gl/zKsCbI
Gordon Institute of Business Science (GIBS)	http://goo.gl/hNbxPi

1.5 Important dates

Description	Dates
Welcome Day for new first-year students	6 March 2021
Orientation programme for new first-year students	10-13 March 2021
Access to UPO, an online academic orientation module for first-year students. Each faculty's UPO has its own code.	As soon as the student has registered
INSYNC first-year concert	13 March 2021
First quarter	15 March to 7 May 2021
Rag	20 March 2021
Second quarter	17 May to 5 July 2021
Third quarter	16 August to 5 October 2021
Fourth quarter	11 October to 26 November 2021
Spring Day	22 September 2021

Note: The dates above are subject to change. For the most recent information, go to www.up.ac.za



2. Academic Matters

Applicants who are not South African citizens may also refer to Section 5.

2.1 Admission (new first-year students)

- If you have been conditionally admitted to the University, the results you obtain in the end examination of your final school year must still meet the admission requirements of the programme for which you were conditionally admitted. If your results no longer comply with the minimum admission requirements, you will not be admitted. Before you register, you may follow your application status at www1.up.ac.za where you will also find relevant communication and checklists.
- Before registration, all admitted students must enter into a legal contract with the University. For more information about the contract and for instructions on how to complete the contract, visit the UP Student Portal at www1.up.ac.za.
- Admitted and conditionally admitted students are requested to login to the UP Student Portal at www1.up.ac.za and accept or decline the offer from the University to enrol for the programme for which they have been (conditionally) admitted. If students wish to cancel their application to study at UP and wish to receive no further communication from the University, they must send an email to ssc@up.ac.za.
- If you have been placed in a residence, refer to your placement letter for occupation dates.
- If you have been conditionally 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 final school year 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. Re-mark 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 programmes. Refer to the relevant faculty brochure.

Note: The Academic Literacy Test is compulsory and has to be written by new first-year students during the orientation programme for registration and start of the academic year.

Contact information

Tel +27 (0)21 650 3523

Website www.nbt.ac.za



2.2 Registration (all students)

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

Step 1: Financial aspects

You need to do the following before you can register:

- Pay the initial fee. Ideally, the initial payment should reflect on your student account two days before registration. It is important to keep in mind that cash payments reflect immediately, but EFT payments only reflect after five days. No cheques will be accepted.
- If you are a bursary holder, you are required to provide the Student Accounts Division in the Student Service Centre with a confirmation letter from your sponsor or bursar, at least five days before registration, so that UP can record these details in the system and, if applicable, waive the requirement to pay the initial fee.
- The proof of bursary must be on an official letterhead, signed by the sponsor. It must confirm the total amount of the bursary granted to you, as well as indicating what the bursary amount covers (eg tuition fees, accommodation, meals, textbooks, etc).
- A form to assist the sponsor in defining the bursary amounts is available on the UP website at www.up.ac.za/article/2749200/fees-and-funding. Choose 'Fees', then 'Fees paid by Bursars'.
- If the proof of bursary, as mentioned above, is not submitted at least five days before registration, you will have to pay the initial fee before registration.
- If you have been notified that NSFAS is funding you, you will be informed via SMS that your initial fee has been waived.
- Documentation (bank deposit slips, official university receipts, etc) must be presented upon request and if payments were made after the due dates.

Note: Initial payments that are required before you may register, include tuition fees, residence fees and an international administrative levy (as may apply to your situation). These amounts can be found at www.up.ac.za/article/2749200/fees-and-funding.

Step 2: Documents, dates and venues

All students will be required to register online during the 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 regard 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 orientation 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 been issued a proof of registration for the year.

You will only be able to register online or on-campus if: *

- your student contract has been correctly completed and delivered to UP;
- your initial payment has been paid (see 'When to pay what' in the Fees and Funding brochure, or at www.up.ac.za/article/2749200/fees-and-funding);



- if applicable, your residence reservation levy has been paid; and
- you still meet the minimum programme admission requirements with your final NSC/IEB or equivalent qualification results.

* To register, bring along your ID and a photocopy.

Proof of registration

- You may download and print a proof of registration from the UP Student Portal after you have registered.
- Proof of registration will be emailed to you after you have registered.
- Keep this proof in a safe place.
- A duplicate can be obtained from the Student Service Centre at a prescribed fee per duplicate or can be downloaded free of charge on the UP Student Portal.
- Note that proof of registration cannot be issued to a student without proof of identification (ID, student card, passport or driver's licence).

Step 3: Tests - New first-year students only

Academic Information Management (AIM)

- Academic Information Management modules (AIM 111 and AIM 121) are compulsory for all new first-year students, except for students in the School of Engineering.
- AIM 111 is presented in the first semester and AIM 121 in the second semester.
- No exemption examination is available for AIM 111 or AIM 121.

Note: Comprehensive information regarding these modules is communicated to students during scheduled registration or orientation week sessions. The cost of AIM modules is not included in the estimated tuition fees at www.up.ac.za/article/2749200/fees-and-funding or on the quotation system.

UP Readiness Survey

The University of Pretoria maintains a comprehensive programme to support the academic development of first-year

students. This involves services provided by faculty student advisors, mentorship programmes and the Department of Student Affairs to support students academically, socially and psychologically. The UP Readiness Survey measures students' readiness for university education. Readiness for university education can be broadly defined as the extent to which a student has been prepared (financially, socially, and in terms of academic engagement) to succeed at an institution of higher education.

Note: This is not an admissions test.

Contact information

Dr Juan-Claude Lemmens

Email jlemmens@up.ac.za

Address Department for Education Innovation
R3-58.11, 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 final school year English marks or through an academic literacy test, to identify students who might need development. Full details will be communicated in the orientation programme for registration and start of the academic year, which will be distributed to all admitted students in November or December. If you are required to write the academic literacy test, a specific time to do so will be scheduled in the programme. If your final school year English marks are to be used, staff from Faculty Administration will register you for the appropriate programme.

Note: The Academic Literacy Test does not replace the National Benchmark Test (NBT). For more information on the NBT, visit www.nbt.ac.za.

Students who wish to terminate their attendance of specific modules or study programmes may not merely stay away from class or simply inform the lecturers that they do not want to continue. Formal notification must be given to Faculty Administration.



2. Academic Matters



2.3 Student access cards

- Student cards will be issued after registration, at the registration centre on the Hillcrest Campus.
- A student card will not be issued without proof of identification (ID, passport or driver's license). Note that your previous student card cannot be used as proof of identification for obtaining a new student 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 Student Service Centre at a prescribed fee.
- Lost, stolen or damaged student cards will not be replaced without proof of identification (ID, passport or driver's licence).
- Student cards provide access to the campus and various computer facilities 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.
- 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.

Note: No holes or any other modifications may be made to the student access card. Should you make any modification, you will be held liable for the replacement fee.

2.4 Discontinuation of studies or modules and changing of programmes and/or modules

- You cannot merely stay away from class, or just inform the lecturer that you do not want to continue with a specific module; or with your study programme. Formal notification must be given at Faculty Administration.
- Lecturers are not involved with the administration of such changes.
- Students need to familiarise themselves with the relevant due dates as reflected at www.up.ac.za/article/2749200/fees-and-funding.
- For any enquiries regarding the financial implications of such a decision, contact the Student Accounts Division (ssc@up.ac.za) in the Student Service Centre.
- Students must complete their degree in accordance with the regulations that were applicable when they first registered for a specific field of study or specialisation. If students interrupt their studies or change to another field of study or specialisation, the regulations of the year in which studies are

resumed, or in which the new field of study or specialisation is taken, will apply.

Changing programmes or withdrawing from modules (registered students)

- If you wish to change or discontinue a module, it can be done on the UP Student Portal through the registration component. The discontinuation dates that are available at www.up.ac.za/article/2749200/fees-and-funding (click on 'Module changes and termination of studies') will apply.
- If you wish to change programmes, this can be done by (a) completing a form at the Student Administration Office of the faculty in which you wish to continue your studies; (b) attaching the form to an email and sending it to Student Administration; or (c) changing your option on the UP Student Portal.
- If you wish to discontinue your studies at the University of Pretoria for the current year or permanently, a prescribed form, available at www.up.ac.za/article/2749200/fees-and-funding (click on 'Module changes and termination of studies'), must be completed at the Student Accounts Division in the Student 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.

2.5 Academic records

Registered students may obtain an official academic record from the Student Service Centre at a prescribed fee; however, students are encouraged to use the UP Student Portal to download a copy.

Note: No academic record may be issued to a student without proof of identification (ID, student card, passport or driver's licence).

2.6 Travelling abroad

- Students who intend to travel abroad during recess periods can obtain a letter from the Student 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.

Note: No letter can be issued to a student without proof of identification (ID, student card, passport or driver's licence).



3. Financial Matters

3.1 General financial information: 2020

AIM modules

The cost of AIM modules is not included in the average cost per programme.

Family discount

When two or more dependent children of the same family are registered simultaneously at the University of Pretoria, they may apply for a rebate on tuition fees. The terms and conditions can be found at www.up.ac.za/article/2749200/fees-and-funding.

The 2,5% discount

If the student account is paid in full (ie 100%) by 30 April, a 2,5% discount is applicable. For more information, go to www.up.ac.za/article/2749200/fees-and-funding.

Estimates

The University of Pretoria provides undergraduate students with tuition fee estimates in the following ways:

- See fees per faculty at www.up.ac.za/article/2749200/fees-and-funding. Click on 'Undergraduate students'.
- Estimates do not include AIM modules.
- Tuition fee quotations are available to students as a self-help function. Follow these steps:
 - Log in to the UP Student Portal and enter the Student Centre.
 - Under the Finance tab, click on the Student Finances tab.
 - On the next page, click the second Student Finances tab.
 - The fee estimation (quotation) is available there.
 - Use the plus (+) button to add modules or the minus (-) button to remove modules.
 - Click the Generate Quote button. You can then view, save or print the quotation.
 - AIM modules may be added if necessary.

Accounts

All accounts are payable on these dates (30 April: 50% and 31 July: 100%), even if you do not receive an account in the mail. Accounts are available on the UP Student Portal (My UP Login>Student Service Centre>Finances>Student Finances>Tuition Account). The account can be viewed, saved or printed.

Note: The Internet browser must be set to allow pop-ups. The account will be visible in PDF-format. Students can update the portal with an email address where the account can be sent (My UP Login>Student Service Centre>under 'Personal and Contact info', click 'update account email address').

Discontinuation dates

Adding or dropping of modules after registration should be done at your faculty. Regardless of when a module is added, should you decide to discontinue said module later, the discontinuation costs will be calculated according to the Discontinuation Dates table, which can be found at www.up.ac.za/article/2749200/fees-and-funding.

