



UNIVERSITEIT VAN PRETORIA
UNIVERSITY OF PRETORIA
YUNIBESITHI YA PRETORIA

InfoGuide: 2020

Make today matter

www.up.ac.za



Message of welcome from the Vice-Chancellor and Principal

Dear prospective and current students

Welcome to the University of Pretoria!

You decided to #ChooseUP, this will be one of the biggest and best decisions you'll ever make! Congratulations! You've just joined our family and you're going to join our global network of nearly 300 000 alumni, many of whom are doing big things locally and globally.

For more than 111 years, UP has been discovering new knowledge and inventing ways of improving people's lives. But at the heart of all our research and innovation is a deep desire to make sure that whatever we do has a positive impact on and uplifts society.

When you graduate from UP you will be a creative and critical thinker who will be able to apply your knowledge and skills in the workplace or through starting your own business. We offer free, online training for this so that you can achieve your full potential. Visit the Career Services Office located in the Old Chemistry Building on the Hatfield Campus, or check out the website for more information.

To make the most of your journey at UP, remember that you will be given many resources and there will be support available all along the way to help you graduate on time.

To succeed, you must prepare before you come to class by reading the notes in your study guide, watching the recommended videos or any other suggested learning material. When you attend class, engage with your lecturers and fellow students to learn even more about the subject.

Do regular studying or revision in small chunks to ensure that you are not left with a lot of work to cram in just before exams. This method will help you remember information for longer and be able to apply things better in the long run.

This is THE UP WAY and our way of life at UP. It's everything that we do that makes us such a unique and excellent university. We teach and learn by striving for excellence. We innovate by developing real world skills and solutions. We achieve impact by transforming lives, communities, business sectors and societies. We live by being respectful, ethical, kind and caring to everyone. As part of our family your success matters to us, so embrace THE UP WAY.

We want you to develop into a well-rounded, responsible citizen so we have a range of additional arts, cultural, sports and volunteering activities you can participate in. This adds to our vibrant student life at our campuses and participating in these activities will allow you to meet a wider and more diverse range of friends.

This handy InfoGuide provides important and useful information as a member of the UP community. It includes chapters on our campuses, faculties, student administration offices, important dates, support services offered by Student Affairs, Finance, Residences, Transport and Bus schedules, shops and restaurants, the UP libraries, and safety and security. This information will help orientate you and find your feet while you are embarking on this great journey the #UPway.



Best wishes!

Professor Tawana Kupe
Vice-Chancellor and Principal

UP AT A GLANCE



UNIVERSITEIT VAN PRETORIA
UNIVERSITY OF PRETORIA
YUNIBESITHI YA PRETORIA

The vision of the University is to be a leading research-intensive university in Africa that is recognised internationally for its quality, relevance and impact. We develop people, create knowledge and strive to make a difference locally and internationally.

WORLD FIRSTS AND FIRST IN AFRICA



A team at the Faculty of Health Sciences performed the world's first middle-ear transplant using 3-D printed bones.



A lioness gave birth to two cubs conceived via non-surgical artificial insemination, the first in the world, thanks to a team of researchers from the Mammal Research Institute and the Faculty of Veterinary Science.

UP researchers were part of the international team that used a global network of antennas to make the first image of a black hole.



UP is the first university in Africa to collaborate with Initiatives for Science, Innovation, Territories, and Economy and the Montpellier University of Excellence (I-SITE MUSE).



UP has the first client service robot known to be in use in any university library in Africa.

UP has the first Library MakerSpace in South Africa, a creative laboratory where people with ideas can get together with people who have the technical ability to make those ideas become a reality.

UP IS RANKED HIGHLY



TOP 1%

UP is ranked in the top 1% in the world in eight subject fields:

- Agricultural Sciences
- Clinical Medicine
- Engineering
- Environment/Ecology
- Immunology
- Microbiology
- Plant & Animal Sciences
- Social Sciences

(Source: Web of Science (WoS) Essential Science Indicators (ESI))



EXCELLENT ACADEMIC SUPPORT

67%

Academic staff with doctorates



TOP 5

UP is in the top five of South African universities

#1

UP rated top of all South African universities for research outputs
Source: Department of Higher Education and Training

528

NRF-rated researchers

#232

Employers rank our graduates highly
Source: QS World University Rankings for 2019/2020 employer reputation.



93% of our students are employed or studying six months after graduation

82,4%

Examination pass rate



UNIVERSITEIT VAN PRETORIA
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UP's current facilities portfolio consists of more than 884 buildings and structures spread over 110 properties located on seven campuses that cover 1190 hectares of land. In the 111 years of its existence the University has produced over 285 000 alumni.

The University prides itself on producing well-rounded, creative graduates, responsible, productive citizens and future leaders. Great emphasis is placed on student life and support as well as the advancement of sport, art, culture and music.

UP HAS 9 FACULTIES AND A BUSINESS SCHOOL

1

Economic and Management Sciences

2

Education

3

Engineering, Built Environment and Information Technology

4

Health Sciences

5

Humanities

6

Law

7

Natural and Agricultural Sciences

8

Theology and Religion

9

Veterinary Science (the only faculty of its kind in South Africa)

+1

Gordon Institute of Business Science (GIBS) – among the world's 50 best business schools

Source: UK Financial Times 2018 Executive Education

STRONG INTERNATIONAL PROFILE

291

International staff



53

Researchers in top 1% of ESI fields



201

Active research agreements across 70 countries and six continents

Over 285 000

Alumni in 118 countries



257

Postdoctoral fellows

ACADEMIC OFFERING



145

Undergraduate programmes



72

Research Institutes and Centres



1 175

Study programmes



19

DST-NRF Chairs



31

Industry Chairs



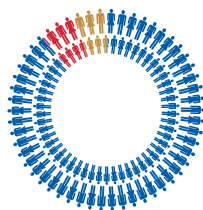
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Centres of excellence

STUDENT PROFILE

53 131

Total number of students



3 278

Total number of distance learning students

3 699

Total number of international students

SOCIALLY RESPONSIVE

TOP 15

UP is the only representative from Africa in the new University Social Responsibility Network (USRN), an international group of 15 top universities



33 000

Students involved in community projects, or volunteering

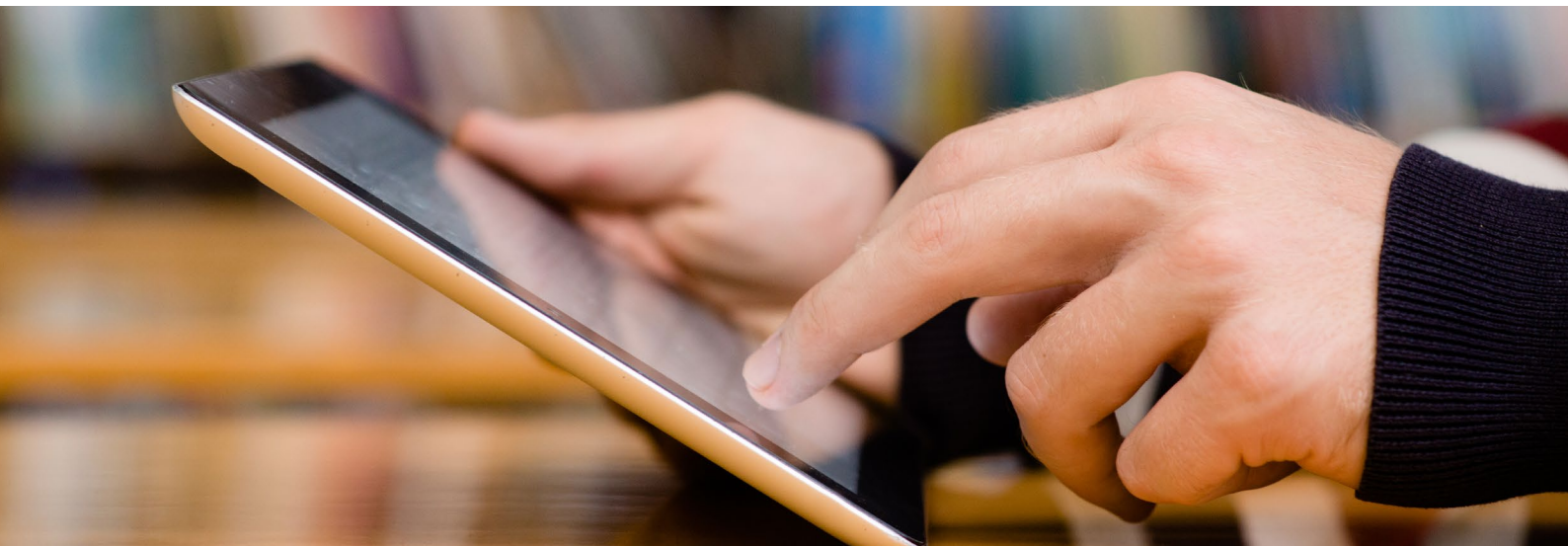


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Disclaimer: This publication contains information about regulations, policies, tuition fees, curricula and programmes of the University of Pretoria applicable at the time of printing. Amendments to or updating of the information in this publication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

Produced by the Department of Enrolment and Student Administration in December 2019.
Comments and queries can be directed to ssc@up.ac.za or tel: +27 (0)12 420 3111.

University of Pretoria

1. University of Pretoria

Student Service Centre	Location	Postal address
Tel: +27 (0)12 420 3111 Email: ssc@up.ac.za	University of Pretoria cnr Lynnwood Road and Roper Street Hatfield South Africa	University of Pretoria Private Bag X20 Hatfield 0028 South Africa
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 https://www.up.ac.za/article/2749200/fees-and-funding

1.1 Campuses and faculties

The Hatfield Campus has more than 60 historical buildings that are spread over 24 hectares. It is one of the most picturesque campuses in South Africa and is close to a business centre with several essential services, such as banks, bookshops, pharmacies, sports facilities, clothing stores, restaurants and coffee shops.

The Hatfield Campus houses the following faculties:

- Economic and Management Sciences
- Engineering, Built Environment and Information Technology
- Humanities
- Law
- Natural and Agricultural Sciences
- Theology and Religion

The Groenkloof Campus houses the Faculty of Education.

The Hillcrest Campus houses TuksSport and the High Performance Centre (hpc).

The Mamelodi Campus houses:

- the BCom—Extended programme,
- the BSc—Extended programme—Biological and Agricultural Sciences,
- the BSc—Extended programme—Physical Sciences,
- the BSc—Extended programme—Mathematical Sciences,
- post-school mathematics and science programmes, and
- a variety of community engagement programmes.

The Onderstepoort Campus houses the Faculty of Veterinary Science.

The Prinshof Campus houses the Faculty of Health Sciences.

The Gordon Institute of Business Science (GIBS) houses academic programmes, as well as a wide range of executive courses that can be custom-designed to suit specific company needs. It is located in Sandton, Johannesburg.

1.2 Student Administration offices

Faculty	Location
Economic and Management Sciences	R1-12, Economic and Management Sciences Building, Hatfield Campus
Education	Administration Building, Groenkloof Campus
Engineering, Built Environment and Information Technology	6th floor, Engineering Building 1, Hatfield Campus
Health Sciences	R3-54, Student Administration Centre, Tšwelopele Building, Prinshof Campus
Humanities	R2-9, IT Building, Hatfield Campus
Law	R1-56, Law Building, Hatfield Campus
Natural and Agricultural Sciences	Ground floor, Agricultural Sciences Building, Hatfield Campus
Theology and Religion	R1-22, Theology Building, Hatfield Campus
Veterinary Science	Arnold Theiler Building, Old Soutpan Road, Onderstepoort Campus

University of Pretoria

1.3 GPS coordinates of campuses

Hatfield	S25° 45' 21' E28° 13' 51'
GIBS	S26° 07' 46.2' E28° 02' 46.788' (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	S28° 10' 54' E25° 38' 52' (22 km from Hatfield Campus)
Prinshof	S25° 43' 57' E28° 12' 10' (6 km from Hatfield Campus)

1.4 Google maps to our campuses

UP Campus maps are available on Google Maps as well as the Google Maps application. Type the links below in your Internet browser. Alternatively, you can install the Google Maps application free on your smartphone or tablet.

