

# InfoGuide: 2022



UNIVERSITEIT VAN PRETORIA  
UNIVERSITY OF PRETORIA  
YUNIBESITHI YA PRETORIA

**Make today matter**

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

**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](http://www.up.ac.za/programmes) > Undergraduate > Guides and Resources.

# Content

	<b>Message of welcome from the Vice-Chancellor and Principal .....</b>	<b>3</b>
	<b>1. University of Pretoria .....</b>	<b>4</b>
	1.1 Campuses and faculties.....	4
	1.2 Student Administration offices.....	5
	1.3 GPS coordinates of campuses.....	6
	1.4 Google maps to our campuses.....	6
	1.5 Important dates 2022 .....	6
	<b>2. Academic matters .....</b>	<b>7</b>
	2.1 Admission (new first-year students).....	7
	2.2 Registration (all students).....	7
	2.3 Student access cards.....	9
	2.4 Discontinuation of studies or modules and changing of programmes and/or modules.....	9
	2.5 Academic records.....	9
	2.6 Travelling abroad .....	9
	<b>3. Financial matters .....</b>	<b>10</b>
	3.1 General financial information .....	10
	3.2 Bursary and loan applications .....	11
	3.3 Special package offer to academic achievers—Fly@UP awards.....	11
	3.4 Other achievement awards .....	12
	<b>4. Accommodation .....</b>	<b>13</b>
	4.1 Accommodation on UP campuses.....	13
	4.2 Alternative accommodation .....	14
	4.3 Accommodation in Pretoria.....	14
	<b>5. International students .....</b>	<b>15</b>
	5.1 International Cooperation Division.....	15
	5.2 Special orientation programme .....	15
	5.3 Immigration clearance .....	15
	5.4 Medical aid cover for study visa holders.....	16
	5.5 Universities South Africa (USAf).....	16
	5.6 South African Qualifications Authority (SAQA).....	16
	<b>6. Student Affairs.....</b>	<b>17</b>
	6.1 Student Counselling Unit.....	17
	6.2 Student Health Services.....	18
	6.3 Disability Unit .....	20
	6.4 Student Governance Unit .....	20
	6.5 Student Development Unit.....	21
	6.6 Student Representative Council (SRC).....	21
	6.7 Day houses .....	21
	6.8 Faculty houses .....	21
	6.9 Study methods and study advice.....	21

Produced by the Department of Enrolment and Student Administration in December 2021.  
Comments and queries can be directed to [ssc@up.ac.za](mailto:ssc@up.ac.za) or **Tel** +27 (0)12 420 3111.

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

# Content



<b>7. Student Computing Services .....</b>	<b>22</b>
7.1 Overview.....	22
7.2 Computer facilities .....	23
7.3 Student IT Helpdesk.....	24
7.4 Access to UP computer systems.....	24
7.5 Self-service password functionality.....	25
7.6 Instructions for new users of the UP Student Portal .....	25
7.7 Internet access .....	25
7.8 Tuks Google account.....	25
7.9 TuksPrint .....	26
7.10 Wi-Fi network .....	26



<b>8. Sport .....</b>	<b>27</b>
8.1 Introduction.....	27
8.2 Sports clubs.....	27
8.3 Sports bursaries and performance support.....	28
8.4 High Performance Centre (hpc).....	28
8.5 TuksSport High School.....	28



<b>9. Transport and parking.....</b>	<b>29</b>
9.1 Parking and traffic .....	29
9.2 Bus services.....	29
9.3 Travel agents.....	30
9.4 Shuttle services.....	30



<b>10. Museums, arts and culture .....</b>	<b>31</b>
10.1 University of Pretoria (UP) Museums.....	31
10.2 The School of the Arts .....	31
10.3 UP GLAM.....	31
10.4 The Javett Art Centre at the University of Pretoria.....	32
10.5 University of Pretoria Archives—a memory bank.....	32
10.6 University of Pretoria Campus tours (UPCT).....	33
10.7 The Manie van der Schijff Botanical Gardens.....	33



<b>11. General services .....</b>	<b>34</b>
11.1 Career Services Office .....	34
11.2 The Centre for Sexualities, AIDS and Gender (CSA&G).....	34
11.3 Campus shops.....	35
11.4 Dining halls and payment for meals.....	35
11.5 Food outlets.....	36
11.6 Legal aid .....	37
11.7 Library services.....	37
11.8 Printing and copying services.....	39



<b>12. Security Services .....</b>	<b>40</b>
12.1 Emergency numbers .....	40
12.2 Crisis line (24 hours) .....	40
12.3 Safety tips.....	40
12.4 Use of the Green Route.....	40
12.5 Lost property .....	40



<b>13. UP Campus maps .....</b>	<b>40</b>
---------------------------------	-----------

## 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 303 273 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. We all have to re-imagine a better future in which we all participate as the University of Pretoria in using higher education to make a substantial contribution to co-creating the continent we want post COVID-19. **We are responding with creative and innovative research and strategies to address and find solutions to the complex issues that the pandemic has exacerbating.**

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](http://www.up.ac.za/career-services) for more information.

Make the most of your journey at UP by ensuring that you are familiar with the many resources to which you have access, and with 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 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 this new environment. We will be with you as you embark on this journey and will 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, and 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
<b>Tel</b>	+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
<b>Email</b>	ssc@up.ac.za		
Crisis line		Emergency numbers	Website
<b>Tel</b>	+27 (0)80 000 6428 (toll-free)	<b>24-hour Operational Management Centre</b> <b>Tel</b> +27 (0)12 420 2310/2760	<a href="http://www.up.ac.za">www.up.ac.za</a> <a href="http://www.virtualcampus.up.ac.za">www.virtualcampus.up.ac.za</a>
		<b>24-hour Operational Manager</b> <b>Tel</b> +27 (0)83 654 0476	<b>Parents' page</b> <a href="http://www.up.ac.za/parents">www.up.ac.za/parents</a>
			<b>Study finance</b> <a href="http://www.up.ac.za/article/2749200/fees-and-funding">www.up.ac.za/article/2749200/fees-and-funding</a>

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





# 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	<a href="http://goo.gl/NkGMVd">http://goo.gl/NkGMVd</a>
Hillcrest Campus	<a href="http://goo.gl/JGdYbq">http://goo.gl/JGdYbq</a>
Groenkloof Campus (Faculty of Education)	<a href="http://goo.gl/CUSK6y">http://goo.gl/CUSK6y</a>
Prinshof Campus (Faculty of Health Sciences)	<a href="http://goo.gl/BD2pNm">http://goo.gl/BD2pNm</a>
Onderstepoort Campus (Faculty of Veterinary Science)	<a href="http://goo.gl/gwjdO9">http://goo.gl/gwjdO9</a>
Mamelodi Campus	<a href="http://goo.gl/zKsCbl">http://goo.gl/zKsCbl</a>
Gordon Institute of Business Science (GIBS)	<a href="http://goo.gl/hNbxPi">http://goo.gl/hNbxPi</a>

## 1.5 Important dates 2022

Description	Dates
Welcome Day for new first-year students	12 February
Orientation programme for new first-year students	14-18 February
Access to UPO, an online academic orientation module for first-year students	Each Faculty's UPO has its own code.
INSYNC first-year concert	19 February
Rag	26 February
First quarter	21 February–11 April
Second quarter	21 April–10 June
Third quarter	25 July–13 September
Fourth quarter	26 September–11 November
Spring Day	14 September

**Note:** The dates above are subject to change. For the most recent information, go to [www.up.ac.za/calendars](http://www.up.ac.za/calendars)



## 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 on your UP Student Centre at [www.up.ac.za](http://www.up.ac.za) > [My UP Login](#) 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 [www.up.ac.za](http://www.up.ac.za) > [My UP Login](#) or watch a video tutorial on 'Completing your online UP Contract' at [www.up.ac.za/juniortukkie](http://www.up.ac.za/juniortukkie) > [Study at UP > UP application process](#). If you want to ensure that you have completed the contract correctly and signed at the correct places before sending us the original document, you can upload it to your UP Student Centre. Instructions on how to upload your contract are available at [www.up.ac.za/media/shared/368/2021/instructions-on-how-to-upload-your-enrolment-contract-for-verification.zp207719.pdf](http://www.up.ac.za/media/shared/368/2021/instructions-on-how-to-upload-your-enrolment-contract-for-verification.zp207719.pdf).
- Admitted and conditionally admitted students are requested to login to the UP Student Portal at [www.up.ac.za](http://www.up.ac.za) > [My UP Login](#) and accept or reject 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](mailto: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.

