



2023

A photograph of the University of Cape Town's main building, a grand neoclassical structure with a portico supported by six white columns. The building is set against a backdrop of the iconic Table Mountain, with its characteristic flat top and jagged peaks. The sky is filled with soft, golden clouds, suggesting a sunset or sunrise. In the foreground, a wide set of stone steps leads up to the building, with several people walking up and down. The overall scene is a mix of natural beauty and architectural grandeur.

# STUDENT SUPPORT AND SERVICES

*Handbook 5 in this series of handbooks*



UNIVERSITY OF CAPE TOWN

## STUDENT SUPPORT AND SERVICES 2023

**Postal Address:**

REGISTRAR  
University of Cape Town  
Private Bag X3  
RONDEBOSCH 7701

**Telephone:**

General Enquiries 021 650-9111

**Fax:**

021 650-2138

**Internet:**

[www.uct.ac.za](http://www.uct.ac.za)

**Student Records:**

021 650- 3595  
[Reg-records@uct.ac.za](mailto:Reg-records@uct.ac.za)

**Student Fees:**

021 650- 1704; 650- 4076  
[fnd-fees@uct.ac.za](mailto:fnd-fees@uct.ac.za)

**Office Hours:**

Fees and Cash Offices: 09h00 – 15h30  
General Offices: 08h30 –12h30; 13h30 – 16h30

The Admissions Office and Student Records Office are located in the Masingene Building, Middle Campus, and are open from 08h30 to 16h30. The Cashier's Office is located in Kramer Building, Middle Campus, and is open from 09h00 to 15h30.

This handbook is part of a series that consists of:

- Book 1: Undergraduate Prospectus
- Book 2: Authorities and Information of Record
- Book 3: General rules and Policies
- Book 4: Academic Calendar and Meetings
- Book 5: Student Support and Services
- Books 6–11: Handbooks of the Faculties of Commerce, Engineering and the Built Environment, Health Sciences, Humanities, Law, Science
- Book 12: Student Fees
- Book 13: Bursary and Loan Opportunities for Undergraduate Study
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## QUERIES & INFORMATION

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## ACADEMIC DEVELOPMENT PROGRAMME (ADP)

**Location:** Level 5, Hoerikwaggo Building

**Phone:** 021 650-2251

**E-mail:** [Janine.peters@uct.ac.za](mailto:Janine.peters@uct.ac.za)

**Website:** [www.adp.uct.ac.za](http://www.adp.uct.ac.za)

The Academic Development Programme (ADP) is a department in the Centre for Higher Education Development (CHED). It consists of:

- A Central unit.
- Two cross-faculty units: the Numeracy Centre and the Language Development Group.
- Five faculty-based units: the Humanities Education Development Unit (EDU), the Science ADP unit, ASPECT-Engineering, the Commerce EDU and the Health Sciences EDU.

ADP's goals are to facilitate access to the institution for students from diverse social contexts and to contribute to the experience, engagement and success of all students. Some of these contributions are:

- ADP offers extended and augmented curricula in partnership with the faculties. These provide supported alternative pathways to graduation and holistic student support. For more information, please refer to your faculty's handbook or contact your faculty office or the ADP unit in your faculty.
- ADP partners with the faculties to run tutor training programmes which develop senior students' teaching capabilities and enhance students' learning. Contact the ADP Central Office or the ADP units in the faculties for information.
- ADP's Language Development Group and Numeracy Centre offer a range of courses, modules and workshops that develop academic language and quantitative literacy competencies across the faculties and disciplines. Freely available resources include the MOOC, Writing your world: finding yourself in the academic space. See [www.coursera.org/learn/writing-your-world](http://www.coursera.org/learn/writing-your-world).
- The Language Development Group runs a Writing Centre on Upper Campus and at the Graduate School of Business, a Writing Lab on the Health Sciences campus, and contributes to training consultants for the Law Writing Centre. The unit also offers a range of Writing Pathways for postgraduate students, including short online or blended courses: *Navigating Research Writing*, *Journeys in Research Writing*, and *Research Writing in the Sciences*. See <https://researchjourneys.Wixsite.com/writingpathways> for information.

The Academic Advising project based in ADP is working towards strengthening academic advising structures, tools and resources across campus. UCT's Central Advising and Referral Service (CARES) is a query line through which students are able to access the rest of UCT's support network. Queries can be directed to [uctcares@uct.ac.za](mailto:uctcares@uct.ac.za).

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## ACCESS CONTROL SERVICES (& CARD PRODUCTION CENTRE)

**Location:** Properties & Services Building, Upper Campus  
**Phone:** 021 650-3030/3996/5880  
**Operating hours:** 08h00 – 16h00 Monday – Thursday and 08h00 – 15h30 Friday, throughout the academic year

**Student ID Card Services:** First time entering students are eligible to one free ID card after registration. Proof of identification is required before a card will be issued.

**Lost Card replacement procedure:** It is imperative that the loss of a card is reported immediately to the Card production centre and request for it to be disabled. A new card may be obtained at a cost of R120. This payment must be made at the Cashier's office in the Kramer Building. Proof of payment is required before a replacement card is issued.

**Remote Card making services:** During January and February and by arrangement, remote card making facilities are introduced at the following sites: Barnard Fuller Building, Health Sciences, and Leslie Social Sciences Building.

**Elective Students:** are classified as third party members of the University and must therefore complete a "Third Party ID Application Form" in the sponsoring faculty or department before getting a student card.

**Note:** Your student ID card is a multi-purpose card and is used:

- as an ID Card whenever on campus – your card must be carried on your person at all times;
- for access to labs and other facilities pertinent to your needs;
- as a Library Card;
- for the University Shuttle – UCT Student and Staff Transport Services;
- when purchasing photocopying and printing credits in and around the various campuses;
- for access to your residence if residing in any of the UCT residences;
- for Meal Bookings in the case of resident students.



## ADMISSIONS OFFICE

**Location:** Level 4, Masingene Building, Middle Campus  
**Phone:** 021 650-2128  
**Email:** [admissions@uct.ac.za](mailto:admissions@uct.ac.za)

The goal of the Admissions Office is to ensure that UCT enrolls talented students from diverse backgrounds. The Admissions Office:

- provides undergraduate application forms, assistance with application procedures and an online application service for undergraduate applicants. Postgraduate applicants must apply online,
- provides prospective undergraduate and postgraduate students with detailed degree programme information,

- arranges the annual departmental and faculty Open Day and recruitment events, as well as interviews and campus tours for prospective students and their parents,
  - delivers talks to high school learners, organises UCT evenings at schools, participates in career exhibitions around the country and works with student societies in planning and organising recruitment drives for new students,
  - has oversight of the admissions process, which at UCT is decentralized to faculties,
  - supports integrated systems used in the application and administrations process.
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## ATM (BANKING & CASH MACHINES)

- ABSA – Library, Chancellor Oppenheimer Building, Upper Campus
  - ABSA – Stair landing between John Day and Chris Hani Building, University Avenue North, Upper Campus
  - Nedbank – Leslie Social Science Building, Upper Campus
  - Nedbank – Library, Chancellor Oppenheimer Building, Upper Campus
  - Standard Bank – Library, Chancellor Oppenheimer Building
  - Standard Bank – Leslie Social Sciences Building, both on Upper Campus
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## BAXTER THEATRE CENTRE

**Location:** Main Rd, Rondebosch

**Phone & Ticket Bookings:**

**021 685-7880**

**Website:** [www.baxter.co.za](http://www.baxter.co.za)

**Facebook:** BaxterTheatre

**Twitter:** BaxterTheatre

**Venue bookings for functions and conferences:** 021 680-3963 / 74 or

**Email:** [elisabet.nel@uct.ac.za](mailto:elisabet.nel@uct.ac.za) / [beth.jeffery@uct.ac.za](mailto:beth.jeffery@uct.ac.za)

At the forefront of the performing arts, both as a popular venue and as a leading award-winning producer, the Baxter Theatre Centre presents ground-breaking, cutting edge works and masterpieces from local and international repertoires. Since its inception in August 1977, the theatre has stayed true to its promise of always being open to everyone who visits it and to create work of the highest artistic quality. The objective is to reflect the cultures of all the people of South Africa on its stages and in its foyers and galleries and, thereby, nurturing an interactive and meaningful relationship with its audiences and patrons, while generating a spirit of goodwill and creativity. It is a cultural icon and one of the most accessible and inclusive theatres in the country, garnering local and international awards, accolades and recognition for its inherent and proudly South African productions which speak to the heart of the

country's social landscape with universal themes. The Baxter boasts five theatres, two rehearsal spaces, a bar and a vegetarian restaurant. Discounts include: Student discounts; special prices for block-bookings; fundraiser discounts for university residences, sports clubs and societies.

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## BENEFIT SCHEME

**Location:** Room 3.12.1, Bremner

**Phone:** 021 650-2204

**E-mail:** [Phindiwe.mabungane@uct.ac.za](mailto:Phindiwe.mabungane@uct.ac.za) / [Juliet.barron@uct.ac.za](mailto:Juliet.barron@uct.ac.za)

The University operates a scheme which is designed as a contingency measure against unanticipated medical expenses arising out of personal injury resulting from UCT-related accidental injury. The scheme also provides funeral benefits. Limited Insurance cover is provided for some UCT related activities and excursions. Further information can be obtained from the Student Insurance Administrator, Student Wellness Service, Ivan Toms Building, Mowbray (Phone: 021 650 1020).

There is a full statement of the conditions attached to the scheme in Handbook 3 General rules and policies [Handbooks | University of Cape Town \(uct.ac.za\)](#).

The owner of a motor vehicle is personally liable for any damage that he or she may cause to other persons or their property.

UCT will under no circumstances accept responsibility for loss or damage to students' possessions and does not offer or sponsor any sort of personal effects insurance plan for students. Students are urged to take out their own "householder" insurance, especially if they are bringing computers and/or other expensive electronic equipment with them.

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## CAFETERIAS, RESTAURANTS & TRADERS

### MIDDLE CAMPUS

- Food & Connect, Kramer Law Building, beverages, light meals
- Vegetarian Kiosk, West Entrance, Wilfred and Jules Kramer Law Building

### UPPER CAMPUS

- Food & Connect Central, Otto Beit Building – beverages, snacks, light meals, Phone: 021 3620
- Food & Connect Social, Level3, Leslie Social Sciences Building – beverages, snacks, light meals, etc., Phone: 021 650 3662
- Food & Connect Social Coffee, Level 3, Leslie Social Sciences Building – beverages, snacks

- Food & Connect EBE West, Level 3, Menzies Building – beverages, snacks, light meals
- Food & Connect EBE East, Centlivres Building – beverages, snacks, light meals
- Food & Connect Humanities, Humanities Graduate School Building – beverages, snacks, light meals
- Vegetarian Kiosk, Leslie Social Sciences, Ground Floor
- Kaplan Centre Cafeteria, Kaplan Centre, Library Road, next to Oppenheimer Institute – full kosher cafeteria, Phone: 021 650-2688

### **Cissy Gool Food Court, Steve Biko Students' Union, Level 3**

- Afrikwazeen (halaal) – traditional African food, beverages, etc.
- Campus Café (halaal) – sweets, beverages, etc.
- Budget Rolls (halaal) – rolls, snacks, beverages
- Varsity Foods (halaal) – fast foods, beverages
- Mr Daniel's Health Shop – fruit, vegetables, beverages, snacks
- Bridgette's after hours kiosk (halaal, near Oppenheimer Library entrance) - snacks

### **Sports Centre**

- UCT Club, Sports Centre – full sit-down restaurant and licensed bar (undergraduate students must be accompanied by a postgraduate student or member of staff). Phone: 021 650-3161

### **HEALTH SCIENCES**

- Food Vendor, Barnard Fuller Building – drinks, snacks, light meals, etc.
- Food Vendor, IIDMM Building – drinks, snacks, light meals, etc. Phone: 021 686-9570
- Rade's – home prepared vegetarian meals. Phone: 082 509 2076

### **HIDDINGH CAMPUS**

- Faye's – home prepared meals (halaal)
- 



## **CAMPUS COPY & PRINT**

**UCT Managed Print Services**

**E-mail: [uctmps@altron.com](mailto:uctmps@altron.com)**

### **Student Printing**

Students can load credits at pay points on Upper Campus at Oppenheimer Document Centre and on Medical Campus at Anatomy.

Credits can also be loaded online at <https://uct.intelipay.co.za/Default.aspx>.

Manual loading can be done at all printing depots, online and on Snap Scan. The Papercut software will indicate the amount of credit on their accounts.

Once authenticated, students can print to and release at any device on the UCT network.

## **Bulk printing**

Bulk printing can be submitted to the on-campus print rooms, located as follow:

### Available weekdays 08h00 to 16h30:

- Robert Leslie Commerce Building, 1st floor Print Room,
- Beattie Building, 1st floor Print Room,
- Masingene Building, 3rd Floor Print Room,
- Graduate School of Business, Ground Floor Print Room.

### Available Weekdays 08h00 to 16h30 & Saturdays 09h00 to 13h00:

- Oppenheimer Building Document Centre.

The bulk print rooms offer the following services:

- Mono & colour printing in A4 and A3 size,
- Finishing options include folding and stapling, hole punching and booklet making,
- Scanning,
- Laminating,
- Book binding,
- Inserting,
- Lever arch filing (post-printing),
- Flyers,
- Posters up A3,
- Secure exam printing,
- Business cards,
- Perforating,
- Folding/sealing,
- Delivery of completed print jobs to the departments,
- General litho Printing,
- Personalised laser printing,
- Mail Processing (Fully compliant with SA Post Office requirements),
- Full colour litho printing of generic stationery such as letterheads, invoices/statements,
- Payslips, posters and pamphlets,
- Printing of personalised details onto the generic stationery mentioned above,
- Bulk printing of promotional letters or any other detailed personal communication,
- Standard "one-step" mailers produced from standard A3, A4 or B5 sheets of paper, the printed sheets are folded, perforated and sealed to create their own self-contained mailer (no envelope is needed). One-step mailers are ideal for statements, final demands, traffic fines, accounts, etc.

## **Mobility Print**

Mobility Print allows the user to download the app onto their hand-held device and to print to the required device (after initial setup). Print jobs are released in the usual way on the Xerox device with the access card and pin. This service is for document printing only (and not email printing). This service allows more flexibility in the print options offered.