Initial payments

The initial payment is not an additional amount payable, but forms part of the tuition fees and is an initial payment towards the tuition fees. For more information on registration and cancellations fees, go to www.up.ac.za/article/2749200/fees-and-funding.

Residence fees

For information on residence fees, residence reservation levy, residence cancellation fees and meals, go to www.up.ac.za/article/2749200/fees-and-funding and click on 'Residence'.

Fees paid by bursars

Students must submit written proof from the sponsor of the bursary awarded to them before registration; otherwise, the initial payment will be payable by the student. The final decision regarding the acceptance of a bursary letter rests with the University.

How and where to pay

UP cashiers are available on all our campuses from Mondays to Fridays from 08:00 to 16:00.

For EFT payments, allow at least five working days for the payment to reflect on your student account. More information is available at www.up.ac.za/article/2749200/fees-and-funding. No cash payments will be possible during registration on the Hillcrest Campus.

UP banking details

The University of Pretoria's banking details are available at www.up.ac.za/article/2749200/fees-and-funding.

UP Student Portal

The UP Student Portal allows registered students 24/7 access to their account, personal information, academic record, financing applications, discount amounts, amounts payable, payment dates, quotations and meal-money accounts. The UP Finance Department sends out monthly statements, but cannot guarantee the delivery of these statements. The University assumes that students have access to and make use of the UP Portal. The importance of this is highlighted to students in orientation during first-year registration.

More information is available at www.up.ac.za/article/2749200/fees-and-funding.





3. Financial Matters

3.2 Bursary and loan applications

UP-managed funding

Applications must be submitted through the UP Student Portal or www.up.ac.za/article/2749200/fees-and-funding. Applications open on 1 August.

National Student Financial Aid Scheme (NSFAS)

The NSFAS is a provider of financial aid to students from poor and working-class families in a sustainable manner that promotes access to, and success in higher education and training, in pursuit of South Africa's national and human resource development goals.

- Students who are South African citizens may apply.
- Refer to www.nsfas.org.za for application dates.
- The NSFAS allocation is awarded as a bursary.
- Students already funded by NSFAS in 2020 need not re-apply.

Fundi (formerly known as Eduloan)

Since 1996, Fundi has helped over 800 000 southern Africans to get an education through affordable study loans for full-time and part-time students. As a registered credit provider, our educational loans cover a wide range of student-related

necessities, such as books, accessories, laptops, university and private accommodation, as well as 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 2161/5175
Email lizettevr@fundi.co.za
Address R1-13, Student Centre
Business hours 08:00–16:30

Other bursary options

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

- www.up.ac.za/sport for information on UP sports bursaries
- www.gostudy.mobi, which lists bursaries according to the field of study
- the Bursary Register:

Contact information

Tel +27 (0)11 672 6559
Email rlevin@mweb.co.za

3.3 Special package offer to academic achievers – Fly@UP awards

Special package offer to academic achievers (new first-year students in 2021)							
Note: Amounts indicated in the table below are for 2021.							
ADMISSION (based on the examination results with which you apply)		RESIDENCE PLACEMENT (based on the examination results with which you apply)		FLY@UP ASSIST FIRST-YEAR STUDENTS (Achievement awards are based on the final school year examination results)			
Qualifying academic average percentage	Admission to study	Qualifying academic average percentage	Residence placement	Qualifying academic average percentage	FACULTIES		
					Natural and Agricultural Sciences AND Engineering, Built Environment and Information Technology	Health Sciences AND Veterinary Science	Other faculties
75%-100%	Guaranteed admission to your first or second choice open programme (not applicable to selection programmes) if your application is received not later than 1 July of the year preceding commencement of studies.	85%-100%	Guaranteed placement in a UP residence if your application is received not later than 1 July of the year preceding commencement of studies and once you are conditionally admitted to a programme.	75%–79,99%	R6 500	-	-
				80%–84,99%	R16 000	R6 500	R16 000
				85%–89,99%	R25 000	R16 000	R25 000
				90%–100%	R40 000	R25 000	R40 000

Note: The University of Pretoria reserves the right to amend award values without prior notice.

Contact information

Tel +27 (0)12 420 3111
Email ssc@up.ac.za
Website <https://www.up.ac.za/student-funding/article/2746337/flyup-assist-1st-year-awards>



3. Financial Matters

Conditions

- Fly@UP Assist 1st Year awards are based on the average percentage obtained (not on the number of distinctions).
- Undergraduate achievement awards are made automatically to newly registered undergraduate students who meet the award conditions. Students do not apply for these awards.
- First-year students who register for studies at UP directly after Grade 12 (final school year) or who took a gap year(s) after their final school year, who meet the award conditions, will be considered.
- Students who have previously registered at a tertiary educational institution before registration at UP will not be considered for Fly@UP Assist 1st Year award. Students who registered at UP in previous years are also not considered.
- Qualifying students must be South African citizens or permanent residents in South Africa or be citizens of a SADC country.
- The average percentage for award purposes is the average of the actual percentages obtained for the six (6) best NSC/IEB/Cambridge subjects taken, excluding Life Orientation. This is for subjects taken in the final school year end exams, based on the calculations done by the University of Pretoria.
- The average percentage is not rounded off.
- Certain subjects are EXCLUDED in the calculation of average percentages:
 - Life Orientation
 - Mathematics Paper 3
 - Additional Mathematics
 - Practical Music Grade 4 and 5 (Note: Practical Music Grades 6, 7 and 8 are considered for inclusion in the calculation of the average percentage—if your music report for this subject is not part of your NSC/IEB or equivalent report, please submit your official music report to your faculty's student administration offices, before 28 January for consideration.)
- The awards are finalised based on the final marks that the University receives from the Department of Basic Education for the final school year. Results obtained for papers that have been re-marked are not taken into account for award purposes.
- Awards are fully repayable if students discontinue or terminate their studies in the relevant study programme for whatever reason during the year in which the award is made.
- Awards are finalised after the close (end) of the official registration period and in accordance with the enrolled study programme at the date when the awards are processed. Any changes after this period will not be taken into consideration. If the recipient changed the study programme prior to closure of the registration period and within the year in which the award is made, the award value is determined in accordance with the enrolled study programme as at the date of the processing of the award.

Note: Be sure to read about all the various funding opportunities on www.up.ac.za/article/2749200/fees-and-funding.

3.4 Other achievement awards

Award	Amount (for 2020)	Who	Faculty	Application
JuniorTukkie Grade 11 Empowerment Week	R15 000	The 39 learners with the best NSC/IEB or equivalent results who attended the JuniorTukkie Grade 11 Empowerment Week	All faculties except Faculty of Theology	<ul style="list-style-type: none"> ▪ NONE ▪ Qualifying students will be notified after registration.
Dux scholar award* (*top final school year academic achiever with an NSC/IEB or equivalent qualification – one learner per school)	R10 000 (to cover registration fee)	The final decision regarding the selection of schools for this award rests with UP.	All faculties	<ul style="list-style-type: none"> ▪ NONE ▪ Qualifying students will be notified by letter.
VC Special PDG Award (Top prospective Black and Coloured students with an APS of 35 or higher)	R11 000	The final decision regarding the selection of schools for this award rests with UP.	All faculties	<ul style="list-style-type: none"> ▪ NONE ▪ Qualifying students will be notified by letter.
Vice-Chancellor's Distinguished Merit Award (VCDMA)**	The award covers tuition fees for three years. The amount for the first year is R70 000	This award will be made to the new first-year student who has achieved the highest overall average percentage, based on his or her final school year examination results and the University of Pretoria's calculation.	All faculties	<ul style="list-style-type: none"> ▪ NONE ▪ The qualifying student will be notified by letter.

** Terms, conditions and exclusions do apply.

Note: Only students with South African citizenship or permanent residency in South Africa are considered for the above awards.



4. Accommodation

4.1 Accommodation on UP campuses

Women's residences	Men's residences	Mixed residences
Asterhof	College	Hippokrates
Azalea	House TAU	Jakaranda (postgraduates)
Curelitzia	House Ukuthula	OP Village
Erica	Mopane	Protea Mbalenhle (postgraduates)
Hayani	Morula Legae	Tuks Bophelong
House Khutso	The Tower	Tuksdorp (postgraduates)
House Mags	Tirisano	TuksVillage
House Nala	Tuks Ekhaya	Xayata
Ikageng		
Madelief		
Nerina		
Zinnia		

Application for residence placement

- The same online application form that is used to apply for a programme is also used as an application for residence.
- If you did not apply together with your study application, you might still apply on the UP Student Portal.
- Unfortunately, residence placement cannot be guaranteed as the demand far exceeds the places available.

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 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 Building Coordinator: Residence Facilities.
- Upon receipt of your form, the Building Coordinator: Residence Facilities will conduct a room inspection to determine if any damage occurred in the room you intend to vacate.

Departure/moving out of a residence

Students who want to leave the residence must give 30 days' notice of departure via the UP Student Portal. A student who leaves must hand in the keys, together with the Departure Form, to the Building Coordinator: Residence Facilities. The room will only be deemed vacated after handing in the keys and Departure Form. Students who depart after 15 September will not be refunded for accommodation.

Room renewal

You will be requested at the beginning of the second semester to re-apply each year on the UP Student Portal to be considered for a place in your current residence. Due to limited accommodation, it is usually not possible to re-allocate all current residing students a place in residence for the following year. 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 via the UP Student Portal.

Contact information

Residence placement

Tel +27 (0)12 420 3000
Email Ladies – tuksres.ladies@up.ac.za
 Men – tuksres.men@up.ac.za

General information

Email tuksres@up.ac.za
Website www.up.ac.za/student-accommodation
www.up.ac.za/article/2749200/fees-and-funding

4.2 Alternative accommodation

The University can, unfortunately, not provide accommodation to all applicants. For more information on accredited alternative accommodation, please click on the following link: www.up.ac.za/student-accommodation/article/256266/private-accommodation



4. Accommodation

4.3 Accommodation in Pretoria

University of Pretoria guest accommodation

The University of Pretoria Guest Accommodation Office provides accommodation for visiting staff and parents/guardians close to the relevant campuses. Kindly contact the Guest Accommodation Office for reservations.

