



2025

A photograph of the University of Cape Town's main building, a grand neoclassical structure with a portico supported by six white columns. The building is set against a backdrop of the rugged, rocky Table Mountain. The sky is filled with soft, golden light, suggesting either dawn or dusk. People are seen walking up the wide stone steps leading to the building's entrance.

# STUDENT SUPPORT AND SERVICES

*Handbook 5 in this series of handbooks*



UNIVERSITY OF CAPE TOWN

## STUDENT SUPPORT AND SERVICES 2025

**Postal Address:**

REGISTRAR  
University of Cape Town  
Private Bag X3  
RONDEBOSCH 7701

**Telephone:**

General Enquiries 021 650-9111

**Fax:**

021 650-2138

**Internet:**

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

**Student Records:**

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

**Student Fees:**

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

**Office Hours:**

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

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

This handbook is part of a series that consists of:

- Book 1: Undergraduate Prospectus
- Book 2: Authorities and Information of Record
- Book 3: General rules and Policies
- Book 4: Academic Calendar and Meetings
- Book 5: Student Support and Services
- Books 6–11: Handbooks of the Faculties of Commerce, Engineering and the Built Environment, Health Sciences, Humanities, Law, Science
- Book 12: Student Fees
- Book 13: Bursary and Loan Opportunities for Undergraduate Study
- Book 14: Financial Assistance for Postgraduate Students

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## QUERIES & INFORMATION

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# A-Z OF STUDENT SERVICES AND FACILITIES

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## ACADEMIC DEVELOPMENT PROGRAMME (ADP)

**Location:** Level 5, Hoerikwaggo Building

**Phone:** 021 650-2251

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

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

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

- A Central unit.
- Two cross-faculty units: the Numeracy Centre and the Language Development Group.
- Five faculty-based units: the Umthombo Centre for Student Success in the Humanities Faculty, the Science ADP unit, ASPECT-Engineering, the Commerce EDU and the Health Sciences EDU.

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

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

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

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## ACCESS CONTROL SERVICES (& CARD PRODUCTION CENTRE)

**Location:** Properties & Services Admin Building,  
Upper Campus  
**Phone:** 021 650-1199  
**E-mail:** [access.control@uct.ac.za](mailto:access.control@uct.ac.za)  
**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 via EFT.

Bank: Standard Bank; Account Name: UCT – Sundries; Account Number: 07 150 385 4; Type of Account: Current Account; Branch: Rondebosch; Branch Code: 051001; Reference Number: 28751-Access Control

Proof of payment is required before a replacement card is issued.

**Remote Card making services:** During February and March, remote card making facilities are completed at the following sites: Sports Centre (FYCR) and Leslie Social Sciences Building.

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

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

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



## ADMISSIONS OFFICE

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

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

### 3 STUDENT SUPPORT & SERVICES

- all undergraduate and postgraduate applicants must apply online—no paper forms are provided. Our online application system ensures a smooth, accessible application experience, with full support available to assist applicants through each step.
  - provides prospective undergraduate and postgraduate students with detailed degree programme information,
  - arranges the annual departmental and faculty Open Day and recruitment events, as well as interviews and campus tours for prospective students and their parents,
  - delivers talks to high school learners, organises UCT evenings at schools, participates in career exhibitions around the country and works with student societies in planning and organising recruitment drives for new students,
  - has oversight of the admissions process, which at UCT is decentralized to faculties,
  - supports integrated systems used in the application and administrations process.
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## ATM (BANKING & CASH MACHINES)

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



## BAXTER THEATRE CENTRE

**Location:** Main Rd, Rondebosch

**Phone & Ticket Bookings:**  
021 685-7880

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

**Facebook:** BaxterTheatre

**Twitter:** BaxterTheatre

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

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

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

creativity. It is a cultural icon and one of the most accessible and inclusive theatres in the country, garnering local and international awards, accolades and recognition for its inherent and proudly South African productions which speak to the heart of the country's social landscape with universal themes. The Baxter boasts five theatres, two rehearsal spaces, a bar and a vegetarian restaurant. Discounts include: Student discounts; special prices for block-bookings; fundraiser discounts for university residences, sports clubs and societies.

