Who, what and where at the Faculty of Education

To do:
1. Personnel card and access: Groenkloof Client Service Centre – x5596
   (Please remember to take appointment letter with).
2. Intranet and e-mail: x3051 or help@it.up.ac.za
3. Telephone: x3051
4. Internet access: x2712
5. Library services: x5536
6. Study the appointment and conditions of service documentation carefully.
7. Probation conditions: Your Head of Department.
8. Parking disk: Apply on staff intranet. More information available at Client Service Centre.
9. Compulsory courses: Orientation and Induction: upstafftraining.ce@up.ac.za or x5845 or x4178
10. Passwords differ for Intranet, Internet, Library e-resources and Groupwise (e-mail).
   Contact IT Helpdesk x3051.

Links:
UP Webpage: http://web.up.ac.za/
Education Faculty website: Education Faculty
UP Staff Intranet: https://www.up.ac.za/intrawebhome/login.do
Internal telephone and e-mail guide: http://www.up.ac.za/intranet/telephone/
IT Service Manager (Application for internet access and IT requests)
Telephone information of staff http://mx1.up.ac.za/edit/login
Search Guide (by name, department, etc): http://mx1.up.ac.za/idap/search/action
IP telephone system information: http://www.up.ac.za/ipphone
Groenkloof campus Map: Groenkloof Campus Map
Hatfield campus Map: Hatfield Campus Map
Library website (Education Faculty): http://www.library.up.ac.za/edu/index.htm

Faculty-related and other urgent contacts:

- Dean: Prof Chika Sehoole x 2327
- Dean’s Senior Management Assistant: Yvonne Munro x 5721
- Dean’s Senior Management Assistant: Rose Tibane x 5627
- Deputy Dean: Prof Max Braun
- Departmental Administrator: Marieta Nieman x 5556
- Head: Student Administration: Melinda Joubert X 5590/5695
- HR Business Partner: Jeanette Schoeman x 2213
- Marketing and Communication: Annalize Brynard x 2570
- Assistant Accountant: Michelle Stobie x 5581
- Head: Education Library: Julene Vermeulen x 3659
- Student Support Services: Alexandra Norton (Psychologist) x 5687
  Ronel du Toit (Psychologist) x 5687
• Facilities Management: Lucille Weyer x 5541
• Student Academic Advisor: Elsie Mahlangu x5968

• Health Services: Sister Hannelie Coetzee x 5233
  Sister Winnie Sekhukhune x 5233

UP 24-hour crisis line: 0800 00 64 28
General enquiries: http://mx1.up.ac.za/ldap/search/action
IT help-desk: x 3051 help@it.up.ac.za
Facilities (Log repairs/tasks): x 2244 onestop@up.ac.za
Facilities Management / Parking bay: x 5541 lucille.weyer@up.ac.za
Security: x 2310
Operational Manager of Security Services *15431 or 083 654 0476
Library help desk: x 5536

Use of media during lectures:
Teaching media in lecture halls – audio-visual support: x 5531
Problems during lectures with media: x 5531 or *15133 or 0731416022
LAN Admin x 5694
Photographic services (if photographer is required): x 2570
Graphic art and help with the production of posters: x 2570
Video recording: x 2570

Teaching:
Education Innovation provides training and support in teaching in learning matters; e-education, graphics, video and sound; and educational research. x 6305

E-learning: web: http://www.click.up.ac.za/
E-mail:- e-support@up.ac.za or x4378
Study guide templates: x 2570

Research and Innovation:
Research website provides information on NRF rating funding opportunities, research information system [RIS] etc. Contact: Prof Jan Nieuwenhuis x2842
Alphabetical list

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Academic Administration
All academic and student administrative matters, click here.

After hours support
Call Risk Management at x 2310 (e.g. lost keys, locked in the building, etc.)

Assessment
Regulations regarding examination and related matters are summarized in the UP policy on the Registrar’s web page. The number of this very important policy is: S4671/10
Faculty guidelines appear in the faculty yearbook.
Departmental policy should be respected in all instances with regards to assessment in a departmental environment.

Assessment – Students with Special Needs/Disabilities
It is the student’s responsibility to communicate their special need/disability to the lecturer with the support of the university’s Disability Unit confirmation. Contact the Disability Unit at x4002 or x233 to discuss the processes and logistics of accommodating such students.

