



UNIVERSITEIT VAN PRETORIA
UNIVERSITY OF PRETORIA
YUNIBESITHI YA PRETORIA

Make today matter

www.up.ac.za

CONTENT

Message of welcome from the Vice-Chancellor and Principal Office 3



1. University of Pretoria 4

- 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 2024 6



2. Academic matters 7

- 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



3. Financial matters 10

- 3.1 General financial information 10
- 3.2 Bursary and loan applications 11
- 3.3 FLY@UP Assist First-Year Awards 12
- 3.4 Other Fly@UP Awards 13



4. Accommodation 14

- 4.1 Accommodation on UP campuses 14
- 4.2 Alternative accommodation 15
- 4.3 Accommodation in Pretoria 16



5. International students* 17

- 5.1 International Cooperation Division 17
- 5.2 Special orientation programme 17
- 5.3 Immigration clearance 17
- 5.4 Medical aid cover for study visa holders 18
- 5.5 Universities South Africa (USAf) 18
- 5.6 South African Qualifications Authority (SAQA) 18



6. Student Affairs 19

- 6.1 Student Counselling Unit 22
- 6.2 Student Health Services 23
- 6.3 Disability Unit 24
- 6.4 Student Governance Unit 24
- 6.5 Student Representative Council (SRC) 25
- 6.6 Student Development Unit 25
- 6.7 Day houses 25
- 6.8 Faculty houses 25
- 6.9 Study methods and study advice 25

*Applicants who are not South African citizens

Produced by the Department of Enrolment and Student Administration in December 2023.
Comments and queries can be directed to ssc@up.ac.za or Tel +27 (0)12 420 3111.

Undergraduate
studies website:



Postgraduate
studies website:



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

CONTENT



7. Student Computing Services.....	26
7.1 Overview	26
7.2 Computer facilities	26
7.3 Student IT Helpdesk.....	28
7.4 Access to UP computer systems	28
7.5 Self-service password functionality	29
7.6 Instructions for new users of the UP Student Portal	29
7.7 Internet access.....	29
7.8 Tuks Google account.....	29
7.9 Software available to students.....	29
7.10 TuksPrint.....	30
7.11 Wi-Fi network.....	30



8. Sports	31
8.1 Introduction	31
8.2 Sports clubs.....	31
8.3 Sports bursaries and performance support	32
8.4 High Performance Centre (hpc)	32
8.5 TuksSport High School.....	32



9. Transport and parking.....	33
9.1 Parking and traffic.....	33
9.2 Bus services.....	33
9.3 Shuttle services.....	34



10. Museums, arts and culture.....	35
10.1 University of Pretoria (UP) Museums	35
10.2 GLAM	36
10.3 The School of the Arts.....	36
10.4 The Javett Art Centre at the University of Pretoria	37
10.5 University of Pretoria Archives—the institutional memory bank	38
10.6 University of Pretoria Campus tours (UPCT).....	38
10.7 The Manie van der Schijff Botanical Gardens	39



11. General services	40
11.1 Career Services Office.....	40
11.2 The Centre for Sexualities, AIDS and Gender (CSA&G).....	40
11.3 Campus shops	41
11.4 Dining halls and payment for meals	41
11.5 Food outlets	42
11.6 Legal aid.....	43



12. Library services.....	44
12.1 Campus libraries and spaces.....	45
12.2 Campus Library hours	46
12.3 Printing and copying services.....	46



13. Security Services.....	47
13.1 Emergency numbers.....	47
13.2 Crisis line (24 hours).....	47
13.3 Safety tips	47
13.4 Use of the Green Route.....	47
13.5 Lost property.....	47



14. UP Campus maps.....	48
--------------------------------	-----------

MESSAGE OF WELCOME FROM THE VICE-CHANCELLOR AND PRINCIPAL OFFICE



Dear prospective and current students,

We would like to welcome you to the University of Pretoria and congratulate you on deciding to #ChooseUP. By making this significant decision you joined not only our family, but also our global network of 322 587 alumni, many of whom are making their mark locally and globally.

Vice-Chancellor and Principal Office

UP has been discovering new knowledge and inventing ways of improving people's lives for 115 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 was a wake-up call, urging us to think critically and reimagine the future. At the University of Pretoria, we're committed to using higher education for a meaningful contribution to post-COVID-19 Africa. Through innovative research and strategies, we're addressing complex pandemic-related challenges wake-up call to do things differently, and has forced us to think even more critically to find solutions to the challenges we face.

Upon graduation, you'll possess critical thinking and creative skills applicable in various workplaces or entrepreneurship. We offer free online entrepreneurship training to support your potential in this area. For more details, visit the Career Services Office at the Hatfield Campus's Old Chemistry Building or access their website at www.up.ac.za/career-services. Our ongoing research at the Centre for the Future of Work will keep your education relevant amidst evolving workplace dynamics driven by advancing digital technologies. Furthermore, our education will foster an understanding of both the challenges and opportunities of being South African and African in a global context.

Make the most of your journey at UP by ensuring that you are familiar with the many resources which you have access to, and learn about 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, and consulting any other suggested learning material. Engage with your lecturers and fellow students during lessons to learn even more about the subject. Study diligently and revise in small chunks to ensure that you are not left with a mass of work to cram in just before the exams. This method will help you to remember information for longer and to apply it more effectively.

As blended learning—which includes a mix of online and in-person classes—becomes a permanent feature of 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 is your orientation companion, providing essential details about our campuses, faculties, student services, important dates, accommodations, transportation, libraries, safety, security, and support services from Student Affairs and Finance. It's your guide to confidently begin your exciting journey.



1. UNIVERSITY OF PRETORIA

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

1.1 Campuses and faculties

The **Hatfield Campus** has more than 60 historical buildings, 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.

For updated information, refer to www.up.ac.za/mamelodi-campus.

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)** located in Sandton, Johannesburg, offers academic programmes, as well as a wide range of executive courses that can be custom-designed to suit specific company needs.





1. UNIVERSITY OF PRETORIA



1.2 Student Administration offices



Economic and Management Sciences

R1-12, Economic and Management Sciences Building, Hatfield Campus

Email ems@up.ac.za



Education

Administration Building, Groenkloof Campus

Email ssc@up.ac.za



Engineering, Built Environment and Information Technology

6th floor, Engineering Building 1, Hatfield Campus

Email ebit@up.ac.za



Health Sciences

R3-54, Student Administration Centre, Tšwelopele Building, Prinshof Campus

Email healthapplications@up.ac.za



Humanities

R2-9, IT Building, Hatfield Campus

Email hum-student-admin@up.ac.za



Law

R1-56, Law Building, Hatfield Campus

Email kgolane.makua@up.ac.za



Natural and Agricultural Sciences

Ground floor, Agricultural Sciences Building, Hatfield Campus

Email nas.undergradhelp@up.ac.za



Theology and Religion

R1-22, Theology Building, Hatfield Campus

Email theology@up.ac.za



Veterinary Science

Arnold Theiler Building, Old Soutpan Road, Onderstepoort Campus

Email pearl.mmako@up.ac.za or karen.ras@up.ac.za



1. UNIVERSITY OF PRETORIA

1.3 GPS coordinates of campuses

Campus	GPS coordinates
Hatfield	S25° 45' 21' E28° 13' 51'
GIBS	S26° 07' 46" E28° 02' 46" (56 km from Hatfield Campus)
Groenkloof	S25° 46' 10' E28° 12' 34" (3.5 km from Hatfield Campus)
Hillcrest	S25° 45' 10' E28° 14' 46" (1.2 km from Hatfield Campus)
Mamelodi	S25° 43' 22' E28° 23' 56" (12 km from Hatfield Campus)
Onderstepoort	S25° 38' 52" E28° 10' 54" (22 km from Hatfield Campus)
Prinshof	S25° 43' 57' E28° 12' 10" (6 km from Hatfield Campus)

1.4 Google maps to our campuses

UP Campus maps are available on Google Maps, as well as on the Google Maps application. Type the links below in your internet browser, or install the Google Maps application free of charge on your smartphone or tablet.

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

1.5 Important dates 2024

Description	Dates
Welcome Day for new first-year students	10 February 2024
Orientation programme for new first-year students	12–16 February 2024
Access to UPO, an online academic orientation module for first-year students	Each faculty's UPO has its own code.
INSYNC first-year concert	17 February 2024
Rag of Hope Day	24 February 2024
First quarter	19 February–17 April 2024
Second quarter	18 April–6 June 2024
Third quarter	22 July–9 September 2024
Fourth quarter	10 September–7 November 2024
Spring Day	18 September 2024

Note: The dates above are subject to change. For the most recent information, go to 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 > [My UP Login](#), where you will also find relevant communication and checklists.
- Before registration, all students who have been admitted must enter into an enrolment contract with the University. The contract is available on your UP Student Portal, Student Centre. Visit the UP Student Portal at www.up.ac.za > [My UP Login](#). Instructions on how to complete your contract are available at: www.up.ac.za/media/shared/368/Document/Self%20Help%20Guides/how-to-complete-your-online-enrolment-contract-v2.zp211016.pdf.
- Complete your contract, print it, sign it and then deliver the original signed copy to UP for processing.
- Guidelines on how to sign your contract are available at: www.up.ac.za/media/shared/565/2021/how-to-sign-your-enrolment-contract.zp203398.pdf.
- If, before sending us the original document you want to ensure that you have completed the contract correctly and signed at the correct places, you can upload it on to your UP Student Centre. Instructions on how to upload your contract are available at: www.up.ac.za/media/shared/368/Document/Self%20Help%20Guides/how-to-upload-your-enrolment-contract-for-verification.zp209098.pdf.
- Admitted and conditionally admitted students are requested to log in to the UP Student Portal at 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.
- Students who wish to cancel their applications to study at UP and wish to receive no further communication from the University must send an email to ssc@up.ac.za.
- If you have been placed in a residence, refer to your placement letter for occupation dates.
- If you have been conditionally admitted to a residence, but the end examination results of your final school year are lower than the marks required for admission, admission is not guaranteed and you may not move into the residence

until the Student Administration office of the relevant faculty has confirmed your admission.

- If you do not comply with the minimum admission requirements based on your current results and you have applied to have some of your final school year subjects re-marked, 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. However, you are welcome to apply for admission in the following academic year.

Note: The Academic Literacy Test is compulsory and has to be written by new first-year students during the orientation programme at the 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 studies in 2024 will be 01 March 2024.

STEP 1: FINANCIAL ASPECTS

Before you can register, you need to do the following:

- 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. Cheques will not 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 these details can be recorded in the system and, if applicable, the requirement to pay the initial fee can be waived.
- Confirmation that a bursary has been awarded to a student must be on an official letterhead and must be signed by the sponsor. The total amount of the bursary must be stated and the expenses covered by the bursary amount indicated (eg tuition fees, accommodation, meals and textbooks).
- A form to assist the sponsor in defining the bursary amounts is available on the UP website at www.up.ac.za/article/2749200/fees-and-funding. Choose 'Fees', then 'Fees paid by Bursars'.



2. ACADEMIC MATTERS

- 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.
- If you have been notified that NSFAS will be funding you, you will be informed via SMS that your initial fee has been waived.
- If payments were made after the due dates, documentation (bank deposit slips, official university receipts, etc) must be presented upon request.

What to pay when

Initial payments that are required before you may register include tuition fees, residence fees and an administrative levy (as may apply to your situation). Information about the amounts payable can be found at www.up.ac.za/student-fees/article/2735925/summary-of-fees-and-levies.

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 made with regard to exceptions. For more information, go to www.up.ac.za/online-registration.

In these cases, the following will apply:

- Ensure that you know where and when registration will take place. For this information, refer to your orientation programme and information on the start of the academic year.
- Payment of the initial fee does not make you a registered student. You will only be a registered student once you have been issued with a document proving registration for the year.

Online or on-campus registration will only be possible 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);
- your residence reservation levy has been paid (if applicable); and
- your final NSC/IEB or equivalent qualification results still meet the minimum programme admission requirements.

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

Proof of registration

- Once you have registered, you may download and print a proof of registration form from the UP Student Portal.
- 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).
- However, the best way to obtain proof of registration will be to download the document 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 those in the School of Engineering.
- AIM 111 is presented in the first semester and AIM 121 in the second semester.
- No exemption examination is available for AIM 111 or AIM 121.