Campus	Google Maps link
Hatfield Campus	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/zKsCbI
Gordon Institute of Business Science (GIBS)	http://goo.gl/hNbxPi

1.5 Important dates

Description	Dates
Welcome Day for new first-year students	25 January 2020
Orientation programme for new first-year students	27 to 31 January 2020
Access to UPO, an online academic orientation module for first-year students. Each faculty's UPO has its own code.	As soon as the student has registered
INSYNC first-year concert	1 February 2020
First quarter	3 February to 20 March 2020
Rag	8 February 2020
Closing date for amendments or cancellation of modules without paying fees (quarter 1, 2 and semester 1)	17 February 2020
Second quarter	1 April to 25 May 2020
Third quarter	13 July to 7 September 2020
Closing date for amendments or cancellation of modules, without paying fees (quarter 3, 4 and semester 2)	27 July 2020
Fourth quarter	8 September to 28 October 2020
Spring Day	23 September 2020

Note: The dates above are subject to change. For the most recent information, go to www.up.ac.za



Academic matters

2. Academic matters

International students may also refer to Section 5: International students.

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 at www1.up.ac.za where you will also find relevant communication and checklists.
- Before registration, all admitted students must enter into a legal contract with the University. For more information about the contract and for instructions on how to complete the contract, visit the UP Student Portal at www1.up.ac.za.
- Admitted and conditionally admitted students are requested to go online and accept or decline the offer from the University to enrol for the programme for which they have been (conditionally) admitted. If students wish to cancel their application to study at UP and wish to receive no further communication from the University, they must send an email to ssc@up.ac.za.
- If you have been placed in a residence, refer to your placement letter for occupation dates.
- If you have been conditionally admitted to a residence but the end examination results of your final school year are lower than the required marks for admission, you may not move into the residence until the Student Administration office of the relevant faculty has confirmed your admission. Admission in such cases is not guaranteed.
- If you apply to have some of your Grade 12 subjects remarked, and you do not comply with the minimum admission requirements based on your current results, you will not be allowed to register in the interim. Re-mark results are only available in February and in terms of the University's policy, such marks will not be taken into consideration. You are welcome to apply for the next academic year.
- Writing the National Benchmark Test (NBT) is not compulsory for all programmes. Refer to the relevant faculty brochure.

Note: The National Benchmark Test does not replace the Academic Literacy Test that has to be written by new first-year students during the orientation programme for registration and start of the academic year.

Contact information

Tel: +27 (0)21 650 3523

Website: www.nbt.ac.za

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.

Step 1: Financial aspects

You need to do the following before you are able to register:

- Pay the initial fee. Ideally, the initial payment should reflect on your student account two days prior to registration. It is important to keep in mind that cash payments reflect immediately, but EFT payments only reflect after five days. No cheques will be accepted.
- If you are a bursary holder, you are required to provide the Student Accounts Division in the Student Service Centre with a confirmation letter from your sponsor or bursar, at least five days prior to registration, so that UP can record these details in the system and, if applicable, waive the requirement to pay the initial fee.
- The proof of bursary must be on an official letterhead, signed by the sponsor, and must confirm the total amount of the bursary granted to you, as well as indicating what the bursary amount covers (eg tuition fees, accommodation, meals, textbooks, etc).
- A form to assist the sponsor in defining the bursary amounts is available on the UP website at <https://www.up.ac.za/article/2749200/fees-and-funding>. Choose 'Fees', then 'Fees paid by Bursars'.
- If the aforementioned proof of bursary is not submitted at least five days before registration, you will have to pay the initial fee before registration.
- If you have been notified that you have been funded by NSFAS, you will be informed via SMS that your initial fee has been waived.
- Documentation (bank deposit slips, official university receipts, etc) must be presented upon request and if payments were made after the due dates.

Note: Initial payments that are required before you may register, include tuition fees, residence fees and an international administrative levy (as may be applicable to your situation). These amounts can be found at <https://www.up.ac.za/article/2749200/fees-and-funding>.

Step 2: Documents, dates and venues

All students will be required to register online during the registration period. The registration schedule will be made available on the University's website, which will indicate the dates for registration and the arrangements with regard to the exceptions.

Academic matters

In these cases, the following will apply:

- Ensure that you are familiar with the correct venue and dates for registration. Refer to your orientation programme for registration and start of the academic year for this information.
- You are not a registered student just by paying the initial fee. You are only a registered student once you have been issued a proof of registration for the year.

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

- your student contract has been correctly completed and delivered to UP;
 - your initial payment has been paid (see 'When to pay what' in the Fees and Funding brochure, or at <https://www.up.ac.za/article/2749200/fees-and-funding>);
 - if applicable, your residence reservation levy has been paid; and
 - you still meet the minimum programme admission requirements with your final NSC/IEB results.
- * To register, bring along your ID and a photocopy.

Proof of registration

- You may download and print a proof of registration from the UP Student Portal after you have registered.
- Proof of registration will be emailed to you after you have registered.
- Keep this proof in a safe place.
- A duplicate can be obtained from the Student Service Centre at a prescribed fee per duplicate or can be downloaded free of charge on the UP Student Portal.
- Note that proof of registration cannot be issued to a student without proof of identification (ID, student card, passport or driver's licence).

Step 3: Tests - New first-year students only

Academic Information Management (AIM)

- Academic Information Management modules (AIM 101, AIM 102, AIM 111 and AIM 121, depending on your programme) are compulsory for all new first-year students, except for students in the School of Engineering.
- AIM 101 is presented in the first semester and AIM 102 in the second semester, depending on your programme.
- AIM 111 is presented in the first semester and AIM 121 in the second semester.
- No exemption examination is available for AIM 101, AIM 102, 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 <https://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. In order to achieve this goal, UP provides services to support students academically, socially and psychologically through its Faculty Student Advisors, Mentorship Programme and the services of the Department of Student Affairs. The UP Readiness Survey measures students' readiness for university education. Readiness for university education can broadly be defined as the level of preparation of a student (financial, social and academic engagement) in order to succeed at a higher education institution.

Note: This is not an admissions test.

Contact information

Dr Juan-Claude Lemmens

Email: jlemmens@up.ac.za

Location: Department for Education Innovation
R3-58.11, IT Building

Academic literacy of first-year students

An inadequate level of academic literacy can impact negatively on a student's chances of academic success. The University of Pretoria has processes in place, through the Grade 12 English marks or through an academic literacy test, to identify students who might need development. Full details will be communicated in the orientation programme for registration and start of the academic year, which will be distributed to all admitted students in November or December. If you are required to write the academic literacy test, a specific time to do so will be scheduled in the programme. If your Grade 12 English marks are to be used, staff from Faculty Administration will register you for the appropriate programme.

Note: The Academic Literacy Test does not replace the National Benchmark Test (NBT). For more information on the NBT, visit www.nbt.ac.za.

Academic matters

2.3 Student access cards

- Student cards will be issued after registration, at the registration centre on the Hillcrest Campus.
- A student card will not be issued without proof of identification (ID, passport or driver's license). Note that your previous student card cannot be used as proof of identification for obtaining a new student card.
- The first student card is issued free of charge. In the event of loss or damage, you may apply for a duplicate card at the Student Service Centre at a prescribed fee.
- Lost, stolen or damaged student cards will not be replaced without proof of identification (ID, passport or driver's licence).
- Student cards provide access to the campus and various computer facilities and buildings on campus. Keep your student card with you at all times. The student card must be presented upon request and during examinations and tests.
- One student card is issued to every registered UP student when they commence their studies. Keep this card safe as it will be used for the duration of your studies at the University of Pretoria. Student cards will be activated annually, directly after the registration period.

Note: No holes or any other modifications may be made to the student access card. Should you make any modification, you will be held liable for the replacement fee.

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

- You cannot merely stay away from class or just inform the lecturer that you do not want to continue with your studies, a programme or a module.
- Lecturers are not involved with the administration of such changes.
- Students need to familiarise themselves with the relevant due dates as reflected at <https://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 degree in accordance with the regulations that were applicable when they first registered for a specific field of study or specialisation. If students interrupt their studies or change to another field of study or specialisation, the regulations of the year in which studies are resumed, or in which the new field of study or specialisation is taken, will apply.

Changing programmes or withdrawing from modules (registered students)

- If you wish to change or discontinue a module, it can be done on the UP Student Portal through the registration component. The discontinuation dates available at <https://www.up.ac.za/article/2749200/fees-and-funding> (click on 'Module changes and termination of studies') will apply.
- If you want to change programmes, complete a form at the Student Administration office of the faculty where you wish to continue your studies.
- If you wish to discontinue your studies at the University of Pretoria for the current year or permanently, a prescribed form, available at <https://www.up.ac.za/article/2749200/fees-and-funding> (click on 'Module changes and termination of studies'), must be completed at the Student Accounts Division in the Student Service Centre. Failure to do this will result in your account not being closed and fees for the full year being levied. In the event of non-payment, the account will be handed to Legal Services to collect the debt, which may result in blacklisting at credit institutions.

2.5 Academic records

Registered students may obtain an official academic record from the Student Service Centre at a prescribed fee; however, students are encouraged to use the UP Student Portal to download a copy.

Note: No academic record may be issued to a student without proof of identification (ID, student card, passport or driver's licence).

2.6 Travelling abroad

- Students who intend to travel abroad during recess periods can obtain a letter from the Student Service Centre stating that they are going to return to UP to continue with their studies.
- You must be a registered student to obtain this letter.

Note: No letter can be issued to a student without proof of identification (ID, student card, passport or driver's licence).

Financial matters

3. Financial matters

3.1 General financial information: 2020

AIM modules: The cost of AIM modules is not included in the average cost per programme.

Family discount: When two or more dependent children of the same family are registered simultaneously at the University of Pretoria, they may apply for a rebate on tuition fees. The terms and conditions can be found at <https://www.up.ac.za/article/2749200/fees-and-funding>.

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

Estimates: The University of Pretoria provides undergraduate students with tuition fee estimates in the following ways:

- See fees per faculty at <https://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 Finance tab, click on the Student Finances tab.
 - On the next page, click the second Student Finances tab.
 - The fee estimation (quotation) is available there.
 - Use the plus (+) button to add modules or the minus (-) button to remove modules.
 - Click the Generate Quote button. You can then view, save or print the quotation.
 - AIM modules may be added if necessary.

Accounts: All accounts are payable on these dates (30 April: 50% and 31 July: 100%), even if you do not receive an account in the mail. Accounts are available on the UP Student Portal (My UP Login>Student Service Centre>Finances>Student Finances>Tuition Account). The account can be viewed, saved or printed.

Note: The Internet browser must be set to allow pop-ups. The account will be visible in PDF-format. Students can update the portal with an email address where the account can be sent (My UP Login>Student Service Centre>under 'Personal and Contact info', click 'update account email address').

Discontinuation dates: Adding or dropping of modules after registration should be done at your faculty. Regardless of when a module is added, should you decide to later discontinue said module, the discontinuation costs will be calculated according to the Discontinuation Dates table, which can be found at <https://www.up.ac.za/article/2749200/fees-and-funding>.

