



UNIVERSITY OF CAPE TOWN

STUDENT SUPPORT AND SERVICES 2020

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Fax:

021 650-2138

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www.uct.ac.za

Student Records:

021 650- 3595
Reg-records@uct.ac.za

Student Fees:

021 650- 1704; 650- 4076
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

TABLE OF CONTENTS

Queries & Information – Department/Office	Page No.	5
Academic Development Programme (ADP)		10
Access Control Service (& Card Production Centre)		11
Admissions Office		11
ATMs		12
Baxter Theatre Centre		12
Benefit Scheme		13
Cafeterias, Restaurants & Traders		13
Campus Copy & Print		15
Campus Protection Services		16
Careers Service		17
Centre for Educational Testing for Access and Placement (CETAP)		18
Chaplaincies		18
• UCT Worship Centre		18
Child Guidance Clinic		19
Commissioners of Oaths		19
Communication & Marketing Department (CMD)		20
Department of Student Affairs (DSA)		21
Student Development		22
• Division: Student Governance & Leadership		22
• Division: Student Orientation & Advocacy Services		23
• Division: Sport & Recreation		23
Student Funding		24
• Student Undergraduate Funding		24
• Administration		25
Student Housing & Residence Life		25
• First Tier Residences		27
• Second Tier Residences		28
• Third Tier Accommodation		30
Student Wellness Service		31

Disability Service – Office for Inclusivity & Change (IOC)	33
Educare Centre	33
Faculty Offices	34
Fees Office	36
Information Communication & Technology Services (ICTS)	37
International Academic Programmes Office (IAPO)	38
Jammie Shuttle / University Transport Services	40
Libraries	41
LSSA-LEAD School for Legal Practice	47
Medical Emergencies	47
• ER24 Paramedic Service	47
• Minor Cases – Student Wellness Services	48
Office for Inclusivity & Change (OIC)	48
Post Office (Rhodes Gift)	49
Postgraduate Centre & Funding Office (PGC&FO)	50
Postgraduate Studies	51
SHAWCO (The Students' Health & Welfare Centre Organisation)	52
Sports Injuries Centre	53
STA Travel	54
Student Discipline	54
Student Faculty Councils	55
Student Learning Centres	56
Student Records Office	58
Students' Representative Council (SRC)	58
Student Societies	58
Traffic Office	59
UBUNYE	59
UCT Graduate School of Business (GSB) Careers Service Office	60
UCT Law Clinic	61
UCT Ombud	61

STUDENT SUPPORT AND SERVICES

UCT Radio	62
UCT RAG	63
UCT Store	63
Varsity Newspaper	64
Writing Centre	64



QUERIES & INFORMATION

This table provides information on specific questions you may have or information you need and refers to the appropriate offices for assistance with the relevant page numbers for details.

QUERY	OFFICE TO CONTACT	PAGE
Academic Development	Faculty Offices	34
	Academic Development Programme (ADP)	10
	Student Faculty Councils	55
Academic Problems	Faculty Offices	34
	Academic Development Programme (ADP)	10
	Student Faculty Councils	55
	Student Wellness Service (SWS)	31
Access Control / Student Cards	Access Control Services	11
Accommodation (UCT)	Student Housing & Residence Life (SH&RL)	25
Accommodation (Private)	Communication & Marketing Dept (CMD)	19
	International Academic Programmes Office (IAPO)	38
	Chaplaincies	18
	Student Housing & Residence Life (SH&RL)	25
Address Change	Faculty Offices	34
Adjusting to UCT	Student Wellness Service (SWS)	31
Admissions forms	Admissions Office	11
Advertising	Communication & Marketing Dept (CMD)	19
	UCT Radio	62
	Varsity News (Student Societies)	64
AIDS/HIV	Office for Inclusivity & Change (OIC)	48
	Student Wellness Service (SWS)	31
Alcohol Abuse	Student Wellness Service (SWS)	31
Alcohol, serving or selling	Student Development	21
Ambulances	Medical Emergencies - ER24 Paramedics	47
Banks	Banks – ATMs	12

QUERY	OFFICE TO CONTACT	PAGE
Binding (Theses etc) Books	Campus Copy & Print	15
Books	UCT Store	63
Bursaries	Student Funding Postgraduate Centre & Funding Office (PGC& FO)	24 50
Bus Services	Jammie Shuttle / University Transport Services	40
Cafeterias & Restaurants	Cafeterias, Restaurants & Traders	13
Careers Advice & Information	Careers Service	17
Certificates of Registration & Good Conduct	Student Records Office	58
Certification of Documents	Commissioner of Oaths	19
Child Care	Educare Centre	33
Community Service	SHAWCO UBUNYE UCT RAG	52 59 63
Computer Skills & Computers	Academic Development Programme (ADP) Student Learning Centres ICTS	10 56 37
Contraception Advice	Student Wellness Service (SWS)	31
Copying / Printing / Binding	Campus Copy & Print	15
Counselling	Careers Service	17
• Academic	Child Guidance Clinic	19
• Personal	Faculty Offices (Academic Advisers)	34
	Student Wellness Service (SWS)	31
	Student Housing & Residence Life (SH&RL)	25
Course Changes	Faculty Offices	34
Crime Reporting	Campus Protection Service	16
Curriculum Advice	Faculty Offices	34
CV-building	Careers Service	17
Depression	Student Wellness Service (SWS)	31
Disabilities (Physical & Learning)	Disability Service	33
Emergencies	Campus Protection Services	16
• General	Medical Emergencies	47
• Medical		
Entertainment	Baxter Theatre Centre	12