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

### 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.

**Note:** The last day to register for 2022 will be 21 February 2022.

#### 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](http://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](http://www.up.ac.za/article/2749200/fees-and-funding).



## 2. Academic matters

### 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. For more information, go to [www.up.ac.za/online-registration](http://www.up.ac.za/online-registration).

#### 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 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.

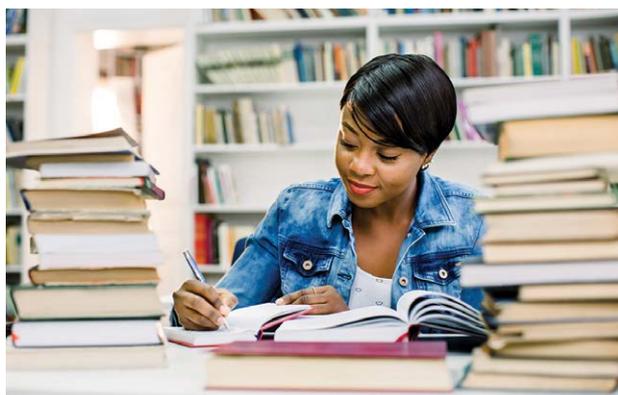
#### You will only be able to register online or on-campus if: \*

- 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](http://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.
- Note that the Student Service Centre cannot issue proof of registration to a student without proof of identification (ID, student card, passport or driver's licence).
- The best way however, to obtain a proof of registration will be to download it free of charge from the UP Student Portal.



### 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](http://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](mailto: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 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.

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. Refer to [www.up.ac.za/online-registration](http://www.up.ac.za/online-registration) for information about the registration venue and dates.
- 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](http://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](mailto: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](http://www.up.ac.za/article/2749200/fees-and-funding) (click on 'Fees', then on 'Module changes and termination of studies') will apply.
- If you wish to change programmes, this can be done by
  - completing a form at the Student Administration Office of the faculty in which you wish to continue your studies;
  - attaching the form to an email and sending it to Student Administration; or
  - 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](http://www.up.ac.za/article/2749200/fees-and-funding) (click on 'Fees', then 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

#### 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](http://www.up.ac.za/article/2749200/fees-and-funding), click on 'Fees', then on 'Family Rebate'.

#### 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](http://www.up.ac.za/article/2749200/fees-and-funding), click on 'Fees', then on '2.5% Discount'.

#### 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](http://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 Finances 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 information', click 'Email Addresses').

#### 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](http://www.up.ac.za/article/2749200/fees-and-funding), click on 'Fees', then on 'Module changes and termination of studies'.

#### 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](http://www.up.ac.za/article/2749200/fees-and-funding), click on 'Fees', then on 'When to pay what'.

#### 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](http://www.up.ac.za/article/2749200/fees-and-funding), click on 'Fees', then 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. For updated information refer to [www.up.ac.za/student-fees/article/2735940/up-bank-details](http://www.up.ac.za/student-fees/article/2735940/up-bank-details).

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](http://www.up.ac.za/article/2749200/fees-and-funding). No cash payments will be possible during registration.

#### UP banking details

The University of Pretoria's banking details are available at [www.up.ac.za/article/2749200/fees-and-funding](http://www.up.ac.za/article/2749200/fees-and-funding), click on 'Fees', then on 'Bank Details'.

#### 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](http://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](http://www.up.ac.za/article/2749200/fees-and-funding), click on 'Funding', then on 'UP managed funding'.

#### 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](http://www.nsfas.org.za) for application dates.
- The NSFAS allocation is awarded as a bursary.
- Students already funded by NSFAS in 2021 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](mailto: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](http://www.up.ac.za/sport) for information on UP sports bursaries
- [www.gostudy.mobi](http://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](mailto: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 2022)

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%	<b>Guaranteed</b> admission to your first or second choice open programme (not applicable to selection programmes) if your application is received not later than <b>1 July</b> of the year preceding commencement of studies.	85%–100%	<b>Guaranteed</b> placement in a UP residence if your application is received not later than <b>1 July</b> 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](mailto:ssc@up.ac.za)

**Website** [www.up.ac.za/student-funding/article/2746337/flyup-assist-1st-year-awards](http://www.up.ac.za/student-funding/article/2746337/flyup-assist-1st-year-awards)



## 3. Financial matters

### Conditions

- Fly@UP Assist First-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 First-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
  - Additional or Alpha 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 at [www.up.ac.za/article/2749200/fees-and-funding](http://www.up.ac.za/article/2749200/fees-and-funding).

### 3.4 Other achievement awards

Award	Amount (for 2021)	Who	Faculty	Application
JuniorTukkie Grade 11 Empowerment Week	R15 000	The 40 learners with the best NSC/IEB or equivalent results who attended the JuniorTukkie Grade 11 Empowerment Week	All faculties except Faculty of Theology and Religion	<ul style="list-style-type: none"> <li>▪ <b>NONE</b></li> <li>▪ Qualifying students will be notified after registration.</li> </ul>
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"> <li>▪ <b>NONE</b></li> <li>▪ Qualifying students will be notified by letter.</li> </ul>
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"> <li>▪ <b>NONE</b></li> <li>▪ Qualifying students will be notified by letter.</li> </ul>
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"> <li>▪ <b>NONE</b></li> <li>▪ The qualifying student will be notified by letter.</li> </ul>

\* 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 can 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 of Pretoria residence.
- Proof of residence can be obtained via the UP Student Portal.

#### Residence Fees

- A student who is admitted to a University of Pretoria residence for the first time must pay a reservation levy within the prescribed period. This amount is communicated in the placement letter.
- Annual accommodation fees cover the academic period only. This excludes all recess periods and early occupation prior to the official move in dates.
- Residence fees for the current year can be found at the following link: [www.up.ac.za/student-fees/article/2736000/residence-fees](http://www.up.ac.za/student-fees/article/2736000/residence-fees)

#### 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](http://www.up.ac.za/student-accommodation)  
[www.up.ac.za/article/2749200/fees-and-funding](http://www.up.ac.za/article/2749200/fees-and-funding)



## 4. Accommodation

### 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](http://www.up.ac.za/student-accommodation/article/256266/private-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 6395/5385	tuksres.guest@up.ac.za