Mobile Printing Setup Specifications:

- Windows Device
- Mac book
- iPhone or iPad
- Android Device
- Chromebook

**Linux Printing**

Ensure that Java 11+ is installed for Linux printing. After setup, enter your UCT user name and password when prompted for printing. Print jobs are released in the usual way on the Xerox device with the access card and pin. Additional instructions & services are listed on the UCT website.

**Support**

All Xerox Devices are managed and maintained under a central managed solution, UCT Managed Print Services.

For assistance or to log calls during weekdays 08h00 to 16h30, use any of the following contacts:

- Tel: 021 650 1549
- Tel: 021 650 4500 (Option 3 – Managed Print Services Support)
- [uctmps@altron.com](mailto:uctmps@altron.com)
- Jaco Albertyn at [Jaco.Albertyn@altron.com](mailto:Jaco.Albertyn@altron.com)

For after-hours support:

- Tel 021 650 4815 (This number is routed to the afterhours support centre. Please request to speak to the UCT standby personnel).

Your service delivery team are:

- Onsite Supervisor: Jaco Albertyn - [Jaco.Albertyn@altron.com](mailto:Jaco.Albertyn@altron.com)
- Bulk Printing and document centres: Donovan Dryding - [Donovan.Dryding@altron.com](mailto:Donovan.Dryding@altron.com)
- Service Delivery Manager: Mark Thomas - [Mark.Thomas@altron.com](mailto:Mark.Thomas@altron.com)



**CAMPUS PROTECTION SERVICES**

**Location: "Burnage", Woolsack Road, off Main Road, Rondebosch  
(next to Leo Marquard Residence)**

**Fax: 021 689-7563**

The Campus Protection Services (CPS) provides a 24-hour security service for students. The staff respond to emergency calls and reports of theft, harassment and other crimes.

The Investigations department is responsible for investigating all crimes related incidents on campus. The CPS is also responsible for crime awareness and safety, detection and extinguishing of fires and assist with traffic control at UCT after hours.

**Contact numbers for satellite offices:**

Access Control:	021 650-3996/4357
Bremner Building:	021 650-2120
Crime Investigations Manager:	021 650-2226
Forest Hill:	021 650-3856
Head of Operations:	021 650-1096
Hiddingh Campus:	021 480-7101
Kramer Building:	021 650-3022/5759
Operations Administrator:	021 650-4654
Main Office:	021 650-2222/3
Medical School:	021 406-6100/6109
Traffic Services:	021 650-3312
Upper Campus:	021 650-2121/4080
Crime Reporting Hotline:	021 650-4429

All satellite services are open 24 hours a day and the rest from 08h00 to 16h30.

Lost & Found Office: At the Control Office, Geo Science Extension Building, Upper Campus.

**Hours:** 12h00 – 14h00.



## CAREERS SERVICE

**Enquiries:** Level 1, Hoerikwaggo, North Lane, Upper Campus

**Hours:** 08h30 – 16h30 Monday to Friday

**Phone:** 021 650-2497/8

**Email:** [careers.service@uct.ac.za](mailto:careers.service@uct.ac.za)

**Website:** [www.careers.uct.ac.za](http://www.careers.uct.ac.za)

**Facebook:** [www.facebook.com/UCTCareers](http://www.facebook.com/UCTCareers)

**YouTube:** [www.youtube.com/UCTCareersService](http://www.youtube.com/UCTCareersService)

**Twitter:** [@UCTCareers](https://twitter.com/UCTCareers)

**UCT Mobile App:** [UCT- Careers Service](#)

UCT Careers Service supports students on their journey to employment, self-employment or further studies. Alumni can use the service for up to three years after graduation.

Visit the Careers Service [website](#) or offices and access a broad range of services, facilities, opportunities and resources to help with:

- Subject/degree choice and changing course/degree

- Further study decisions
- Building a range of skills and experience
- Preparing applications: CVs, cover letters, interviews
- Finding work
- Transitioning from university to the workplace
- Entrepreneurship development

**Services provided:**

- Career consultations
- Career development presentations, webinars and workshops
- Entrepreneurship
- Employer networking events: career expos, company presentations and showcases
- Virtual interview rooms

Students use the Careers Service online portal, [MyCareer](#), after their registration is finalised. The portal provides 24/7 access to resources to:

- Keep up to date with Careers Service news and events;
- Access internship and job opportunities;
- Source bursaries, scholarships and;
- Book career consultations.



## CENTRE FOR EDUCATIONAL ASSESSMENTS (CEA)

**Location: Level 4, Hoerikwaggo**

**Building Phone: 021 650-5462**

**E-mail: [lynia.fortuin@uct.ac.za](mailto:lynia.fortuin@uct.ac.za)**

The CEA is a division of the University's Centre for Higher Education Development (CHED)\*.

CEA's mission is to be the nationally preferred provider of meaningful research and testing that contributes to access and success in higher and further education and training. In realizing this mission, CEA develops educational tests that are reliable and valid in these higher educational contexts. Its educational measurement and learning analytics research support and informs teaching and learning and educational policy with respect to selection, admission and placement in order to improve access and success.

One of CEA's key roles is the identification of the academic potential of school-leavers to cope with the typical core demands of higher education study. It is home to the [National Benchmark Tests Project](#).

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## CHAPLAINCIES

UCT does not have chaplains. Each religious denomination makes its own arrangements.

The following chaplaincies offer students counselling and an environment where they can meet their peers and co-religions. The Anglican and Roman Catholic chaplaincies also offer accommodation for students.

- Anglican, 13, Stanley Road, Middle Campus. Tel. 021 685-2686
- Methodist, 2 Chapel Lane, Rosebank. Tel. 021 686-3271
- Roman Catholic, Kolbe House, Lovers Walk. Tel. 021 685-7370
- Catholic, 8 The Alms, York Road, Rosebank.
- His People, Tel. 021 686-4910

### UCT Worship Centre

An inter-faith facility is situated in the Old Students Union Building. It provides facilities for Christian, Jewish and Muslim worship. Certain student religious societies use the chapel for services on a regular basis.

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## CHILD GUIDANCE CLINIC

**Location:** Isaac Albow Building, Chapel Road, Rosebank **Phone:** 021 650-3900

**E-mail:** [Susanna.Manley@uct.ac.za](mailto:Susanna.Manley@uct.ac.za)

**Website:** [www.childguidanceclinic.uct.ac.za](http://www.childguidanceclinic.uct.ac.za)

**Hours:** 08h30 – 13h00 & 13:30 – 16:00

**(Appointments may be made out of clinic hours.)**

The Clinic is a teaching unit, which offers psychological help to children or young people, adults, and families, through the services of staff and students.

All those in training work under the close supervision of senior staff, who have specialised in clinical psychology. Students experiencing emotional problems may also be referred to the clinic by Student Counselling Services or can call the clinic directly.

Fees depend on means and are worked out between the client and the clinic consultant.

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## COMMERCIAL DEVELOPMENT

**Location:** North Block, Upper Eastside, 31 Brickfield Road, Salt River

The units advised forms part of the Commercial Development Unit at University of Cape Town (UCT), which falls under UCT Finance. Our team is led by our manager, Ms Deidre Raubenheimer

## **Welcome to Connect. Meet. Collaborate (CMC)**

**Website:** <http://www.cmc.uct.ac.za/>

We are professional conference organizer (PCO) specializing in association and conference management.

CMC holds unique knowledge of the university processes, venues, protocols, contacts and academic processes in general.

As an experienced PCO, with a dedicated team of coordinators, we understand that each conference, symposium, workshop and its organizing committee has unique requirements. This is why we make it a priority to assist and guide the committee to ensure that every event is a success.

Our services include event planning and management, abstract, registration and budgetary services, dining and catering. Paired with our expert know-how and decades of experience, we will make conferencing easy for you. We have been organizing and planning for more than 40 years and continue to deliver successful events for satisfied, returning clients.

We have experience in international bid submissions and in work collaboration with the Cape Town and Western Cape Convention Bureau.

We are eager to start planning your next meeting!

### **Stay&Connect by UCT**

**Booking platform UCT Housing Online:** <https://housingonline.uct.ac.za>

**E-mail:** [stayandconnect@uct.ac.za](mailto:stayandconnect@uct.ac.za)

**Phone:** +27 (0)21 650-1050

- UCT Students Vacation Accommodation Offering

With Stay&Connect (Vacation Accommodation), UCT students can stay in UCT residences during the vacation periods (at additional cost). Students may do so for academic reasons, i.e. for extended terms such as winter and summer terms, or for personal accommodation. Designated residences are made available for students' vacation accommodation needs per vacation period, and the available residence usage will be announced in due course before the next vacation period, offering the following:

  - Vacation accommodation at UCT residences – for academic and/or personal stay.
  - Catered accommodation in winter and summer vacation period.
  - Self-catering option available during summer vacation only.

UCT Student Housing & Residence Life and Vacation Accommodation collaborate to provide an enabling and conducive environment for the wellbeing and academic success of students while living in UCT residences. The same rules for students in residences in term time (as set out in Handbook 3), with general

rules and policies also apply during the vacation period to ensure consistency in residence operations and student expectations.

- **Holiday Makers and Group Accommodation for Non-UCT Guest**

Stay&Connect holiday accommodation is ideal for holidaymakers, and groups of all sizes, ranging from 10 pax including families and groups of friends, up to multi-team sporting groups. Student residences are used for holiday accommodation during vacation time, generally using self-contained units with their own bathroom and kitchen facilities.

- The offering for Commercial guests is as follow:
  - Catering accommodation in winter and summer period, and
  - Self-catering options, which are only available during the summer vacation period.

**All Africa House**

**E-mail:** [aah@uct.ac.za](mailto:aah@uct.ac.za)

**Phone:** +27 (0)21 650-4152

- **Our services**

All Africa House (AAH) is designed to provide accommodation in a scholarly environment for visiting scholars to UCT. AAH provides short-term (e.g. a few days) to medium term (e.g. 3 Months) accommodation.

The accommodation is self-catering, though a full buffet breakfast will be served daily. Guests have access to kitchen facilities, either shared or private, depending on the accommodation booked.

- **Our guests**

- Visiting scholars – generally from other tertiary education institutions that UCT and may include:
    - Academics and researchers
    - University administrators
    - Prospective candidates for academic and administrative posts.
  - Postgraduate students (potential or current) affiliated with UCT.
  - Conference delegates attending an event on campus.
  - Visitors on UCT-related business.
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## COMMISSIONERS OF OATHS

Certification of copies of documents is done at the main desk in the foyer of the Masingene Building, Middle Campus and at Medical School.

All Faculty Managers, heads of administrative departments and the Registrar are Commissioners of Oaths.

Information may be found at <http://www.students.uct.ac.za/students/services/legal-services/resources>.

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## COMMUNICATION AND MARKETING

**Location:** Welgelegen, Lower Campus

**Phone:** 021 650-4846

**Website:** <http://www.staff.uct.ac.za/staff/services/communication-marketing>

The Department of Communication and Marketing (CMD) exists to promote the University of Cape Town and to build and manage its reputation. It develops, implements and monitors communication, marketing and engagement strategies to advance the profile of UCT with key stakeholders on campus (internally) and further afield (externally). It further serves as a consultation service to the Office of the Vice-Chancellor, the Executive, Senior Leadership Group and internal UCT departments, advising on matters of communication, marketing and stakeholder relations and engagement.

The department creates and manages a comprehensive and integrated strategic marketing communications programme that includes advertising; production of promotional materials and university-wide publications; media liaison; social media; online communications; functions and events-management; strategic relationship-building initiatives, and internal communication strategies.

The department has four units: Newsroom and Publications; Media Liaison and Social Media; Online Communications; and Marketing and Stakeholder Relations.

### **Newsroom and Publications**

The Newsroom and Publications unit is the content-creation hub of CMD. The team is responsible for the production of a suite of corporate information and marketing publications for UCT, as well as the online news and other multi-media communications on UCT's main websites

### **Media Liaison and Social Media**

The media and social media team communicates to internal and external audiences about university programmes, research, and the activities of faculties and staff. The team works closely with UCT's executive management in planning the release of news and information to both the UCT community and diverse external audiences through traditional and social media.

The unit's proactive media relations campaign profiles UCT in the local, regional, national, international, and specialist media. The unit is responsible for publishing events, successes and innovations; writing, targeting and issuing news releases; updating students and staff on important notices, research developments, and campus events; briefing journalists; responding to media and social media enquiries, and promoting UCT staff as expert commentators on broadcast, online and print media.

### **Online Communication**

The Online Communications section provides support to the UCT community for web development and management in a number of specific areas, including consultation on web development; UCT's web policy and the management of the UCT corporate website. Before embarking on any web development, please consult UCT's web policies and the ICTS website for more information on the options that are available to UCT staff and students.

### **Marketing and Stakeholder Relations**

The marketing and stakeholder relations team is responsible for the university strategic marketing, institutional events and stakeholder engagement initiative. The unit is also responsible for facilitating and coordinating visits to the university. The marketing unit offers UCT-branded clothing, packaging, books, banners, gifts and souvenirs to the university community (staff, students and visitors) via its online catalogue at <http://www.staff.uct.ac.za/staff/services/communication-marketing/corporate-gifts-conference-packs>.



## DEPARTMENT OF STUDENT AFFAIRS (DSA)

**Location:** Steve Biko Students' Union, Level 7

**Phone:** 021 650-3535

**Fax:** 021 650-5011

**E-mail:** [nadierah.pienaar@uct.ac.za](mailto:nadierah.pienaar@uct.ac.za)

**Website:** <http://www.dsa.uct.ac.za/>

The Department of Student Affairs services students in a variety of capacities with the overall goal of student' well-being towards academic progression and enhancing the student experience. See the cluster details below for details.

The DSA administers the policy of the University Council relating to student affairs including administration and service operation.

Student Affairs at UCT comprises the following high level clusters and divisions:

### **Office of the Executive Director**

Comprising the following:

- Executive Directorate
- Finance & Operations
  - Student Treasury



## **Student Development**

Comprising the following divisions:

- Student Orientation, Leadership and Governance
- Student Sports and Recreation

## **Student Financial Aid**

Comprising the following divisions:

- Student Undergraduate Funding

## **Student Housing & Residence Life**

Comprising the following divisions:

- Student Housing
- Student Housing Residence Catering
- Student Housing Residence Cleaning
- Student Residence Life
- Student Housing Admissions & Advocacy Services (SHAAS)
- Finance & Operations
- Off Campus Student Accommodation Services (OCSAS)

## **Student Wellness Service**

Comprising the following divisions:

- Student Counselling Services
- Student Medical Services
- Student Health Administration
- Student Outreach & Allied Services
- Peer Intervention Program (PIP)

The Executive Director: DSA has overall accountability and oversight for these Clusters. Including service and support to students via the clusters.