QUERY	OFFICE TO CONTACT	PAGE
Events on Campus	Communications & Marketing Dept (CMD)	20
	Student Orientation & Advocacy Centre	23
	UCT Home Page (CMD)	19
	Careers Service	17
	Students' Representative Council (SRC)	58
Examinations <ul style="list-style-type: none"> • Dates, results • Deferred exams, extra time • Supplementary Exams • Stress, Illness • Examination Papers 	Student Records	58
	Student Wellness Service (SWS)	31
	Faculty Offices	34
	Libraries	40
	Disability Service / OIC	33/48
Family Problems	Student Wellness Service (SWS)	31
Fee Accounts	Fees Office	36
Financial Assistance	Student Financial Aid	23
	Postgraduate Centre & Funding Office (PGC& FO)	50
International Students	Student Societies	58
	International Academic Programmes Office (IAPO)	38
Graduate School	UCT Graduate School of Business (GSB)	60
	Careers Service	
Guidance & Referrals	Careers Service	17
	Chaplaincies	18
	Child Guidance Clinic	19
	Faculty Offices	34
	International Academic Programmes Office (IAPO)	38
	Student Orientation & Advocacy Service	23
	Student Wellness Service (SWS)	31
Harassment	Office for Inclusivity & Change (OIC)	48
HIV Education	Office for Inclusivity & Change (OIC)	48
HIV Testing	Student Wellness Service (SWS)	31
Homesickness	Student Wellness Service (SWS)	31
Informal Traders	Cafeterias, Restaurants, Traders	13
Information, General	Admissions Office	11
	Faculty Offices	34
	Student Orientation & Advocacy Service	23
Information Services / IT	ICTS	37
Insurance/Benefit Scheme	Benefit Scheme	13
	Student Wellness Service (SWS)	31

QUERY	OFFICE TO CONTACT	PAGE
Job Hunting	Careers Service	17
Legal Problems	LSSA – Lead School for Legal Studies Student Discipline UCT Law Clinic	47 54 61
Learning difficulties / slow writing	Student Wellness Service (SWS) for medically related Disability Service for disability related	31 33
Leave of Absence	Faculty Offices	34
Libraries	Libraries	41
Lost Property	Campus Protection Services	16
Media Services	Communication & Marketing Dept (CMD) UCT Radio Varsity Newspaper	20 62 64
Medical Problems	Sports Injuries Centre Student Wellness Service (SWS)	53 31
National Benchmarking Test (NBT)	Centre for Educational Testing for Access & Placement (CETAP)	18
Orientation	Faculty Offices Student Orientation & Advocacy Service	34 23
Parking	Traffic Office	59
Passports	International Academic Programmes Offices (IAPO)	38
Personal Development	Careers Service Student Wellness Service (SWS)	17 31
Postal Services	Post Office (Rhodes Gift)	49
Psychological problems	Student Wellness Service (SWS)	31
Racial harassment	Office for Inclusivity & Change (OIC)	48
Rape	Campus Protection Service Office for Inclusivity & Change (OIC) Student Wellness Service (SWS)	16 48 31
Re-admission	Faculty Offices Student Records Office Students' Representative Council (SRC)	34 58 58
Registration (Student) Cards	Access Control Services & Card Production Centre Faculty Offices	11 34
Residences	Student Housing & Residence Life (SH&RL)	24
Religious Worship	Chaplaincies / UCT Worship Centre	18
Safety & Protection	Campus Protection Service	16
Sexual Harassment	Office for Inclusivity & Change (OIC)	48

QUERY	OFFICE TO CONTACT	PAGE
Social Services	SHAWCO	52
	UBUNYE	59
Societies	Student Development	22
	Student Societies	58
Sport	Sport & Recreation	23
	Sports Injuries Centre	53
Student Cards	Access Control Service & Card Prod. Centre	11
Student Organisations	Student Development	22
	Students' Representative Council (SRC)	58
	Student Societies	58
Student Representation	Student Representative Council (SRC)	58
	Student Faculty Councils	55
Study Facilities	Libraries	41
	Student Housing & Residence Life (SH&RL)	25
	Student Learning Centres	56
Study Permits	International Academic Programmes Office (IAPO)	38
Study skills guide	Academic Development Programme (ADP)	10
Traffic Fines	Traffic Office	59
Transcripts	Student Records Office	57
Transport	Jammie Shuttle/University Transport Services	40
	Traffic Office	59
Travel	STA Travel	54
Writing Skills / Assistance	Writing Centre	64

A-Z OF STUDENT SERVICES AND FACILITIES



ACADEMIC DEVELOPMENT PROGRAMME (ADP)

Location: Level 5, Hoerikwaggo Building

Phone: 021 650-2251

Email: janine.peters@uct.ac.za

Website: www.adp.uct.ac.za

The Academic Development Programme (ADP) part of the Centre for Higher Education Development (CHED). ADP employs twelve administrative staff members and 48 academics representing a wide range of academic disciplines. ADP units and staff are largely based within UCT's six faculties. In addition, two units work across the faculties providing academic language and quantitative literacy teaching and support. A central ADP unit coordinates activities.

The primary goal of the ADP is to promote increased access to the institution and to support student academic success. ADP's engagement with Students include:

- Partnering with faculties to offer extended or augmented curricula that offer support, alternative and flexible pathways graduation. In some cases student can access augmented or extended courses within the standard curriculum. See faculty handbooks for details.
- The cross-faculty units, the Language Development Group and the Numeracy Centre, offer credit bearing courses, modules and workshops that develop academic language and quantitative literacy capacity. The Language Development Group has developed a MOOC, *Writing your world: finding yourself in the academic space*. See www.coursera.org/learn/writing-your-world.
- Most ADP units run tutor training programmes which develop senior undergraduate or postgraduate students' teaching capacity and support undergraduate students' learning. Contact ADP units in the faculties for information.

Postgraduate teaching and support:

- The Language Development Group offers three short courses for postgraduate students: *Navigating Research Writing*, *Journeys in Research Writing*, and *Research Writing in the Sciences*. Some of these courses are fully online, others are blended. Contact ADP for information.
- ADP academics teach at senior undergraduate, Honours and Masters level, supporting students to make their way into and through postgraduate studies.
- ADP academics supervise postgraduate students in their home disciplines or in educational research.

Writing Centres: ADP runs the Upper Campus Writing Centre (based in the Steve Biko Students' Union building www.writingcentre.uct.ac.za) and the Faculty of Health Sciences Writing Lab (based in Groote Schuur Old Main Building <http://www.writingcentre.uct.ac.za/about/healthsciences>).