#### Hotels

Accommodation	Telephone number	Website
City Lodge Hatfield	+27 (0)12 423 5000	<a href="http://www.citylodge.co.za">www.citylodge.co.za</a>
City Lodge Lynnwood	+27 (0)12 471 0300	<a href="http://www.citylodge.co.za">www.citylodge.co.za</a>
Court Classique	+27 (0)12 344 4420	<a href="http://www.courtclassique.co.za">www.courtclassique.co.za</a>
Anew Hotel Hatfield	+27 (0)10 007 0000	<a href="http://www.anewhotels.com">www.anewhotels.com</a>
Garden Court Hatfield	+27 (0)12 432 9600	<a href="http://www.tsogosun.com">www.tsogosun.com</a>
Hotel 224	+27 (0)12 440 5281	<a href="http://www.hotel224.com">www.hotel224.com</a>
Hotel at High Performance Centre	+27 (0)12 484 1700/27	<a href="http://www.hpc.co.za">www.hpc.co.za</a>
Hotel@Hatfield	+27 (0)12 364 0300	<a href="http://www.hotelsa.co.za">www.hotelsa.co.za</a>
Sheraton Hotel Pretoria	+27 (0)12 429 9999	<a href="http://www.sheraton.com/pretoria">www.sheraton.com/pretoria</a>
Southern Sun Pretoria	+27 (0)12 444 5500	<a href="http://www.tsogosun.com">www.tsogosun.com</a>
The Courtyard—Hotel Arcadia	+27 (0)12 342 4940	<a href="http://www.citylodge.co.za">www.citylodge.co.za</a>
Protea Hotel Pretoria Loftus Park	+27 (0)12 030 0420	<a href="http://www.proteahotels.com">www.proteahotels.com</a>

#### Guesthouses

Accommodation	Telephone number	Website
137 Murray Street Guesthouse	+27 (0)12 346 5940	<a href="http://www.murray137.co.za">www.murray137.co.za</a>
Bed and Breakfast in Hatfield	+27 (0)12 362 5392	<a href="http://www.bandbhatfield.co.za">www.bandbhatfield.co.za</a>
Brooklyn Place Guesthouse	+27 (0)12 346 7650	<a href="http://www.brooklynplace.co.za">www.brooklynplace.co.za</a>
Brooklyn Guest Houses	+27 (0)12 362 1728	<a href="http://www.brooklynguesthouses.co.za">www.brooklynguesthouses.co.za</a>
Osborne House	+27 (0)12 362 2334	<a href="http://www.osborneguesthouse.com">www.osborneguesthouse.com</a>
The Village in Hatfield	+27 (0)12 362 3737	<a href="http://www.thevillageinhatfield.co.za">www.thevillageinhatfield.co.za</a>



## 5. International students

### 5.1 International Cooperation Division

All international students must upload the necessary immigration documents onto the UP Student Portal. These documents will then be reviewed, and the immigration hold will be lifted before registration. After uploading the documents, please send an email to [isd@up.ac.za](mailto:isd@up.ac.za). Indicate in the subject line: LIFTING OF IMMIGRATION HOLD – STUDENT NUMBER.

### 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](http://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](mailto:isd@up.ac.za)

**Website** [www.up.ac.za/international-cooperation-division](http://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. Upload these supporting documents to the UP Student Portal:

- 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; and

- 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.

#### Visa application information

Study visas must be applied for at a South African embassy, mission, or consulate in your country of origin. Guidance on study visa requirements and application procedures will also be provided by the aforementioned institutions.

If you are currently in South Africa, obtain information on visa applications at:

**Tel** +27 (0)12 425 3000

(Monday to Friday) 08:00 to 12:00 and 13:00 to 17:00

**Email** [info.dhasa@vfshelpline.com](mailto:info.dhasa@vfshelpline.com)

**Website** [www.vfsglobal.com](http://www.vfsglobal.com)

#### Students coming into South Africa for 90 days or less

Students from countries exempt from South African visas for visits to South Africa for 30-90 days or less are **NOT** required to apply for a study visa. In such cases, students will be issued with a temporary residence permit (TRP) or a stamp on arrival

\*Applicants who are not South African citizens



## 5. International students

at the port of entry into South Africa. For a list of visa-exempt countries according to the intended duration of stay (30-90 days) please access the following website: [www.dha.gov.za/index.php/immigration-services/types-of-visas](http://www.dha.gov.za/index.php/immigration-services/types-of-visas).

Students who are not from visa-exempt countries, and who will be in the country for 90 days or less, must apply for a visitor's visa at the South African Embassy in their home country.

### Holders of temporary residence visas

A holder of a valid temporary residence visa issued for the categories mentioned below will be allowed to register and undertake part-time studies with institutions of higher learning, as defined by the Immigration Regulations of the Immigration Act (Act No. 13 of 2002), during the validity period of their respective visas:

- General Work Visa
- Critical Skills Work Visa
- Intra-Company Transfer Work Visa
- Business Visa

This provision allows for part-time study only. The duration of the programme/qualification must not exceed the period of validity of the primary visa.

### Working on a study visa

The holder of a study visa may conduct part-time work, provided that they do not exceed 20 hours of work per week.

### 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.co.za/regulated-entities/medical-schemes-in-south-africa](http://www.medicalschemes.co.za/regulated-entities/medical-schemes-in-south-africa), or one of the two recommended medical cover schemes mentioned below. Membership fees are payable for twelve months in advance.

#### Momentum Health (Ingwe option)

**Tel** +27 (0)12 671 8749 (Centurion office)  
or +27 (0)86 010 2493

**Email** [studenthealth@momentum.co.za](mailto:studenthealth@momentum.co.za)

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

#### Comp Care Wellness Medical Scheme

**Tel** +27 (0)861 222 777

**Email** [info@universal.co.za](mailto:info@universal.co.za)

**Website** [www.compcare.co.za](http://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](mailto:exemptions@usaf.ac.za)  
**Website** [mb.usaf.ac.za](http://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](http://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 (SCU) consists of a highly professional, multi-disciplinary mental health team that includes educational, clinical and counselling psychologists, as well as intern professionals and psychology master's students working under supervision. The unit provides free and confidential psychological services to all registered UP students.

#### What do we offer?

- The SCU 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. Formal psychological services are offered on an appointment basis.
- There are psychologists available on all the UP campuses. Please visit our website for information at [www.up.ac.za/student-counselling](http://www.up.ac.za/student-counselling).
- Learning and academic counselling as well as a cognitive training programme, 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.
- Assessments for concessions due to disability, are offered in collaboration with the Disability Unit.
- Group interventions involve skills development courses and daily peer support group meetings in collaboration with our

mental health partner, the South African Depression and Anxiety Group (SADAG). These groups are run by selected, trained, and monitored group leaders from the student body as well as SADAG counsellors.

- Regular workshops and presentations are provided to assist students in maintaining their well-being and to address issues before they become problems. Specific workshops are presented throughout the year, but student groups and residences can request a particular workshop topic that may suit their needs. Enquire about workshops for your residence or society at [scuworkshops@up.ac.za](mailto:scuworkshops@up.ac.za).
- Our mission is to create a psychologically resilient and emotionally well student body. We offer regular mental health awareness and information campaigns and monthly wellness themes, to promote the importance of mental wellness at UP. This information is accessible on our website.

#### Want to know more?

To read more about our services and mental health offerings, please visit our website at [www.up.ac.za/student-counselling](http://www.up.ac.za/student-counselling).

#### How to get in touch?

To access any of our services please send an email to [studentcounselling@up.ac.za](mailto:studentcounselling@up.ac.za). Please include your student number and cell number with all service requests. Someone will call you back to assess your needs and put you in touch with the correct follow-up service.

The University, in collaboration with SADAG, offers 24-hour dedicated emotional support to students via the official UP Careline. **The number is +27 (0)800 747 747.** You can call this number when you experience a psychological crisis or just want to talk to a counsellor. You can also send an **SMS to 31393** for a call-back. Unlimited telephonic counselling is offered to all registered UP students via the UP Careline, and no appointment is required. Students are also encouraged to visit the SADAG website ([www.sadag.org](http://www.sadag.org)) for more information on mental health matters.



## 6. Student Affairs

### Contact information

#### Hatfield Campus (Central Office)

**Note:** During a lockdown, contact the SCU on [studentcounselling@up.ac.za](mailto:studentcounselling@up.ac.za) as we are operating from a virtual office. Please include your student number and cell number with all service requests.