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

UP Readiness Survey

The University of Pretoria maintains a comprehensive programme to support the academic development of first-year students. This involves services provided by Faculty Student Advisors (FSAs), 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, which can be broadly defined as the extent to which students have been prepared (financially, socially and in terms of academic engagement) to succeed at an institution of higher education.

Note: This is not an admissions test.

Contact information

Dr Juan-Claude Lemmens

Email jlemmens@up.ac.za

Address Department for Education Innovation
R3-58.11, IT Building

Academic literacy of first-year students

An inadequate level of academic literacy can impact negatively on a student's chances of academic success. The University of Pretoria has processes in place to identify students who might need development, based either on their marks for English in the final school year, or on their performance in an academic literacy test.

Full details will be communicated as part of the orientation programme at the start of the academic year and 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 simply stay away from class or 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 for information about the registration venue and dates.
- A student card will not be issued without proof of identification (ID, passport or driver's licence). 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 at the commencement of 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.

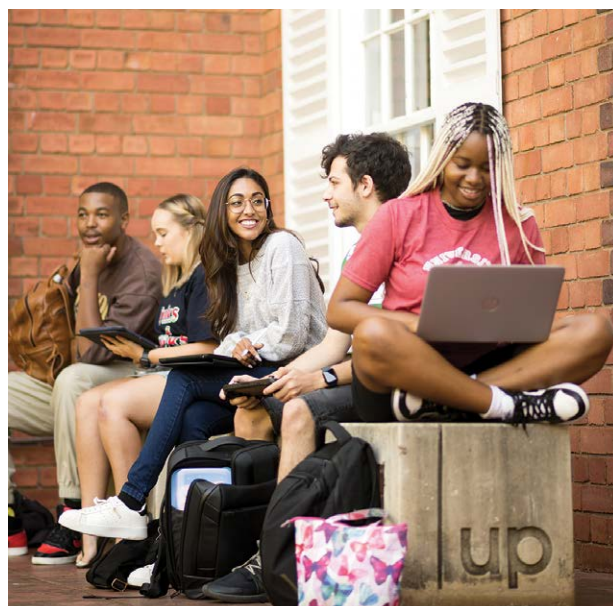
Note: No holes may be made into the student access card and no other modifications are allowed. Should you make any modification, you will be held liable for the replacement fee.

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

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

Changing programmes or withdrawing from modules (registered students)

- If you wish to change or discontinue a module, it can be done on the UP Student Portal through the registration component. The discontinuation dates that are available at www.up.ac.za/article/2749200/fees-and-funding (click on 'Fees', then on 'Module changes and termination of studies') will apply.
- Should 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, which is available at 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

If you are a registered student, you can view and print your academic record, which indicates the subjects you have done with the symbols obtained for each subject on the UP Portal at <https://www.up.ac.za/portalstudent>. Students can download and print this record and, if needed, have it certified at the Student Service Centre (SSC).

The official academic record that includes the certificate of conduct can be obtained from the SSC at a prescribed fee.

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 will be returning to UP to continue with their studies.
- You must be a registered student to obtain this letter.
- The visa letter may also be generated from the UP Student Portal, Student Centre under 'Communications'. Alternatively, the letter can be obtained from the Student Service Centre (SSC) at a prescribed fee.

Note: No letter will be issued to a student unless proof of identification is provided (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. For information on terms and conditions, go to 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, 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. 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 on the Generate Quote button. You can then view, save or print the quotation.
 - AIM modules may be added if necessary.

Accounts

Even if you did not receive an account in the mail, all accounts are payable by not later than 30 April (50%) and 31 July (100%). Accounts are available on the UP Student Portal (My UP Login>Student Service Centre>Finances>Student Finances>Tuition Account) and 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 UP Student Portal with an email address to which the account can be sent (My UP Login>Student Service Centre>under 'Personal and Contact information', click on 'Email Addresses').

Discontinuation dates

Adding or dropping of modules after registration should be done at your faculty. Regardless of when a module was added, should you afterwards decide to discontinue said module, 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 by clicking on 'Fees', then on 'Module changes and termination of studies'.

Initial payments

The initial payment is not an additional amount payable, but is an initial payment towards the tuition fees. For more information on registration and cancellation fees, go to www.up.ac.za/article/2749200/fees-and-funding, click on 'Fees' and then on 'When to pay what'.

Residence fees

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

Fees paid by bursars

Before registration, a student must submit written proof of payment provided by the sponsors of the bursary awarded to the student, 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.

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

UP banking details

For the University of Pretoria's banking details, go to www.up.ac.za/article/2749200/fees-and-funding, click on 'Fees', and then on 'Bank Details'.

UP Student Portal

The UP Student Portal allows registered students 24/7 access to their accounts, personal information, academic records, financing applications, discount amounts, amounts payable, payment dates, quotations and meal-money accounts. Although the UP Finance Department sends out monthly statements, the delivery of these statements cannot be guaranteed. The University assumes that students have access to and make use of the UP Student Portal. The importance of this is highlighted during orientation and first-year registration. More information is available at www.up.ac.za/article/2749200/fees-and-funding.



3. FINANCIAL MATTERS

3.2 Bursary and loan applications

UP financial aid

We compile a database of all our students who want to be considered for discounts, bursaries and other forms of funding and financial aid benefits. Registering on this database does not guarantee that you will receive funding, but it will enable us to offer you funding should suitable opportunities arise. This database is open to all students, regardless of household income, study programme or year of study. To apply, visit www.up.ac.za/article/2894107/financial-aid.

UP-managed funding

Applications must be submitted through the UP Student Portal or www.up.ac.za/article/2749200/fees-and-funding by clicking on 'Funding' and then on 'UP-managed funding'.

National Student Financial Aid Scheme (NSFAS)

In pursuit of South Africa's national and human resource development goals, the NSFAS provides 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.

- Students who are South African citizens may apply.
- Refer to www.nsfas.org.za for application dates.
- The NSFAS allocation is awarded as a bursary.
- Students already funded by NSFAS in 2023 need not re-apply.

Fundi (formerly known as Eduloan)

Since 1996 Fundi has helped more than 800 000 southern Africans to obtain an education by offering affordable study loans for full- and part-time students. As a registered credit provider, our educational loans cover a wide range of student-related necessities, such as books, accessories, laptops, university and private accommodation, as well as tuition, with a fixed monthly instalment. Anyone can apply for a loan (students, parents or guardians), provided that the applicant is in full-time employment or has a registered business.

Contact information

Tel +27 (0)12 420 2161/5175
Email lizettevr@fundi.co.za
Address R1-13, Student Centre
Business hours 08:00–16:30

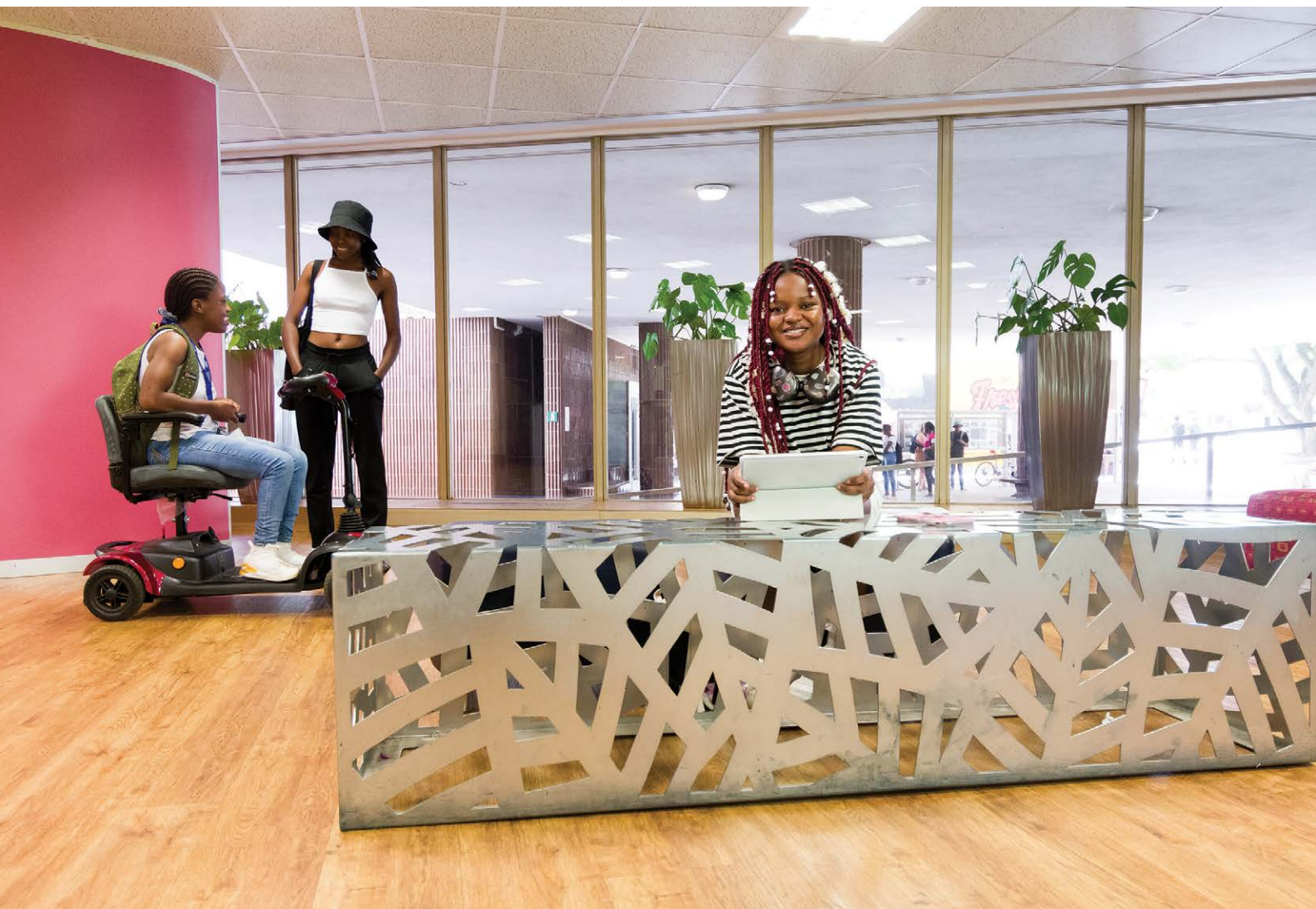
Other bursary options

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

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

Contact information

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





3. FINANCIAL MATTERS

3.3 FLY@UP Assist First-Year Awards

TABLE 1: FLY@UP ASSIST FIRST-YEAR AWARDS 2024

Umalusi issued school-leaving certificates such as NSC, IEB and SACAI, irrespective of citizenship (Note: Amounts indicated in the table below may be adjusted for 2025)	
Qualifying average percentage	All faculties
80%–89.99%	R16 000
90%–100%	R42 000

Conditions for the above awards

- Table 1 is primarily applicable to candidates applying at the University of Pretoria with Umalusi school leaving certificates (NSC, IEB and SACAI).
- FLY@UP Assist First-Year Awards are based on the final school-year examination results as issued by Umalusi via the Department of Basic Education.
- These awards are made automatically to first-time entering first-year registered undergraduate students who meet the award criteria. Students do not apply for these awards.
- First-time entering 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 criteria 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 awards. Students who registered at UP in previous years, are also not considered.
- For candidates who present an NSC/IEB Certificate, actual percentages obtained for the six (6) best subjects taken, excluding Life Orientation, is used. Certain subjects are EXCLUDED in the calculation of average percentages:
 - Life Orientation
 - Mathematics Paper 3
 - Additional Mathematics
 - Practical Music Grade 4 and 5 (Note: Practical Music Grades 6, 7 and 8 are considered for inclusion in the calculation of the average percentage—if your music report for this subject is not part of your NSC report, please submit your official music report to the Student Service Centre at ssc@up.ac.za, before commencement of classes.)
- The calculation of the average percentage is based on the University of Pretoria's formula, per examination authority and not on the number of distinctions achieved.
- The average percentage is not rounded off.
- Results obtained for papers that have been re-marked are not considered for award purposes.
- This award will be cancelled for students who discontinue, are excluded or who terminate their studies for whatever reason during the year in which the award is made and no payouts of the award will be allowed.