Initial payments: The initial payment is **not** an additional amount payable, but forms part of the tuition fees and is an initial payment towards the tuition fees. For more information on registration and cancellations fees, go to <https://www.up.ac.za/article/2749200/fees-and-funding>.

Residence fees: For information on residence fees, residence reservation levy, residence cancellation fees and meals, go to <https://www.up.ac.za/article/2749200/fees-and-funding> and click on 'Residence'.

Fees paid by bursars: Students must submit written proof from the sponsor of the bursary awarded to them prior to registration; otherwise, the initial payment will be payable by the student. The final decision regarding the acceptance of a bursary letter rests with the University.

How and where to pay: UP cashiers are available on all our campuses from Mondays to Fridays from 08:00 to 16:00. For EFT payments, allow at least five working days for payment to reflect on your student account. More information is available at <https://www.up.ac.za/article/2749200/fees-and-funding>. No cash payments will be possible during registration on the Hillcrest Campus.

UP banking details: The University of Pretoria's banking details are available at <https://www.up.ac.za/article/2749200/fees-and-funding>.

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

Financial matters

3.2 Bursary and loan applications

■ UP-managed funding

Applications must be submitted through the UP Student Portal or <https://www.up.ac.za/article/2749200/fees-and-funding>. Applications open on 1 September.

■ National Student Financial Aid Scheme (NSFAS):

The NSFAS is a provider of financial aid to students from poor and working-class families in a sustainable manner that promotes access to, and success in higher education and training, in pursuit of South Africa's national and human resource development goals.

- Students who are South African citizens may apply.
- Refer to www.nsfas.org.za for application dates.
- The NSFAS allocation is awarded as a bursary.
- Students already funded by NSFAS in 2019 need not re-apply.

■ Fundi (formerly known as Eduloan):

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

Contact information

Tel: +27 (0)12 420 2161/5175
Email: lizettevr@fundi.co.za
Location: 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 field of study
- the Bursary Register:

Contact information

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



Financial matters

3.3 Special package offer to academic achievers

Special package offer to academic achievers (new first-year students in 2020)							
Note: Amounts indicated in the table below are for 2020 and may be adjusted for 2021.							
ADMISSION (based on the examination results with which you apply)		RESIDENCE PLACEMENT (based on the examination results with which you apply)		FLY@UP ASSIST FIRST-YEAR STUDENTS (Achievement awards are based on the final school year examination results)			
Qualifying academic average percentage	Admission to study	Qualifying academic average percentage	Residence placement	Qualifying academic average percentage	FACULTIES		
					Natural and Agricultural Sciences AND Engineering, Built Environment and Information Technology	Health Sciences AND Veterinary Science	Other faculties
75% - 100%	Guaranteed admission to your first or second choice open programme (not applicable to selection programmes) if your application is received not later than 1 May of the year preceding commencement of studies.	85% - 100%	Guaranteed placement in a UP residence if your application is received not later than 1 May of the year preceding commencement of studies and once you are conditionally admitted to a programme.	75% - 79,99%	R6 500	-	-
				80% - 84,99%	R16 000	R6 500	R16 000
				85% - 89,99%	R25 000	R16 000	R25 000
				90% - 100%	R40 000	R25 000	R40 000

Note: The University of Pretoria reserves the right to amend award values without prior notice.

Contact information

Tel: +27 (0)12 420 3111

Email: ssc@up.ac.za

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

Conditions

- Fly@UP Assist 1st Year awards are based on the average percentage obtained (not on the number of distinctions).
- Undergraduate achievement awards are made automatically to newly registered undergraduate students who meet the award conditions. Students do not apply for these awards.
- First-year students who register for studies at UP directly after Grade 12 (final school-year) or who took a gap year(s) after their final school-year, who meet the award conditions, will be considered.
- Students who have previously registered at a tertiary educational institution prior to registration at UP will not be considered for Fly@UP Assist 1st Year award. Students who registered at UP in previous years, are also not considered.
- Qualifying students must be South African citizens or permanent residents in South Africa, or be citizens of a SADC country.
- The average percentage for award purposes is the average of the actual percentages obtained for the six (6) best NSC/IEB/Cambridge subjects taken, excluding Life Orientation. This is for subjects taken in the final school-year end exams, based on the calculations done by the University of Pretoria.
- The average percentage is not rounded off.
- Certain subjects are EXCLUDED in the calculation of average percentages:
 - Life Orientation
 - 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 your faculty's student administration offices, before 28 January for consideration.)
- The awards are finalised on the basis of the final marks that the University receives from the Department of Basic Education for the final school-year. Results obtained for papers that have been re-marked are not taken into account for award purposes.
- Awards are fully repayable if students discontinue or terminate their studies in the relevant study programme for whatever reason during the year in which the award is made.
- If students change their study programmes during the year in which the award is made, the award value allocated for the study programme enrolled for initially will remain unchanged. That is to say, the award will not be cancelled or adjusted upward/downward to align it with consecutive study programmes enrolled for.

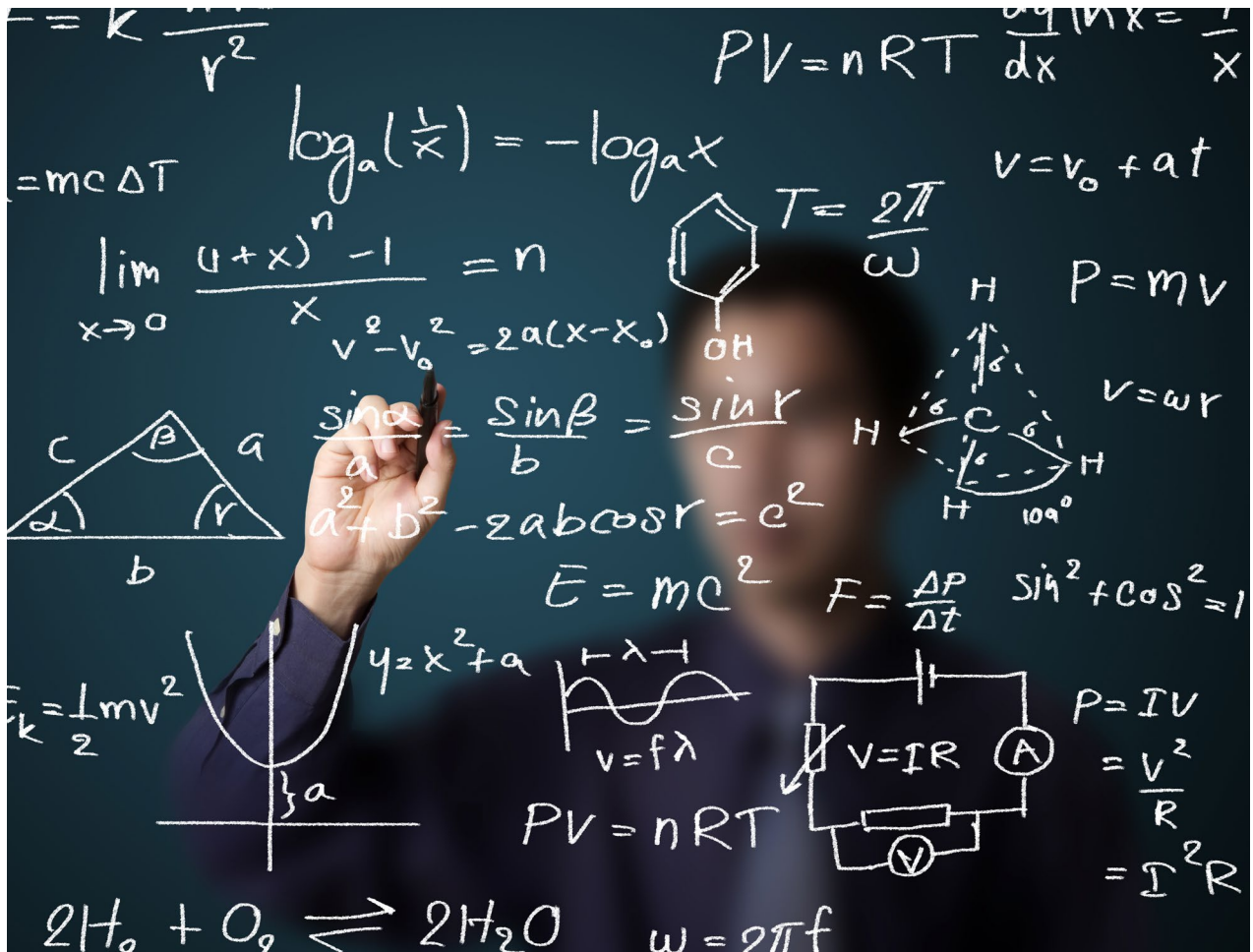
Note: Be sure to read about all the various funding opportunities on <https://www.up.ac.za/article/2749200/fees-and-funding>.

Financial matters

3.4 Other achievement awards

Award	Amount (for 2020)	Who	Faculty	Application
JuniorTukkie Grade 11 Empowerment Week	R15 000	The 39 learners with the best Grade 12 results, who attended the JuniorTukkie Grade 11 Empowerment Week	All faculties except the Faculty of Theology and Religion	NONE Qualifying students will be notified after registration.
Grade 12 Dux scholar* (*top academic Grade 12 achiever of a specific school—one learner per school)	R7 500	The final decision regarding the selection of schools for this award rests with UP.	All faculties	NONE Qualifying students will be notified by letter.
VC Special Previously Disadvantaged Group (PDG) Award (Top prospective black and coloured students may be considered, depending on the availability of funds.)	R11 000	The final decision regarding the selection of schools for this award rests with UP.	All faculties	NONE Qualifying students will be notified by letter.

Note: Only students with South African citizenship or permanent residency in South Africa are considered for the above awards.



Accommodation

4. Accommodation

4.1 Accommodation on UP campuses

After a process of consultation and in line with the University of Pretoria's ongoing transformation initiatives, a decision was made to change the names of some of our residences to reflect a more multicultural, inclusive living environment for students.

Changes to names of women's residences	Changes to names of men's residences	Changes to names of mixed residences	The following residence names will remain unchanged
<ul style="list-style-type: none">▪ Curelitzia▪ Erica▪ Ilkageng▪ House Khutso▪ Azalea▪ House Nala▪ Hayani▪ House Mags	<ul style="list-style-type: none">▪ House TAU▪ Tirisano▪ College▪ Morula Legae▪ Mopane▪ Tuks Ekhaya▪ House Ukuthula▪ The Tower	<ul style="list-style-type: none">▪ OP Village▪ Protea Mbalenhle	<ul style="list-style-type: none">▪ Asterhof▪ Madelief▪ Nerina▪ Zinnia▪ Xayata▪ Jakaranda▪ Hippokrates▪ Tuksdorp▪ Tuks Bophelong

Residence room fees

Residence room fees are published at <https://www.up.ac.za/article/2749200/fees-and-funding>.

Application for residence placement

- The same online application form that is used to apply for a programme is also used as an application for residence.
- If you did not apply together with your study application, you may still apply on the UP Student Portal.
- Unfortunately, residence placement cannot be guaranteed as the demand far exceeds the places available.

Room changes

- Permission must be granted for a student to move from one room to another. If the correct procedure is not followed, a fine will be charged and debited to the relevant student's account.
- A Change of Room form must be completed. This form can be obtained from the Building Coordinator: Residence Facilities.
- Upon receipt of your form, the Building Coordinator: Residence Facilities will conduct a room inspection to determine if any damage occurred in the room you intend to vacate.

Departure/moving out of residence

Students who want to leave the residence must give 30 days' notice of departure via the UP Student Portal. A student who leaves must hand in the keys, together with the Departure Form, to the Building Coordinator: Residence Facilities. The room will only be deemed vacated after handing in the keys and Departure Form. Students who depart after 30 September will not be refunded for accommodation.