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## BENEFIT SCHEME

**Location:** Ivan Toms Building, Mowbray

**Phone:** 021 650-1020

**E-mail:** [Faranaz.murat@uct.ac.za](mailto:Faranaz.murat@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 Wellness Service, Ivan Toms Building, Mowbray (Phone: 021 650 1019).

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

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

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

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## CAFETERIAS, RESTAURANTS & TRADERS

### MIDDLE CAMPUS

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

### UPPER CAMPUS

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

## 5 STUDENT SUPPORT & SERVICES

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

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

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

### **Sports Centre**

- Sports Centre Tuckshop (halaal) – toasted sandwiches, snacks, samosas

### **Chris Hani**

- Bagels & Bubbles – Bubble tea , Bagels , Muffins , Snacks
- The Healthy Bear- Pies, Pizza's sandwiches, stews, salads
- Yanka Eatery – Sandwiches, vetkoek, salads, hamburgers. Pies Hot dogs

### **Music School**

- The shack and Grill – Daily cooked meals

### **Jamie Shuttle Bus Stop Parking Area**

- The shack and Grill – Burgers, sandwiches snacks and drinks

### **Graca Residence Parking Area**

- Bubbys (General trading store )– Groceries, hygiene products , snacks and drinks

### **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)
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## CAMPUS COPY & PRINT

**UCT Managed Print Services**

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

### **Student Printing**

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

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

The Papercut software will indicate the amount of credit on their accounts.

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

### **Bulk printing**

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

Available weekdays 08h00 to 16h30:

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

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

- Oppenheimer Building Document Centre.

The bulk print rooms offer the following services:

- Mono & colour printing in A4 and A3 size,
- Finishing options include folding and stapling, hole punching and booklet making,
- Scanning,
- Laminating,
- Book binding,
- Inserting,
- Lever arch filing (post-printing),
- Flyers,
- Posters up A3,
- Secure exam printing,
- Business cards,
- Perforating,
- Folding/sealing,
- Delivery of completed print jobs to the departments,
- General litho Printing,
- Personalised laser printing,
- Mail Processing (Fully compliant with SA Post Office requirements),
- Full colour litho printing of generic stationery such as letterheads, invoices/statements,
- Payslips, posters and pamphlets,
- Printing of personalised details onto the generic stationery mentioned above,
- Bulk printing of promotional letters or any other detailed personal communication,

## Mobility Print

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

### Mobile Printing Setup Specifications:

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

## Linux Printing

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

### Support

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

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

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

Your service delivery team are:

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



## CAMPUS PROTECTION SERVICES

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

**Fax: 021 689-7563**

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

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



**Contact numbers for satellite offices:**

Access Control:	021 650-3996/4357
Bremner Building:	021 650-2120
Crime Investigations:	021 650-2122
Forest Hill:	021 650-3856
Hiddingh Campus:	021 480-7101
Kramer Building:	021 650-3022/5759
Operations Administrator:	021 650-4654
Risk Operations Centre	021 650-2222
Medical School:	021 406-6100/6109
Traffic Services:	021 650-3312
Upper Campus:	021 650-2121/4080
Crime Reporting Hotline:	021 650-4429

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

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

**Hours:** 12h00 – 14h00.

## CAREERS SERVICE



**Enquiries:** Level 1, Hoerikwaggo, North Lane, Upper Campus  
**Hours:** 08h30 – 16h30 Monday to Friday  
**Phone:** 021 650-2497/8  
**Email:** [careers.service@uct.ac.za](mailto:careers.service@uct.ac.za)  
**Website:** [www.careers.uct.ac.za](http://www.careers.uct.ac.za)  
**YouTube:** [www.youtube.com/UCTCareersService](http://www.youtube.com/UCTCareersService)  
**Twitter:** [@UCTCareers](https://twitter.com/UCTCareers)  
**UCT Mobile App:** [UCT- Careers Service](#)

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

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

- Subject/degree choice and changing course/degree.