Dr Hanlé Kirkcaldy (Head: Student Counselling Unit) or Ethel Motlhamme (Receptionist and Administrative Assistant)

**Tel (office hours)** +27 (0)12 420 2333 (please use the email address during lockdown)

**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](mailto:studentcounselling@up.ac.za)

**Address** Student Centre (opposite TuksFM)

Hatfield Campus

**Office hours** 07:30–16:00

#### Groenkloof Campus (online during lockdown)

Ronel du Toit and Alex Norton (Counselling Psychologists)

**Tel** +27 (0)12 420 6240

**Address** Letlotlo Building 1-28

#### Mamelodi Campus (online during lockdown)

Nthabiseng Ramothwala (Counselling Psychologist)

**Tel** +27 (0)12 842 3515

**Address** Itsoseng Clinic  
Administrative/Academic Building (Ground floor)

#### Onderstepoort Campus (online during lockdown)

Dr Malebo Mashaba (Counselling Psychologist)

**Tel** +27 (0)12 529 8377

**Email** [eva.mashaba@up.ac.za](mailto:eva.mashaba@up.ac.za)

**Address** Student Health Services  
Arnold Theiler Building 1-52

#### Prinshof Campus (online during lockdown)

Sikander Kalla (Clinical Psychologist)

**Tel** +27 (0)12 319 3054

**Email** [sikander.kalla@up.ac.za](mailto:sikander.kalla@up.ac.za)

**Address** Tšwelopele Building 3-12

### 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 ([www.who.int](http://www.who.int)) or National Institute for Communicable Diseases ([www.nicd.ac.za](http://www.nicd.ac.za)).

#### COVID-related policies:

[www.up.ac.za/coronavirus-updates/article/2904589/covid-19-related-policies](http://www.up.ac.za/coronavirus-updates/article/2904589/covid-19-related-policies)

**COVID-19 updates:** [www.up.ac.za/coronavirus-updates](http://www.up.ac.za/coronavirus-updates)

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. Visit [www.up.ac.za/coronavirus-updates/news/post\\_2909885-covid-19-incidents-at-up-latest-figures](http://www.up.ac.za/coronavirus-updates/news/post_2909885-covid-19-incidents-at-up-latest-figures).



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.

#### Contact information

To contact the Student Health Services during the COVID-19 pandemic, please send an email to [info.shs@up.ac.za](mailto:info.shs@up.ac.za).

**WhatsApp**

+27 (0)12 420 2500

**Facebook**

[@student.health.up](https://www.facebook.com/student.health.up)

**Website**

[www.up.ac.za/student-health-services](http://www.up.ac.za/student-health-services)

**Email**

[info.shs@up.ac.za](mailto:info.shs@up.ac.za)

**Instagram**

[@student\\_health\\_up](https://www.instagram.com/student_health_up)

**Address**

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



## 6. Student Affairs

### 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 immunisation 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)
- offer free eye testing

### How does the service function?

- Patients book online by sending an email to [info.shs@up.ac.za](mailto:info.shs@up.ac.za) or by telephoning +27 (0)12 420 2500. If necessary, an access letter will be sent to the patient in order to grant them access to the university for their appointment.
- Appointments should also be made for dietary consultation, consultation for pregnancy counselling, eye testing and consultations at the VCT Clinic. These appointments should be scheduled as indicated above.

### Important to remember

- Consultations are currently free of charge, but this is subject to change.
- Phone +27 (0)12 420 2500 or email [info.shs@up.ac.za](mailto:info.shs@up.ac.za) 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.

### Student Health Services Clinics

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



## 6. Student Affairs



### 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  
 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 Student Disciplinary and Advisory Panel (SDAP), and the Constitutional Tribunal. The Unit is also responsible for providing oversight to student societies that register with the SRC on an annual basis, which provides fertile ground for personal and leadership growth.

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. Student Affairs

### 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.

The Unit oversees and manages various student structures which arrange organised student life activities and events. Each of these structures concentrates on different aspects of student life to enhance and add value to the student experience at UP. The Unit follows a carefully thought-out leadership and training programme that concentrates on developing those students who serve as committee members in each of the structures. At the end of their term, these students have developed leadership skills which equip them for the workplace and many of our students also use their skills and experience to become successful entrepreneurs and businesspeople.

Extra-curricular activities are facilitated by student committees such as Student Culture [STUKU], RAG, Student Sport, PDBY, Enactus UP, the Golden Key International Honour Society, day and faculty houses, faculty sub-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](http://www.up.ac.za/student-development)

### 6.6 Student Representative Council (SRC)

The SRC is the highest student governance structure at the University of Pretoria (UP). It manages student matters and represents the student body on the University's decision-making committees and forums. The SRC's main objective is to serve the student body to the best of its ability and to support students as they strive towards academic success. It also coordinates organised student life activities and communicates student needs and interests to the University of Pretoria Management. In order to form part of organized student life at UP, student societies register with the SRC on an annual basis.

#### 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](http://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 sub-houses and the Class Representative System in the faculty.

#### Website

[www.up.ac.za/student-life/article/259314/faculty-houses](http://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](mailto:studentcounselling@up.ac.za)

**Address** Student Centre  
(Next to TuksFM)



## 7. Student Computing Services

### 7.1 Overview

Originally instituted in 1998, the Student Computing Services Division has a proud history of supporting the academic functions of the University of Pretoria. Starting from a small computer room hosting 40 computers, our services have since expanded to almost a hundred buildings, with multiple facilities available on each of our campuses.

Managing and maintaining over 6000 computers, we are proud to host more than two million visitors each year, providing a wide range of technology-based functions to uphold the vision and strategy of each of the faculties we service.

As part of the Unit for Academic IT, our services focus on:

- the provision of computer classroom facilities installed with high-end computer equipment, classroom management systems, audio-visual technologies, and state-of-the-art software packages;
- Computer-Based Testing facilities adhering to the regulations provided for testing centres by a number of certification authorities;
- several open-access computers available at campus or at residence to students requiring computer systems for academic purposes;
- wi-fi access, printing, account support, software installations, and other services for all registered students at all our facilities;
- a dedicated team to provide support to students making use of their own computing devices while studying; and
- recycling stations for paper and electronic devices throughout the facilities.

Our facilities are managed by a team of highly experienced IT Professionals, with an average of 15 years' experience in the field. Additionally, our Student Assistant work programme has provided work experience for thousands of students over the last two decades.

Please visit our web page for more information:

[www.up.ac.za/student-computing-services](http://www.up.ac.za/student-computing-services)

While students are studying from home, our services are available to students requiring remote support. Please view our remote support page at: [www.up.ac.za/it-services/article/2891993/student-computing-services](http://www.up.ac.za/it-services/article/2891993/student-computing-services).

#### Support with personal computing devices/laptop support for students

The student laptop support centre (Student IT Hub) is situated at the Student Centre on the Hatfield Campus. This service has developed since its inception in 2015 to offer dedicated technical and software support for any student who makes use of a personal computing device to manage their studies.

As a supporting function underpinning the services offered by our computing facilities, the team has managed to assist more than 30 000 students with issues ranging from hardware problems and software installations, to access to systems and training for using their devices.

The team focuses on assisting students with personal computing support and works closely with the various scholarship programmes to acquire devices that meet the needs of our students and solving technical problems that students may experience.

#### 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 [https://www.up.ac.za/media/shared/373/ZP\\_Files/microsoft-office-guide\\_final.zp189641.pdf](https://www.up.ac.za/media/shared/373/ZP_Files/microsoft-office-guide_final.zp189641.pdf)

**Email**  
**Website**  
**Location**

studentithub@tuks.co.za  
[www.up.ac.za/laptop-support](http://www.up.ac.za/laptop-support)  
Student Centre (Rooms 1-10 and 1-11)  
Hatfield Campus



## 7. Student Computing Services

### 7.2 Computer facilities

We support and staff several centrally managed computer facilities, located at each UP campus, residence, as well as at the various UP libraries. Inside each computer facility, there is a support service desk where students can find assistance as required.