TABLE 2: FLY@UP ASSIST FIRST-YEAR AWARDS 2024

School-leaving certificates not issued by Umalusi. A maximum of R30 000 per student can be awarded, irrespective of citizenship (Note: Amounts indicated in the table below may be adjusted for 2025)			
Cambridge Assessment International Education (CAIE)		International Baccalaureate Diploma Programme (IBDP)	
A-Level: A*, A or B symbol	R5 000	IBDP: Higher Level 6 or 7 symbol	R5 000
AS-Level: A symbol	R5 000	IBDP: Standard Level 7 symbol	R5 000

Conditions for the above awards

- The University of Pretoria reserves the right to amend award values without prior notice.
- The awards in Table 2 are made automatically to first-time entering first-year registered undergraduate students who meet the award criteria. Students do not apply for these awards.
- R5 000 is awarded per symbol and only once per subject achieved, eg if you achieved an A*, an A or a B-symbol on A-Level in Mathematics as well as an A-symbol on AS-Level in Mathematics, you will only be awarded R5 000 for Mathematics.
- First-time entering 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 criteria 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 awards. Students who registered at UP in previous years, are also not considered.
- Results obtained for papers that have been re-marked are not considered for award purposes.
- This award will be cancelled for students who discontinue, are excluded or who terminate their studies for whatever reason during the year in which the award is made. No payouts of the award will be allowed.
- Any international school-leaving qualification that can be converted to the UP bursary formula, based on the UP conversion approved guidelines, may be eligible for an award of up to R30 000.
- The University's decision is final.
- These awards are subject to the availability of funds.



3. FINANCIAL MATTERS

3.4 Other Fly@UP Awards

TABLE 3: OTHER FLY@UP AWARDS 2024

(Note: Amounts indicated in the table below may be adjusted for 2025)

Award	Amount	Who
JuniorTukkie Grade 11 Empowerment Week Award	R16 000	The 39 learners with the best Grade 12 results (NSC or equivalent) who attended the JuniorTukkie Grade 11 Empowerment Week
Grade 12 Dux Scholar Award	R10 000	The top academic Grade 12 achiever of a specific school (one learner per school)
Vice-Chancellor's Previously Disadvantaged Group Award	R15 700	Top prospective African and Coloured students with the highest average percentage will be considered.
Vice-Chancellor's Distinguished Merit Award (VCDMA)	<p>The award covers tuition fees for three years.</p> <p>In the first year, a specific amount of R120 000 can be awarded.</p>	<p>This offer will be made to:</p> <ol style="list-style-type: none"> 1. The first-time entering first-year student who has achieved the highest overall average percentage in the final school-year results. 2. The first-time entering first-year student from a Quintile 1, 2 and 3 school who has achieved the highest overall average percentage in the final school-year results. <p>Based on the decision of the University, additional awards may be offered.</p> <p>The terms and conditions of the full offer will be contained in the candidate's specific award letter.</p>

Conditions for the above awards

- Specific terms, conditions and exclusions do apply for each award in Table 3.
- These awards are made automatically to first-time entering first-year registered undergraduate students who meet the award criteria.
- Students do not apply for these awards.
- Qualifying students will be notified.

Contact information

Tel +27 (0)12 420 3111

Email ssc@up.ac.za

Awards information <https://www.up.ac.za/student-funding/article/2746337/flyup-assist-1st-year-awards>

More information <https://www.up.ac.za/article/2749200/fees-and-funding>

For FLY@UP Assist Senior Undergraduate Awards 2024, refer to www.up.ac.za/fees-and-funding



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 (Onderstepoort residence)
Erica	Mopane	Protea Mbalehlehle (postgraduates)
Hayani	Morula Legae	Tuks Bophelong
House Khutso	The Tower	Tuksdorp (postgraduates)
House Mags	Tirisano	TuksVillage
House Nala	Tuks Ekhasya	Xayata
Ikageng		Invicta (Varsity Lodge)
Madelief		
Nerina		
Zinnia		





4. ACCOMMODATION

Application for residence placement

- The online application form that is used to apply for admission to a programme is also used to apply for placement in a residence.
- If you did not apply for placement in a residence 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. Failure to follow the correct procedure will result in a fine being 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 whether any damage had occurred in the room you intend to vacate.

Departure/moving out of a residence

Students who want to leave a 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 considered to have been vacated once the keys and Departure Form have been handed in. Fees paid for accommodation will not be refunded in the case of students who depart after 15 September.

Room renewal

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

following year is based on academic merit, it is important to perform well academically from the first semester.

Proof of residence

- Proof of residence can be supplied only 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

Contact information

Residence placement

Email tuksres.placement@up.ac.za
Tel +27(0) 12 420 3112

General information

Email tuksres@up.ac.za
Website www.up.ac.za/student-accommodation

4.2 Alternative accommodation

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





4. ACCOMMODATION

4.3 Accommodation in Pretoria

University of Pretoria guest accommodation

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

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

Hotels

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

Guesthouses

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



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.

5.2 Special orientation programme

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

5.3 Immigration clearance

International* students will have to submit proof of legal status in South Africa.

Contact information

Tel +27 (0)12 420 3111

Email isd@up.ac.za

Website www.up.ac.za/international-cooperation-division

Address Graduate Centre
Hatfield Campus

Supporting documents

Upload these supporting documents onto 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
- 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/department/faculty
 - A relative's or visitor's visa

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

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

Please DO NOT come to South Africa on a tourist visa as you will NOT be allowed to register with that visa.

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

Website www.vfsglobal.com

Students coming into South Africa for 90 days or less

Students from countries that are exempt from visas for visits to South Africa of 30–90 days or less are **NOT** required to apply for study visas, but will be issued with temporary residence permits (TRPs) or stamps on arrival 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.

Students who are not from visa-exempt countries and who plan to be in the country for 90 days or less must apply for visitors' visas at the South African Embassies in their home countries.

*Applicants who are not South African citizens



5. INTERNATIONAL* STUDENTS

Holders of temporary residence visas

Holders of valid temporary residence visas 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), while their respective visas remain valid:

- 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

Holders of study visas may undertake part-time work, provided that they do not work for more than 20 hours per week.

5.4 Medical aid cover for study visa holders

International* students who are holders of study visas, or who wish to apply for study visas 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 listed at 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
Website www.ingwehealth.co.za

Comp Care Wellness Medical Scheme

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

Note: Although another international insurance or medical product may 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 the Comp Care Wellness Medical Scheme offer weekly consultations at the International Cooperation Division offices in the Graduate Centre on the Hatfield Campus.

5.5 Universities South Africa (USAf)

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

Contact information

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

5.6 South African Qualifications Authority (SAQA)

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

Contact information

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



*Applicants who are not South African citizens



6. STUDENT AFFAIRS

The Department of Student Affairs offers a range of services to enhance student success, leadership, welfare and wellness within a proactive and programme-based approach.

The Department of Student Affairs (DSA) has five subdivisions: The Student Counselling Unit, Student Health Services, the Disability Unit, the Student Governance Unit and the Student Development Unit. Although services are available on the University's various campuses, the DSA units are all based on the Hatfield Campus.

Projects undertaken by the Office of the Director include the First-year Experience (FYX), the UP FES Democracy School and the Girls4Girls mentoring programme.

The office of the Deputy Director oversees the student nutrition and progress programme (SNAPP). SNAPP aims to assist students from underprivileged or harsh family backgrounds with limited financial support, or no support at all, with a basic food allowance. Students who require assistance have to formally apply to SNAPP every semester within a given academic year. Applications open during the first week of every semester.

Beneficiaries of the programme receive assistance in the form of a daily meal allowance or weekly food parcels during academic days in order to ensure that they have meals while studying on campus.

This programme focuses on the following three goals, each aimed at improving the quality of education:

- To alleviate financially needy students' short-term hunger by providing them with the nutrition needed to enhance their ability to learn and complete their studies
- To equip students with knowledge and skills to develop and sustain themselves
- To display a high level of commitment towards the well-being of students at all levels

Contact information

Office of the Director and Deputy-director
Tel +27 (0)12 420 6585
Email bhaviksha.ramouthar@up.ac.za
Address R1-14, Student Affairs Building
 Hatfield Campus
Website www.up.ac.za/student-affairs
Facebook @student.affairs.up
Instagram @student.affairs.up





6. STUDENT AFFAIRS

Who to contact when you need help



#SpeakOutUP

**UP 24 hour
Crisis line**

+27 (0)800 006 428



**Unplanned
pregnancy**

**CROSSROADS@UP/
Student Help**
+27 (0)12 420 2500

Marie Stopes
+27 (0)12 420 2333



RAPE!

**Notify the UP
24 hour
Crisis line**
+27 (0)800 006 428

Thuthuzela Centre
+27 (0)12 354 1874



Befrienders

**HIV Testing &
Counselling Student
Health Services**
+27 (0)12 420 2500

**Centre for
Sexualities,
AIDS and Gender**
+27 (0)12 420 4391



**Emotional
and mental
well-being**

UP Counselling
+27 (0)12 420 2333

UP Careline
+27 (0)800 747 747



**General
emergency
help**

**SMS UP to
31393**

**UP 24 hour
Crisis line**
+27 (0)800 006 428



**Report any
form of abuse
or illegal
activities**

**SMS UP to
31393**

**UP 24 hour
Crisis line**
+27 (0)800 006 428



**Support
with studies**

FACULTY ADVISORS

EBIT	+27 (0)12 420 6532
NAS	+27 (0)12 420 6740
EMS	+27 (0)12 420 6743
HUM	+27 (0)12 420 6963
EDU	+27 (0)12 420 5968
HEALTH	+27 (0)12 356 3351
LAW	+27 (0)12 420 6830
THEO	+27 (0)12 420 6707
VET	+27 (0)12 420 4990



6. STUDENT AFFAIRS

Rape and sexual assault referral and support process

		Reported within 3 days of the rape/ assault/UP staff	Reported more than 3 days after the rape/assault/UP staff
	Student or Staff (Survivor or 1st Contact)	1 Report to UP Crisis Line 0800 006 428	1 Report to UP Crisis Line 0800 006 428
	UP Crisis Line	2 <ul style="list-style-type: none"> Capture personal details Engage UP Investigator Refer to Student Counselling Unit (SCU) for counselling if need be 	2 <ul style="list-style-type: none"> Capture personal details Engage UP Investigator
	UP Investigator (Within 72 hours or after 72 hours)	3 <ul style="list-style-type: none"> Collect information – Explain process Arrange transport to TRCC Open SAPS docket (if requested) Report to UP Transformation office 	3 <ul style="list-style-type: none"> Collect information – Explain process Arrange transport to TRCC or Hospivission Open SAPS docket (If requested) Report to UP Transformation office
	Thuthuzela Rape Crisis Centre (TRCC)	4 <ul style="list-style-type: none"> HIV testing, support and PEP (if HIV neg) Forensic collection Counselling Legal support 	4 <ul style="list-style-type: none"> HIV testing and support excluding PEP Forensic collection (may be limited) Counselling Pregnancy and health advice
	SAPS (survivor wants criminal investigation)	5 <ul style="list-style-type: none"> Commence criminal investigation Explain judicial procedure 	5 <ul style="list-style-type: none"> Commence criminal investigation Explain judicial procedure
	Transformation Office	6 <ul style="list-style-type: none"> Decision on whether disciplinary process or mediation steps 	6 <ul style="list-style-type: none"> Prima Facie assessment
	UP Student Legal UP ER Legal	7 <ul style="list-style-type: none"> Commence disciplinary investigation Explain UP disciplinary procedure 	7 <ul style="list-style-type: none"> Commence disciplinary investigation Explain UP disciplinary procedure



6. STUDENT AFFAIRS

6.1 Student Counselling Unit

The Student Counselling Unit (SCU) consists of a highly professional, multidisciplinary mental health team that includes education, clinical and counselling psychologists, registered counsellors, as well as intern professionals and students busy with their master's degrees in psychology 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** and support students in achieving their academic goals. Counselling is available for a variety of presenting problems that students are likely to experience in a tertiary educational setting. Formal psychological services with a psychologist or intern psychologist are offered on an appointment basis, while short mental health interventions can be directly booked with our registered counsellors.
- Psychologists are available on all the UP campuses. For information in this regard, please visit our website at www.up.ac.za/student-counselling.
- Learning and academic counselling**, as well as a **cognitive training programme**, are offered to assist 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 mental health programmes offered by the SCU.
- Peer support group meetings in collaboration with our mental health partner SADAG, are offered online and in some residences.
- Regular **workshops and presentations** are provided to help students to maintain their well-being and address issues before they become problems. Student groups, faculty houses and residences can request a workshop with a mental health theme, 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.