Room renewal

You will be requested to re-apply each year on the UP Student Portal to be considered for a place in your current residence. Due to limited accommodation, it is usually not possible to re-allocate all current residing students a place in residence for the following year. Residence placement for the following year is based on academic merit. It is therefore important to perform well academically from the first semester.

Proof of residence

- Proof of residence can only be supplied to registered students currently residing in a University residence.
- Proof of residence can be obtained via the UP Student Portal.

Contact information

Tel: +27 (0)12 420 3000
Email: **Ladies:** tuksres.ladies@up.ac.za
Men: tuksres.men@up.ac.za
General: tuksres@up.ac.za
Website: www.up.ac.za/student-accommodation
<https://www.up.ac.za/article/2749200/fees-and-funding>

Accommodation

4.2 Alternative accommodation

The University can unfortunately not provide accommodation to all applicants as the demand exceeds the available places. For more information on accredited alternative accommodation in the vicinity of UP campuses, please direct your query to tuksres@up.ac.za.

4.3 Accommodation in Pretoria

University of Pretoria guest accommodation

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

Accommodation	Telephone number	Email and/or website
Guest Accommodation Office	Tel: +27 (0)12 420 5385	Email: tuksres.guest@up.ac.za

Hotels

Accommodation	Telephone number	Email and/or website
City Lodge Hatfield	Tel: +27 (0)12 423 5000	Website: www.citylodge.co.za
City Lodge Lynnwood	Tel: +27 (0)12 471 0300	Website: www.citylodge.co.za
Court Classique	Tel: +27 (0)12 344 4420	Website: www.courtclassique.co.za
Fortis Hotel Manor Hatfield	Tel: +27 (0)87 980 5169	Website: www.fortishotels.com
Garden Court Hatfield	Tel: +27 (0)12 342 9600	Website: www.tsogosun.com
Hotel 224	Tel: +27 (0)12 440 5281	Website: www.hotel224.com
Hotel at High Performance Centre	Tel: +27 (0)12 484 1700/27	Website: www.hpc.co.za
Protea Hotel Hatfield	Tel: +27 (0)12 364 0300	Website: www.proteahotels.com
Sheraton Hotel Pretoria	Tel: +27 (0)12 429 9999	Website: www.sheraton.com/pretoria
Southern Sun Pretoria	Tel: +27 (0)12 341 1571	Website: www.tsogosun.com
The Courtyard—Hotel Arcadia	Tel: +27 (0)12 342 4940	Website: www.citylodge.co.za
Protea Hotel Pretoria Loftus Park	Tel: +27 (0)12 030 0420	Website: www.proteahotels.com

Guesthouses

Accommodation	Email and/or website
137 Murray Street Guesthouse	Website: www.murray137.co.za
Bed and Breakfast in Hatfield	Website: www.bandbhatfield.co.za
Brooklyn Place Guesthouse	Website: www.brooklynhouse.co.za
Brooklyn Guest Houses	Website: www.brooklynguesthouses.co.za
Bwelani Guesthouse	Website: www.bwelaniguesthouse.co.za
The Village in Hatfield	Website: www.thevillageinhatfield.co.za



International students

5. International students

5.1 International Cooperation Division

All non-South African citizens must report to the International Cooperation Division in the Graduate Centre on the Hatfield Campus prior to registration. The Department of Enrolment and Student Administration will be open from 3 January 2020 (refer to Section 2: Academic matters).

All non-South African citizens must submit immigration clearance documents to the International Cooperation Division.

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

Non-South African citizens will have to submit proof of legal status in South Africa, as well as proof of adequate medical aid cover at the International Cooperation Office in the Graduate Centre before they will be able to register.

Contact information

Tel: +27 (0)12 420 3111
Email: isd@up.ac.za
Website: www.up.ac.za/international-cooperation-division
Location: Graduate Centre
Hatfield Campus

Supporting documents

Write your student number at the top of each page of the supporting documents indicated below and then email them to isd@up.ac.za:

- A copy of a valid passport, PR certificate or ID (in the case of students with permanent residence in South Africa) – page with photo and number
- 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
 - Relatives or visitor's visa, if endorsed for studies at UP

Permanent residents are still classified as international students and must submit a photocopy of their proof of permanent residence in South Africa before registration.

Note: Permanent residents of countries other than South Africa, including permanent residents of SADC countries will be captured on UP systems as citizens of their original countries, and tuition fees will be levied accordingly.

5.4 Medical aid cover for study visa holders

Non-South African citizens who are holders of a study visa, or who wish to apply for a study visa must, in terms of South Africa's Immigration Act, have sufficient South African medical aid cover for the duration of their stay in South Africa. Non-South African citizens intending to study at the University of Pretoria may join one of the medical aid schemes at <https://www.medicalschemes.com/MedicalSchemes.aspx?flt=L> or one of the two recommended medical cover schemes below.

Momentum Health (Ingwe option)

Membership fees are payable in advance annually.

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 Medical Aid

Tel: +27 (0)861 222 777

Email: info@universal.co.za

Website: <https://compcare.co.za>

Note: Although you may, with another international insurance or medical product, secure a study visa from a South African visa issuing authority, the University of Pretoria, in accordance with the Immigration Act, does not recognise such medical cover for registration purposes. Momentum Health and Comp Care offer weekly consultations on the Hatfield Campus, at the International Cooperation Division offices in the Graduate Centre. Students can join Momentum Health (Ingwe option) online by visiting www.ingwehealth.co.za.

International students

5.5 Universities South Africa (USAf)

A full or foreign conditional exemption certificate is a prerequisite and applicable to non-South African citizens and to students who do not have a South African National Senior Certificate (NSC) qualification or Independent Examination Board (IEB) qualification and who want to enrol for undergraduate studies at the University of Pretoria. This certificate can only be obtained 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: <https://mb.usaf.ac.za>
Location: 1st floor
Block D and E
Hadeffields 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 have graduated at a non-South African university and who wish to apply at 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
Location: SAQA House
1067 Arcadia Street, Hatfield
Postal address: PostNet Suite 248
Private Bag X06
Waterkloof 0145



Student Affairs

6. Student Affairs

The Department of Student Affairs' mission is to design and implement high-impact programmes and interventions to enhance student success, leadership, welfare and wellness within a proactive and programme-based approach.

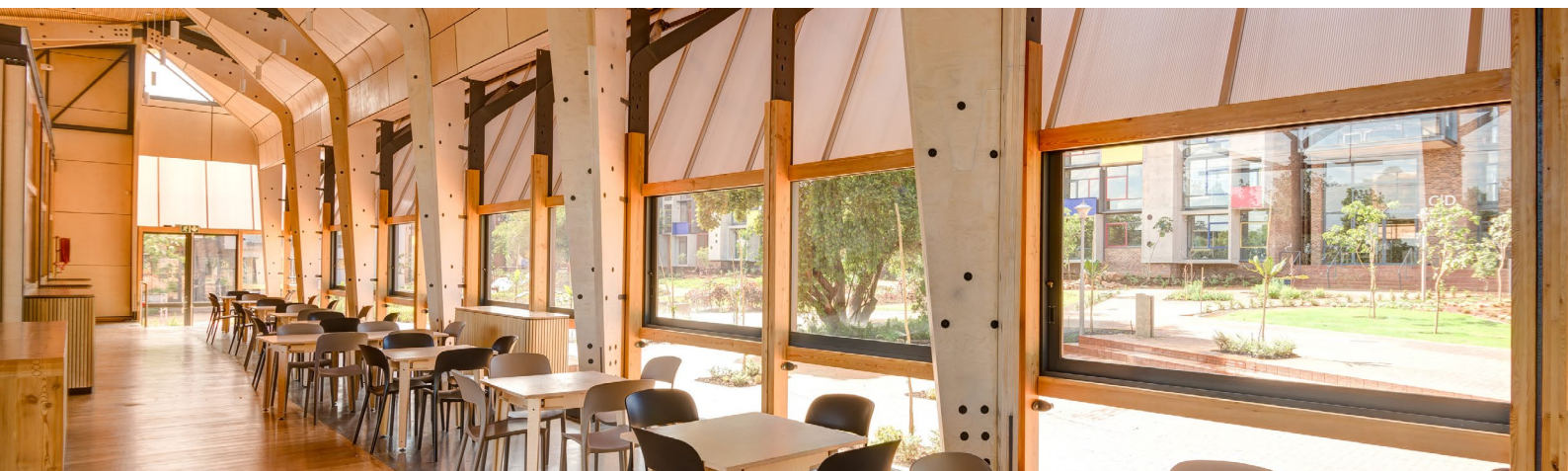
The Department of Student Affairs (DSA) has five sub-divisions: the Student Counselling Unit, Student Health Services, the Disability Unit, the Student Governance Unit and the Student Development Unit.

6.1 Student Counselling Unit

- The Student Counselling Unit consists of a highly professional, multi-disciplinary team, which includes educational, clinical and counselling psychologists, as well as intern professionals working under supervision. The unit provides free and confidential counselling services to all registered UP students.
- The Student Counselling Unit offers psychological counselling to improve wellness and psychosocial functioning with an aim to support students in achieving their academic goals within the University. Counselling is available for a variety of presenting problems that students are likely to experience in a tertiary educational setting. Learning and academic counselling is offered to empower students with their studies and to address specific learning problems. Career counselling and assessments ensure that students are assisted in making correct career choices or changes. Group interventions involve skills development courses and support group meetings. Regular workshops and presentations are provided to assist students in maintaining their well-being and to address issues before they become problems. Please visit our website at <https://www.up.ac.za/student-counselling>.
- The University, in collaboration with the South African Anxiety and Depression Group (SADAG), offers 24-hour emotional support to students via the official 24-hour UP Counselling Careline. The number is +27 (0)800 747 747. Students are also encouraged to visit the SADAG website (www.sadag.org) for more information on mental health matters.

Contact information

Hatfield Campus (Central Office)	
Dr Linda Blokland (Head of Counselling Unit) Ethel Mothamme (Receptionist and Administrative Assistant)	
Tel (office hours):	+27 (0)12 420 2333
Tel (after hours):	+27 (0)12 420 2310/2760 (Security: Operational Centre)
UP Counselling Careline:	+27 (0)80 074 7747 (toll free) SMS 31393
Email:	studentcounselling@up.ac.za
Location:	Student Centre (opposite TuksFM) Hatfield Campus
Office hours:	07:30–16:00
Groenkloof Campus	Mamelodi Campus
Ronel du Toit and Alex Norton (Counselling Psychologists)	
Tel:	+27 (0)12 420 6240
Location:	Letlotlo Building 1-28
Nthabiseng Ramothwala (Counselling Psychologist)	
Tel:	+27 (0)12 842 3515
Location:	Itsoseng Clinic, Administrative/ Academic Building (Ground floor)
Onderstepoort Campus	Prinshof Campus
Bendoline Holtzhausen (Counselling Psychologist)	
Tel:	+27 (0)12 529 8377
Location:	Student Health Services Arnold Theiler Building 1-52
Sikander Kalla (Clinical Psychologist)	
Tel:	+27 (0)12 319 3054
Email:	sikander.kalla@up.ac.za
Location:	Tšwelopele Building 3-12



Student Affairs

6.2 Student Health Services

Student Health Services provide basic primary healthcare services to all registered students at UP. The services are run by fully qualified and registered healthcare professionals and are offered on all UP campuses. This includes the fully accredited Voluntary Counselling and Testing (VCT) Site for HIV/AIDS that offers free testing and counselling to students in collaboration with the University's Centre for Sexualities, AIDS and Gender (CSA&G).

