

University of Pretoria

Who, What, Where?

A guide to frequently-asked questions

2009

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STUDENT ADMINISTRATION OFFICES

FACULTY

BUILDING

Economic and Management Sciences

Economic and Management Sciences Building (EMB), Hatfield Campus

Education

Administration Building, Groenkloof Campus

Engineering, Built Environment and Information Technology

Engineering I, 6th floor, Hatfield Campus

Health Sciences

HW Snyman Building, Medical Campus

Humanities

IT Building 2-9, Hatfield Campus

Law

Law Building, Room 1-56, Hatfield Campus

Natural and Agricultural Sciences

Agricultural Sciences Building, Ground floor, Hatfield Campus

Theology

Theology Building, Room 1-22, Hatfield Campus

Veterinary Science

Arnold Theiler Building, Old Soutpan Road Onderstepoort

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EMERGENCY NUMBERS FOR STUDENTS

Security services: 012 420 2310 / 2760

24-hour crisis line for Student Support Division: 0800 006 428

Violent crime is a reality off campus. Protect yourself at your flat or commune with the installation of an alarm system.

For more information please call Estelle on 0837416296 or 012 3625425

(Any other questions and answers that you would like to see in this brochure?

Contact: Hettie Kirstein, email: hettie.kirstein@up.ac.za)

RATHER BE SAFE THAN SORRY...

Campus security wants Tuks to be a safe environment for everyone. In addition to employing security staff to look out for students and staff on its campuses and at residences, the University works with the Tshwane Metropolitan Council, local business and residents' associations and the SA Police Service to keep the areas around the campuses safe, pleasant and vibrant.

Existing measures are continuously monitored and reviewed and innovative steps put into place to improve safety and security on the campuses, in the residences and also in surrounding environments such as the Hatfield area. Here's what campus security suggests you can do to help keep yourself safe at Tuks:

When walking

- Never walk alone especially when returning from a night out. Always walk in groups of two or more.
- Avoid using the same route each time.
- Tell someone where you are going and how long you expect to be away.
- Carry your cell phone on a belt or in a travel wallet, not in your hand.
- Never accept a lift from a stranger.
- Make use of the supervised Green Route when walking between campus and the residences.
- Remember - your cell phone isn't worth your life.

When parking

- Don't leave attractive or valuable items in your car where they can be seen by passers-by.

When shopping

- Keep your wallet on your person.
- Be wary when examining merchandise or negotiating to buy, especially on the street.
- Never put your wallet or purse in the back pocket of your jeans.
- Avoid carrying large amounts of money with you.
- Do not flash large amounts of money around in public.
- Always limit the number of bags, parcels or packages that you carry to avoid being considered a soft target.

When in residence

- Keep valuables locked up.
- Keep your room locked.
- Do not lend your keys to anyone.

Criminals target easy victims. Do not make yourself vulnerable. Take care, walk with purpose and always display a confident attitude.

UNIVERSITY OF PRETORIA INFORMATION: FIRST-YEAR STUDENTS

WELCOMING DAY AND ACADEMIC ORIENTATION WEEK

- **Why must I attend the programme presented during Academic Orientation Week?**

You will receive relevant information and tips that will not only facilitate your stay at the University but may also save you a lot of money and time.

- **Yearbooks (Regulations and Syllabi) and Timetables**

These will be distributed during the Academic Orientation Week as indicated in the programme.

- **I arrived late. Which group should I join and where can I find this group?**

Each student receives an Academic Orientation Programme through the mail. If you haven't received such a programme, it can be obtained from the General Enquiries counter at the Client Services Centre (CSC). Consult the programme for your group – the appropriate venue will also be indicated.

ADMISSION

- **May I register at the University of Pretoria?**

New students may only register after successful admission. If conditionally admitted, you will still have to comply with the requirements of the faculty where you want to register.

- **I haven't officially applied for admission yet. May I still submit a late application?**

If the field of study is not subject to selection *and if the faculty still has space available*, your application will be considered. Late applications are only accepted *on condition that* all the admission requirements for the relevant degree are fully complied with. Should you not comply with the requirements, your application will not be accepted. Application fees will not be refunded.

- **I had some of my grade 12 subjects re-marked and the results will only be available in February. May I register in the interim if I do not comply?**

No, the results of the re-mark will be too late.

- **How do I submit a late application?**

Not all faculties accept late applications. Find out from the relevant faculty's Student Administration whether there is still space available. An official application form is available from the General Enquiries counter at the Client Services Centre (CSC). The fully completed form must be submitted to the General Enquiries counter at the Client Services Centre (CSC) together with an application fee of R200. If you are accepted, an

admission letter as well as a registration form will be printed at the Faculty and handed to you. Please join your group as soon as possible with your registration form. (Consult the timetable in the Orientation Programme.)

