



## UNIVERSITY OF CAPE TOWN

# STUDENT SERVICES AND SUPPORT 2017

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University of Cape Town  
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- Telephone:** General Enquiries 021 650-9111
- Fax:** 021 650-2138
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- 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
- Book 14: Financial Assistance for Postgraduate Students

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## A-Z OF STUDENT SERVICES AND FACILITIES

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### ACADEMIC DEVELOPMENT PROGRAMME (ADP)

**Location:** Level 5, Hoerikwaggo Building **Phone:** 021 650-2251

**Email:** [janine.peters@uct.ac.za](mailto: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 1980 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:

- foundational courses in the BSc degree;
- the Academic Support Programme for Engineering in Cape Town (ASPECT);
- two extended programmes in the Faculty of Commerce (BCom and BBusSc);

The ADP also contributes substantially to the extended programmes offered in the Faculties of Humanities, Law and Health Sciences. See faculty handbooks for details.

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

- The Language Development Group provides a range of academic literacy courses and interventions for undergraduate and postgraduate students; it includes the Writing Centre, which offers one to one consultations and workshops to support students' development of academic writing;
- The Numeracy Centre provides specialised courses and interventions in a number of programmes to enhance students' quantitative literacy.

As a service to students, the ADP's popular guidebook, *Studying at University*, is available online at <https://open.uct.ac.za/handle/11427/4151> and from the UCT Bookshop.

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

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### ACCESS CONTROL SERVICES (& CARD PRODUCTION CENTRE)

**Location:** Properties & Services Building, Upper Campus

**Phone:** 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 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 the Graduate School of Business.

**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:

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



## ADMISSIONS OFFICE

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

**Phone:** 021 650-2128

**Fax:** 021 650-51896

**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 application service for both undergraduate and postgraduate applicants
- provides prospective undergraduate and postgraduate students with detailed degree programme information
- arranges departmental and faculty Open Days 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



## 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
- Capitec – Library, Chancellor Oppenheimer Building, Upper Campus
- First National Bank (FNB) – Leslie Social Science Building, Upper Campus
- First National Bank (FNB) – Graca Machel Residence, Baxter Road near Jammie Shuttles Terminus
- 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
- Standard Bank – Leo Marquard Hall, Lower Campus



## BAXTER THEATRE CENTRE

**Location: Main Rd, Rondebosch Phone: 021 685-7880**

**Fax: 021 689-1880**

**Website: [www.baxter.co.za](http://www.baxter.co.za) Restaurant bookings: 021 685-7880**

**Venue bookings for functions and conferences: 021 680-3988 / Nicolette.Moses@uct.ac.za**

The Baxter Theatre Centre is a vibrant, multicultural entertainment hub in the Southern Suburbs of Cape Town. Nestled under the striking Devil's Peak Mountain and at the foot of the University of Cape Town, the Baxter boasts a world-class theatre and concert hall, as well as a studio stage, rehearsal rooms, offices, a restaurant and bars and an impressive spacious foyer. The complex has continued to provide a stage for all types of professional entertainment – music, drama, ballet, opera and intimate theatre, and endeavors to present and host the best of South African performing arts.

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.

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## BENEFIT SCHEME

**Location:** Room 3.12.1, Bremner Building

**Phone:** 021 650-2204

**E-mail:** [Debbie.Erasmus@uct.ac.za](mailto:Debbie.Erasmus@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. 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.

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

### LOWER CAMPUS

- The 5th Position, School of Dance, Lower Campus
- Veronica's, College of Music, Lower Campus
- Jammie Shuttle Kiosk, at bus terminus by Leo Marquard Hall

### MIDDLE CAMPUS

- Law Cafeteria, Kramer Law Building, Phone: 021 686-5917
- Revelation Café, School of Economics Building – drinks, snacks, light meals, etc.
- Vegetarian Kiosk, West Entrance, Wilfred and Jules Kramer Law Building

### UPPER CAMPUS

- Café Quencha, Leslie Social Sciences, Level 3, Phone: 021 686-9570
- Moolla's after hours kiosk (halaal), Leslie Social Sciences, Level 3
- Java Junction, Level 3, Leslie Social Sciences Building – coffee, snacks
- Vegetarian Kiosk, Leslie Social Sciences, Ground Floor

- Glasshouse, Menzies Building – coffee, snacks, light meals
- Kaplan Centre Cafeteria, Kaplan Centre, Library Road, next to Oppenheimer Institute – full kosher cafeteria, Phone: 021 650-2688
- Moot Room, Humanities Graduate School Building – coffee, snacks, light meals, etc.
- Purple Haze, Centlivres Building – coffee, snacks, light meals, etc.
- Super Sandwich, University Avenue, North Gazebos – Toasted sandwiches (halaal)
- MacHarry's, University Avenue, North Gazebos – Snacks, sweets, cooldrinks
- Rainbow Takeaways, University Avenue, North Gazebos – Chinese food

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

- Afrikwazeen (halaal) – traditional African food, drinks, etc.
- Campus Café (halaal) – sweets, drinks, etc.
- Budget Rolls (halaal)
- Varsity Foods (halaal) – fast foods, burgers, wraps, drinks, etc.
- Pandaland – sushi and health foods
- Mr Daniel's Health Shop – fruit and veg kiosk
- Bridgette's after hours kiosk (halaal, near Oppenheimer Library entrance)

### **Sports Centre**

- Abeedah's (halaal) – sandwiches, snacks, etc.
- 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**

- The Krunch Java Junction, Barnard Fuller Building – drinks, snacks, light meals, etc.
- Ideas Café, 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)
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## **CAMPUS COPY & PRINT**

### **HELPDESK**

**Location:** Level 1, Leslie Commerce, Upper Campus

**Phone:** 021 650 4813

**E-mail:** [help@uct.nashuacapetown.co.za](mailto:help@uct.nashuacapetown.co.za)

### **COPY ROOMS**

- Location: Bremner, Lower Campus  
Phone: 021 650-2150

- Location: Beattie, Upper Campus  
Phone: 021 650-3711
- Location: Masingene Building, Middle Campus  
Phone: 021 650-4071
- Location: Leslie, Upper Campus  
Phone: 021 650-2461
- Location: Medical School  
Phone: 021 406-6085
- Location: Graduate School of Business  
Phone: 021 406-1326

**Hours:** 08h00 – 16h30 Mondays – Fridays

### **Student Document Centre**

Location: Chancellor Oppenheimer Building, Upper Campus

Phone: 021 650-3372/3124

Fax: 021 685-2728

#### **Hours: Term**

08h00 - 18h30 Mondays – Fridays

09h00 - 17h00 Saturdays

#### **Hours: UCT Student Holidays**

08h00 - 16h30 Mondays – Friday;

Closed Saturdays

Services provided include desktop editing, digital printing, Litho printing, colour copying, course readers, One Step 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 centre. Visit the website for more information on products and services [www.ccp.uct.ac.za](http://www.ccp.uct.ac.za)



## **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 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.

**Contact numbers for satellite offices:**

Access Control:	021 650-3996/4357
Bremner Building:	021 650-2120
Crime Investigations Manager:	021 650-2226
Crime Prevention Manager:	021 650-4525
Forest Hill:	021 650-3856
Head of Operations:	021 650-2225
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: Room 104 Robert Leslie Social Science Building.  
Hours: 12h00 - 14h00.

