

MISSION STATEMENT

UCT aspires to become a premier academic meeting point between South Africa, the rest of Africa and the world. Taking advantage of expanding global networks and our distinct vantage point in Africa, we are committed through innovative research and scholarship, to grapple with the key issues of our natural and social worlds. We aim to produce graduates whose qualifications are internationally recognised and locally applicable, underpinned by values of engaged citizenship and social justice. UCT will promote diversity and transformation within our institution and beyond, including growing the next generation of academics.

Foundation statement underpinning the mission statement

Our research-led identity is shaped by a commitment to:

- academic freedom as the prerequisite to fostering intellectual debate and free inquiry;
- ensuring that research informs all our activities including teaching, learning and service in the community;
- advancing and disseminating knowledge that addresses the key challenges facing society – South African, continental and global;
- protecting “curiosity driven” research;
- nurturing and valuing creativity in the sciences and arts including the performing and creative arts;
- stimulating international linkages of researchers and research groupings;

We strive to provide a superior, quality educational experience for undergraduate and postgraduate students through:

- providing an intellectually and socially stimulating environment;
- inspired and dedicated teaching and learning;
- exposure to the excitement of creating new knowledge;
- stimulating the love of life-long learning;
- the cultivation of competencies for global citizenship;
- supporting programmes that stimulate the social consciousness of students;
- offering access to courses outside the conventional curricula;
- attracting a culturally and internationally diverse community of scholars;
- guaranteeing internationally competitive qualifications;
- offering a rich array of social, cultural, sporting and leadership opportunities;
- providing an enabling physical and operational environment.

In advancing UCT as an Afropolitan University, we will:

- expand our expertise on Africa and offer it to the world;
- extend our networks on the continent, along with our global connections and partnerships;
- promote student and staff exchanges and collaborative research and postgraduate programmes;
- engage critically with Africa’s intellectuals and world views in teaching and research;
- contribute to strengthening higher education on our continent.

We strive to provide an environment for our diverse student and staff community that:

- promotes a more equitable and non-racial society;
- supports redress in regard to past injustices;
- is affirming and inclusive of all staff and promotes diversity in demographics, skills and backgrounds;
- offers individual development opportunities to all staff;
- is welcoming as a meeting space for scholars from Africa and around the world.



UNIVERSITY OF CAPE TOWN

STUDENT SUPPORT AND SERVICES 2013

Postal Address: REGISTRAR
University of Cape Town
Private Bag X3
7701 RONDEBOSCH

Fax: (021) 650-2138

Telephones: General Enquiries (021) 650-9111
Accounts and Fees (021) 650-1704; 650-4076

Student Records: General Enquiries (021) 650-3595
reg-records@uct.ac.za

Internet: Website: <http://www.uct.ac.za>
Student fees: fd-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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The University has made every effort to ensure the accuracy of the information in its handbooks. However, we reserve the right at any time, if circumstances dictate, to

- (i) make alterations or changes to any of the published details of the opportunities on offer; or
- (ii) add to or withdraw any of the opportunities on offer.

Our students are given every assurance that changes to opportunities will only be made under compelling circumstances and students will be fully informed as soon as possible.

Academic Development Programme (ADP)

Location: Hlanganani Building

Telephone: 021 650-2251

E-mail: janine.peters@uct.ac.za

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

The Academic Development Programme was established in 1981 as part of the University's commitment to meeting the needs of students from diverse educational and linguistic backgrounds. To help students to develop their academic potential, the ADP offers a variety of programmes in conjunction with Faculties and academic departments:

- General Entry Programme in Science (first phase of a 4-year BSc degree)
- the Academic Support Programme for Engineering in Cape Town (ASPECT) incorporating the Engineering Foundation Programme.
- An Intervention Programme for the MBChB curriculum of the Faculty of Health Sciences which over two semesters helps students whose performance in the first semester of the MBChB curriculum is unsatisfactory, to develop the skills, knowledge and attitudes needed to succeed in their studies.
- two extended programmes in the Faculty of Commerce (BCom and BBusSc);
- The faculties of Humanities and Law both offer extended programmes;

See faculty handbooks for details.

In addition, the ADP initiated and manages a number of projects:

- The Writing Centre offers students one to one consultations to help improve academic writing;
- The Numeracy Centre provides

diagnostic testing of undergraduates and assists with curriculum development to enhance the quantitative literacy (numeracy) of students;

- The Alternative Admissions Research Project offers an additional means of access to the university through the provision of a testing scheme;
- The Computer Literacy Project runs short introductory courses on computer skills, and works with various Faculties to facilitate the introduction of IT into mainstream curricula.

As a service to students, the UCT Bookshop sells copies of the ADP's guide book, *Studying at University*.

*CHED was established in 1999, in conjunction with UCT's revised faculty structure. It incorporates various operations and contributes to improving the quality of teaching and learning at UCT in partnership with faculties and the Department of Student Affairs.

Access Control Services (and Card Production Centre)

Location: Room 1.10.1, Basement, Robert Leslie Social Science Building, Upper Campus

Telephone: 021 650-3030 / 3996 / 4357

Operating Hours: 08h00 – 16h00 Monday – Friday, throughout the academic year

Student ID Card Services: First time entering students are eligible to one **free ID** card after registration. Proof of registration 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 R60. This payment must be made at the Cashier's office in the Kramer Building. Proof of payment

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would be required before a replacement card is issued.

Remote Card making services: During the months of January and February and by arrangement, remote card making facilities are introduced at the following sites: Barnard Fuller Building, Health Sciences, Baxter Learning Centre, the Graduate School of Business.

Foreign Elective Students are classified as third party members of the University and must therefore complete a “Third Party ID Application Form” per the sponsoring faculty or department.

Note:

Your student ID card is a Multi Purpose Card. This means that it may be used in a variety of instances such as:

1. ID Card whenever on campus – card must be carried on your person at all times.
2. Granting access to labs and other facilities pertinent to your needs
3. Library Card
4. Jammie Shuttle – UCT Student and Staff transporting services
5. Purchases of photocopying and printing credits in and around the various campuses.
6. Access to your residence if residing in any of the UNIVERSITY OF CAPE TOWN residences
7. Meal Bookings in case of resident students.

Admissions Office

Location: Level 4, Masingene Building,

Middle Campus

Telephone: 021 650-2128

Fax: 021 650-3736

E-mail: admissions@uct.ac.za

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

- provide application forms and assistance with application procedures

- provide prospective undergraduate students with detailed degree programme information
- arrange departmental and faculty Open Days and recruitment events, as well as campus tours for prospective students and their parents.

Staff members deliver talks to high school learners, organise UCT evenings at schools, participate in career exhibitions around the country and work with student societies in planning and organising recruitment drives for new students.

Baxter Theatre Centre

Location: Main Rd, Rondebosch

Telephone: 021 685-7880

Fax: 021 689-1880

Restaurant bookings: 021 685-7880

E-mail:

Lara Foot (Director):

lara.foot@uct.ac.za

Nicolette Moses (Planning Manager):

nicolette.moses@uct.ac.za

Fahiem Stellenboom (Marketing Manager):

Fahiem.stellenboom@uct.ac.za

Web site: www.baxter.co.za

Venue bookings for functions and

conferences: 021 680-3988

The Baxter offers a wide variety of entertainment from comedy, drama, musicals, and ballets to jazz and classical concerts. There are student specials and other discounts which are advertised regularly on the UCT E-mail notice board and the Baxter's website. A printed diary is available in the foyer of the Baxter.

Discounts include:

- student discounts
- special prices for block bookings
- fund-raising discounts for residences, sports clubs and societies (including snacks afterwards).

The Baxter's restaurant is open Monday to Saturday for lunch 12h30 to 14h30 and dinner 18h00 to 21h30.

Campus Bookshop (Juta Bookshop) – UCT Store

Location: Level 3 Steve Biko Students' Union next to Food Court.

Enquiries: 021 650-2485/6/7

Fax: 021 650-5771

E-mail address: uctbooks@juta.co.za

Looking for a stokist of a wide range of UCT prescribed, recommended and reference text?

UCT STORE at your service. We are geared to service the needs of current students, alumni, academic staff and departments. You will find an extensive range of:

*UCT Branded apparel and memorabilia

*Scholastic, commercial and technical stationery

*Gifts and pharmaceuticals

Additional in store facilities include:

*Juta Account

*Eduloan and IntelliCard

*ATM

*Airtime (Available soon)

Campus Copy & Print

Location: Helpdesk Leslie Commerce, Upper Campus

Telephone: 021 650-4813

Location: Bremner, Lower Campus

Telephone: 021 650-2150

Location: Beattie, Upper Campus

Telephone: 021 650-3177

Location: New Student Admin, Middle Campus

Location: Leslie, Upper Campus

Telephone: 021 650-2461

Location: Medical School

Telephone: 021 406-6085

Location: Graduate School of Business

Telephone: 021 406-1326

Student Document Centre

Location: Chancellor Oppenheimer Building, Upper Campus

Telephone: 021 650-3372/3124

Fax: 021 689-9936

Hours: Term:

08h00 - 18h30 Mondays – Fridays

09h00 - 14h30 Saturdays

Hours: UCT Student Holidays:

08h00 - 16h00 Mondays – Friday;

Closed Saturdays

Services provided include desktop editing, digital printing, Litho printing, colour copying, course readers, One Stop mailing, punching/drill, business cards, letterheads and complement slips, specialised printing, laminating, book binding, scanning, collating, stapling and much more.