- **When do I submit my statement of symbols?**

A copy of the statement of symbols should be attached to your registration form.

- **Do I have to submit my National Senior Certificate at any stage?**

If you are an undergraduate candidate enrolling for the first time at the University of Pretoria, you must show your original National Senior Certificate at your Faculty's Student Administration ***not later than 12 July 2009***.

- **I forgot my statement of symbols at home – what do I do now?**

The results are received electronically from the different Departments of Education. In such cases the results should be printed on your registration form. If the results do not appear on your form, we did not receive the results from the Department and you will have to ask your parents to fax you a copy. ***You will not be allowed to register without a statement of symbols or an original matriculation certificate.***

- **According to my grade 12 results I no longer comply with the minimum admission requirements of the specific faculty – what am I to do now?**

You could possibly be referred to another faculty where you do comply. You must still comply with the minimum requirements of the relevant faculty to be admitted. In the Faculties of Humanities, Theology and Education you may be admitted on the grounds of the results achieved in the Admissions Test. Please contact the Head: Student Administration of the abovementioned Faculties in this regard.

- **I was conditionally accepted but my APS is now lower – what am I to do?**

You will not be allowed to study at the University if your APS is lower than the total required for the respective Faculties. You may, however, write the Admissions Test, if you were admitted conditionally based on your grade 11 results (except in the Faculty of Law) which will determine whether or not you will be accepted. Please contact the CSC in this regard.

- **I was selected for a degree programme based on my grade 11 results, but I do not comply with the Mathematics requirement anymore.**

A four-year programme is available, but students have to write the Admissions Test, after which they may be considered for admission in this programme. Contact the person indicated on the original admission letter at your faculty's Student Administration to enquire whether you can still be accommodated.

- **Where do I obtain proof to confirm that I have registered at the University?**

During registration a proof of registration will be printed and given to you. You must keep this proof in a safe place and only supply ***copies*** thereof to institutions like the bank, medical schemes, etc. This proof is needed to obtain a student card. A duplicate of this document can be obtained from the CSC at a cost of R20. You are advised to have sufficient certified copies available.

- **I do not have a National Senior Certificate with admission for degree purposes but still wish to register at the University. What can I do?**

Conditional admission is not accepted at all faculties. Find out from your faculty whether you will be conditionally accepted. There are also certain conditions that such students should comply with. Students studying in the Faculty of Humanities should, for example, have an APS of at least 11. As soon as you have received your statement of symbols, you should fax it to the Matriculation Board (the fax and telephone numbers are indicated on the statement of symbols). The Matriculation Board will inform you as to which modules (two semester modules) from which group you will need to qualify for admission for degree purposes.

You should obtain a letter from the Matriculation Board confirming that you comply with the requirements for conditional admission **before registration**. A certificate, which will later be posted to you by the Matriculation Board should be handed in at your faculty's Student Administration immediately upon receipt thereof. You will register for e.g. Humanities Special, and take the modules of your choice together with the year module (two semester modules) that will give you admission for degree purposes. Remember that **you have to pass** this module (two semester modules) in your first year of study.

The Faculty of Education also admits such students, but follow a different process than mentioned above. Contact Student Administration of the faculty for more information.

- **I was selected for a degree programme but do not comply with the requirements anymore – what am I to do?**

You may be allowed to register for another degree programme should you comply with the prescribed requirements, provided it is not subject to selection and there is space available. You must obtain written permission from the relevant Head of Student Administration of the faculty where you want to register beforehand. Use the same registration form on which the previous degree programme details were printed and make the necessary changes. The signature of the Head: Student Administration must be obtained in advance. Under no circumstances must a second application form be completed.

- **I was not selected for a specific field of study (e.g. medicine/dentistry/physiotherapy). What can I do to be selected?**

It may be possible to be admitted after six months. You must apply at the Faculty of Natural and Agricultural Sciences, and, if you are admitted, you may, for example, enrol for a certain BSc field of study with the necessary modules in order to be considered for selection. You should, however, register for the correct modules. If you pass these modules you may apply for re-evaluation after the first semester. The Head of Student Administration in your faculty as well as the leader during Orientation Week will be able to help you with the choice of modules. Remember to apply in good time before the start of the first-semester examinations. Application forms are obtainable from the General Enquiries counter at the CSC. There are also other fields of study that are subject to selection, e.g. Architecture, Communication Pathology, etc. Information in this regard can be obtained during the Academic Orientation Week from the specific group where you must report. (Consult the timetable in the Academic Orientation Programme.)

- **When should I report?**

Dates and times of sessions are indicated in the Academic Orientation Programme.

- **When do the classes commence?**

Classes commence on Wednesday, 28 January 2009 - except where indicated differently.