ACCESS CONTROL SERVICES (& CARD PRODUCTION CENTRE)

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

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

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

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

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

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

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



ADMISSIONS OFFICE

Location: Level 4, Masingene Building, Middle Campus
Phone: 021 650-2128
Fax: 021 650-5189
Email: admissions@uct.ac.za

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

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

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



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
- Standard Bank – Kramer Building, Middle Campus



BAXTER THEATRE CENTRE

Location: Main Rd, Rondebosch

Phone & Ticket Bookings:
021 685-7880

Website: www.baxter.co.za

Facebook: BaxterTheatre

Twitter: BaxterTheatre

Restaurant bookings: 021 685-2674

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

Email: elisabet.nel@uct.ac.za / beth.jeffery@uct.ac.za

At the forefront of the performing arts, both as a popular venue and as a leading award-winning producer, the Baxter Theatre Centre presents ground-breaking, cutting edge works and masterpieces from local and international repertoires. Since its inception in August 1977, the theatre has stayed true to its promise of always being open to everyone who visits it and to create work of the highest artistic quality. The objective is to reflect the cultures of all the people of South Africa on its stages and in its foyers and galleries and, thereby, nurturing an interactive and meaningful

relationship with its audiences and patrons, while generating a spirit of goodwill and creativity. It is a cultural icon and one of the most accessible and inclusive theatres in the country, garnering local and international awards, accolades and recognition for its inherent and proudly South African productions which speak to the heart of the country's social landscape with universal themes. The Baxter boasts five theatres, two rehearsal spaces, a bar and a vegetarian restaurant. Discounts include: Student discounts; special prices for block-bookings; fundraiser discounts for university residences, sports clubs and societies. The restaurant is open Monday to Friday from 09h00 to 21h30 and dinner on Saturdays 17h00 to 21h30.



BENEFIT SCHEME

Location: Room 3.12.1, Bremner

Phone: 021 650-2204

E-mail: 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. Limited Insurance cover is provided for some UCT related activities and excursions. Further information can be obtained from the Student Insurance Administrator, Student Wellness Service, Ivan Toms Building, Mowbray (Phone: 021 650 1020).

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

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.



CAFETERIAS, RESTAURANTS & TRADERS

MIDDLE CAMPUS

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

UPPER CAMPUS

- Food & Connect Central, Otto Beit Building – beverages, snacks, light meals, Phone: 021 3620
- Food & Connect Social, Level3, Leslie Social Sciences Building – beverages, snacks, light meals, etc., Phone: 021 650 3662
- Food & Connect Social Coffee, Level 3, Leslie Social Sciences Building – beverages, snacks
- Food & Connect EBE West, Level 3, Menzies Building – beverages, snacks, light meals
- Food & Connect EBE East, Centlivres Building – beverages, snacks, light meals
- Food & Connect Humanities, Humanities Graduate School Building – beverages, snacks, light meals
- Vegetarian Kiosk, Leslie Social Sciences, Ground Floor
- Kaplan Centre Cafeteria, Kaplan Centre, Library Road, next to Oppenheimer Institute – full kosher cafeteria, Phone: 021 650-2688
- Super Sandwich, University Avenue, North Gazebos – toasted sandwiches, snacks, beverages (halaal)
- MacHarry's, University Avenue, North Gazebos – Snacks, beverages
- Rainbow Takeaways, University Avenue, North Gazebos – Chinese food

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

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

Sports Centre

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

HEALTH SCIENCES

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

HIDDINGH CAMPUS

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



CAMPUS COPY & PRINT

HELPDESK

Location: Level 1, Leslie Commerce, Upper Campus

Phone: 021 650 4813

E-mail: 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.



CAMPUS PROTECTION SERVICES

**Location: “Burnage”, Woolsack Road, off Main Road,
Rondebosch (next to Leo Marquard Residence)
Fax: 021 689-7563**

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

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

Contact numbers for satellite offices:

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

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

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

Hours: 12h00 – 14h00.



CAREERS SERVICE

Enquiries: Careers Service reception, Level 1, Hoerikwaggo,
 North Lane, Upper Campus
Phone: 021 650-2497
Email: careers.service@uct.ac.za
Website: www.careers.uct.ac.za
Facebook: www.facebook.com/UCTCareers
YouTube: www.youtube.com/UCTCareersService
Twitter: [@UCTCareers](https://twitter.com/UCTCareers)
UCT Mobile App: [UCT- Careers Service](#)

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 award-winning, future focused and innovative Service has been commended by both UCT students and employers locally and internationally for its professional service and for its efforts to connect students to opportunities and support them on their career journeys.

The Service houses a well-equipped office with state-of-the-art workstations; a virtual interview room where students can connect with potential employers digitally; and customized 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 mycareer.uct.ac.za, students have 24/7 access to a broad range of information such as careers events, bursaries and employment opportunities. Students can personalise their MyCareer account to receive customised email notifications about information and opportunities relevant to them. Up-to-date information and opportunities are also available on the UCT Mobile App, Facebook and Twitter.

Our goal is to create career-ready interns and graduates, with a strong focus on empowering future student entrepreneurs. We focus on helping students with career planning throughout their time at university to help them navigate the ever-changing world of work. Alumni are able to access the Service up to three years after they graduate

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
- Workshops throughout the year that provide practical advice on transitioning to the world of work.
- Careers Cafes show students what real people have done with their degrees.

Opportunities

- Bursaries, jobs, internships: Advertised on MyCareer, our online portal
- Employer networking many employer events, expos, presentations and showcases throughout the year.
- Entrepreneurship exposure via the business game, FLUX, our annual Entrepreneurship Week and an Entrepreneurship boot camp.

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

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

CETAP's mission is to be the nationally preferred provider of meaningful research and testing that contributes to access and success in higher and further education and training. In realizing this mission, CETAP develops educational tests that are reliable and valid in these higher educational contexts. Its educational measurement and learning analytics research

supports and informs teaching and learning and educational policy with respect to selection, admission and placement in order to improve access and success.

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



CHAPLAINCIES

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

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

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

UCT Worship Centre

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



CHILD GUIDANCE CLINIC

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

E-mail: Susanna.Manley@uct.ac.za

Website: www.childguidanceclinic.uct.ac.za

Hours: 08h30 – 13h00 & 13:30 – 16:00

(Appointments may be made out of clinic hours.)

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

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

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



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.