Money is credited to the student card, which can then be used at photocopying machines at any library on campus. Binding of books, theses, etc. can also be done through the Chancellor Oppenheimer Student Document Centre, Upper Campus.

Campus Protection Services

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

Telephones:

021 650-2222/3 (Main Office)

021 650-2121/4080 (Upper Campus)

021 650-3022 (Kramer Building)

021 650-2120 (Bremner Building)

021 406 6100/6109 (Medical School)

021 480-7101 (Hiddingh Campus)

021 650-3856 (Forest Hill)

021 650-3996/4357 (Access Control)

021 650-4429 (Crime Reporting Hotline)

021 650-4525 (Crime Prevention Manager)

021 650-2226 (Crime Investigations Manager)

021 650-3312 (Traffic Services)

All of the above offices are open 24 hours except the Access Control, Bremner, Crime Investigations, Traffic and Crime Prevention offices.

Fax: 021 689-7563

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Lost & Found Office: Room 104 Robert Leslie Social Science Building.
Hours: 12h00 - 14h00.

The Campus Protection Services (CPS) provides a 24-hour security service for students. The staff responds to emergency calls and reports of theft, harassment and other crimes. The Investigations Manager is responsible for investigating all crimes at UCT. The CPS is also responsible for crime awareness and safety, detection and extinguishing of fires and helps with the control of traffic at UCT.

Careers Service

Enquiries: Careers Service reception, Level 1, Hoerikwaggo, North Lane, Upper Campus

Telephone: 021 650-2497

Fax: 021 650-4696

Open throughout the year from 09h00 to 16h30, Mondays – Thursdays; Fridays by appointment only.

Careers Service facilities are open to all registered UCT students. Services include:

- The Career Information Centre
- *Careering*, a magazine focusing on career development issues and information for students.
- Seminars and workshops which are run regularly during the year on topics such as “Self Assessment” “CV Development”, “The first year of work” and “The Job Search”.

2013 Programme

Law Graduate Recruitment

Programme: May

Careers Fair: July, August & September

Graduate Recruitment Programme:

mid-July – September

Individual consultations with a Careers Advisor can be booked at reception. Enquire at reception about the “Drop in”

slots for quick questions which are scheduled to minimise waiting lists.

Career Information Centre (CIC)

Location: Level 1, Hoerikwaggo, North Lane, Upper Campus

Telephone: 021 650-2497

UCT students are encouraged to use the Centre to research career options opportunities and planning strategies from their first year onwards. CIC resources include:

- Career files with information on a wide range of career fields
- Company information useful for research, compiling bursary applications and preparing for job interviews
- Videos
- Directories, newspapers and magazines
- University, technikon and technical college handbooks
- Specialised files on topics such as self assessment, CV compilation, interview skills etc.

The Careers Service encourages students to get actively involved in promoting careers awareness at UCT. Ask about opportunities for part time work and career mentoring.

Chaplaincies

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

The following chaplaincies have become established at UCT. They offer students counselling and an environment where they can meet their peers. 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
- Chaplain: Father Graham Pugin,

8 The Alms, York Road, Rosebank.
Tel. 083 5877 322

- His People, Tel. 021 686-4910

UCT Chapel

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

Child Guidance Clinic

Location: Isaac Albow Building, Chapel Road, Rosebank

Telephone: 021 650-3900

Hours: 08h30 – 13h00 & 14:00 – 16:30

(Appointments may be made out of clinic hours.)

The Clinic is a teaching unit, which offers help to children or young people, and their 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. Fees depend on means and are worked out between the family and the clinic consultant.

Commissioners of Oaths

Certification of copies of documents is done at the main desk in the foyer of the Bremner Building and at Medical School. A comprehensive list of Commissioners of Oaths is available at the main desk in the foyer of the Bremner Building.

All Faculty Office Managers, heads of administrative departments and offices, the Registrar, Deputy Vice-Chancellors and the Vice-Chancellor are Commissioners of Oaths.

Disability Service

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

Telephone: 021 650-2427

Fax: 021 650-3794

E-mail: Reinette.popplestone@uct.ac.za

The Disability Service promotes access to all aspects of University life for staff and students with disabilities, and develops solutions for problems they experience. The Service is involved in the admissions process, in assessing the viability of certain courses and in advising students with disabilities. Where necessary it advises lecturers on alternative teaching and assessment methods.

Its services include:

- a text conversion and assistive technology service
- a literature resource centre on disability and related issues
- provision of accessible parking facilities
- assistance with advocacy and short-term and long-term practical needs

Students with problems such as concentration deficit, dyslexia, chronic illness and psychological disability can also access help through the service.

The Disability Service also aims to make every UCT student and member of staff aware of, and sensitive to, disability.

Discrimination and Harassment Office (DISCHO)

The Discrimination and Harassment Office is UCT's latest addition and effort to co-ordinate, combine and draw from all previous efforts to address issues of harassment and discrimination, and in particular, to acknowledge and build on the work and enthusiasm that SHARPSS has ploughed into this field. Many of the initial (and continuing) efforts will focus on giving this office the seniority and profile that it deserves, to improve its visibility, structure, and existing services. The services offered by this office have

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been extended extensively and include the following:

- Recruitment and training programmes
- Awareness campaigns on issues of harassment and discrimination
- Office of first report of harassment and/ or discrimination
- Investigation procedures on alleged transgressions
- Policy formulation (discrimination & harassment)
- Outreach programmes involving community and practice
- Legal advice and court preparation for gender violence victims (staff and students)
- Trial assistance and disciplinary hearing preparation programmes
- Assistance in obtaining Protection Orders (Domestic Violence Act, Act 116 of 1998, at local Magistrates' Courts)
- Workshops and discussions on a range of diverse topics, including discussions masculinity issues

This office also features an inter-active website that offers the following:

- On-line consultations with legal expert (chatroom)
- A discussion forum on topical issues
- Information and articles on discrimination and harassment issues
- User-friendly facilities (audio page) for visually disabled people

Contact details:

Co-ordinator: Mr Francois Botha, The Cottage, Lovers Lane

Telephone number: 021 650-3530,

E-mail: Francois.Botha@uct.ac.za,

Website: <http://www.uct.ac.za/org/disco>

Educare Centre

Location: Nursery Road, Upper Campus

General Enquiries: 021 650-3522

Hours: 7h30 to 17h30

E-mail: educare@uct.ac.za

Started on campus by the Women's Movement in 1978, the Centre provides pre-primary facilities for the children of staff and students, and has an enrolment of over 60 children. It is situated in a pleasant mountainside setting, with ample outdoor play areas.

The Centre caters for five groups: from infants/toddlers (3 months to 3 years) to pre-primary (3 to 6 years). It is open throughout the year and closes only for two weeks between Christmas and New Year.

The Centre offers highly trained teachers, small classes and individual attention and structured activities and extra-mural activities that stimulate creativity. Fees are on a sliding scale according to parents' income.

ER24 Paramedic Service

Telephone: 084124 / UCT internal 8110

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

In the event of a medical emergency, ER24 will provide trained personnel to transport the affected person to hospital if required. 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.
- 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 emergency.
- All calls are confidential. Campus Protection Services (CPS) will be informed that an ER24 call has been received on campus, but the nature of the call will not be revealed.

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?
- ER24 will advise on any immediate actions to be taken. It will dispatch an ambulance if necessary.
- ER24 will advise CPS of the call and verify that an ambulance is on the way.
- 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

BAS-HealthandSafety@uct.ac.za.

Faculty Offices

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
- or any administrative problems you might have within the faculty. Your Faculty should always be notified of any change in your address.

Academic advisers (also known as student advisers or curriculum advisers) are members of the academic and administrative staff in the Faculty who have taken on the responsibility of advising students on how to complete their curricula and on any problems they might have with their curricula. Academic advisers 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

Telephone Enquiries:

Undergraduate: 021 650-4375/5748

Postgraduate: 021 650-4371

General Enquiries: 021 650-2696

Fax: 021 650-4369

E-mail: com-faculty@uct.ac.za

FACULTY OF ENGINEERING & THE BUILT ENVIRONMENT

Location: Room 601 G H Menzies Building, 24 Engineering Mall

Telephone Enquiries: 021 650-2699

Fax: 021 650-3782

E-mail: ebe-faculty@uct.ac.za

FACULTY OF HEALTH SCIENCES

Location: Barnard Fuller Building, Medical School, Anzio Road, Observatory

Telephone Enquiries: 406-6346/406 6107

Fax: 447-8955

E-mail: fnh-admiss@uct.ac.za

FACULTY OF HUMANITIES

Location: Room 107, Beattie Building, Upper Campus

Telephone Enquiries

Undergraduate: 021 650-2717

Fax: 021 686-7469

E-mail: hum-ugrad@uct.ac.za

Postgraduate: 021 650-2691

Fax: 021 650-5751

E-mail: hum-postgrad@uct.ac.za

FACULTY OF LAW

Location: Kramer Building, Middle Campus

Enquiries: 021 650-5648

SALS Enquiries (AM only): 021 650 2997/3086

Fax: 021 650-5662

E-mail: law-studies@uct.ac.za

FACULTY OF SCIENCE

Location: Room (A) 200, Level 2, P D

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Hahn Building, Chemistry Road
Telephone Enquiries
Undergraduate: 021 650-2712/3023
Postgraduate: 021 650-2713
Fax: 021 650-4511
E-mail: sci-science@uct.ac.za

GRADUATE SCHOOL OF BUSINESS (GSB)

Location: Breakwater Campus
Enquiries: Career Services Office, Room G4, Breakwater Campus
Telephone: 021 406-1911 / 1338 / 9
Fax: 021 406-1070 / 0865449614
E-mail: info@gsb.uct.ac.za

Faculty (Student) Councils

Each Faculty has a Student Faculty Council, which serves the interests of all students registered in the faculty. The students registered for a first degree in the faculty elect the Faculty Council annually.