Our services are available during the respective facility's operating times and include the following:

- login and password assistance
- UP Student Portal and ClickUP enquiries
- student email enquiries (TUKS Gmail enquiries)
- wireless network setup and enquiries
- printing services and support
- software support for students from specific departments

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

Facility name	Services offered	Building	Web Page and Contact details
Open Lab	<ul style="list-style-type: none"> <li>▪ Computer facility offering open access to any registered-UP student</li> <li>▪ User account and password support for UP Student Portal; ClickUP; Gmail</li> </ul>	IT Building Hatfield Campus	<a href="http://www.up.ac.za/open-labs">www.up.ac.za/open-labs</a>  <a href="http://www.up.ac.za/open-labs/article/2939533/contact-us">www.up.ac.za/open-labs/article/2939533/contact-us</a>
Informatorium	<ul style="list-style-type: none"> <li>▪ Classroom computer access and software support for students from the School of IT and the Department of Statistics</li> </ul>	IT Building Hatfield Campus	<a href="http://www.up.ac.za/informatorium-labs">www.up.ac.za/informatorium-labs</a>  <a href="http://www.up.ac.za/informatorium-labs/article/2939446/contact-us">www.up.ac.za/informatorium-labs/article/2939446/contact-us</a>
Mining Engineering Study Centre	<ul style="list-style-type: none"> <li>▪ An open-access facility dedicated to students from the Department of Engineering</li> <li>▪ Provides software support and 3D printing facilities to engineering students</li> </ul>	Engineering Building I Hatfield Campus	<a href="http://www.up.ac.za/mining-industry-study-centre/article/2937422/about-us">www.up.ac.za/mining-industry-study-centre/article/2937422/about-us</a>  <a href="http://www.up.ac.za/mining-industry-study-centre/article/2974501/staff">www.up.ac.za/mining-industry-study-centre/article/2974501/staff</a>
Engineering Labs	<ul style="list-style-type: none"> <li>▪ Classroom computer access for engineering students</li> </ul>	Natural Sciences Building II Hatfield Campus	<a href="http://www.up.ac.za/engineering-computer-labs">www.up.ac.za/engineering-computer-labs</a>
IT Labs	<ul style="list-style-type: none"> <li>▪ Support for students enrolled in AIM</li> <li>▪ Provides classroom facilities to other departments</li> </ul>	Technical Services Building Hatfield Campus	<a href="http://www.up.ac.za/aim-labs">www.up.ac.za/aim-labs</a>  <a href="http://www.up.ac.za/aim-labs/article/2938796/contact-us">www.up.ac.za/aim-labs/article/2938796/contact-us</a>
Groenkloof IT Labs	<ul style="list-style-type: none"> <li>▪ IT facilities and software support for students studying on Groenkloof Campus</li> </ul>	Aldoel Building Groenkloof Campus	<a href="http://www.up.ac.za/groenkloof-labs">www.up.ac.za/groenkloof-labs</a>  <a href="http://www.up.ac.za/groenkloof-labs/article/2939475/contact-us">www.up.ac.za/groenkloof-labs/article/2939475/contact-us</a>
Veterinary Science IT Labs	<ul style="list-style-type: none"> <li>▪ IT facilities and software support for students studying at Onderstepoort Campus</li> </ul>	Arnold Theiler Building Onderstepoort Campus	<a href="http://www.up.ac.za/onderstepoort-labs">www.up.ac.za/onderstepoort-labs</a>  <a href="http://www.up.ac.za/onderstepoort-labs/article/2939632/contact-us">www.up.ac.za/onderstepoort-labs/article/2939632/contact-us</a>
Medical Sciences IT Labs	<ul style="list-style-type: none"> <li>▪ IT facilities and software support for students studying at Prinshof Campus</li> </ul>	HW Snyman Building Prinshof Campus	<a href="http://www.up.ac.za/prinshof-labs">www.up.ac.za/prinshof-labs</a>  <a href="http://www.up.ac.za/prinshof-labs/article/2939667/contact-us">www.up.ac.za/prinshof-labs/article/2939667/contact-us</a>
Mamelodi IT Labs	<ul style="list-style-type: none"> <li>▪ IT facilities and software support for students studying at Mamelodi Campus</li> </ul>	Computer Centre Mamelodi Campus	<a href="http://www.up.ac.za/mamelodi-labs">www.up.ac.za/mamelodi-labs</a>  <a href="http://www.up.ac.za/mamelodi-labs/article/2939591/contact-us">www.up.ac.za/mamelodi-labs/article/2939591/contact-us</a>
Residence IT Labs	<ul style="list-style-type: none"> <li>▪ IT support for students at the various UP residences</li> </ul>	Located in each individual residence	<a href="http://www.up.ac.za/residences-labs">www.up.ac.za/residences-labs</a>  <a href="http://www.up.ac.za/residences-labs/article/2939701/contact-us">www.up.ac.za/residences-labs/article/2939701/contact-us</a>
Library Computing	<ul style="list-style-type: none"> <li>▪ Support for students making use of the various library facilities</li> </ul>	Located in each library facility	<a href="http://www.up.ac.za/library-services-labs">www.up.ac.za/library-services-labs</a>  <a href="http://www.up.ac.za/library-services-labs/article/2939562/contact-us">www.up.ac.za/library-services-labs/article/2939562/contact-us</a>

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

### 7.4 Access to UP computer systems

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](http://www1.up.ac.za/cs/groups/public/@public/documents/document/chby/mde3/~edisp/uppr017218.pdf)

#### UP Cyber Security Awareness Campaign

IT Services is embarking on a security awareness campaign throughout this year. The purpose is to ensure that UP has an informed staff and student corps, who are on their guard and know how to protect themselves, their families and the University against security breaches and subsequent losses. Please visit our web page: [www.up.ac.za/itsecurity](http://www.up.ac.za/itsecurity) for more information. Articles on specific topics are loaded on a regular basis and we encourage our staff and students to familiarise themselves with the information provided. Please click any of the topics identified in our roadmap for relevant information:

[www.up.ac.za/itsecurity/article/2877690/information-and-cyber-security-roadmap](http://www.up.ac.za/itsecurity/article/2877690/information-and-cyber-security-roadmap)

#### UP Student Portal

As an admitted, 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](http://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 (STARS) 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. Student Computing Services

### 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](http://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](http://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](mailto: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](http://www1.up.ac.za/cs/groups/public/@public/documents/document/chby/mde3/~edisp/uppr017218.pdf)

### 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](http://www.up.ac.za/media/shared/373/ZP_Files/tuks-gmail-account-guide_feb-2020.zp190797.pdf).





## 7. Student Computing Services



### 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](http://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](mailto:help@it.up.ac.za)

##### Students

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

##### Wi-Fi network

Email [upwireless@up.ac.za](mailto:upwireless@up.ac.za)  
Website [www.up.ac.za/up-wireless-network](http://www.up.ac.za/up-wireless-network)  
Wi-Fi [www.up.ac.za/up-wireless-network/article/261966/using-wireless](http://www.up.ac.za/up-wireless-network/article/261966/using-wireless)



## 8. Sport

### 8.1 Introduction

Sport represents a significant part of student life and forms an integral part of the University's DNA. The University of Pretoria provides students with opportunities to participate in a variety of sporting codes at club, national and international level. These opportunities extend into inter-student competitions, both through internal UP Student only leagues whilst also competing in USSA, Varsity Sport and Varsity Cup national student competitions. 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. The Hillcrest Campus houses TuksSport, which 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](mailto:sportinfo@up.ac.za)

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

### 8.2 Sports clubs

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



## 8. Sport

### 8.3 Sports bursaries and performance support

Sports bursaries and performance support—subject to conditions as determined by each club’s criteria—are available to elite sports achievers who have competed at a high level (typically having 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. TuksSport bursary applications are handled separately from normal UP bursary applications. To find out more about our sports bursaries, visit the TuksSport website ([www.up.ac.za/tuksport](http://www.up.ac.za/tuksport)). Bursary queries may be submitted to the email address provided.