Assessment workshop
Education Innovation offers a training course 3 times per year (Jan/Feb; June/July; Nov) about the planning and implementation of assessment in higher education. Contact CEatUP for course dates and bookings. upstafftraining.ce@up.ac.za x4178

Asset removal
No asset may be removed from respective campuses without permission or approval of line management and Asset and Insurance Management in the Department of Finance. Michelle Stobie x 5581

An Asset Removal Form (A37/98) should be completed in triplicate for the removal of assets from the campus/premises. This form is available on the University’s Website (Intranet) and can also be obtained from the Division Asset and Insurance Management (Room 5-56, Administration Building). The completed form should be submitted to the Head: Asset and Insurance Management, for approval.

The original copy of the approved form should at all times accompany the assets that are being removed. A copy is retained by Asset and Insurance Management for record-keeping purposes. A second copy should be surrendered to security staff at the gate if the assets are removed from the premises.
No asset should be removed from the premises without the aforementioned procedure being followed. Non-compliance of policy and procedure constitutes an offence and could lead to embarrassment at the security checkpoints.

BE@UP

Business Enterprises at University of Pretoria (Pty) Ltd (BE at UP) is a company wholly owned by the University of Pretoria. Its main objective is to provide and facilitate easy access for all industry sectors to the multidisciplinary range of contract research and consulting expertise available at the University.

Branding
The branding pages include

- Brand Manual
- E-mail signatures
- Letterheads
- Fax cover
- Screensaver
- Powerpoint presentation template
- UP Electronic Brand Standards

CE@UP

CE at UP is an accredited provider of more than 500 short certificate courses across 20 industry fields. The highly diverse and specialized range of short courses are continually revised and updated in keeping with the acceleration of knowledge and technology in the fast changing economic environment. They are situated in the Graduate Center on the Hatfield campus. Also see the Professional Development section in this document.
Centres and Units at Groenkloof Campus

<table>
<thead>
<tr>
<th>Centre for Evaluation and Assessment (CEA)</th>
<th>Director</th>
<th>Admin Officer</th>
<th>Phone</th>
<th>Room</th>
<th>Email</th>
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<tbody>
<tr>
<td></td>
<td>Prof Sarah Howie</td>
<td>Rosalie Loots</td>
<td>x4131 x4175</td>
<td>Library Room 2-9</td>
<td><a href="mailto:sarah.howie@up.ac.za">sarah.howie@up.ac.za</a> <a href="mailto:rosalie.loots@up.ac.za">rosalie.loots@up.ac.za</a></td>
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<tr>
<th>Centre for the Study of Resilience (CSR)</th>
<th>Director</th>
<th>Admin Officer</th>
<th>Phone</th>
<th>Room</th>
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<tbody>
<tr>
<td></td>
<td>Prof Liesel Ebersohn</td>
<td>x2337</td>
<td>Aldoel 2-60</td>
<td><a href="mailto:liesel.ebersohn@up.ac.za">liesel.ebersohn@up.ac.za</a></td>
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<tr>
<th>Unit for Distance Education</th>
<th>Manager</th>
<th>Admin Officer</th>
<th>Phone</th>
<th>Room</th>
<th>Email</th>
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<tbody>
<tr>
<td></td>
<td>Tony Mays Mamello Matima</td>
<td>x5700 x5699</td>
<td>Aldoel 3-42</td>
<td><a href="mailto:tony.mays@up.ac.za">tony.mays@up.ac.za</a> <a href="mailto:mamello.matima@up.ac.za">mamello.matima@up.ac.za</a></td>
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<tr>
<th>Living Lab for Innovative Teaching Research (LLIT UP) Unit</th>
<th>Manager</th>
<th>Phone</th>
<th>Room</th>
<th>Email</th>
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<tbody>
<tr>
<td></td>
<td>Dr Ronel Callaghan</td>
<td>x5521</td>
<td>Nat Science 4-15</td>
<td><a href="mailto:ronel.callaghan@up.ac.za">ronel.callaghan@up.ac.za</a></td>
</tr>
</tbody>
</table>

Claims
Claims are handled in the following manner: Any purchase out of your own pocket for goods that were used/necessary for official purposes, can be submitted by filling in a General Claim form and submitting this with the relevant supporting documents. Please note that a credit card slip is not acceptable. Claims are made against a cost centre. Contact: Michelle Stobie x5581.

Claims for Services Rendered
Claims for services rendered, for example, student assistants, etc. have to be submitted to the HR Department. The 'Claim form for Services rendered' form has to be completed.