- Listen to our SCU Mental Health and Well-being podcast series, especially created to enhance the well-being and mental health of our UP students. Use the links below to access our podcast series that offer valuable information on various mental health topics:
 - <https://anchor.fm/scumentalhealth>
 - <https://open.spotify.com/show/5bvh1ej8xRrjdbbNIE5nW>
- To promote the importance of mental wellness at UP, we offer **regular mental health awareness** and information campaigns and monthly wellness themes. **Mental health posters and information** are accessible on our website.
- SCU-B** is our friendly AI-driven **mental health chatbot**. SCU-B is able to provide you with information and skills to address mental health challenges you may encounter and complements, but does not replace the services offered by the SCU. Log on via the UP Student Portal. Check out your SCU-B chatbot today!

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.

How to get in touch?

To access any of our services, please send an email to studentcounselling@up.ac.za and make sure to include your student number and cell phone 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) for more information on mental health matters.

Hatfield Campus (Central Office)

Dr Hanlé Kirkcaldy (Head: Student Counselling Unit) or SCU Central Reception
Tel (office hours) +27 (0)12 420 2333
Tel (after hours) +27 (0)12 420 2310/2760 (Security: Operational Centre)
UP Counselling Careline open 24/7 +27 (0)80 074 7747 (toll free) SMS 31393 for a return call
Email studentcounselling@up.ac.za
Address Student Centre (opposite TuksFM)
 Hatfield Campus
Office hours 07:30–16:00

Groenkloof Campus

Ronel du Toit and Alex Norton (counselling psychologists)
Tel +27 (0)12 420 6240
Email ronel.dutoit@up.ac.za and alexandra.norton@up.ac.za
Address Letlotlo Building 1-28

Onderstepoort Campus

Ms Carin Kuhn (clinical psychologist)
Tel +27 (0)12 529 8377
Email carin.kuhn@up.ac.za
Address Student Health Services
 Arnold Theiler Building 1-52

Mamelodi Campus

Nthabiseng Ramothwala (counselling psychologist)
Tel +27 (0)12 842 3515
Email nthabiseng.ramothwala@up.ac.za
Address Campus Health Centre
 Education Building

Prinshof Campus

Sikander Kalla (clinical psychologist)
Tel +27 (0)12 319 3054
Email sikander.kalla@up.ac.za
Address Tšwelopele Building 3-12



6. STUDENT AFFAIRS

6.2 Student Health Services

Student Health Services provide essential primary health care services to all students registered at UP. These services, offered on all UP campuses, are run by fully qualified and registered health care professionals and include the fully accredited Voluntary Counselling and Testing (VCT) Site for HIV/AIDS that offers free testing and counselling to students.

Contact information

WhatsApp +27 (0)12 420 2500
Email info.shs@up.ac.za
Website www.up.ac.za/student-health-services
Address Student Health Services Building
 (north of the Piazza), Hatfield Campus

Health and wellness services

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

- Students are examined, diagnosed and treated for illnesses, and prescriptions for medicine are issued to students by doctors.
- Students can buy prescribed medication at a pharmacy at their own cost.
- Students' injuries are treated.
- Students are referred to specialists, relevant clinics, hospitals or laboratories when necessary (costs to be borne by patients).
- Students are given information, advice or counselling on medical matters.
- Preventative immunisation programmes are offered (for the patients' own expense).

- Family planning services are offered free of charge and, if necessary, students are referred to the on-site pregnancy counselling service in the Student Affairs Building or to Student Counselling.
- Dietary advice is offered.
- Advice is also offered regarding lifestyle and health.
- Free voluntary HIV testing and counselling (VCT) is available.
- Free eye testing is offered.

How does the service function?

- Patients book online by sending an email to info.shs@up.ac.za, or by telephoning +27 (0)12 420 2500. If necessary, a letter granting access to the University for the appointment will be sent to them. Walk-in emergencies are also attended to.
- Appointments should also be made for dietary consultation, consultation for pregnancy counselling, eye testing, blood 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 for further information.
- Remember to take along your student card each time you visit a Student Health Services Clinic.
- 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
Groenkloof Campus Room 2-10 2nd floor Letlotlo Building	Mondays, Tuesdays, Wednesdays and Fridays 08:00–15:30 (subject to change)	Wednesdays 12:00–14:00 (subject to change) Tel +27 (0)12 420 5233 +27 (0)12 420 3423
Hatfield Campus Student Health Services Building	Mondays to Fridays 08:00–13:00 and 13:45–15:30	Mondays 08:00–13:00 Tuesdays 08:00–10:00 and 10:00 – 12:00 Thursdays 08:30–12:30 (subject to change) Tel +27 (0)12 420 2500
Mamelodi Campus Education Building	Mondays, Wednesdays and Thursdays 08:00–15:30 (subject to change)	Wednesdays 12:00–14:00 (subject to change) Tel +27 (0)12 842 3724 +27 (0)12 420 2500
Onderstepoort Campus Room 1-47 to Room 1-52 Arnold Theiler Building	Mondays, Tuesdays and Thursdays 08:30–15:30 (subject to change)	Thursdays 12:00–14:00 (subject to change) Tel +27 (0)12 529 8243 +27 (0)12 420 2500
Prinshof Campus Room 3-8 Tšwelopele Building	Tuesdays, Wednesdays, Thursdays and Fridays 08:00–15:30	Wednesdays 12:00–14:00 (subject to change) Tel +27 (0)12 319 3051/3052 +27 (0)12 420 2500



6. STUDENT AFFAIRS

6.3 Disability Unit

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

- Assistive technological services in the form of 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 are also available on request.
- Adapted text arrangements: Conversion of study material into accessible formats
- Facilitation of test and examination accommodation for students with disabilities who make use of assistive technology or human support
- Academic accommodation/concession applications (relevant supporting medical report and registration with the DU required)
- Orientation and mobility training
- Academic support for students with learning disabilities
- Facilitation to request prescribed textbooks in electronic format from publishers
- Accessible study venues and a computer lab
- Support for temporary disabilities due to injury or illness
- Facilitation of funding opportunities

Walk-in sessions/Online consultations

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

- Should I register with the Disability Unit?
- What support mechanisms are available?
- Queries relating to change in support needs or a review of concessions

Important to remember

Students with disabilities are themselves responsible for promptly requesting the assistance of the DU and providing any supporting documentation for conditions that may warrant academic accommodations. Kindly consult with the DU regarding the documentation required. Concession applications for additional time must be submitted to the DU no later than 30 April for first-semester assessments, and 31 October 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
Website www.up.ac.za/disability-unit



6.4 Student Governance Unit

The Student Governance Unit coordinates and supports the activities of the Student Representative Council (SRC), the Student Disciplinary and Advisory Panel (SDAP) and the Constitutional Tribunal. It is also responsible for providing oversight to student societies that annually register with the SRC, which provides fertile ground for personal and leadership growth.

Furthermore, the Unit is responsible for registering and coordinating student societies on Campus. Every year, more than 100 student societies are registered. The purpose of these societies is to create a vibrant student life for students outside the classroom.

Contact information

Tel +27 (0)12 420 6555
Address Student Affairs Building
 Hatfield Campus



6. STUDENT AFFAIRS

6.5 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 to achieve academic success. It also coordinates organised student life activities and communicates student needs and interests to the University of Pretoria Management. Student societies that form part of organised student life at UP register with the SRC annually.

Contact information

Tel +27 (0)12 420 6554
Address Student Affairs Building
 Hatfield Campus
Office hours 07:30–16:00

6.6 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 that will equip them to perform optimally in all spheres of life.

The Unit oversees and manages various student structures that 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 planned leadership and training programme that concentrates on developing the students who serve as committee members in each of the structures. At the end of their term, these students have developed leadership skills that equip them for success in the workplace. Many of our students also use their skills and experience to become successful entrepreneurs and businesspeople.

Extracurricular activities are facilitated by student committees and faculty houses, faculty sub-houses and the Class Representative System. The Unit also runs the STARS Mentorship Programme that supports first-year students' efforts to enhance their success at the University of Pretoria.

Contact information

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

6.7 Day houses

If you are not living in residence, but would like to have an enjoyable student life, you should consider joining one of the day houses on campus, which will allow you to take part in organised student life activities such as RAG and sports, cultural and social events. By paying an annual membership fee you can join any one of the official day houses, namely Dregeana, Vividus, Luminous or Docendo. Don't miss out – be sure to sign up with the day house of your choice!

Website www.up.ac.za/day-houses

6.8 Faculty houses

By default, all students (day and residence students) belong to the faculty house of the faculty in which they are registered. Faculty houses have an academic focus and play an essential role in linking students and lecturers in the faculty.

Membership of a faculty house does not require the payment of membership fees, 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

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 to prepare students for their entry into the labour market, assistance is also given to students who, during their studies, experience uncertainty regarding their career choices.

You may arrange to meet with one of the academic programme consultants at the specific faculty's Student Administration Office, or with one of the student advisors at the Student Service Centre. If you prefer professional academic testing, kindly contact the counselling psychologist at the Student Counselling Unit to make an appointment.

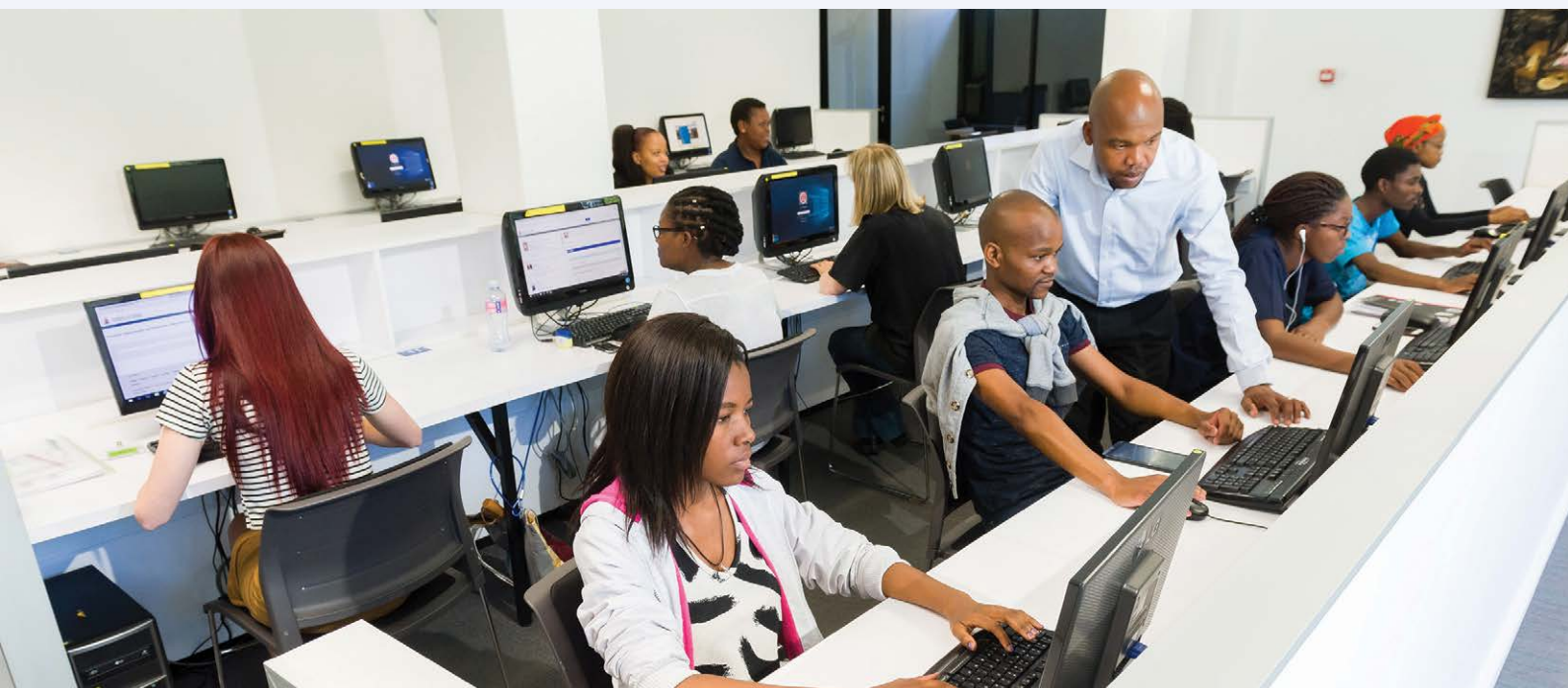
Contact information

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





7. STUDENT COMPUTING SERVICES



7.1 Overview

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

We now manage and maintain more than 6 000 computers and are proud to host more than one million visitors each year, our services include 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 service areas 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 that adhere to the regulations provided for testing centres by a number of certification authorities;
- several open-access computers available on campus or at residences 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; and
- a dedicated team to provide support to students making use of their own computing devices while studying.