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## CAREERS SERVICE

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

**Phone:** **021 650-2497**

**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](#)

The UCT Careers Service empowers students to take ownership of and make informed decisions about their futures through a broad range of advisory services and networking opportunities. The Service has been commended by both UCT students and employer



organisations locally and internationally for the professional service and for its efforts to connect students to opportunity and to support them on their career journeys.

The office is home to a well-equipped Careers Resource Centre with several workstations and customised online, print and take-away resources. Daily careers consultations are available for all registered students and may be booked online or at the reception.

By visiting the Career Service's online portal, MyCareer at <https://mycareer.uct.ac.za/>, students have 24/7 access to a broad range of information, advice and opportunities. Students are able to personalise their MyCareer account to receive customised email notifications about information and opportunities of interest to them.

### **THIS IS HOW WE CAN HELP YOU:**

#### Information

- Job search resources: Online and takeaway
- Options with your subjects, majors and degree

#### **Advice**

- Job search assistance: Walk in CV help, and help with any application material and the interview and selection process
- Career Advisory consultation: Daily careers consultations available for all registered students and may be booked online or at the reception

#### **Opportunities**

- Bursaries, jobs, internships: Advertised on MyCareer, our online portal
- Employer networking many employer events, expos, presentations and showcases throughout the year.

Careers Service hours: 08h30 – 16h30 throughout the year, student vacations included. For more information, connect with us.



## CENTRE FOR EDUCATIONAL TESTING FOR ACCESS AND PLACEMENT (CETAP)

**Location:** Level 4, Hoerikwaggo Building

**Phone:** 021 650-5462

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

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

The Centre for Educational Testing for Access and Placement, had its origins in the early 1980s. CETAP's central role is the identification of the academic potential of school-leavers – particularly those from educationally disadvantaged backgrounds – to cope with the typical core demands of higher education study. CETAP's link with admission's and Academic

Development structures is critical, since the principal objective of its assessment is the identification of potential; the placement of students in appropriate forms of curriculum provision; the identification of forms of teaching and learning support that will maximise the possibility of student integration and success, and the historical analyses of academic performance patterns. CETAP administers the National Benchmarking Tests.

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

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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
- Chaplain: Father Graham Pugin, 8 The Alms, York Road, Rosebank. Tel. 083 5877 322
- 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 & 14:00 – 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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## 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.



## 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.uct.ac.za/services/studentaffairs/>

The Department of Student Affairs services students in a variety of capacities with the overall goal of both supporting their studies 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 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**

Comprising the following divisions:

- Student Governance & Leadership
- Student Orientation & Advocacy Services
- Student Sports and Recreation

### **Student Financial Aid & Administration**

Comprising the following divisions:

- Administration
- Student Financial Aid (Undergraduate)

## Student Housing & Residence

**Life** Comprising 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 Service

Comprising the following divisions:

- Student Wellness Service
- DSA Projects

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.

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## STUDENT DEVELOPMENT

**Location:** Steve Biko Students' Union, Level 6

**Phone Enquiries and Appointments:** 021 650-3924/5389

**E-mail:** [Edwina.Brooks@uct.ac.za](mailto: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 three divisions, namely: Student Governance and Leadership, Student Orientation and Advocacy, and Student Sport and Recreation.

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.

### **Division: Student Governance & Leadership**

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

**Phone Enquiries and Appointments for SRC:**

**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.uct.ac.za/about/governance/studentgov>

Phone Enquiries for Societies:

Location: Reception, Level 5, Steve Biko Students' Union  
 Phone: 021 650-3541  
 E-mail: [societies@uct.ac.za](mailto:societies@uct.ac.za)

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 undergraduate and postgraduate Student Faculty Councils, societies and development agencies (RAG, UCT Radio, Varsity and UBUNYE). 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 leadership bursary and/or scholarship programmes;
- Runs the SRC and Student Faculty Council Elections;
- Services key committees, e.g. Student Societies and Organisations Committee, University Student Affairs Committee and ad-hoc structures when required to do so.
- Offers information and advice to groups wishing to establish registered student societies.
- Provides administrative support services to societies and development agencies through a Helpdesk and Printing Service on Level 5, Steve Biko Students' Union.

**Division: Student Orientation & Advocacy Service (SOAS)**

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)  
 Website: <http://www.uct.ac.za/students/orientation/welcome/>

YouTube video: [Orientation @ UCT](#)

The SOAS 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 students are developed, organised and co-ordinated.

The SOAS 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 SOAS is the Advocacy Service that offers lay counselling to students as well as advocating for them on issues relating to campus life.

The SOAS is a good starting place for parents, 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 & 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.sportsclubs.uct.ac.za/sadmin>  
Hours: 08h30 to 16h00

Sport is organised by student committees assisted by professional sports administrators. UCT offers some 35 different competitive sports 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 until the end of April each year. Thereafter cash payments are required.

Registration for sport is done on an annual basis and takes place on the plaza during Orientation Week and thereafter at the Department of Sport & Recreation's Reception Office in the Sports Centre, located on Upper Campus.

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### **STUDENT FINANCIAL AID & ADMINISTRATION**

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.

#### **Division: Administration**

Location: Steve Biko Students' Union, Level 5  
Phone: 021 650-4916  
Fax: 021 650-5042  
Email: [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.

#### **Division: Undergraduate Student Financial Aid**

Location: Kramer Building, Level 3  
Phone: 021 650-5094  
Fax: 021 650-5043  
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.