Clickers
Clickers are an assessment tool which can be used to get prompt feedback during lectures. For the training of the use of Clickers contact: Dolf Jordaan at x3721 or dolf.jordaan@up.ac.za. Groenkloof campus Clickers are available from Michelle Stobie at x5581 or michelle.stobie@up.ac.za. Please confirm the number of Clickers needed with Michelle before planning for the use of Clickers.

clickUP
clickUP is the official learning management system for UP. It offers features such as presentation of information, online communication and collaboration, student assessment tools, student record keeping etc.
For more information and to register for the priority training courses visit the clickUP web page.
Self-help please go to clickUP Helpdesk.

Clinic / Student Health Services
The Student Health Clinic provides services related to general medicine, gender health, voluntary counselling and testing (VCT) and substance abuse treatment. A medical doctor and professional nurses are available in the Student Health Services Building throughout the day, five days a week, while a full-time staff complement is dedicated to the VCT clinic.
Student Health Services
Student Health Services Building
(Opposite Roosmaryn Building – North-West from the Student Centre)
012 420 2500

Computer based testing
Lecturers that would like to use objective testing and MCQ’s as part of assessment needs to be trained in
the setting of these questions. This can be achieved by attending the Assessment workshop presented by
EI, or by organizing customized training with the education consultant.

Computer-based testing Guidelines: 2013 contains important information on computer-based testing
processes, booking of laboratories, compiling tests, format in which tests are provided, and processing test
marks and statistics.

Computer Literacy Training for staff
ITS training webpage.

Copyright
Copyright website contains comprehensive and detailed information including the UP’s Copyright Policy.
Copyright clearance for all materials used for students should preferably be obtained in conjunction with
the Copyright Officer.

Co-ordination (Module or Programme)
Consult your Head of Department for the Guidelines on the responsibilities of Module or Programme
Co-ordinator

Cost centers
For every purchase, claim and payment there must be a relevant cost centre against which the order is
placed. Find cost center numbers from your departmental secretary or Michelle Stobie x5541.

Curriculum Development
Consult the yearbook for information regarding a specific programme or module. Consult the module
coordinator or your departmental head regarding the syllabus.

Your departmental head should be able to assist you in terms of departmental guidelines and processes.
The faculty has a determined process pertaining to the quality assurance of programmes and packages.
Contact the Department for Education Innovation regarding support and guidance on Curriculum
Development or for individual consultation in this regard.
<table>
<thead>
<tr>
<th>Department of Humanities</th>
<th>Prof Jan Nieuwenhuis</th>
<th>x5571</th>
<th>Aldoel 1-114</th>
<th><a href="mailto:jan.nieuwenhuis@up.ac.za">jan.nieuwenhuis@up.ac.za</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Departmental Administrors</td>
<td>Zama Khumalo</td>
<td>x3639</td>
<td></td>
<td><a href="mailto:zama.khumalo@up.ac.za">zama.khumalo@up.ac.za</a></td>
</tr>
<tr>
<td></td>
<td>Dinah Ngobeni</td>
<td>x5635</td>
<td></td>
<td><a href="mailto:dinah.ngobeni@up.ac.za">dinah.ngobeni@up.ac.za</a></td>
</tr>
<tr>
<td>Department of Science, Mathematics &amp; Technology Education</td>
<td>Prof Gerrit Stols</td>
<td>x5750</td>
<td>Nat Sciences 2-17</td>
<td><a href="mailto:gerrit.stols@up.ac.za">gerrit.stols@up.ac.za</a></td>
</tr>
<tr>
<td>Head</td>
<td>Sophia le Roux</td>
<td>x5693</td>
<td></td>
<td><a href="mailto:sophia.leroux@up.ac.za">sophia.leroux@up.ac.za</a></td>
</tr>
<tr>
<td>Departmental Administrors</td>
<td>Buhle Oliphant</td>
<td>x5659</td>
<td></td>
<td><a href="mailto:buhle.oliphant@up.ac.za">buhle.oliphant@up.ac.za</a></td>
</tr>
<tr>
<td>Department of Education Management &amp; Policy Studies</td>
<td>Vacant</td>
<td></td>
<td>Aldoel 3-117</td>
<td><a href="mailto:marthie.barnard@up.ac.za">marthie.barnard@up.ac.za</a></td>
</tr>
<tr>
<td>Head</td>
<td>Marthie Barnard</td>
<td>x2778</td>
<td></td>
<td><a href="mailto:dimakatso.mashigo@up.ac.za">dimakatso.mashigo@up.ac.za</a></td>
</tr>
<tr>
<td>Departmental Administrors</td>
<td>Dimakatso Mashigo</td>
<td>x2778</td>
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</tr>
<tr>
<td>Department of Educational Psychology</td>
<td>Prof Ronel Ferreira</td>
<td>x5504</td>
<td>Aldoel 3-42</td>
<td><a href="mailto:ronel.ferreira@up.ac.za">ronel.ferreira@up.ac.za</a></td>
</tr>
<tr>
<td>Head</td>
<td>Mpumi Mafafo</td>
<td>x3751</td>
<td></td>
<td><a href="mailto:mpumi.mafafo@up.ac.za">mpumi.mafafo@up.ac.za</a></td>
</tr>
<tr>
<td>Departmental Administrors</td>
<td>Mardeleen Ford</td>
<td>x5508</td>
<td></td>
<td><a href="mailto:mardeleen.ford@up.ac.za">mardeleen.ford@up.ac.za</a></td>
</tr>
<tr>
<td>Department of Early Childhood Education</td>
<td>Prof Ina Joubert</td>
<td>x5636</td>
<td>Aldoel 2-72</td>
<td><a href="mailto:ina.joubert@up.ac.za">ina.joubert@up.ac.za</a></td>
</tr>
<tr>
<td>Head</td>
<td>Annelise Barkhuizen</td>
<td>x5568</td>
<td></td>
<td><a href="mailto:annelise.barkhuizen@up.ac.za">annelise.barkhuizen@up.ac.za</a></td>
</tr>
<tr>
<td>Departmental Administrors</td>
<td>Boitumelo Kube</td>
<td>x5641</td>
<td></td>
<td><a href="mailto:boitumelo.kube@up.ac.za">boitumelo.kube@up.ac.za</a></td>
</tr>
</tbody>
</table>