Accommodation	Telephone number	Email
Guest Accommodation Office	+27 (0)12 420 5385	tuksres.guest@up.ac.za

Hotels

Accommodation	Telephone number	Website
City Lodge Hatfield	+27 (0)12 423 5000	www.citylodge.co.za
City Lodge Lynnwood	+27 (0)12 471 0300	www.citylodge.co.za
Court Classique	+27 (0)12 344 4420	www.courtclassique.co.za
Anew Hotel Hatfield	+27 (0)10 007 0000	anewhotels.com/hotels/hatfield/venues/
Garden Court Hatfield	+27 (0)12 342 9600	www.tsogosun.com
Hotel 224	+27 (0)12 440 5281	www.hotel224.com
Hotel at High Performance Centre	+27 (0)12 484 1700/27	www.hpc.co.za
Protea Hotel Hatfield	+27 (0)12 364 0300	www.proteahotels.com
Sheraton Hotel Pretoria	+27 (0)12 429 9999	www.sheraton.com/pretoria
Southern Sun Pretoria	+27 (0)12 341 1571	www.tsogosun.com
The Courtyard—Hotel Arcadia	+27 (0)12 342 4940	www.citylodge.co.za
Protea Hotel Pretoria Loftus Park	+27 (0)12 030 0420	www.proteahotels.com

Guesthouses

Accommodation	Website
137 Murray Street Guesthouse	www.murray137.co.za
Bed and Breakfast in Hatfield	www.bandbhatfield.co.za
Brooklyn Place Guesthouse	www.brooklynhouse.co.za
Brooklyn Guest Houses	www.brooklynguesthouses.co.za
Bwelani Guesthouse	www.bwelaniguesthouse.co.za
The Village in Hatfield	www.thevillageinhatfield.co.za



5. International students

5.1 International Cooperation Division

All international* students must report to the International Cooperation Division in the Graduate Centre on the Hatfield Campus before registration. The Department of Enrolment and Student Administration will be open from 4 January 2021 (refer to Section 2: Academic matters).

International* students must submit immigration clearance documents to the International Cooperation Division.

5.2 Special orientation programme

Obtain more information from the International Cooperation Office in the Graduate Centre, or visit www.up.ac.za/international-cooperation-division.

5.3 Immigration clearance

International* students will have to submit proof of legal status in South Africa, as well as proof of adequate medical aid cover to the International Cooperation Office at the Graduate Centre before registration.

Contact information

Tel +27 (0)12 420 3111
Email isd@up.ac.za
Website www.up.ac.za/international-cooperation-division
Address Graduate Centre
 Hatfield Campus

Supporting documents

Write your student number at the top of each page of the supporting documents indicated below and then email them to isd@up.ac.za:

- A copy of a valid passport (data page) or identity document (in the case of students with permanent residence in South Africa) and a PR certificate
- A valid study visa endorsed for studies at the University of Pretoria, or one of the following:
 - An asylum transit visa
 - A Section 24 permit (refugee)
 - A diplomatic visa (diplomatic cards are not acceptable)
 - A work visa for part-time postgraduate students and a timetable/block schedule or confirmation letter from your supervisor
 - Relatives or visitor's visa, if endorsed for studies at UP

Permanent residents are still classified as international* students and must submit a photocopy of their proof of permanent residence in South Africa before registration.

Note: Permanent residents of countries other than South Africa*, including permanent residents of SADC countries will be captured on UP systems as citizens of their original countries, and tuition fees will be levied accordingly.

5.4 Medical aid cover for study visa holders

International* students who are holders of a study visa, or who wish to apply for a study visa must, in terms of South Africa's Immigration Act, have sufficient South African medical aid cover for the duration of their stay in South Africa.

International* students who intend to study at the University of Pretoria may join one of the medical aid schemes at www.medicalschemes.com/MedicalSchemes, or one of the two recommended medical cover schemes mentioned below. Membership fees are payable for twelve months in advance.

Momentum Health (Ingwe option)

Membership fees are payable in advance annually.

Tel +27 (0)12 671 8749 (Centurion office)
 or +27 (0)86 010 2493
Email studenthealth@momentum.co.za
Website www.ingwehealth.co.za

Comp Care Wellness Medical Scheme

Tel +27 (0)861 222 777
Email info@universal.co.za
Website www.compcare.co.za

Note: Although you may, with another international insurance or medical product, secure a study visa from a South African visa issuing authority, the University of Pretoria, in accordance with the Immigration Act, does not recognise such medical cover for registration purposes. Momentum Health and Comp Care Wellness Medical Scheme offer weekly consultations at the International Cooperation Division offices in the Graduate Centre on the Hatfield Campus.

5.5 Universities South Africa (USAf)

The possession of a full or foreign conditional exemption certificate is a prerequisite for citizens from countries other than South Africa* and for students who do not have a South African National Senior Certificate (NSC) or Independent Examination Board (IEB) qualification but would like to enrol for undergraduate studies at the University of Pretoria. This certificate can be obtained only from Universities South Africa.

Contact information

Tel +27 (0)10 591 4401/2
Fax +27 (0)86 677 7744 (SA only)
 +27 (0)12 481 2992 (international only)
Email exemptions@usaf.ac.za
Website mb.usaf.ac.za
Address 1st floor
 Block D and E
 Hadefields Office Park
 1267 Pretorius Street
 Hatfield 0028
 Pretoria
Postal address PO Box 27392, Sunnyside
 Pretoria 0132

5.6 South African Qualifications Authority (SAQA)

Students who graduated at non-South African universities and who wish to apply for admission to the University of Pretoria should first have their qualifications evaluated by the South African Qualifications Authority (SAQA).

Contact information

Call centre +27 (0)12 431 5000/70
 (evaluation of foreign qualifications)
Helpdesk +27 (0)86 010 3188
Fax +27 (0)12 431 5137
Website www.saqa.org.za
Address SAQA House
 1067 Arcadia Street, Hatfield
Postal address PostNet Suite 248
 Private Bag X06
 Waterkloof 0145

*Applicants who are not South African citizens



6. Student Affairs

The Department of Student Affairs' mission is to design and implement high-impact programmes and interventions to enhance student success, leadership, welfare and wellness within a proactive and programme-based approach.

The Department of Student Affairs (DSA) has five sub-divisions: the Student Counselling Unit, Student Health Services, the Disability Unit, the Student Governance Unit and the Student Development Unit.

6.1 Student Counselling Unit

- The Student Counselling Unit consists of a highly professional, multi-disciplinary team that includes educational, clinical and counselling psychologists, as well as intern professionals working under supervision. The unit provides free and confidential counselling services to all registered UP students.
- The Student Counselling Unit offers psychological counselling to improve wellness and psychosocial functioning to support students in achieving their academic goals within the University. Counselling is available for a variety of presenting problems that students are likely to experience in a tertiary educational setting. Learning and academic counselling are offered to empower students with their studies and to address specific learning problems. Career counselling and assessments ensure that students are assisted in making correct career choices or changes. Group interventions involve skills development courses and support group meetings. Regular workshops and presentations are provided to assist students in maintaining their well-being and to address issues before they become problems. Please visit our website at www.up.ac.za/student-counselling.
- The University, in collaboration with the South African Anxiety and Depression Group (SADAG), offers 24-hour dedicated emotional support to students via the official 24-hour dedicated UP Counselling Careline. The number is +27 (0)800 747 747. Students are also encouraged to visit the SADAG website (www.sadag.org) for more information on mental health matters.
- The SCU offers contact with peer support groups through SADAG. These groups are run by selected, trained and monitored group leaders from the student body.

Contact information

Hatfield Campus (Central Office)

Note: During a lockdown, contact all psychologists and counsellors by email.

Dr Linda Blokland (Head of Counselling Unit) or Ethel Motlhamme (Receptionist and Administrative Assistant)

Tel (office hours) +27 (0)12 420 2333

Tel (after hours) +27 (0)12 420 2310/2760 (Security: Operational Centre)

UP Counselling Careline open 24/7 +27 (0)80 074 7747 (toll free) SMS 31393 for a return call

Email studentcounselling@up.ac.za

Address Student Centre (opposite TuksFM)

Hatfield Campus

Office hours 07:30–16:00

Groenkloof Campus

Ronel du Toit and Alex Norton (Counselling Psychologists)

Tel +27 (0)12 420 6240

Address Letlotlo Building 1-28

Mamelodi Campus

Nthabiseng Ramothwala (Counselling Psychologist)

Tel +27 (0)12 842 3515

Address Itsoseng Clinic
Administrative/Academic Building (Ground floor)

Onderstepoort Campus

Bendoline Holtzhausen (Counselling Psychologist)

Tel +27 (0)12 529 8377

Address Student Health Services
Arnold Theiler Building 1-52

Prinshof Campus

Sikander Kalla (Clinical Psychologist)

Tel +27 (0)12 319 3054

Email sikander.kalla@up.ac.za
Address Tswelopele Building 3-12



6. Student Affairs

6.2 Student Health Services

COVID-19 updates, information and analysis

The University of Pretoria is closely monitoring the novel coronavirus (COVID-19) situation. Since we regard the safety and well-being of our students and staff as paramount, we have taken proactive steps and have a plan of action in place, as well as a task team to assist with its implementation. Regularly visit the site given below for [all UP news updates on the situation](#).

Please contact a medical doctor or the UP 24-hour crisis line (+27 (0)80 000 6428 or +27 (0)12 420 2310) should you feel ill or suspect that you may have been exposed to the virus. You could also call the National Institute for Communicable Diseases on +27 (0)80 0029 999. For more information, visit: [World Health Organization](#) or [National Institute for Communicable Diseases](#).

Click [here](#) for more information about COVID-19, and [here](#) for the University of Pretoria's response.

Click [here](#) for COVID-19-related policies.

We answer all your questions and give you the latest updates, and support you by providing the resources you will need while you study online at home during the COVID-19 pandemic. You have access to some cool videos of what has been happening behind the scenes, and some that will help you with the transition to online learning THE UP WAY.

www.up.ac.za/coronavirus-updates/article/2893649/students



Student Health Services provide essential primary healthcare services to all registered students at UP. The services are run by fully qualified and registered healthcare professionals and are offered on all UP campuses. This includes the fully accredited Voluntary Counselling and Testing (VCT) Site for HIV/AIDS that offers free testing and counselling to students in collaboration with the University's Centre for Sexualities, AIDS and Gender (CSA&G).

Contact information

Tel +27 (0)12 420 2500

Website www.up.ac.za/student-health-services

Address Student Health Services Building (north of the Piazza)
Hatfield Campus

Health and wellness services

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

- Examine, diagnose and treat illnesses: Prescriptions for medicine are issued to students by doctors.
- Students can buy prescribed medication at a pharmacy at their own cost.
- Treat injuries of students.
- 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.
- Offer preventative immunization programmes (for the patients' own expense).
- Provide family planning services and refer students to the on-site pregnancy counselling services in the Student Affairs Building or Student Counselling Unit when necessary, free of charge.
- Provide dietary advice.
- Offer advice regarding lifestyle and health.
- Offer free HIV testing and counselling (voluntary counselling and testing—VCT) in partnership with the Centre for Sexualities, AIDS and Gender (CSA&G).
- Offer free eye testing.

How does the service function?

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

Important to remember

- Consultations are currently free of charge, but this is subject to change.
- Phone +27 (0)12 420 2500 for further information.
- Remember your student card each time you visit Student Health Services Clinics.
- Prescribed medicine can be bought at any pharmacy at your own expense.
- You will be required to pay for any specialised examinations.