Our facilities are managed by a team of qualified 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 past two decades.

Please visit our web page for more information:
www.up.ac.za/student-computing-services

Support with personal computing devices/laptop support for students

The student laptop support centre (Student IT Hub) is situated in the Student Centre on the Hatfield Campus. Since its introduction in 2015, this service has offered dedicated technical and software support to students who use personal computing devices to manage their studies.

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 to solve technical problems that students may experience.

As a supporting function underpinning the services offered by our computing facilities, the team has assisted thousands of students with issues ranging from hardware problems and software installations to access to systems and training for using their devices.

Email	studentithub@tuks.co.za
Website	www.up.ac.za/laptop-support
Location	Student Centre (Rooms 1-10 and 1-11) Hatfield Campus

7.2 Computer facilities

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



7. STUDENT COMPUTING SERVICES

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

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

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

Walk-in support to all students is available at the various campus computer facilities. Please view the details on page 25 to find your closest facility and relevant contact details.

You can also make use of our Service Management System to raise a service request for the relevant team:

<https://upsmax.up.ac.za/saw/ess>

You may follow this guide to direct you to your nearest facility: <https://drive.google.com/file/d/1-nb9Tbn4vueKNarOUTcaChy1ytdr1N6C/view>

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 relevant policies regarding the acceptable use of ITS resources:

Acceptable Use Policy: <https://www1.up.ac.za/cs/groups/public/@public/documents/document/chby/mdc3/~edisppr017218.pdf>

Electronic Communications Policy: <https://www1.up.ac.za/cs/groups/public/@public/documents/document/mdaw/mda0/~edisppr004158.pdf>

IT User Access Policy: <https://www1.up.ac.za/cs/groups/public/documents/document/chby/mja0/~edisppr204631.pdf>

Malware Prevention Policy: <https://www1.up.ac.za/cs/groups/public/@public/documents/document/mdaw/mda0/~edisppr004170.pdf>

UP Cyber Security Awareness Campaign

IT Services provides security awareness information throughout the year. The purpose is to ensure that UP has an informed and alert staff and student corps who 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 for more information. Articles on specific topics are regularly uploaded 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

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

ClickUP

The University's online learning management system is known as ClickUP. The ClickUP portal will give you access to your modules.

Depending on your lecturer's preference, you may find the following information in your ClickUP online classrooms in the UP Student Portal:

- ClickUP modules
- Lecturers' contact information
- Study guides
- Content and resources
- Discussion rooms/blogs/wikis
- Projects and assignments
- Anti-plagiarism software (Turnitin)
- Tests
- Assignment, project and test marks
- Notifications
- Calendar/What's new?/Needs attention/To do

Note: Semester and final-year marks are available only 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, or to reset forgotten or lost passwords themselves.

- Passwords need to conform to the UP policy, which states that a password must consist of at least eight characters, including one or more digit(s) and a combination of upper- and lower-case letters.
- Passwords should not include words found in a dictionary, and should preferably not be names of people, pets, celebrities, sports teams and months of the year.
- Do not write down your password.
- Do not tell anyone your password, as this will enable access to all your personal information.

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

7.6 Instructions for new users of the UP Student Portal

- Go to www.up.ac.za. Click on 'My UP Login'.
- Click on the 'New users' link on the UP Student Portal login page.
- Log in with your username, which is 'u' followed by the eight-digit UP student number that appears on your student card or application letter (eg u12345678).
- Follow the process to create and save a password.
- Select three questions from the list of challenge questions.
- Enter and save the answers to the challenge questions.

Walk-in support to all students is available at the various campus computer facilities. Please view the details on page 25 to find your closest facility and relevant contact details.

You can also make use of our Service Management System to raise a service request for the relevant team: <https://upsmax.up.ac.za/saw/ess>

This document will also guide you through the process of setting up your accounts once you have registered as a student: <https://drive.google.com/file/d/10ernh0WbLX-uKI7x4U9NtMpngacMLqrQ/view>

7.7 Internet access

Internet access at the University of Pretoria is provided free of charge to registered students. Although access is free, students' UP computer access accounts 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 relevant policies regarding acceptable use of ITS resources:

Acceptable Use Policy: <https://www1.up.ac.za/cs/groups/public/@public/documents/document/chby/mde3/~edisp/uppr017218.pdf>

Electronic Communications Policy: <https://www1.up.ac.za/cs/groups/public/@public/documents/document/mdaw/mda0/~edisp/004158.pdf>

IT User Access Policy: <https://www1.up.ac.za/cs/groups/public/documents/document/chby/mja0/~edisp/uppr204631.pdf>

Malware Prevention Policy: <https://www1.up.ac.za/cs/groups/public/@public/documents/document/mdaw/mda0/~edisp/004170.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. They also 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 and applications such as Google Photos, Google Drive, Google Calendar, Google Meet and Google Docs.

If you already have a personal Gmail account, your personal and TUKS Gmail accounts 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'.

You can follow the guides included in this document to assist you with setting up your UP Google account: <https://drive.google.com/file/d/1Lhzf785m0gCrbilPT8wqvtnvNHxmKx/view>
<https://drive.google.com/file/d/1xYiZUbXjYd-mU7fUB0YNhVPgyJTTa4TI/view>
<https://drive.google.com/file/d/1ftRtVv8qyg92e-9MmwQxaFisjh3AKUZ/view>

7.9 Software available to students

Microsoft Office 365

The University of Pretoria offers the Microsoft Office 365 suite free of charge to all registered students. To download and install the software, please consult the guide available at <https://drive.google.com/file/d/1-SmOB-enG0wnqwnX5RumnpQptbMr-0ZK/view>

A number of additional packages are available to students for use on their personal devices. These offerings include MatLab, SPSS, Microsoft Endnote, AtlasTI, Amos, JMP and SAS. Academic departments also manage software licences dedicated to students registered for specific subjects and courses. These packages are made available through the relevant department and computing facilities on a yearly basis.



7. STUDENT COMPUTING SERVICES



7.10 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.

TuksPrint features

- TuksPrint is a web and mobile-enabled system that allows 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 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 by email of every action in your printing account (deposits, scan jobs, print jobs, etc).
- TuksPrint is quick and convenient.

Please consult our user guides to learn more about the system: <https://drive.google.com/file/d/1-d1fqisWGRtYtWLXKzo9fEzFtUU0Yqt/view>

7.11 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

Walk-in support to all students is available at the various campus computer facilities. Please view the details on page 25 to find your closest facility and relevant contact details.

You can also make use of our Service Management System to raise a service request for the relevant team: <https://upsmax.up.ac.za/saw/ess>

Wi-Fi network

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



8. SPORTS

8.1 Introduction

Sports make up a significant part of student life and is 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 levels. These opportunities extend into inter-student competitions through both internal UP student-only leagues and participation 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 Sports Campus, which is centrally located and easily accessible to students. TuksSport, has a large number of sports clubs and is currently the largest source of athletes for a variety of sports disciplines to national teams. TuksSport forms a vital part of the UP experience and you are encouraged to select the University of Pretoria for an outstanding balanced sporting and academic career.

Contact information

Tel +27 (0)12 420 6060 | Fax +27 (0)12 420 6095 | Email sportinfo@up.ac.za | Website www.up.ac.za/tuksport

8.2 Sports clubs

Sport	Contact information	Sport	Contact information
TuksAthletics	Ammie Sutton Tel +27 (0)12 420 6080 Email ammie.sutton@up.ac.za	TuksNetball	Lifalethu Khumalo Tel +27 (0)12 420 6081 Email lifa.khumalo@up.ac.za
TuksAquatics: lifesaving, swimming, triathlon, underwater hockey and water polo	Neressa Houtman Tel +27 (0)12 420 6075 Email tuks.aquatics@hpc.co.za	TuksRowing	Xilia Dreyer Tel +27 (0)12 420 6122 Email xilia.dreyer@up.ac.za
TuksHockey	Kgothatso Maboea Tel +27 (0)12 420 6170 Email kgothatso.maboea@up.ac.za	TuksRugby	Ansie du Plessis Tel +27 (0)12 420 6068 Email ansie.duplessis@up.ac.za
TuksCricket	Blanche Conradie Tel +27 (0)12 420 6124 Email blanche.conradie@up.ac.za	TuksSquash	Alex Verhage Tel +27 (0)12 420 6109 Email tukssquash@up.ac.za
TuksFootball	Boitumelo Lekalakala Tel +27 (0)12 420 6001 Email boitumelo.lekalakala@up.ac.za	TuksTennis	Makgotso Moloantoa Tel +27 (0)12 420 6083 Email tukstennis@up.ac.za
TuksGolf and PGA Golf Academy	Neil van Vliet Tel +27 (0)12 420 6888 Email neil.vanvliet@hpc.co.za	Recreational sport: TuksBasketball, TuksChess, TuksCycling, TuksKarate, TuksTaekwondo and TuksVolleyball	Sibongile Maswanganye Tel +27 (0)12 420 6061 Email sibo@up.ac.za
TuksGymnastics	Christine van Wyk Tel +27 (0)12 420 6014 Email admin.gymnastics@up.ac.za	Specialised and individual sports: TuksArchery, TuksBadminton, TuksFencing, TuksJudo, TuksTrampoline and TuksWrestling	Ilze Wicksell Tel +27 (0)12 420 6135 Email ilze.wicksell@up.ac.za
TuksAikido, TuksCanoe, TuksCueSport, TuksESport, TuksExploratio, TuksUltimate, TuksYachting	Letladi Lekolwane Tel +27 (0)12 420 6173 Email letladi.lekolwane@up.ac.za		



8. SPORTS



8.3 Sports bursaries and performance support

Subject to conditions as determined by each club's criteria, sports bursaries and performance support are available to elite sports achievers who have competed at a high level (typically having achieved a high level of performances in the selected sport and possibly filling a team positional need along with being a full-time, bona fide registered student at the University of Pretoria). Students who are awarded sports bursaries are expected to participate actively in the specific 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 annually 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). Bursary queries may be submitted to the email address provided.

Contact information

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

8.4 High Performance Centre (hpc)

The University of Pretoria's High Performance Centre (hpc) is southern Africa's first elite performance sports facility. Launched in May 2002, the Centre is the training ground for tomorrow's sporting champions and the venue of choice for sports professionals and enthusiasts alike.

The hpc, situated on the Hillcrest Sports Campus, offers a unique combination of world-class 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. It is also home to the Sport Exercise Medicine and Lifestyle Institute (SEMLI). 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 the 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
Website www.hpc.co.za

8.5 TuksSport High School

TuksSport High School is an independent school for boys and girls from Grade 8 to Grade 12. This specialised school allows current and potential high-performance athletes to train and travel internationally while remaining continuing with their education. 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.

The main sports academies that form part of the school structure are swimming, athletics, soccer (boys and girls), golf, gymnastics, tennis and mountain biking.

Contact information

Stephanie Hibbert
Tel +27 (0)12 484 1790
Email stephanie.hibbert@hpc.co.za

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

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



9. TRANSPORT AND PARKING

9.1 Parking and traffic

Hatfield Campus

Undergraduate students may park in the designated areas surrounding the Hatfield Campus. However, parking space is minimal and the University cannot take responsibility for fines issued by the Tshwane Metro Police Department when students park illegally on sidewalks.

Honours and master's students may park on campus from 14:00 on weekdays, and doctoral students may do so at any time, provided that they have obtained parking discs online via the UP Student Portal. Students may not park on reserved and undercover parking bays on weekdays, but 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 at any time during weekends unless directed otherwise. A student card must be presented.

Engineering 3 Parkade (Hatfield Campus)

The Engineering 3 Parkade is accessible only 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 by 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 in the case of 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, and 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 full-time parking is allowed, except in reserved and undercover parking bays.

Parking for residence students

Only limited numbers of parking bays are available at residences and qualifying residence students may park in the

paid parking areas at the residences. Students should apply through the UP Student Portal. All applications for parking at the residences are submitted to the Residence House Committee member responsible for administration allocation.