As representative bodies, Faculty Councils communicate with faculty and departmental committees regarding student issues and problems. Faculty Councils also co-ordinate the class representatives for the courses offered in the faculty. At least one member of the Council will be registered in a department in which you are studying.

Faculty Councils run a variety of student services such as information campaigns on topics of interest to students and co-ordination of sales of textbooks. They also organise events in the faculty where students and staff can meet on a social level.

All Faculty Councils have pigeonholes at the Societies Centre, Steve Biko Student's Union Building. In addition, some have their own offices:

Commerce Students Council:

Leslie Commerce Building
Telephone: 021 650-3995

Engineering & the Built Environment Students Council (EBESC):

Room 3.12 Electrical and Mechanical Engineering Building
Telephone: 021 650-3548

Health Sciences Students Council:

Ground Floor, Barnard Fuller Building
Telephone: 021 406-6429

Humanities Students Council:

27B Beattie Building / Leslie Social Sciences
Telephone: 021 650-2282 / 2139

Music Students Council:

Telephone: 021 650-2626
(The Council has a notice board at the College of Music.)

Hiddingh Students Council:

Telephone: 021 696-5545
(The Council has a notice board at the Hiddingh Campus, Orange Street, Gardens)

Law Students Council

Moot Room, Kramer Law Building
Telephone: 021 650-3776

Science Students Council

Room 328, R W James Building
Telephone: 021 650-2712

Fees Office

Location: Level 3, Wilfred & Jules Kramer Law Building

Enquiries: 021 650-1704

Office Hours: 09h00 - 15h30

E-mail: fnd-fees@uct.ac.za

Website: <http://www.uct.ac.za/apply/fees>

Student Internet Self Service is accessed

at: <http://studentsonline.uct.ac.za>

Alternatively, using the UCT website, navigate to either current students > Undergraduates > student administration, or Current Students > Postgraduates > Student Administration and select "Student Administration Self Service".

Log in using your UCT student number and network password.

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 Management division of the administration handles enquiries regarding staff tuition rates.

External bursary, loan 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 posted to every registered student and every applicant who has been made an offer of an academic place. This information is also available on the UCT website (see above). All fees should be paid at the Cashier's Office, Level 3, Wilfred & Jules Kramer Law Building, (hours as above) or by cheque to the Cashier's Office or by direct bank transfer. *Credit card payments* can be made at the Cashiers Office by the cardholder; on-line directly to the student fee account via the UCT website URL: <http://payonline.uct.ac.za>, or by completing the Credit Card form and faxing it to the Cashiers Office: +27 21 650 5093. Forms can be obtained from the Cashiers or Fees Office, the back of the Student Fees Booklet or from our website.

Students are responsible for maintaining their address on the web via the Student Self Service bar on the UCT website (see above). Students who qualify for graduation should check at the Fees Office for any outstanding balances on their fee accounts. Students can also check their fee accounts on the web via the Student Self Service bar on the UCT website (see above).

Financial Aid Office

(see Student Financial Aid)

HIV and AIDS Unit (HAICO)

Location: Ivan Toms Building, 28 Rhodes Avenue, Mowbray (Located next to the Student Wellness Service)

Telephone: 021 650-1006

Fax: 021 650-3600

Website: www.haicu.uct.ac.za

The UCT HIV and AIDS Programme aims to prevent the further spread of HIV on campus and supports students living with HIV and AIDS. It does this by providing information and skills transference through:

- A peer education programme called ACEs (AIDS Community Educators)
- Interactive workshops
- Media and awareness events
- Curriculum integration

Get in touch with **HAICU**, or join our peer education and mentoring project, ACEs (AIDS Community Educators).

For your information, UCT has a policy on HIV Infection and AIDS, which you can access at: http://www.uct.ac.za/downloads/uct.ac.za/about/policies/hiv_aids_policy.pdf

Information, counselling and advice:

If you need.....

- More information about HIV and AIDS
- To talk to someone who will listen in confidence
- To be referred to a health care professional

... you can visit the HAICU office or give them a call on (021) 650-1006.

We are available to you if you are worried about being tested and want to know what will happen.... If you are not sure how to respond to a friend or family member who has disclosed their positive status to you... if you had unprotected sex and need to know more about HIV or other sexually transmitted infections?

If you would like to have an HIV test, please book an appointment with the Student Wellness Services (SWS) on Upper Campus for a walk-in service.

Insurance Office

Location: Room 304, Bremner Building

Telephone: 021 650-2242/2204

Fax: 021 650-5683

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It is compulsory for all students to participate in the Group Personal Insurance scheme, which provides cover for students against UCT-related personal injuries resulting from accidental causes. Further information can be obtained from the Student Insurance Administrator, Student Health and Counselling Centre, Proteem 4, (Telephone: 021 650 2210).

There is a full statement of the conditions attached to the scheme in handbook 3 *General rules and policies*.

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.

International Academic Programmes Office (IAPO)

Location: Level 3, Masingene Building, Middle Campus

Enquiries: 021 650-2822/3740

Fax: 021 650-5667

E-mail: iapo@uct.ac.za

Web site:

<http://www.uct.ac.za/misc/iapo/index.htm>

IAPO handles all enquiries regarding admission and fees for Semester Study Abroad students, full degree international students, occasional students and international affiliates. The office provides assistance and support on non-academic issues to all international and SADC students, including those studying for UCT undergraduate and postgraduate degrees.

IAPO:

- provides a central contact point for

all international students

- assists students with visas and study permit information
- provides information, including an off-campus housing resources list, specifically for international students
- serves as a resource centre for UCT staff and students on international universities and education opportunities abroad

IAPO manages the University Science, Humanities and Engineering Partnerships in Africa (USHEPiA) programme and develops and maintains links with universities world wide, as well as with the international offices of other tertiary institutions in South Africa. It creates international opportunities for UCT staff and students and stimulates the development of internationalisation in all aspects of UCT's activities.

Jammie Shuttle

Location: Tugwell Terminus, Baxter Road, Rondebosch

Telephone: 021 685-7135

Fax: 021 682-7138

Email: jshuttle@uct.ac.za

A unique shuttle service, called the Jammie Shuttle, is available free to all UCT students and staff members. A fleet of 26 buses operate according to a strictly controlled schedule. Shuttles are also available for hire to the UCT community. Students and staff can also book shuttle rides to and from the airport. Each bus is fitted with a monitor system that allows its location to be constantly checked. 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 vacations. It also includes a late-night service. Timetables and route maps are available on the UCT website. The

Jammie 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.

Legal Aid Clinic

Location: 3.13 Kramer Law School Building, Middle Campus
Telephone: 021 650-3775
Fax: 021 650-5665
E-mail: uctlawclinic@uct.ac.za
Hours: 08h30 - 16h30

UCT's Legal Aid Clinic provides legal advice and legal services to members of the community who cannot afford an attorney. Consultations with clients take place in the early evenings in Kensington, Langa, Steenberg, Elsie River, Athlone and Woodstock. Students generally find the Woodstock clinic most convenient. This clinic takes place during term at Community House, 41 Salt River Woodstock, on alternate Tuesday evenings from 17h00 - 19h00. The Clinic deals with civil matters.

Legal Counsellor

Location: Registrar's Legal Secretariat, Room 145, Bremner Building
Telephone: 021 650-2191
Fax: 021 650-2138

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 *General rules and policies*.

Libraries

UCT's main library is the Chancellor Oppenheimer Library. It forms a U-shape

around Jameson Hall on the Upper Campus. If you are an undergraduate in Science, Engineering, Commerce, or the Humanities, most of your material will be found in the main library. There are also branch libraries for special subjects such as Law, Music, Health Sciences, Art, and Drama.

You should look at the Libraries' home page at <http://www.lib.uct.ac.za> for all kinds of tips, links, rules and services; but you can also get a real, live library tour from a real, live librarian in the main library or at your special subject library. These tours will teach you how to find things in the Libraries and show you the resources on offer. We run the tours at the start of each academic year, but librarians are ready to help you with questions at any time.