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

**Services provided:**

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

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

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



## CENTRE FOR EDUCATIONAL ASSESSMENTS (CEA)

**Location:** Level 4, Hoerikwaggo

**Building Phone:** 021 650-5462

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

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

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

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

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## CHAPLAINCIES

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

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

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

### UCT Worship Centre

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

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## CHILD GUIDANCE CLINIC

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

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

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

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

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

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

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

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

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## COMMERCIAL DEVELOPMENT

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

The units advised forms part of the Commercial Development Unit at University of Cape Town (UCT), which falls under UCT Finance.

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

**Phone: + 27 21 406 6733**

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

We are professional Conference Organizer (PCO) specializing in Association and Conference Management.

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

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

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

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

We are eager to start planning your next meeting or Event!

**Stay&Connect by UCT**

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

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

- UCT Students Vacation Accommodation Offering

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

- Vacation accommodation at UCT residences – for academic and/or personal stay.
- Only catered accommodation in winter and summer vacation period.
- Both self-catering and catering options are available during summer vacation.

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

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

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

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

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

**All Africa House**

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

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

- **Our services**

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

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

- **Our guests**

- Visiting scholars – generally from other tertiary education institutions that UCT and may include:
    - Academics and researchers
    - Postgraduate students
  - Visitors to Cape Town for business or leisure.
  - Conference delegates attending an event on campus.
  - Visitors on UCT-related business.
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## COMMISSIONERS OF OATHS

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

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

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



## COMMUNICATION AND MARKETING

**Location:** Welgelegen, Lower

**Campus Phone:** 021 650-4846

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

The Communication and Marketing Department (CMD) exists to promote the University of Cape Town (UCT) 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, the Leadership Lekgotla and 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: Brand and Stakeholder Relations; Media Liaison and Social Media; Newsroom and Video Production; and Online Communications.

### **Brand and Stakeholder Relations**

The Brand and Stakeholder Relations team is responsible for the university's strategic marketing, institutional events and stakeholder engagement initiatives. The unit is also responsible for facilitating the correct use and application of the UCT logo across faculties and departments as well as providing specialist protocol advice for high-level visits to the university. The unit offers UCT-branded merchandise, packaging, gifts and souvenirs to the university community (staff, students and visitors) via its [online catalogue](#).

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

The Media and Social Media unit is responsible for internal communication, media liaison and social media. The team communicates to internal and external audiences about the university's activities, developments, events, programmes and updates. The team works closely with the UCT governance and executive leadership in

planning the release of information to both the campus community through the university's platforms and to diverse external audiences through traditional, online and social media.

### **Newsroom and Video Production**

The Newsroom and Video Production unit is the content-creation hub of CMD. The team is responsible for the production of a suite of corporate information and publications for UCT, as well as online news and other multi-media communications on UCT's main websites which profile staff, students and all elements of excellence, transformation, sustainability and social responsiveness.

### **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.

**For more on CMD, please visit the CMD Annual Review at**

<https://www.news.uct.ac.za/publications/cmd/cmd-annual-review/-edition/2022-cmd-annual-review>

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## DEPARTMENT OF STUDENT AFFAIRS (DSA)

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

**Phone:** 021 650-3535

**Fax:** 021 650-5011

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

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

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

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

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

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

Comprising of the following:

- Executive Directorate
- Finance & Operations
  - Student Treasury

### **Student Development**

Comprising of the following divisions:

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

## **Student Financial Aid**

Comprising of the following divisions:

- Student Undergraduate Funding

## **Student Housing & Residence Life**

Comprising of the following divisions:

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

## **Student Wellness Service**

Comprising of the following divisions:

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

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

## **Student Treasury**

Location: Steve Biko Students' Union, Level 5

Phone: 021 650-4916

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

The Student Treasury office 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, reimbursement, journal transfers, mobile payments, receipting of cash, and funds reporting.

These services are available from Monday to Fridays between 08h30 and 16h30.