STUDENTS WITH SPECIAL NEEDS (PHYSICAL AND LEARNING DISABILITIES)

- **Is there any support for students with special needs?**

The Disability Unit supports disabled students with special needs and has been established within the Division of Student Support, Student Affairs Building, Room 1-19 and 1-20. Support is given on academic and emotional level.

- **Must I make special arrangements in advance?**

Contact Dr GM Nolte at 012 420 4002; email: madeleine.nolte@up.ac.za or Mr ZW Mahlangu at 012 420 2582; email: simon.mahlangu@up.ac.za.

DIVISION: STUDENT SUPPORT

The Division Student Support provides several support services to students. These support services include the following:

- Academic development (career counselling and assessment, study methods and reading courses, stress management, time management, career planning);
- Potential development (conflict management, communication skills, goal setting, problem solving);
- Individual and relationship counselling (interpersonal problems, stress, depression, eating disorders, life trauma, emotional problems, development of life skills).

Contact Ms R Paul at 012 420 2333, e-mail: ria.paul@up.ac.za or visit them in the Student Affairs Building, Room 2-13.

In addition to the regular services of the Student Support Division, there is also a 24-hour crisis line. Contact 012 420 2310 or toll free 0800006428, to talk to a counsellor.

INTERNATIONAL STUDENTS

- **Should I attend the Academic Orientation Week?**

The Office for International Students at the CSC will present a special orientation programme for new international students during from 13 to 15 January 2009, preceding the general Academic Orientation Week presented for all new students at the University. Information regarding this orientation and other relevant information will be mailed to all international students.

- **I have been placed in a University residence. When will I be permitted to move into the residence?**

International students who intend to participate in the special orientation programme and who **have been allocated place in residence**, will be permitted to take up their

places on the following dates:

Dates: 9 to 12 January 2009, 08:00 – 16:00.

Students who are not able to move in within these timeframes, must please contact Campus Security at +27 012 420 2310 to make the necessary arrangements.

- **Levy for international students**

International students, *except* students from SADC countries and students who register for research master's and PhD programmes, pay 2X (double) the normal tuition fees. International students pay an annual administration levy to the amount of R2 000 in addition to the normal levies. This amount as well as the initial payments paid by students admitted to the University of Pretoria, are to be paid before registration.

- **Medical insurance**

The Immigration Law, section 13 requires that all international students in South Africa must have adequate medical cover. Students *will not be able to register without proof of the necessary medical insurance*. The University of Pretoria offers BESTMed Healthcare and Insurance to international students. Membership of a medical scheme must be confirmed at the International Students Office before you may register. BESTMed membership premiums are to be paid directly to BESTmed and are payable in advance.

www.bestmed.co.za "STUDENT APPLICATION"

Tel: +27 (0) 866 801 357

- **Study permits**

It is required of all candidates who are not South African *citizens*, to submit proof of a valid study permit *or* a diplomatic passport that is accredited for South Africa, *or* an asylum seeker's permit *prior to* registration. Candidates who have permanent residence in South Africa are required to submit a South African Identity Document.

- **Sponsorships**

International students who are sponsored (e.g. receive a bursary) must submit proof thereof in the form of a sponsorship letter. This letter must specify the funding amount, as well as the permissible use of the sponsorship funds (e.g. accommodation/study fees, etc).

FINANCES

- **Where can I find information regarding my account?**

All queries regarding student accounts are dealt with at the CSC.

Tel: 012 420 3111, Fax number: 012 420 4555, email: csc@up.ac.za

- **Where can I pay my fees and make other payments?**

At the cashiers at the Client Services Centre. Payments can also be made directly into the University's bank account – either at a branch of the bank or by means of an electronic transfer. You are requested to preferably please make use of the latter. *Please note* that there is a minimum of **48 hours clearance period** before payments into the

University's bank account will reflect on your account. Please keep this in mind when you make payments.

Bank details are as follows:

ABSA, Hatfield	<i>or</i>	Standard Bank, Hatfield
Branch code: 632005		Branch code: 01 15 45 15
Account number: 2140 000 054		Account number: 01 260 260 4
Swift code: ABSAZAJCPT		Swift code: SBZAZAJJ

- **How do I do go about to do internet banking?**

Create a beneficiary → payments → add new → link beneficiary to Absa list. Type UNI in the window which appear. Select "UNIV PRETORIASTUDENT" → 8-digit student number as reference.

Always quote your student number as reference, because without it, it will not be possible to process your payment.

- **Are card payments accepted?**

Yes, such payments can be made at the cashiers at the CSC or can be arranged telephonically – phone 012 420 3111. Please note that in some instances a processing time of 24 hours may be required. Alternatively, payment can be authorised via the University's website (www.up.ac.za/cardpayment). On-line credit card payments will reflect on your account the same day.