**Desk Copies**
Contact the Departmental Secretary for any Desktop needs. The following policy: UP SOFTWARE USE AND PROCUREMENT POLICY ([https://www1.up.ac.za/cs/groups/staff/@public/documents/document/mdaw/mda0/~edisp/004242.pdf](https://www1.up.ac.za/cs/groups/staff/@public/documents/document/mdaw/mda0/~edisp/004242.pdf)) is available at the IT Services website. It provides comprehensive information on areas of responsibility, acquisition and support.

**Discipline**
A holistic approach needs to be taken, therefore you are strongly advised to engage into dialogue with colleagues and/or your head of department.
Certain transgressions are dealt with through the department and serious cases via the office of the registrar. Contact your departmental head for guidance.
Below is the link to the Disciplinary Code of the University of Pretoria: [http://www.up.ac.za/services/personnel/policies/w156E.pdf](http://www.up.ac.za/services/personnel/policies/w156E.pdf)
DRIS (Department of Research & Innovation Support)

DRIS facilitates the creation of an enabling environment to conduct research and obtain funding from third parties through contract writing, monitoring and execution (research, contracts and innovation support). The department provides information and operational support to the University’s research programme. It also provides the University with strategic and operational links with external agencies, including funding bodies.

*Its services can be categorised as follows:*
- Research Support
- Research and Innovation Support
- NRF-rating and Evaluation
- Innovation Support
- International Relations

<table>
<thead>
<tr>
<th>Unit</th>
<th>Portfolio</th>
<th>Manager and Contact Details</th>
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</table>
| **Research Support**                | • NRF Research Funding  
• NRF Researcher Ratings  
• MRC and other local and national funding agency applications  
• Institutional Support  
• Research outputs  
• VC’s Academic Development Programme  
• Early Career Researchers Programme  
• UP Visiting Professor Programme | Dr Patricia Smit  
012 420 2848  
patricia.smit@up.ac.za |
| **Graduate Support Hub**            | • Postgraduate support co-ordination  
• Postdoctoral support co-ordination  
• VC’s Postdoctoral Fellowships  
• UP Postdoctoral Fellowships  
• UP Postgraduate Bursaries  
• Capacity development support for graduates | Ninette Mouton  
012 420 3528  
ninette.mouton@up.ac.za |
| **Research Fundraising and Research Communication** | • Grant application assistance  
• Prospecting for research funding  
• Communication of research funding opportunities  
• Enhance UP research profile  
• Research report | Ninette Mouton  
012 420 3528  
ninette.mouton@up.ac.za |
| **Contracts and Innovation Support** | • Technology transfer office  
• Research Contracts  
• Contract negotiation  
• European Union and THRIP funding applications | Lawrence Baloyi  
012 420 5303  
lawrence.baloyi@up.ac.za |
| **International Programmes Office** | • International Institutional Agreements  
• Faculty Agreements  
• Staff and postgraduate student travel grants  
• Prestigious international scholarships and fellowships | Louise Euthimiou  
012 420 3237  
louise.euthimiou@up.ac.za |
Education Induction for newly appointed lecturers