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

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## STUDENT DEVELOPMENT

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

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

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

**Website:**

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

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

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

### Student Life and Governance

**Manager:** [Vhugala.Nthakheni@uct.ac.za](mailto:Vhugala.Nthakheni@uct.ac.za)

#### Student Orientation

**Location:** Room 201, Level 2, Computer Science Building (Cissie Gool Plaza)

**Phone:** 021 650-5082

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

[Vukile.Mambukwe@uct.ac.za](mailto:Vukile.Mambukwe@uct.ac.za)

**Website:** <http://www.dsa.uct.ac.za/student-orientation/welcome>

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

#### Student Governance

**Phone:** 021 650-3537

**Fax:** 021 650-5051

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

[Christine.Immenga@uct.ac.za](mailto:Christine.Immenga@uct.ac.za)

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

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

#### Student Leadership

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

**Phone:** 021 650-3541

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

[Phumza.Qwaqwa@uct.ac.za](mailto:Phumza.Qwaqwa@uct.ac.za), [Lindie.Gayiza@uct.ac.za](mailto:Lindie.Gayiza@uct.ac.za)

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

## Student Sport & Recreation

**Manager:** [Mark.Bashe@uct.ac.za](mailto:Mark.Bashe@uct.ac.za)

**Location:** Sports Centre, 1 Madiba Circle, Upper Campus

**Phone:** 021 650-3564

**Fax:** 021 650-3781

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

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

**Hours:** 08h30 to 16h00

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



## STUDENT FINANCIAL AID

Student Financial Aid is responsible for the provision and administration of undergraduate student financial aid funding.

**Location:** Kramer Building, Level 3

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

**Phone:** 021 650-3545

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

Student Financial Aid administers financial assistance to students and applicants that meet the qualifying criteria. The Office manages the administrative side of submitting study costs for eligible NSFAS funded students. Funding is also available as GAP funding for those who do not meet NSFAS eligibility. 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 tab on Vula or Amathuba and their UCT email for updated information and correspondence regarding financial assistance.

The Postgraduate Funding Office administers financial assistance for postgraduate students.

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## STUDENT HOUSING & RESIDENCE LIFE

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

### Student Housing Facilities & Catering

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

### Residence Life

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

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

**Location:** Level 4, Masingene Building, Middle Campus, Rondebosch  
**Admission Enquiries:** 021 650-2977

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

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

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

### Residences

UCT residences are places where students collaborate with staff to co-create an optimal living and learning environment which foregrounds their success. The student experience in residence provides a continuous, holistic experience which broadens the learning experience beyond the classroom. The residence ethos is underpinned by unity, inclusivity and safety. For this to be achieved, students are encouraged to take ownership of their spaces and to think critically about transformation for the betterment of their residences.

Students in residence are assisted in numerous ways to achieve their personal goals.

- House committees are elected by students who, together with the warden who is a member of the committee, support the academic and social goals of students.
- The House Committee oversees the smooth running of the residence, assists with framing the rules, administers the funds and have oversight for the mentor and tutor programmes in residences.

- The Warden is there to mentor and guide students to create and nurture a supportive social community for them to individually and collectively pursue their academic objectives and achieve personal growth. The warden, supported by an operations team, is concerned with all aspects of residence life. The warden's direct team could include an Assistant warden in larger residences. All Wardens are supported by a team of subwardens, who are senior students employed by the University. Subwardens play a critical role in ensuring that the nuts and bolts of safe, inclusive living and learning is established and that the residence maintains unity.
- The Residence Life team have the responsibility of designing leadership training and other development programmes in consultation with students and stakeholders. The aim of these programmes is to promote an optimal living and learning environment - meaning a healthier, happier and more productive way of living and learning in the residences as integral to a positive student experience.
- Residence Co-ordinators manage housekeeping matters, such as maintenance, keys, access cards, telephones and other essentials for comfortable living.

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

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

## First Tier: Catering Residences

### MALE RESIDENCES

#### **Carinus** (300 students)

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

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

Location: Main Road Rondebosch  
 Warden: Ms Sashni Chetty (Acting)  
 Res Facilities Assistant: 021 650-3934  
 Front Desk Assistant: 021 650-3935

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

Location: Main Road, Rosebank  
 Warden: Ms Sashni Chetty (Acting)  
 Res Facilities Assistant: 021 650-3934  
 Front Desk Assistant: 021 650-3935

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

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

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

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

#### **Upper Campus Residence** (235 students)

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

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

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

### FEMALE RESIDENCES

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

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

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

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

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

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

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

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

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

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

## CO-ED RESIDENCES

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

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

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

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

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

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

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

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

Location: Main Road, Rondebosch  
Warden: Dr Khosi Kubeka (Acting)  
Residence Co-ordinator: 021 650- 3947/8  
Students: 021 650-3948/9880/95/7625