COMMUNICATION AND MARKETING

Location: Welgelegen, Lower Campus

Phone: 021 650-4846

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

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

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

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

Newsroom and Publications

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

Media Liaison and Social Media

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

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

Online Communication

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

Marketing and Stakeholder Relations

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



DEPARTMENT OF STUDENT AFFAIRS (DSA)

Location: Steve Biko Students' Union, Level 7

Phone: 021 650-3535

Fax: 021 650-5011

E-mail: nadierah.pienaar@uct.ac.za

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

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

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

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

Office of the Executive Director

Comprising the following:

- Executive Directorate
- Finance
- Secretariat

Student Development

Comprising the following divisions:

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

Student Funding

Comprising the following divisions:

- Student Undergraduate Funding
- Administration

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 and oversight for these Clusters. Including service and support to students via the clusters.



STUDENT DEVELOPMENT

Location: Steve Biko Students' Union, Level 6

Phone Enquiries and Appointments: 021 650-3924/5389

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

Website:

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

The focus of this cluster is to provide a student centered service within the cooperative 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 / Christine.Immenga@uct.ac.za

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

Phone Enquiries for Societies:

Location: Reception, Level 5, Steve Biko Students' Union

Phone: 021 650-3541

E-mail: societies@uct.ac.za

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

- Provision of ongoing support and advocacy 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
 Website: <http://www.dsa.uct.ac.za/student-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
 Website: <http://www.dsa.uct.ac.za/student-development/sport-clubs/overview>
 Hours: 08h30 to 16h00

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

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.



STUDENT FUNDING

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.

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

Division: Student Undergraduate Financial Aid

Location: Kramer Building, Level 3

Phone: 021 650-5094

Fax: 021 650-5043

E-mail: 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.

Administration

Location: Steve Biko Students' Union, Level 5

Phone: 021 650-4916

E-mail: 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.

**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

Website: <http://www.dsa.uct.ac.za/student-housing/about-shrl/about-shrl>

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

Off-Campus Student Accommodation Service (OCSAS)

Phone: 021 650-4934

Fax: 021 650-4014

E-mail: ocsas@uct.ac.za

Website: <http://www.dsa.uct.ac.za/student-housing/off-campus-student-accommodation-services/about-the-ocsas>

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

Residences

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

- Fellow students elect the House Committee, of which the warden is a member, annually. This team is responsible for the academic and social needs and interests of the students, framing the rules, administering the house funds and ensuring the smooth running of the residence.
- The Warden is there to create and nurture a supportive social community in which students can pursue their academic objectives and achieve personal growth. The warden is therefore concerned with all aspects of residence life. The warden is supported by a team of subwardens, who are senior students employed by the University, to whom students can go to for assistance. Residence tutors and mentors provide additional support.
- The Residence Life team have the responsibility of designing leadership training and other development programmes in consultation with students and stakeholders. The aim of these programmes is to promote an optimal living and learning environment - meaning a healthier, happier and more productive way of living and learning in the residences as integral to a positive student experience.
- Residence 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 by a student of a residence to their Warden or to the Student Tribunal Co-ordinator. There are 38 student residences, ranging in size from 30 to 800 students. Catering residences offer the convenience of three meals per day.

First Tier: Catering Residences

MALE RESIDENCES

Clarendon House (264 students)

Location: Anzio Road, Observatory
 Warden: Mr Neil Foster
 Residence Facilities Officer: 021 650-6322
 Front Desk Assistant: 021 650-6598

College House (119 students)

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

Kilindini (32 students)

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

Kopano (367 students)

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

Leo Marquard Hall (419 students)

Location: Lower Campus, Rosebank
 Warden: Mr Daniel Munene
 Assistant Warden: Mr Khwezi Bonani
 Residence Facilities officer: 021 650-3954
 Res Facilities Assistant: 021 650-3764
 Front Desk Assistant: 021 650-3955

Smuts Hall (235 students)

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

University House (108 students)

Location: Rhodes Avenue, Mowbray
 Acting Warden: Mr Khwezi Bonani
 Residence Facilities Officer: 021 650-3972
 Front Desk Assistant: 021 650-3973

FEMALE RESIDENCES

Baxter Hall (233 students)

Location: Off Chapel Road, Rosebank
 Warden: Ms Asanda Makumese
 Residence Facilities Officer: 021 650-3931
 Front Desk Assistant: 021 650-3932

Carinus (363 students)

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

Fuller Hall (231 students)

Location: Residence Road, Upper Campus
 Warden: Dr Chao Mulenga
 Residence Facilities Officer: 021 650-3941
 Front Desk Assistant: 021 650-3942

Graça Machel Hall (382 students)

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

Tugwell Hall (406 students)

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

Co-ed Residences

Dullah Omar Hall (24 male & 24 female students)

Location: Main Road, Rosebank
Warden: A/Professor Mlenga Jere
Assistant Warden: Ms Thembakazi Makwakwa
Residence Facilities Officer: 021 650-4992

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

Location: Main Road, Rosebank
Warden: Mr Patrick Rezandt
Residence Facilities Officer: 021 650-3944
Front Desk Assistant: 021 650-3945
Students: 021 689 9521/87

Rochester House (138 male & 183 female students)

Location: Browning Road, Observatory
Warden: A/Professor Bob Osano
Assistant Warden: Ms Claudia Kalil
Residence Facilities Officer: 021 650-7980
Res Facilities Assistant: 021 650-7981/2
Front Desk Assistant: 021 650 7983
Students: 021 442-5500
Security Main Desk/Gate: 021 650 7988/7991

Varietas (50 male & 96 female students)

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

Second Tier: Catering Residences (Co-ed)

Forest Hill & G-Block (119 students)

Location: Main Road, Mowbray
Warden: Mr Loki Manise
Assistant Wardens: Ms Azalo Ralo (Acting), Dr Rethabile Possa-Mogoera, Mr Sifiso Tshuma
Residence Facilities Officer: 021 650-2781
Res Facilities Assistant: 021 650-4624/4300/1604
Front Desk Assistant: 021 650-3942

Groote Schuur Residence (64 students)

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

Medical Residence (102 students)

Location: Adjoins Medical School, Anzio Road, Observatory
Warden: A/Professor David Jacobs
Residence Facilities Officer: 021 406-6494/6532
Reception: 021 406-6532

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

Forest Hill Complex, including Meulenhof, 5 blocks (657 students)