Contact information

Tel: +27 (0)12 420 2500

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

Health and wellness services

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

- Examine, diagnose and treat illnesses: Prescriptions for medicine are issued to students by doctors. Students can buy prescribed medication at a pharmacy at their own cost.
- Treat injuries of students.
- Refer students to a specialist, relevant clinic, hospital or laboratory when necessary (costs to be borne by the patient).
- Give information, advice or counselling on medical matters.
- Offer preventative immunisation programmes (for the patients' own expense).
- Provide family planning services and refer students to the on-site pregnancy counselling services in the Rosemaryn Building or Student Counselling Unit when necessary, free of charge.
- Provide dietary advice.
- Offer advice regarding lifestyle and health.
- Offer free HIV testing and counselling (voluntary counselling and testing—VCT) in partnership with the Centre for Sexualities, AIDS and Gender (CSA&G).
- Offer free eye testing.

How does the service function?

- Patients are seen on a walk-in basis.
- Appointments should, however, be made for dietary consultation, consultation for pregnancy counselling, eye testing and consultations at the VCT Clinic.

Important to remember

- Consultations are currently free of charge, but this is subject to change. Phone +27 (0)12 420 2500 for further information.
- Remember your student card each time you visit Student Health Services Clinics.
- Prescribed medicine can be bought at any pharmacy at your own expense.
- You will be required to pay for any specialised examinations.



Student Affairs

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)	Mondays: 11:00–13:00 (subject to change) Tel: +27 (0)12 420 5233/3423
Hatfield Campus Student Health Services Building	Mondays to Fridays: 08:00–13:00 and 13:45–15:30	Mondays: 10:00–15:00 Tuesdays: 10:00–14:00 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 3724/420 2500
Onderstepoort Campus 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 8243/420 2500
Prinshof Campus Room 3-8, Tšwelopele Building	Tuesdays, Wednesdays, Thursdays and Fridays: 08:00–15:30	Thursdays: 11:15–13:15 (subject to change) Tel: +27 (0)12 319 2453/420 2500

6.3 Disability Unit

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

- Advocacy and advice on any disability-related matters
- Consultative services for students with disabilities
- Assistive technological services: screenings, training and support to students with disabilities regarding a variety of assistive computer technologies and software applications available at the DU computer lab (training sessions available on request)
- Adaptive text arrangements: Conversion of study material into accessible formats
- Facilitation of test and examination venues for students with disabilities who require assistive technology
- Test and exam concession applications (relevant supporting medical report and registration with the DU required)
- Orientation and mobility training
- Referrals for recommended textbooks in electronic format
- Accessible study venues and computer lab

Important to remember:

All students with disabilities bear the responsibility to request the assistance of the DU in a timely manner and to provide any supporting documentation for conditions that may warrant academic accommodations. Kindly consult with the DU regarding required documentation. Concession applications for additional time must be submitted to the DU no later than 30 April for first-semester assessments and 30 September for second-semester assessments. Applications take a minimum of 4 weeks to be processed.

Contact information

Tel: +27 (0)12 420 2064
Location: R1-4 Old Chemistry Building
Hatfield Campus
du@up.ac.za

6.4 Student Governance Unit

The Student Governance Unit is responsible for coordinating and supporting the activities of the Student Representative Council (SRC). The SRC is the highest student governance structure at UP. It manages student matters and represents students on university committees and forums where decisions are made. SRC representatives serve a one-year term of office. The SRC plays a vital role in the coordination of organised student life and must ensure that the extracurricular programme contributes to the overall development of students. The SRC also fulfils an vital communication function—on the one hand conveying student needs and interests to the University Management, and on the other hand, reporting progress to the student body.

The unit is also responsible for registering and coordinating student societies on campus. The purpose of these societies is to create a vibrant student life for students outside the classroom. Every year, over 100 student societies are registered.

Contact information

Tel: +27 (0)12 420 6554
Location: Roosmaryn Building
Hatfield Campus

Student Affairs

6.5 Student Development Unit

The focus of the Student Development Unit is leadership development and mentorship of students. Students are exposed to a wide range of opportunities to acquire additional life skills to equip them to perform optimally in all spheres of life. Extra-curricular activities are facilitated by various student committees (STUKU, RAG, Student Sport, PDBY, Enactus UP, the Golden Key International Honour Society, day and faculty houses and the Class Representative System.) The unit also runs the STARS Mentorship Programme to support first-year students to enhance their success at the University of Pretoria.

Contact information

Tel: +27 (0)12 420 2370
Location: Roosmaryn Building
Hatfield Campus
Website: www.up.ac.za/student-development

6.6 Student Representative Council (SRC)

The Student Representative Council (SRC) represents the interests of students at university and national forums.

Contact information

Tel: +27 (0)12 420 6554
Location: Roosmaryn Building,
Hatfield Campus
Office hours: 07:30–16:00

6.7 Day houses

If you are not living in a residence but would like to have a great student life, then you should consider joining one of the day houses on campus. This will give you the opportunity to take part in organised student life activities such as RAG, sport, cultural and social events.

You can join one of the official day houses: Dregeana, Vividus Ladies, Luminous or Docendo. An annual membership fee is payable. Don't miss out; be sure to sign up with the day house of your choice!

Contact information

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 important role in linking students and lecturers in the faculty. There are no membership fees payable to join a faculty house, but students have the option to purchase items such as T-shirts or to attend camps and other events for which fees are charged. The faculty house also serves as a link with the Class Representative System in the faculty.

Contact information

Website: <https://www.up.ac.za/student-life/article/259314/faculty-houses>

6.9 Study methods and study advice

Study methods

A number of academic development programmes are available to provide assistance to students who need to improve basic 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 basic skills required for academic success and development.

Study advice

While the University's primary responsibility is that of preparing students for their entry into the labour market, students who experience uncertainty during the course of their studies regarding their choice of career are assisted. You may arrange to consult with one of the academic programme consultants at the specific faculty's Student Administration office or with one of the student advisors at the Student Service Centre. If you prefer professional academic testing, kindly contact the counselling psychologist at the Student Counselling Unit to make an appointment.

Contact information

Tel: +27 (0)12 420 2333
Location: Student Centre
(Next to TuksFM)

Computer facilities

7. Computer facilities

7.1 Introduction

Information technology services are provided at the University of Pretoria by the Student Computing Services Division. In order to support the academic efforts of students, the Division provides registered UP students with access to computer equipment and software and also provides technical assistance.

7.2 Open labs

The open labs are situated in the Information Technology Building on the Hatfield Campus and are available for use by all registered students. All computer facilities have support service desks located inside each facility to assist students. The services are available during the respective facility operating times and include the following:

- Login enquiries
- UP Student Portal and clickUP enquiries
- Student email enquiries (TUKS Gmail enquiries)
- Wireless network setup and enquiries
- Printing enquiries

In addition to the facilities on the Hatfield Campus, the Division of Student Computing Services also manages facilities on the following campuses:

- Groenkloof Campus
- Mamelodi Campus
- Onderstepoort Campus
- Prinsloof Campus

7.3 Student IT Helpdesk

Contact information:

Student IT Helpdesk

Tel: +27 (0)12 420 3837
Email: studenthelp@up.ac.za
Office hours: Mondays to Fridays: 07:00–16:30

Consult your timetable booklet for detailed information on practical sessions that may be scheduled in the Student Computing Services labs.

Residences

All the University-administered residences are equipped with IT minilabs for use only by their occupants. Students may contact the residence IT support team with any queries regarding the use of the IT infrastructure or computers located in the residence IT laboratories.

Contact information:

Residence IT Helpdesk

Tel: +27 (0)12 420 4287
Email: itres@up.ac.za
Office hours: Mondays to Fridays: 08:00–16:00

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.

7.4 Access to UP computer systems

UP Student Portal

As a conditionally admitted or registered student of the University of Pretoria, you have access to the virtual campus environment via the UP Student Portal. The UP Student Portal is a gateway to all your applications, including clickUP and the UP Student Centre.

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

Computer facilities

ClickUP

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

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

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

Note: Semester and final-year marks are only available on the UP Student Portal

UP Student Centre

On the Student Centre (self-service), you will find information about the following:

- Student Academic Readiness Survey 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

7.5 Self-service password functionality

This service provides a procedure for users to set up or change their UP Student Portal passwords, as well as the ability to reset forgotten or lost passwords themselves.

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

Students are advised to set up challenge questions that may be used to reset their passwords themselves should they forget or lose a password. Self-help guides are available at www.up.ac.za/students/article/2745903/self-help-guides or www.up.ac.za/media/shared/368/ZP_Files/Self%20Help%20Guides%20Final/2upportalpassword.zp44011.pdf.

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.

Contact information

Tel: +27 (0)12 420 3837

Email: studenthelp@up.ac.za

Computer facilities

7.7 Internet access

Internet access at the University of Pretoria is provided free of charge to registered students. Although access is free, Internet usage will still be linked to each student's UP computer access account and will be monitored.

Note: When using the UP network and infrastructure, all official UP policies apply, including the Code of Conduct in the Computing Services Environment and the Policy on the Acceptable Use of Computing Resources. This includes connections via the UP wireless and cabled network from the library, computer facilities, residences and any other building or open area on a UP campus. The viewing and/or downloading of pornographic or copyrighted material (including media items, movies and software) is strictly forbidden and may lead to disciplinary action.

Students must acquaint themselves with the following two important policies:

- Code of conduct for users of the student computing services environment
 - <https://www1.up.ac.za/cs/groups/staff/@public/documents/document/mdaw/mda0/~edisp/004227.pdf>
- Policy on acceptable use of computing resources
 - <https://www1.up.ac.za/cs/groups/public/@public/documents/document/chby/mde3/~edisp/uppr017218.pdf>

7.8 Tuks Google account

All registered students have free access to and use of the Internet on all campuses and in all residences. All registered students have a UP-enabled email service hosted by Google as TUKS Gmail: ...@tuks.co.za. This TUKS Gmail account is used as one of the official channels of communication with students, and, once activated, will be available for life.

The Google services include spam protection, unlimited mailbox space, a powerful search tool and the ability to send attachments of up to 20 MB in size. The Google Apps Education Edition includes applications such as Google Photos, Google Drive, Google Calendar, Google Hangouts and Google Docs.

If you already have a personal Gmail account, your personal and TUKS Gmail account will be independent of each other. Your personal account has, for example, the format 'username@gmail.com' while your TUKS account has the format of 'u12345678@tuks.co.za'.

7.9 TuksPrint

The **TuksPrint** service is a quick and convenient system that enables students to manage all their printing, copying and scanning needs online from one unique print account.

Konica Minolta South Africa (KMSA) has been contracted to provide multifunction devices (MFDs) on all our campuses with advanced functions to print, copy and scan documents with a single-solution print, billing and release software system (Y Soft), which replaces the previous Phonet and P-counter billing systems. This combined multifunction printing and management system for UP students is called **TuksPrint**.

TuksPrint features

- **TuksPrint** is a web and mobile-enabled system, allowing you to submit and manage print jobs and manage your printing account from your smart mobile device or Internet-connected workstation computer.
- **TuksPrint** 'pay-per-page' is a prepaid system. Your **TuksPrint** account will only be debited for pages printed, copied or scanned.
- **TuksPrint** 'secure-release': Use your unique PIN (personal identification number) and your student card at a specific **TuksPrint** MFD to ensure that only you will be able to retrieve your print jobs from that device.
- **TuksPrint** is available on all UP campuses. The same functionality is available at any of almost 200 MFDs on all the campuses. You can print wherever you find a **TuksPrint**-linked MFD to enjoy simple and easy 'follow me' functionality (see maps).
- **TuksPrint** informs you of every action in your printing account by email (eg deposits, scan jobs, print jobs, etc).
- **TuksPrint** is quick and convenient.