## **Student Treasury**

Location: Steve Biko Students' Union, Level 5

Phone: 021 650-4916

E-mail: [studenttreasury@uct.ac.za](mailto:studenttreasury@uct.ac.za)

The Administration Division provides the administrative and financial support to Department of Student Affairs and student organisations – Residence House Committees, Societies, Faculty Councils, Development agencies and SRC by offering various treasury services.

These services include purchasing, invoicing, petty cash, receipting of monies, bank reconciliation and funds reporting.

These services are available from Monday to Fridays between 08h30 and 15h00 with the exception of Thursdays where the service is available between 10h00 and 15h00 due to staff training and/or meetings.

These services are offered in accordance with the UCT Financial Policies and Guidelines.

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## STUDENT DEVELOPMENT

**Location:** Steve Biko Students' Union, Level 5  
**Phone Enquiries and Appointments:** 021 650-3924/5389

**E-mail:** [Edwina.Brooks@uct.ac.za](mailto:Edwina.Brooks@uct.ac.za)

**Website:**  
<http://www.dsa.uct.ac.za/student-development/about-student-development>

The focus of this cluster is to provide a student centered service and developmental programmes through student orientation, student governance and leadership and student sports and recreation. The two units in the cluster are Student Orientation, Leadership and Governance.

Application for permission for student-run events where alcohol is served or sold on or off- campus to be made to the Director, Student Development.

### **Student Orientation Leadership and Governance**

#### Student Orientation

**Location:** Room 201, Level 2, Computer Science Building (Cissie Gool Plaza)  
**Phone:** 021 650-5082  
**E-mail:** [uctorientation@uct.ac.za](mailto:uctorientation@uct.ac.za); [Vukile.Mambukwe@uct.ac.za](mailto:Vukile.Mambukwe@uct.ac.za)  
**Website:** <http://www.dsa.uct.ac.za/student-orientation/welcome>

The Student Orientation service ensures the support and co-ordination of the university-wide orientation programming. It is responsible for the annual orientation leaders' training programme.

#### Student Governance

**Phone:** 021 650-3537  
**Fax:** 021 650-5051  
**E-mail:** [Zola.Tame@uct.ac.za](mailto:Zola.Tame@uct.ac.za) / [Christine.Immenga@uct.ac.za](mailto:Christine.Immenga@uct.ac.za)  
**Website:** <http://www.dsa.uct.ac.za/student-development/about-student-development>

Student Governance is responsible for the support to SRC, Faculty Councils, class representatives, Student Parliament, Student Governance Court and Constitutional Committee.

#### Student Leadership

**Location:** Reception, Level 4, Steve Biko Students' Union  
**Phone:** 021 650-3541  
**E-mail:** [societies@uct.ac.za](mailto:societies@uct.ac.za),  
[Phumza.Qwaqwa@uct.ac.za](mailto:Phumza.Qwaqwa@uct.ac.za), [Lindie.Gayiza@uct.ac.za](mailto:Lindie.Gayiza@uct.ac.za)

This service supports over 100 student societies, 5 development agencies and coordinates student leadership programmes and awards.

### **Division: Student Sport & Recreation**

Location: Sports Centre, 1 Madiba Circle, Upper Campus  
Phone: 021 650-3564  
Fax: 021 650-3781  
E-mail: [Dot.Augustine@uct.ac.za](mailto:Dot.Augustine@uct.ac.za)  
Website: <http://www.dsa.uct.ac.za/student-development/sport-clubs/overview>  
Hours: 08h30 to 16h00

Sport is organised by student committees assisted by professional sports administrators. UCT offers students some 35 different competitive sports and recreational activities.

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### **STUDENT FINANCIAL AID**

Student Funding and Administration is responsible for the provision and administration of undergraduate student financial aid and also provides administrative support to the Department of Student Affairs and Student Organisations.

**Location: Kramer Building, Level 3**

**Website:** <http://www.dsa.uct.ac.za/student-funding-administration/about-sf>

**Phone:** 021 650-5094

**E-mail:** [FinancialAid@uct.ac.za](mailto:FinancialAid@uct.ac.za)

Student Financial Aid provides financial assistance to students and applicants that meet the qualifying criteria. The funding policy caters for a broad range of eligible students. The assistance provided is in the form of National Student Financial Aid Scheme loans and UCT- administered bursaries. Information about financial assistance and awards offered by outside organisations is available in Handbook No 13, Bursary and Loan Opportunities for Undergraduate Study, and on the UCT website.

Students are encouraged to read the website to ensure that: 1) they know all the closing dates for financial assistance, and 2) check the bursary noticeboards for any other funding opportunities. Those receiving financial assistance must consult the Financial Aid Vula tab and their UCT email for updated information and correspondence regarding financial assistance.

The Postgraduate Funding Office administers financial assistance for postgraduate students.

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## STUDENT HOUSING & RESIDENCE LIFE

**Location:** Avenue House, No 5-9 Avenue Road, Mowbray  
**Phone:** 021 650-2977  
**E-mail:** [res@uct.ac.za](mailto:res@uct.ac.za)  
**Website:** <http://www.dsa.uct.ac.za/student-housing/about-shrl/about-shrl>

### Student Housing Facilities & Catering

**Location:** 5<sup>th</sup> Avenue House, Avenue Road, Mowbray  
**Phone:** 021 650 1054

### Residence Life

**Location:** 5<sup>th</sup> Avenue House, Avenue Road, Mowbray  
**Phone:** 021 650 5810

### Student Housing Admissions & Advocacy Service (SHAAS)

**Admission Enquiries:** 021 650-2977

### Off-Campus Student Accommodation Service (OCSAS)

**Phone:** 021 650-4934  
**E-mail:** [ocsas@uct.ac.za](mailto:ocsas@uct.ac.za)  
**Website:** <http://www.dsa.uct.ac.za/student-housing/off-campus-student-accommodation-services/about-the-ocsas>

Off-Campus Student Accommodation Service (OCSAS) provides a practical and viable alternative to the residence system by way of comprehensive information and guidance on off campus accommodation.

### Residences

UCT regards a student's experience in residence as an integral part of their student experience in being educated for life. Students in the residences are assisted in numerous ways:

- Fellow students elect the House Committee, of which the warden is a member, annually. This team is responsible for the academic and social needs and interests of the students, framing the rules, administering the house funds and ensuring the smooth running of the residence.
- The Warden is there to create and nurture a supportive social community in which students can pursue their academic objectives and achieve personal growth. The warden is therefore concerned with all aspects of residence life. The warden is supported by a team of subwardens, who are senior students employed by the University, to whom students can go to for assistance. Residence tutors and mentors provide additional support.

- The Residence Life team have the responsibility of designing leadership training and other development programmes in consultation with students and stakeholders. The aim of these programmes is to promote an optimal living and learning environment - meaning a healthier, happier and more productive way of living and learning in the residences as integral to a positive student experience.
- Residence Co-ordinators manage housekeeping matters, such as maintenance, keys, access cards, telephones and other essentials for comfortable living.

The Student Housing and Residence Life Office produces a booklet containing useful general information for the residence community. This booklet is issued to all housing applicants.

The rules for students in residence are set out in handbook 3, General rules and policies. Questions regarding these rules may be directed by a student of a residence to their Warden or to the Student Tribunal Co-ordinator. There are 38 student residences, ranging in size from 30 to 800 students. Catering residences offer the convenience of three meals per day.

## First Tier: Catering Residences

### MALE RESIDENCES

#### **College House** (119 students)

Location: Main Road Rondebosch  
Warden: Dr Tiri Chinyoka  
Res Facilities Assistant: 021 650-3934  
Front Desk Assistant: 021 650-3935

#### **Kilindini** (32 students)

Location: Main Road, Rosebank  
Warden: Dr Tiri Chinyoka  
Res Facilities Assistant: 021 650-3934  
Front Desk Assistant: 021 650-3935

#### **Kopano** (367 students)

Location: Show Road, Lower Campus, Rondebosch  
Warden: A/Professor Sure Mataramvura  
Assistant Warden: Mr Tim Low  
Residence Co-ordinator: 021 650-3938  
Res Facilities Assistant: 021 650-1999  
Front Desk Assistant: 021 650-3939

#### **Leo Marquard Hall** (419 students)

Location: Lower Campus, Rosebank  
Warden: Mr Daniel Munene  
Assistant Warden: Mr Frank Karigambe (Acting)  
Residence Co-ordinator: 021 650-3954  
Res Facilities Assistant: 021 650-3764  
Front Desk Assistant: 021 650-3955

#### **Smuts Hall** (235 students)

Location: Residence Road, Upper Campus  
Warden: Professor Kelly Chibale  
Residence Co-ordinator: 021 650-3963  
Front Desk Assistant: 021-650 3964

#### **University House** (84 students)

Location: Rhodes Avenue, Mowbray  
Warden: Mr Geontebale Nodoba  
Residence Co-ordinator: 021 650-3972  
Front Desk Assistant: 021 650-3973

### FEMALE RESIDENCES

#### **Baxter Hall** (233 students)

Location: Lower Campus, Rondebosch  
Warden: Ms Asanda Makumese  
Residence Co-ordinator: 021 650-3931  
Front Desk Assistant: 021 650-3932

#### **Carinus** (363 students)

Location: Anzio Road, Observatory  
Warden: Ms Sandra Munesar  
Assistant Warden: Ms Neliswa Sigonyela  
Residence Co-ordinator: 021 650-6655  
Front Desk Assistant: 021 650-6654

#### **Fuller Hall** (231 students)

Location: Residence Road, Upper Campus  
Warden: Dr Rethabile Possa-Mogoera (Acting)  
Residence Co-ordinator: 021 650-3941  
Front Desk Assistant: 021 650-3942

#### **Graça Machel Hall** (382 students)

Location: Show Road, Lower Campus North, Rosebank  
Warden: Mrs Sashni Chetty  
Assistant Warden: Mrs Joy Erasmus  
Residence Co-ordinator: 021 650-5573  
Res Facilities Assistant: 021 650-5584  
Front Desk Assistant: 021 650-5570

#### **Tugwell Hall** (406 students)

Location: Lower Campus, Rondebosch  
Warden: Ms Bonani Dube (Acting)  
Assistant Warden: Dr Khosi Kubeka (Acting)  
Residence Co-ordinator: 021 650-3969  
Res Facilities Assistant: 021 650-1332  
Front Desk Assistant: 021 650-3970  
Students: 021 685 5111/2/3/4/5

## CO-ED RESIDENCES

### **Avenue Road Residence** (130 male & 195 female students)

Location: Matopo Road, Mowbray  
Warden: Mr Gaontebale Nodoba  
Assistant Warden: Mr Tiri Chinyoka (Acting)  
Residence Co-ordinator: 021 650-2976

### **Dullah Omar Hall** (72 students)

Location: Main Road, Rondebosch  
Warden: Vacant  
Assistant Warden: Vacant  
Residence Co-ordinator: 021 650-4992

### **Glendower (Glenres)** (92 male & 47 female students)

Location: Main Road, Rosebank  
Warden: Mr Patrick Rezandt  
Residence Co-ordinator: 021 650-3944  
Front Desk Assistant: 021 650-3945  
Students: 021 689 9521/9587

### **Rochester House** (138 male & 183 female students)

Location: Browning Road, Observatory  
Warden: Ms Claudia Kalil (Acting)  
Assistant Warden: Mr Sean Abrahams (Acting)  
Residence Co-ordinator: 021 650-7980  
Res Facilities Assistant: 021 650-7981/2  
Front Desk Assistant: 021 650 7983  
Students: 021 442-5500  
Security Main Desk/Gate: 021 650 7988/7991

### **Varietas** (50 male & 96 female students)

Location: Matopo Road, Mowbray  
Warden: Mr Gcinumzi Haduse  
Residence Co-ordinator: 021 650-3967  
Front Desk Assistant: 021 650-3960

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## Second Tier: Catering Residences (Co-ed)

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### **Forest Hill & G-Block** (119 students)

Location: Main Road, Mowbray  
Warden: Mr Sean Abrahams (Acting)  
Assistant Wardens: Dr Rethabile Possa-Mogoera, Mr Sifiso Tshuma  
Residence Co-ordinator: 021 650-2781  
Res Facilities Assistant: 021 650-4624/4300/1604  
Front Desk Assistant: 021 650-3942

### **Groote Schuur Residence (64 students)**

Location: Main Road, Rondebosch  
Warden: Mr Glenn von Zeil  
Residence Co-ordinator: 021 650- 3947/8  
Students: 021 650-3948/9880/95/7625

### **Medical Residence** (102 students)

Location: Adjoins Medical School, Anzio Road, Observatory  
Warden: Vacant  
Residence Co-ordinator: 021 406-6494/6532  
Reception: 021 406-6532

## Second Tier: Self-catering Residences (Co-ed)

### **Forest Hill Complex, including Meulenhof,** 5 blocks (745 students)

Location: Main Road, Mowbray  
Warden: Mr Sean Abrahams (Acting)  
Assistant Wardens: Dr Rethabile Possa-  
Mogoera, Mr Sifiso Tshuma  
Residence Co-ordinator: 021 650-2781  
Res Facilities Assistant: 021 650-  
4624/4300/1604  
Front Desk Assistant: 021 650-3952

### **Groote Schuur Mansions** (61 students)

Location: Main Road, Rondebosch  
Warden: Mr Glenn von Zeil  
Residence Co-ordinator: 021 650- 3947/8  
Students: 021 650 3948 or 021 689  
9880/95 or 021 685 7625

### **Liesbeeck Gardens** (434 students)

Location: Durban Road, Mowbray  
Warden: Ms Lindie Gayiza (Acting)  
Assistant Warden: Mr Gcinumzi Haduse  
(Acting)  
Residence Co-ordinator: 021 650-5967  
Front Desk Assistant: 021 650-3958  
Students: 021 685-4708/09/10/11/12