6. Student Affairs

Student Health Services Clinics

Campus	Clinic hours	Doctor's consulting hours
Groenkloof Campus Room 2-10 2nd floor Letlotlo Building	Mondays, Tuesdays, Wednesdays and Fridays 08:00–15:30 (subject to change)	Mondays 11:00–13:00 (subject to change) Tel +27 (0)12 420 5233 +27 (0)12 420 3423
Hatfield Campus Student Health Services Building	Mondays to Fridays 08:00–13:00 and 13:45–15:30	Mondays 10:00–15:00 Tuesdays 10:00–14:00 Thursdays 08:30–12:30 (subject to change) Tel +27 (0)12 420 2500
Mamelodi Campus Education Building	Mondays, Wednesdays and Thursdays 08:00–15:30 (subject to change)	Wednesdays 12:00–14:00 (subject to change) Tel +27 (0)12 842 3724 +27 (0)12 420 2500
Onderstepoort Campus Room 1-47 to Room 1-52 Arnold Theiler Building	Mondays, Tuesdays and Thursdays 08:30–15:30 (subject to change)	Thursdays 12:00–14:00 (subject to change) Tel +27 (0)12 529 8243 +27 (0)12 420 2500
Prinshof Campus Room 3-8 Tšwelopele Building	Tuesdays, Wednesdays, Thursdays and Fridays 08:00–15:30	Thursdays 11:15–13:15 (subject to change) Tel +27 (0)12 319 2453 +27 (0)12 420 2500

6.3 Disability Unit

The Disability Unit (DU) supports students with disabilities in partnership with departments and faculties. The DU endeavours to establish a human rights culture at UP that allows for equal access and participation of students with disabilities in the UP learning environment. In efforts to create an integrated and inclusive learning environment for students with disabilities, the Disability Unit offers the following services:

- Advocacy and advice on any disability-related matters
- Consultative services for students with disabilities
- Assistive technological services: screenings, training and support to students with disabilities regarding a variety of assistive computer technologies and software applications available at the DU computer lab (training sessions available on request)
- Adaptive text arrangements: Conversion of study material into accessible formats
- Facilitation of test and examination venues for students with disabilities who require assistive technology
- Test and exam concession applications (relevant supporting medical report and registration with the DU required)
- Orientation and mobility training
- Referrals for recommended textbooks in electronic format
- Accessible study venues and computer lab

Walk-in sessions/Online consultations:

The staff of the Disability Unit offer walk-in sessions (between 08:00 and 12:00) and online consultations to support you with queries. The Unit administrator will assist you in completing the necessary form before each walk-in session. Attendance of sessions takes place on a first-come, first-served basis, and various queries will be answered, including:

- Should I register with the Disability Unit?
- What support is available?
- How do I make arrangements to write tests and exams at the Disability Unit?
- Queries relating to change in support needs or a review of concessions

Important to remember: All students with disabilities bear the responsibility to request the assistance of the DU promptly and to provide any supporting documentation for conditions that may warrant academic accommodations. Kindly consult with the DU regarding required documentation. Concession applications for additional time must be submitted to the DU no later than 30 April for first-semester assessments and 30 September for second-semester assessments. Applications take a minimum of four weeks to be processed.

Contact information

Tel +27 (0)12 420 2064

Email du@up.ac.za
disabilityconcessions@up.ac.za

Address R1-4 Old Chemistry Building



6. Student Affairs

Hatfield Campus

6.4 Student Governance Unit

The Student Governance Unit is responsible for coordinating and supporting the activities of the Student Representative Council (SRC). The SRC is the highest student governance structure at UP. It manages student matters and represents students on university committees and forums where decisions are made. SRC representatives serve a one-year term of office. The SRC plays a vital role in the coordination of organised student life and must ensure that the extracurricular programme contributes to the overall development of students. The SRC also fulfils a critical communication function—on the one hand conveying student needs and interests to the University Management, and on the other hand, reporting progress to the student body.

The unit is also responsible for registering and coordinating student societies on campus. The purpose of these societies is to create a vibrant student life for students outside the classroom. Every year, over 100 student societies are registered.

Contact information

Tel +27 (0)12 420 6554
Address Student Affairs Building
 Hatfield Campus

6.5 Student Development Unit

The focus of the Student Development Unit is leadership development and mentorship of students. Students are exposed to a wide range of opportunities to acquire additional life skills to equip them to perform optimally in all spheres of life.

Extra-curricular activities are facilitated by various student committees (Student Culture [STUKU], RAG, Student Sport, PDBY, Enactus UP, the Golden Key International Honour Society, day and faculty houses and the Class Representative System.) The unit also runs the STARS Mentorship Programme to support first-year students to enhance their success at the University of Pretoria.

Contact information

Tel +27 (0)12 420 2370
Address Student Affairs Building
 Hatfield Campus
Website www.up.ac.za/student-development

6.6 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 6554
Address Student Affairs Building
 Hatfield Campus
Office hours 07:30–16:00

6.7 Day houses

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

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

Website

www.up.ac.za/day-houses

6.8 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 essential 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. The faculty house also serves as a link with the Class Representative System in the faculty.

Website

www.up.ac.za/student-life/article/259314/faculty-houses

6.9 Study methods and study advice

Study methods

Several academic development programmes are available to assist students who need to improve necessary 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 necessary skills required for academic success and 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 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 Student Service Centre. If you prefer professional academic testing, kindly contact the counselling psychologist at the Student Counselling Unit to make an appointment.

Contact information

Tel +27 (0)12 420 2333
Email studentcounselling@up.ac.za
Address Student Centre
 (Next to TuksFM)



7. Student Computing Services



7.1 Overview

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

Students requiring remote support while working from home can access our services at www.up.ac.za/it-services/article/2891993/student-computing-services.

Support with personal computing devices/laptop support for students

The Student IT Hub focuses on assisting students with technical problems and software-related enquiries regarding their personal devices.

Location Student Centre (Rooms 1-10 and 1-11), Hatfield Campus

Email studentithub@tuks.co.za

Microsoft Office 365 for students

The University of Pretoria has made Microsoft Office 365 available free of charge to all registered students. To download and install the software, please consult the guide available at www.up.ac.za/media/shared/373/ZP_Files/microsoft-office-guide_final.zp189641.pdf

7.2 Computer facilities

Many computer facilities are available to students at all campuses and residences, as well as at the various UP libraries. Inside each computer facility, there is a support service desk where a student can seek assistance if required.

The services are available during the respective facility operating times and include the following:

- Login enquiries
- UP Student Portal and clickUP enquiries
- Student email enquiries (TUKS Gmail enquiries)
- Wireless network setup and enquiries
- Printing enquiries
- Software support for students from specific departments



7. Student Computing Services

Please refer to the table below for a summary of our facilities and the services offered:

Facility name	Services offered	Building	Contact details
Open Lab	<ul style="list-style-type: none"> Computer facility offering open access to any registered UP student User account and password support for UP Student Portal; ClickUP; Gmail 	IT Building – Hatfield Campus	openlabshatfield@up.ac.za
Informatorium	<ul style="list-style-type: none"> Classroom computer access and software support for students from the School of IT and the Department of Statistics 	IT Building – Hatfield Campus	up.informatorium@up.ac.za
Mining Engineering Study Centre	<ul style="list-style-type: none"> An open-access facility dedicated to students from the Department of Engineering Provides software support and 3D printing facilities to engineering students 	Engineering Building I – Hatfield Campus	studycentre.helpdesk@up.ac.za
Engineering Labs	<ul style="list-style-type: none"> Classroom computer access for engineering students. 	Natural Sciences Building II – Hatfield Campus	englabs.helpdesk@up.ac.za
IT Labs	<ul style="list-style-type: none"> Support for students enrolled in AIM Provides classroom facilities to other departments 	Technical Services Building – Hatfield Campus	itlabs@up.ac.za
Groenkloof IT Labs	<ul style="list-style-type: none"> IT facilities and software support for students studying on Groenkloof Campus 	Aldoel Building – Groenkloof Campus	gkithelp@up.ac.za
Veterinary Sciences IT Labs	<ul style="list-style-type: none"> IT facilities and software support for students studying at Onderstepoort Campus 	Arnold Theiler Building – Onderstepoort Campus	oplabs@up.ac.za
Medical Sciences IT Labs	<ul style="list-style-type: none"> IT facilities and software support for students studying at Prinshof Campus 	HW Snyman Building – Prinshof Campus	prinshofit@up.ac.za
Mamelodi IT Labs	<ul style="list-style-type: none"> IT facilities and software support for students studying at Mamelodi Campus 	Computer Centre – Mamelodi Campus	mams@up.ac.za
Residence IT Labs	<ul style="list-style-type: none"> IT support for students at the various UP residences 	Located in each individual residence	itres@up.ac.za
Library Computing	<ul style="list-style-type: none"> Support for students making use of the various library facilities 	Located in each library facility	librarycomputing@up.ac.za

Consult your timetable booklet for detailed information on practical sessions that may be scheduled in the Student Computing Services labs.





7. Student Computing Services

7.3 Student IT Helpdesk

Contact information

Student IT Helpdesk

Tel +27 (0)12 420 3837

Email studenthelp@up.ac.za

Office hours Mondays to Fridays: 07:00–16:30

Note: When using the UP network and infrastructure, all official UP policies apply, including the Code of Conduct in the Computing Services Environment and the Policy on the Acceptable Use of Computing Resources. This includes connections via the UP wireless and cabled network from the library, computer facilities, residences and any other building or open area on a UP Campus. The viewing and/or downloading of pornographic or copyrighted material (including media items, movies and software) is strictly forbidden and may lead to disciplinary action.

7.4 Access to UP computer systems

UP Student Portal

As a conditionally 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 UP Student Centre.

For help accessing the UP Student Portal, visit www1.up.ac.za/uplogin/faces/docs/UPPortal-Help-UPLogin.pdf or click on 'Need help' on the UP Student Portal login page.

ClickUP

The University's online learning management system is known as clickUP. The clickUP portal will give you access to your modules. 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
- Notifications
- Calendar, What's new?, Needs attention, To do

Note: Semester and final-year marks are only available on the UP Student Portal.

UP Student Centre

On the Student Centre (self-service), you will find information about the following:

- Student Academic Readiness Survey Report
- All registered modules (proof of registration)
- Academic results and records (academic record)
- Personal biographical information (eg email address for student account)
- Quotations
- Discount for early payment
- 50% amount payable 30 April
- Student financial information
- Student account and query logging
- Financial aid application and information
- To-do list (outstanding documentation)

- Online registration
- Communication
- Uploading of supporting documents
- Acceptance or rejection of the application

7.5 Self-service password functionality

This service provides a procedure for users to set up or change their UP Student 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 access to all your personal information.

Students are advised to set up challenge questions that may be used to reset their passwords themselves should they forget or lose a password. Self-help guides are available at www.up.ac.za/students/article/2745903/self-help-guides.