Contact information

Website: www.up.ac.za/tuks-print



Computer facilities

7.10 Wi-Fi network

All registered students have free access to and use of the wireless Internet on all campuses and in all residences. The University foresees expanded Wi-Fi coverage and provision to communal and departmental venues to meet specific operational needs. Various UP Wireless Internet hotspots provide wireless coverage to identified indoor and outdoor areas on all campuses. For more information, use this QR code.



Contact information and connectivity support

Staff members and visitors:

ITS Helpdesk: +27 (0)12 420 3051
Email: help@it.up.ac.za

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

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

Students are also welcome to visit the Student IT Hub for support with connecting their laptops and other devices to the UP wireless network. The venue is located in the Student Centre on the Hatfield Campus (Room 1-10 and 1-11). The available booking times are 09:00 to 15:00. Bookings can be made between 09:00 and 12:00 every day.

Office hours:
Mondays to Fridays: 08:00 to 16:00
Email: studentithub@tuks.co.za



Sport

8. Sport

8.1 Introduction

Sport represents a significant part of student life. The University of Pretoria provides students with opportunities to participate in a variety of sporting disciplines at club, national and international level. The University also boasts excellent sports facilities, which are highly regarded both nationally and internationally.

The Hillcrest Campus is centrally located and is easily accessible to students. TuksSport has a large number of sports clubs and is currently the largest source of athletes for a variety of sports disciplines and national teams. TuksSport forms a vital part of the UP experience, and therefore, you are encouraged to select the University of Pretoria for an outstanding sporting and academic career.

Contact information

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

8.2 Sports clubs

Sport	Contact information	Sport	Contact information
TuksAthletics	Danie Cornelius Tel: +27 (0)12 420 6080 Email: danie.cornelius@up.ac.za	TuksNetball	Lifaletu Khumalo Tel: +27 (0)12 420 6081 Email: lifa.khumalo@up.ac.za
TuksAquatics: lifesaving, swimming, triathlon, underwater hockey and water polo	Rocco Meiring Tel: +27 (0)12 420 6075 Email: tuks.aquatics@hpc.co.za	TuksRowing	Xilia Dreyer Tel: +27 (0)12 420 4924 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 6066 Email: ansie.duplessis@up.ac.za
Assupol TuksCricket	Blanche Conradie Tel: +27 (0)12 420 6124 Email: blanche.conradie@up.ac.za	TuksSquash	Liz Mackenzie 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	Tertius van den Berg Tel: +27 (0)12 420 6888 Email: tertius.vandenberg@hpc.co.za	Recreational sport: aikido, basketball, chess, cycling, dance, exploratio, jujitsu, karate, mind sport, orienteering, softball, taekwondo, ultimate frisbee and volleyball	Sibongile Maswanganye Tel: +27 (0)12 420 6061 Email: sibo@up.ac.za
TuksGymnastics	Liesel Bouch Tel: +27 (0)12 420 6014 Email: tuks.gymnastics@up.ac.za	Specialised and individual sports: archery, badminton, canoe, fencing, judo, trampoline and wrestling	Ilze Wicksell Tel: +27 (0)12 420 6135 Email: ilze.wicksell@up.ac.za



Sport

8.3 Sports bursaries

Sports bursaries, subject to conditions as determined by each club's criteria, are available to sports achievers who obtained at least provincial colours in the selected sport and who are full-time, bona fide, registered students at the University of Pretoria. These students are expected to participate actively in this sport for a TuksSport Club while studying at the University. Bursaries can be awarded to an applicant for one sport code only. Applications are open from 30 June to 30 September of the year preceding commencement of study. Application forms are not published online but can be requested via email. Sports bursary applications are handled separately from normal UP bursary applications and should only be submitted to the email address provided. To find out more about our sports bursaries, visit the TuksSport website.

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 is situated on the Hillcrest Campus of the University of Pretoria. Its unique combination of world-class training facilities, medical services, accommodation and hospitality, nutritional and scientific expertise and research has earned the hpc its reputation for excellence and success locally as well as internationally. These facilities attract a steady flow of international athletes as well as local sporting bodies for training camps or specific team preparation. The hpc has become the preferred location for Team South Africa pre-departure camps and the preferred centre of specialisation for a significant number of national federations. Within this sporting environment, the Sport Academy Programme is an initiative that has been endorsed by several national federations in South African sport, as well as international sporting federations.

Many African sport federations have also enrolled their own talented athletes into the Academy Programme. These countries include Zimbabwe, Mozambique, Namibia, Kenya, Zambia and Botswana. Athletes from these countries are part of the hpc and compete in local club, provincial and national competitions as part of their performance development.

Contact information

Tel: +27 (0)12 484 1700

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 12. This specialised school allows current and potential high-performance athletes to train and travel internationally while remaining in school. TuksSport High School offers learner athletes a unique opportunity to live out their passion for sport in a distinctive and supportive sporting milieu created by the hpc and the University of Pretoria.

Contact information

Stephanie Hibbert

Tel: +27 (0)12 484 1792

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



Transport and parking

9. Transport and parking

9.1 Parking and traffic

Hatfield Campus

Undergraduate students may park in the designated areas surrounding the Hatfield Campus. Parking is extremely limited. The Tshwane Metro Police Department issues fines whenever students park illegally on sidewalks. The University cannot take any responsibility for these fines.

Honours and master's students may park on campus from 14:00 and doctoral students may do so at any time. A parking disc must be obtained online via the UP Student Portal. Parking is not allowed on reserved and undercover parking bays. Parking is allowed over weekends.

The official student parking areas of the University in the Hatfield area are located as follows:

- Corner of Burnett and Festival streets (H17)
- Corner of Herold Street and Duxbury Road (H29)
- Corner of Herold Street and Lynnwood Road (H30)
- Corner of Hilda Street and Duxbury Road (no parking code as yet)

The above areas are enclosed and are patrolled by security officers of the Department of Security Services. To gain access to these areas, students must produce a valid student card at the gate.

All students may park on the Hatfield Campus from 16:30 on week days and full day during weekends, unless directed otherwise. A student card must be presented.

Engineering 3 Parkade (Hatfield Campus)

The Engineering 3 Parkade is only accessible from the entrance situated on University Road. Access control for students is on a prepaid credit or a pay-on-foot cash basis as is the case at other parkades. Payments can be made in cash or by means of a credit card at an automatic payment station. A prepaid credit system is available, and students can open an account at the Katanga Parking Management control room on level 2 of the Parkade.

The following rates will apply to casual student parking on weekdays from 06:00 to 18:00:

- 0–2 hours: R5
- 2–4 hours: R8
- 4–6 hours: R10
- 6+ hours: R20

A flat rate of R8 will apply from 18:00 to 06:00 on weekdays and over weekends. This will not apply when the Parkade is used for special events. For events at Loftus Versfeld, a flat rate of R100 will apply. The penalty for cars left in the Parkade for more than 24 hours is R250. The penalty for a lost ticket is R50.

Onderstepoort, Groenkloof, Mamelodi and Prinshof campuses

Students at the Onderstepoort, Groenkloof, Mamelodi and Prinshof campuses apply for parking discs at their specific campuses and are allowed to park on the campus full-time. Parking is not allowed in reserved and undercover parking bays.

Parking for residence students

Qualifying residence students may park in the paid parking areas at the residences. There are a limited number of parking bays available. Students may apply at General Enquiries in the Student Service Centre for open parking at the relevant residences by completing the Residence Parking Disc form. All undercover parking applications for parking at the residences are submitted to and allocated by the relevant Residence House Committee member responsible for administration.

Parking for students with disabilities

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

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

Contact information

Contact person: Retha Labuschagne
Tel: +27 (0)12 420 5172
Email: accesscontrol.ssc@up.ac.za

Transport and parking

9.2 Bus services

Public bus services:

<http://www.tshwane.gov.za/sites/residents/TshwaneBusServices/Pages/default.aspx>

Gautrain bus route downloads:

<https://www.gautrain.co.za/commuter/busroutedownloads>

University of Pretoria bus services:

- Bus timetables are available on ClickUP.
- Bus services are available for use by registered UP students and staff members and are free of charge.

Note: Examination bus schedules differ from the normal academic bus schedules.

The following bus services are supplied:

Residence bus services: The University provides bus services between most residences and campuses, except where residences are situated within walking distance of the campus.

- GR01—Groenkloof and Hatfield Campus
- HR01—Hillcrest residences to Hatfield Campus
- FP01—Flowers Edge to Prinshof Campus
- HP01—Hippokrates to Prinshof Campus
- PH06—Curelitzia to and from Hatfield Campus
- RG1—Respublica residences and Groenkloof Campus
- SP01—Sentinel Residences to Prinshof 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
- PH02—First-year Nursing Prinshof to Hatfield
- PH03—First-year BCMP Prinshof to Hatfield
- PK01—Prinshof Campus to Kalafong Hospital
- PT01—Prinshof Campus to Tembisa Hospital
- PH04—BSc Medical Science Hatfield Campus to Prinshof Campus
- HS01—Sunnyside and Arcadia bus service
- OH01—Onderstepoort Campus to Hatfield for AIM
- PW01—Prinshof Campus to Weskoppies Hospital
- PM02—Prinshof Campus to 1 Military Hospital
- 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



Transport and parking

9.3 Travel agents

Travel agent	Telephone number	Email and/or website
Atlantis Corporate Travel	Tel: +27 (0)11 656 0809	Email: floriso@atlantiscorporate.co.za
XL Glenwood Travel (Lynnwood Road)	Tel: +27 (0)12 348 8131	Email: maria@glenwoodtravel.co.za
Travel with Flair	Tel: +27 (0)12 436 9000	Email: jorina@twf.co.za linda@twf.co.za
Club Corporate Travel	Tel: +27 (0)11 268 4411	Email: upbookings@clubtravel.co.za

9.4 Shuttle services

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

Shuttle service	Telephone number	Email and/or website
Gautrain Your first consideration should be to make use of the Gautrain.	Tel: +27 (0)800 428 87246	-
Airport Link	Tel: +27 (0)11 792 2017	Email: bookings@airportlink.co.za Website: www.airportlink.co.za
Ulysses Tours	Tel: +27 (0)12 653 0018	Email: ulysses@lantic.co.za Website: www.ulysses.co.za
Xpert Shuttle	Tel: +27 (0)12 807 7312	Email: info@xpertshuttle.co.za
EZ Shuttle	Tel: +27 (0)86 139 7488	Email: info@ezshuttle.co.za Website: www.ezshuttle.co.za
PS Tours	Tel: +27 (0)12 565 4246	Email: pstours@lantic.net
Roxburg Travel	Tel: +27 (0)84 556 2304	Email: roxburg@iafrica.com Website: www.roxburgtravel.com
Shuttle Direct	Tel: +27 (0)86 173 4732	Email: admin@shuttledirect.co.za Website: www.shuttledirect.co.za



General services

10. General services

10.1 Career Services Office

The Career Services Office is a division in the Department of Enrolment and Student Administration (DESA) of the University of Pretoria, located in the Old Chemistry Building on the Hatfield Campus. It is a centre of support to equip UP students and graduates with employability skills needed to be successful in the world of work.

Students need more than a degree to be successful. In preparing students to enter the world of work, the Career Services Office offers the following: CV and cover/motivational letter writing, interview preparation and job searches/applications. It also organises various career fairs and events as well as specific company graduate recruitment events where students can interact with employers on a face-to-face basis and enquire about their job offerings. Employers partner with the Career Services Office to advertise their graduate recruitment opportunities, which may include internships, learnerships, and vacation work. All these opportunities are advertised via the online platform called TuksCareers, accessible via the Student Portal.