#### Contact information

**Tel** +27 (0)12 420 6060  
**Email** [riekie.labuschagne@up.ac.za](mailto:riekie.labuschagne@up.ac.za)  
**Website** [www.up.ac.za/tuksport](http://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. This includes being the home to SEMLI (Sport Exercise Medicine and Lifestyle Institute). 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 many national teams’ 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, in conjunction with TuksSport High School 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 1717/1718  
**Fax** +27 (0)12 484 1701  
**Email** [info@hpc.co.za](mailto:info@hpc.co.za)  
**Website** [www.hpc.co.za](http://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 1790  
**Email** [stephanie.hibbert@hpc.co.za](mailto:stephanie.hibbert@hpc.co.za)

Regina Malope  
**Tel** +27 (0)12 484 1780  
**Email** [regina.malope@hpc.co.za](mailto:regina.malope@hpc.co.za)

Di Reid-Ross  
**Tel** +27 (0)12 484 1786  
**Email** [di.reid-ross@hpc.co.za](mailto: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](http://www.tshwane.gov.za/sites/residents/TshwaneBusServices/Pages/default.aspx)

#### Gautrain bus route downloads

[www.gautrain.co.za](http://www.gautrain.co.za)

#### 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.

#### UP supplies the following bus services

**Residence bus services:** The University provides bus services between most residences and campuses, except for residences within walking distance from campuses.

- 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
- PK01—Prinshof Campus to Kalafong Hospital
- PT01—Prinshof Campus to Tembisa Hospital
- PW01—Prinshof Campus to Weskoppies Hospital
- PM02—Prinshof Campus to 1 Military Hospital
- HS01—Sunnyside and Arcadia bus service
- 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	<b>Tel</b> +27 (0)11 656 1000/0809	<b>Email</b> archiem@atlantiscorporative.co.za
XL Glenwood Travel (Lynnwood Road)	<b>Tel</b> +27 (0)12 348 8131 or +27 (0)12 941 9900 +27 (0)82 535 7019 (emergency)	<b>Email</b> jolien@glenwoodtravel.co.za
Travel with Flair	<b>Tel</b> +27 (0)12 424 3300	<b>Email</b> melanier@twf.co.za maritza@twf.co.za michelleDB@twf.co.za
Club Corporate Travel	<b>Tel</b> +27 (0)11 268 4411 or +27 (0)84 519 1645	<b>Email</b> 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.	<b>Tel</b> +27 (0)800 428 87246	–
Ulysses Tours	<b>Tel</b> +27 (0)12 653 0018 or +27 (0)82 566 5506	<b>Email</b> reservations@ulysses.co.za <b>Website</b> <a href="http://www.ulysses.co.za">www.ulysses.co.za</a>
EZ Shuttle	<b>Tel</b> +27 (0)86 139 7488 or +27 (0)12 346 0899	<b>Email</b> info@ezshuttle.co.za <b>Website</b> <a href="http://www.ezshuttle.co.za">www.ezshuttle.co.za</a>
PS Tours	<b>Tel</b> +27 (0)12 565 4246	<b>Email</b> pstours@lantic.net <b>Website</b> <a href="http://www.pstours.co.za">www.pstours.co.za</a>
Roxburg Travel	<b>Tel</b> +27 (0)83 261 0455	<b>Email</b> roxburgtransfers@gmail.com <b>Website</b> <a href="http://www.roxburgtravel.com">www.roxburgtravel.com</a>
Shuttle Direct	<b>Tel</b> +27 (0)86 173 4732	<b>Email</b> admin@shuttledirect.co.za <b>Website</b> <a href="http://www.shuttledirect.co.za">www.shuttledirect.co.za</a>





## 10. Museums, arts and culture



### 10.1 University of Pretoria (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 University of Pretoria 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, University of Pretoria 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 University of Pretoria 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 University of Pretoria Museums are linked to the Javett-UP Art Centre further down Tukkies Lane towards the South Campus, where the Mapungubwe Gold Collection is on loan and on display in the National Treasures Exhibition in the popular new centre dedicated to pan-African artistic practices. 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 University of Pretoria 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](http://www.up.ac.za/museums-collections)

### 10.2 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 live and virtual 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 Children's Choir, UP Symphonic Winds (UPSW), Onderstepoort Community Choir (OCC) and University of Pretoria Symphony Orchestra (UPSO).

The UP Youth 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

### 10.3 UP GLAM

UP GLAM is a cultural campaign founded by the UP Museums as a way to collectively and collaboratively bring together knowledge found within the University's Galleries/Gardens, Libraries, Archives and Museums.

Libraries are an important focus of the UP GLAM as the Department of Library Services curates, maintains and provides access to some of the University's unique collections for the benefit of the UP community and wider society. The Library's Special Collections Unit specifically, plays a key part in the art, culture and heritage of the institution, with its rare and valuable holdings. The oldest book in the unit is an edition of *Summa De Casibus Conscientiae* (Cases of Conscience) by Angelo Carletti di Chivasso, published in 1491.

One of the most treasured books is the first edition of *De revolutionibus orbium coelestium* (On the Revolutions of the Heavenly Spheres) by Nicolaus Copernicus, published in 1543. Several other special books include a signed first edition of *Long Walk to Freedom* by Nelson Mandela, as well as a second-edition copy of *Holism and Evolution* which belonged to Jan Smuts, and contains personal annotations.

Collaboration across UP GLAM remains ongoing. Students are able to enjoy the regular joint exhibitions installed by the



## 10. Museums, arts and culture

UP Museums and hosted by the Department of Library Services. Preservation projects as well as much of UP's art collection can be viewed within the library, such as the large UP Centenary Tapestry.

### Contact information

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

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

### 10.4 The Javett Art Centre at the University of Pretoria

The Javett-UP is the ideal space for academics, students and the broader public to access, engage and appreciate exhibitions and programmes focused on pan-African artistic and cultural production. 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 five collections on long-term loan—the Javett Foundation's collection of 20th-century South African art, the Gold of Africa collection with more than 350 pieces from West Africa, the South32 Collection, the Bongi Dhlomo Collection 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

<b>Tel</b>	+27 (0)12 420 3960
<b>Email</b>	connect@javettup.art
<b>Website</b>	<a href="http://www.javettup.art">www.javettup.art</a>
<b>Facebook</b>	Javett Art Centre at UP
<b>Twitter</b>	@javettup
<b>Instagram</b>	@javettup
<b>Visiting hours</b>	The Javett-UP is open from 10:00–17:00 Tuesday to Sunday

### Booking information

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

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

### Javett-UP physical address

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

### 10.5 University of Pretoria Archives —a memory bank

The University of Pretoria Archives (UPA) was established on 13 September 1994 to serve as the University's memory bank. Its mission is to collect, sort, preserve, catalogue and make information about the University available. The collection includes documents, reports, photos and clippings about the UP Senate and Council, the nine faculties, sport, student activities, and satellite archives in the UP residences. The Archives also house collections of all University publications, including programmes of performances, the student magazines such as a complete set of *Perdeby/PDBY* dating back to 1939, and a unique art archive of South African art and artists.