## STUDENT HOUSING & RESIDENCE LIFE

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

**Phone:** 021 650-2977

**Fax:** 021 650-4014

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

### Student Housing Facilities & Catering

**Location:** Cadboll House, Avenue Road, Mowbray

**Phone:** 021 650 1054

### Residence Life

**Location:** Cadboll House, Avenue Road, Mowbray

**Phone:** 021 650 5810

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

**Admission Enquiries:** 021 650-2977

**Fax:** 021 650-5189

### Vacation Accommodation

**Phone:** 021 650-1050 / 1051 / 1052 / 1073

**Fax:** 021 650-5597

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

**Website:** [http://www.accommodation.uct.ac.za/vac\\_accom](http://www.accommodation.uct.ac.za/vac_accom)

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

**Phone:** 021 650-4934

**Fax:** 021 650-4014

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

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

Off-Campus Student Accommodation Services (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 educating 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 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 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.
- Residence Facilities Officers (RFO) 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 meals per day.



## First Tier: Catering Residences

### MALE RESIDENCES

#### **Clarendon House** (264 students)

Location: Anzio Road, Observatory  
 Warden: Mr Neil Foster  
 Residence Facilities Officer: 021 406-6322  
 Reception: 021 406-6598  
 Students: 021 650 4298/5872/8389/9306

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

Location: 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)

Location: Main Road, Rosebank  
 Warden: Dr Tirivanhu Chinyoka  
 Residence Facilities Officer: 021 650-3934  
 Reception: 021 650-3935  
 Students: 021 689 9846

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

Location: Show Road, Lower Campus,  
 Rondebosch  
 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)

Location: Lower Campus, Rosebank  
 Warden: Mr Daniel Munene  
 Assistant Warden: Mr Khwezi Bonani  
 Residence Facilities Officer: 021 650-3954  
 Reception: 021 650-3955  
 Students: 021 685  
 3001/51/52/53/4005/4011/19/48  
 Catering: 021 685 3819 ext 02

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

Location: Residence Road, Upper Campus  
 Warden: Professor Kelly Chibale  
 Residence Facilities Officer: 021 650-3963  
 Reception: 021-650 3964  
 Students: 021 689 8731

#### **University House** (108 students)

Location: Rhodes Avenue, Mowbray  
 Warden: Mr Frans Mamabolo  
 Residence Facilities Officer: 021 650-3972  
 Reception: 021 650-3964

### FEMALE RESIDENCES

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

Location: Off Chapel Road, Rosebank  
 Warden: Associate Prof Sinegugu Duma  
 Residence Facilities Officer: 021 650-3931  
 Reception: 021 650-3932  
 Students: 021 689 8901

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

Location: Anzio Road, Observatory  
 Warden: Ms Asanda Makumese  
 Residence Facilities Officer: 021 650-  
 6655  
 Reception: 021 650-6654  
 Students: 021 448 4298/5872/9306/8389

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

Location: Residence Road, Upper  
 Campus Warden: Dr Chao Mulenga  
 Residence Facilities Officer: 021 650-3941  
 Reception: 021 650-3942  
 Students: 021 689 8506

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

Location: 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)

Location: Lower Campus, Rosebank  
 Acting Warden: Ms Bonani Dube  
 Assistant Warden: Ms Bonani Dube  
 Residence Facilities Officer: 021 650-  
 3969  
 Reception: 021 650-3970

## **Co-ed Residences**

### **Dullah Omar Hall** (48 students)

Location: Main Road, Rosebank

Warden: Mr Patrick Rezandt

Residence Facilities Officer: 021 650-3945

### **Glendower (Glenres)** (139 students)

Location: Main Road, Rosebank

Warden: Mr Patrick Rezandt

Residence Facilities Officer: 021 650-3944

Reception: 021 650-3945

Students: 021 689 9521/87

### **Rochester House** (321 students)

Location: Browning Road, Observatory

Warden: Dr Bob Osano

Assistant Warden: Ms Claudia Kalil

Residence Facilities Officer: 021 650 7980

Reception: 021 650 7983

Students: 021 442-5500

Security: 021 650 7988/91

### **Varietas** (146 students)

Location: Matopo Road, Mowbray

Warden: Mr Haduse Gcinumzi

Residence Facilities Officer: 021 650-3967

Reception: 021 650-3960

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

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

Location: Woolsack Drive, Rondebosch

Warden: Dr Mlenga Jere

Residence Facilities Officer: 021 650-4992

### **Forest Hill & G-Block** (120 students)

Location: Main Road, Mowbray

Warden: Professor Edward Ojuka

Assistant Wardens: Mr Sean Abrahams, Dr

Rethabile Possa-Mosothoane, Vacant

Residence Facilities Officer: 021 650-2781

Reception: 021 650-3952

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

Location: Main Road, Rondebosch

Warden: Mr Glenn von Zeil

Residence Facilities Officer: 021 650-3947/8

Students: 021 650-3948/9880/95/7625

### **Medical Residence** (103 students)

Location: Adjoins Medical School, Anzio Road, Observatory

Warden: Associate. Professor David

Jacobs Residence Facilities Officer: 021 406-6494

Reception: 021 406-6532

Students: 021 448 4239/40/73/74

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

### **Forest Hill Complex, including**

**Meulenhof** (former Mill Court), 5 blocks (600 students)

Location: Main Road, Mowbray

Warden: Associate Professor Edward

Ojuka

Assistant Wardens: Mr Sean Abrahams, Dr

Rethabile Possa-Mosothoane, Vacant

Residence Facilities Officer: 021 650-2781

Reception: 021 650-3952

### **Groote Schuur Mansions** (59 students)

Location: Main Road, Rondebosch

Warden: Mr Glenn von Zeil

Residence Facilities Officer: 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: Mr Gaontebale Nodoba