There is an increasing demand for graduates who reflect the attributes, capabilities and dispositions required to perform optimally and be successful in any job. The work-readiness initiative called 'Ready for Work', which consists of four short modules, is designed in conjunction with Enterprises UP and is available on clickUP. The course helps students become more employment-ready, so that they can quickly integrate into the workplace with the necessary confidence, knowledge and skills, by being 'career-fit'.

Contact information

Tel: +27 (0)12 420 6438

Email: careerservices@up.ac.za

Location: Old Chemistry Building
Room 1-6

10.2 The Centre for Sexualities, AIDS and Gender (CSA&G)

The CSA&G works closely with the University in its response to HIV, sexualities and gender, engages in research and teaching and runs community projects. It also contributes to institutional transformation initiatives, with a vision of using HIV and AIDS as both a lens and springboard in "understanding power, exploring diversity, examining difference and imagining inclusivity".

Just Leaders social justice volunteer programme

The CSA&G runs a comprehensive youth leadership and active citizenship programme, Just Leaders, with a focus on building a movement of active citizen student leaders that promote social justice, critical consciousness and inclusive practices at the University of Pretoria, and supporting similar movements at partner universities in the region. It addresses various forms of marginalisation, including race, gender, sexuality, class and ability. The programme equips students with skills to conduct research and advocacy, has community outreach and regional components, and includes support around gender, sexualities and HIV.

To volunteer for this programme please contact Duke Rasebopye on +27 (0)12 420 5890 or duke.rasebopye@up.ac.za or visit the CSA&G reception on the first floor of the Akanyang Building, Hatfield Campus.

Addressing sexual and gender-based violence

The CSA&G, with the Transformation Office at UP, runs anti-sexual harassment workshops, seminars and talks, working closely with student leadership structures across UP. It also houses the #SpeakOutUP student office, which offers basic support and guidance to students who may have concerns or queries about sexual harassment and gender-based violence.

To volunteer for this programme please contact Vuyisa Mamanzi on +27 (0)12 420 5390 or vuyisa.mamanzi@up.ac.za or visit the CSA&G reception on the first floor of the Akanyang Building, Hatfield Campus.

HIV counselling and testing (see also section 6.3)

The HIV counselling and testing service for UP students is a collaboration of Student Health Services and the Centre for Sexualities, AIDS and Gender (CSA&G). This free service offers students professional HIV testing with pre- and post-test counselling and is offered both at Student Health Services and at the offices of the CSA&G (the testing service at the CSA&G offices is available to all UP staff members as well). Students who test positive receive medical and emotional support (from the UP Clinic, the CSA&G and the Division of Student Support) and, where necessary, can access antiretroviral treatment at Tshwane District Hospital. All information is treated with the utmost confidentiality.

For further information on HIV testing at the CSA&G, please contact +27 (0)12 420 4391 or Sr Dipontseng Kheo on dipontseng.kheo@up.ac.za or visit the CSA&G reception on the first floor of the Akanyang Building, Hatfield Campus.

General services

This testing and counselling are offered by student volunteers of the CSA&G who have been trained as lay counsellors (Befrienders) – they conduct the counselling and the test itself, under the guidance and mentorship of trained staff, including a nursing sister.

To find out more about being selected and trained as a Befriender please contact Chris Joubert on +27 (0)12 420 5190 or chris.joubert@up.ac.za or visit the CSA&G reception on the first floor of the Akanyang Building, Hatfield Campus.

Contact information

Tel: +27 (0)12 420 4391

Email: info@csagup.org or
nombongo.shenxane@up.ac.za

Location: First floor, Akanyang Building, Hatfield Campus

Disclaimer: Please note that the CSA&G will be back into its refurbished premises – the new Akanyang Building – in January 2020. Please check our website www.csagup.org for more information.

10.3 Campus shops

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-sleeve), jackets, hoodies, sleeveless body warmers and caps. It also stocks UP-branded promotional items for faculties and individual orders. The UP Shop partners with Vida e Caffè , which sells refreshments and light meals.	Contact information Tel: +27 (0)83 788 1467 (Johan Smith) Email: johan.smith@hpc.co.za Tel: +27 (0)82 415 2556 (Pieter Strobos) Email: pieter@outdoorsport.co.za Location: Akanyang Building (previously Huis en Haard), Hatfield Campus
Bookmark The campus bookshop, Bookmark is located on the Hatfield, Groenkloof, Mamelodi and Prinshof campuses. Bookmark strives to stock all the prescribed books, most recommended textbooks, as well as contemporary books, stationery, gift wrap, files and cards.	Contact information Tel: +27 (0)12 420 5684 (Groenkloof) Tel: +27 (0)12 362 4420 (Hatfield) Tel: +27 (0)12 842 3553 (Mamelodi) Tel: +27 (0)12 319 2204 (Prinshof) Email: info@bookmark.co.za Website: http://bookmark.co.za/Index.aspx Location: Student Centre, Hatfield Campus Office hours: Mondays to Fridays: 08:00–17:00 Saturdays: 08:00–13:00 Sundays and public holidays: Closed
Hatfield Campus Student Copy Centre Students may visit the Copy Centre for photocopying, printing, binding, laminating and sending faxes.	Contact information Tel: +27 (0)12 420 2210 Location: 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 available to handle your queries.	Contact information Tel: +27 (0)12 420 4726 Email: studentithelp@tuks.co.za Location: Office 1-10 and 1-11, Student Centre, Hatfield Campus Office hours: Mondays to Fridays: 08:30–16:00

10.4 Dining halls and payment of meals

A dining hall (the Klooster Hall beside the UP Chapel) is available on the Hatfield Campus for all students. Payments can be made at the cashiers in the Student Service Centre. This will allow you to book for meals at the dining hall using your student card.

UP has established a new dining hall, TuksMonate, on the Hillcrest Campus. Students need not book meals in advance. Boekenhout, Olienhout, Taaibos and Kollege residences do not have their own dining halls anymore, and students from these residences are all welcome to eat at TuksMonate.

General services

Contact information

Tel: +27 (0)12 420 6947

Email: ssc@up.ac.za

Location: Hillcrest Campus

For residence students, an amount which can be used for meals at the specific residence's dining hall is debited in advance against your student account. Once this amount is depleted, students can pay an additional amount at the cashiers in the Student Service Centre to be used for meals. Residence students may request the Student Accounts Division in the Student Service Centre to transfer money from their residence meal account to the Klooster Hall if they would like to have some of their meals there instead of in the residence dining hall.

There are a variety of restaurants and coffee shops that operate on a cash basis on the different campuses of the University of Pretoria.

10.5 Food outlets

Note: There are coffee kiosks in the Law Building and in the Merensky 2 Library on the Hatfield Campus.

Food outlet	Telephone number	Location
Adlers	Tel: +27 (0)12 362 8854	Location: Akanyang Building (previously Huis en Haard), Hatfield Campus
Adlers	Tel: +27 (0)12 842 3577	Location: Arena Building Mamelodi Campus
Adlers Kiosk	Tel: +27 (0)12 362 8854	Location: Law Building Hatfield Campus
Artisan Coffee bar and Kiosk	Tel: +27 (0)12 420 6886	Location: Next to the Rautenbach Hall (below the Aula) Hatfield Campus
Big Als	Tel: +27 (0)12 362 1171	Location: Student Centre Hatfield Campus
Campus Halaal Foods	Tel: +27 (0)76 939 7300	Location: Student Centre Hatfield Campus
Coffee Buzz	Tel: +27 (0)12 362 5262	Location: Student Centre Hatfield Campus
CPR Café	Tel: +27 (0)12 329 1612	Location: HW Snyman Building Prinshof Campus
Crisp Health Cafe	Tel: +27 (0)12 356 3031 (Prinshof Campus) +27 (0)12 373 0200 (Kalafong)	Location: Tšwelopele Building Prinshof Campus Klinikala Building Kalafong
EDS Express	Tel: +27 (0)12 460 5595	Location: Letlotlo Building Groenkloof Campus
Electro Media	Tel: +27 (0) 74 211 9999	Location: Student Centre Hatfield Campus
Groenkloof Hub	Tel: +27 (0)12 420 5611	Location: Building No 10 Groenkloof Campus
Haloa Coffee Shop Hatfield Campus	Tel: +27 (0)12 420 4992	Location: Engineering Tower Hatfield Campus
Haloa Coffee Shop Groenkloof Campus	Tel: +27 (0)12 420 5962	Location: Opposite Aldoel Building (next to Bookmark) Groenkloof Campus
Haloa Coffee Shop Prinshof Campus	Tel: +27 (0)12 319 2376/ +27 (0)60 654 8480	Location: Opposite Aldoel Building next to Bookmark Prinshof Campus
Lucky Bread	Tel: +27 (0)72 721 0878	Location: Student Centre Hatfield Campus
Piazza Foods	Tel: +27 (0)12 362 3128	Location: Student Centre Hatfield Campus
Pure Café	Tel: +27 (0)12 420 4517	Location: Building 18, Old Club House Hatfield Campus

General services

Food outlet	Telephone number	Location
Steers Tukkies	Tel: +27 (0)12 420 3242	Location: Next to the Rautenbach Hall (below the Aula) Hatfield Campus
Torpedo's	Tel: +27 (0)12 362 1171	Location: Student Centre Hatfield Campus
Tenz Express (Minimarket and Light food offering)	Tel: +27 (0)72 850 1986	Location: Akanyang Building (previously Huis en Haard), Hatfield Campus
Vida e Caffé	Tel: +27 (0)82 415 2556	Location: Akanyang Building (previously Huis en Haard), Hatfield Campus
Vida e Caffé	Tel: +27 (0)82 415 2556	Location: Javett Art Square Hatfield Campus

10.6 UP Museums

The UP Museums manage and curate the University's museums and more than 50 diverse art and heritage collections. These collections comprise the largest sculptural and ceramics collections and art archives in southern Africa, including the national heritage Mapungubwe gold collection and the only dedicated museum conservation laboratory at a university.

The museums continue a rich 108-year-old research tradition, making use of the art and heritage collections that are fundamental for curation, research, training and teaching purposes. The museums serve students and researchers by means of practical classes, collection visits to storage facilities and permanent exhibitions for the public, specialised museum tours, and research opportunities for postgraduate studies. The museums also collaborate with many departments, faculties, scholars and students, as well as with external institutions, to encourage collaborative and supportive research and provide more comprehensive research access to the University collections.

The ceramics collection forms the largest part of the museum collections. Consisting of about 7 000 artefacts, it is one of the most comprehensive collections in South Africa. The collection contains valuable ceramics from eastern and western Africa and South Africa, as well as other representative ceramics from almost every continent dating from 3 BC to the 21st century. The University's sculpture collection comprises 830 sculptures, including bronze artworks by artists such as Edoardo Villa, Anton van Wouw and other African sculptors. The University art collection contains over 13 000 artworks, paintings and graphics by well-known South African and international artists.

Contact information

Tel: +27 (0)12 420 2945

Email: museums@up.ac.za

Large group bookings with UP Campus Tours

Tel: +27 (0)12 420 5155

Email: hcstours@up.ac.za

10.7 The School of the Arts

Music ensembles

The music ensembles of the School of the Arts annually manage a wide variety of world-class concerts in the many theatres and halls on the campuses of the University of Pretoria to add value to the cultural development of students, staff and the University community at large. Such concerts do not only involve internal UP performers and role-players but also allow musicians from outside the University to perform to a large diversity of audiences. More than 25 free UP Arts Lunch Hour Concerts are presented annually to afford performers the opportunity to perform to a live audience. Free lunch-hour concerts are presented at 12:40 on Thursdays in the Musaion.