Parking for students with disabilities

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

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

Contact information

Retha Labuschagne

Tel +27 (0)12 420 5172

Email accesscontrol.ssc@up.ac.za

9.2 Bus services

Public bus services

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

Gautrain bus route downloads

www.gautrain.co.za

University of Pretoria bus services

- Bus timetables are available on ClickUP
- Bus services are available for use by registered UP students only 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 and Hatfield Campus
- HP01—Hippokrates and 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 Shuttle services

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

Travel agent	Telephone number	Email and/or website
Gautrain Your first consideration should be to make use of the Gautrain.	Tel +27 (0)800 428 87246	–
Ulysses Tours	Tel +27 (0)12 653 0018 or +27 (0)82 566 5506	Email reservations@ulysses.co.za Website www.ulysses.co.za
EZ Shuttle	Tel +27 (0)86 139 7488 or +27 (0)12 346 0899	Email info@ezshuttle.co.za Website www.ezshuttle.co.za
La Luonde Tours	Tel +27 (0)73 639 9416 +27 (0)82 850 6654	Email info@laluonde.co.za
Roxburg Travel	Tel +27 (0)83 261 0455	Email roxburgtransfers@gmail.com Website www.roxburgtravel.com
Shuttle Direct	Tel +27 (0)86 173 4732	Email admin@shuttledirect.co.za Website www.shuttledirect.co.za





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 associated archives with a view to art conservation, social and academic engagement, re-interpretation and research so that the UP community and wider society can access and enjoy our creative galleries and learning spaces. The University of Pretoria Museums 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, the 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 extensive ceramic collections can be viewed in the Old Arts Building, erected in 1910. In addition, there is an expansive Sculpture Gallery exhibiting works by Edoardo Villa as well as classical and contemporary sculptures and new acquisitions that is situated in the Old Merensky Building, which dates back to 1937. All nine galleries are dedicated to the institution's cultural and art collections that are open to the campus community and the general public to engage with, enjoy and appreciate in a university museum and academic setting. The UP Museums Archive was recently completed and is also available for research and is a rich scholarly resource for new knowledge alongside the Mapungubwe Archive. The museum-beyond-walls initiative in the form of a sculpture art route that explores all the sculptures on the Hatfield Campus is also very popular and shares UP's institutional art collection, cultural heritage within the natural landscape.

The University of Pretoria Museums also curate a large and beautiful collection of 20th-century and contemporary art, and plans for a bespoke UP Museum Art Gallery, and the expansion of a bespoke and modern Gallery dedicated to the national and globally-renowned Mapungubwe Collection are underway. The University of Pretoria Museums have also loaned the iconic *National Treasures Exhibition* of the Mapungubwe Gold Collection in the popular new Javett-UP Art Centre. The UP Museums also house a unique museum art conservation room dedicated to the remedial conservation and care of the valuable institutional art collection which spans 100 years.

The University of Pretoria Museums are integrated into the academic programme contributing to over 17 modules in different teaching departments, but are critical social and research 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

Physical Address

Old Arts Building room 1-9 & Old Merensky Building, level 3, Hatfield Campus, entrance University road.

Opening Hours

Monday to Friday: 08:00am to 16:00pm

Google Arts and Culture

<https://artsandculture.google.com/partner/university-of-pretoria-museums>

Instagram @UPMuseums

Facebook University of Pretoria Museums

UP Museum rates and bespoke tours

Per person rates	
Adults	R50
Pensioners	R40
External students	R25
Learners (under 18s)	Free
All children under age 12	Free
UP students and staff	Free access with valid student or staff card (UP staff and students only)
SAMA & ICOM members	Free
UP Alumni	10% off

Museum trail and tour package offers

Introductory	1 hour Museum tour: R80 per person
Sculpture Art Route	R80 per person
School Tours	R120 all inclusive
Museum Heritage Tour	R120 per person
GLAM Tour	R60 per person
Mapungubwe Collections Tour	R100 – duration 2 hours per person
Customized Museum Culture and Art Tour	R100 – duration 2 hours per person
Corporate Tour	Upon request



10. MUSEUMS, ARTS AND CULTURE

10.2 GLAM

Founded and managed by the UP Museums in 2021, GLAM collectively and collaboratively brings together knowledge found within the University of Pretoria's Gardens, Libraries, Archives and Museums (GLAM). UP is the first African GLAM at a higher education institution and plays a central role in collecting and promoting access to the cultural, artistic, archival and historical, including the institutional heritage of UP.

With the support of the UP Alumni Relations Office in the Department of Institutional Advancement, GLAM brings together the UP Museums, Archives and Library, the Botanical Gardens, the Department of Historical and Heritage Studies (Faculty of Humanities), the Department of Architecture, the Architecture Archives (EBIT Faculty) and other internal transdisciplinary partners to promote wider access to, and more research on UP's natural and cultural campus landscape.

GLAM is still in its foundation phase, but hopes to foster greater future collaboration and strengthen partnerships within the institution and beyond with our networks at the local, national and global levels in order to catalyse research on university collections and make them more accessible to civic society. Through the overlap of collecting, maintaining and preserving accessible primary (or original) sources, GLAM enriches and expands access to the various collections to ensure that UP contributes significantly to the public good of promoting and sustaining the arts, archives, libraries and museums. GLAM is focused on the future and supports the creative arts and the heritage of higher education. GLAM presents the foundation to untapped knowledge, curated

research and collections generated by the University of Pretoria with a rich history of over 110 years.

Contact information

Tel +27 (0)12 420 2178
Email museums@up.ac.za

Join the GLAM Group to support UP Museums
<https://upalumniconnect.com>

10.3 The School of the Arts

Music ensembles

Our music ensembles are responsible for world-class performances 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, University of Pretoria Youth Choir, UP Chorale, UP Symphonic Winds (UPSW), Onderstepoort Community Choir (OCC) and University of Pretoria Symphony Orchestra (UPSO).

Contact information

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





10. MUSEUMS, ARTS AND CULTURE



10.4 The Javett Art Centre at the University of Pretoria

The Javett Art Centre at the University of Pretoria is a partnership between the University of Pretoria and the Javett Foundation. Both share a firm belief in the value of the arts for education, and for society in general. This project is both collegiate and philanthropic. With one foot firmly rooted in academia and the other embedded in the public, Javett-UP aims to make the pan African art practices accessible, relevant and engaging.

Researching the pan African art practices lies at the very heart of the work of the Javett-UP and we aim to set new benchmarks in art curation, conservation and education. The fact that the Javett-UP is part of the University of Pretoria's research, teaching and learning resources means that this is not only a place for enjoying art, but also for learning about it. At the Javett-UP, learning and enjoyment are two sides of the same coin and both are valued and encouraged. The Javett Art Centre at the University of Pretoria was created as a space that enhances unique and exceptional transdisciplinary learning through the arts. We engage diverse publics in exploring the human condition and reimagining our futures. Like its building, the Javett-UP connects the University of Pretoria to the City of Tshwane via a bridge that spans Lynnwood Road.

In addition to temporary exhibitions such as Nolan Oswald Dennis' Specifications for a Reverse Archeology, which reflects on deep-time geological-spiritual systems and archeological memory in a landless environment, 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 *National Treasures Exhibition* of the Mapungubwe Gold Collection, important for South Africa, the southern African region and the world.

Connect with Javett-UP

Tel +27 (0)12 420 3960
Email connect@javettup.art
Website www.javettup.art
Facebook Javett Art Centre at UP
Twitter @javettup
Instagram @javettup
Visiting hours The Javett-UP is open from 10:00–16:00 Tuesday to Sunday

Booking information

- Guided tours must be booked and paid for at least 48 hours in advance.
- Tour groups accommodate up to 15 people per facilitator.

- For online ticket booking, go to <https://plankton.mobi/Home/Index>, or contact bookings@javettup.com
- for bookings.
- General enquiries: connect@javettup.com

Entry fees

Adults	R85
Pensioners	R60
Under 18 years	R40
Guided tours	R490
South African private tertiary institutions	R40
African bases Tertiary Institution	R40
International students	R75
Children under six years of age	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. MUSEUMS, ARTS AND CULTURE

10.5 University of Pretoria Archives —the institutional 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 and catalogue information about the University and to make it available to interested parties. The collection includes documents, reports, photos and clippings about the UP Senate and Council, the nine faculties, sports, student activities and satellite archives in the UP residences. The Archives also houses collections of all University publications, including programmes of performances, student magazines (including a complete set of *Perdeby/PDBY* dating back to 1939) and a unique art archives 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, and honours students studying heritage and cultural tourism compile their research for UP Campus Tours in the UPA. During their honour's year, history students complete a short internship in the archives as part of the 'What's in the Box?' project and postgraduate architecture students research the heritage mapping of the Campus for their studio project.

The UP Archives is 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 also of the 2016 #Feesmustfall protests. The UPA has also documented how members of the UP community experienced the COVID-19 pandemic through a range of competitions that required students and staff to capture their lives during lockdown visually and in writing. Selected entries were published as a book by the UPA in 2023.

The UP Archives is your archives. Email or visit us to share and record your experiences 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

10.6 University of Pretoria Campus tours (UPCT)

UPCT continues to take visitors on both virtual and in-person tours

UPCT is a student-run business venture that offers customised tours for 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 offered by the Department of Historical and Heritage Studies. While operating UPCT, these postgraduate students—heralded as the young ambassadors of the University—acquire a range of skills, including expertise in 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. It is, in essence, work-integrated learning. UPCT continues to take guests on tours of the Hatfield Campus, showcasing its nine faculties, and has extended its offerings to include other aspects of the beautiful UP campuses. They have also added a Green Tour of Hatfield Campus, a Sculpture Tour, and a tour of the Future Africa Institute.

These interesting tours have opened up new and exciting experiences to entertain guests and inform them 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 for more information, or to book a tour.





10. MUSEUMS, ARTS AND CULTURE

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 that the Gardens still play today as the main supplier of the living plant material used in teaching and learning at the University. Plant collections are maintained with research in mind and approximately 40 staff members from about 10 departments (and their students) benefit from plants grown specifically for teaching and learning purposes.

The Botanical Gardens currently house about 3 000 plant species within its grounds. 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 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. It 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 send an email to garden curator jason.sampson@up.ac.za to request more information, or visit our webpage at 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 cycads. The ever-growing collection currently comprises more than 1 200 individual cycads belonging to approximately 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 that 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 at 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.

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 not only supplies the on-site kitchen and chef with novel ingredients, but also 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 for more information, or visit 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

Tel	+27 (0)12 420 4274
Cell	+27 (0)82 975 3990
Email	jason.sampson@up.ac.za
Website	www.up.ac.za/botanical-garden
Facebook	www.facebook.com/MvdSBG



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 with the historical confines of the Old Chemistry Building on the Hatfield Campus. It is a centre of employability support that aims to equip UP students and graduates with workplace skills propelling them towards triumphant careers.

The current world of work requires that graduates entering the labour market to have more than a degree to be successful. The career services emerge as a guiding star, aiming to prepare students to be work ready and to hit the ground running. The following services are available to all UP students;

Employability support:

- Crafting a captivating CV and composing compelling cover letters
- Master the art of interview
- Embark on targeted job searches
- Developing soft skills through LinkedIn learning
- Creating a LinkedIn profile
- Free online Ready for Work Programme

Mentorship Programme

- Links final year students with industry experts to ensure that they have exposure to the world of work
- Dedicated one-to-one support from an experienced professional
- An opportunity to network and build contacts within an industry
- Gaining insight into a chosen industry or career
- Help in recognizing one's abilities and limitations concerning one's career ideas and highlighting areas for development

Engaging with Employers

- Job advertisement for various vacancies, graduate programmes, internships, vacation work etc
- Graduate recruitment events through industry presentations, industry networking events & campus interviews
- Career Fair events offering an opportunity for students to interact with employers
- Graduate Handbook with an employer directory and opportunities

Internship Programme & Graduate Placement

- UP recent graduates are offered an opportunity to gain work experience
- Help guide career goals
- Create a professional network
- Build a strong resume
- Secure good references and recommendations

All these opportunities are advertised via the online platform TuksCareers, which is accessible via the UP-Student Portal. On TuksCareers UP students can view & book for upcoming events and apply for advertised job vacancies. Our career services website <https://www.up.ac.za/career-services> has resources and career development resources to help students to be career-fit so they can smoothly integrate into the workplace with the necessary confidence and competencies.