Assistant Warden: Ms Nonnie Falala

Residence Facilities Officer: 021 650-5967

Reception: 021 650-3958

Students: 021 685-4708/09/10/11/12

### **Obz Square** (555 students)

Location: 129 Cnr Main & Penzance Road, Observatory, 7925

Warden: Associate Professor Muthama Muasya

Assistant Warden: Ms Yaliwe Clarke

Residence Manager: 021 404 7794

Residence Facilities Officers: 021 404 7781/404 7782

Reception: 021 404-7791

Students: 021 404 7716/23/24/41/64/65/9 6/97/98/99/7907/08/09

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

Location: Off Woolsack Drive, Middle Campus

Warden: Associate Professor John Akokpari Residence

Facilities Officer: 021 650-3977

Reception: 021 650-3978

Students: 021 650-4675/8/9/80

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

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

Location: Main Road, Rosebank

Warden: Dr Mlenga Jere

Residence Facilities Officer: 021 650-4992

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

Location: Main Road, Rosebank

Warden: Dr Mlenga Jere

Residence Facilities Officer: 021 650-4992

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

Location: 129 Cnr Main & Penzance Road, Observatory

Warden: Associate Professor Kevin Thomas

Assistant Warden: Mr Athi Matinise

Residence Manager: 021 404-7794

Residence Facilities Officer: 021 404-7648

Reception: 021 404-7791

Students: 021 404-7723/99/7907/08/09

### **JP Duminy Court** (42 students)

Location: Main Road, Rosebank

Warden: Dr Mlenga Jere

Residence Facilities Officer: 021 650-4992

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

Location: Main Road, Mowbray

Warden: Dr Mlenga Jere

Residence Facilities Officer: 021 650-4992

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

Location: Main Road, Mowbray

Warden: Dr Mlenga Jere

Residence Facilities Officer: 021 650-4992

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

Location: Main Road, Rondebosch

Warden: Dr Mlenga Jere

Residence Facilities Officer: 021 650-4992

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

Location: Avenue Road, Mowbray

Warden: Dr Mlenga Jere

Residence Facilities Officer: 021 650-4992

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

Location: Main Road, Rondebosch

Warden: Dr Mlenga Jere

Residence Facilities Officer: 021 650-4992

### **Free-standing houses** (21 students)

Locations: Rondebosch, Rosebank, Mowbray areas.



## STUDENT WELLNESS SERVICE (SWS)

**Location:** Ivan Toms Building, 28 Rhodes Avenue, Mowbray  
**Phone:** 021 650-1020 (health appointments); 021 650-1017 (counselling appointments)  
**Website:** <http://www.uct.ac.za/students/health/wellness/clinical/>  
**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. SWS does not operate as a pharmacy.

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

SWS offices – appointment required and is approximately one hour.

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

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

Some of the problems for which SWS 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 R60 cash but free to students on financial aid.

Consultations with a Medical Practitioner are charged at Medical Aid Rates. 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 psychological are offered by HPCSA registered psychologists and a social worker;
- The first session will involve an assessment of the problem followed by an agreement between the therapist and client on a way forward;
- Typically sessions are 50 minutes long and are conducted on a weekly basis, usually over a period of 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; academic appeals; applications for concessions etc.

### Appointments

- In an attempt to ensure that they are seen as soon as possible, students are required that to complete an appointment request form.
- The form can be obtained from Lerushda Cheddie, the SWS Counselling team receptionist, who can be reached on 021 650 1017 or [Lerushda.cheddie@uct.ac.za](mailto:Lerushda.cheddie@uct.ac.za).
- Appointment requests are screened daily, during office hours, on weekdays by a registered psychologist. An appointment will be allocated as soon as a psychologist has an available time slot.
- Please note that there is usually a waiting list at SWS and students are therefore encouraged, if they have the means (medical aid or financial resources), to access private resources.

### Do you have to pay?

Fees are on a sliding scale from R20 to R150 and are highly negotiable.

### EMERGENCY NUMBERS – PSYCHIATRIC CRISIS & EMERGENCY SUPPORT

C23 Psychiatric Emergency Unit Groote Schuur Hospital	021 404-2175
UCT Student Careline	0800 24 25 26 / SMS 32312
Life Line	021 461-1111 /3
Suicide Helpline	0800 567 567
Childline (Freecall)	0800 055 555
RapeCrisis	021 447-9762



## DISABILITY SERVICE

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

**Phone:** 021 650-2427

**Fax:** 021 650-3794

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

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

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 and counselling on disability issues
- Support in transforming attitudinal barriers that may be encountered
- Access to inaccessible venues and designated disabled parking
- Access to lecture and study material in alternative format for people with sensory impairments
- Fully accessible transport between residences and lectures
- Accessible residential accommodation
- Resource centre: literature and material 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 psychosocial disabilities can also access support at the Disability Service.

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## DISCRIMINATION & HARASSMENT OFFICE (DISCHO)

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

**Phone:** 021 650-3530

**Fax:** 021 650-2944

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

**Hours:** 08h00 – 16h00 Monday – Thursday 08h00 – 15h00 Friday

**Speed dial extension within UCT:** 8519

**24/7 Standby No.:** 072 393 7824

If you are feeling harassed or being discriminated against, tell DISCHO about it.

### **Assistance is available**

DISCHO is a group of supportive people, such as Student Support Officers (SSOs), Sexual Harassment Advisors (SHAs) and Anti-Discrimination Advisors (ADAs), who can help with complaints. They will discuss your options and support the decision you make to resolve the matter.

### **Complaint Mechanism**

- UCT policies provide for different ways of resolving a complaint
- The complainant can choose an option
- The applicable disciplinary procedure governing the respondent will be followed

At DISCHO, all efforts will be made to ensure that complainants do not feel that their grievances are ignored or trivialised, or fear reprisals.

### **Where and How to find DISCHO?**

Director: Mr Francois Botha  
Phone: 021 650-5948  
E-mail: [Francois.Botha@uct.ac.za](mailto:Francois.Botha@uct.ac.za)

Legal Counsellor: Ms Rashieda Khan, Phone: 021 650-3530  
E-mail: [Rashieda.Khan@uct.ac.za](mailto:Rashieda.Khan@uct.ac.za)

### **Services Offered**

- Office of first report for sexual offenses & racial discrimination
- 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
- Fair treatment and assistance for both complainants and respondents
- Workshops and awareness campaigns

DISCHO will:

- Treat all complaints and interviews as confidential
- Endeavour to have all matters resolved satisfactorily
- Make reasonable attempts to finalise matters as quickly as possible
- Liaise and refer matters to other support services, such as counseling, mediation and No Contact Orders
- Be available after hours for incidents of rape.

**HELP UCT put a STOP to discrimination and harassment!**

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**EDUCARE CENTRE**

**Location: Nursery Road, Upper Campus**

**Phone: 021 650-3522**

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



**Hours: 7h30 to 17h30**

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 85 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 pre-primary (2 to 5 years). It is open throughout the year and closes only for two weeks between Christmas and New Year.

The Centre employs highly trained staff. Each class teacher has a co-worker. A structured programme 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**

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: 021 650-4375/5748

Postgraduate: 021 650-4371

General: 021 650-2696

Fax: 021 650-4369

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**

Phone: 021 650-3866

Website: <http://www.educommerce.uct.ac.za/>

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

Location: Level 5, New Engineering Building, Madiba Road, Upper Campus

Phone: 021 650-2699

Fax: 021 650-3782

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, Medical School, Anzio Road, Observatory

Phone: 021 406-6346

Fax: 021 447-8955

E-mail: [fhs-admiss@uct.ac.za](mailto:fhs-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

Fax: 021 686-7469

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

Postgraduate: 021 650-2691

Fax: 021 650-5751

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

Fax: 021 650-5608

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: Room (A) 200, Level 2, PD Hahn Building, Chemistry Road, Upper Campus

Postgraduate: 021 650-2713

Fax: 021 650-2710

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)

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## 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.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 > Online services & resources, or Current Students > Postgraduates > Postgraduate and postdoctoral studies hub 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 Department 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 available on the UCT website (see above) or from the Fees Office. Fees can be paid at the Cashier's Office, Level 3, Wilfred & Jules Kramer Law Building, (hours as above) or 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> at the Cashier's Office by the cardholder, or by completing a form that can be downloaded from <http://www.uct.ac.za/usr/finance/fees/feeforms/fee08credit.pdf> and fax it to the Cashiers Office: +27 21 650 5093.