Education induction courses are presented annually in January (before classes commence) and July (during the recess).
The Orientation Program of the University is compulsory for all permanent members of staff. Contact the Learning and Development Division, at telephone (012) 420-4178 or upstafftraining.ce@up.ac.za in this regard.

E-mail from home/off campus

E-mail can be accessed from home from the University’s website. Access is available on the UP Staff System Portlets site – Groupwise web email. Click the “Read your email via the web” link.

e-learning

The university’s e-learning management system, clickUP, is accessible from the intranet. For information on creating a module on the system, or for access to existing modules go to http://www.click.up.ac.za/ or e-mail e-support@up.ac.za.

e-resources on library website

You will need a pin-code / password for access to the e-resources on the library website. Contact your information specialist (see Library).

Ethical clearance

Information for Education Faculty ethical clearance and integrity processes on the Education Faculty webpages.

Examinations and related matters

Carefully study and follow the following policy: S4671/10 Examinations and related matters.

Furniture

Standard items like bookcases, filing cabinets, desks etc are available at x2150 The correct request forms are available from the intranet.

Graphics services

Available at x3932

History, mission, vision of UP

Available on UP website: www.up.ac.za or http://web.up.ac.za/

HIV/AIDS

The Centre for the Study of AIDS provides a wide range of HIV-related services. This is an independent centre housed in the Huis en Haard Building (joint to Adlers’and Wannabee) on the main campus. It also operates from the Hammanskraal Campus, where a paralegal advisory centre has been established. It handles a wide range of community projects and has developed strong regional and international links.

Centre for the Study of AIDS:
Tel: 012 420 4391; E-mail: csa@up.ac.za OR Student Health Services (Clinic)
Human Resources (HR)
Mrs Jeanette Schoeman (x2213, Admin Building T17 – Groenkloof Campus) is the Human Resources Business Partner for Faculty of Education. Contact her about all matters pertaining to salaries, service conditions, appointments, etc. The Senior HR Officer in this department is: Aneesa Osman Jazbhay: X2966.

HR menu on the UP portal
This menu provides the following links:
- HR Intra Web Home
- Careers at UP
- HR Policies and Procedures
- Employee Assistance Programme
- Employment Equity
- Medical Aid
- Learning and Development

Injury on duty
Procedures and Employers report are available
Contact Stephan Pietersen x2086.

Internet access
Application for Internet access, contact Zenobia Botha x2712.

IT services one-stop
Any problems of an IT nature (e-Mail, Telephone, Internet access) can be reported at the one-stop service. They are accessible at x3051 or by E-mail: at help@it.ac.za

Job descriptions
Job descriptions are available on the HR performance management webpage on the link Academic Appointment Criteria

Language policy
Although the language policy is available on the UP web page, the classroom practice is often different. Contact your departmental head for the best possible scenario in your department and environment.

Leave
Apply for leave on the UP portal. Leave must be approved by your line manager.

Lecture venues:
To arrange for access to lecturing venues etc. kindly contact Lucille Weyer x5541 or lucille.weyer@up.ac.za

Library (Academic Information Service, AIS)
UP Library Website: http://www.ais.up.ac.za/
Education Library Website: http://www.library.up.ac.za/edu/

Library Helpdesk: x5536
Information specialists:
  - Undergraduates – Sonja Delport x 5545
  - Honours and Master’s – Maggie Moropane x 5565
  - PhD – Liesl Stieger x 5559

All the services of the Education Library are available to you. You must show your personnel card when required. Every member of staff is allowed to take 20 books at a time from the library for a period of 30 days.

You have been registered automatically with the library to gain access to online resources. Contact the information specialist to make an appointment for training on how to access the online resources.