- **What do I do with the proof of payment?**

Deposit slips or receipts must be presented during registration.

- **Will postdated cheques be accepted?**

No, postdated cheques will not be accepted.

- **How much will my study programme cost?**

Students pay according to the modules for which they register. After registration a proof of registration is printed indicating the provisional fee for each module. Estimates of the cost of studies can be obtained from the account consultants at the CSC. The final account will reflect the modules registered for. It is also for this reason that students should ensure that they are registered for the correct module. You should not just stay away from a class or discontinue a module merely by informing the lecturer; follow the correct procedure because ultimately you are responsible for all tuition fees in respect of the modules for which you have registered.

Module discontinuation:

At your faculty's Student Administration

Total discontinuation:

At Student Accounts at the CSC

- **When must tuition fees be paid?**

Before or on 30 April:

50% of the balance of the account

Before or on 31 July:

All outstanding fees

- **Are any payments required before I may register?**

Yes, the following initial payments are required before you may register:

In respect of tuition fees: R2 750

In respect of accommodation fees: R2 850

Note that these payments are initial payments towards your fees and do not represent levies over and above your normal fees.

- **Is there any discount for early payment?**

Yes. A discount of 2,5% is granted if a student's account is fully paid up by 31 March. The discount is calculated on the amounts you have paid and excludes payments originating from University bursaries and NSFAS loans.

- **Is there any family rebate?**

Yes, but only for tuition fees (no accommodation, study material, etc.) if more than one member of a family is registered in the same year at UP. The rebate amounts to 10% of tuition fees for every family member if two family members are registered, whilst it is 20% for every family member if more than two family members are registered. In order to qualify for this rebate, you need to apply annually in writing at the CSC.

- **What happens if my account is in arrears?**

If your account is in arrears, you will not receive your exam results. The renewal of your registration for the next term as well as placement in a residence will also not be allowed.

- **Where can I apply for a private loan?**

You can apply at any one of the commercial banks or at Edu-Loan at the cashiers counter no. 1 in the CSC. The Edu-Loan help lines are 011 670 6100, 012 420 5175 or 086 055 5544.

BURSARIES

- **I received a bursary. Do I still have to make a payment before/at the time of registration?**

If you have a bursary, a copy of the letter confirming that the bursary was awarded to you should be submitted during registration. Without this proof you will have to make a payment before/at the time of registering. The same applies if the bursary amount does not cover your account in full. Merit or achievement bursaries granted by the University may not be used as payment for a reservation fee and/or as first payment.

- **May an account be sent to my bursary grantor?**

Account statements are posted monthly to the permanent address supplied by the student. You should check the correctness of the account statement (as well as your address) and then personally send it to the grantor of your bursary. If you do not receive an account, you should enquire at the CSC – the non-receipt of a statement of account will not be accepted as an excuse for non-payment or late payment of fees.

Student accounts will be sent to the bursary grantor on request only.

- **Where can I apply for university financing?**

Merit or achievement bursaries for new and senior undergraduates will be awarded automatically in 2009 based on the criteria of these bursaries. Persons interested in any of the other ***bursaries and loans*** should submit an application for these. The closing date is 28 November of the year preceding the commencement of studies.

Applications can be submitted online at www.up.ac.za/fao or an application form can be obtained from the Client Services Centre at the Hatfield Campus or at the administration offices at satellite campuses.

Information regarding bursaries and loans as well as achievement bursaries is published in the *Study finance brochure* for 2009 as well as at www.up.ac.za/fao.

Contact details: email: CSC@up.ac.za; Tel: 012 420 3111

- **Some of my grade 12 subjects are being re-marked. Will the amount of the UP achievement awards be adjusted automatically?**

Merit and achievement awards are calculated according to the final marks received from the various education departments during January. Results of re-marks will not be taken into consideration for this purpose.

ACCOMMODATION

- **How do I apply for admission to a residence?**

In the application form for admission to the University, a section "Accommodation in a University residence" is included. If you completed this section when applying for admission, your application for placement has already been considered. Enquiries with regard to residence placement can be made at the Client Services Centre. Late applications will be considered and your name will be placed on a waiting list.

- **How do I apply for Sonop residence?**

Sonop is not managed by the University and is responsible for their own placements. Enquiries regarding accommodation in Sonop should be made to the residence at 012 460 5723/012 460 7830 or toniev@sonop.org.za.

- **Can I do something to ensure a place in my residence of preference?**

Apply timeously. Students are accommodated in accordance with their choices as far as possible. Because the number of places are limited, it is, however, not always possible to place everyone in his or her residence of preference. You may submit a letter of motivation for your residence of preference at counters 7 and 8 at the CSC or fax it to 012 420 4555. Please mark this clearly "**For attention: Residence Consultants**".