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).

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## FINANCIAL AID

(see Student Financial Aid: Undergraduate – page 21, Postgraduate – page 56)



## HIV & AIDS UNIT (HAICU)

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

**Phone:** 021 650-1006

**Fax:** 021 650-3600

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

The Unit is responsible for implementing the University's HIV/AIDS Policy and the furthering the University's Transformation mandate. The vision of HAICU is: A transformed, change-competent UCT community addressing HIV and AIDS, Gender-Based Violence (GBV), Sexuality and Intersectionality in Southern Africa. The mission of HAICU is to coordinate a collaborative response to HIV and AIDS, GBV, Sexuality and Intersectionality that supports UCT transformation and builds student and staff capacity through curriculum, co-curriculum and social responsiveness initiatives.

The activities of HAICU are:

- Developing, reviewing and steering HIV/AIDS and sexualities policy implementation.
- HIV/AIDS, GBV and sexuality peer education workshops for students.
- Sexuality and inclusivity workshops for staff.
- Developing communication campaigns that feed curricula and co-curricular responses and organising HIV/AIDS, GBV and sexuality awareness events at UCT.
- Ensuring HIV/AIDS, GBV and sexuality curricula development and implementation.
- Mapping the UCT response to HIV/AIDS, sexuality and GBV.
- Researching HIV risk behaviour at UCT and programme monitoring and evaluation.
- Networking with other Higher Education Institutions and organisations.

Get in touch with HAICU, or join the peer education programme, ACEs (Agents of Change Education).

For your information, UCT has a Policy on HIV Infection and AIDS, which you can access at: <https://www.uct.ac.za/about/intro/hiv aids/>

### *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.

If you would like to have an HIV test, please visit the Drop-in Service at the Sports Centre, Upper Campus (10h00 – 15h00). Alternatively, you can book a one-hour appointment with the Student Wellness Service by calling (021)650 1020.

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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>

**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 anti-virus, as well as statistical and referencing packages) from the Downloads page on <http://www.icts.uct.ac.za>. They can also access online learning resources such as Lynda.com and the Microsoft Imagine Academy. Students are provided with a myUCT email address for life via Microsoft Office 365, which includes 1TB of OneDrive online storage.

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. 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, Jammie Shuttle schedules and maps to campus buildings, amongst its useful features. The app can be downloaded from the Apple iStore and the Android Play Store.

UCT, along with other universities, has negotiated better deals on laptops and tablets through the Student Technology Program. All registered students can buy directly from the STP website ([www.stp.ac.za](http://www.stp.ac.za))

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))
- 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>)
- Security ([www.icts.uct.ac.za/secure-your-computer](http://www.icts.uct.ac.za/secure-your-computer))



## INTERNATIONAL ACADEMIC PROGRAMMES OFFICE (IAPO)

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

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

**Fax:** 021 650-5667

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

**Website:** <http://www.uct.ac.za/about/iaipo/overview/welcome/>

**IAPO Mobility Centre:** Ivan Toms Building, Matopo Road, Mowbray

IAPO empowers internationalisation at UCT by being the partner and first port of call on all matters internationalisation. IAPO welcomes proximately 5000 international students to the university each year and provides many core functions and services to these international students and local students, which include:

- Providing support, advice, information and a central point of contact to all international students:
  - advice and information about visas and study permits, including the necessary letters from UCT to support applications for study visas;
  - administrative support including letters of support to facilitate opening bank accounts, confirming registration, verifying permission to work in South Africa, travel to international conferences, accompanying spouse's applications, etc;
  - pre-departure information and advice about UCT, the cost of living and Cape Town to students before their arrival in Cape Town;
  - facilitating access to medical insurance;
  - information and assistance on housing matters;
  - advice and information about application processes and fees for Semester Study Abroad students, International Occasional Students and Affiliates and Full Degree international students (note that faculties – not IAPO - are responsible for admission decisions and academic advice);
  - assistance and support on non-academic issues to international students, including 24-hour support in case of emergency;
  - offering orientation programmes for new international students;

- running the pre-registration process for all international students;
- administering the United States Federal Loan programme at UCT;
- Working closely with student leadership structures and sponsoring international student societies' events where possible, to promote the integration of international and local students.
- Coordinating the recruitment, application and admission process and supporting international students who attend UCT as part of the Semester Study Abroad programme.
- Serving as a resource centre for UCT staff and students regarding UCT's international partner universities and exchange opportunities abroad.
- Coordinating all aspects of a number of programmes which offer exchange opportunities for UCT students at international universities.
- 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 Afropolitan 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 all enquiries regarding admission and fees for Semester Study Abroad students, International Occasional Students and Affiliates, as well as enquiries regarding fees for Full Degree international students
- running orientation programmes for new international students
- running the pre-registration process for all international students
- providing assistance and support on non-academic issues to all international and SADC students, including those studying for UCT undergraduate and postgraduate degrees



- providing a central contact point for all international students
  - assisting students with visas and study permit information
  - providing information and assistance on housing matters, including an off-campus housing resources list, specifically for international students
  - serving as a resource centre for UCT staff and students on international universities and exchange opportunities abroad
  - 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.
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## JAMMIE SHUTTLE

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

**Phone:** 021 685-7135

**Fax:** 021 685-7138

**E-mail:** [jshuttle@uct.ac.za](mailto: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 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 monitoring 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 vacation. It also includes a late-night service.

Timetables and route maps are available on the UCT website at <http://www.uct.ac.za/students/services/jammie/maps/>.

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.

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## LIBRARIES

UCT's main library is the Chancellor Oppenheimer Library, which forms a U-shape around Jameson Hall on the Upper Campus. If you are an undergraduate Science, Engineering, Commerce, or Humanities student, most of your learning material will be found in the main library. There are also branch libraries for Law, Music, Health Sciences, Art and Drama, Botany, the Built Environment, Jewish Studies, and Special Collections.

On the Libraries' home page at <http://lib.uct.ac.za> you will find information about our services and links to our online resources including full-text journal articles and electronic books. We also provide access to databases which 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. If you are not on campus you can log in for remote access to our online resources at <http://ezproxy.uct.ac.za>.