### **Respublica/Roscommon** (460 students Third Tier Mixed)

Location: 125 Main Road, Claremont  
Warden: Ms Lindie Gayiza (Acting)  
Reception: 010 020 0300

### **Obz Square** (144 Health Sciences 2<sup>nd</sup> Tier & 411 2<sup>nd</sup> Tier students)

Location: 129 Cnr Main & Penzance Road,  
Observatory, 7925  
Warden: A/Professor Muthama Muasya  
Assistant Warden: Vacant  
Senior Residence Co-ordinator: 021  
404 7794  
Residence Co-ordinator: 021 404-7781  
Res Facilities Assistant: 021 404-7781/7648  
Front Desk Assistant: 021 404-7791

### **The Woolsack** (206 students)

Location: Off Woolsack Drive, Middle Campus  
Warden: Vacant  
Residence Co-ordinator: 021 650-3977  
Front Desk Assistant: 021 650-3978  
Students: 021 685-4050/1 / 021 685-  
4091/2/3/4

### **My Domain Obz** (200 students postgraduate)

Location: 1 Seymour Street, Observatory  
Warden: Ms Neliswa Sigonyela (Acting)  
Reception: 087 897 9086

### **My Domain Salt River** (180 students Mixed Tier)

Location: 364 Victoria Road, Salt River  
Warden: Mr Tim Low (Acting)  
Reception: 083 541 7845



## Third Tier: Self-catering Accommodation (Co-ed)

### **Exair** (42 students)

Location: Main Road, Rosebank  
Warden: Vacant  
Assistant Warden: Vacant  
Residence Co-ordinator: 021 650-4992

### **Harold Cressy Hall (previously Palm Court)** (58 students)

Location: Main Road, Rosebank  
Warden: Vacant  
Assistant Warden: Vacant  
Residence Co-ordinator: 021 650-4992

### **Obz Square** (332 students)

Location: 129 Cnr Main & Penzance Road, Observatory  
Warden: A/Professor Kevin Thomas  
Warden: Mr Athi Matinise (Acting)  
Senior Residence Co-ordinator: 021 404-7794  
Residence Co-ordinator: 021 404-7781  
Res Facilities Assistant: 021 404-7646  
Front Desk Assistant: 021 404-7791  
Students: 021 404-7723/99/7907/08/09

### **Philip Kgosana** (42 students)

Location: Main Road, Rosebank  
Warden: Vacant  
Assistant Warden: Vacant  
Residence Co-ordinator: 021 650-4992

### **Free-standing houses** (15 students)

Locations: Rondebosch, Rosebank, Mowbray areas

### **North Grange** (49 students)

Location: Main Road, Mowbray  
Warden: Vacant  
Assistant Warden: Vacant  
Residence Co-ordinator: 021 650-4992

### **Forest Hills (F Block)** (42 students)

Location: Main Road, Mowbray  
Warden: Mr Sean Abrahams (Acting)  
Assistant Wardens: Mr Sifiso Tshuma, Dr Rethabile Possa-Mogiera, Mr Xolani Mkoba (Acting)  
Residence Co-ordinator: 021 650-4992

### **Rondeberg Flats** (36 students)

Location: Main Road, Rondebosch  
Warden: Vacant  
Assistant Warden: Vacant  
Residence Co-ordinator: 021 650-4992

### **Edwin Hart Complex** (33 students)

Location: Avenue Road, Mowbray  
Warden: Vacant  
Assistant Warden: Vacant  
Residence Co-ordinator: 021 650-4992

### **TB Davie Court** (28 students)

Location: Main Road, Rondebosch  
Warden: Vacant  
Assistant Warden: Vacant  
Residence Co-ordinator: 021 650-4992



## STUDENT WELLNESS SERVICE (SWS)

**Location:** Ivan Toms Building, 28 Rhodes Avenue, Mowbray  
**Phone:** 021 650-1020 (health appointments); 021 650-1017 (counselling appointments)

**Website:** <https://www.uct.ac.za/dsa/student-wellness-service/welcome-student-wellness-service-sws>

**Clinic Hours:** Mon – Wed; 08h30 – 16h30, Thurs 09h30 – 16h30  
Fri 08h30 – 16h30

### Services offered by the Health Team:

- Clinical consultations offered with either a Clinical Nurse or Practitioner Nurse or Medical Practitioner in a confidential, holistic Primary Health Care setting. All staff are qualified, accredited Medical or Nurse Practitioners HPCSA or SANC.
- Emergencies will be assessed by a practitioner and referred appropriately.
- Dispensary – prescribed medication is sold at a Single Exit Price without dispensing fees. Patients must consult a practitioner at SWS before they purchase medication. SWS does not operate as a retail pharmacy.

HIV Pre and Post Test Counselling is offered free to all students. HIV Counselling & Testing is available at the following sites:

Ivan Toms Building and SWS leading clinic - an appointment is required and is approximately 30 minutes. The clinic operates from 08:30 to 16:30 on weekdays.

Upper Campus clinic located in the Steve Biko Students Union Building – appointment is required and is approximately 30 minutes. The clinic operates from 09:00 to 16:30 on weekdays.

Sports Centre clinic has limited walk-in services provided by a professional nurse. No appointment is required, and the consultation is approximately 20 minutes. Open Mondays to Fridays 09.00 – 15.30.

Rapid HIV test results are available 15 minutes after counselling. Information is confidential.

- Medical services provided by SWS include: Reproductive health, i.e. STI, pregnancy screening and testing, contraception, PAP smears;
- Managed Medical conditions-Asthma, Diabetes, Hypertension, HIV, and Tuberculosis.
- Extra-time assessments and Deferred exams/academic appeals;
- Accident insurance/sports injury claims - insurance to cover accidental injury;
- Referrals – physiotherapists, dentists, X-Rays, Tertiary Hospitals, Private Hospitals and specialists if covered by medical aid. It is the student's responsibility to pay for the services provided by the professional person or organisation.
- Travel advice – Malaria prophylaxis and prevention;
- Minor surgical procedures – suturing, incision and drainage of abscesses;

## Do you have to pay?

**There is a cost for all professional services rendered. The current rates are available from the Student Wellness Service reception. Students who are receiving a financial aid package from UCT are not charged for consultations with a practitioner, but they are still responsible for paying for medication dispensed and for specific tests and procedures.**

HIV testing, STI medication and essential contraceptives are free.

Students can obtain nursing advice via the SWS nurse triage line 021 650 5620 from 08:30 to 16:30

## Services offered by the Counselling Team:

- HPCSA-registered psychologists and social workers provide counselling and psychological;
- The first session will involve an assessment of the problem followed by an agreement between the therapist and client on the way forward;
- Typically sessions are up to 50 minutes long and are conducted weekly, usually over 6 – 8 weeks;
- Students are mostly seen for individual psychotherapy, but group psychotherapy is also offered;
- Students access the service for a range of problems which may include: adjustment to UCT; homesickness; feelings of alienation; socio-economic challenges; stress and anxiety; depression; suicidal ideation; relationship issues; rape and sexual assault; harassment; family problems; bereavement; and where applicable, academic appeals; applications for concessions etc.

## Appointments

- Students are required to book their appointments on the ONLINE booking platform <https://uct.ac.za/dsa/student-wellness-service/appointments-sws>
- Bookings can be made in any faculty and are not limited to your faculty.
- Once a booking has been made, your therapist will reach out to you before or during your appointment.
- Students who prefer face-to-face counselling can communicate this to their therapist by e-mail to confirm the venue, as therapists are in the Ivan Toms building and satellite offices across campus.
- Students are encouraged to access private resources if they have the means to i.e. medical aid or financial resources.

## Do you have to pay?

Fees are R100 per session, but the 1<sup>st</sup> session is FREE for All students. Students who are on NSFAS are not charged for the sessions. Students who cannot afford the session fee can apply for a fee waiver after their therapy has been concluded.

## EMERGENCY NUMBERS – PSYCHIATRIC CRISIS & EMERGENCY SUPPORT

C23 Psychiatric Emergency Unit Groote Schuur Hospital	021 404-2175
UCT Student Careline	0800 24 25 26 / SMS 31393
Life Line	021 461-1111 /3
Suicide Helpline	0800 567 567
Childline (Freecall)	0800 055 555
RapeCrisis	021 447-9762



## DISABILITY SERVICE – OFFICE FOR INCLUSIVITY & CHANGE

**Location:** Room 4.03, Level 4, John Day Building, Upper Campus

**Phone:** 021 650-2427

**E-mail:** [Cedric.williams@uct.ac.za](mailto:Cedric.williams@uct.ac.za)

**Website:** <http://www.oic.uct.ac.za/disability-service-1>

The University is committed to working towards the creation of a discrimination free and inclusive environment, which encourages disabled students' full, independent and effective participation in the mainstream of UCT life. The Disability Service works together with students and staff to facilitate the removal of barriers facing disabled students and staff.

### **Some examples of the Disability Service's work include:**

- Advocacy on disability issues
- Support in transforming attitudinal barriers that may be encountered
- Improving access to inaccessible venues and disabled parking
- Marking available lecture and study material in alternative format for people with sensory impairments
- Ensuring fully accessible transport between residences and lectures. Assisting in the provision of accessible residential accommodation
- Making available literature related to disability studies and disability research.
- Facilitation of extra time applications and/or other accommodations around exams for students with disabilities

**Students with Specific Learning and mental health disabilities can also access support at the Disability Service.**



## EDUCARE CENTRE

**Location:** Nursery Road, Upper Campus

**Phone:** 021 650-3522

**E-mail:** [Juanita.petersen@uct.ac.za](mailto:Juanita.petersen@uct.ac.za)

**Hours:** 8h00 to 15h00

Started on campus by the Women's Movement in 1978, the Centre provides educare facilities for the children of staff and students and has an enrolment of over 93 children. It is situated in a pleasant mountainside setting, with ample outdoor play areas.

The Centre caters for six groups: from infants/toddlers (3 months to 2 years) to preschool (2 to 5 years). It is open throughout the year and closes only for two weeks between Christmas and New Year.

The Centre employs trained staff, each class teacher has a teacher assistant. A structured programme (National Curriculum Framework – NCF) is followed and extra-mural activities, which compliments the curriculum. Fees are on a sliding scale according to parents' income.

One space per class has been reserved for undergraduates who cannot afford to place their child at the Educare Centre (30 October being the closing date for such applications). Parents will however be required to contribute 30% towards the monthly fee payment. The Financial Aid office will refer such requests to the Educare Centre.



## FACULTY OFFICES

**Website:** <http://www.students.uct.ac.za/students/study/faculties/list>

UCT has six faculties (listed below). The staff of the office of the faculty in which you are registered are able to answer queries about:

- curricula (degree programmes)
- adding or withdrawing from courses
- matric exemption
- supplementary/deferred exams
- transferring to another degree
- leave of absence procedures
- credits/exemptions
- any administrative problems you might have within the faculty. Your faculty should always be notified of any change in your address.

Academic advisers / student advisers or curriculum advisers advise students on how to complete their curricula and on any problems they might have with their curricula. They may be contacted directly or through the Faculty Office.

Each faculty publishes a faculty handbook, which lists its rules for degrees, descriptions of its programmes, outlines of courses, names of academic and administrative staff, the lecture timetable (in some cases) and other important information such as minimum requirements for admission to the next year of study.

## **FACULTY OF COMMERCE**

Location: Leslie Commerce Building, Engineering Mall, Upper Campus  
Undergraduate: 021 650-2558  
Postgraduate: 021 650-2001  
General: 021 650-4375  
E-mail: [com-faculty@uct.ac.za](mailto:com-faculty@uct.ac.za)  
Website: [www.commerce.uct.ac.za](http://www.commerce.uct.ac.za)

## **EDUCATION DEVELOPMENT UNIT IN COMMERCE**

Location: Leslie Commerce Building, Engineering Mall, Upper Campus  
Phone: 021 650-3720  
Website: <http://www.educommerce.uct.ac.za/>

## **FACULTY OF ENGINEERING & THE BUILT ENVIRONMENT**

Location: Level 5, New Engineering Building, Madiba Circle, Upper Campus  
Phone: 021 650-2699  
E-mail: [ebe-faculty@uct.ac.za](mailto:ebe-faculty@uct.ac.za)  
Website: [www.ebe.uct.ac.za](http://www.ebe.uct.ac.za)

## **FACULTY OF HEALTH SCIENCES**

Location: Barnard Fuller Building, Faculty of Health Sciences, Anzio Road, Observatory  
Phone: 021 406-6634  
E-mail: [fhs-ug-admiss@uct.ac.za](mailto:fhs-ug-admiss@uct.ac.za)  
Website: [www.health.uct.ac.za](http://www.health.uct.ac.za)

## **FACULTY OF HUMANITIES**

Location: Beattie Building, University Avenue South, Upper Campus  
Undergraduate: 021 650-2717  
E-mail: [hum-ugrad@uct.ac.za](mailto:hum-ugrad@uct.ac.za)  
Postgraduate: 021 650-2691  
E-mail: [hum-postgrad@uct.ac.za](mailto:hum-postgrad@uct.ac.za)  
Website: [www.humanities.uct.ac.za](http://www.humanities.uct.ac.za)

## **FACULTY OF LAW**

Location: Wilfred and Jules Kramer Building, Middle Campus  
Phone: 021 650-5648/3086/7  
E-mail: [law-studies@uct.ac.za](mailto:law-studies@uct.ac.za)  
Website : [www.law.uct.ac.za](http://www.law.uct.ac.za)

## **FACULTY OF SCIENCE**

Location: Chris Hani Building, Chemistry Road, Upper Campus  
Phone: 021 650-2712  
E-mail: [sci-science@uct.ac.za](mailto:sci-science@uct.ac.za)  
Website : [www.science.uct.ac.za](http://www.science.uct.ac.za)



## FEES OFFICE

**Location:** Level 3, Wilfred & Jules Kramer Law Building, Middle Campus

**Phone:** 021 650-1704

**Fax:** 021 650-4768

**Hours:** 09h00 – 15h30 (except Thursdays 09h30 – 15h30)

**E-mail:** [fnd-feeeng@uct.ac.za](mailto:fnd-feeeng@uct.ac.za)

**Website:** <http://www.students.uct.ac.za/students/fees-funding/fees/handbook>

**Student Internet Self Service is accessed at:** <http://studentsonline.uct.ac.za>

The Fees Office deals with enquiries regarding students' academic fee accounts. Enquiries about residence fees should be directed to the Student Housing Office. The International Academic Programmes Office handles enquiries regarding international tuition fees. The Human Resource Department handles enquiries regarding staff tuition rates.