Our Libraries offer much more than books. We have Internet access, full-text databases which allow you to search hundreds of journals with one query, videos, tapes and CD-ROMs.

We also have an online catalogue, which lets you search our Libraries and other tertiary libraries in the Western Cape. Librarians are always available to show you these resources and help you to use them.

You can borrow up to 6 items at a time if you are an undergraduate or 12 if you are a postgraduate. You need your student card to gain access to the Libraries and to borrow items, and you can also use it to make photocopies in all Libraries. You will find the Libraries' Rules in Book 3 of the University's handbook series, General Rules and Policies, or on the Libraries' web page.

In the Hours of Opening given below:

Term-time includes the mid-semester breaks in April and September. Vacations mean both the mid-year and end-of-year vacations.

Chancellor Oppenheimer Library

Location: Upper Campus
Enquiries: 021 650-3134 or the Loans Desk on Level 4.

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Most materials in Commerce, Engineering, Humanities or the Sciences are likely to be here. In addition to books, we have journals (magazines), which provide very detailed and current information, videos, the Internet and electronic databases. These databases allow you to search for journal articles as well as books.

You can borrow material at the **Loans Desk** on Level 4 (Telephone: 021 650-3118/3120).

The **Inter-Library Loans Department** is also on Level 4 (Telephone: 021 650-3113) and can obtain materials from other libraries if you need them. Each of the three main collections has an information desk, study areas and librarians to help you. These are:

Commerce

<http://www.lib.uct.ac.za/commerce/>

Location: Level 4

Telephone Enquiries: 021 650-3704

Humanities

<http://www.lib.uct.ac.za/humanities/>

Location: Level 5

Telephone Enquiries: 021 650-3703

Science & Engineering

<http://www.lib.uct.ac.za/esl/>

Location: Level 5

Telephone Enquiries: 021 650 3115

We also have special collections of **African Studies, Government Publications** and **Rare Books**.

The most important place in the Library if you are an undergraduate is likely to be the **Short Loans Centre** on Level 4 (Telephone: 021 650-3117). Here your lecturers put the most important readings for your courses. These can be issued for up to three hours during the day, or overnight for use at home.

Another useful section is the **Knowledge Commons** (Telephone: 021 650-4313) near the entrance, which offers PCs, staff assistance and group study areas. These provide you with a "one-stop-shop" for access to printed and electronic learning

and research resources, plus office software to process your work.

A **Current Journals Centre** also near the entrance (Telephone: 021 650-3122) holds the latest issues of journals, some newspapers, access to electronic journals and a seminar room.

Term-time: Mon-Thurs: 08h00-22h00;

Fri: 08h00-18h00; Sat: 09h00-17h00.

Opening hours are extended during study week and exams.

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

African Studies Library

<http://www.lib.uct.ac.za/as/>

Location: Level 2, Chancellor

Oppenheimer Library, Upper Campus

Telephone Enquiries: 021 650-3106/3107

This section provides research and reference resources on the whole of Southern Africa in particular.

Term-time: Mon-Fri: 08h30-18h00; Sat:

09h00-13h00

Vacations: Mon-Fri: 08h30-17h00; Sat:

09h00-12h30

Bolus Herbarium Library

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

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

Telephone Enquiries: 021 650-3774

The library of the herbarium contains a comprehensive collection of works relating to South African systematic and geographical botany, and numerous European and American serial publications and botanical works.

Term-time: Mon-Fri: 08h45-16h00

Vacations: Mon-Fri: 08h45-13h00

Brand van Zyl Law Library

<http://www.lib.uct.ac.za/law/>

Location: Wilfred & Jules Kramer Law School, Middle Campus

Telephone Enquiries: 021 650-2709

In addition to a comprehensive collection of legal materials, this branch houses the Brand van Zyl Collection of antiquarian

Roman and Roman-Dutch law books, the Gilfillan Collection of South African and English legal material, the De Villiers donation and the books and periodicals of the University's Institute of Criminology.

Term-time: Mon-Thurs: 08h00-22h00;
Fri: 08h00-17h00; Sat: 09h00-17h00
Vacations: Mon-Fri: 08h30-17h00; Sat:
09h00-12h00

Built Environment Library

<http://www.lib.uct.ac.za/architecture/>
Location: Centlivres Building, Upper
Campus

Telephone Enquiries: 021 650 2370

In addition to books and periodicals on architecture, urban and regional planning, construction economics and management, this branch has collections of slides, photographs, drawings, plans, CD-ROMs, tape-slides, videos and trade literature.

Term-time: Mon-Thurs: 08h30-17h00,
19h30-22h00; Fri: 08h30-17h00; Sat:
09h00-13h00
Vacations: Mon-Fri: 08h30-13h00,
14h00-17h00

Government Publications Department

<http://www.lib.uct.ac.za/govpubs/>
Location: Level 4, Chancellor
Oppenheimer Library, Upper Campus
Telephone Enquiries: 021 650 3177

This department houses a centralised collection of official documents, primarily from southern African countries.

Term-time: Mon-Fri: 08h00-17h00; Sat:
09h00-13h00
Vacations: Mon-Fri: 08h30-17h00; Sat:
09h00-12h30

Hiddingh Hall Library

<http://www.lib.uct.ac.za/hiddingh/>
Location: Orange Street, Cape Town
Telephone Enquiries: 480 7135/7139

This branch contains books, periodicals and access to electronic resources in fine art, history of art and drama.

Term-time: Mon, Wed, Thurs: 08h30-
18h00; Tues: 08h30-19h00; Fri: 08h30-
17h00; Sat: 10h00-13h00
Vacations: Mon-Fri: 08h30-13h00,
14h00-17h00

Institute of Child Health Library

<http://www.lib.uct.ac.za/ich/>
Location: Red Cross Children's Hospital,
Rondebosch
Telephone Enquiries: 658 5353

This is a branch of the Health Sciences Library specialising in all aspects of paediatrics.

Term-time: Mon-Fri: 09h00-13h00,
14h00-17h30
Vacations: Mon-Fri: 09h00-13h00,
14h00-17h30

Jewish Studies Library

<http://www.lib.uct.ac.za/jewish/>
Location: Rachel Bloch House,
Engineering Mall, Upper Campus
Telephone Enquiries: 021 650 3779

This library contains books and periodicals relating to Jewish life and civilisation.

(Closed on Saturdays and Jewish holidays.)

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

Manuscripts and Archives Department

<http://www.lib.uct.ac.za/mss/>
Location: Harry Oppenheimer Building,
Upper Campus
Telephone Enquiries: 021 650 3123

This department has an extensive collection of original research material relating to the political, social, cultural and economic history of South Africa and of the Western Cape in particular. It also houses UCT departmental, staff and student publications.

Term-time: Mon-Fri: 08h30-17h00; Sat:
09h00-13h00
Vacations: Mon-Fri: 08h30-17h00; Sat:
09h00-12h30

Health Sciences Library

<http://www.lib.uct.ac.za/medical/>

Location: Anzio Road, Observatory

Telephone Enquiries: 406 6130

This branch serves the joint staff of the Faculty of Health Sciences and UCT teaching hospitals and the students in the health sciences. It is housed in a separate building adjacent to the Faculty of Health Sciences and contains material relating to health sciences.

Term-time: Mon-Thurs: 08h30-22h00;

Fri: 08h30-18h00; Sat: 08h30-17h00

Vacations: Mon-Fri: 08h30-18h00; Sat: 08h30-12h30

Rare Books and Special Collections Department

<http://www.lib.uct.ac.za/rarebks/>

Location: Level 1, Chancellor

Oppenheimer Library, Upper Campus

Telephone Enquiries: 021 650-3108

(via African Studies Library on weekday afternoons and Saturdays: 021 650-3107)

This department houses various collections of a rare or specialised nature, including the Rare Book collection, the Kipling collection and the Speculative Fiction collection.

Term-time and Vacations: Mon-Fri: 09h00-13h00

W H Bell Music Library

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

Location: College of Music, Rosebank

Telephone Enquiries: 021 650-2624/2658

This branch, in addition to books and periodicals on music and dance, contains approximately 30 000 items of printed music and a fast-growing collection of CDs and videos. Recordings are not available for loan except to *bona fide* College of Music staff and students. There is a large collection of music by South African composers.

Term-time: Mon-Thurs: 08h30-19h00;

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

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

Media Services

Location: Department of Communication, and Marketing Welgelegen, Middle Campus

Telephone Enquiries: 021 650-5675

Fax: 021 650-3780

Website:

<http://www.uct.ac.za/services/communication/contact/>

The Media Services section is part of the Department of Communication and Marketing and is responsible for liaison with the media and for the production of the *Monday Paper*, *UCT News*, and various information materials about the University. Media Services staff are available to give students advice on planning publications and publicising student events.

UCT's Home Page (<http://www.uct.ac.za>) is maintained by this section.

The Monday Paper

Telephone: 021 650-3757

Fax: 021 650-3780

E-mail: monpaper@bremner.uct.ac.za

The Monday Paper is published weekly during term time and covers news and developments on campus for the campus community. The paper includes a free classified ads section with accommodation and general advertisements, as well as listings of current events on campus and vacant posts. *The Monday Paper* is accessible through the Internet at UCT's Website, which is located at <http://www.uct.ac.za>.