- **For which residence should I apply?**

Any residence on the Hatfield Campus, except in the following cases:

Health Sciences programmes: Students who apply for any program in the Faculty of Health Sciences as well as for residence placement, will initially be considered for placement at the Hatfield Campus as only a limited number of students are eventually selected for the Health Sciences programmes. Students who are eventually selected will primarily be accommodated at the Prinshof Campus (medical campus) subject to the availability of space. The University has the right to move students who are placed, or are already staying in other university accommodation, to the Prinshof Campus. If you are selected for a programme in the Health Sciences and have acquired or require placement in a residence, you will be moved to/placed in one of the Prinshof Campus residences. This takes place in October after the selection process has been finalised.

Education programmes: Students who are admitted to a programme in the Faculty of Education and applied for residence placement as well, will be placed in one of the Groenkloof Campus residences (Kiaat, Zinnia, Lilium or Inca) with consideration of the availability of places. The University has the right to move students who are placed, or are already staying in other university accommodation, to the Groenkloof Campus. If you are admitted to another programme, and decide to switch to a programme in the Faculty of Education and have acquired place in a Hatfield Campus residence, you will be moved to one of the Groenkloof residences.

- **How are the placements done and when would be the most favourable time to obtain a place?**

The demand for placement in residences is greater than the number of available places. Residence placement can therefore not be guaranteed. Students may already apply for accommodation as from March of the previous year. Placement is done continuously as applications are received and processed until all the residences are full. ***The earlier you apply, the better your chances will be.*** Academic achievement is considered for placement in a residence. During the placement process the residence of preference is considered first.

If the particular residence is already full, you will be considered for placement in another residence if a place is available. Students are informed of their residence placement in writing. If no more places are available in any residence, your name is placed on a waiting list according to academic merit.

- **When must I pay my residence fees?**

A prescribed initial payment must be paid within 30 days of the date on the placement letter. If the initial payment is not paid, the placement will be cancelled. If it is not possible to pay the initial payment within the allocated period, an arrangement could possibly be made with the Residence Consultants at the CSC.

- **Will meals be provided if I live in a residence?**

Yes, each student is allocated an amount to be used for meals as soon as they move into residences. Once this amount has been used, students can pay in an additional amount at the cashiers at the CSC to be used for meals.

- **Where can I obtain a meal card?**

Your residence committee member will issue your meal card as soon as you have moved into your residence.

- **Is a single room available?**

Room allocations take place at the individual residences and single rooms are allocated on merit. You may submit a letter of motivation justifying your application for a single room, at the Client Services Centre, either by post, fax or email. This motivation can also be submitted to the Residence Consultants at the CSC, counters 7 and 8. These motivations will be sent to the relevant residences for consideration.

- **How does the waiting list for residences work?**

If all the residences are full, your name is placed on a waiting list according to academic merit. As cancellations are received, the next person on the waiting list is placed.

- **Why has my friend with a lower APS already been placed?**

He/she may have applied earlier or may have received a Director's place. The Director: Residence and Accommodation Affairs has a few places that are allocated according to merit.

- **Do you have any other accommodation available?**

Private accommodation is available and the following numbers can be contacted in this regard:

➤ Private accommodation:	Tel: 012 362 5112/3
➤ Arlon Properties:	Tel: 012 362 5499
➤ Accommodation Station:	Tel: 012 342 6825
➤ Huurkor:	Tel: 012 342 2001
➤ Off-campus Rental:	Tel: 012 362 6123
➤ Urban Digs	Tel: 012 362 6231

- **How are the rooms in the residences equipped?**

Each room has a bed, a desk, a built-in cupboard and a bookshelf.

- **I could not attend the Open Day – can we arrange to visit the residence at another time?**

The House Committee (Chairman or Primaria) of the relevant residence can be contacted in order to make special arrangements in this regard.

- **What should I do if I received placement in a residence and wish to cancel?**

Cancellations must be in writing and reasons for cancellations should be stated in the letter. Mail the letter to the Residence Consultants, Client Service Centre, University of Pretoria, Pretoria 0002 or fax it to 012 420 4555 or email to csc@up.ac.za.

- **Will the initial payment I made be refunded should I cancel the place in residence allocated to me before I move into residence?**

A partial refund may be made upon written request. A reservation levy of R1 600 is retained from the initial payment made and the balance will be paid back on request.

- **If I received placement, how do I retain my place the following year?**

Renewal of placement is done according to **academic merit**. The average of the first-semester marks is considered for renewal of placement for the following year. It is therefore very important that students perform academically well as from their first semester. Students whose fees are in arrears will not be placed again.