The plagiarism policy and other information is available. Plagiarism detection and prevention can be managed with TurnItIn - also available on this website as well as on the e-learning management system (clickUP) from within your modules. Contact the Instructional Designer Jaquoline Rammupudu for support and guidance.

Interlending requests (registration and lending) contact: Junior Baloyi x5649.

Lists
Personnel list of your department: Request a list from your Departmental Administrator
Telephone list UP: [http://www.up.ac.za/intranet/telephone/](http://www.up.ac.za/intranet/telephone/) or at [http://mx1.up.ac.za/ldap/search/action](http://mx1.up.ac.za/ldap/search/action)

Marks
Faculties and departments have (within a generic system) customised deviations. Your departmental head or secretary or programme manager should be able to provide more accurate information.

Medical Scheme
You are currently a member of the BestMed medical scheme. More information is available from the UP personnel society or from Human Resources, Mrs Jeanette Schoeman x 2213

Mentorship
Departmental mentorship structure and processes differs from department to department. Contact your departmental head with this regard.

The UP mentorship programme is managed by Dr Rina Wilken at 082 8884438

Messengers
Special requests should be directed to the marieta.nieman@up.ac.za or x5556

N

NRF
The following links might be helpful: NRF website; Application for NRF rating; NRF funding booklet; Other information about funding; Capacity building opportunities.
Research Committee Secretary: eric.berelein@up.ac.za
NRF contacts:
  - Cas Labuschagne: NRF Finance
  - Patricia Smit: Research support
  - Cynthia Mamabola: NRF research and funding support
  - Dianne / Lynn: NRF Contacts diane@nrf.ac.za / lynn@nrf.ac.za
Office Hours

University office hours are from 07:30 to 16:00. Flexitime for support staff can be arranged with the line manager but is subject to core hours of office presence and guaranteed full service delivery to staff, students and clients being maintained in every department between 7:30 and 16:00. The flexitime model was implemented on 1 June 2010.

The following proposals were approved:

The official office hours remain 40 hours per week with a 45 minute lunch break and 15 minute tea break during the working day; but that line managers arrange office hours with staff as follows:

1. 7:00 - 15:30; or
2. 7:30 - 16:00; or
3. 8:00 - 16:30; or
4. 8:30 - 17:00

Office hours for staff working 25 hours per week will change as below:

1. 07:00 – 12:00; or
2. 07:30 – 12:30; or
3. 08:00 – 13:00; or
4. 08:30 – 13:30

Online Venue Booking

Online Venue Booking for booking the IT Labs, sent an e-mail to bookings.gk@up.ac.za specifying the date, time, group size and duration of the test.

Orientation for permanent staff members

The Orientation Program of the University is compulsory for all permanent members of staff. Contact the Learning and Development Division, at telephone (012) 420-4178 or upstafftraining.ce@up.ac.za in this regard.

Parking discs

Parking applications are done annually via the UP Webpage – find the P-icon top left on the UP main page. Members of staff get free parking on main campus, but a parking disc must be obtained from the Division of Risk Management, at the Client Services Centre x5245. Shaded parking and parking in the parking garage is available at a price, but due to limited availability your application will be placed on a waiting list.

Covered parking: Lucille Weyer x5541 / lucille.weyer@up.ac.za

Parking at Hatfield

Request parking from the contact of the purpose of the visit/funcion or personally request parking from Chris Colyn at x4342 or chris.colyn@up.ac.za or Johan Boonzaaier at x4089 or johan.boonzaaier@up.ac.za. Provide full details for your parking request: personal details, date, time, duration, building you are visiting & purpose.

Performance Management

The university has an electronic Performance Management System that offers a format and platform that empowers managers and employees to manage their Job Descriptions, Personal Output Agreements and Personal Development Portfolios at UP. Discuss your Personal Output Agreements with your HOD before loading them on the system. HOD can guide you or refer you to the training offered by CE@UP.

Photocopiers

Each department has different rules regarding photocopies. If a large number of copies must be made it should preferably be sent to the printers. This would typically be the case for study guides, tests and exams.
Soft copies must be password protected and can be e-mailed to Phyllis Lottino at the UP Printers: phyllis.lottino@up.ac.za x2127

Hard copies must be in a sealed envelope and handed in on the South Campus Building 7-2.2

Requests for print work must be handed in typically 7 to 10 days before the work is required. See Photocopying in the Library for guidelines using library’s copying and printing equipment.