External bursary and scholarship refunds are made through the Fees Office, after deduction of fees due in accordance with sponsors' instructions.

Dates for payment of fees can be found in the Student Fees handbook, which is available on the UCT website (see above) or from the Fees Office. Fees can be paid by direct bank transfer. Credit card payments can be made directly to the student fees account via the UCT website URL: <http://payonline.uct.ac.za/> or at the Cashier's Office by the cardholder.

Registered students are responsible for updating their contact information on the student system and can change their address on the web via the Student Self Service bar on the UCT website (see above).

Students who qualify for graduation must check at the Fees Office for any outstanding balances on their fee accounts, or check their fee accounts on the web via the Student Self Service bar on the UCT website (see above).



## FINANCIAL AID

See Student Financial Aid: Undergraduate – page 17, Postgraduate – page 42.

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## INFORMATION COMMUNICATION & TECHNOLOGY SERVICES (ICTS)

**Front Office:** ICTS Front Office, Room 2.01, Computer Sciences Building, Cissie Gool Plaza, Upper Campus

**Phone:** 021 650-4500

**E-mail:** [icts-helpdesk@uct.ac.za](mailto:icts-helpdesk@uct.ac.za)

**Website:** <http://www.icts.uct.ac.za>

**Cybersecurity:** <http://www.csirt.uct.ac.za>

**Social Media:** <http://www.facebook.com/icts.uct>

**Twitter:** <http://www.twitter.com/UCT ICTS>

ICTS is responsible for the Information and Communication Technology strategy, planning, management and provision of all core ICT services and infrastructure to campus. The department also provides ICT support and training to staff and students.

The campus is fully networked and there is campus-wide WiFi coverage. Computer labs situated around campus and in some residences provide computing access to students. Students have access to a wide range of useful software, such as Office 365, McAfee Endpoint Security, as well as statistical and referencing packages, from the Downloads page at <https://ictsdownloads.uct.ac.za>. They can also access online learning resources such as LinkedIn Learning (<http://www.icts.uct.ac.za/self-training>). Students are provided with a myUCT email address for life via Microsoft Office 365. Students have access to both Google Drive and OneDrive, which are cloud platforms they can use to store and back up files as long as they are registered at UCT. Google Drive offers 10TB of online storage and OneDrive 1TB of storage. Instructions on using these platforms are available on the ICTS website (<http://www.icts.uct.ac.za/cloud-apps>)

In addition to infrastructure and services, ICTS supports students with their IT-related issues. There is a wealth of information on the ICTS website to help students access and use the UCT systems and to troubleshoot any problems they may have. Students can also ask for help from the lab administrators in ICTS-managed computer labs, via social media, or at the Front Office on upper campus and the ICTS walk-in centre in Mowbray. ICTS uses email, the website and social media to keep campus informed of new or changed services or any IT-related issues that may affect the UCT community.

The UCT Mobile app helps students to navigate not only the physical campus, but also the digital one. It includes mobile access to Vula, exam timetables, University Shuttle schedules and maps to campus buildings, among other useful features. The app can be downloaded from the Apple app store and the Google Play Store.

The following links are useful for new students:

- Student computing ([www.icts.uct.ac.za/student-computing](http://www.icts.uct.ac.za/student-computing))



- Checklist for setting up IT services ([www.icts.uct.ac.za/digital-checklist](http://www.icts.uct.ac.za/digital-checklist))
  - Getting connected to the UCT network ([www.icts.uct.ac.za/internet-networking](http://www.icts.uct.ac.za/internet-networking))
  - Connecting to wireless ([www.icts.uct.ac.za/wireless-at-uct](http://www.icts.uct.ac.za/wireless-at-uct))
  - Accessing your email ([www.icts.uct.ac.za/myUCT](http://www.icts.uct.ac.za/myUCT))
  - Changing your password (<https://password.uct.ac.za>)
  - Software downloads (<https://ictsdownloads.uct.ac.za>)
  - PeopleSoft Student Administration Self Service: (<https://studentsonline.uct.ac.za>)
  - Vula Learning Management Platform: (<https://vula.uct.ac.za>)
  - Cybersecurity: UCT CSIRT ([www.csirt.uct.ac.za](http://www.csirt.uct.ac.za))
  - ICTS at UCT YouTube channel (<https://www.youtube.com/c/ICTSatUCT/videos>)
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## INTERNATIONAL ACADEMIC PROGRAMMES OFFICE (IAPO)

**Locations:** Level 3, Masingene Building, Middle

**Campus Phone:** 021 650-2822/3740

**E-mail:** [iapo@uct.ac.za](mailto:iapo@uct.ac.za)

**Website:** [www.international.uct.ac.za](http://www.international.uct.ac.za)

IAPO empowers internationalisation at UCT by being the partner and first port of call on all matters internationalisation. IAPO welcomes approximately 5000 international students to the university each year and provides the following services:

- Advice, information, support and a central point of contact to all international students. This includes:
  - providing advice and information about visas and study permits, including the necessary letters from UCT to support applications for study visas.
  - providing letters of support to confirm registration, verify permission to work in South Africa under various visa provisions, facilitate international students' opening of bank accounts, and in support of visa applications for international conference travel.
  - providing pre-departure information and advice about UCT and Cape Town to students before their arrival here.
  - advising on requirements for medical aid and on appropriate medical aid providers within South Africa.
  - advising on housing matters and assisting with housing placements with private landlords/ service providers.
- Working closely with student leadership structures and sponsoring international student societies' events where possible, to promote the integration of international and local students.

- Managing the recruitment, application and admission processes for study abroad and exchange students through the Semester Study Abroad programme.
  - Coordinating UCT's academic exchange programmes with international partner universities and managing the recruitment, selection and support of UCT students on academic exchange.
  - Serving as a resource centre for UCT staff and students regarding UCT's international partner universities and exchange opportunities abroad.
  - Establishing and maintaining partnerships with leading universities worldwide, and meeting with visitors to the university as needed.
  - Maintaining contact with and lobbying the Department of Home Affairs on behalf of students with pending permit applications, in cases of arrest, deportation and other immigration compliance related matters.
  - Promoting UCT's Afrika vision by initiating and supporting agreements with African universities.
  - Coordinating funded consortium mobility programmes with African and worldwide partners such as:
    - the University Science, Humanities and Engineering Partnerships in Africa (USHEPiA) programme and Africa Regional International Staff/Student Exchange (ARISE). Through these targeted interventions, UCT provides access to higher education for postgraduate students on the continent, and maintains and enhances linkages with higher education institutions and research networks worldwide.
    - the Mastercard Foundation Scholars Program – an initiative that provides academically talented yet economically disadvantaged young people from developing countries – particularly from Africa – with access to quality and relevant secondary and university education.
  - Partnering with the Confucius Institute at UCT, which promotes the learning of Chinese language and culture as well as a broader understanding of China in South Africa.
  - Partnering with academics at UCT and international universities to offer short-term programmes that are innovative in promoting internationalisation, capacity building and addressing global concerns.
  - Handling queries for international academic programmes including those for UCT undergraduate and postgraduate qualifications, for study abroad and exchange, and for international occasional studies for non-degree purposes.
  - Managing the collection of tuition fees from international and SADC students.
  - Financial management of donor-funded international academic partnerships.
  - Administering the United States Federal Loan programme at UCT.
  - Coordinating orientation programmes for new international students.
  - Coordinating the pre-registration immigration and fees clearance processes for all international and SADC students and reporting to the Department of Home Affairs on behalf of the Registrar.
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## LIBRARIES

**UCT's Library is a network of libraries across several campuses. The Main Library is the Chancellor Oppenheimer Library Complex (COLC), which forms a U-shape around Sarah Baartman Hall on the Upper Campus. If you are a Science, Engineering, Commerce, or Humanities student, most of your learning material will be found in the Main Library. There are also branch libraries on Law, Music, Health Sciences, Art and Drama, Botany, the Built Environment, and Special Collections.**

**Website:** We encourage you to become familiar with the Libraries' website <http://www.lib.uct.ac.za>, where you will discover the range of our services and links to thousands of online resources including study guides, full-text journal articles, electronic books and databases that allow you to find articles in hundreds of journals with a single search query. The Libraries' online catalogue lets you search for books, DVDs, and other material in UCT Libraries.

**Student card:** Your student card permits you to gain access to the Libraries, borrow items, make photocopies, and print in all Libraries.

**Virtual Library Services:** UCT Libraries has introduced a comprehensive Virtual Library Service in response to the Covid-19 pandemic lockdown and to facilitate the support for remote teaching and learning. Virtual reference and Information support are available from Monday to Friday, 08h30 – 17h00. For more information, visit: <http://www.lib.uct.ac.za/lib/virtual-support>

**Tours of the Libraries:** At the start of each academic year, librarians conduct tours of the Main Library, or your special branch library during which you will be introduced to the library, its resources, spaces, facilities and most importantly, the opportunity to meet your librarian, the best resource ever!

**Borrowing materials:** If you are an undergraduate, you may borrow up to 6 items at a time or 12 if you are a postgraduate. The material you wish to borrow may be checked out at the Loans Desk in the Hub or you may use the available self-check machine (Phone: 021 650 -3118/3134).

**Library Rules:** The rules for the use of the library and general conduct in the library are available in Book 3 of the University's handbook series, General Rules and Policies, or on the Libraries' web page.

## Chancellor Oppenheimer Library Complex

**Location:** Upper Campus

**Phone Enquiries:**

**Information Desk:** 021 650-3703/4

**Loans Desk:** 021 650-3134

**Twitter:** @UCTLibrary

**Facebook:** @uctlibraries

**Instagram:** @uctlibraries

### The Vincent Kolbe Knowledge Commons:

**Phone enquiries:** (021) 650 4313

**Location:** At the main entrance to the Chancellor Oppenheimer Library Complex. The facility provides undergraduates with a “one-stop-shop” for access to electronic learning and research resources, plus office software to process their work. Qualified library staff and skilled Library Buddies offer a service that is available during opening hours.

#### Library Hours:

**Term Hours** (including the short mid-term vacations):

Mon-Thurs: 08h00-22h00; Fri: 08h00-18h00; Sat: 09h00-17h00.

Opening hours are extended during study week and exams.

**Vacation Hours** (mid-year and year-end vacations):

Mon-Fri: 08h30-17h00; Sat: 09h00-12h30

### Research Commons

**Location:** Level 6 South, Chancellor Oppenheimer Library Complex, Upper Campus

**Phone:** 021 650-4473

The Research Commons is a well-appointed facility specifically designed to cater for the information and workspace needs of senior postgraduates, Postdoctoral Research Fellows, and academic staff. The Research Commons offers spacious workstations with high-end PCs and an excellent selection of software applications; laptops for use within the Commons; high-speed internet connections; printing, scanning, and copying facilities; a seminar room for collaborative work; and a comfortable lounge where users can relax and network with colleagues. Experienced library staff are on hand to assist with patrons' information needs and to arrange consultations with subject specialists as needed.

**Term-time:** Mon – Thurs: 08h30–19h00; Fri: 08h30–18h00; Sat: 09h00–13h00

**Vacations:** Mon – Fri: 08h30–17h00; Sat: 09h00–12h30

### Research Wing

To deliver specialist services to postgraduate students and researchers, the Libraries have created a Research Wing extending over two floors in the

**Chancellor Oppenheimer Library Complex. Here you will find liaison librarians available for consultations at all stages of your research, special research, collections, and a well-equipped, quiet, and comfortable haven for study, research, and writing. Facilities for scanning, photocopying, and printing are available.**

Business Corner – In the Research Wing on Level 5 you will find the Business Corner with dedicated workstations providing access to special financial databases available. UCT Libraries subscribe to Bloomberg, Eikon/Datastream and IRESS. These databases provide students with national and international financial, economic, stock market and company data.

### **Bolus Herbarium Library**

**Location:** H W Pearson Botany Building, University Avenue, Upper Campus

**Phone:** 021 650-3774

**Website:** <http://www.bolus.lib.uct.ac.za>

**E-mail:** [Lib-bolus@uct.ac.za](mailto:Lib-bolus@uct.ac.za)

This branch library comprises of a comprehensive collection of works relating to systematic and evolutionary botany, plant ecology, ecophysiology, and conservation ecology (much of it in a South African context), as well as numerous international journals focusing on these specific topics.

**Hours of Opening:** Mon-Fri: 10h00-12h00. Closed Saturdays.

### **Brand van Zyl Law Library**

**Location:** Wilfred & Jules Kramer Law School, Middle Campus

**Phone:** 021 650-2708

**Website:** <https://lib.uct.ac.za/libraries-collections/brand-van-zyl-law-library>

**E-mail:** [Lib-law@uct.ac.za](mailto:Lib-law@uct.ac.za)

This branch library is housed within the Law Faculty on Middle Campus. In addition to a comprehensive collection of legal materials, primarily on South African jurisdiction, this library houses the prestigious Brand van Zyl antiquarian collection that comprises about 5,000 volumes on Roman-Dutch Law and 17th- and 18th-century legal works.

**Term-time:** Mon-Fri: 08h30-17h00; Sat: Closed

**Vacations:** Mon-Fri: 08h30-17h00; Sat: 09h00-12h00

### **Built Environment Library**

**Location:** Centlivres Building, Upper Campus

**Phone:** 021 650-2370

**Website:** <http://www.builtenvironment.lib.uct.ac.za/>

**E-mail:** [lib-bel@uct.ac.za](mailto:lib-bel@uct.ac.za)

This branch library serves the School of Architecture, Planning & Geomatics and the Department of Construction Economics & Management. The physical collection comprises of books, videos, DVDs, journals, departmental theses and student project.

Facilities include workstations for searching library resources. The library offers wireless connectivity, a multipurpose printer/scanner photocopier, and a 24/7 study room for students.