7.6 Instructions for new users of the UP Student Portal

- Go to www.up.ac.za. Click on 'My UP Login'.
- Click on the 'New users' link on the UP Student Portal login page.
- Log in with your username, which is 'u' followed by the 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.

Contact information

Tel +27 (0)12 420 3837

Email studenthelp@up.ac.za

7.7 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 UP computer access account and will be monitored.

Note: When using the UP network and infrastructure, all official UP policies apply, including the Code of Conduct in the Computing Services Environment and the Policy on the Acceptable Use of Computing Resources. This includes connections via the UP wireless and cabled network from the library, computer facilities, residences and any other building or open area on a UP campus. The viewing and/or downloading of pornographic or copyrighted material (including media items, movies and software) is strictly forbidden and may lead to disciplinary action.

Students must familiarise themselves with the policy on the acceptable use of computing resources: www1.up.ac.za/cs/groups/public/@public/documents/document/chby/mde3/~edisp/uppr017218.pdf



7. Student Computing Services

7.8 Tuks Google account

All registered students have free access to and use of the Internet on all campuses and in all residences. All registered students have a UP-enabled email service hosted by Google as TUKS Gmail: ...@tuks.co.za. This TUKS Gmail account is used as one of the official channels of communication with students, and, once activated, will be available for life.

The Google services include spam protection, unlimited mailbox space, a powerful search tool and the ability to send attachments of up to 20 MB in size. The Google Apps Education Edition includes applications such as Google Photos, Google Drive, Google Calendar, Google Hangouts and Google Docs.

If you already have a personal Gmail account, your personal and TUKS Gmail account will be independent of each other. Your personal account has, for example, the format 'username@gmail.com' while your TUKS account has the format of 'u12345678@tuks.co.za'.

For more information on your Tuks Google account, please refer to our Gmail user guide at www.up.ac.za/media/shared/373/ZP_Files/tuks-gmail-account-guide_feb-2020.zp190797.pdf

7.9 TuksPrint

The TuksPrint service is a quick and convenient system that enables students to manage all their printing, copying and scanning needs online from one unique print account.

Konica Minolta South Africa (KMSA) has been contracted to provide multifunction devices (MFDs) on all our campuses with advanced functions to print, copy and scan documents with a single-solution print, billing and release software system (Y Soft), which replaces the previous Phonet and P-counter billing systems. This combined multifunction printing and management system for UP students is called TuksPrint.

TuksPrint features

- TuksPrint is a web and mobile-enabled system, allowing you to submit and manage print jobs and manage your printing account from your smart mobile device or Internet-connected workstation computer.
- TuksPrint 'pay-per-page' is a prepaid system. Your TuksPrint account will only be debited for pages printed, copied or scanned.
- TuksPrint 'secure-release': Use your unique PIN (personal identification number) and your student card at a specific TuksPrint MFD to ensure that only you will be able to retrieve your print jobs from that device.
- TuksPrint is available on all UP campuses. The same functionality is available at any of almost 200 MFDs on all the campuses. You can print wherever you find a TuksPrint-linked MFD to enjoy simple and easy 'follow me' functionality (see maps).
- TuksPrint informs you of every action in your printing account by email (eg deposits, scan jobs, print jobs, etc).
- TuksPrint is quick and convenient.

Contact information

Website www.up.ac.za/tuks-print



7.10 Wi-Fi network

All registered students have free access to and use of the wireless Internet on all campuses and in all residences. The University foresees expanded Wi-Fi 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.



Contact information and connectivity support

Staff members and visitors

ITS Helpdesk +27 (0)12 420 3051
Email help@it.up.ac.za

Students

ITS Helpdesk +27 (0)12 420 3837
Email studenthelp@up.ac.za

Wi-Fi network

Email upwireless@up.ac.za
Website www.up.ac.za/up-wireless-network
Wi-Fi www.up.ac.za/up-wireless-network/article/261966/using-wireless



8. Sport

8.1 Introduction

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 Hillcrest Campus 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 sporting and academic career.

Contact information

Tel +27 (0)12 420 6060

Fax +27 (0)12 420 6095

Email sportinfo@up.ac.za

Website www.up.ac.za/tuksport

8.2 Sports clubs

Sport	Contact information	Sport	Contact information
TuksAthletics	Danie Cornelius Tel +27 (0)12 420 6080 Email danie.cornelius@up.ac.za	TuksNetball	Lifaletu Khumalo Tel +27 (0)12 420 6081 Email lifa.khumalo@up.ac.za
TuksAquatics: lifesaving, swimming, triathlon, underwater hockey and water polo	Neressa Houtman Tel +27 (0)12 420 6075 Email tuks.aquatics@hpc.co.za	TuksRowing	Xilia Dreyer Tel +27 (0)12 420 6122 Email xilia.dreyer@up.ac.za
TuksHockey	Kgothatso Maboea Tel +27 (0)12 420 6170 Email kgothatso.maboea@up.ac.za	TuksRugby	Ansie du Plessis Tel +27 (0)12 420 6066 Email ansie.duplessis@up.ac.za
Assupol TuksCricket	Blanche Conradie Tel +27 (0)12 420 6124 Email blanche.conradie@up.ac.za	TuksSquash	Alex Verhage Tel +27 (0)12 420 6109 Email tukssquash@up.ac.za
TuksFootball	Boitumelo Lekalakala Tel +27 (0)12 420 6001 Email boitumelo.lekalakala@up.ac.za	TuksTennis	Makgotso Moloantoa Tel +27 (0)12 420 6083 Email tukstennis@up.ac.za
TuksGolf and PGA Golf Academy	Neil van Vliet Tel +27 (0)12 420 6888 Email neil.vanvliet@hpc.co.za	Recreational sport: TuksBasketball, TuksChess, TuksCycling, TuksKarate, TuksTaekwondo and TuksVolleyball	Sibongile Maswanganye Tel +27 (0)12 420 6061 Email sibo@up.ac.za
TuksGymnastics	Christine van Wyk Tel +27 (0)12 420 6014 Email admin.gymnastics@up.ac.za	Specialised and individual sports: TuksArchery, TuksBadminton, TuksFencing, TuksJudo, TuksTrampoline and TuksWrestling	Ilze Wicksell Tel +27 (0)12 420 6135 Email ilze.wicksell@up.ac.za
TuksAikido, TuksCanoe, TuksCueSport, TuksESport, TuksExploratio, TuksUltimate, TuksYachting	Letladi Lekolwane Tel +27 (0)12 420 6173 Email letladi.lekolwane@up.ac.za		



8. Sport

8.3 Sports bursaries

Sports bursaries, subject to conditions as determined by each club's criteria, are available to sports achievers who obtained at least provincial colours in the selected sport and are full-time, bona fide registered students at the University of Pretoria. These students are expected to participate actively in this sport for a TuksSport Club while studying at the University. A bursary can be awarded to an applicant for only one sports code. Applications must be submitted between 30 June and 31 August of the year preceding commencement of study. Application forms are not published online but can be requested via email. TuksSports bursary applications are handled separately from normal UP bursary applications and should be submitted only to the email address provided. To find out more about our sports bursaries, visit the TuksSport website (www.up.ac.za/tuksport).

Contact information

Tel +27 (0)12 420 6060
Email riekie.labuschagne@up.ac.za
Website www.up.ac.za/tuksport

8.4 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, situated on the Hillcrest Campus of the University of Pretoria, offers a unique combination of world-class training facilities, medical services, accommodation and hospitality, nutritional and scientific expertise and research, which has earned this Centre a reputation of excellence and success, both locally and internationally. These facilities attract a steady flow of international athletes, as well as local sporting bodies for training camps and specific team preparation. The hpc has become the preferred location for Team South Africa pre-departure camps and the centre of choice for specialisation for

a significant number of national federations. Within this sporting environment, the Sport Academy Programme initiative has been endorsed by several national and international sporting federations on numerous occasions.

Traditionally many African sports federations have enrolled their talented athletes in the Academy Programme. Athletes from Zimbabwe, Mozambique, Namibia, Kenya, Zambia and Botswana frequently spend time at the hpc while preparing to compete on the global stage.

Contact information

Tel +27 (0)12 484 1700
Fax +27 (0)12 484 1701
Email info@hpc.co.za
Website www.hpc.co.za

8.5 TuksSport High School

TuksSport High School is an independent school for boys and girls from Grade 8 to 12. This specialised school allows current and potential high-performance athletes to train and travel internationally while remaining in school. TuksSport High School offers learner athletes a unique opportunity to live out their passion for sport in a distinctive and supportive sporting milieu created by the hpc and the University of Pretoria.

Contact information

Stephanie Hibbert
Tel +27 (0)12 484 1792
Email stephanie.hibbert@hpc.co.za

Regina Malope
Tel +27 (0)12 484 1780
Email regina.malope@hpc.co.za

Di Reid-Ross
Tel +27 (0)12 484 1786
Email di.reid-ross@hpc.co.za





9. Transport and Parking

9.1 Parking and traffic

Hatfield Campus

Undergraduate students may park in the designated areas surrounding the Hatfield Campus. Parking is minimal. The Tshwane Metro Police Department issues fines whenever students park illegally on sidewalks. The University cannot take any responsibility for these fines.

Honours and master's students may park on campus from 14:00, and doctoral students may do so at any time. A parking disc must be obtained online via the UP Student Portal. Parking is not allowed on reserved and undercover parking bays. Parking is allowed over weekends.

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

- Corner of Burnett and Festival streets (H17)
- Corner of Herold Street and Duxbury Road (H29)
- Corner of Herold Street and Lynnwood Road (H30)
- Corner of Hilda Street and Duxbury Road (no parking code as yet)

The above areas are enclosed and are patrolled by security officers of the Department of Security Services. To gain access to these areas, students must produce a valid student card at the gate. All students may park on the Hatfield Campus from 16:30 on weekdays and full day during weekends unless directed otherwise. A student card must be presented.

Engineering 3 Parkade (Hatfield Campus)

The Engineering 3 Parkade is only accessible from the entrance situated on 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 using a credit card at an automatic payment station. A prepaid credit system is available, and students can open an account at the Katanga Parking Management control room on level 2 of 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.

Onderstepoort, Groenkloof, Mamelodi and Prinshof campuses

Students at the Onderstepoort, Groenkloof, Mamelodi and Prinshof campuses apply for parking discs at their specific campuses and are allowed to park on the campus full-time. Parking is not allowed in reserved and undercover parking bays.

Parking for residence students

Qualifying residence students may park in the paid parking areas at the residences. There are a limited number of parking bays available. Students should apply through their student portal. All parking applications for parking at the residences are submitted to and allocated by the relevant Residence House Committee member responsible for administration.

Parking for students with disabilities

Students with permanent physical disabilities may apply for parking discs at the Parking Division in the Student Service Centre.