Since the **demand is greater** than the number of places available, the students with the highest averages are placed first while the rest are placed on a **waiting list**. Students are continuously placed from the waiting list as cancellations are received. The **residence placement policy** is amended from time to time, and students and their parents will receive an **information letter** regarding the renewal of places during April/May.

- **When may I occupy my place in the residence?**

Arrangements have been made to enable first-year students to move in on 17 January 2009 (between 12:00 and 16:00) and on 18 January 2009 (between 07:00 and 10:00).

TESTS (ACADEMIC LITERACY/ ADMISSIONS/ COMPUTER TEST)

Academic Literacy Test

- **Is it necessary for me to write the Academic Literacy Test?**

The Academic Literacy Test is compulsory. All new first-year students who register at the University must have their academic literacy assessed by taking the test.

- **When and where are the Academic Literacy Tests conducted?**

The Tests will be conducted on 20 January 2009. The times and venues for the Academic Literacy Tests are indicated in the Academic Orientation Programme.

- **I missed the Academic Literacy Test – when and where will it be conducted again?**

A late test will be conducted on Saturday, 7 February 2009. Time: 09:00. Venue: Chancellor's Building, Hatfield Campus.

- **Where and when do I get the results of the Academic Literacy Test?**

Main Campus: Thursday 22 January on the notice boards south of the Human Sciences building.

Groenkloof Campus: Thursday 22 January on the notice boards under the Auditorium.

- **Where can I obtain more information regarding the results of the Academic Literacy Test?**

An information counter will be available in the Human Sciences Building on level 3 on Thursday 22 January between 12:00 and 15:00 as well as Friday 23 January between 09:00 and 13:00.

- **I have passed the Academic Literacy Test – which modules can I take in the place of the Academic Literacy modules?**

The Academic Orientation Programme and/or yearbook of the relevant faculty should provide clarity in this regard. If not, consult your faculty's Student Administration. Students who are registered in the Faculty of Humanities will receive this information from the package organisers during the Academic Orientation Week.

- **What am I to do if I failed the Academic Literacy Test?**

Register for EOT 110 and EOT 120 (except where other requirements are set, e.g. for students in the Faculty of Engineering, Built Environment and Information Technology). Other specified information will be provided during the Academic Orientation Week.

Admissions Test

- **With whom can I discuss the results of the Admissions Test?**

The results of the **Admissions Test** are not negotiable. For enquiries, consult the head of your faculty's Student Administration.

Computer Test

- **I wish to apply for the exemption examination for CIL 111 (Computer Literacy) – how and where should I do this?**

Apply at the Head of the Centre, Student Computer Centre, corner Roper and Burnett Streets. Education students apply at the Computer Lab on Groenkloof Campus.

EXTENDED PROGRAMMES

- **I may decide to follow the extended programme – whom must I consult?**

Only candidates who wrote the Admissions Test will be considered for admission to and placement in the extended programmes.

Natural and Agricultural Sciences: If you comply with all the requirements for BSc and you still wish to follow the four-year programme, contact Ms Trophy Komane, NW1 Building room 3.46, Tel: 012 420 4780 or consult the yearbook for more information.

Engineering offers a five-year programme: Contact Mrs E Willemsse on 012 420 2724 or Mrs E Jones on 012 420 2676 for more information.

Humanities: Students who have already been admitted based on their grade 11 results, and who have an APS of 21, 22 and 23 after grade 12, will be placed in the BA (Extended programme) – except in the case of selection programmes – consult the yearbook for more information. Contact Prof Ann de Boer, HSB 13-1, Tel: 012 420 2635.

Education: Students who applied for the BEd (FET) Natural Sciences and were admitted on grounds of the Admissions test will be selected for the extended programme. Contact Mrs C Coetzee at the NS Building, Groenkloof Campus, Room 103, or Tel: 012 420 5626 for more information.

REGISTRATION

- **Registration form**

A registration form is posted to new first-year students during December. Please bring this form with on Wednesday, 21 January 2009.

- **I have not received a registration form. What should I do?**

Report at your faculty's Student Administration to obtain a registration form.

- **Which modules should I choose?**

During the Academic Orientation Week the package organisers will be available to help you in this regard. The student administration personnel will also provide assistance during the registration period.

- **Where are the lectures presented?**

During the Academic Orientation Week the lecture timetable for every study programme will be made available. Senior students will also take you in groups to the relevant buildings/venues where the lectures are to be held.

- **When do I register?**

During the Academic Orientation Week a period will be set aside during which all students will register in groups. The process begins in the hall as indicated in the Academic Orientation Programme. No registration forms will be accepted without a copy of the statement of symbols or an original National Senior Certificate. Please write your APS on the registration form.