Contact information

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

So, step through the doors of the Career Services Office, where potential is nurtured, and success is not just a destination but a journey adorned with skills, opportunities, and the promise of a brighter tomorrow.

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 its 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, which focuses on building a movement of active citizen student leaders who promote social justice, critical consciousness and inclusive practices at the University of Pretoria, and supports similar movements at partner universities in the region. It addresses various forms of marginalisation, including marginalisation on account of race, gender, sexuality, class and ability. The programme equips students with the skills needed to understand research and conduct 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 works closely with student leadership structures across UP. It runs a joint project, #SpeakOutUP, which offers basic support and guidance to students who may have concerns or queries about sexual harassment and gender-based violence.

To volunteer for this programme, please contact

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

HIV counselling and testing (see also section 6.2)

The HIV counselling and testing service for UP students is a collaboration between 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 also available to all UP-staff members). Students who test positive receive medical and emotional support (from the UP Clinic, the CSA&G and the Division of Student Support) and, if necessary, can access antiretroviral treatment at Tshwane District Hospital. All information is treated with the utmost confidentiality.



11. GENERAL SERVICES

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 test and offer counselling 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 at chris.joubert@up.ac.za, or visit the CSA&G reception on the first floor of the Akanyang Building, Hatfield Campus.

Contact information

Tel +27 (0)12 420 4391

Email info@csagup.org

Website www.csagup.org

Address First floor, Akanyang Building, Hatfield Campus

11.3 Campus shops

Shop	Contact information
UP Shop The core business of the UP Shop is to sell an authentic UP-branded clothing range to students, academics, parents and visitors. Its range of items includes T-shirts (long and short sleeves), jackets, hoodies, sleeveless body warmers and caps. It also stocks UP-branded promotional items for faculties and for individual orders. The UP Shop partners with Vida e Caffè , which sells refreshments and light meals.	Tel +27 (0)76 954 9993 (Lerato Sekwele) Email upshop@up.ac.za Tel +27 (0)72 252 0272 (Laurike Strobos) Email laurike@outdoorsport.co.za Address Akanyang Building (previously Huis en Haard) Hatfield Campus
Bookmark Bookmark, the campus bookshop, has branches on the Hatfield, Groenkloof, Mamelodi and Prinshof Campuses. Bookmark strives to stock all the prescribed books and most of the 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 https://upbookmark.com/ or on-campus.	Tel +27 (0)12 362 4420 (Hatfield) +27 (0)12 319 2204 (Prinshof) Email info@bookmark.co.za Website https://upbookmark.com/ Address Student Centre, Hatfield Campus Office hours Mondays to Fridays, 08:00–17:00 Saturdays, 08:00–13:00 Closed on Sundays and public holidays
Hatfield Campus Student Copy Centre Students may visit the Copy Centre for photocopying, printing, binding, laminating and sending faxes.	Tel +27 (0)12 420 2210 Address Student Centre, Hatfield Campus Libraries on all University campuses Office hours Mondays to Fridays, 07:30–16:00
Student IT Hub The UP laptop support team is housed here and team members are available to handle your queries.	Tel +27 (0)12 420 4726 Email studentithub@tuks.co.za Address Office 1-10 and 1-11, Student Centre, Hatfield Campus Office hours Mondays to Fridays, 08:30–16:00

11.4 Dining halls and payment for meals

The various restaurants and coffee shops on UP Campuses generally 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 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 at both the Groenkloof dining hall and the Monastery Hall.



11. GENERAL SERVICES

In the case of **residence** students, an amount that can be used for meals at the dining halls of specific residences is debited in advance to students' accounts. Once this amount is depleted, a student 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 specified amount on your card for meals by sending an email request to ssc@up.ac.za, or by visiting the 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 will take longer to reflect on your student account.

Contact information

Tel +27 (0)12 420 3111

Email ssc@up.ac.za

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
Adler's	Tel +27 (0)12 362 8854 Address Akanyang Building (previously Huis en Haard), Hatfield Campus
Adler's	Tel +27 (0)12 842 3577 Address Arena Building, Mamelodi Campus
Adler's Kiosk	Tel +27 (0)12 362 8854 Address Law Building, Hatfield Campus
Artisan Café	Tel +27 (0)12 420 2854 Address South Campus Town Square Next Building 5
Artisan Coffee bar and Kiosk	Tel +27 (0)12 420 2854 Address Next to the Rautenbach Hall (below the Aula), Hatfield Campus
Big Al's	Tel +27 (0)12 362 1171 Address Student Centre, Hatfield Campus
Campus Halaal Foods	Tel +27 (0)76 939 7300 Address Student Centre, Hatfield Campus
Cozy Coffee	Tel +27 (0)12 420 2854 Address IT Building Atrium and Merensky 2 Library, Hatfield Campus
CPR Café	Tel +27 (0)12 329 1612 Address HW Snyman Building, Prinshof Campus
Crisp Health Café	Tel +27 (0)12 356 3031 (Prinshof Campus) +27 (0)12 373 0200 (Kalafong) +27 (0)12 529 8254 Onderstepoort Lesedi Complex Address Tšwelopele Building, Prinshof Campus Klinikala Building, Kalafong
Electro Media	Tel +27 (0)74 211 9999 Address Student Centre, Hatfield Campus
Groenkloof Dine	Tel +27 (0)12 420 5853 Address Letlotlo Building Groenkloof Campus
Groenkloof Hub	Tel +27 (0)12 420 5611 Address Building No 10, Groenkloof Campus
Haloa Coffee Shop, Hatfield Campus	Tel +27 (0)12 420 4992 Address Engineering Tower, Hatfield Campus
Haloa Coffee Shop, Groenkloof Campus	Tel +27 (0)12 420 5962 Address Opposite Aldoel Building (next to Bookmark), Groenkloof Campus
Haloa Coffee Shop, Prinshof Campus	Tel +27 (0)12 319 2376/+27 (0)60 654 8480 Address Opposite Aldoel Building (next to Bookmark), Prinshof Campus
Lucky Bread	Tel +27 (0)72 721 0878 Address Student Centre, Hatfield Campus



11. GENERAL SERVICES

Food outlet	Contact information
Piazza Foods	Tel +27 (0)12 362 3128 Address Student Centre, Hatfield Campus
Pure Café	Tel +27 (0)10 021 0281 Address Building 18, Old Club House, Hatfield Campus
Steers Tukkies	Tel +27 (0)12 420 3242 Address Next to the Rautenbach Hall (below the Aula), Hatfield Campus
Torpedo's	Tel +27 (0)12 362 1171 Address Student Centre, Hatfield Campus
Tenz Express (Minimarket and Light food offering)	Tel +27 (0)72 850 1986 Address Akanyang Building (previously Huis en Haard), Hatfield Campus
Vida e Caffé	Tel +27 (0)82 415 2556 Address Akanyang Building (previously Huis en Haard), Hatfield Campus
Vida e Caffé	Tel +27 (0)82 415 2556 Address Javett Art Square, Hatfield Campus

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 with a gross income of less than R7 000 per month whose immovable and/or movable assets are valued at less than R700 000 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

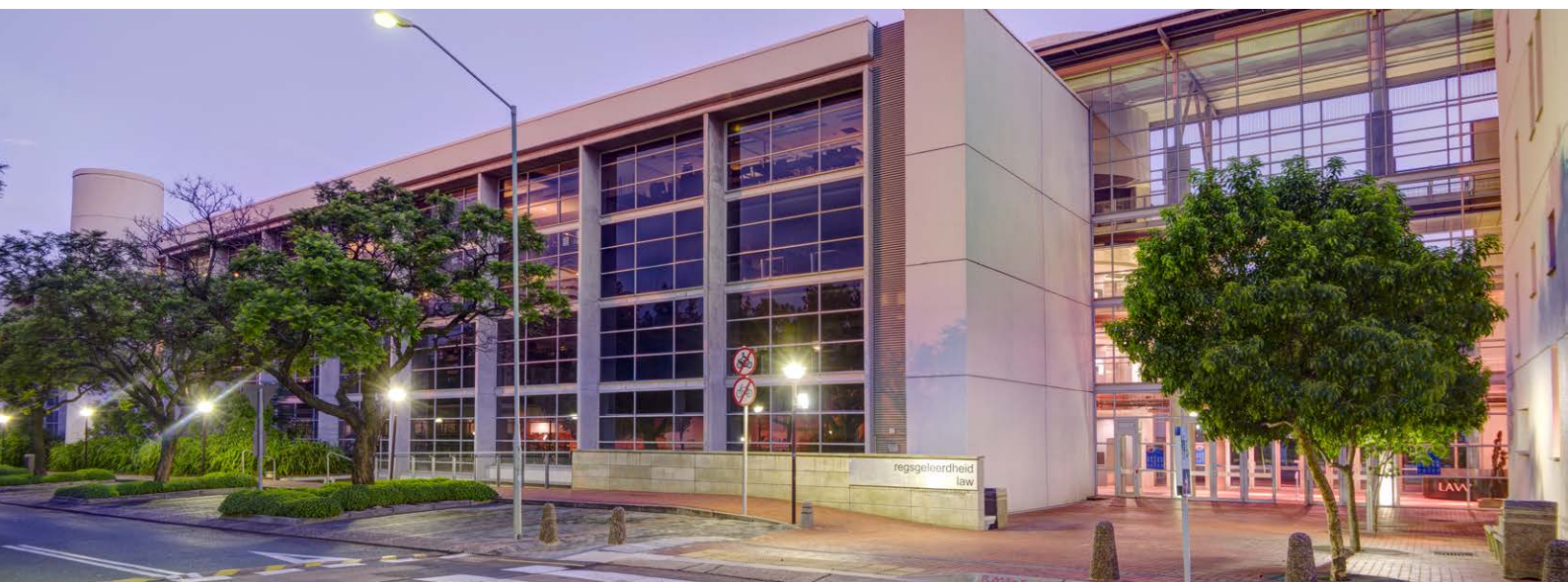
- does not conduct any consultations telephonically or by email (an appointment must be made at the offices of the Law Clinic); and
- does not charge any fees for professional services rendered to clients (clients are only liable to pay for their disbursements, such as sheriff's fees).

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
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





12. LIBRARY SERVICES



The Department of Library Services proudly hosts a cutting-edge academic research library network that spans across the University of Pretoria's six campuses. Our services are meticulously tailored to align with the diverse faculties of the University and cater to undergraduates, postgraduates, faculty, alumni, and visiting academics. With a keen focus on providing access to global knowledge resources and guided by our dedicated professional staff, our facilities play an integral role in fostering learning, teaching, and research, ensuring inclusivity for students with special needs.

Here are some of the key services offered by the library:

- Access to a vast array of print and electronic collections;
- Specialised information services delivered by our knowledgeable information specialists;
- Comprehensive support with assignments for undergraduate students, both in-person and online;
- An easily accessible online reference service;
- Tailored assistance with research-related matters for postgraduate students;
- Weekly training sessions conducted both online and in-person;
- Convenient wireless hotspots for connectivity;
- User-friendly search engines for electronic journals, books, and databases;
- Subject-specific guides to aid your research journey;
- Access to our institutional repository, [UPSpace](#);
- A dedicated research data repository, [Figshare](#);
- A diverse collection of audio-visual materials to enrich your studies;
- Have 24/7 access to our study centers, conveniently located at the Merensky 2 Library, Education Library, and the Medical Library.

For your convenience, we offer self-service options, including self-checkout for library materials, user-friendly information kiosks, a straightforward booking system, and self-paced library training courses on plagiarism and research available through ClickUP. Additionally, you can access online resources,

manage your library account, renew materials, or make inquiries via the 'Library' option in the UP mobile application.

The [Research Commons](#), located on the Hatfield, Groenkloof, and Onderstepoort Campuses, offers dedicated spaces where fully registered Master's and PhD students, research fellows, and UP staff can conduct research and seek assistance with research-related challenges.

The [MakerSpace](#), situated in the Merensky 2 Library, serves as an open innovation hub for all registered staff and students. Equipped with resources such as 3D printing, 3D scanning, electronic microcontroller kits, and access to various software packages, the MakerSpace encourages collaboration and innovation, with technical experts on hand to help bring your creative ideas to life.

The XR Toybox in the Medical Library allows students to overlay virtual objects into the real-world environment, seamlessly blending the physical and digital realms, providing an immersive and innovative learning experience.