Varsity

(see **Student Societies**)

Postgraduate Funding Office (PFO)

Location: Level 3 Otto Beit Student Union

Enquiries: 021 650-3622

Fax: 021 650-4352

E-mail: pgfunding@uct.ac.za

The PFO, which is part of the Department of Research Development, assesses postgraduate students for financial assistance for research-related postgraduate degrees and, to a lesser extent, for Honours and course-work postgraduate degrees.

The PFO publishes a detailed listing of funding opportunities in handbook 14, *Financial Assistance for Postgraduate Study*, in UCT's series of handbooks. A separate formal application is necessary for funding through the PFO. Forms are available at the PFO at the above address.

Financial assistance offered to UCT students through the PFO is available only for full-time study at UCT, except where specific awards offer assistance for study at approved overseas institutions.

A small number of scholarships are made available to international students each year. Prospective international postgraduate students must apply to the appropriate department at UCT for acceptance before applying for funding through the PFO. The awards made are not full-cost, and prospective students are required to ensure that they have supplementary income/funding before they register at the University.

School for Legal Practice

Location: Ground Floor, Burge House, 14 Belmont Office Parks, Belmont Road, Rondebosch

Telephone: 021 650-4481

Fax: 021 650-4484

Web Address:

http://www.law.uct.ac.za/about/legal_practice/

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.

SHAWCO (The Students'

Health and Welfare Centres Organisation)

General Student Enquiries: Zukiswa Mathebula,

Location: Steve Biko Building, Level 5, Upper Campus

Phone/fax: 021 650-4522

E-mail: zukiswa.mathebula@uct.ac.za

Website: 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!

SHAWCO Head Office:

Braemar Cottage

Faculty of Health Sciences

Anzio Road, Observatory 7925

Telephone: 406-6740

Fax: 406-6741

E-mail: info@shawco.org

SHAWCO was started in 1943 as a UCT volunteer organisation by Andrew Kinnear, a medical student, with the assistance of Dr Golda Selzer of the University of Cape Town's medical school. The Organisation now has more than 1800 dedicated student volunteers per year who continue to serve and learn with community in a variety of meaningful ways. SHAWCO is divided into two main sectors: Education and Health, with a third staff sector which coordinates the SHAWCO community centres, project support, transport, community relations, administrative oversight, enterprise development and funding.

SHAWCO Education: The Education Sector operates out of five historic community centres with a rich history of community engagement. There are two centres in Khayelitsha, and centres in Manenberg, Nyanga and Kensington.

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The 12 student volunteer projects run both out of the centres and out of schools throughout Cape Town. Projects work with age groups that range from pre-school kids to grade 12s. Projects are predominantly academic, focusing on life orientation, numeracy and literacy at a junior level, and subject-specific tutoring for senior school. Other projects have special-interest focuses, such as sport and health, arts and legal awareness. Through these projects SHAWCO hopes to empower scholars to think critically and creatively, to provide safe and productive after-school activities and to improve understanding of concepts taught in the school curriculum.

SHAWCO Health runs mobile health clinics in several areas of Cape Town. At the moment SHAWCO Mobile Clinics operate in over four informal settlements and at the Zibonele clinic in Khayelitsha. There are also occasional one-off clinics for flood victims, or other groups in need of medical attention.

UCT RAG - Remember And Give

- is SHAWCO's "sister organisation" and consist of a vibrant group of students that raises money through sponsorships and corporate events.

Sport and Recreation

Location: Sports Centre, Rugby Road
Telephone: 021 650-3564

Sport is organised by student committees assisted by professional sports administrators. UCT offers some 48 different competitive and recreational activities.

To participate in organised sport or physical recreation, students are required to register with the relevant club(s) and to pay a subscription fee, which can be debited to their fee account. Some clubs, e.g. the Squash, Tennis, Weights and Swimming facilities can be accessed free of charge during non-members hours and participation in internal leagues is also without cost.

Registration for sport is done on an annual basis and takes place on the plaza during Orientation Week and thereafter, at reception at the Sports & Recreation in the Sports Centre.

Sports Injuries Clinic

Location: The Sports Centre (Upper Level), Rugby Road
Telephone: 021 650-3560 or 686-7777
Fax: 685-7810
Office Hours: Mon-Fri 08h00 - 17h00

The Sports Injuries Clinic is a unique facility where sports injuries as well as other complaints such as back and neck complaints can be diagnosed, treated and rehabilitated by physiotherapists, biokineticists. The Clinic treats UCT students and staff and members of the public.

If necessary, referrals are made to other medical practitioners. Appointments are generally 45 minutes long, inclusive of treatment and exercises.

Medical aid rates are charged.

Students without medical aid can submit a claim to the UCT Supplementary Health Fund for minimal financial cover. Students may only claim if accidentally injured while participating in a UCT sports event or training session, or if injured on campus.

Student Card Centre

(See **Access Control Services and Card Production Centre**)

Department: Student Affairs (DSA)

Location: Steve Biko Students' Union, Level 7
Telephone: 021 650-3535
Fax: 021 650-5011
E-mail: nadierah.pienaar@uct.ac.za

The DSA administers the policy of the University Council relating to student

affairs including the administration and supervision of related staff and financial matters.

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

Office of the Executive Director

Comprising the following:

- Executive Directorate
- Finance
- Secretariat

Student Development Cluster

Comprising of the following divisions:

- Student Governance & Leadership
- Student Orientation & Advocacy
- Student Life & Development
- Student Sports and Recreation

Student Financial Aid & Administration Cluster

Comprising of the following divisions:

- Administration
- Student Financial Aid

Student Housing & Residence Life cluster

Comprising of the following divisions:

- Student Housing
- Student Residence Life
- Student Housing Admissions & Advocacy Services (SHAAS)
- Commercial Enterprises
- Finance
- Off Campus Student Accommodation Services (OCSAS)

Student Wellness & Disability Services Cluster

Comprising of the following divisions:

- Student Wellness Service

The Executive Director: DSA has overall accountability for these Clusters. Apart from being a point of general reference, the Office of the Executive Director provides several direct services to students and clusters.

Student Development Cluster

Location: Steve Biko Students' Union, Level 6

Telephone Enquiries and Appointments:

021 650-3924/5389

E-mail: Edwina.Brooks@uct.ac.za

The focus of this cluster is to provide a student centred service within the co-operative governance model through the delivery of specific developmental programmes for SRC, faculty councils, class representatives, the Student Assembly, societies, development agencies, Day House Committee and the student population at large. Such delivery takes place through four divisions namely, Student Governance and Leadership, Student Orientation and Advocacy, Student Life and Development and Student Sport and Recreation.

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

Division: Student Governance and Leadership

Location: Steve Biko Students' Union, Level 7

Telephone Enquiries and Appointments:

(021) 650-3538/3925

The Division: Student Governance and Leadership is Unit within the Student Development Cluster of the Department of Student Affairs. The Division:

- Provides ongoing support and advice to the SRC, the Student Assembly and Student Faculty Councils (both undergraduate and postgraduate);
- Co-ordinates the training and development of students and student leaders at UCT;
- Co-ordinates the annual Student Leadership Awards Programme, and administer various other student

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- leadership bursary and/or scholarship programmes;
- Runs both the SRC and Student Faculty Council Elections;
- Services key committees, e.g. University Student Affairs Committee and other ad-hoc structures when required to do so.
- Offers information and advice to groups wishing to establish registered student societies.

Division: Student Life and Development

Location: Steve Biko Students Union, Level 5
Telephone Enquiries: (021) 650-3531/2; (021) 650-3997

The Student Life and Development aims to encourage the development of students by providing the correct support structures and resources and adding skills, which will benefit students in their future lives. The Section consists of a help desk dealing with general queries and student body resource needs, computer and media centres, SRC Press and RAG. This Service Department controls and assists in the activities of all student bodies outside of the Sport and academic field, catering to the cultural, spiritual and developmental needs of students. The students using these facilities fall into two categories: Varsity Newspaper, UCT Radio and RAG

Societies

100 societies ranging from cultural to religious societies.

Facilities and resources are supplied to some of the above, but the majority run their affairs through the Societies Co-ordinator. The Student Life and Development is responsible for good management of these funds as well as advising on best practices and Society and university protocol.

Help Desk Co-ordinators

Provide sufficient support with regards to resources to enable student bodies to

operate without the need for physical space and equipment needs on campus. They will also see to appropriate servicing of the Sections within DSA with regard to postage, delivery and filing of information.

Printing Press

The University supports the printing press, a medium of free expression. All printed matter including posters and magazines are processed at an economical rate. The costs impact directly on funds from grants and are therefore monitored and set at certain minimum standards. The funds generated are used to service and maintain the press equipment.

RAG Projects Co-ordinator

The incumbent currently services the RAG organisation, which is the biggest student run fund-raiser in the Southern Hemisphere with fund raising for SHAWCO. The projects co-ordinator is assisted by the Rag Secretary.