The UPA is involved with staff and student research projects and national and international researchers and alumni. The UPA exhibitions form part of the engineering students' orientation, while honours students studying heritage and cultural tourism compile their research for their UP Campus Tours in the UPA. During their honours year, history students complete a short internship in the archives as part of the 'What's in the Box project', and the postgraduate architecture students research the heritage mapping of the campus for their studio project.

The UP Archives are also actively involved in collecting all information related to UP in various formats. The archival holdings have information on the Spanish flu of 1918 and the closure of the University then and the 2016 #Feesmustfall protests. The UPA also documented how members of the UP community experienced the COVID-19 pandemic through a photographic competition in 2019 where students and staff captured their life during lockdown visually.

The UP Archives are your archives. Email or visit us to share and record your experience of the University of Pretoria for future generations.

### Contact information

**Tel** +27 (0)12 420 2123 or +27 (0)12 420 3036  
**Email** [archives@up.ac.za](mailto:archives@up.ac.za)



## 10. Museums, arts and culture

### 10.6 University of Pretoria Campus tours (UPCT)

#### UPCT takes visitors on new routes—virtually

UPCT is a student-run business venture which offers customised tours to prospective students, academic and administrative staff, visitors from other South African and international universities, alumni, school groups and the wider public. It is an integral part of the Honours BSocSci degree in Heritage and Cultural Tourism in the Department of Historical and Heritage Studies. Heralded as the young ambassadors of the University, these postgraduate students acquire a range of skills while operating UPCT, including research, marketing, finances, management, teamwork and actual tourist guiding. According to Professor Karen Harris, founder of UPCT, this contributes to both the employability and success of these graduates in the job market as they have a year of hands-on experience and loads of confidence.

With the onset of COVID-19 and lockdown in 2020, UPCT opted to take guests on personalised virtual tours in the safety of their homes using an online platform while allowing them to interact with the guide 'en route'. This year the 2021 intake of Honours students continued using a virtual platform to take guests on tours of the Hatfield campus and its nine faculties but extended their offerings to include other aspects of the beautiful UP campuses. They added a Green Tour of Hatfield Campus and an Aloe Tour of the Hillcrest Campus, a Sculpture Tour, and a tour of the Future Africa Institute.

These interesting tours opened up new and exciting experiences to entertain and inform guests about what UP has to offer prospective students and to showcase UP's attractions to the broader public.

If you are interested in joining UPCT for a customised tour of your choice, please email [upcampustours@gmail.com](mailto:upcampustours@gmail.com) for more information or make a booking.

### 10.7 The Manie van der Schijff Botanical Gardens

The Manie van der Schijff Botanical Gardens are situated along the Western and Northern perimeter of the University's Hatfield West Campus, taking up roughly 3.5 hectares between and surrounding many historical buildings such as the old Botany Building and the old Agriculture Building. The Living Plant Collection had its beginnings in 1924 when Pavetta species were planted on the campus for research purposes, a role which the Gardens still play today, being the main supplier for the living plant material used in teaching and learning at the University. Plant collections are specifically maintained with research in mind and approximately 40 staff members from about 10 departments (and their students) benefit from plants specifically grown and housed for these purposes.

The Botanical Gardens currently house about 3 000 plant species within its grounds, but in the last decade, the living plant collections have expanded tremendously, and through a close working relationship with the Department of Facilities Management the diversity of plants and landscaping has grown on all the campuses of the University and we consider the Living Plant Collections to be housed in, and part of, the greater campus environment.

The Botanical Gardens house many novel and ground-breaking developments such as the Rainwater Harvesting Garden around the Mining Engineering Study Centre and the Green Walls of the

Plant Sciences Building and is a driving force behind the water-wise garden conversion drive of the University, with hybrid aloes as the flagship group most noticeable on our campuses.

Please email garden curator [jason.sampson@up.ac.za](mailto:jason.sampson@up.ac.za), for more information or visit our webpage at: [www.up.ac.za/botanical-garden](http://www.up.ac.za/botanical-garden).

A subset of the living collections of the Manie van der Schijff Botanical Gardens includes an extensive collection of a highly threatened group of plants, namely the cycads. The ever-growing collection currently comprises over 1 200 individual cycads, encompassing around 200 species from nine genera. The collection includes charismatic South African species such as *Encephalartos woodii*, often referred to as the 'loneliest plant on Earth' as the 'female' of the species is extinct, leaving only one male specimen which can only be reproduced as a clone, and *Encephalartos transvenosus*, the well-known Modjadji cycad. The collection is spread out across a number of the University campuses, including the Hillcrest Campus where seedlings can be purchased as part of an effort to aid the conservation of these special plants.

Please email collection and nursery curator, [arnold.frisby@up.ac.za](mailto:arnold.frisby@up.ac.za) for more information, or visit our webpage at: [www.up.ac.za/botanical-garden/article/2915976/the-cycad-collection-and-nursery](http://www.up.ac.za/botanical-garden/article/2915976/the-cycad-collection-and-nursery).

The newest and extremely exciting addition to our collections is the Future Africa Foraging Garden, which forms the landscape of the Future Africa Campus. Comprising an ever-growing collection centred around African Orphan Crops and wild foraging species, every plant in the landscape has an edible use and supplies the onsite kitchen and chef with novel ingredients as well as assists the Department of Consumer Sciences with material for teaching, research and their famous banquets.

Please email the collection curator at [lina.rampora@up.ac.za](mailto:lina.rampora@up.ac.za) for more information or visit [www.futureafrica.science/campus/design-philosophy/future-africa-gardens](http://www.futureafrica.science/campus/design-philosophy/future-africa-gardens).

#### Contact information

Jason Sampson  
Curator of the Manie van der Schijff Botanical Gardens at the University of Pretoria

<b>Tel</b>	+27 (0)12 420 4274
<b>Cell</b>	+27 (0)82 975 3990
<b>Email</b>	<a href="mailto:jason.sampson@up.ac.za">jason.sampson@up.ac.za</a>
<b>Website</b>	<a href="http://www.up.ac.za/botanical-garden">www.up.ac.za/botanical-garden</a>
<b>Facebook</b>	<a href="http://www.facebook.com/MvdSBG">www.facebook.com/MvdSBG</a>





## 11. General services

### 11.1 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 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 services, either face-to-face or online:

- CV and cover/motivational letter writing
- interview preparation
- job searches
- Job applications

Other services include mentorship and LinkedIn employability training, as well as the Career Services website as a resource. The Office 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 vacancies, which may include internships, learnerships, and vacation work. All these opportunities are advertised via the online platform called TuksCareers, accessible via the UP 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

### 11.2 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

Hulisani Khorombi  
**Tel** +27 (0)12 420 4395  
**Email** h.khorombi@up.ac.za  
**Address** First floor, Akanyang Building, Hatfield Campus

#### Addressing sexual and gender-based violence

The CSA&G, in collaboration with the Transformation Office at UP, runs anti-sexual harassment workshops, seminars and talks, and 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.

#SpeakOutUP is a joint project of the CSA&G and the Transformation Office.