**Term-time:** Mon-Fri: 08h30-17h00; Sat: Closed

**Vacations:** Mon-Fri: 08h30-13h00, 14h00-17h00

### **Hiddingh Hall Library**

**Location:** Hiddingh Campus, Orange Street, Cape Town

**Phone:** 021 650-7135

**Website:** <http://www.hiddingh.lib.uct.ac.za/>

**E-mail:** [lib-hiddingh@uct.ac.za](mailto:lib-hiddingh@uct.ac.za)

**Facebook:** <https://www.facebook.com/HiddinghHallLibrary>

**Twitter:** @HiddinghHallLib

**Instagram:** uct\_hiddingh\_hall\_library

This branch library serves the Department of History of Art and Fine Art, the Centre for Theatre, Dance and Performance Studies (CTDPS), the Little Theatre and the Centre for Curating the Archive. The physical collection comprises books, videos, and journals. Facilities include PCs and Macs, wireless network, printer and photocopiers, audio visual viewing room and access to UCT Libraries e-books, e-journals and electronic databases.

**Term-time:** Mon – Thurs: 08h30–18h00; Fri: 08h30–17h00; Sat: 10h00–13h00

**Vacations:** Mon – Fri: 08h30–17h00

### **Institute of Child Health Library (ICH)**

**Location:** Red Cross War Memorial Children’s Hospital, Rondebosch

**Phone:** 021 658-5353

**Website:** <http://www.institutechildhealth.lib.uct.ac.za>

**E-Mail:** [lib-ich@uct.ac.za](mailto:lib-ich@uct.ac.za)

**Twitter:** @UCT\_ICHLibrary

The ICH Library is a satellite of the Bongani Mayosi Health Sciences Library specialising in all aspects of paediatrics and child health.

#### **Hours of Opening:**

**Library:** Mon-Fri: 9h00-15h00

**Vacation Library:** Mon-Fri: 9h00-15h00

**Computer Lab:** Mon-Fri: 08h00-17h30

**Vacation Computer Lab:** Mon-Fri: 08h00-17h30

## Bongani Mayosi Health Sciences Library

**Location:** Anzio Road, Observatory

**Phone:** 021 406-6138

**Website:** <http://www.lib.uct.ac.za/lib/libraries/hsl>

**E-mail:** [lib-medref@uct.ac.za](mailto:lib-medref@uct.ac.za)

**Twitter:** @uct\_bmhsl

This library serves the joint staff of the Faculty of Health Sciences and UCT teaching hospitals as well as the students in the health sciences. It is housed in a separate building adjacent to the Faculty of Health Sciences with a comprehensive collection built up over many decades.

**Term-time:** Mon – Thurs: 08h30–22h00; Fri: 08h30–17h00; Sat: 09h00–13h00.

**Vacations:** Mon – Fri: 08h30–17h00.

## W H Bell Music Library

**Location:** South African College of Music, Lower Campus

**Phone:** 021 650-2624

**Website:** <http://www.music.lib.uct.ac.za>

**E-mail:** [ib-music@uct.ac.za](mailto:ib-music@uct.ac.za)

**Twitter:** @UCTMusicLib

This branch library serves the South African College of Music and the Centre for Theatre, Dance and Performance Studies (CTDPS). It has an extensive collection of books, periodicals and recordings related to music and dance.

**Term-time: Mon-Fri: 08h30-17h00. Sat: Closed**

**Long Vacations: Mon-Fri: 08h30-17h00. Sat: Closed**

## Special Collections

**Location:** Maitland House, River Park, Mowbray (new location)  
Formerly housed in the Jagger Library Building, which was destroyed by fire on 18 April 2021

**Phone:** 021 650-4089

**Website:** <http://www.specialcollections.uct.ac.za/>

**Term-time:** Mon – Fri: 08h30–17h30; Sat: 09h00–13h00

Special Collections consists of several published and primary resource collections providing researchers with access to a wide range of local and unique resources.

Following the Jagger fire, we have been focused on the Salvage and Recovery Project to reconstitute our Library and Archive holdings. Reference services will be gradually re-introduced in the 2023 academic year for access to published and archival materials not affected by the fire, or fully restored (for books). Physical access will be provided only by appointment, with advance notice, and at this stage, we are only able to accommodate UCT staff and students who have been vaccinated.

## **Published Collections:**

### **African Studies Collection**

This extensive closed (items are not for loan) collection of published material provides research and reference resources on Africa, with a strong Southern African focus. The collection includes books, journals, pamphlets, maps and posters. Library patrons should note that the books in the African Studies Collection may be used only in the Jagger Reading Room – they may not be loaned out.

*Please note that following the Jagger Library fire of the 18<sup>th</sup> April 2021, the remains of the African Studies Collection that was salvaged from the Jagger Library is currently unavailable for use.*

### **Rare Books & Antiquarian Collection**

This collections consist of material which is rare or specialized in nature, including incunabula, African children's literature and a beautiful fore-edge painting collection.

The Rare Books and Antiquarian collections houses impressive collections of materials that includes many rare and valuable books in the various subject-focused sub-collections. Of particular interest is the collection of books exhibiting the specialised art form of fore-edge paintings. These paintings only become visible when the edges of the pages are fanned out.

Also included is a very extensive collection of South African children's books in a variety of indigenous languages. One of the more recent collections is the Antarctica collection – a collection that may be of interest to political scientists, international and environmental legal scholars and researchers, natural scientists and geologists, as well as historians and environmentalists.

*Please note that following the Jagger Library fire of the 18<sup>th</sup> April 2021, the Rare and Antiquarian Book Collection was salvaged from the Jagger Library is currently unavailable for use.*

## **Government Publications:**

**Location:** COLC, Level 5, Chancellor Oppenheimer Library, Upper Campus

**Phone:** 021 650-3177

**Website:** <http://www.governmentpublications.lib.uct.ac.za>

Government Publications is a collection of publications of national, provincial and local government and some international government organisations. We have historical and current publications of Southern African countries and current



publications of many African countries, including French and Portuguese speaking countries. The collection includes publications of African regional organisations: SADC, COMESA, EAC, ECOWAS, the AU and NEPAD.

The collection includes a variety of formats, such as maps, posters, digital and microform, as well as books, pamphlets, periodicals and serials. Our service includes locating online government information and assisting with searching database.

**Term-time:** Mon-Fri: 08h00-17h00

**Vacations:** Mon-Fri: 08h30-17h00

*A substantial part of the Government Publications was destroyed in the Jagger Library fire of the 18<sup>th</sup> April. Staff are in the process of adding replacement copies to the collection where they are available and adding new items to the collection.*

### **Primary Collections**

The Libraries' diverse holdings include three distinct repositories of primary source material, including Manuscripts and Archives, Archival Film, and Photography, consolidated in the archives of Special Collections. These rich holdings of primary research material relate to the political, social, cultural and economic history of South Africa, with a particular focus on the Western Cape. The comprehensive collection includes materials donated by UCT staff, student and benefactors. The archival material includes manuscripts, sound, film, images, objects and born-digital material.

*Following the Jagger fire, the archival repositories housed in the Jagger Library were removed by emergency salvage operations and are currently in the process of being reconstituted and treated where required. These materials are not available until further notice.*

*Reference services will be gradually re-introduced in the 2023 academic year for access to archival materials not affected by the fire. Physical access will be provided only by appointment, with advance notice, and at this stage, we are only able to accommodate UCT staff and students who have been vaccinated.*

### **Digital Library Services**

**Location:** Level 7, Jagger Library Building, Library Road, Upper Campus

**Phone:** 021 650 2957

**Website:** <https://lib.uct.ac.za/digitalservices>

**E-mail:** [dls@uct.ac.za](mailto:dls@uct.ac.za)

**Twitter:** @DigitalUct

The Digital Library Services (DLS) department offers a variety of digitisation and research data management (RDM) services to students and staff at UCT. Services

include project management advice, training, and curation services for transferring a wide variety of audio-visual, photographic and paper documents to digital format and for curating the data for long-term digital preservation and showcasing as digital collections online.

We are continually developing and implementing technologies to enhance and present UCT's scholarship online as openly accessible resources for research, teaching and learning worldwide. Our RDM service assists researchers with organising, managing, curating, and sharing the data that they create during research projects to facilitate its preservation, documentation, presentation and scholarly accessibility and citability for current and future use. Together with our partners at UCT eResearch, ICTS and the Research Office, we provide you with access to datasets and the tools needed to access, manage, share, archive and publish scholarly outputs. We run weekly webinars throughout the year offering guidance on all aspects of RDM, from starting your Data Management Plan to publishing your data.

Geographic Information Systems (GIS) support is also available through the DLS department. We support UCT staff and postgraduate researchers with their GIS troubleshooting, project planning, analysis, cartographic design, data handling, as well as access to GIS Training resources. Find GIS support at [www.gis.uct.ac.za](http://www.gis.uct.ac.za).

**To make an appointment contact us at:** [dls@uct.ac.za](mailto:dls@uct.ac.za)

**Opening times (NB: by appointment only):** Mon – Fri: 09h00 – 17h00.



## LSSA-LEAD SCHOOL FOR LEGAL PRACTICE

**Location:** 1st Floor, Burg House, Belmont Office Parks, 14 Belmont Road, Rondebosch

**Phone:** 021 650-4481

**Fax:** 021 650-4484

**E-mail:** [Dawn.Arendse@uct.ac.za](mailto:Dawn.Arendse@uct.ac.za)

**Website:** [www.lssalead.org.za](http://www.lssalead.org.za)

**Hours:** 12h00 – 12h30

The School for Legal Practice caters for postgraduate law students who have to fulfil practical requirements for their course of study. Thus, it assists by providing candidate attorneys for the University court system at no cost. Appointments are made only at 10h00 or at 12h00 on weekdays. The School does not assist staff.



## MEDICAL EMERGENCIES

### UCT Emergency Medical Response Team

**Phone: Campus Protection Services on 080 650 2222**

UCT has an agreement with ER24 for a 24-hour emergency call-out service to all campuses.

**In the event of a medical emergency, your first call must be to CPS control room on the number provided above.** The EMRT will provide qualified personnel to transport the affected person to hospital if required.

For Private Medical Emergencies, the EMRT will contact an external service provider to transport the patient to hospital. The cost for this transport will be for that individual's medical aid or personal account.

#### **The following features are included in this service:**

- Medical staff are available 24 hours a day, seven days a week, to offer medical advice.
- Access to a 24-hour counselling service is available in the event of trauma, poisoning, emergencies related to suicide, substance abuse, bereavement or rape.
- 24-hour response to any Medical Emergency
- All calls are confidential. Campus Protection Services (CPS) will be informed of emergencies on campus or in residences, but the nature of the call will not be revealed to any member of the public.

#### **Steps to follow in a medical emergency:**

- The call can be initiated by the individual who is ill or injured, or any other concerned person.
- When you make your call, please provide the following information:
  - What is wrong?
  - Where is the person?
  - Who is with the person?
  - Are there any hazards or dangers in the area?
- The EMRT will advise on any immediate actions to be taken. It will dispatch an ambulance if necessary.
- EMRT will advise CPS of the call and verify that an ambulance is on the way.
- If required, CPS will meet the ambulance at an identified point and escort it to the exact location.

Queries or comments regarding the services to be forwarded to [ohs@uct.ac.za](mailto:ohs@uct.ac.za).

## MINOR CASES – STUDENT WELLNESS SERVICES

**Phone: 021 65-1020**

Minor Cases are all medical conditions that are not life-threatening and do not require immediate hospitalization. The Student Wellness Service provides primary healthcare at normal general practice rates. Services are available during normal working hours, Monday to Friday. After-hours Primary Healthcare services are provided by Pharmacy Clinics located on Main Road Mowbray. These operate until 10 pm daily.

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### OFFICE FOR INCLUSIVITY & CHANGE (OIC)

**Location:** We are currently in three locations

**Website:** [www.oic.uct.ac.za](http://www.oic.uct.ac.za)

**24/7 Standby No. (Sexual assault emergency response): 072 393 7824**

#### **Inclusion, Culture Change, Prevention and Education Office**

**Location:** Ivan Toms Building, 28 Rhodes Avenue, Mowbray  
(Next to the Student Wellness Services)

**Phone:** 021 650-1006

#### **Sexual Assault, Discrimination and Harassment Office**

**Location:** The Cottage, Lovers Walk, Lower Campus

**Phone:** 021 650-3530

#### **Disability Service Office**

**Location:** Level 4, Steve Biko Students' Union, Upper Campus

**Phone:** 021 650-2427

The Office for Inclusivity and Change (OIC) provides institutional responses towards transformation, sexual and gender-based violence, disability and cultural change.

#### **The activities of the OIC are:**

- Developing, reviewing and steering policy implementation.
- Student capacity building (peer education workshops for students).
- Transformation capacity building services for staff and between staff and students.
- Assisting and advising the campus community in matters of discrimination, sexual harassment, harassment, domestic violence and rape.
- Providing a survivor-support centered approach in incidences of sexual assault and violence.
- Case management, mediation and training.
- Developing institutional transformation communication campaigns and awareness events.
- Coordinating the university's sexual diversity programme.
- Ensuring social justice curricula development and implementation.
- Providing a disability service that works towards removing all physical, policy,

- information and attitudinal barriers that might prevent students and staff from fulfilling their full potential.
- Mapping the university's response to transformation.
- Research and programme monitoring and evaluation.
- Networking with other higher education institutions and organisations.

**Services offered in relation to sexual offences and discrimination:**

- Office of first reporter for sexual offences, harassment, and all forms of discrimination and marginalisation.
- Advise, support and court preparation in related procedures such as domestic violence applications/trials and sexual offences.
- Assistance and support in student tribunals and disciplinary hearings.
- Workshops and awareness campaign.

**Information, counselling and advice:**

If you need ...

- More information about the services and support provided
- To talk to someone who will listen in confidence
- To be referred to a healthcare professional

... you can email [Zaaida.vallie@uct.ac.za](mailto:Zaaida.vallie@uct.ac.za) or give the office a call on (021) 650-1006

For information, UCT's policy on racism and racial harassment, sexual harassment, sexual offences, disability, HIV infection and Aids, and mediation can be found here: <http://www.uct.ac.za/main/about/policies>.



**POST OFFICE (RHODES GIFT)**

**Location:** Students' Union Interspace Building, University Avenue North, between Otto Beit and Computer Sciences Building, Upper Campus

**Postmaster:** 021 685-5460

**Fax:** 021 689-7817

**Website:** [www.postoffice.co.za](http://www.postoffice.co.za)

Hours: Monday to Friday – 08h00 to 16h30; Wednesday – 08h30 to 16h30 Closed Weekends and Public Holidays.