Note: A written motivation from your doctor must be submitted along with your application.

Contact information

Retha Labuschagne

Tel +27 (0)12 420 5172

Email accesscontrol.ssc@up.ac.za

9.2 Bus services

Public bus services

www.tshwane.gov.za/sites/residents/TshwaneBusServices/Pages/default.aspx

Gautrain bus route downloads

www.gautrain.co.za/commuter/bushowtouse

University of Pretoria bus services

- Bus timetables are available on ClickUP.
- Bus services are available for use by registered UP students and staff members and are free of charge.

Note: Examination bus schedules differ from the regular academic bus schedules.

The following bus services are supplied

Residence bus services: The University provides bus services between most residences and campuses, except where residences are situated within walking distance of the campus.

- GR01—Groenkloof and Hatfield Campus
- HR01—Hillcrest residences to Hatfield Campus
- FP01—Flowers Edge to Prinshof Campus
- HP01—Hippokrates to Prinshof Campus
- PH06—Curelitzia to and from Hatfield Campus

Bus services for academic purposes:

- MP01—Mamelodi Campus Staff Shuttle Service
- MS01—Mamelodi Campus from Hatfield Campus
- PH01—Prinshof Campus and Hatfield Campus Shuttle
- PH02—First-year Nursing Prinshof to Hatfield
- PH03—First-year BCMP Prinshof to Hatfield
- PK01—Prinshof Campus to Kalafong Hospital
- PT01—Prinshof Campus to Tembisa Hospital
- PH04—BSc Medical Science Hatfield Campus to Prinshof Campus
- HS01—Sunnyside and Arcadia bus service
- OH01—Onderstepoort Campus to Hatfield for AIM
- PW01—Prinshof Campus to Weskoppies Hospital
- PM02—Prinshof Campus to 1 Military Hospital
- GS01—Groenkloof to Sunnyside and Arcadia

Park-and-Ride bus services

- PR01—Hillcrest Campus Park-and-Ride
- GR01—Groenkloof Campus and Hatfield Campus

Contact information

Tel +27 (0)12 420 2530/3900

Email ina.brits@up.ac.za
cornelia.basson@up.ac.za



9. Transport and Parking

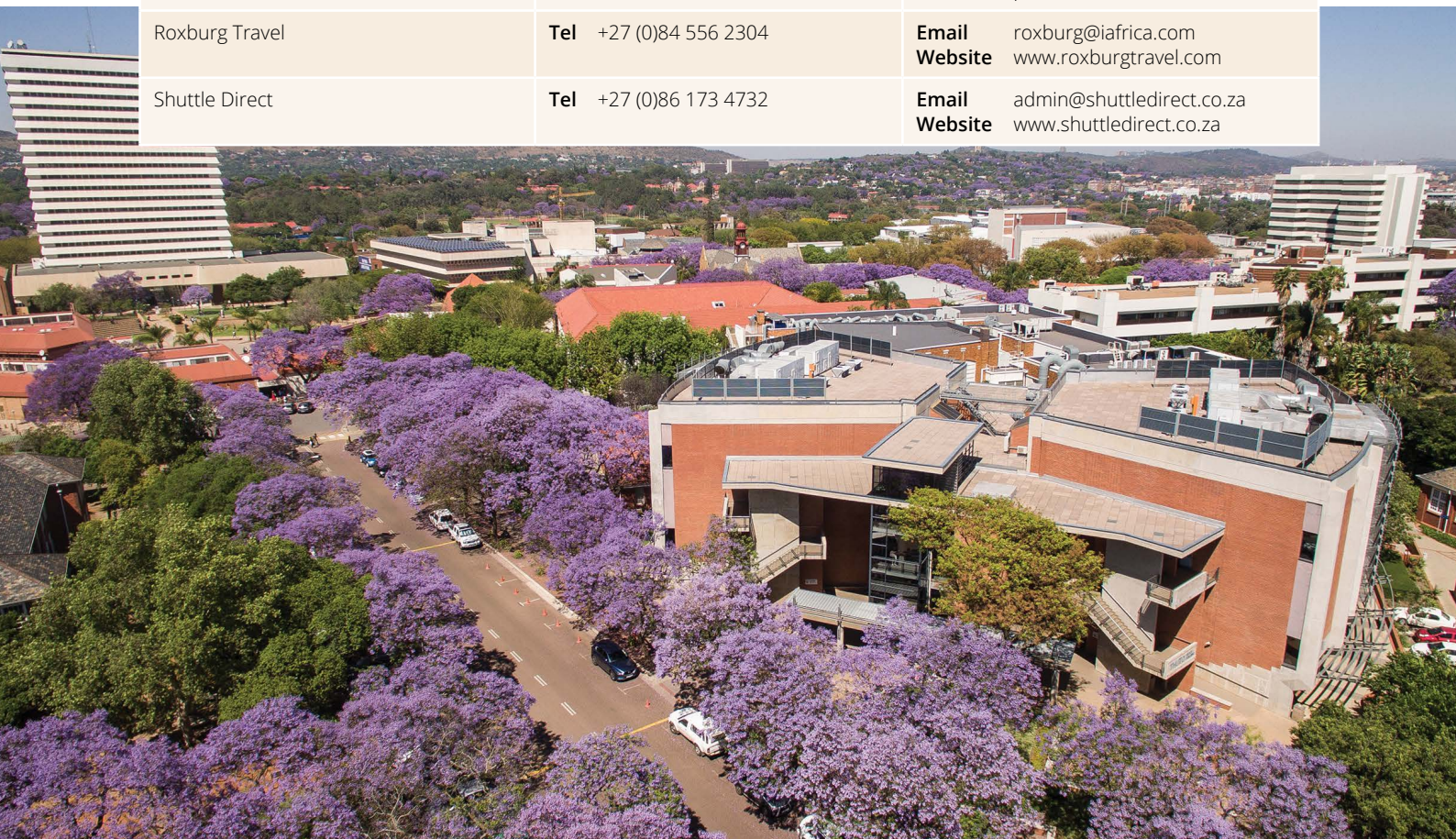
9.3 Travel agents

Travel agent	Telephone number	Email and/or website
Atlantis Corporate Travel	Tel +27 (0)11 656 1000/0809	Email archiem@atlantiscorporate.co.za
XL Glenwood Travel (Lynnwood Road)	Tel +27 (0)12 348 8131 or +27 (0)12 941 9900 +27 (0)82 535 7019 (emergency)	Email jolien@glenwoodtravel.co.za
Travel with Flair	Tel +27 (0)12 424 3300	Email melanier@twf.co.za maritza@twf.co.za
Club Corporate Travel	Tel +27 (0)11 760 1660 or +27 (0)84 519 1645	Email upbookings@clubtravel.co.za

9.4 Shuttle services

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

Travel agent	Telephone number	Email and/or website
Gautrain Your first consideration should be to make use of the Gautrain.	Tel +27 (0)800 428 87246	–
Airport Link	Tel +27 (0)11 792 2017	Email bookings@airportlink.co.za Website www.airportlink.co.za
Ulysses Tours	Tel +27 (0)12 653 0018	Email ulysses@lantic.co.za Website www.ulysses.co.za
Xpert Shuttle	Tel +27 (0)12 807 7312	Email info@xpertshuttle.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
Shuttle Direct	Tel +27 (0)86 173 4732	Email admin@shuttledirect.co.za Website www.shuttledirect.co.za





10. General Services

10.1 Career Services Office

The Career Services Office is a division in the Department of Enrolment and Student Administration (DESA) of the University of Pretoria, located in the Old Chemistry Building on the Hatfield Campus. It is a centre of support to equip UP students and graduates with employability skills needed to be successful in the world of work.

Students need more than a degree to be successful. In preparing students to enter the world of work, the Career Services Office offers the following: CV and cover/motivational letter writing, interview preparation and job searches/applications. It also organises various career fairs and events as well as specific company graduate recruitment events where students can interact with employers on a face-to-face basis and enquire about their job offerings. Employers partner with the Career Services Office to advertise their graduate recruitment opportunities, which may include internships, learnerships, and vacation work. All these opportunities are advertised via the online platform called TuksCareers, accessible via the Student Portal.

There is an increasing demand for graduates who reflect the attributes, capabilities and dispositions required to perform optimally and be successful in any job. The work-readiness initiative called 'Ready for Work', which consists of four short modules, is designed in conjunction with Enterprises UP and is available on clickUP. The course helps students become more employment-ready so that they can quickly integrate into the workplace with the necessary confidence, knowledge and skills, by being 'career-fit'.

Contact information

Tel +27 (0)12 420 6438
Email careerservices@up.ac.za
Address Old Chemistry Building
 Room 1-6

10.2 The Centre for Sexualities, AIDS and Gender (CSA&G)

The CSA&G works closely with the University in its response to HIV, sexualities and gender, engages in research and teaching and runs community projects. It also contributes to institutional transformation initiatives, with a vision of using HIV and AIDS as both a lens and springboard in "understanding power, exploring diversity, examining difference and imagining inclusivity".

Just Leaders social justice volunteer programme

The CSA&G runs a comprehensive youth leadership and active citizenship programme, Just Leaders, with a focus on building a movement of active citizen student leaders that promote social justice, critical consciousness and inclusive practices at the University of Pretoria, and supporting similar movements at partner universities in the region. It addresses various forms of marginalisation, including race, gender, sexuality, class and ability. The programme equips students with skills to conduct research and advocacy, has community outreach and regional components, and includes support around gender, sexualities and HIV.

To volunteer for this programme, please contact

Duke Raseboppe
Tel +27 (0)12 420 5890
Email duke.raseboppe@up.ac.za
Address First floor, Akanyang Building, Hatfield Campus



Addressing sexual and gender-based violence

The CSA&G, with the Transformation Office at UP, runs anti-sexual harassment workshops, seminars and talks, working closely with student leadership structures across UP. It also houses the #SpeakOutUP student office, which offers basic support and guidance to students who may have concerns or queries about sexual harassment and gender-based violence.

To volunteer for this programme, please contact

Vuyisa Mamanzi
Tel +27 (0)12 420 5390
Email vuyisa.mamanzi@up.ac.za
Address First floor, Akanyang Building, Hatfield Campus

HIV counselling and testing (see also section 6.3)

The HIV counselling and testing service for UP students is a collaboration of Student Health Services and the Centre for Sexualities, AIDS and Gender (CSA&G). This free service offers students professional HIV testing with pre- and post-test counselling. It is offered both at Student Health Services and at the offices of the CSA&G (the testing service at the CSA&G offices is available to all UP-staff members as well). Students who test positive receive medical and emotional support (from the UP Clinic, the CSA&G and the Division of Student Support) and, where necessary, can access antiretroviral treatment at Tshwane District Hospital. All information is treated with the utmost confidentiality.