Location: Main Road, Mowbray
 Warden: Mr Loki Manise
 Assistant Wardens: Ms Azola Ralo
 (Acting), Dr Rethabile Possa-Mogoera, Mr
 Sifiso Tshuma
 Residence Facilities Officer: 021 650-2781
 Res Facilities Assistant: 021 650-
 4624/4300/1604
 Front Desk Assistant: 021 650-3952

Groote Schuur Mansions (61 students)

Location: Main Road, Rondebosch
 Warden: Mr Glenn von Zeil
 Residence 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
 Acting Warden: Ms Lindie Gayiza
 Acting Assistant Warden: Ms Azalo Ralo
 Residence Facilities Officer: 021 650-5967
 Front Desk Assistant: 021 650-3958
 Students: 021 685-4708/09/10/11/12

Respublica/Roscommon (582 students Second Tier Mixed)

Location: 125 Main Road, Claremont
 Acting Warden: Dr Rethabile Possa-
 Mogoera
 Reception: 010 020 0300

Obz Square (144 Health Sciences 2nd Tier & 411 2nd Tier students)

Location: 129 Cnr Main & Penzance Road,
 Observatory, 7925
 Warden: A/Professor Muthama Muasya
 Assistant Warden: Ms Yaliwe Clarke
 Senior Residence Facilities Officer:
 021 404 7794
 Residence Facilities Officers: 021 404-7781
 Res Facilities Assistant: 021 404-7781/7648
 Front Desk Assistant: 021 404-7791

The Woolsack (206 students)

Location: Off Woolsack Drive, Middle Campus
 Warden: A/Professor John Akokpari
 Residence Facilities Officer: 021 650-3977
 Front Desk Assistant: 021 650-3978
 Students: 021 680-4050/1 / 021 680-
 4091/2/3/4

My Domain Obz (200 students postgraduate)

Location: 1 Seymour Street, Observatory
 Acting Warden: Mr Tim Louw
 Reception: 087 897 9086

My Domain Wynberg (316 students Second Tier Mixed)

Location: 1-9 Church Street, Wynberg
 Acting Warden: Mr Sean Abarahams
 Reception: 083 541 7845

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

Exair (42 students)

Location: Main Road, Rosebank
Warden: A/Professor Mlenga Jere
Residence Facilities Officer: 021 650-4992

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

Location: Main Road, Rosebank
Warden: A/Professor Mlenga Jere
Assistant Warden: Ms Thembakazi Makwakwa
Residence Facilities Officer: 021 650-4992

Obz Square (332 students)

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

JP Duminy Court (42 students)

Location: Main Road, Rosebank
Warden: A/Professor Mlenga Jere
Assistant Warden: Ms Thembakazi Makwakwa
Residence Facilities Officer: 021 650-4992

Free-standing houses (21 students)

Locations: Rondebosch, Rosebank, Mowbray areas.

North Grange (49 students)

Location: Main Road, Mowbray
Warden: A/Professor Mlenga Jere
Assistant Warden: Ms Thembakazi Makwakwa
Residence Facilities Officer: 021 650-4992

Forest Hills (F Block) (42 students)

Location: Main Road, Mowbray
Warden: A/Professor Mlenga Jere
Assistant Warden: Ms Thembakazi Makwakwa
Residence Facilities Officer: 021 650-4992

Rondeberg Flats (36 students)

Location: Main Road, Rondebosch
Warden: A/Professor Mlenga Jere
Assistant Warden: Ms Thembakazi Makwakwa
Residence Facilities Officer: 021 650-4992

Edwin Hart Complex (33 students)

Location: Avenue Road, Mowbray
Warden: A/Professor Mlenga Jere
Assistant Warden: Ms Thembakazi Makwakwa
Residence Facilities Officer: 021 650-4992

TB Davie Court (28 students)

Location: Main Road, Rondebosch
Warden: A/Professor Mlenga Jere
Assistant Warden: Ms Thembakazi Makwakwa
Residence Facilities Officer: 021 650-4992



STUDENT WELLNESS SERVICE (SWS)

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

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

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 – prescribed medication is sold at cost price, on a strictly cash basis. Patients must consult a practitioner at SWS 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 is R60 cash, and is 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, however, 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 up to 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

- To ensure that they are seen as soon as possible, students are required to complete an appointment request form.
- The form can be obtained from the SWS Counselling team receptionist, who can be reached on 021 650 1017 or via the SWS website at <http://www.students.uct.ac.za/students/support/health-counselling/student-wellness>.
- 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.
- Students are encouraged, if they have the means to i.e. 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 31393
Life Line	021 461-1111 /3
Suicide Helpline	0800 567 567
Childline (Freecall)	0800 055 555
RapeCrisis	021 447-9762



DISABILITY SERVICE – OFFICE FOR INCLUSIVITY & CHANGE

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

Phone: 021 650-2427

E-mail: Cedric.williams@uct.ac.za

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

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

Some examples of the Disability Service's work include:

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

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



EDUCARE CENTRE

Location: Nursery Road, Upper Campus

Phone: 021 650-3522

E-mail: Juanita.petersen@uct.ac.za

Hours: 7h30 to 17h20

Started on campus by the Women's Movement in 1978, the Centre provides educare facilities for the children of staff and students, and has an enrolment of over 91 children. It is situated in a pleasant mountainside setting, with ample outdoor play areas.

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

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

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



FACULTY OFFICES

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

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

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

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

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

FACULTY OF COMMERCE

Location: Leslie Commerce Building, Engineering Mall, Upper Campus

Undergraduate: 021 650-2558

Postgraduate: 021 650-2001

General: 021 650-4375

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

Website: www.commerce.uct.ac.za

EDUCATION DEVELOPMENT UNIT IN COMMERCE

Phone: 021 650-3866

Website: <http://www.educommerce.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 Circle, Upper Campus
Phone: 021 650-2699
Fax: 021 650-3782
E-mail: ebe-faculty@uct.ac.za
Website: 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
Website: www.health.uct.ac.za

FACULTY OF HUMANITIES

Location: Beattie Building, University Avenue South, Upper Campus
Undergraduate: 021 650-2717
E-mail: hum-ugrad@uct.ac.za
Postgraduate: 021 650-2691
E-mail: hum-postgrad@uct.ac.za
Website: 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
Website : www.law.uct.ac.za

FACULTY OF SCIENCE

Location: Room 6.54, Level 6, PD Hahn Building, Chemistry Road, Upper Campus
Phone: 021 650-2712
E-mail: sci-science@uct.ac.za
Website : www.science.uct.ac.za



FEES OFFICE

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

Phone: 021 650-1704

Fax: 021 650-4768

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

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

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

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

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

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

Dates for payment of fees can be found in the Student Fees handbook, which is available on the UCT website (see above) or from the Fees Office. Fees can be paid 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.