The Post Office offers the following services:

- Mail: postage stamps, envelopes, international mail, registered mail, post boxes, postal parcels, philately.
- Logistics: courier service
- Banking: savings, transactional, investment

- Other services: Money transfers, social grant pay-outs, account payments, airtime, faxing and photocopying, certification of documents.

Card and coin public telephones are available in the Chancellor Oppenheimer Building.



## POSTGRADUATE CENTRE & FUNDING OFFICE (PGCFO)

**Location:** Level 3, Otto Beit Bldg, University Avenue North, Upper Campus

**Phone:** 021 650-3622

**Fax:** 021 650-4352

**E-mail:** [pgfunding@uct.ac.za](mailto:pgfunding@uct.ac.za)

**Website:** <http://www.students.uct.ac.za/students/fees-funding/postgraduate-degree-funding/applications-requirements>

The Postgraduate Funding Office (PGFO) administers several different categories of financial assistance for honours, master's and doctoral degrees. In addition to this the PGFO manages the enrolment, funding and administrative processes for the postdoctoral sector. Students who intend to register for postgraduate diplomas and certificates, the BArch, the LLB, or for the undergraduate 4th year of any Bachelor's degree are not eligible to apply for funding, although this may be possible through the Undergraduate Student Financial Aid Office. Students who intend to study for a second degree at the same or lower National Qualification Framework (NQF) level as one they already hold, (e.g., a second Honours degree or an Honours if you already hold a master's degree) are ineligible for funding.

The PGFO publishes a detailed listing of funding opportunities in Handbook 14: Financial Assistance for Postgraduate Study and Postdoctoral Research, in UCT's series of handbooks.

Students and prospective students who wish to apply for financial assistance are required to complete formal applications, depending on the category of award. It is important to note that all the scholarships administered by the PGFO have **closing dates in the year preceding the year of study**.

Students are therefore encouraged to source funding information as early as possible in the year before their intended postgraduate studies.

Students who wish to apply for postgraduate support must visit the PGFO website <http://www.students.uct.ac.za/students/fees-funding/postgraduate-degree-funding> as early in the year as possible to source information on available funding opportunities and to download the relevant applications. It is important to note that in order to qualify for a UCT Merit award, a concurrent application must be submitted to the National

Research Foundation (NRF). The NRF application deadlines often change from year to year, but the NRF tends to make early calls (e.g., – NRF Master's and Doctoral applications for 2024 is likely to be early April 2023).

Students who are employed for more than 20 hours per week are ineligible for UCT-sourced funding. Students may apply for full cost funding via the Postgraduate Financial Aid Awards application and a limited number of prestigious and external fellowships. Prospective Honours, Master's and Doctoral students may apply for financial need support and may in certain cases qualify for assistance packages. Such candidates are also encouraged to apply to the NRF.

A limited number of scholarships are available to international and refugee students annually. Students and prospective students are cautioned, however, that these awards do not cover the full cost of attendance and they are advised to seek external financial support. Applications for UCT International and Refugee Scholarships must be submitted by the closing date of 31 July in the year preceding the intended year of registration.

Prospective international postgraduate students are required to apply to the appropriate academic department at UCT before applying for funding through the PGFO. However, students who wish to apply for financial support should do so as soon as possible and not wait until academic places are confirmed.

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## POSTGRADUATE STUDIES

**Location:** Otto Beit Building, Level 2, Room 2.04, University Avenue  
North, Upper Campus

**Phone:** 021 650 3171; 021 650 3835

**E-mail:** [pgstudies@uct.ac.za](mailto:pgstudies@uct.ac.za)

**Website:** <http://www.postgradhub.uct.ac.za/>

**Twitter:** [@UCTpostgrads](https://twitter.com/UCTpostgrads)

**UCT Mobile App:** PG Events

The Office of Postgraduate Studies supports students, supervisors and administrative staff in enhancing the postgraduate experience. It works with faculties and various UCT-wide committees and sub-committees to provide leadership in policy-making and coordination of processes across the broad field of postgraduate studies at UCT, including student support.

The University strive to offer efficient university-wide platforms for postgraduate students, to continually promote and embed postgraduate students within the research enterprise of the university and increase the number of quality publications emanating from postgraduate student research; to achieve an approximate 40% proportion of postgraduates of the total number of students at UCT; and to monitor and reduce student dropout rates, and time to completion of their degrees.

The Office maintains a consolidated postgraduate hub website, disseminates information about postgraduate studies and coordinates diverse range of academic and professional development seminars, workshops and retreats for postgraduate students and postdoctoral fellows across all disciplines. An online booking schedule for all the available seminars, workshops, retreats and courses is available on the postgraduate hub.

In addition, the Office actively pursues global partnerships that involve postgraduate student mobility and international research opportunities.



## SHAWCO (STUDENTS' HEALTH & WELFARE CENTRES ORGANISATION)

**Location:** Steve Biko Building, Level 4, Upper Campus

**Phone:** 021 650-5019

**E-mail:** [info@shawco.org](mailto:info@shawco.org)

**Website:** [www.shawco.org](http://www.shawco.org)

SHAWCO provides a unique opportunity for community involvement, personal development and work readiness to ALL students. Get involved in volunteering, research or service-learning, and have a life-changing experience while changing another person's life forever!

Andrew Kinnear, a medical student, started SHAWCO in 1943 as a UCT volunteer organisation with the assistance of Dr Golda Selzer of the University of Cape Town's medical school. Today, the organisation has more than 1,800 dedicated student volunteers per year who continue to serve and learn with community in a variety of meaningful ways. SHAWCO comprises of two main student-run sectors: SHAWCO Education and SHAWCO Health. A third sector – run by staff – coordinates the SHAWCO community centres, maintain community relations, focus on enterprise development and funding, and provide transport, financial and administrative oversight, as well as project support to the student-run sectors.

**SHAWCO Education** – the Education Sector operates within several communities and has a rich history of community engagement.

SHAWCO education projects cover age groups ranging from grade R to grade 11 (5 to 18 years of age).

Projects take a holistic approach on education; in the junior phase, they focus on life orientation, numeracy and literature; in the senior phase they shift towards subject-specific tutoring. Many sessions have a special-interest focus, such as sport and health or arts and crafts. One project is a dedicated to educating youth about legal awareness (only for law students). These projects, SHAWCO Education hopes to provide safe and productive after-school activities, to improve understanding of concepts taught in the school curriculum, and to empower scholars to think critically and creatively.



**SHAWCO Health** – runs several mobile health clinics in several areas of Cape Town in a number of informal settlements across Cape Town. At the moment SHAWCO Mobile Clinics operate in over four informal settlements spread across Cape Town. There are also occasional one-off clinics for flood victims, or other groups in need of medical attention. Given the nature of their activities, SHAWCO Health is geared towards medical students only.

**UCT RAG – Remember And Give** – is a fundraising arm of SHAWCO and consists of a vibrant group of students that raises money through sponsorships and corporate events. More information is available on page 54.

### **SHAWCO Head Office**

**Location:** Braemar Cottage, Faculty of Health Sciences, Anzio Road, Observatory 7925

**Phone:** 021 406-6740

**E-mail:** [info@shawco.org](mailto:info@shawco.org)

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## STUDENT DISCIPLINE

**Location:** Registrar's Legal Services Section, Room 145, Bremner Building

**Phone:** 021 650-2191

**Email:** [legaloffice@uct.ac.za](mailto:legaloffice@uct.ac.za)

The Legal Counsellor administers the University's system of student disciplinary tribunals and can advise students on disciplinary issues and related matters.

The rules relating to student discipline at the University, namely disciplinary jurisdiction and procedures, are contained in Handbook 3.

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## STUDENT FACULTY COUNCILS

**Each faculty has an undergraduate and postgraduate Student Faculty Council, which is elected on an annual basis by, and composed of, registered undergraduate or postgraduate students who have completed at least one semester within that faculty.**

Student Faculty Councils form a crucial link between the students, academics and staff members within their faculties and are tasked with representing their student body on numerous faculty committees and structures, such as the Faculty Board and the Dean's Advisory Committee. They are to serve the interests of students within their faculties, primarily by coordinating class or departmental representatives and creating environments conducive to fostering academic excellence, but also through initiatives in the areas of transformation, safety and wellness, and social responsiveness.

Please see their individual office contact details below:

### **COMMERCE STUDENTS' COUNCIL**

Location: Level 3, Leslie Social Science Building  
E-mail: [csc@myuct.ac.za](mailto:csc@myuct.ac.za)

### **POSTGRADUATE COMMERCE STUDENTS' COUNCIL**

Location: Level 3, Leslie Social Sciences Building  
E-mail: [pgcsc@myuct.ac.za](mailto:pgcsc@myuct.ac.za)

### **ENGINEERING & THE BUILT ENVIRONMENT STUDENTS' COUNCIL**

Location: Office 3.37, Level 3, Menzies Building  
Phone: 021 650-3548  
E-mail: [ebesc@myuct.ac.za](mailto:ebesc@myuct.ac.za)

### **POSTGRADUATE ENGINEERING & THE BUILT ENVIRONMENT STUDENTS' COUNCIL**

Location: Office 3.38, Level 3, Menzies Building  
E-mail: [pgebesc@myuct.ac.za](mailto:pgebesc@myuct.ac.za)

### **HEALTH SCIENCES STUDENTS' COUNCIL**

Location: Ground Floor, Barnard Fuller Building  
Phone: 021 650-3750  
E-mail: [hssc@myuct.ac.za](mailto:hssc@myuct.ac.za)

### **POSTGRADUATE HEALTH SCIENCE STUDENTS' COUNCIL**

Location: Medical Alumni Club, Level 2, Barnard-Fuller Building  
E-mail: [pghssc@myuct.ac.za](mailto:pghssc@myuct.ac.za)

### **HUMANITIES STUDENTS' COUNCIL**

Location: 27B Beattie Building  
Phone: 021 650-2139  
E-mail: [hsc@myuct.ac.za](mailto:hsc@myuct.ac.za)

### **POSTGRADUATE HUMANITIES STUDENTS' COUNCIL**

E-mail: [pghsc@myuct.ac.za](mailto:pghsc@myuct.ac.za)

### **LAW STUDENTS' COUNCIL**

Location: Level 2, Kramer Law Building  
Phone: 021 650-4723  
E-mail: [lsc@myuct.ac.za](mailto:lsc@myuct.ac.za)

### **POSTGRADUATE LAW STUDENTS' COUNCIL**

Location: Office 5.16 Kramer Law Building  
E-mail: [pglsc@myuct.ac.za](mailto:pglsc@myuct.ac.za)

### **SCIENCE STUDENTS' COUNCIL**

Location: Room 6.76.1, Level 6, PD Hahn Building  
E-mail: [ssc@myuct.ac.za](mailto:ssc@myuct.ac.za)

### **POSTGRADUATE SCIENCE STUDENTS' COUNCIL**

E-mail: [pgssc@myuct.ac.za](mailto:pgssc@myuct.ac.za)



## STUDENT LEARNING CENTRES

Multi-purpose Student Learning Centres provide students with access to study facilities for informal small group work, computer micro-laboratories and other study resources, as well as facilities for social and cultural activities and office space for student government and student societies.

*Please note that due to the COVID-19 pandemic Guidelines and Protocols, access is restricted to ensure social distancing.*

### STUDENT HOUSING AND RESIDENCE LABS

Phone: 021 650 4126/4236

Website: <http://www.icts.uct.ac.za/residence-labs>

Students residing at Forest Hill, Liesbeeck, Obz Square, Rochester and Clarinus residences may use the lab facilities available in the respective residences.

### BAXTER STUDENT LEARNING CENTRE

Location: Cecil Road, next to Baxter

Hall Phone: 021 650-4126/4236

Hours: Mon – Fri 08h00–24h00; Sat 10h00–22h00

This Centre contains:

- three workrooms available for group work, seminars and quiet study;
- a multi-purpose classroom fitted with 23 computers, three whiteboards and a data projector for computer-based training, meetings and presentations;
- a computer laboratory fitted with 56 entry-level computers;
- a high capacity laser printer;
- a social space

Students and staff must have a valid student card and an access card in order to use the Centre. Access cards are obtainable at the UCT Access Control. UCT staff may request lab bookings for work purposes using the SCS online lab booking request form: [https://ictsapps.uct.ac.za/lab\\_booking/index.php](https://ictsapps.uct.ac.za/lab_booking/index.php).

Residence	Opening Hours		PCs
<b>Term Time – Closed during December vacation</b>			
Clarinus	Mon– Fri: 09h00 – 24h00 Sat – Sun: 10h00 – 22h00	Closed during June Vacation	33 PCs
Forest Hill	Mon – Sun: 24 hours		40 PCs
Liesbeeck	Mon – Sun: 24 hours		39 PCs
Obz Square	Mon – Sun: 24 hours		41 PCs
Rochester	Mon – Sun: 24 hours		35 PCs



## STUDENT RECORDS OFFICE

**Location:** Ground Floor, Level 4, Masingene Building, Middle Campus

**Phone:** 021 650-3595

**E-mail:** [reg-records@uct.ac.za](mailto:reg-records@uct.ac.za)

The Student Records Office assists students in regard to:

- Official academic transcripts ([transcripts@uct.ac.za](mailto:transcripts@uct.ac.za))
- Re-admission ([rac-records@uct.ac.za](mailto:rac-records@uct.ac.za))
- Graduation ([graduation@uct.ac.za](mailto:graduation@uct.ac.za))
- Verifications ([verifications@uct.ac.za](mailto:verifications@uct.ac.za))
- Visa, English proficiency and other ad-hoc letters

Student applying for deferred exams can obtain the necessary forms at the Enquiries Counter in the Masingene Building.

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## STUDENTS' REPRESENTATIVE COUNCIL (SRC)

**Location:** Steve Biko Students' Union, Level 7

**Phone:** 021 650-3537

**E-mail:** [src@uct.ac.za](mailto:src@uct.ac.za)

**Website:** <http://www.src.uct.ac.za>

The student body elects the Students Representative Council (SRC) annually. UCT SRC consists of 15 members. Its role is to represent students and address any problems that you might encounter during your time at UCT, from accommodation to parking to academic exclusion. The SRC will also run several projects in the students' interest, where your participation will be much needed. Feel free to pop in to the SRC offices during the week.

