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# University of Pretoria Yearbook 2016

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## General Regulations and Rules of the University of Pretoria and the Glossary of Terms.

### General Rules

#### Resolving student problems: Communication channels

##### Communication Channels to resolve student problems: Academic Issues

The **Student/Class Representative** reports the academic issue to the either the **Lecturer, Head of Department** or the **Dean of the Faculty** or the **Director: Student Affairs**, who will escalate the issue to the **Vice-Principal or Registrar**.

Alternatively, the **Student/Class Representative** can report the issue to the **SRC Representative**, who in turn will escalate the issue to the **Director: Student Affairs**, from where it will be resolved by the **Vice-Principal or Registrar**.

##### Communication Channels to resolve student problems: Non-academic Issues

The **Student** reports the issue to the **SRC Representative** who will escalate the issue to the **Director: Student Affairs** from where it will be resolved by the **Vice-Principal or Registrar**.

Alternatively, the **Student** can report the issue to the **Director: Student Affairs** and the issue will be resolved by the **Vice-Principal or Registrar**.

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The information published here is subject to change and may be amended after the publication of this information. The [General Regulations \(G Regulations\)](#) apply to all faculties of the University of Pretoria. It is expected of students to familiarise themselves well with these regulations as well as with the information contained in the [General Rules](#) section. Ignorance concerning these regulations and rules will not be accepted as an excuse for any transgression.