- **I have been admitted to study in the Faculty of Humanities, but I am not sure about the field anymore.**

Consult the programme managers or package organisers during the Academic Orientation Week (details appear in the yearbook) or arrange with the CSC for an appointment with a course consultant. The student advisers will also be available for assistance in this regard.

- **How do I change the modules I have registered for? (also see Discontinuation/changing of modules)**

Specific dates have been determined for students to change modules. Students attend classes in the meantime.

Students in the Faculty of Humanities:

1 st Quarter, 1 st semester modules:	13 February in the Orange Laboratory, IT Building
2 nd Quarter, 1 st semester modules:	27 March, Student Administration, IT Building 2-9;
3 rd Quarter, 2 nd semester modules:	24 July, Student Administration, IT Building 2-9;
4 th Quarter, 2 nd semester modules:	14 September, Student Administration IT Building 2-9;
Year modules:	13 February, Orange Laboratory, IT Building or 24 July, Student Administration, IT Building 2-9.

Students in the Faculty of Economic and Management Sciences:

1 st Semester modules:	5-6 February, CBT Labs 1,2,3.
2 nd Semester modules:	15 July, CBT Labs 1,2,3.

Students who study at other faculties may change modules during the week of 9 to 13 February at their relevant faculty's Student Administration offices.

Last date for cancellation without being liable for payment of fees:

1 st Quarter, 1 st semester and/or yearmodules:	18 February 2009
2 nd Quarter modules:	1 April 2009
3 rd Quarter and 2 nd semester modules:	24 July 2009
4 th Quarter modules:	14 September 2009

- **I took Computer Studies at school. Should I register for the Computer and Information Literacy modules?**

Yes, the Computer and Information Literacy modules, namely CIL 111 and CIL 121 (or as prescribed for the different programmes/packages) are compulsory for all new first-year students. However, students may write the test for exemption from module CIL 111 (Computer Literacy). Apply to the Head of the Centre, Student Computer Centre, corner Roper and Burnett Streets.

- **I was not selected for a Health Sciences field of study. I am currently enrolled for a BSc field of study as preparation for possible selection. When will selection take place?**

You must apply for admission to the Health Sciences field of study before the beginning of the examination at the end of the first semester. Forms will be available at the General Enquiries counter at the CSC. Your first-semester results are taken into consideration during the selection process and, if you are selected, you may already change to the Health Sciences field of study as from the second semester. **Please note:** If you have been accepted for MBChB, your UP Achievement bursary grant will be adjusted.

- **Can I complete my degree after hours?**

No. Information about modules that are presented as *flexi-learning*, is indicated in the Timetable book as well as in the relevant faculty yearbook.

- **I am not sure about the choice of a field of study yet. With whom can I discuss this?**

You may arrange to meet with one of the course consultants at the CSC or with one of the student advisers at Marketing Services (student advisers will only offer this service during January).

If you prefer professional testing, kindly contact the guidance psychologist at Student Support in the Student Affairs Building.

- **Must I make an appointment beforehand if I wish to do this professional test and are there any costs involved?**

Appointments should be made by phoning 012 420 2333 at a cost of R500 per applicant for scholars. Should you register at UP, part of this payment will be refunded to you. Tests are free for registered students on condition that an appointment is made beforehand.

- **Until when may I change my field of study?**

18 February 2009.

EXAMINATION AND LECTURE TIMETABLE CLASHES

- **Examination clash: May I register for modules that clash during examinations?**

Yes, you may, with the exception of students registered at the School for the Built Environment and the School of Engineering. However, keep in mind that should you register for such modules, one of the modules will have to be written during the supplementary examination period. Should you thus qualify for a supplementary exam in this module ***you would not be able to take the supplementary examination***. You will not be allowed to take a third module that also clashes with the two modules concerned.

- **Lecture timetable: May I register for modules if there are clashes in the lecture timetable?**

No, you must ensure that you choose modules that do not clash. If there are any

prescribed modules that do clash, please contact the relevant head of department. It may be possible to make special arrangements.

STUDENT CARD

- **Where can I obtain a student card?**

The CSC will issue your student card one day after registration. Present your proof of registration at the CSC in order to obtain a student card.

- **Are there any costs involved in the acquisition of the student card?**

A first student card as well as a first admission card to residence grounds are issued free of charge. In the event of losing a card, you may apply for a duplicate at the CSC at the following costs: student card – R30; admission card to residence grounds – R60.

- **Must I apply separately to make use of the Library?**

You do not have to apply. Registered students may use the library – membership to the library is obtained immediately after you have received your student card.

MISCELLANEOUS

- **What must I bring with to the Academic Orientation Week?**

Bring a pencil, eraser and pen.