#### To volunteer for this programme, please contact

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

#### HIV counselling and testing (see also section 6.2)

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 is 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](http://www.csagup.org)  
**Address** First floor, Akanyang Building, Hatfield Campus



## 11. General services

### 11.3 Campus shops

Shop	Contact information
<p><b>UP Shop</b> 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 <b>Vida e Caffè</b>, which sells refreshments and light meals.</p>	<p><b>Tel</b> +27 (0)76 954 9993 (Lerato Sekwele) <b>Email</b> upshop@up.ac.za <b>Tel</b> +27 (0)72 252 0272 (Laurike Strobos) <b>Email</b> laurike@outdoorsport.co.za <b>Address</b> Akanyang Building (previously Huis en Haard), Hatfield Campus</p>
<p><b>Bookmark</b> 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, office and school stationery, electronic products and more. This store provides quotations, e-book downloads, online purchase of printed textbooks and delivery with flexible payment options—all available online at <a href="https://upbookmark.com/">https://upbookmark.com/</a> or on-campus.</p>	<p><b>Tel</b> +27 (0)12 420 5684 (Groenkloof) +27 (0)12 362 4420 (Hatfield) +27 (0)12 842 3553 (Mamelodi) +27 (0)12 319 2204 (Prinshof) <b>Email</b> info@bookmark.co.za <b>Website</b> <a href="https://upbookmark.com/">https://upbookmark.com/</a> <b>Address</b> Student Centre, Hatfield Campus <b>Office hours</b> Mondays to Fridays, 08:00–17:00 Saturdays, 08:00–13:00 Sundays and public holidays, Closed</p>
<p><b>Hatfield Campus Student Copy Centre</b> Students may visit the Copy Centre for photocopying, printing, binding, laminating and sending faxes.</p>	<p><b>Tel</b> +27 (0)12 420 2210 <b>Address</b> Student Centre, Hatfield Campus</p> <p><b>Libraries on all University campuses</b> <b>Office hours</b> Mondays to Fridays, 07:30–16:00</p>
<p><b>Student IT Hub</b> The UP laptop support team is housed here and available to handle your queries.</p>	<p><b>Tel</b> +27 (0)12 420 4726 <b>Email</b> studentithelp@tuks.co.za <b>Address</b> Office 1-10 and 1-11, Student Centre, Hatfield Campus <b>Office hours</b> Mondays to Fridays, 08:30–16:00</p>

### 11.4 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



## 11. General services

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



## 11. General services

### 11.6 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 R700 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  
**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)66 107 4280  
**Email** moipone.kgoathe@up.ac.za  
**Website** [www.up.ac.za/up-law-clinic-home-page/article/23723/contact-us](http://www.up.ac.za/up-law-clinic-home-page/article/23723/contact-us)

**Address** Old BNDC building (Dr Makibelo's Building)  
 Hammanskraal

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

### 11.7 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;
- online assistance with research-related matters for postgraduate students;
- an online reference service;
- wireless hotspots;
- search engines for accessing electronic journals, books and databases;
- an institutional repository: [www.repository.up.ac.za](http://www.repository.up.ac.za); and
- 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 under General Information 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); and
- weekly training sessions.

The Research Commons on the Hatfield, Groenkloof, Prinsshof 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 is an open innovation hub for all registered staff and students. It is a place that encourages users to collaborate and innovate using their creativity by providing tools and services such as 3D printing, 3D scanning, electronics and various software packages to engage with technical experts to help all users turn their ideas into reality. Each of these initiatives actively contributes to a world-class learning environment.





## 11. General services

### Campus libraries and spaces

<b>Basic Medical Sciences and Dentistry Library (Prinshof Campus)</b>  <b>Tel</b> +27 (0)12 319 2905 <b>Email</b> myleen.oosthuizen@up.ac.za <b>Address</b> Faculty of Health Sciences Basic Medical Sciences Building 9 Bophelo Road, Gezina	<b>Education Library (Groenkloof Campus)</b>  <b>Tel</b> +27 (0)12 420 5559 <b>Email</b> clara.ngobeni@up.ac.za <b>Address</b> Media Building cnr George Storrar Drive and Leyds Street Groenkloof
<b>Medical Library (Prinshof Campus)</b>  <b>Tel</b> +27 (0)12 356 3181 <b>Email</b> kabelo.kgarosi@up.ac.za <b>Address</b> Faculty of Health Sciences HW Snyman Building 31 Bophelo Road Gezina	<b>Jotello F Soga Library (Onderstepoort Campus)</b>  <b>Tel</b> +27 (0)12 529 8007/8/9 <b>Email</b> susan.marsh@up.ac.za <b>Address</b> Faculty of Veterinary Science Arnold Theiler Building, Onderstepoort Campus Old Soutpan Road (M35) Onderstepoort
<b>Klinikala Library (Kalafong Academic Hospital)</b>  <b>Tel</b> +27 (0)12 373 1031 <b>Email</b> asia.matlala@up.ac.za <b>Address</b> Klinikala Building Klipspringer Road Atteridgeville	<b>Mamelodi Library (Mamelodi Campus)</b>  <b>Tel</b> +27 (0)12 842 3566 <b>Email</b> jacob.mothutsi@up.ac.za <b>Address</b> cnr Hinterland Street and Solomon Mahlangu Drive Mamelodi
<b>Merensky 2 Library (Hatfield Campus)</b>  <b>Tel</b> +27 (0)12 420 2235/6 or +27 (0)12 420 3150 <b>Mobile</b> +27 (0)66 509 1285 (WhatsApp) <b>Email</b> library.enquiries@up.ac.za <b>Address</b> Department of Library Services Lynnwood Road Hatfield	<b>Music Library (Hatfield Campus)</b>  <b>Tel</b> +27 (0)12 420 2317 <b>Email</b> isobel.rycroft@up.ac.za <b>Address</b> Department of Library Services: Musaion Lynnwood Road Hatfield
<b>Oliver R Tambo Library—Law Library (Hatfield Campus)</b>  <b>Tel</b> +27 (0)12 420 6737 <b>Email</b> audrey.lenoge@up.ac.za <b>Address</b> Law Building Lynnwood Road Hatfield	<b>Witbank Library</b>  <b>Tel</b> +27 (0)13 653 2342 <b>Email</b> kabelo.kgarosi@up.ac.za <b>Address</b> Witbank Hospital E-Health Centre, Mandela Drive eMalahleni
<b>MakerSpace</b>  <b>Tel</b> +27 (0)12 420 2214 <b>Email</b> makerspace@tuks.co.za <b>Address</b> Room 3-14, Merensky 2 Library Department of Library Services Lynnwood Road Hatfield	<b>Special collections</b>  <b>Tel</b> +27 (0)12 420 2808 <b>Email</b> nikki.haw@up.ac.za <b>Address</b> Level 5, Merensky 2 Library Department of Library Services Lynnwood Road Hatfield

#### Each library provides access to:

- Over 500 000 e-books
- 181 342 e-journals
- 66 248 items on UPSpace (the University's institutional repository)
- 169 datasets on the Figshare data repository



## 11. 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 <https://up.za.libcal.com/hours>.

Please take note that COVID-19 regulations might affect Library operating hours.

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	09:00–13:00	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](http://www.library.up.ac.za)  
**Facebook** [UP Library Services](https://www.facebook.com/UPLibraryServices)  
**Twitter** [@UPLibrary](https://twitter.com/UPLibrary)  
**Instagram** [@UPLibrary](https://www.instagram.com/UPLibrary)  
**YouTube** [UPLibrary](https://www.youtube.com/UPLibrary)

### 11.8 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



## 12. Security Services

### 12.1 Emergency numbers

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

### 12.2 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

### 12.3 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.

### 12.4 Use of the Green Route

The Green Route Project makes specific provision for students and staff members to be accompanied to and from official residences, UP accredited private residences and vehicles 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. Any security officer at an entrance gate can be approached to request this service.

### 12.5 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.



‘In the age of technology there is constant access to vast amounts of information. The basket overflows; people get overwhelmed; the eye of the storm is not so much what goes on in the world, it is the confusion of how to think, feel, digest, and react to what goes on.’

(Criss Jami, Venus in Arm)

‘Information is not knowledge.’

(Albert Einstein)



**University of Pretoria**

Private Bag X20, Hatfield, 0028, South Africa

Tel +27 (0)12 420 3111

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



UNIVERSITEIT VAN PRETORIA  
UNIVERSITY OF PRETORIA  
YUNIBESITHI YA PRETORIA