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

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



FINANCIAL AID

See Student Financial Aid: Undergraduate – page 24, Postgraduate – page 50.



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

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

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

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

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

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

The campus is fully networked and there is campus-wide WiFi coverage. Computer labs situated around campus and in some residence provide computing access to students. Students have access to a wide range of useful software (such as Office 365, McAfee Endpoint Security, as well as statistical and referencing packages) from the Downloads page 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. Students have access to both Google Drive and OneDrive, which are cloud platforms they can use to store and back up files as long as they are registered students at UCT. Google Drive offers 10 TB of online storage and OneDrive 1TB or storage. Instructions on using these platforms are available on the ICTS website (<http://www.icts.uct.ac.za>)

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).

The following links are useful for new students:

- Student computing (www.icts.uct.ac.za/student-computing)
- Checklist for setting up IT services (www.icts.uct.ac.za/digital-checklist)
- Getting connected to the UCT network (www.icts.uct.ac.za/internet-networking)
- Connecting to wireless (www.icts.uct.ac.za/wireless-at-uct)
- Accessing your email (www.icts.uct.ac.za/myUCT)
- Changing your password (<https://password.uct.ac.za>)
- Software downloads (<https://ictsdownloads.uct.ac.za>)
- Cybersecurity: UCT CSIRT (www.csirt.uct.ac.za)
- PeopleSoft (<https://studentsonline.uct.ac.za>)
- Vula (<https://vula.uct.ac.za>)



INTERNATIONAL ACADEMIC PROGRAMMES OFFICE (IAPO)

Locations: Level 3, Masingene Building, Middle Campus

Phone: 021 650-2822/3740

E-mail: iapo@uct.ac.za

Website: www.iapo.uct.ac.za

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 approximately 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.



JAMMIE SHUTTLE / UNIVERSITY TRANSPORT SERVICES

Location: Tugwell Terminus, Baxter Road, Rondebosch

Phone: 021 650-5289

E-mail: jshuttle@uct.ac.za

Website:

<http://www.students.uct.ac.za/students/services/transport-parking/jammie-shuttle>

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

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

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

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

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, including two buses fitted with wheel-chair lifts.



LIBRARIES

UCT's main library is the Chancellor Oppenheimer Library Complex (COLC), which forms a U-shape around Sarah Baartman Hall on the Upper Campus. If you are 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, 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 <https://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.

Students 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 Oppenheimer Library Complex

Location: Upper Campus **Phone Enquiries**
Information Desk: 021 650-3703/4 **Loans Desk:** 021 650-3134
Twitter: @UCTLibrary
Facebook: @uctlibraries
Instagram: @uctlibraries

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) has networks and means to obtain materials from other libraries if you need them for your studies or research.

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

Library Hours:

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

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

Opening hours are extended during study week and exams.

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

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

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 three dedicated computers housing Cape Town GIS data. The library offers wireless connectivity, a multipurpose printer/scanner photocopier, and a 24/7 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: COLC, Level 5, Chancellor Oppenheimer Library, Upper Campus

Phone: 021 650-3177

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

Government Publications is a collection of publications of national, provincial and local government and some international government organisations. We have historical and current publications of Southern African countries and current publications of many African countries, including French and Portuguese speaking countries. The collection includes publications of African regional organisations: SADC, COMESA, EAC, ECOWAS, the AU and NEPAD.

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

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

Vacations: Mon-Fri: 08h30-17h00

A service is provided on Saturdays by Special Collections in the J.W. Jagger Library.

Hiddingh Hall Library

Location: Hiddingh Campus, Orange Street, Cape Town

Phone: 021 650-7135

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

E-mail: lib-hiddingh@uct.ac.za

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

Twitter: @HiddinghHallLib

Instagram: uct_hiddingh_hall_library

This branch library serves the Department of History of Art and Fine Art, and the Centre for Theatre, Dance and Performance Studies (CTDPS). 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

Twitter: @UCT_ICHLibrary

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

Hours of Opening:

Library: Mon-Fri: 08h30-13h00, 14h00-18h00. Sat: 09h00-13h00.

Vacation Library: Mon-Fri: 08h30-13h00, 14h00-17h00.

Computer Lab: Mon-Fri: 08h30-18h00, Sat: 09h00-13h00

Vacation Computer Lab: Mon-Fri: 08h30-17h00. Saturday closed

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 as well as the students in the health sciences. It is housed in a separate building adjacent to the Faculty of Health Sciences with a comprehensive collection built up over many decades.

Term-time: Mon – Thurs: 08h30–22h00; Fri: 08h30–17h00; Sat: 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 Centre for Theatre, Dance and Performance Studies (CTDPS). It has an extensive collection of books, periodicals and recordings related to music and dance

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

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

Research Commons

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

Phone: 021 650-4473

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

Business Corner – In the Research Wing on Level 5 you will find the Business Corner with dedicated workstations providing access to special financial databases available. UCT Libraries subscribe to Bloomberg, Datastream (Thomson Reuters) and IRESS (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 Complex, Upper Campus

Phone: 021 650-4089

Website: <http://www.specialcollections.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. Library patrons should note that the books in the African Studies

Collection may be used only in the Jagger Reading Room – they may not be loaned out.

Manuscripts and Archives

This is 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. The comprehensive collection includes materials donated by UCT staff, student and benefactors. Archival collections include manuscripts, sound, film, images, objects and born-digital material.

Rare Books & Antiquarian Collection

This collections consists of material which is rare or specialized in nature, including incunabula, African children's literature and a beautiful 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](#)

Facebook: [@DigitalLibraryServices](#)

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

Our Digitisation Unit offers project management advice and guidance, 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 and advance 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 our partners UCT eResearch, Research Office and ICTS, we give you access to the datasets and tools that you need to enhance and complete your scholarly pursuits. To make an appointment contact us at: dls@uct.ac.za.