You can visit the main library, or your special branch library, for a tour conducted by one of the librarians. These tours will teach you how to find books and other materials in the Libraries and show you the resources on offer. Tours are conducted at the start of each academic year, but librarians are ready to answer your questions at any time.

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 and print 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.

### **Chancellor Openheimer Library**

**Location:** Upper Campus **Phone Enquiries**

**Information Desk: 021 650-3703/4 Loans Desk: 021 650-3134**

**Twitter:** @UCTLibrary

**Facebook:** @uctlibraries

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

You can borrow material at the Loans Desk in the Hub (Phone: 021 650-3118/3134).

The Inter-Library Loans Department is also in the Hub (Phone: 021 650-3113) and can obtain materials from other libraries if you need them.

The most important place in the Library if you are an undergraduate is likely to be the Short Loans Centre in the Hub (Phone: 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.

#### **The Vincent Kolbe Knowledge Commons:**

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

**Location:** at the main entrance to the Chancellor Openheimer Library. 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. <http://undergraduateservices.lib.uct.ac.za>

**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

**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>

The library contains 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**Brand van Zyl Law Library****Location:** Wilfred & Jules Kramer Law School, Middle Campus**Phone:** 021 650-2708**Website:** <http://www.law.lib.uct.ac.za>

In addition to a comprehensive collection of legal materials, this library houses the Brand van Zyl Collection of antiquarian Roman and Roman-Dutch law books.

**Term-time:** Mon-Thurs: 08h00-22h00; Fri: 08h00-17h00; Sat: 09h00-17h00**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/>

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 projects. Facilities include workstations for searching library resources and two dedicated computers housing Cape Town GIS data.

The library offers wireless connectivity, a multipurpose printer/scanner photocopier, and a 24/7 access controlled group study room for students.

**Term-time:** Mon-Thurs: 08h30-18h00; Fri: 08h30-17h00; Sat: 09h00-13h00

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

### **Special Collections: Government Publications**

**Location:** Level 4 South, Chancellor Oppenheimer Library, Upper Campus

**Phone:** 021 650-3177

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

Government Publications is a collection of national, provincial, local and international government organisations. We have historical and current publications for Southern African countries and current publications of most African countries, including French and Portuguese speaking countries. The collection includes publications of African regional organisations: SADC, COMESA, EAC, ECOWAS, the AU and NEPAD as well as selected publications on international governmental organisations since the 1990s.

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

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

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

### **Hiddingh Hall Library**

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

**Phone:** 021 650-7135

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

This branch library serves the Departments of Drama, History of Art and Fine Art. 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 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

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

**Hours of Opening:** Mon–Fri: 08h30–13h00, 14h00–17h00

### **Jewish Studies Library**

**Location:** Rachel Bloch House, Kaplan Centre, cnr Library Road and Madiba Circle, Upper Campus

**Phone:** 021 650 3779/5944

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

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

(Closed on Saturdays and Jewish holidays.)

**Hours of Opening:** Mon – Fri: 10h00–12h00

### **Health Sciences Library**

**Location:** Anzio Road, Observatory

**Phone:** 021 406-6138

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

**Twitter:** @uct\_hsl

This library serves the joint staff of the Faculty of Health Sciences and UCT teaching hospitals and 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: 08h30–12h30

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

### **W H Bell Music Library**

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

**Phone:** 021 650-2624/4294

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

This branch library serves the South African College of Music and the School of Dance. It has an extensive collection of books, periodicals and recordings related to music and dance

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

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

## Research Commons

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

**Phone:** 021 650-4473

**Websites:** <http://www.lib.uct.ac.za/lib/research-commons>

<http://researchcommonsblog.uct.ac.za>

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

In order 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. Here you will find liaison librarians available for consultations at all stages of your research, special research collections, and a well-equipped, quiet, 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 four dedicated workstations with financial databases available. UCT Libraries subscribe to Bloomberg, Datastream (Thomson Reuters) and INet BFA. These databases provide students with national and international financial, economic, stock market and company data.

## Special Collections

**Location:** Jagger Library Building, Chancellor Oppenheimer Library, Upper Campus

**Phone:** 021 650-4089

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

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

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

### **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.

### **Manuscripts and Archives**

A rich collection of primary research material relating to the political, social, cultural and economic history of South Africa, with a particular focus on the Western Cape. It includes UCT departmental staff, student and geographical items, as well as a contemporary photographic collection. Archival collections include manuscripts, sound, film, images, objects and born-digital material.

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

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

### **Digital Library Services**

**Location:** Room 1.17.1, Harry Oppenheimer Institute Building,  
Library Road, Upper Campus

**Phone:** 021 650 2957

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

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

**Facebook:** [@DigitalLibraryServices](https://www.facebook.com/DigitalLibraryServices)

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

Our Digitisation Unit offers digitisation, project management, curation, and preservation services for a wide variety of audio-visual, photographic and paper documents, to enable and support long-term preservation of, and access to, digital collections. We are continually developing and implementing technologies to enhance UCT Libraries' digital collections.

Our RDM services assist researchers with organising, managing, curating and sharing the data that they create during a research project, to facilitate its preservation and access for present and future use. Together with UCT eResearch and ICTS, we give you access to the datasets and tools that you need to enhance and complete your research. 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, Burge 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.

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## MEDIA LIAISON

**Location:** Department of Communication and Marketing, Welgelegen, Middle Campus  
**Phone:** 021 650-4846  
**Fax:** 021 650-3780  
**Website:** <http://www.uct.ac.za/services/communication/contact/>

The Media Liaison 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 Liaison 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 Monthly and Online Daily News**

Phone: 021 650-5816  
Fax: 021 650-3780  
E-mail: [newsdesk@uct.ac.za](mailto:newsdesk@uct.ac.za)

Online Daily News continuously appears on the UCT website during term time and covers news, events and developments on campus for the campus community and beyond.

The *Monday Monthly* is a print publication that takes an in-depth look at events, research, opinions and news emerging from the UCT community. The paper includes a free classified ads section and a list of current events. The *Monday Monthly* is accessible through the Internet at UCT's Website, which is located at <http://www.uct.ac.za>.

### **Marketing**

Location: Department of Communication, and Marketing Welgelegen, Middle Campus  
Phone: 021 650-3759  
Fax: 021 650-3780  
Website: <http://www.uct.ac.za/services/communication/markprom/>



The marketing section is responsible for the university's strategic corporate marketing programmes. It supports this through paid-for advertising, promotional campaigns and management of UCT's overall brand implementation.

The section also supports faculties, departments and students within UCT with advice and support in marketing and promoting their initiatives.