### Student Parliament

The Student Parliament (SP) is the advisory and debating organ of the UCT student body, with the SRC as its executive. The SP is comprised of all members of the SRC and of elected constituents of student societies, faculty councils, sports codes, house committees and other sectors. The Student Parliament can be contacted through the Speaker at [Speaker.Sparliament@uct.ac.za](mailto:Speaker.Sparliament@uct.ac.za).

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## STUDENT SOCIETIES

**Location:** DSA Helpdesk, Level 4, Steve Biko Students' Union

**Phone:** 021 650-3541

**E-mail:** [societies@uct.ac.za](mailto:societies@uct.ac.za)

There are over 120+ societies that cater for students' cultural, religious and special interests. A student may resign from a society within the first 5 days of registering as a

member. Membership of a student society expires automatically at the end of the year. Membership fees will be debited to the student's fee account or may be paid via eft.

Society registration forms are available online via PeopleSoft and queries may be sent through to [societies@uct.ac.za](mailto:societies@uct.ac.za).

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## TRAFFIC OFFICE

**Location:** P&S Building (off Madiba Circle South)

**Phone:** 021 650 3121

**E-mail:** [traffic@uct.ac.za](mailto:traffic@uct.ac.za)

**Administration Office:** 021 650 3640/3312/3313

**Traffic Supervisors:** 021 650 3961/3167

**Visitor Reception Information Kiosk:** 021 650-3121/5946

**Medical School Traffic Office:** 021 650 6581

**(Available between 10:00 –11:00)**

Students, from their second year onwards, may park on campus in unmarked bays for students. Bays for disabled students can be obtained through the Disability Unit. (A valid doctor's certificate is required.), Phone: 021 650 2427.

The parking areas that you are allowed to use are indicated on the parking disc, which is purchased from the Traffic Administration Office after you have registered. Cash, credit card and debit card may be used to purchase parking discs.

First year students are not allowed to bring a motor vehicle, other than a motorbike, on to University property. This rule is strictly observed except in certain cases such as physical disability.

The Traffic Court operates from the same office as the Traffic Administration. Fines are paid at the Traffic Administration Office. Information on the set of student traffic rules is available at the Traffic Administration Office.

No student may park above the booms on Upper Campus except if authorized by Traffic.

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## UBUNYE

**Location:** Level 4, Steve Biko Students' Union.

UBUNYE is a student-run development agency that co-ordinates three community development projects utilising student volunteers to participate in local educationally disadvantaged schools. The three projects are:

**Township Debating League:** teaching debating in schools to promote critical thinking, life skills and general knowledge. Learners also participate in local and provincial debating tournaments.

**Inkanyezi:** promotes life skills, personal development and career development for high school learners through mentorship, information and skills workshops.

**Teach Out:** provides supplementary teaching and tutoring in Mathematics, Science, Biology and English.

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## UCT GRADUATE SCHOOL OF BUSINESS CAREERS SERVICE OFFICE

**Location:** Breakwater Campus, Portsworld Road, Waterfront

**Enquiries:** Career Services Office, Room G25, Breakwater Campus

**Phone:** 021 406-1340 / 406-1039

**E-mail:** [careers@gsb.uct.ac.za](mailto:careers@gsb.uct.ac.za)

The service is available to all students registered for the Masters of Business Administration (MBA), Executive MBA, Master of Commerce in Development Finance, Master of Philosophy (by Dissertation) in Inclusive Innovation, Masters of International Management (MIM), and Postgraduate Diploma in Management Practice, offered at the Graduate School of Business.

### Where to find us:

UCT GSB Campus, in the orange passage closest to the West Turret.

### Services include:

The Career Services offers a broad range of resources, expertise, information and services to promote career development. Careers Service takes pride in assisting and empowering students and graduates in their search for employment. Services include CV writing, Online Career Branding (Linkedin), Interview preparation, Career Coaching and Career Planning workshop. Career Services also drives student and graduate introductions to leading companies, alumni and corporate networks in South Africa, and abroad.

### In addition Career Services offers:

- Marketing a professional profile through GSB Online Resume
- Connecting with Alumni of the school
- Job Search via the Careers Hub & UCT GSB GetHighered Portal
- One-on-one career coaching
- Career Leadership Assessments
- A Mentorship Programme
- CV writing critique

- CV writing workshops which will provide students with skills to write their CV and covering letter
  - Mock interview program which will offer students the ideal opportunity to improve interviewing skills and interview techniques which are specific to a particular industry such as case interviewing
  - Career Purpose and Case Interview Preparation Workshop
  - An on-campus recruitment program focusing on facilitating employment opportunities with companies
  - Networking opportunities such as industry panel discussions inviting industry to tell you how to direct your application for employment.
  - Online tools to equip students with career information on career profiles and industries.
  - Career resources which are available in the library and the career hub.
  - Introductions to local and international companies, alumni and recruiters.
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## UCT LAW CLINIC

**Location:** Room 3.13, Kramer Law School Building, Middle Campus  
**Phone:** 021 650-3775  
**Fax:** 021 650-5665  
**E-mail:** [uctlawclinic@uct.ac.za](mailto:uctlawclinic@uct.ac.za)  
**Website:** [www.lawclinic.uct.ac.za](http://www.lawclinic.uct.ac.za)  
**Hours:** 08h30 – 13h00 and 14h00 – 16h30

The UCT Law Clinic operates as a fully functional law practice run by a professional staff of experienced practising attorneys who litigate in the District, Regional Courts on behalf of indigent people who would otherwise not have access to the law.

Final year students have to register for the Legal Practice course (DOL4500F/S) in order to work as legal advisors under the supervision of the Clinic's attorneys.

The students receive instruction from clients and learning is largely experiential. Skills learnt include problem solving and analytical skills, communication and organisational skills, file management, trial advocacy, to list just a few.

The Law Clinic is accredited by the Legal Practice Council and adheres strictly to its guidelines with regard to professional conduct.

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## UCT OMBUD

**Location:** 3-4 Lovers Walk Extension, opposite the School of Dance, Lower Campus  
**Phone:** 021 650 3665  
**Email:** [ombud@uct.ac.za](mailto:ombud@uct.ac.za)  
**Website:** [www.ombud.uct.ac.za](http://www.ombud.uct.ac.za)



## What is an Ombud?

The Ombud's Office provides an independent, impartial, confidential, off-the-record and last-resort service to students, post-docs, staff and others at UCT who have concerns, complaints, experience conflict, or disputes arising from or affecting their studies, work or interest at UCT.

## What do we do?

The Ombud's Office seeks to provide an environment within which complaints, inquiries or concerns about alleged acts, omissions, and any problems as they are experienced by a party, may be surfaced.

We perform a variety of functions. These include listening and providing a respectful and non-judgmental office for people to discuss their problems freely, helping them to clarify concerns and develop options, explaining the university policies and procedures, coaching visitors on how to help themselves, looking into issues by gathering data and, when suitable and with the permission of the visitor, perspectives of others, and engaging in shuttle diplomacy. In addition, the Office of the Ombud serves as a resource for information and makes available to the University dispute resolution expertise. It also seeks to be a catalyst for institutional change. We assist parties in reaching resolutions that are consistent with the ideals of the University. The Ombud reports to the Chair of Council.

By talking to us, visitors and the Ombud's Office agree that the Office of the Ombud will not disclose or keep records of individually identifiable information; the Ombud and the Ombud's Office staff will not testify or participate in any formal proceeding; communications with the Ombud's Office are privileged, and this privilege is held by the Office of the Ombud and cannot be waived by others. This agreement results in confidentiality and leads to the provision of an impartial place for the discussion of any concern by any member of the UCT community. The only exception to the confidentiality standard would be the very unusual situation where there appears to be no other responsible option except to act without permission. Lastly, our services are free to the UCT community.



## UCT RADIO

**Location:** Studio, Computer Science Building, Cissie Gool Plaza, Upper Campus.  
**Phone:** 021 650-3550  
**Studio-Line:** 021 650-5399  
**Website:** [www.uctradio.co.za](http://www.uctradio.co.za)

UCT Radio is a young, vibrant and self-sufficient, student-run station that broadcasts 24 hours a day, 7 days a week, from UCT's Upper Campus. Listeners can live stream shows via <http://www.radio.uct.ac.za/live> or by downloading our web-based



application straight to your home screen. Programming consists of diverse music and conversational topics, which are reflective of the UCT student demographic.

Furthermore, listeners can stay up to date with what is happening in broader society via our hourly news bulletins, entertainment chat shows and more.

There is a student intake at the beginning of the year, where new students can apply to join the family. Here they will gain practical skills in all broadcasting aspects, artist management, marketing and advertising. Check out our social media pages for more.

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## UCT RAG

**Location:** Steve Biko Students' Union, Level 4, Upper Campus

**Phone:** 021 650-3525/3654

**E-mail:** [rag@uct.ac.za](mailto:rag@uct.ac.za)

**Website:** <http://www.students.uct.ac.za/students/student-life/community-service/rag>

UCT RAG is a fundraising organisation that is involved in student life and committed to development. It is run by enthusiastic and dedicated volunteers, who with organise a variety of events throughout the year.

These RAG committee members are chosen from a pool of over 150 applicants and are among the most dynamic of student leaders at UCT. RAG is generally viewed as the most visible society at UCT. Each RAG member is committed to making their project a success and each year new levels of professionalism are brought into each event. All the money that RAG raises is donated at the end of each year to various charities such as the Students' Health and Welfare Centre Organisation (SHAWCO).

Some of RAG's flagship events include SAX Appeal, Oreintation week parties, and Graduation Memorabilia.

UCT RAG has key objectives that the Executive strives to achieve every year, these are: To raise as much money as possible;

- Develop the skills of the students who work on the committee; and
- Provide entertaining events for the target market, whilst ensuring RAG members have fun.

It is with these aims in mind that the committee shapes the way that RAG functions and keeps the individuals motivated to be part of this dynamic organization.

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## UCT STORE – operated by Protea Bookshop

**Location:** Steve Biko Students' Union, Chemistry Lane, Upper Campus

**Phone:** 021 650-2485/6

**E-mail:** [zsallie@proteabooks.com](mailto:zsallie@proteabooks.com)

UCT Store is the official bookstore and one stop shop on Upper Campus and geared to service the needs of the university community including students, departments, academic and administrative staff and alumni.

### The following are offered in store:

- UCT Merchandise & Gifts
- Prescribed textbooks
- Recommended books
- Second-hand books
- Medical Books
- General books
- E-books
- Stationery
- Medical Equipment
- Digital Products (Electronics)
- Account facilities (private)
- Account facilities (bursaries)
- Fundi
- Gift vouchers
- Toiletries & Pharmaceuticals
- Electronic payments
- Online purchases



## UNIVERSITY TRANSPORT SERVICES

**Location:** Tugwell Terminus, Baxter Road, Rondebosch

**Phone:** 021 650-5289

**E-mail:** [jshuttle@uct.ac.za](mailto:jshuttle@uct.ac.za)

**Website:** [UCT Shuttle | University of Cape Town](http://UCT Shuttle | University of Cape Town)

A unique shuttle service, called the UCT Shuttle, is available free to all UCT students and staff members. A fleet of buses operate according to a strictly controlled schedule.

Busses are fitted with tracking systems that allows its location to be constantly monitored.

The benefits of using the service are obvious – no cost to the passenger, no battling with traffic and parking, you can use the time to chat to friends and read, and you're doing your bit for the environment. The scheduled service is available on weekdays, weekends and holidays, during both term time and vacation. It also includes a late-night service from 00h30 – 05h00.

Timetables and route maps are available on the UCT website at [Route maps and timetables | University of Cape Town \(uct.ac.za\)](http://Route maps and timetables | University of Cape Town (uct.ac.za))

The UCT Shuttle service is only available to the UCT Community, therefore passengers are assured of safe, friendly, clean and comfortable transport at all times. The buses are environmentally friendly and equipped to cater for sight- and hearing-impaired students, including two buses fitted with wheel-chair lifts.



## VARSITY NEWSPAPER

**Location:** Societies Centre, Level 4, Steve Biko Students' Union

**Phone:** 021 650 3543

**Email:** [editorial@varsitynewspaper.co.za](mailto:editorial@varsitynewspaper.co.za)

**Website:** <http://varsitynewspaper.co.za/>

*VARSITY News* is the official student-run newspaper at UCT. Established in 1942, it is recognised as an important development agency on campus. The newspaper comes out monthly every Wednesday, with 10 editions in the year. The publication alternates between print and online editions every week.

VARSITY strives to represent the student voice on many issues. It covers various aspects of student life under four sections - news, opinions, features and lifestyle, and fitness.

Members of the VARSITY collective are all UCT students who have chosen to be part of the team on an entirely voluntary basis. Students are encouraged to contribute articles to the newspaper regularly, or on an ad hoc basis. In addition to sharpening their journalistic skills, students can also be involved in the operations side of the newspaper such as advertising, marketing, finance, design skills, operations and HR.



## WRITING CENTRE

**Location:** Room 5.19, Level 5, Steve Biko Students' Union building, Upper Campus

**Phone:** 021 650 5021

**E-mail:** [writingcentre@uct.ac.za](mailto:writingcentre@uct.ac.za)

**Website:** <http://www.writingcentre.uct.ac.za/>

**Facebook:** UCT Writing Centre

**Blog:** <https://uctthewritingcentr.wixsite.com/mysite>

**Hours:** Mon – Fri from 09h00 – 16h00

**Online Booking System:** <https://uct.mywconline.com/>

The Writing Centre is a project within the Language Development Group in the Centre for Higher Education Development (CHED). The Writing Centre offers a free consultancy service to undergraduate and postgraduate students as individuals or in small groups at any stage of their writing of assignments, theses, reports, articles. This is not an editing service, but a learning experience directed towards helping students to improve the quality of their writing. Towards this end, the Centre contributes to research into the nature of academic writing in various disciplines and assists academic staff to teach writing within the particular disciplines.

Students are able to book appointments online with their preferred email address and password. Writing Centre consultants are all senior postgraduates that have gone through and continue to go through training. Consultations range from task analysis

(30 minutes) to longer written pieces (1 hour). The Writing Centre believes that all students can improve their writing, whether they are highly experienced writers or complete novices.

The Centre also has a satellite centre at the Graduate School of Business (GSB). There is also a Health Sciences Writing Lab, which is situated at UCT Medical School Campus.

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