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



LSSA-LEAD SCHOOL FOR LEGAL PRACTICE

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

Phone: 021 650-4481

Fax: 021 650-4484

E-mail: Dawn.Arendse@uct.ac.za

Website: www.lssalead.org.za

Hours: 12h00 – 12h30

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



MEDICAL EMERGENCIES

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.

MINOR CASES – STUDENT WELLNESS SERVICES

Phone: 021 65-1020

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



OFFICE FOR INCLUSIVITY & CHANGE (OIC)

Location: We are currently in three locations

Website: www.oic.uct.ac.za

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

Inclusion, Culture Change, Prevention and Education Office

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

Phone: 021 650-1006

Sexual Assault, Discrimination and Harassment Office

Location: The Cottage, Lovers Walk, Lower Campus

Phone: 021 650-3530

Disability Service Office

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

Phone: 021 650-2427

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

The activities of the OIC are:

- Developing, reviewing and steering policy implementation.
- Student capacity building (peer education workshops for students).
- Transformation capacity building services for staff and between staff and students.
- Assisting and advising the campus community in matters of discrimination, sexual harassment, harassment, domestic violence and rape.

- Providing a survivor-support centered approach in incidences of sexual assault and violence.
- Case management, mediation and training.
- Developing institutional transformation communication campaigns and awareness events.
- Coordinating the university's sexual diversity programme.
- Ensuring social justice curricula development and implementation.
- Providing a disability service that works towards removing all physical, policy, information and attitudinal barriers that might prevent students and staff from fulfilling their full potential.
- Mapping the university's response to transformation.
- Research and programme monitoring and evaluation.
- Networking with other higher education institutions and organisations.

Services offered in relation to sexual offences and discrimination:

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

Information, counselling and advice:

If you need ...

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

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

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



POST OFFICE (RHODES GIFT)

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

Postmaster: 021 685-5460

Fax: 021 689-7817

Website: www.postoffice.co.za

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

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

The Postgraduate Centre and Funding Office (PGC&FO) 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, although this may be possible through 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 applications, 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.students.uct.ac.za/students/fees-funding/postgraduate-degree-funding> as

early in the year as possible to source information on available funding opportunities and to download the relevant applications. It is important to note that in order to qualify for a UCT Merit award, a concurrent application must be submitted to the National Research Foundation (NRF). The NRF application deadlines often change from year to year, but the NRF tends to make early calls (eg – NRF Master’s and Doctoral applications for 2021 is likely to be early June 2020).

Financial assistance offered to UCT students through the PGC&FO is available only to students who are registered. Students who are employed for more than 20 hours per week are ineligible for UCT-sourced funding. Students may apply for full cost funding via the form 10a and a limited number of prestigious and external fellowships. Prospective Honours, Master’s and Doctoral students may apply for financial need support and may in certain cases qualify for assistance packages. Such candidates are also encouraged to apply to the NRF.

A limited number of scholarships are available to international and refugee students 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

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

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

UCT Mobile App: PG Events

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

The University strive to offer efficient university-wide platforms for postgraduate students, to continually promote and embed postgraduate students within the research

enterprise of the university and increase the number of quality publications emanating from postgraduate student research; to achieve an approximate 40% proportion of postgraduates of the total number of students at UCT; and to monitor and reduce student dropout rates, and time to completion of their degrees.

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

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



SHAWCO (STUDENTS' HEALTH & WELFARE CENTRES ORGANISATION)

Location: Steve Biko Building, Level 5, Upper Campus

Phone: 021 650-5019

Fax: 021 650-5739

E-mail: info@shawco.org / Ainsley.grootboom@uct.ac.za

Website: www.shawco.org

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

Andrew Kinnear, a medical student, started SHAWCO in 1943 as a UCT volunteer organisation with the assistance of Dr Golda Selzer of the University of Cape Town's medical school. Today, the organisation has more than 1,800 dedicated student volunteers per year who continue to serve and learn with community in a variety of meaningful ways. SHAWCO comprises of two main student-run sectors: SHAWCO Education and SHAWCO Health. A third sector – run by staff

– coordinates the SHAWCO community centres, maintain community relations, focus on enterprise development and funding, and provide transport, financial and administrative oversight, as well as project support to the student-run sectors.

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

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

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

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

UCT RAG – Remember And Give – is a fundraising arm of SHAWCO and consists of a vibrant group of students that raises money through sponsorships and corporate events. More information is available on page 63.

SHAWCO Head Office

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

Phone: 021 406-6740S

Fax: 021 406-6741

E-mail: info@shawco.org



SPORTS INJURIES CENTRE

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

Phone: 021 686-7777

Fax: 021 685-7810

Website: www.sic.org.za

Hours: Mon–Fri 08h00–17h00, first appointment at 9h15 and last appointment at 16h00. Closed Wednesday afternoons.

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

A team of qualified physiotherapists and biokineticists provide a professional, evidence-based service.

Physiotherapists will assess, discuss and treat the student's injury. Consultations is by appointment. Payment for treatment is based on rates recommended by medical aids. Card payment facilities is also available.

Short assessments (10 minutes) are also offered at no charge for registered UCT students who do not know if they require treatment or what treatment is required. These sessions are on Mondays and Thursdays during UCT terms, from 8h30 to 9h15 (see our website

for more information). This is on the first come, first seen basis. **Biokineticists** are skilled in working out rehabilitation and fitness regimes, and perform running and shoe assessments.

We co-operate with the UCT Supplementary Health Fund, Student Wellness Service and Groote Schuur Sports Orthopedic Centre. We refer when necessary for further investigations such as X-rays, and a network of expert sports physicians and orthopedic surgeons.