### **Online Communication**

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

Phone: 021 650-3757

Fax: 021 650-3780

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

The Online Communications section (OC) provides support to the UCT community for web development and management in a number of specific areas:

- consultation on web development
- UCT's web policy
- the management of the UCT corporate website

The Online Communications section and ICTS are working on the Web Renewal Project, which aims to put in place an official UCT web content management system. Before embarking on any web development please consult the UCT's web policies and the ICTS website for more information on the project and the options that are available to UCT staff and students.

### **Varsity Newspaper**

(see Student Societies, pg 60)



## MEDICAL EMERGENCIES

### ER24 PARAMEDIC SERVICE

**Phone: 084124 / UCT internal 8110**

UCT has 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 [ohs@uct.ac.za](mailto:ohs@uct.ac.za).

## MINOR CASES – STUDENT WELLNESS SERVICES

**Phone: 021 650 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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### 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 (PGC&FO)

**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.uct.ac.za/apply/funding/postgraduate/applications/>**

The PGC&FO, which is part of the Department of Research, administers several different categories of financial assistance for research-related postgraduate degrees and, to a lesser extent, for Honours and course-work postgraduate degrees. In addition to this the PGC&FO manages the registration, 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 of this with the Undergraduate Student Financial Aid Office. Students who intend to study for a second degree at the same level as one they already hold, (e.g. a second Honours degree) are also not eligible for funding.

The PGC&FO 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 separate formal application, depending on the category of award. It is important to note that most of the scholarships administered by the PGC&FO 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 PGC&FO website <http://www.uct.ac.za/apply/funding/postgraduate/applications/> as early in the year as possible to source information on available funding opportunities and to download the relevant applications. Students are also cautioned that in order to qualify for a UCT Merit award, a concurrent application must be submitted to the NRF. The NRF deadlines for submission of applications changes year to year, but the NRF tends to make early calls (eg – NRF Master's applications for 2017 are normally in July 2016).

Financial assistance offered to UCT students through the PGC&FO is available only to students who are registered for full time study. Students who are employed for more than

20 hours per week are ineligible for UCT-sourced funding. Because it is not possible for the university to provide full-cost bursaries or loans to Honours, Master's and Doctoral students, those who are financially needy are required to seek financial assistance from alternative and external sources. It is important that final-year students proceeding to the Honours degree are aware that NSFAS loans and financial-aid packages are NOT available at postgraduate level. Therefore, such students who successfully apply for postgraduate funding must note that they will not receive funding that covers the full cost of attendance.

A limited number of scholarships are available to international and refugee students each year. 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 PGC&FO. However, students who wish to apply for financial support should do so as soon as possible and not wait until academic places are confirmed.



## 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.uct.ac.za/students/postgraduates/administration/>

**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 aims to provide leadership in policy-making and coordination of processes across the broad field of postgraduate studies at UCT, thus contributing directly to the attainment of the University's four objectives: creation and coordination of an efficient university-wide platform for postgraduate students; increase of the absolute number of postgraduate students in a meaningful way; reduction in the time from registration to graduation of Master's and PhD students; and increase in the number of publications produced by Master's and PhD students.

The Office maintains a consolidated postgraduate hub website, disseminates information about postgraduate studies and coordinates an extensive range of academic and professional development seminars, workshops and retreats for postgraduate students and postdoctoral fellows across all disciplines. In addition, it offers weekly meeting groups around Massive Open Online Courses for which students register free of charge. An online booking schedule for all the available seminars, workshops, retreats and courses is available on the postgraduate hub.

In order to strengthen the postgraduate community through opportunities for interaction, the Office organizes an orientation of all 1st year PhDs, followed by a PhD breakaway for all 2nd year PhDs and a session for all final year PhDs. In addition, an annual Research Expo is organized that showcases postgraduate researchers at UCT.

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 5, Upper Campus

**Phone:** 021 650-4522

**Fax:** 021 650-5739

**E-mail:** [blanche.saptouw@uct.ac.za](mailto:blanche.saptouw@uct.ac.za) /  
[president.shawcoedu@gmail.com](mailto:president.shawcoedu@gmail.com)

**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!

### SHAWCO Head Office

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

**Phone:** 021 406-6740

**Fax:** 021 406-6741

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

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. The Organisation now 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 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 six historic communities with a rich history of community engagement. There are two centres in Khayelitsha, and centres in Manenberg, Nyanga and Kensington. Projects also run from Hout Bay and Mitchell's Plain.

The 14 student volunteer projects run both out of the centres and out of schools throughout Cape Town. Projects work with age groups that range from grade R kids to grade 11s. 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 spread across Cape Town. There are also occasional one-off clinics for flood victims, or other groups in need of medical attention.

**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 58.

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## SPORTS INJURIES CENTRE

**Location: The Sports Centre (Upper Level), Madiba Circle, Upper Campus**

**Phone: 021 650-3560 or 021 686-7777**

**Fax: 021 685-7810**

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

**Hours: Mon–Fri 09h15–17h00**

The Sport Injuries Centre is located in the UCT Sports Centre on Upper Campus.

Our team of physiotherapists and biokineticists provide a highly professional, evidence-based service, looking at the patient as a whole, including their lifestyle, sport and sporting goals.

Physiotherapists will assess your injury and discuss and perform a treatment regime. We offer short assessments (10 minutes) for those who do not know if they require treatment or what treatment is required. These sessions are on Mondays, Tuesdays and Fridays during UCT term (see our website for more information).

Biokineticists are skilled in working out rehabilitation and fitness regimes, and perform running and shoe assessments.

We also offer back rehabilitation and Pilates classes.

Payment for treatments are based on medical aid recommended rates. We will submit direct to your medical aid.

We co-operate with the UCT Accident Insurance Scheme, Student Wellness and Grootte Schuur Sports Orthopaedic Centre. We refer when necessary for further investigations such as X-rays, and a network of expert sports physicians and orthopedic surgeons.

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## STA TRAVEL

**Location: 14 Main Road, Rondebosch**

**Phone: 021 686-6800**

**Fax: 021 685-4044**

**E-mail: [uct@statravel.co.za](mailto:uct@statravel.co.za)**

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

STA Travel is an international company established in 1979, with over 400 branches in 21 countries and Travel Help Desks in over 75 countries, offering travel arrangements at

affordable prices for students and youth. The STA Travel Blue Ticket is the world's most flexible, re-routable and usable airline ticket, and is valid for up to 15 months. With the STA Travel ISIC Card, you qualify for numerous discounts on travel, entertainment, concert tickets, restaurants and more.