Photographic services
Available at  x2651.

Plagiarism
The plagiarism policy and other information is available on the library website. Plagiarism detection and prevention can be managed with TurnitIn - available on this website as well as on the e-learning management system (clickUP) from within your modules. Plagiarism Declaration Form.

Policies
Policies are available from various sources.
- Office of the Registrar
- Human Resources
- Procurement

Promotion
The documents pertaining to performance management and promotion is available on the HR website. Contact: Jeanette Schoeman x2213

Professional development
A variety of courses are available on from Continuing Education at UP, the UP learning and development division and the ITS training webpage.
- Orientation and Induction Programmes for new staff members
- Priority courses –free of charge for UP staff members
- External training, skills development programmes
- Adult Basic Education and Training
- Study at the University of Pretoria or at another Higher Education Institution
- UP internal Computer training

Courses for continuous professional development needs to be clarified with your line manager and managed in the performance management process.

Purchases, orders and claims
See Procurement on the UP portal.

The purchase of apparatus/equipment is currently done within a main frame based ordering system.

Contact your secretary to find the relevant person for your department.

The university’s financial system is based on cost centres, i.e. for every purchase there must be a relevant cost centre against which the order is placed. Discuss with the Head of Department or your focus group leader.

Purchasing procedure
(i) Obtain all the necessary information regarding an item to be purchased, ie complete description, price, delivery time as well as the full address and telephone number of the supplying company (normally by means of a written quotation).
(ii) The full particulars regarding the order are then supplied to your procurement admin
(iii) If the supplier is not on the list of official debtors of UP, a debtor has to be created by the Finance Department before an order can be generated. Please note that this involves documentation to be submitted by the supplier. Note: This activity takes time, please take this into account when urgent orders need to be generated.
(iv) It is imperative that the necessary cost centre against which the order should be placed, should also be provided, otherwise no official order can be generated.

(v) Please note that the delivery address to be used on the order should be clear. (Note: Do NOT use the default address, ie the UP Central receiving Depot, rather use the office number of the recipient.

(vi) Only in exceptional cases, and when small costs are involved (typically less than R1000), can a staff member purchase items and claim the money back, by submitting the necessary claim form, receipts and a complete description of goods purchased. ('Goods' or 'Diverse' will unfortunately not go through).

On receipt of goods, the recipient will sign the relevant delivery documents, which will normally include an invoice (containing the UP order number) for the delivery. This documentation has to be submitted as soon as possible in order to facilitate payment. Please note that no payment is made until the equipment has been delivered, receipt has been acknowledged by a Proof of Goods Received and the invoice submitted for payment.

Rebate information / form
Comprehensive information on Rebate on tuition fees for study at UP is available at the following link: https://www1.up.ac.za/cs/groups/staff/documents/document/mdaw/mde3/~edisp/uppr017403.pdf

The application for the rebate on tuition fees in respect of persons (personnel) and/or dependent children who qualify is available at Human Resources Department’s Forms website: http://www.up.ac.za/services/personnel/policies/MH14E.html or enquire at X4647 or Fax (012) 420 4645

Registration of students
The Client Service Centre handles student administration. Recruiting of new students is the responsibility of the departments (in collaboration with the marketing committee of the faculty). Web registration is also available.

Research
Faculty contact: Prof Jan Niewenhuis x2842
Contact: Patricia Smit: Research support

Links on the research website:
- Research News!
- Communiqués
- Capacity Building
- Funding Opportunities
- VIRTUAL MANUAL (Funding Guidelines)
- PRIZES AND AWARDS
- SARChI Chairs Info
- NRF Rating 2012
- NRF-Rated Researchers
- National Funding Bodies - Grants, Fellowships Prizes and Awards
- Research Information System [RIS]
- DoE Policy, Procedures and Journals Lists
- Research Reports
- Research Regulations
- Presentation to Senate
- Research and Postgrad Performance
- Senate Committee on Research
- Committee for Research Ethics and Integrity
- Contract Research and IP
- DST Ministerial Committee
Safety and Health
Each building has a team of safety and health officers, alarms, and evacuation procedures. The Health and Safety Representative of the Faculty of Education is Ms. Michelle Finestone at x5510

Security Services x2310
This number should be dialled in any emergency event requiring action from the Security staff on campus, but also for venues that have not been opened or problems for which the services of security personnel are needed.