STA TRAVEL

Location: 14 Main Road, Rondebosch
Phone: 0861 785 785 (Ext 3)
010 500 6140 (Uni & Key Account Division)
E-mail: zauct@statravel.com
Website: 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

POSTGRADUATE COMMERCE STUDENTS' COUNCIL

Location: Level 3, Leslie Social Sciences Building

E-mail: 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

POSTGRADUATE ENGINEERING & THE BUILT ENVIRONMENT STUDENTS' COUNCIL

Location: Office 3.38, Level 3, Menzies Building

E-mail: pgebesc@myuct.ac.za

HEALTH SCIENCES STUDENTS' COUNCIL

Location: Ground Floor, Barnard Fuller Building

Phone: 021 650-3750

E-mail: hssc@myuct.ac.za

POSTGRADUATE HEALTH SCIENCE STUDENTS' COUNCIL

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

HUMANITIES STUDENTS' COUNCIL

Location: 27B Beattie Building
Phone: 021 650-2139
E-mail: hsc@myuct.ac.za

POSTGRADUATE HUMANITIES STUDENTS' COUNCIL

E-mail: pghsc@myuct.ac.za

LAW STUDENTS' COUNCIL

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

POSTGRADUATE LAW STUDENTS' COUNCIL

Location: Office 5.16 Kramer Law Building
E-mail: pglsc@myuct.ac.za

SCIENCE STUDENTS' COUNCIL

Location: Room 6.76.1, Level 6, PD Hahn Building
E-mail: ssc@myuct.ac.za

POSTGRADUATE SCIENCE STUDENTS' COUNCIL

E-mail: 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 – Fri 08h00–24h00; Sat 10h00–22h00

This Centre contains:

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

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

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



STUDENT RECORDS OFFICE

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

Phone: 021 650-3595

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

The Student Records Office assists students in regard to:

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

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



STUDENTS' REPRESENTATIVE COUNCIL (SRC)

Location: Steve Biko Students' Union, Level

7 Phone: 021 650-3537

E-mail: 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. The Student Parliament can be contacted through the Speaker at Speaker.Sparliament@uct.ac.za.



STUDENT SOCIETIES

Location: DSA Helpdesk, Level 5, Steve Biko Students' Union Phone: 021 650-3541

E-mail: societies@uct.ac.za

There are over 100 societies that cater for students' cultural, religious and special interests.

A student may resign from a society within the first 5 days of registering as a member. Membership of a student society expires automatically at the end of the year. Membership fees will be debited to the student's fee account or may be paid 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

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.



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.



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

The service is available to all students registered for the Masters of Business Administration (MBA), Executive MBA, Master of Commerce in Development Finance,

Master of Philosophy (by Dissertation) in Inclusive Innovation and Postgraduate Diploma in Management Practice, offered at the Graduate School of Business.

Where to find us:

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

Services include:

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

In addition Career Services offers:

- Marketing a professional profile through GSB Online Resume
- Connecting with Alumni of the school
- Job Search via the Careers Hub Portal
- One-on-one career coaching
- A Mentorship Programme
- CV writing critique
- CV writing workshops which will provide students with skills to write their CV and covering letter

- Mock interview program which will offer students the ideal opportunity to improve interviewing skills and interview techniques which are specific to a particular industry such as case interviewing
- An on-campus recruitment program focusing on facilitating employment opportunities with companies
- Networking opportunities such as industry panel discussions inviting industry to tell you how to direct your application for employment.
- Online tools to equip students with career information on career profiles and industries.
- Career resources which are available in the library and the career hub.
- Introductions to local and international companies, alumni and recruiters.



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 **Website:** 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.



UCT OMBUD

Location: 3-4 Lovers Walk Extension, opposite the School of Dance, Lower Campus
Phone: 021 650 3665
Email: ombud@uct.ac.za
Website: www.ombud.uct.ac.za



What is an Ombud?

The Ombud chiefly offers services such as listening, dispute resolution assistance, and practical assistance towards resolving any issues which any student, post-doc, or staff member may bring to the Ombud as a result of feeling stuck.

What do we do?

The Ombud provides an independent, impartial, confidential and off-the-record service to students, postdocs and all staff at UCT who have concerns, complaints, conflicts or disputes arising from or affecting their studies or work at UCT. As a part of this free service, the Ombud is available as an impartial resource for the review of decisions and actions falling within the ambit of university life.

The Ombud thus seeks to provide 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, 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.



UCT RADIO

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

Phone: 021 650-3550

Studio-Line: 021 650-5399

Website: www.uctradio.co.za

UCT Radio is a young, vibrant and self-sufficient, student-run station that broadcasts 24 hours a day, 7 days a week, from UCT's Upper Campus. The radio station's frequency is 104.5FM, however, listeners are also able to live stream shows via the online streaming site <http://www.radio.uct.ac.za/live>. Programming consists of diverse music and conversational topics, which are reflective of the UCT student demographic. Furthermore, listeners can stay up to date with what is

happening in broader society via our hourly news bulletins, entertainment chat shows and more. There is a student intake at the beginning of the year, where new students can apply to join the family. Here they will gain practical skills in all broadcasting aspects, artist management, marketing and advertising.



UCT RAG

Location: Steve Biko Students' Union, Level 5, Upper Campus

Phone: 021 650-3525/3654

E-mail: rag@uct.ac.za

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

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

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

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

UCT RAG has key objectives that the Executive strives to achieve every year, these are:

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

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



UCT STORE

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

Phone: 021 650-2485/6

E-mail: zsallie@proteabooks.com

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

The following are offered in store:

- Prescribed textbooks
- Recommended books
- Second-hand books
- General books
- Magazines
- Stationery
- Digital Products/Electronics
- Toiletries & pharmaceuticals
- Accounts (private)
- Accounts (bursaries)
- Fundi
- Gift vouchers
- UCT gifts & clothing
- Electronic payments
- Online purchases

**VARSITY NEWSPAPER****Location:** Societies Centre, Level 5, Steve Biko Students' Union**Phone:** 021 650 3543**Email:** editorial@varsitynewspaper.co.za**Website:** <http://varsitynewspaper.co.za/>

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

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

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

**WRITING CENTRE****Location:** Level 6, Steve Biko Students' Union building, Upper Campus**Phone:** 021 650 5021**E-mail:** writingcentre@uct.ac.za**Website:** <http://www.writingcentre.uct.ac.za/>**Facebook:** UCT Writing Centre**Hours:** Mon – Fri from 09h00 – 16h00**Online Booking System:** <https://uct.mywconline.com/>

The Writing Centre is a project within the Language Development Group in the Centre for Higher Education Development (CHED). The Writing Centre offers a free consultancy service to undergraduate and postgraduate students as individuals or in small groups at any stage of their writing of assignments, theses, reports, articles. This

is not an editing 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). There is also a Health Sciences Writing Lab, which is situated at UCT Medical School Campus.