The STA Travel IBS and Youth Hostel accommodation is affordable and properties have been hand-picked, tried and tested by young people for young people. With the STA Travel Work and Holiday options, numerous packages are on offer to ensure the best, most trouble-free working holiday ever and the exclusive STA Travel Youth Travel Insurance is designed with the young traveller in mind.



## STUDENT DISCIPLINE

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

**Phone: 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.



## 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: 021 406-6429

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: Office 4.18, 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.

**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 – 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 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. Students can register for courses in computer literacy and other computer-based courses at the UCLC. UCT staff may request lab bookings (not personally book) 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
	Term Time	Vacation (Only applies to March & September)	
Clarinus	Mon – Thurs: 12h00 – 01h00 Fri – Sun:	Mon – Sun: 12h00 – 22h00 12h00 – 22h00	33 PCs
Forest Hill	Mon – Thurs: 12h00 – 02h00 Fri – Sun: 12h00 – 22h00	Mon – Sun: 12h00 – 22h00	40 PCs
Liesbeeck	Mon – Thurs: 12h00 – 01h00 Fri – Sun: 12h00 – 22h00	Mon – Sun: 12h00 – 22h00	39 PCs
Obz Square	Mon – Thurs: 12h00 – 01h00 Fri – Sun: 12h00 – 22h00	Mon – Sun: 12h00 – 22h00	35 PCs
Rochester	Mon – Thurs: 12h00 – 01h00 Fri – Sun: 12h00 – 22h00	Mon – Sun: 12h00 – 22h00	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.



## 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:** <https://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.



## STUDENT SOCIETIES

**Location:** DSA Helpdesk, Level 5, Steve Biko Students' Union

**Phone:** 021 650-3541

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

There are over 100 societies that cater for students' cultural, religious and special interests. 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 DSA Helpdesk, Level 5, Steve Biko Students' Union. The procedure for forming a student society at UCT may be obtained from the Co-ordinator: Societies and Day House.



## 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 6, 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 facility 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 and Postgraduate Diploma in Management Practice, offered at the Graduate School of Business.

**Where to find us:**

We are situated close to the Solution Space on the GSB Campus.

**Services include:**

The Career Services offers a broad range of resources, expertise, information and services to promote career development. With two full time members of staff, the Careers Service takes pride in assisting students and graduates in their search for employment. Each year, the Service introduces students to leading recruiters in South Africa, and increasingly globally, equipping them with the confidence and tools to manage their future careers, by offering a range of services, including CV writing, interview preparation, career planning workshop..

**In addition Career Services offers:**

- Marketing a professional profile through GSB Online Resume
- Connecting with Alumni of the school
- Job Posting where vacancies via the Careers Portal
- One-on-one career coaching
- 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
- 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.
- Connecting with alumni of the school.
- Online tools to equip them with career information on career profiles and industries.
- In addition to this use the career resources which are available in the library and the career portal.
- Marketing a professional profile through the GSB Online Resume.
- Provision of links to local and international recruiters.

**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 and High 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 (DOL4500H) 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 Cape Law Society 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 provides confidential, neutral and off-the-record assistance to students, post docs and all staff at UCT who have concerns, complaints, conflicts or disputes arising from or affecting their studies or work at UCT.

### What do we do?

The principal role of the Office is to be available as an impartial resource for the review of all decisions and actions that fall within the ambit of university life.

The Ombud seeks to provide a neutral, confidential, independent and off-the-record environment within which complaints, inquiries or concerns about alleged acts, omissions, and any problems as they are experienced by university members may be surfaced.

The Office of the Ombud performs 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, making referrals to other offices and coaching visitors on how to help themselves, looking into issues by gathering data and 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. The Ombud assists parties in reaching resolutions that are consistent with the ideals of the University. The Ombud reports to the Chair of Council.

By talking to the Ombud, visitors and the Ombud agree that the Office of the Ombud will not disclose or keep records of individually identifiable information; the Ombud will not testify or participate in any formal proceeding: communications with the Ombud 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, the Ombud's services are free to the UCT community.

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## UCT RADIO

**Location:** Studio, Computer Science Building, Cissie Gool Plaza, Upper Campus.

**Phone:** 021 650-3550

**Studio-Line:** 021 650-5399

**Fax:** 021 686-1870

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

UCT Radio is a self-sufficient, student-run station that broadcasts 24 hours a day, 7 days a week, from the UCT Upper Campus station on 104.5FM or via the online streaming platforms. Programming consists of Cape Town's best music, regular news bulletins, UCT stories, entertainment 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.

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## UCT RAG

**Location:** Steve Biko Students' Union, Level 5, Upper Campus **Phone:** 021 650-3525/3654

**E-mail:** [uctrag@gmail.com](mailto:uctrag@gmail.com)

**Website:** <https://www.uct.ac.za/students/services/community/RAG/>

UCT RAG is a fundraising organisation that is involved in student life and committed to development. It is run by a group of 80 enthusiastic and dedicated volunteers, who with the help of the Project Co-ordinator and RAG secretary 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 his or her 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 SHAWCO (Students' Health and Welfare Centres Organisation).

Funds raised by RAG are allocated to SHAWCO's student-run projects in education and health. RAG events can be divided into three categories:

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

UCT RAG has 3 key objectives that the Executive 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 while 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. Partnerships with RAG's major sponsors like Pick 'n Pay Peninsula Beverages 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 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.

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## UCT STORE

**Location:** Chemistry Lane, Steve Biko Students' Union, next to Food Court.

**Phone:** 021 650-2485/6/7

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

Stockist of UCT prescribed, recommended and reference text books.

UCT Store is geared to service the needs of students, alumni, staff and departments. The following are offered in store:

- Prescribed and recommended books
  - General books
  - Magazines
  - Stationery
  - Digital products
  - Airtime
  - Toiletries and pharmaceutical
  - Accounts (private and bursaries)
  - Eduloan
  - Gift vouchers
  - Second hand books
  - UCT clothing and memorabilia
  - Electronic payments
  - Online purchases
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## VARSITY NEWSPAPER

**Location:** Societies Centre, Level 5, Steve Biko Students' Union

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

**Phone:** 021 650 3543

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

*Varsity* 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 every second Tuesday, with 12 editions in the year.

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

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:** Level 6, 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

**Hours:** Mon – Fri from 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 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 sessions whom are not discipline specific. Consultations range from task analysis (30 minutes) to longer writing 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 Hiddingh Campus and the Graduate School of Business (GSB), as well as a dedicated Science Faculty Writing Centre in the PD Hahn Building on Upper Campus. There is also a Health Sciences Writing Lab.

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The Writing Centre is a project within the Language Development Group in the Centre for Higher Education Development.

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