Division: Student Orientation and Advocacy Centre

Location: Level 2, Otto Beit Student Union
Telephone Enquiries: (021) 650-5082

The SOAC is a walk-in, one-stop information, advice and referral centre for students and visitors to the University.

It is also a centre from which university-wide orientation activities for undergraduate and postgraduate students are developed, organised and co-ordinated.

The SOAC deals with students' needs and queries ranging from giving directions in the navigation of the campus (e.g. finding offices, buildings, people, venues, etc) to advise and referrals to other UCT services. Another component of SOAC is the Advice Service which offers lay counselling to students as well as advocating for them on issues relating to campus life.

The SOAC is a good starting place for parents, prospective students, alumni and

general visitors to UCT seeking assistance with the learning more about the University of Cape Town policies and procedures as well as information about the campus and its departments or simply wishing to visit the campus.

It provides access to printed information (Brochures, pamphlets, forms, notices, handbooks) and other university publications.

Division: Student Sport and Recreation

Location: Sports Centre, Rugby Road
Telephone: (021) 650-3564

Sport is organised by student committees assisted by professional sports administrators. UCT offers some 48 different competitive and recreational activities.

To participate in organised sport or physical recreation, students are required to register with the relevant club(s) and to pay a subscription fee, which can be debited to their fee account. Some clubs, e.g. the Squash, Tennis, Weights and Swimming facilities can be accessed free of charge during non-members hours and participation

in internal leagues is also without cost. Registration for sport is done on an annual basis and takes place on the plaza during Orientation Week and thereafter, at reception at the Sports & Recreation in the Sports Centre.

Student Financial Aid & Administration Cluster

Division: Administration

Location: Steve Biko Students' Union, Level 5

Telephone: (021) 650-4916

Fax: (021) 650-5011

Email: Asanda.Makumese@uct.ac.za

The Administration Division's role is to provide administrative support to the department of student affairs and students' organizations – SRC,

Development Agencies, Faculty Councils, House Committees and Societies. The division provides procurement services to DSA and student organizations and ensuring that the students operate within the UCT financial policy framework. It promotes good governance principles and operational efficiencies.

Division: Student Financial Aid

Location: Kramer Building, Level 3

Telephone: (021) 650-5094

Fax: (021) 650-5043

E-mail: sfa-finaid@uct.ac.za

Student Financial Aid provides financial assistance in the form of loans, or a combination of loans and bursaries, to undergraduate students who are South African citizens and permanent residents. Information about financial assistance and awards offered by outside organisations is available in Handbook No 13, Bursary and Loan Opportunities for Undergraduate Study. For further information contact Student Financial Aid.

The Postgraduate Funding Office administers financial assistance for postgraduate students.

Student Housing & Residence Life

Location: Avenue House, No 5-9 Avenue Road Mowbray

Admission Enquiries: (021) 650-2102 / 2429 / 5309 / 3010 / 2969 / 4591

Vacation Accommodation: (021) 650-1050 / 1051 / 1052 / 1073

The Student Housing and Residence Life Office is responsible for administering the residence system. Dates for application to residence should normally be made before 31 October for new students and before 15 August for returning students.

Vacation Accommodation is operated by the Campus Accommodation and Letting Section (CAL). Within its scope of

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services, CAL provides catering and self-catering vacation accommodation, accommodation for Summer Term students and for conference and group bookings. CAL also assists with inquiries for private student accommodation and acts as host to large national student sporting bodies utilising the University's facilities.

Residences

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

- The **house committee**, of which the warden is a member, is elected annually by fellow students. 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 for assistance. Residence tutors and mentors provide additional support.
- The Residence Life team have the additional responsibility of designing leadership training and other development programmes in consultation with students. 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.
- Residence **supervisors** 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 to a Warden or to the Student Tribunal Co-ordinator. There are 38 student residences, ranging in size from 30-person houses to 800-person halls. Catering residences offer the convenience of three nutritious meals per day.

First Tier Residences (Catering)

MEN

- **Clarendon House** (328 students)
Anzio Road, Observatory
Warden: Mr Neil Foster
Reception: 021 406-6598
Students: 021 447-1017 / 67 / 70 / 71
- **College House** (119 students)
Main Road Rondebosch
Warden: Dr Tirivanhu Chinyoka
Residence Facilities Officer: 021 650-3934
Reception: 021 650-3935
Students: 021 689- 4335/6/7
- **Kilindini** (32 students)
Main Road, Rosebank
Warden: Dr Tirivanhu Chinyoka
Residence Facilities Officer 021 650-3934
Reception: 021 650-3934
Students: 021 689-9846 / 3951
- **Kopano** (367 students)
Off Chapel Road, Rosebank
Warden: Professor Evance Kalula
Assistant Warden: Mr Tim Low
Residence Facilities Officer: 021 650-3938
Reception: 021 650-3939
Students: 021 689-4721 / 2 / 3
- **Leo Marquard Hall** (419 students)
Main Road, Rosebank

Warden: Mr Daniel Munene
 Assistant Warden: Mr Khwezi Bonani
 Residence Facilities Officer: 021 650-3954
 Reception: 021 650-3955
 Students: 021 685-3001 / 4005 / 3052 / 3051 / 3053 / 4011 / 4019 / 4048

- **Smuts Hall** (235 students)
 Residence Road, Upper Campus
 Warden: Professor Professor Robert Tait
 Residence Facilities Officer: 021 650-3963
 Reception: 021-650 3964
 Students: 021 689 8731
- **University House** (108 students)
 Off Matopo Road, Mowbray
 Warden: Professor Kevin Bennett
 Residence Facilities Officer: 021 650 3972
 Reception: 021 650-3973
 Students: 021 685-1919 /1924/1943

WOMEN

- **Baxter Hall** (233 students)
 Off Chapel Road, Rosebank
 Warden: Associate Professor Sinegugu Duma
 Residence Facilities Officer: 021 650-3931
 Reception: 021 650-3932
 Students: 021 689-8901
- **Carinus** (301 students)
 Anzio Road, Observatory
 Warden: Ms Nafisa Mayat
 Residence Facilities Officer: 021 406-6655
 Reception: 021 406-6654
 Students: 021 448-5872 / 4298 / 9306 / 8389
- **Fuller Hall** (231 students)
 Residence Road, Upper Campus
 Warden: Ms Chao Mulenga
 Residence Facilities Officer: 021 650-3941
 Reception: 021 650-3942
 Students: 021 689-8506
- **Graça Machel Hall** (382 students)
 Show Road, Lower Campus North,

Rosebank
 Warden: Mrs Sashni Chetty
 Assistant Warden: Mrs Joy Erasmus
 Residence Facilities Officer: 021 650-5573
 Reception: 021 650-5570

- **Tugwell Hall** (406 students)
 Main Road, Rosebank
 Warden: Mrs Shamla Naidoo
 Assistant Warden: Ms Laureen Rautenbach
 Residence Facilities Officer: 021 650-3969
 Reception: 021 650-3970
 Students: 021 685-5111 / 2 / 3 / 4 / 5

MEN AND WOMEN

- **Dullah Omar Hall (previously York Gardens)** (48 students)
 Main Road Rosebank
 Warden Mr Patrick Rezandt
- **Forest Hill & G-Block** (120 students)
 Warden: Professor Edward Ojuka
 Assistant Wardens: Mr Frans Mamabolo, Mr Gcinumzi Haduse, Ms Asanda Makumese
 Residence Facilities Officer: 021 650-2781
 Reception: 021 650-3952
- **Glendower Residence (Glenres)** (139 students)
 Main Road, Rosebank
 Warden: Mr Patrick Rezandt
 Residence Facilities Officer: 021 650-3944
 Reception: 021 650-3945
 Students: 021 689-9521 / 9587
- **Rochester House** (321 students)
 Browning Road, Observatory
 Acting Warden: Ms Claudia Kalil
 Assistant Warden: Ms Claudia Kalil
 Residence Facilities Officer: 021 442-5501
 Reception: 021 442-5500
 Students: 021 442-5513
- **Varietas** (146 students)
 Matopo Road, Mowbray
 Warden .Professor Anwar Mall

Residence Facilities Officer: 021 650-3967
Reception: 021 650-3960
Students: 021 685-7801 / 7812

Second Tier Residences

(Catering)

MEN AND WOMEN

- **Groote Schuur Residence** (64 students)
 Main Road, Rondebosch
Warden: Mr Glenn von Zeil
Residence Facilities Officer: 021 650-3947
Reception: 021 650-3948
Students: 021 689-9880 / 95 / 685-7625
- **Medical Residence** (103 students)
 (2nd to 6th Year Medical students; Senior Paramedical students)
 Adjoins Medical School, Anzio Road,
Warden: Professor David Jacobs
Residence Facilities Officer: 021 406-6494
Reception: 021 406-6532
Students: 021 448-4239 / 40 / 73 / 74

(Self-catering)