For information on HIV testing at the CSA&G, please contact

Sr Dipontseng Kheo
Tel +27 (0)12 420 4391
Email dipontseng.kheo@up.ac.za
Address First floor, Akanyang Building, Hatfield Campus

This testing and counselling are offered by student volunteers of the CSA&G who have been trained as lay counsellors (Befrienders) – they conduct the counselling and the test itself, under the guidance and mentorship of trained staff, including a nursing sister.

To find out more about being selected and trained as a Befriender please contact Chris Joubert on +27 (0)12 420 5190 or chris.joubert@up.ac.za or visit the CSA&G reception on the first floor of the Akanyang Building, Hatfield Campus.

Contact information

Tel +27 (0)12 420 4391
Email info@csagup.org
Website www.csagup.org
Address First floor, Akanyang Building, Hatfield Campus



10. General Services

10.3 Campus shops

Shop	Contact information
UP Shop The core business of the UP Shop is to sell an authentic UP-branded clothing range to students, academics, parents and visitors. Its range of items includes t-shirts (long and short-sleeve), jackets, hoodies, sleeveless body warmers and caps. It also stocks UP-branded promotional items for faculties and individual orders. The UP Shop partners with Vida e Caffè , which sells refreshments and light meals.	Tel +27 (0)83 788 1467 (Johan Smith) Email johan.smith@hpc.co.za Tel +27 (0)82 415 2556 (Pieter Strobos) Email pieter@outdoorsport.co.za Address Akanyang Building (previously Huis en Haard), Hatfield Campus
Bookmark The campus bookshop, Bookmark is located on the Hatfield, Groenkloof, Mamelodi and Prinshof campuses. Bookmark strives to stock all the prescribed books, most recommended textbooks, as well as contemporary books, stationery, gift wrap, files and cards.	Tel +27 (0)12 420 5684 (Groenkloof) +27 (0)12 362 4420 (Hatfield) +27 (0)12 842 3553 (Mamelodi) +27 (0)12 319 2204 (Prinshof) Email info@bookmark.co.za Website bookmark.co.za Address Student Centre, Hatfield Campus Office hours Mondays to Fridays, 08:00–17:00 Saturdays, 08:00–13:00 Sundays and public holidays, Closed
Hatfield Campus Student Copy Centre Students may visit the Copy Centre for photocopying, printing, binding, laminating and sending faxes.	Tel +27 (0)12 420 2210 Address Student Centre, Hatfield Campus Libraries on all University campuses Office hours Mondays to Fridays, 07:30–16:00
Student IT Hub The UP laptop support team is housed here and available to handle your queries.	Tel +27 (0)12 420 4726 Email studentithelp@tuks.co.za Address Office 1-10 and 1-11, Student Centre, Hatfield Campus Office hours Mondays to Fridays, 08:30–16:00

10.4 Dining halls and payment for meals

There are a variety of restaurants and coffee shops on UP Campuses, which operate on a cash basis, but meals are also provided in the following ways. **Day students** (ie non-residence students) may make use of following dining halls:

- **Hatfield Campus:** Monastery Hall (next to the UP Chapel)
- **Groenkloof Campus:** Groenkloof dining hall
- **Prinshof Campus:** Curelitzia dining hall
- **Onderstepoort Campus:** OP Village dining hall

Payments can be made via EFT or at the cashiers in the Student Service Centre. This will allow you to book for meals and purchase food items using your student card. The meal system is centralised. Students do not need to transfer funds between dining halls. Payments made by day students at Groenkloof Campus, can be utilised both at the Groenkloof dining hall and at Monastery Hall.

For **residence** students, an amount, which can be used for meals at the specific residence's dining hall is debited in advance against your student account. Once this amount is depleted, students can pay in additional money in one of the following ways:

- Deposit money at the **cashiers** on campus. Be sure to indicate that the payment being made is for meals.
- Make a **deposit or EFT transfer** into UP's ABSA or Standard bank account using your student number as reference.
- **Note:** you need to **notify us** that you have made a payment for meals by sending an email to: ssc@up.ac.za. Include your personal particulars and student number.
- Should there be a **credit balance** on your student account, you can request Student Accounts to transfer a certain amount on your card for meals, by sending an email request to ssc@up.ac.za, or visit Student Accounts division in the Student Service Centre.

Note: Payments made at the cashiers will be activated on the same day, but EFT and other payment options take longer to reflect on your student account.

Contact information

Tel +27 (0)12 420 3111

Email ssc@up.ac.za



10. General Services

10.5 Food outlets

Note: There are coffee kiosks in the Law Building and the Merensky 2 Library on the Hatfield Campus.

Food outlet	Contact information
Adlers	Tel +27 (0)12 362 8854 Address Akanyang Building (previously Huis en Haard), Hatfield Campus
Adlers	Tel +27 (0)12 842 3577 Address Arena Building, Mamelodi Campus
Adlers Kiosk	Tel +27 (0)12 362 8854 Address Law Building, Hatfield Campus
Artisan Coffee bar and Kiosk	Tel +27 (0)12 420 2854 Address Next to the Rautenbach Hall (below the Aula), Hatfield Campus
Big Als	Tel +27 (0)12 362 1171 Address Student Centre, Hatfield Campus
Campus Halaal Foods	Tel +27 (0)76 939 7300 Address Student Centre, Hatfield Campus
Coffee Buzz	Tel +27 (0)12 362 5262 Address Student Centre, Hatfield Campus
CPR Café	Tel +27 (0)12 329 1612 Address HW Snyman Building, Prinshof Campus
Crisp Health Cafe	Tel +27 (0)12 356 3031 (Prinshof Campus) +27 (0)12 373 0200 (Kalafong) +27 (0)12 529 8254 Onderstepoort Lesedi Complex Address Tšwelopele Building, Prinshof Campus Klinikala Building, Kalafong
EDS Express	Tel +27 (0)12 460 5595 Address Letlotlo Building, Groenkloof Campus
Electro Media	Tel +27 (0) 74 211 9999 Address Student Centre, Hatfield Campus
Groenkloof Hub	Tel +27 (0)12 420 5611 Address Building No 10, Groenkloof Campus
Haloa Coffee Shop Hatfield Campus	Tel +27 (0)12 420 4992 Address Engineering Tower, Hatfield Campus
Haloa Coffee Shop Groenkloof Campus	Tel +27 (0)12 420 5962 Address Opposite Aldoel Building (next to Bookmark), Groenkloof Campus
Haloa Coffee Shop Prinshof Campus	Tel +27 (0)12 319 2376/+27 (0)60 654 8480 Address Opposite Aldoel Building (next to Bookmark), Prinshof Campus
Lucky Bread	Tel +27 (0)72 721 0878 Address Student Centre, Hatfield Campus
Piazza Foods	Tel +27 (0)12 362 3128 Address Student Centre, Hatfield Campus
Pure Café	Tel +27 (0)10 021 0281 Address Building 18, Old Club House, Hatfield Campus
Steers Tukkies	Tel +27 (0)12 420 3242 Address Next to the Rautenbach Hall (below the Aula), Hatfield Campus
Torpedo's	Tel +27 (0)12 362 1171 Address Student Centre, Hatfield Campus
Tenz Express (Minimarket and Light food offering)	Tel +27 (0)72 850 1986 Address Akanyang Building (previously Huis en Haard), Hatfield Campus
Vida e Caffé	Tel +27 (0)82 415 2556 Address Akanyang Building (previously Huis en Haard), Hatfield Campus
Vida e Caffé	Tel +27 (0)82 415 2556 Address Javett Art Square, Hatfield Campus



10. General Services



10.6 UP Museums

The University of Pretoria (UP) Museums actively curate the institution's collections and archives with a view to art conservation, engagement, reinterpretation and research so that the UP community and wider society can enjoy and access our creative spaces. The UP Museums professional staff are members of the South African Museums Association (SAMA), the International Council of Museums (ICOM), University Museums and Collections (UMAC) and the International Committee for Conservation (ICOM-CC). Under the auspices of the UP Executive in the Office of the Registrar, UP Museums render a professional service to the University of Pretoria.

The unique and iconic museum collections are on public display in two historical buildings on the Hatfield Campus. The popular Mapungubwe Gallery, the Mapungubwe Archive and the most extensive local collection of South African and European ceramics can be viewed in the Old Arts Building, erected in 1910. The expansive sculpture gallery exhibiting fine and classical sculptures is situated in the Old Merensky Building, which dates back to 1937. All nine galleries dedicated to the institution's cultural and art collections are open to the Campus community and the general public to engage with, enjoy and appreciate in a university museum setting.

The UP Museums also curate a large and beautiful collection of 20th century and contemporary art, and plans for a dedicated UP Museum Art Gallery, a UP Museum Archive and the expansion of the Mapungubwe Gallery are underway. The UP Museums are linked to the Javett-UP Art Centre further down Tukkies Lane towards the South Campus, where the Mapungubwe National Gold Treasures are on exhibition in the popular new centre dedicated to African art. Recently a museum-beyond-walls initiative was launched in the form of a sculpture art route that explores all the sculptures on the Hatfield Campus. The UP Museums are integrated into the academic programme, yet are social spaces open to students for free and interpretative tours. Planned tours for learners and other visitors to the Campus, as well as special tours for the disabled, are also offered. We take great pride in being a university with exceptional museums.

Contact information

Tel +27 (0)12 420 5181
Tours +27 (0)12 420 2178
Email museums@up.ac.za
Website www.up.ac.za/museums-collections

10.7 The School of the Arts

Music ensembles

Our music ensembles perform world-class concerts in the many theatres and venues on UP's various campuses. In addition to our own performers, these concerts regularly feature musicians from outside the University, thus effectively diversifying the experience we offer to our students and the broader University community. We annually present more than 25 free School of the Arts Lunch-hour Concerts in the Musaion.

Talented students, with or without formal training, can participate in our various ensembles and choirs, which include the UP Camerata, UP Ovuwa Cultural Ensemble, UP Women's Chorale, UP Symphonic Winds (UPSW), Onderstepoort Community Choir (OCC) and University of Pretoria Symphony Orchestra (UPSO).

The UP Youth Choir, UP Children's Choir and UP Brass Band are also affiliated with the School of the Arts.

Contact information

Tel +27 (0)12 420 2495
Email sotarts@up.ac.za

10.8 The Javett Art Centre at the University of Pretoria

The Javett-UP is the ideal venue for academics, students and the broader public to access and appreciate the art of Africa. Like its building, the Javett-UP connects the University of Pretoria to the City of Tshwane via a bridge that spans across Lynnwood Road.

In addition to temporary exhibitions, the Javett-UP houses three permanent collections—the Javett Foundation's collection of 20th-century South African art, the Gold of Africa collection with more than 350 pieces from West Africa and the Mapungubwe Gold, an archaeological collection that is historically and culturally important for South Africa, the southern African region and the world.