- **May I purchase any textbooks beforehand?**

Do not buy any textbooks before the lecturers instruct you to do so.

- **Which businesses are situated in the immediate vicinity of the University and the residences?**

Commercial banks, bookshops, pharmacies, sport and clothing shops as well as grocery stores.

- **How safe is the campus?**

Security Services provides a safe environment for students and staff through innovative crime-prevention strategies.

Phone numbers:

24-hour control room: 012 420 2310

24-hour crisis line: Toll free: 0800 006428

24-hour reaction vehicle: 083 654 0476 or *15431

- **I have lost my keys/card/jersey. Where can I make enquiries?**

Lost property is handed in at Security Services (Eastern entrance) in the Administration Building (Die Skip). Tel: 012 420 2310.

- **Which books and/or computer should I buy?**

You will receive information in this regard during the Academic Orientation Week. Save money, trouble and time and attend all lectures. The bookshops in Hatfield are helpful regarding the acquisition of prescribed books.

- **How can I ensure success at University?**

During the Academic Orientation Week you will receive lectures regarding this very important matter. **Attend all lectures during this week.**

Study method assistance is available, free of charge. Contact the Student Support Division at 012 420 2333 for an appointment.

DISCONTINUATION/CHANGING OF MODULES AND/OR TERMINATION OF STUDIES

- **If I registered for a module, but decide to cancel the module or to take another module in place thereof – what should I do?**

You may attend classes for the new modules, but changes must be effected on your academic record by the faculty's Student Administration. There are specific dates of registration for these changes.

Note: the final dates regarding changing of modules appear on page 14.

- **How do I change my field of study after I have already registered for a specific field?**

You should apply and complete a form at the Student Administration of the faculty where you wish to continue your studies. If your application is successful, your field of study will be changed on your record and a new proof of registration will be issued.

- **I intend discontinuing my studies at UP permanently/temporarily - who can I speak to about it?**

Before taking such drastic action, please contact Student Support at 012 420 2333.

- **What must I do if I want to terminate my studies completely?**

The University must be informed in writing. A prescribed form is available at the CSC (Student Accounts consultants). This form must be completed and submitted. **Your student card has to be handed in at the CSC together with this form.**

- **Do I pay for module changes and/or changes to fields of study?**

If you change your field of study before 18 February, no fees are payable with regard to the modules that are being discontinued in the process. The same applies to any quarter, semester or year module, which is discontinued within ten days after commencement of such module.

If a module is discontinued after 10 days of the commencement of such module, tuition fees will, however, have to be paid. Make sure that no modules that were discontinued on time appear on your account.

- **What is my financial obligation if I discontinue my studies completely?**

Termination within 10 days after commencement of the academic year for fields of study not subject to selection: R560. Termination within 10 days after commencement of the academic year for fields of study subject to selection: R1 500. Termination after 10 days of the commencement of the academic year: fees are charged according to the date of discontinuation.

- **What is my financial obligation if I cancel lodgings in a residence?**

You must pay for the number of days you lodged at the residence as well as for the meals you have taken. A basic levy for the period during which the room stands empty until it is occupied again, is also charged. If you cancel lodgings in a residence before or on 15 February, a minimum fee of R1 600 is payable.

TRANSPORT/PARKING

- **May first-year students come to the University with their cars and where may they park?**

Yes, they may. Parking is limited though. Students may not park on the Hatfield Campus but may park in the following parking areas: cnr Burnett and Festival streets, cnr Duxbury and Herold streets, cnr Lynnwood and Herold streets. Students at the satellite campuses can apply for a parking disc at the mini CSC offices at the satellite campuses. Residence students may park in the paid parking areas at the residences (H17 – Festival Street, H29 – Herold Street, H30 – Lunnon Road) but need to take note that there is only a limited number of parking bays available. All first-year applicants will be placed on waiting lists and will only be placed after the seniors have been placed. Placement will take place subject to availability. Contact Ms Annemarie Iske at annemarie.iske@up.ac.za or tel. 012 420 5171.

- **Does the University have a bus service?**

A commuter bus service is available, leaving approximately every half hour from the University to the men's residences and Katjeepering women's residence. A bus service to and from the Groenkloof Campus is available during the morning, the afternoon and in the evening until 22:00. Students can also make use of the municipal bus service. Contact Esther Schilling at esther.schilling@up.ac.za for more information.

BUS TIMETABLE

GROENKLOOF CAMPUS TO HATFIELD CAMPUS

07:00
08:00
09:00
10:00
11:00
13:30

HATFIELD CAMPUS TO GROENKLOOF CAMPUS

10:30 18:45
11:30 19:45
12:30 21:00
15:00 22:00
17:00

Contact Mr HPR Smit, Tel: 012 420 2745, for more information.