MEN AND WOMEN

- **Forest Hill Complex**, including Meulenhof (former Mill Court), 5 blocks (606 students)
 Main Road, Mowbray
Warden: Professor Edward Ojuka
Assistant Warden: Mr Gcinumzi Haduse, Mr Frans Mamabolo, Ms Asanda Makumese
Residence Facilities Officer: 021 650-2781
Reception: 021 650-3952
- **Groote Schuur Mansions** (65 students)
 Main Road, Rondebosch
Warden: Mr Glenn von Zeil
Residence Facilities Officer: 021 650-3947

- **Liesbeeck Gardens** (434 students)
 Durban Road, Mowbray
Warden: Ms Nomakhaya Kamwendo
Acting Assistant Warden: Mr Trevor McArthur (until 31 December 2012)
Residence Facilities Officer: 021 650-3958
Reception: 021 650-3958
- **Obz Square** (880 students)
 129 Cnr Main & Penzance Road, Observatory, 7925
Warden: Mr Jerome September (until 31 December 2012)
Assistant Warden: Ms Yaliwe Clarke
- **The Woolsack** (206 students)
 Off Woolsack Drive, Middle Campus
Warden: Dr John Akokpari
Residence Facilities Officer: 021 650-3977
Reception: 021 650-3978
Students: 021 685-4050 / 51 / 91 / 92 / 93 / 94

Third Tier Accommodation

(Self - catering)

- **North Grange** (49 students)
 Main Road, Mowbray
Warden: Mr Mlenga Jere
Residence Facilities Officer: 021 685-0550
- **Forest Hills (F)** (42 students) Main Road, Mowbray
Warden: Mr Mlenga Jere
Residence Facilities Officer: 021 685-0550
Students: 021 689-9944
- **Obz Square** (880 students)
 129 Cnr Main & Penzance Road, Observatory, 7925
Warden: Dr Kevin Thomas
Assistant Warden: Mr Athi Matinise
- **Rondeberg Flats** (30 students)
 Main Road, Rondebosch
Warden: Mr Mlenga Jere
Residence Facilities Officer: 021 685-0550

- **T B Davie Court** (27 students)
Main Road, Rondebosch
Warden: Mr Mlenga Jere
Residence Facilities Officer: 021 685-0550
- **Free-standing houses** (21 students)
Rondebosch, Rosebank, Mowbray area
Warden: Mr Mlenga Jere *Residence Facilities Officer:* 021 685-0550
- **J P Duminy Court** (42 students)
Main Road, Rosebank
Warden: Mr Mlenga Jere *Residence Facilities Officer:* 021 685-0550

Student Wellness Service Cluster

Division: Student Wellness Service

Location: Ivan Toms Building, 28 Rhodes Avenue, Mowbray
Telephone: (021) 650-1020 (health appointments); (021) 650-1017 (counselling appointments)
Clinic Hours: Mon – Wed; 08h30 – 16h30 Thurs 09h30 – 16h30 Fri 08h30 – 16h30

Services offered by the Health Team:

- Clinical consultations offered with either a Nurse or Medical Practitioner in a confidential, holistic Primary Health Care setting. All staff are qualified, accredited Medical or Nurse Practitioners.
- Emergencies will be assessed by a practitioner and referred appropriately.
- Dispensary - medication is sold at cost price, on a strictly cash basis. Patients must consult a practitioner before they purchase medication. We do not operate as a pharmacy.
- HIV Pre and Post Test Counselling is offered free to all students
VCT available at the following sites:

SWS - appointment required and is approximately one hour.

Drop – in service at Sports Centre. No appointment required and consultation is 20 minutes. Open on Monday to Fridays 10.30 – 15.00.

VCT mobile bus – contact SWS for timetable. Only available during the semester

Rapid HIV test result available 15 minutes after counselling.

Information is confidential.

- Some of the problems for which we can provide assistance include:
 - Reproductive health i.e. STI, pregnancy, contraception, PAP smears;
 - Managed Medical conditions- Asthma, Diabetes, Hypertension, HIV, 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;
 - Travel advice - Malaria prophylaxis and prevention;
 - Minor surgical procedures suturing, incision and drainage of abscesses;

Do you have to pay?

Consultations with a Nurse Practitioner are R20 cash but free to students on financial aid.

Consultations with a Medical Practitioner are charged at Medical Aid Rates (BHF).

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Strictly by appointment. All missed appointments not cancelled within 12 hours are charged for.

- Students receiving a financial aid package from UCT do not pay to see a Medical Practitioner when referred by a nurse practitioner but they are still responsible for paying cash for their medication.
- HIV testing, STI medication and basic contraceptives are free.

Services offered by the Counselling Team:

- Counselling and psychologic therapy is offered by qualified, experienced and accredited psychologists. It is not only giving advice or providing solutions. It is more a process through which one person helps another through purposeful conversations in a confidential, professional, supportive and understanding atmosphere;
- During the first, and possibly second, appointment - sessions are 50 minutes long - the psychologist will explore the client's difficulties with them and reach a thorough understanding of their challenges;
- The psychologist will then share his/her initial understanding of the situation and, in collaboration with the client, design a way forward. This may include agreeing to a course of focused, active and brief-term individual therapy, which usually consists of 6 to 18 sessions;
- We offer mostly individual therapy, but a student may also attend group therapy. This is an opportunity to work on problems in a confidential environment with peers;
- Some of the problems for which we can provide assistance include: adjusting to UCT homesickness, stress and anxiety such as exam and social anxiety, depression and suicidal feelings, personal development, relationship issues, academic appeals and disciplinary hearings, rape and sexual assault,

harassment, family problems and troubling past experiences, loss of someone close to the student, applications for concessions for learning difficulties

- Any other emotional, family, social or personal problem.

Appointments

- An appointment can usually be arranged within a day or two
- We are busier just before exam times, but will have psychologists on standby for emergencies
- To make an appointment contact us either by telephone or visit our offices and speak to our receptionist.

Do you have to pay?

Fees are on a sliding scale from R20 to R120 and are highly negotiable.

Emergency numbers Psychiatric Crisis & Emergency Support

C23 Psychiatric Emergency Unit Grootse Schuur Hospital
(021) 404-2175

Life Line

(021) 461-1111 /3

Suicide Helpline

0800 567 567

Childline (Freecall)

0800 055 555

RapeCrisis

(021) 447-9762

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

Upper Campus Student Learning

Centre

Location: 4th Floor , Steve Biko Students' Union, Upper Campus

Telephone Enquiries: (021) 650-5005

Hours: Mon - Thurs: 08h00 -002h00, Fri: 08h00 - 18h00,

Vacation Hours: Mon – Fri 09h00 – 16h00

This lab comprises:

- A computer laboratory, fitted with 36 entry-level computers, for individual and group project work and training;
- A black and white printer and photocopier;
- A high capacity laser printer;
- This lab is restricted to Forest Hill students only.

Forest Hill Computer Lab

Location: Forest Hill Residence, next to the Campus Control Office.

Telephone Enquiries: (021) 650-126

Hours: Mon - Thurs: 12h00 - 02h00, Fri: 12h00 - 22h00, Sat and Sun: 13h00 - 22h00

This lab comprises:

- A computer laboratory, fitted with 40 entry-level computers, for individual and group project work and training;
- A photocopier;
- A high capacity laser printer;
- This lab is restricted to Forest Hill students only.

Lower Campus Learning Centre

Location: Cecil Road, next to Baxter Hall

Telephone Enquiries: (021) 650-4126

Hours: Mon - Thurs 10h00 - 24h00; Fri 10h00 - 22h00; Sat - Sun 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 and 10 CD-ROM drive computers for individual and group project work and training;
- a high capacity laser printer;
- a social space

Students must have a valid student card and an access card in order to use the Centre. Access cards are obtainable at the Campus.

Control point in the Robert Leslie Building for a refundable deposit of R25. Students can register for courses in computer literacy and other computer-based courses at the SLC.

Upper Campus Learning Centre

Location: New Student Development and Services Building.

Hours: Mon -Fri: 08h00 – 20h00

This centre contains:

- 3 minilabs (classroom) fitted with whiteboards available for computer-based training as well as revision, practice sessions;
- each classroom is fitted with 20 computers, and a data projector in each of two of the labs;
- a computer laboratory, fitted with 44 entry-level computers and 10 CDROM drive computers for individual and group project work training;
- a high capacity laser printer.

Student Records Office

Location: Grond Floor, Level 4, Masingene Building, Middle Campus

Telephone: 021 650-3595

Office Hours: 08h30 - 16h30

E-mail: reg-records@uct.ac.za

The Enquiries Counter, staffed by the Student Records Office, assists students in a number of administrative areas, including:

- academic transcripts
- re-admissions

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- certificates of registration
- identification of students who fail to produce their student cards at examinations
- travel concession forms

Students applying for deferred exams can obtain the necessary forms at the Enquiries Counter.

Students' Representative Council

Location: Steve Biko Students' Union, Level 7

Telephone: 021 650-3537/8/9; 021 650-3665; 021 650-5000/2

Fax: 021 650-5051

E-mail: Zola.Tame@uct.ac.za

Hours: Mon - Fri 08h30 - 16h30

The student body elects the Students Representative Council (SRC) annually. It consists of 15 members, three of whom are sabbatical officers - this means that these students have taken a year off their academic programmes in order to serve the student body on a full time basis.