Talented students, irrespective of their formal training, are given the opportunity to participate in making music through ensembles and choirs such as UP Camerata, UP Ovuwa Cultural Ensemble, the UP Symphonic Winds (UPSW), Onderstepoort Community Choir (OCC) and the University of Pretoria Symphony Orchestra (UPSO).

The UP Youth Choir (UPYC), UP Jacaranda Children's Choir (JCC) and UP Brass Band are also affiliated to the School of the Arts.

Contact information

Tel: +27 (0)12 420 2495

Email: james.paradza@up.ac.za

General services

10.8 The Javett Art Centre at the University of Pretoria

With one foot firmly rooted in academia, and the other imbedded in the public, the Javett-UP aims to make the art of Africa accessible, relevant and engaging. The building is erected on the south campus of the University of Pretoria and connects the University with the city of Tshwane via a bridge over Lynnwood Road.

Aside from temporary exhibitions, the Javett-UP will house, amongst others, two permanent collections. They are the Javett Foundation's collection of 20th century South African art, which contains a number of significant works and the Mapungubwe Gold, an archeological collection which is historically and culturally important for South Africa, the southern African region and the world.

Connect with Javett-UP

Tel:	+27 (0)21 420 3960
Website:	http://javettup.art
Email:	connect@javettup.art
Facebook:	Javett Art Centre at UP
Twitter:	@javettup
Instagram:	@javettup
Javett-UP opening hours:	10:00 – 17:00 Monday to Sunday

Javett-UP entrance fees

Adults:	R150
Pensioners:	R75
Under 18:	R50
Under 6:	Free
University students:	Free with a valid student card
School Tours:	R25 per learner and R25 per teacher

Booking information

- Guided tours must be booked at least 48 hours in advance.
- Tour groups should include at least 10 people.

Javett-UP physical address:

The Javett Art Centre at UP
23 Lynnwood Road
Elandspoort
Pretoria, 0002

10.9 Legal aid

Services rendered by the University of Pretoria Law Clinic

A variety of services are rendered by attorneys, candidate attorneys and students. These services are, however, only available to individuals who qualify in terms of a means test. Only persons who earn less than R7 000 per month gross and whose asset value does not exceed R350 000, in case of immovable and/or movable assets, are eligible for assistance. The Law Clinic provides much needed legal aid to the indigent, who have very little chance of obtaining these services from private practitioners.

The Law Clinic:

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

Contact information (Hatfield office)

Tel:	+27 (0)12 420 4155
Fax:	+27 (0)12 362 6216
Email:	francina.ngidi@up.ac.za
Location:	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

General services

Contact information (Hammanskraal office)

Tel: +27 (0)12 771 0921/771 0276
Fax: +27 (0)12 771 0939
Email: moipone.kgoathe@up.ac.za
Website: www.up.ac.za/up-law-clinic-home-page/article/23723/contact-us
Location: Old BNDC building
Hammanskraal
Office hours: Mondays to Fridays: 08:00–16:00 (office closed between 13:00 and 14:00)
Saturdays: Closed

10.10 Library services

The Department of Library Services is host to a world-class modern academic research library network spread over the six campuses of the University. This service is aligned to the University of Pretoria faculties with customised services for undergraduates, postgraduates, staff, alumni and visiting academics. All services are designed to create a gateway to global information, and they support learning, teaching and research through interaction with professional staff.

Key initiatives include access to wide-ranging print and electronic collections, online assignment support for undergraduate students, an online reference service, wireless hotspots, search engines to access electronic journals, books and databases, an institutional repository and various audio-visual materials.

Several self-service options are available to our clients, including self-checkout of library material, self-service information kiosks and a self-service booking system. Clients may also use the 'Library' option on the UP app to search online information resources, access their library account, renew library material or make general inquiries. Libby, our service robot, also assists library clients with general library-related questions. Other services include highly specialised information services by the information specialists, binding (of theses, journals and documents), digitisation on demand, inter-lending to obtain documents not available in our library from other libraries and weekly training sessions: www.library.up.ac.za/training/index.htm.

Our facilities make provision for physically challenged undergraduates and postgraduates. The Research Commons on both the Hatfield and Groenkloof campuses offer a dedicated space for registered master's and PhD students, research fellows and UP staff. The MakerSpace in the Merensky 2 Library encourages collaboration, creativity and innovation by providing tools and services such as 3D printing, 3D scanning, electronics and various software packages to help students turn their ideas into reality.

All of these initiatives actively contribute to a world-class learning environment.

Campus Libraries

Basic Medical Sciences and Dentistry Library (Prinshof Campus)	Education Library (Groenkloof Campus)
Tel: +27 (0)12 319 2905 Email: myleen.oosthuizen@up.ac.za Location: Faculty of Health Sciences Basic Medical Sciences Building 9 Bophelo Road Gezina	Tel: +27 (0)12 420 5536 Email: julene.vermeulen@up.ac.za Location: Media Building cnr George Storrar Drive and Leyds Street Groenkloof



General services

Medical Library (Prinshof Campus) Tel: +27 (0)12 356 3181 Email: kabelo.kgaros@up.ac.za Location: Faculty of Health Sciences HW Snyman Building 31 Bophelo Road Gezina	Jotello F Soga Library (Onderstepoort Campus) Tel: +27 (0)12 529 8007/8/9 Email: susan.marsh@up.ac.za Location: Faculty of Veterinary Science Arnold Theiler Building Onderstepoort Campus Old Soutpan Road (M35) Onderstepoort
Klinikala Library (Kalafong Academic Hospital) Tel: +27 (0)12 373 1031 Email: asia.matlala@up.ac.za Location: Klinikala Building Klipspringer Road Atteridgeville	Mamelodi Library (Mamelodi Campus) Tel: +27 (0)12 842 3566 Email: jacob.mothutsi@up.ac.za Location: cnr Hinterland Street and Solomon Mahlangu Drive Mamelodi
Merensky 2 Library (Hatfield Campus) Tel: +27 (0)12 420 2235/6 or +27 (0)12 420 3150 Online contact: https://tinyurl.com/y5u2rknu Location: Department of Library Services Lynnwood Road Hatfield	Music Library (Hatfield Campus) Tel: +27 (0)12 420 2317 Email: isobel.rycroft@up.ac.za Location: Musaion Lynnwood Road Hatfield
Oliver R Tambo Library—Law Library (Hatfield Campus) Tel: +27 (0)12 420 6737 Email: audrey.lenoge@up.ac.za Location: Law Building Lynnwood Road Hatfield	Witbank Library Tel: +27 (0)13 653 2342 Email: riki.duplessis@up.ac.za Location: Witbank Hospital E-Health Centre Mandela Drive eMalahleni
MakerSpace Tel: +27 (0)12 420 2214 Email: makerspace@tuks.co.za Location: Room 3-14, Merensky 2 Library Department of Library Services Lynnwood Road Hatfield	



General services

Campus Library hours:

All libraries are closed on public holidays and observances, but operating hours are extended during the examination periods. For more information, please visit www.library.up.ac.za/aboutus/hours.htm.

Library	Mondays, Wednesdays and Thursdays	Tuesdays	Fridays	Saturdays	Sundays
Basic Medical Sciences (BMS) and Dentistry	07:00–17:00	08:30–17:00	07:00–17:00	Closed	Closed
Groenkloof	07:30–21:00	08:30–21:00	07:30–20:00	08:30–17:00	09:00–13:00
Groenkloof Research Commons	07:30–21:00	07:30–21:00	07:30–20:00	08:30–17:00	09:00–13:00
Jotello F Soga	07:30–18:00	08:30–18:00	07:30–18:00	08:30–12:30	Closed
MakerSpace	07:30–16:00	08:30–16:00	07:30–16:00	Closed	Closed
Mamelodi	07:30–21:00	08:30–21:00	07:30–20:00	09:00–17:00	09:00–13:00
Medical Library	07:00–21:00	08:30–21:00	07:00–20:00	08:30–17:00	11:00–15:00
Merensky 2 Library	07:00–21:00	08:30–21:00	07:00–20:00	09:30–17:00	11:00–15:00
Merensky 2 Library Research Commons	07:00–21:00	08:30–21:00	07:00–20:00	09:30–17:00	11:00–15:00
Music Library	07:30–19:00	08:30–19:00	07:30–16:00	09:00–13:00	Closed
Oliver R Tambo	07:30–21:00	08:30–21:00	07:30–20:00	08:30–17:00	Closed
Klinikala	07:30–16:00	08:30–16:00	07:30–16:00	Closed	Closed
Study Centre	Open 24 hours per day	Open 24 hours per day	Open 24 hours per day	Open 24 hours per day	Open 24 hours per day

Contact information

Website: www.library.up.ac.za

Facebook: UP Library Services - <https://www.facebook.com/UPLibraryServices/>

Twitter: @UPLibrary—<https://twitter.com/UPLibrary>

Instagram: @UPLibrary

YouTube: UPLibrary

10.11 Printing and copying services

Student Computing Services Labs

- Students can make use of the printing facilities in the Student Computing Services Labs.
- Printing credits can be purchased at any of the copy centre cashiers located on the various campuses.
- Credits can be used for printing, photocopying and scanning at the libraries, copy centres and student computing IT facilities.
- Enquiries regarding print credits and activations can be made at the copy centres and student computing IT facilities.

Copy centres

- Purchase credits for printing, photocopying and scanning
- Scan documents
- Bind assignments

Location: Student Centre, Hatfield Campus

Library

- To make photocopies, print and scan in the library, deposit money into your student printing account at the copy centre counter in the library (and not at the Student Service Centre) or cash boxes where available.
- Each client must register a unique PIN associated with their student printing account. You will be prompted for this PIN at the machine you want to print, copy or scan from. If you have forgotten your PIN, you can reset it on your Printing Portal or ask for assistance at the copy centre or the information desk in the library.

Contact information

Tel: +27 (0)12 420 3505

Security services

11. Security services

11.1 Emergency numbers

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

11.2 Crisis line (24 hours)

The 24-hour crisis line offers professional and confidential support to students experiencing trauma. Students who fall victim to crimes such as robbery, assault, rape, sexual abuse and hijacking, and those experiencing other forms of trauma, are professionally supported.

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

11.3 Safety tips

- Avoid isolated areas when you are alone.
- Be vigilant of suspicious persons loitering in the immediate vicinity.
- Report all crime, no matter how insignificant, to the nearest police station, as well as to the Department of Security Services.
- Pay attention to your surroundings and avoid walking with earphones as it distracts your attention from your surroundings.
- Take responsibility for your own safety and belongings such as cellular phones and laptops.
- Walk in small groups, rather than alone.

11.4 Use of the Green Route

The Green Route Project makes specific provision for students and staff members to be accompanied to and from their residences and vehicles or any nearby places after 18:00. Security officers from the Department of Security Services accompany students and staff members on foot from 18:00 to 06:00 on a daily basis from the following points on the various campuses:

- Hatfield Campus: in front of the Absa ATM next to the Merensky 2 Library
- Prinshof Campus: in front of the HW Snyman Building
- Kalafong Hospital: in front of the Klinikala Building
- The Onderstepoort, Groenkloof and Mamelodi campuses do not have specific points from which the escorts are done. Should you require assistance, contact the 24-hour Operational Management Centre at +27 (0)12 420 2310/2760.
- The Hillcrest Campus: between TuksSport High School and the hpc
- Students who do not have access to a telephone to call the 24-hour Operational Management Centre should go to the nearest UP security official on duty at the gate of their residence to arrange for an escort.

11.5 Lost property

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

12. UP Campus maps

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





University of Pretoria

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www.up.ac.za



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