Our [Scholarly Communications Services](#) encompass various areas such as research data management, journal publishing services, research visibility and impact assessment, copyright clearance services, research output metadata management, and support for Open Access publishing.

Furthermore, our library offers an array of supplementary services, including document [binding](#) (e.g., theses and journals), digitisation on demand, and interlending, allowing access to documents unavailable within our library from other institutions.

At the Department of Library Services, we are committed to providing you with the tools, resources, and support you need to excel in your academic journey.



12. LIBRARY SERVICES

Basic Medical Sciences and Dentistry Library (Prinshof Campus)	Education Library (Groenkloof Campus)
Tel +27 (0)12 319 2905 Email sagren.naidoo@up.ac.za Address Faculty of Health Sciences Basic Medical Sciences Building 9 Bophelo Road, Gezina	Tel +27 (0)12 420 5536 Email clara.ngobeni@up.ac.za Address Media Building cnr George Storrar Drive and Leyds Street Groenkloof
Medical Library (Prinshof Campus)	Jotello F Soga Library (Onderstepoort Campus)
Tel +27 (0)12 356 3181 Email kabelo.kgarosi@up.ac.za Address Faculty of Health Sciences Health Sciences Building 31 Bophelo Road Gezina	Tel +27 (0)12 529 8007/8/9 Email myleen.oosthuizen@up.ac.za Address Faculty of Veterinary Science Arnold Theiler Building, Onderstepoort Campus Old Soutpan Road (M35) Onderstepoort
Klinikala Library (Kalafong Academic Hospital)	Mamelodi Library (Mamelodi Campus)
Tel +27 (0)12 373 1031 Email asia.matlala@up.ac.za Address Klinikala Building Klipspringer Road Atteridgeville	Tel +27 (0)12 842 3566 Email jacob.mothutsi@up.ac.za Address cnr Hinterland Street and Solomon Mahlangu Drive Mamelodi
Merensky 2 Library (Hatfield Campus)	Music Library (Hatfield Campus)
Tel +27 (0)12 420 2235/6 or +27 (0)12 420 3150 Mobile +27 (0)66 509 1285 (WhatsApp) Email library.enquiries@up.ac.za Address Department of Library Services Lynnwood Road Hatfield	Tel +27 (0)12 420 2317/2069 Email isobel.rycroft@up.ac.za Address Department of Library Services Musaion Lynnwood Road Hatfield
Oliver R Tambo Library—Law Library (Hatfield Campus)	MakerSpace
Tel +27 (0)12 420 6737 Email audrey.lenoge@up.ac.za Address Law Building Lynnwood Road Hatfield	Tel +27 (0)12 420 3791 Email makerspace@tuks.co.za Address Room 3-14, Merensky 2 Library Department of Library Services Lynnwood Road Hatfield
Special Collections	
Tel +27 (0)12 420 2808 Email nikki.haw@up.ac.za Address Level 5, Merensky 2 Library Department of Library Services Lynnwood Road Hatfield	
Each library provides access to: <ul style="list-style-type: none"> More than 588 998 e-books More than 655 371 print books 170 332 e-Journals 232 print journal subscriptions 26 016 research articles and 18 553 theses and dissertations on UPSpace (the University's institutional repository) 3 736 items on the Figshare data repository 	



12. LIBRARY SERVICES

12.2 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>.

Contact information

Website <https://library.up.ac.za>

Facebook [UP Library Services](#)

Twitter [@UPLibrary](#)

Instagram [@UPLibrary](#)

YouTube [UPLibrary](#)

12.3 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

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 cash box in the foyer of the Merensky 2 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 2210

3D printing facilities to all students in the Library MakerSpace

Tel +27 12 420 3791

Email makerspace@tuks.co.za





13. SECURITY SERVICES



13.1 Emergency numbers

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

13.2 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, receive professional support.

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

13.3 Safety tips

- Avoid isolated areas when you are alone.
- Be vigilant of suspicious persons loitering in the immediate vicinity.
- Walk on the pavement on the side facing the oncoming traffic.
- 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 earphone 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.
- Have situational awareness of your surroundings.
- Walk in small groups, rather than alone.

13.4 Use of the Green Route

The Green Route Project makes specific provision for students and staff members to be accompanied when walking 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.

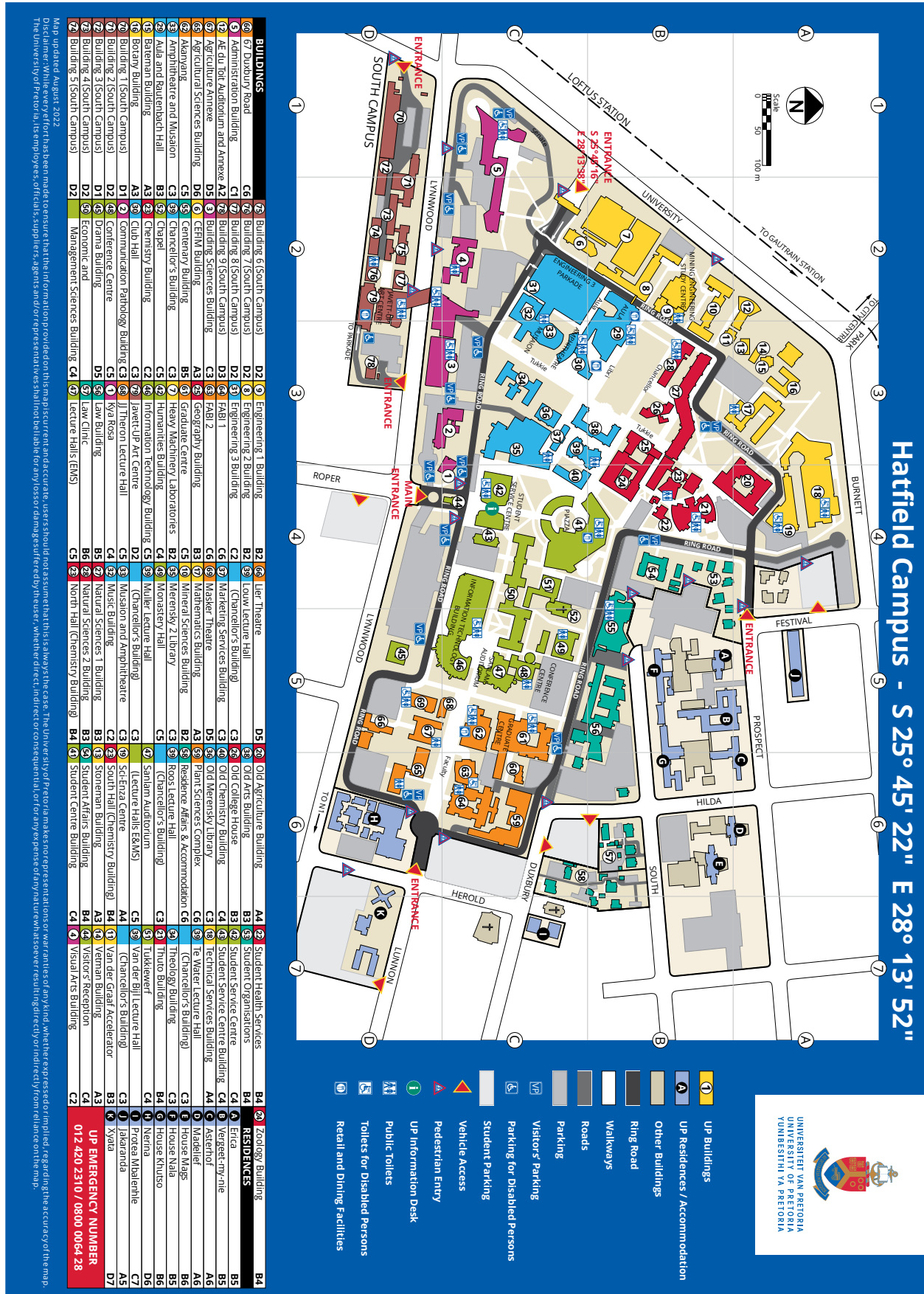
13.5 Lost property

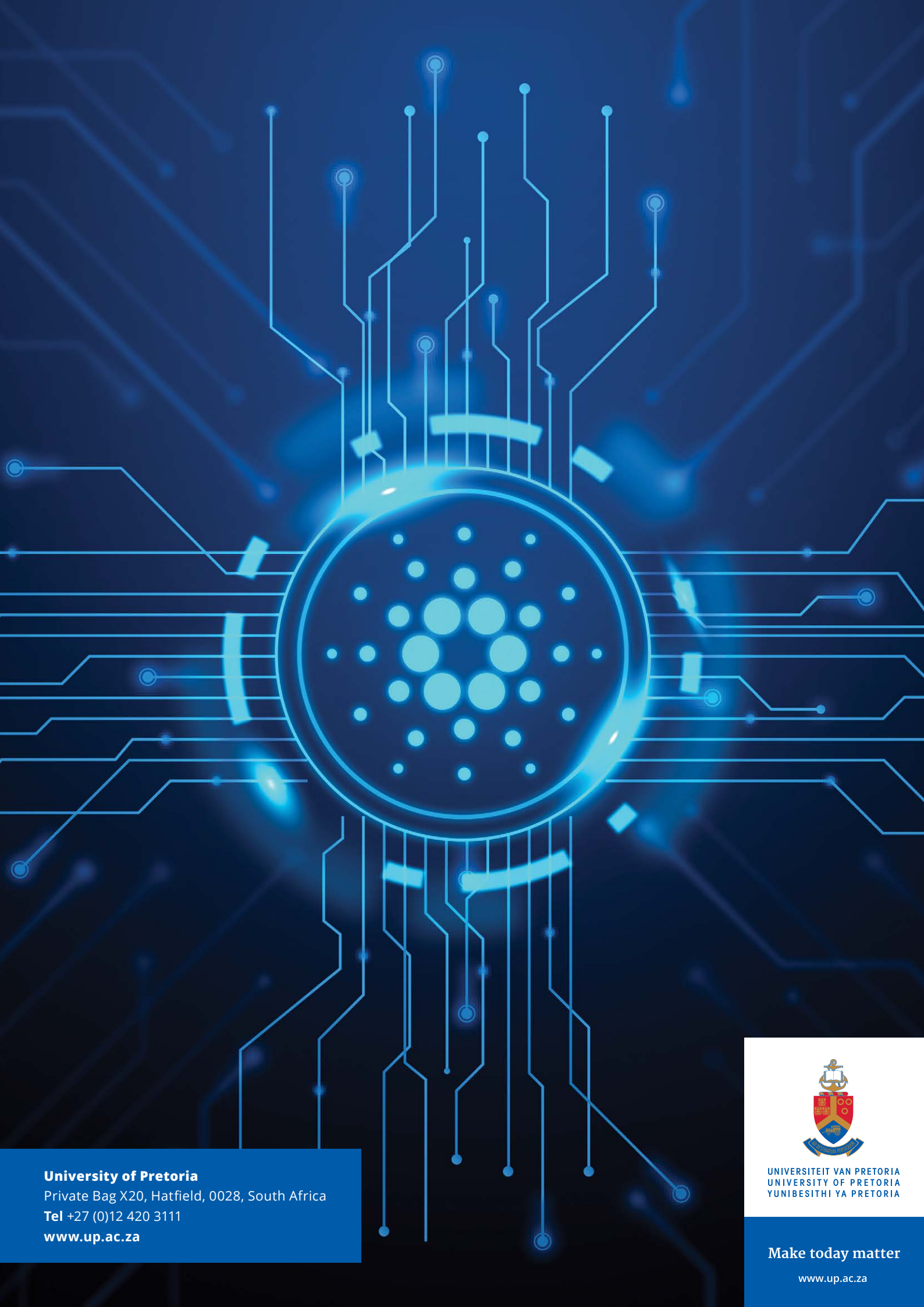
Lost property is handed in, and enquiries can be made at the 24-hour Operational Management Centre (eastern entrance) of the Department of Security Services in the Administration Building on the Hatfield Campus.



14. UP CAMPUS MAPS

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





University of Pretoria

Private Bag X20, Hatfield, 0028, South Africa

Tel +27 (0)12 420 3111

www.up.ac.za



UNIVERSITEIT VAN PRETORIA
UNIVERSITY OF PRETORIA
YUNIBESITHI YA PRETORIA

Make today matter

www.up.ac.za