Software
Desktop support is available from IT services. Visit the IT website or contact x3051
Faculty/departmental software: Contact your department

Sport and health
The UP High Performance Center provides various state-of-the-art facilities. Their unique combination of world-class training facilities, medical services, accommodation, nutritional food, scientific expertise, research and hospitality has established its local and international reputation for excellence and success

Staff Society
Feel free to join the UP Personnel Society. Secretary: x2120.
The important advantage is attendance of the Spring Day festivities at Uitspan, the annual celebration of the University’s birthday early in February, assistance with the choice of short term insurers, pension/estate/retirement planning etc.

Stationery
The very basic stationery (paper, staples, paper clips, CD's/DVD's etc.) is ordered by your departmental secretary. If you have a specific need, they have a catalogue available.

Support services
Support menu on the UP portal provides the following links:
- Academic Administration
- BIRAP
- Client Service Centre
- Corporate Communication & Marketing
- Department of Risk Management and Internal Audit
- Library
- Education Innovation
- Facilities Management
- Finance
- Information Technology Services
- Security Services
- Procurement
- Quality Unit
- Research and Innovation
- Student Affairs

Study guide
Study guides are a departmental matter. They might differ from department to department, as different subject fields have different requirements. Find out whether your department has specific guidelines in
terms of the writing of study guides. Study guides must be provided to students in both Afrikaans and English. Study guide documents (policy, guideline and template) are available on the intranet. Also contact your faculty’s Education Consultant for individual consultation with regards to the compilation of your study guide.

Student feedback
Contact your departmental head with regards to the department’s policy on student feedback. Departmental Secretaries:
Department of Early Childhood Education x5568
Department of Humanities Education x5639
Department of Education Management & Policy Studies x2902
Department of Education Psychology x3751
Department of Science, Mathematics & Technology Education x 5659

Student Support
24-hour Crisis Service number: 0800 00 64 28 and 012 420 2310
24-hour Operational Manager: 083 654 0476

List of support services:
- 24-hour Crisis Line
- Academic Support
- Career Guidance
- Emotional Support
- Spiritual Support
- Student Health
- Unit for Students with Special Needs

Student Academic Advisor: Elsie Mahlangu x5968 or elsie.mahlangu@up.ac.za

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Teaching, Learning & Assessment Support
E.g. Curriculum review/mapping, Teaching & Learning facilitation strategies, Assessment planning, use of technology to support teaching &learning, etc. Contact: Education Consultant – Faith Mathibedi x6305/5177 or faith.mathibedi@up.ac.za

Technical Support / Technology challenges
Rentals and bookings for technology equipment (e.g. projector, speakers, etc.) can be made with the Information Technology Department at avsupport@up.ac.za. Problems in lecture venues, call IT help-desk x3051 or e-mail avsupport@up.ac.za

Telephone and mailbox
Switchboard: Dial 9

IP telephone
When phoning internally from another campus than the Main Campus, the Main Campus internal numbers (four digit code) have to be preceded by the code 81. While phoning an internal number form the Main Campus, the 81-code is not necessary and internal numbers can be dialled using the 4-digit code.

PIN code
To prevent the possibility of unauthorised calls from your telephone a PIN code is given to every member of staff. This is available from Hannes Pretorius, 3499 at Information Technology.

Mailbox
In addition it is recommended that you activate your telephone mailbox as soon as possible. Please ask Razia Vizasie (3769) to e-mail you the relevant instructions on how to get this right!
Lists
The UP list of telephone numbers is available at: http://mx1.up.ac.za/ldap/search/action
A document, in *pdf-format can also be downloaded from: http://www.up.ac.za/intranet/telephone/
Information regarding the new telephone system can be found at http://www.up.ac.za/ipphone

Time table
All matters concerning lecturing time-table (a period is 50 minutes long) of Groenkloof Campus contact Laverne Coverdale at laverne.coverdale@up.ac.za at x5830 or Valériëtte De La Pierre at vdlp@up.ac.za or at x2134. For examinations: pieter.gouws@up.ac.za

Contacts and details for other time table requests and scheduling of examination and tests are available here.

Tutors Departmental tutoring structure and processes differ from department to department. Contact your departmental head in this regard.

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Venues
Information on venues and bookings are available on the web site.

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Webmail
To access your e-mail via the internet: https://gwise.up.ac.za Use your Groupwise username and password

Web registration
Information about web registration is provided in this page.

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Yearbooks
Yearbooks are available on the UP website.

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