The SRC is there to 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 Assembly

The Student Assembly (SA) is the advisory and debating organ of the UCT student body, with the SRC as its executive. The SA is comprised of all members of the SRC and of elected constituents of student societies, faculty councils, sports codes, house committees and other sectors.

Student Societies

Societies Contact Point: Societies Centre, Level 5, Steve Biko Students' Union

Telephone: 021 650-3541

There are over 70 societies that cater for students' cultural, religious and special interests. They include the Student YMCA, UCT Choirs, UCT Toastmasters and *Varsity Newspaper*. *Varsity* is a 100% student produced newspaper which provides information and comment on events on campus, and affords hands-on training in aspects of the media. Detailed information on societies may be obtained from the Student Development Office or the SRC.

No student may resign from a society after registering as a member. Instead, 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 in cash.

Society registration forms are available from the societies stalls on the Plaza during Orientation Week and, after that, from the Student Development and Services Treasury. The procedure for forming a student society at UCT may be obtained from the Student Development Office.

TCATS (Text Conversion and Assistive Technology Services)

Location: Steve Biko Student Union Building, Level 4

Telephone: 021 650-2737

E-mail: denise.oldham@uct.ac.za

TCATS is the text conversion service of the Disability Unit. It converts printed text to audiotape, Braille or electronic text for students with disabilities, and also offers scribe and transcription services. A student computer laboratory with adaptive computer equipment is located adjacent to the TCATS offices. The audiotape service for recording academic material depends entirely on the help of student volunteers.

Traffic Administration Office

Location: Lower Ground Floor, Marine Geo-science Building (off Ring Road)
Telephone: 021 650-3312/3

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.)

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. Parking discs may be purchased by cash, cheque, credit card only, no longer on fees account.

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 set of student traffic rules is available at the Traffic Administration Office.

UCT Graduate School of Business

Location: Breakwater Campus
Enquiries: Career Services Office, Room G4, Breakwater Campus
Telephone: 021 406-1911 / 1338 / 9
Fax: 021 406-1070 / 0865449614
E-mail: info@gsb.uct.ac.za

The facility is available to all students registered for the Masters of Business Administration, Executive MBA and Associate in Management Programmes, offered at the Graduate School of Business.

Services include:

The Graduate School of Business at UCT

offers an exciting suite of programmes to choose from depending on your personal needs and career development plans. Our full-time programme or modular MBA the Executive MBA, Associate in Management (AIM) and Post Graduate Diploma in Management Practice (PGDMP), all provide a strong emphasis on personal development and growth, understanding business and leadership in emergent markets and the challenges of transforming organisations.

UCT Radio

Location: Studio, Level 3, Robert Leslie Building, Upper Campus.
Telephone: 021 650-3550
Fax: 021 686-1870

UCT Radio broadcasts 24 hours a day, 7 days a week, over a 20-km radius from UCT. It caters to a variety of tastes and is wholly run by students. News bulletins are broadcast every hour on the hour between 06h00 and 18h00 daily. Students can join the staff of UCT Radio to gain practical skills in broadcasting, news reading, DJ-ing, marketing and advertising. Advertising on UCT Radio costs between R70 and R150, depending on the time the advertisement is run.

UCT RAG

General Student Enquiries: Jean Barratt, Project Coordinator
Steve Biko Students' Union, Level 5, Upper Campus
Telephone: 021 650-3525/6
Fax: 021 650-3527
E-mail address: admin@uctrag.co.za
Website: www.uctrag.co.za

UCT RAG is a fundraising organisation that is heavily involved in student life and development. It is run by a group of 180 enthusiastic and dedicated volunteers, who with the help of the Project Coordinator and RAG secretary organise a variety of events throughout the year. These RAG committee members are chosen from a pool of over 500

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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 his or her project a success and each year we are noticing new levels of professionalism in each event. All the money that RAG raises is donated at the end of each year to SHAWCO (Students' Health And Welfare Centres Organisation). The money is used for community development and allows for the development of sustainable livelihoods. RAG provides approximately one third of SHAWCO's budget and the efficient functioning of RAG is thus essential to the survival of SHAWCO.

RAG events can be divided into three categories:

- The Student events, which include the orientation week parties, the infamous RAG Olympics and the slightly more upmarket Day at the Races among others.
- The Corporate events, which are becoming increasingly more popular, and the most successful of which are the Wine Auction held at Grand West and the Golf Day on the Rondebosch Golf Course.
- The Community events, which have become symbolic of the public image of RAG. The Floats Procession and sale of Sax Appeal are eagerly anticipated each year by the large majority of Cape Town's residents.

UCT RAG has 3 key objectives that the Steering Committee strives to achieve every year, and they are: to raise as much money as possible, to develop the skills of the students who work on the committee, and to provide entertaining events for the target market. It is with these aims in mind that the committee shapes the way that RAG functions and keeps the individuals motivated. Partnerships with RAG's chief sponsors like Pick 'n Pay, ABSA and SAB are vital components in ensuring that everything runs smoothly and RAG is hoping to

develop many more relationships like this in the future.

RAG is a dynamic and exciting organisation that brings new levels of personal growth to the students who become involved with it. Its functioning is dependant on the dedication of the volunteers who have time after time proven that being a student is all about shared adventures and learning the rewards of teamwork and commitment.

Writing Centre

Location: Hlanganani Building, Room 6.15

Telephone: 021 650-5021

E-mail: Gadija.Arend@uct.ac.za

Hours: Mon - Fri 09h00 - 16h00

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 or typing 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 may use the Writing Centre as often as they wish. They may leave drafts by arrangement with consultants at the Centre or make appointments with consultants to discuss the topic.

Other services on campus

Banks

- ABSA (ATM), Library, Upper Campus
- First National (BOB Card), Leslie Social Science Building, Upper Campus

- Nedbank, Leslie Social Science Building, Upper Campus
- Standard (ATM), Library, Upper Campus; Leo Marquard Hall, Lower Campus

Cafeterias and Restaurants

- School of Dance (*Telephone:* 021 685 -156) - drinks, snacks, light meals
- Café Quencha (Leslie Social Science Building, *Telephone:* 021 686-9570)
- The Cafeteria (Kramer Law Building, *Telephone:* 021 686-5917) - drinks, snacks, light meals
- College of Music (*Telephone:* 021 650-2626) - drinks, snacks, light meals etc
- Devil's Peak Cafeteria (Medical School, *Telephone:* 021 447-8586)
- Glasshouse (Menzies Building, *Telephone:* 082 822 1475) - coffee, snacks, light meals
- Java Junction (Leslie Social Science Building) -- coffee, snacks
- Kaplan Centre cafeteria (*Telephone:* 021 650-2688) - full kosher cafeteria
- Medical School Food Hall - drinks, snacks, light meals
- Moot Room (Humanities Graduate School Building, *Telephone:* 082 822 1475) - coffee, snacks, light meals
- Purple Haze (Centlivres Building, *Telephone:* 082 822 1475) - coffee, snacks, light meals
- SA KWIZEEN ON CAMPUS
Africa's food closer to you
Opening times: 11h00 - 16h00,
Mon – Fri (Centre for African Studies, Upper Campus, *and Telephone:* 082 961 5324)
- Snack Attack (Old Main Building, Groote Schuur Hospital, *Telephone:* 083 757 7348)
- UCT Club (Sports Centre. *Telephone:* 021 650-3161) - full sit-down restaurant and licensed bar (Undergraduate students must be accompanied by a postgraduate student or member of staff.)

Informal traders

- University Avenue, next to NSLT (toasted sandwiches)
- University Avenue, next to Chemistry (MacHarry's)
- University Avenue, next to NSLT: Chinese food, Taiwanese food
- Shuttle Terminus Leo Marquard:
- Steve Biko Students' Union, Upper Campus: Food, Fruit, Vegetables & Other.
- Sports Centre (Sally's corner)
- Leslie Social Sciences Building, Level 3 (Halaal kiosk)

Post Office (Rhodes Gift)

Location: Ground Floor, Students Union Interspace Building, University Avenue.

Postmaster: 021 685-5460

Public Telephones (Coin): 021 689-7257/686-1115/3

Public Telephones (Card): 021 689-6977/689-6632/2

STA Travel

Location: Level 3 in the Robert Leslie Social Science Building.

Telephone: 021 685-1808

Fax: 021 685-4480

E-mail: uct@statravel.co.za

We are an international company with over 400 branches in 21 countries and Travel Help Desks in over 75 countries. STA Travel does offer travel arrangements at affordable prices for students and young people. The STA Travel Blue Ticket is the world's most flexible, re-routable and usable airline ticket valid for up to 15 months. With the STA Travel ISIC Card you qualify for numerous discounts in travel, entertainment, concert tickets, restaurants and plenty more. The STA Travel IBS and Youth Hostel accommodation is affordable and has been selected and tested by young people for young people. With the STA Travel Work and Holiday options

30 STUDENT SUPPORT AND SERVICES

we offer numerous packages to ensure the best, most trouble-free working holiday ever and our exclusive STA Travel Youth Travel Insurance is designed with the young traveller in mind.