Connect with Javett-UP

Tel +27 (0)21 420 3960
Website www.javettup.art
Email connect@javettup.art
Facebook Javett Art Centre at UP
Twitter @javettup
Instagram @javettup
Visiting hours The Javett-UP is open from 10:00–17:00 daily



10. General Services

Entry fees	
Adults	R150
Pensioners	R75
Under 18 years	R50
Under 6 years	Free
UP staff	Free on presentation of a valid UP staff card
University students	Free on presentation of a valid student card
South African Museums Association / SAMA members	Free on presentation of a valid membership card
ICOM members	Free on presentation of a valid membership card
School tours	R25 per learner and R25 per teacher

Free entrance days	
Human Rights Day	21 March
Freedom Day	27 April
International Museum Day	18 May
Africa Day	25 May
Youth Day	16 June
National Women's Day	9 August
Heritage Day	24 September
Day of Reconciliation	16 December

Booking information

- Guided tours must be booked at least 48hrs in advance.
- Tour groups should include at least ten people.
- Contact bookings@javettup.art for bookings.
- General enquiries: connect@javettup.art

Javett-UP physical address

The Javett Art Centre at the University of Pretoria
23 Lynnwood Road
Elandsfontein
Pretoria, 0002

10.9 Legal aid

Services rendered by the University of Pretoria Law Clinic

Attorneys, candidate attorneys and students render a variety of services. These services are, however, only available to individuals who qualify in terms of a means test. Only persons who earn less than R7 000 per month gross and whose asset value does not exceed R350 000, in case of immovable and/or movable assets, are eligible for assistance. The Law Clinic provides much needed legal aid to the indigent, who have very little chance of obtaining these services from private practitioners.

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 (Hatfield office)

Tel +27 (0)12 420 4155
Fax +27 (0)12 362 6216
Email francina.ngidi@up.ac.za
Address 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

Contact information (Hammanskraal office)

Tel +27 (0)12 771 0921/771 0276
Fax +27 (0)12 771 0939
Email moipone.kgoathe@up.ac.za
Website www.up.ac.za/up-law-clinic-home-page/article/23723/contact-us

Address Old BNDC building
 Hammanskraal

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

10.10 Library services

The Department of Library Services is host to a world-class modern academic research library network spread over the six campuses of the University of Pretoria. This service is aligned with the various faculties of the University of Pretoria and comprises 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. Our facilities also make provision for physically disabled students.

The Library's key services include:

- Access to a wide range of print and electronic collections
- Online assistance with assignments for undergraduate students
- An online reference service
- Wireless hotspots
- Search engines for accessing electronic journals, books and databases
- An institutional repository
- A variety of audio-visual materials

Several self-service options are available to our clients, including a self-checkout of library material, self-service information kiosks and a self-service booking system. Clients may also use the 'Library' option on the UP mobile application to search for online information resources, access their library account, renew library material or make general inquiries. Libby, our service robot, also assists staff and students with general library-related questions.

The library also offers additional services, such as:

- Highly specialised information services rendered by information specialists
- Binding of documents (eg theses and journals)
- Digitisation on demand
- Inter-lending (obtaining documents that are unavailable in our library from other libraries)
- Weekly training sessions



10. General Services

The Research Commons on the Hatfield, Groenkloof, Prinshof and Onderstepoort Campuses offer designated spaces where registered master's and PhD students, research fellows and UP staff can conduct their research.

The MakerSpace in the Merensky 2 Library encourages collaboration, creativity and innovation by providing tools and services such as 3D printing, 3D scanning, electronics and various software packages to help students turn their ideas into reality.

Each of these initiatives actively contributes to a world-class learning environment.



Campus libraries and spaces

Basic Medical Sciences and Dentistry Library (Prinshof Campus) Tel +27 (0)12 319 2905 Email myleen.oosthuizen@up.ac.za Address Faculty of Health Sciences Basic Medical Sciences Building 9 Bophelo Road, Gezina	Education Library (Groenkloof Campus) Tel +27 (0)12 420 5559 Email liesl.stieger@up.ac.za Address Media Building cnr George Storrar Drive and Leyds Street Groenkloof
Medical Library (Prinshof Campus) Tel +27 (0)12 356 3181 Email kabelo.kgarosi@up.ac.za Address 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 Address Faculty of Veterinary Science Arnold Theiler Building, Onderstepoort Campus Old Soutpan Road (M35) Onderstepoort
Klinikala Library (Kalafong Academic Hospital) Tel +27 (0)12 373 1031 Email asia.matlala@up.ac.za Address Klinikala Building Klipspringer Road Atteridgeville	Mamelodi Library (Mamelodi Campus) Tel +27 (0)12 842 3566 Email jacob.mothutsi@up.ac.za Address cnr Hinterland Street and Solomon Mahlangu Drive Mamelodi
Merensky 2 Library (Hatfield Campus) Tel +27 (0)12 420 2235/6 or +27 (0)12 420 3150 Mobile +27 (0)66 509 1285 (WhatsApp) Email library.enquiries@up.ac.za Address Department of Library Services Lynnwood Road Hatfield	Music Library (Hatfield Campus) Tel +27 (0)12 420 2317 Email isobel.rycroft@up.ac.za Address Musaion Lynnwood Road Hatfield
Oliver R Tambo Library—Law Library (Hatfield Campus) Tel +27 (0)12 420 6737 Email audrey.lenoge@up.ac.za Address Law Building Lynnwood Road Hatfield	Witbank Library Tel +27 (0)13 653 2342 Email riki.duplessis@up.ac.za Address Witbank Hospital E-Health Centre, Mandela Drive eMalahleni
MakerSpace Tel +27 (0)12 420 2214 Email makerspace@tuks.co.za Address Room 3-14, Merensky 2 Library Department of Library Services Lynnwood Road Hatfield	Special collections Tel +27 (0)12 420 2808 Email nikki.haw@up.ac.za Address Level 5, Merensky 2 Library Department of Library Services Lynnwood Road Hatfield



10. General Services

Campus Library hours

All libraries are closed on public holidays, but operating hours are extended during the examination periods. For more information, visit www.library.up.ac.za/aboutus/hours.htm.

Library	Mondays, Wednesdays and Thursdays	Tuesdays	Fridays	Saturdays	Sundays
Basic Medical Sciences (BMS) and Dentistry	07:00–17:00	08:30–17:00	07:00–17:00	Closed	Closed
Health Sciences Research Commons	07:00–21:00	07:00–21:00	07:00–20:00	08:30–13:00	Closed
Groenkloof	07:30–21:00	08:30–21:00	07:30–20:00	08:30–17:00	09:00–13:00
Groenkloof Research Commons	07:30–21:00	07:30–21:00	07:30–20:00	08:30–17:00	09:00–13:00
Jotello F Soga	07:30–18:00	08:30–18:00	07:30–18:00	08:30–12:30	Closed
Jotello F Soga Research Commons	Open 24 hours				
MakerSpace	07:30–16:00	08:30–16:00	07:30–16:00	Closed	Closed
Mamelodi	07:30–21:00	08:30–21:00	07:30–20:00	09:00–17:00	09:00–13:00
Medical Library	07:00–21:00	08:30–21:00	07:00–20:00	08:30–17:00	11:00–15:00
Merensky 2 Library	07:00–21:00	08:30–21:00	07:00–20:00	09:30–17:00	11:00–15:00
Merensky 2 Library Research Commons	07:00–21:00	08:30–21:00	07:00–20:00	09:30–17:00	11:00–15:00
Music Library	07:30–19:00	08:30–19:00	07:30–16:00	09:00–13:00	Closed
Oliver R, Tambo	07:30–21:00	08:30–21:00	07:30–20:00	08:30–17:00	Closed
Klinikala	07:30–16:00	08:30–16:00	07:30–16:00	Closed	Closed
Special Collections	07:30–16:00	08:30–16:00	07:30–16:00	Closed	Closed
Study Centre	Open 24 hours				

Contact information

Website www.library.up.ac.za
Facebook UP Library Services—www.facebook.com/UPLibraryServices
Twitter @UPLibrary—twitter.com/UPLibrary
Instagram @UPLibrary—www.instagram.com/uplibrary
YouTube UPLibrary—www.youtube.com/user/UPLibrary

10.11 Printing and copying services

Student Computing Services Labs

- Students may make use of the printing facilities in the Student Computing Services Labs.
- Credits are used for printing, photocopying and scanning at the libraries, copy centres and student computing IT facilities.
- Credits can be purchased at any of the copy centre cashiers located on the various campuses.
- Enquiries regarding credits and activations can be made at the copy centres and student computing IT facilities.

Copy Centres

- Purchase credits for printing, photocopying and scanning
- Binding of assignments

Address Student Centre, Hatfield Campus

Library

- To make photocopies or prints, or scan documents in the library, deposit money into your student printing account at the Copy Centre counter in the library or into cash boxes where available (not at the Student Service Centre).
- Clients must register their unique PINs associated with their student printing accounts. You will be prompted for this PIN at the machine from which you want to print, copy or scan. If you have forgotten your PIN, you can reset it on your Printing Portal or ask for assistance at the Copy Centre or the information desk in the library.

Contact information

Tel +27 (0)12 420 3505



11. Security Services

11.1 Emergency numbers

24-hour Operational Management Centre +27 (0)12 420 2310/2760
24-hour Operational Manager +27 (0)83 654 0476

11.2 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 other forms of trauma, are professionally supported.

Crisis line +27 (0)80 000 6428 (toll-free)
UP Counselling Careline +27 (0)80 074 7747

11.3 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 and avoid walking with a cellular phone and/or earphones as it distracts your attention from your surroundings and advertises that you have a device that plays music.
- Take responsibility for your own safety and belongings such as cellular phones and laptops.
- Walk in small groups, rather than alone.

11.4 Use of the Green Route

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

- Hatfield Campus: From the Graffiti wall between the Merensky 2 Library and the Old Chemistry Building
- Prinshof Campus: in front of the HW Snyman Building
- Kalafong Hospital: in front of the Klinikala Building
- The Onderstepoort, Groenkloof and Mamelodi campuses do not have specific points from which the escorts are done. Should you require assistance, contact the 24-hour Operational Management Centre at +27 (0)12 420 2310/2760.
- The Hillcrest Campus: between TuksSport High School and the hpc
- Students who do not have access to a telephone to call the 24-hour Operational Management Centre should go to the nearest UP security official on duty at the gate of their residence to arrange for an escort.

11.5 Lost property

Lost property is handed in, and enquiries can be made at the 24-hour Operational Management Centre (eastern entrance) of the Department of Security Services in the Administration Building on the Hatfield Campus.



12. UP Campus Maps

UP campus maps are available at www.up.ac.za/maps.



University of Pretoria

Private Bag X20, Hatfield, 0028, South Africa

Tel +27 (0)12 420 3111

www.up.ac.za



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