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

Location: Adjoins Medical School, Anzio Road, Observatory  
Warden: Mr Sifiso Tshuma (Acting)  
Residence Co-ordinator: 021 406-6494/6532  
Reception: 021 406-6532

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

### **Forest Hill Complex, including Meulenhof,** 5 blocks (822 students)

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

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

Location: Main Road, Rondebosch  
Warden: Dr Khozi Kubeka (Acting)  
Residence Co-ordinator: 021 650- 3947/8  
Students: 021 650 3948 or 021 689  
9880/95 or 021 685 7625

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

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

### **Respublica/Roscommon** (582 students Third Tier Mixed)

Location: 125 Main Road, Claremont  
Warden: Mr Xolani Makoba (Acting)  
Reception: 010 020 0300

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

Location: 129 Cnr Main & Penzance Road,  
Observatory, 7925  
Warden: A/Professor Muthama Muasya  
Assistant Warden: Ms Joy Erasmus  
(Acting 2<sup>nd</sup> Tier)  
Senior Residence Co-ordinator: 021  
404 7794  
Residence Co-ordinator: 021 404-7781  
Res Facilities Assistant: 021 404-7781/7648  
Front Desk Assistant: 021 404-7791

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

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

### **My Domain Salt River** (200 students Mixed Tier)

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

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

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

Location: Main Road, Rosebank  
Warden: Ms Asanda Makumese (Acting)  
Assistant Warden: Vacant  
Residence Co-ordinator: 021 650-4992

### **Harold Cressy Hall** (58 students)

Location: Main Road, Rosebank  
Warden: Ms Asanda Makumese (Acting)  
Assistant Warden: Vacant  
Residence Co-ordinator: 021 650-4992

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

Location: 129 Cnr Main & Penzance  
Road, Observatory  
Warden: Mr Patrick Rezandt (Acting)  
Assistant Warden: Mr Frank Karigambe  
(Acting)  
Senior Residence Co-ordinator: 021 404-  
7794  
Residence Co-ordinator: 021 404-7781  
Res Facilities Assistant: 021 404-7646  
Front Desk Assistant: 021 404-7791  
Students: 021 404-7723/99/7907/08/09

### **Philip Kgosana** (42 students) \*Note – closed for maintenance during 2025

Location: Main Road, Rosebank  
Warden: Ms Asanda Makumese (Acting)  
Assistant Warden: Vacant  
Residence Co-ordinator: 021 650-4992

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

Location: Main Road, Rondebosch  
Warden: Ms Asanda Makumese (Acting)  
Assistant Warden: Vacant  
Residence Co-ordinator: 021 650-4992

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

Location: Main Road, Mowbray  
Warden: Ms Asanda Makumese (Acting)  
Assistant Warden: Vacant  
Residence Co-ordinator: 021 650-4992

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

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

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

Location: Main Road, Rondebosch  
Warden: Ms Asanda Makumese (Acting)  
Assistant Warden: Vacant  
Residence Co-ordinator: 021 650-4992

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

Location: Avenue Road, Mowbray  
Warden: Ms Asanda Makumese (Acting)  
Assistant Warden: Vacant  
Residence Co-ordinator: 021 650-4992

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

Location: Main Road, Rondebosch  
Warden: Ms Asanda Makumese (Acting)  
Assistant Warden: Vacant  
Residence Co-ordinator: 021 650-4992

### **Free-standing houses** (9 students)

Locations: Rondebosch, Rosebank, Mowbray  
areas





## STUDENT WELLNESS SERVICE (SWS)

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

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

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

### Services offered by the Health Team:

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

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

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

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

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

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

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

### **Do you have to pay?**

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

HIV testing, STI medication and essential contraceptives are free.

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

### **Services offered by the Counselling Team:**

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

### **Appointments**

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

### **Do you have to pay?**

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

## EMERGENCY NUMBERS – PSYCHIATRIC CRISIS & EMERGENCY SUPPORT

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



## DISABILITY SERVICE – OFFICE FOR INCLUSIVITY & CHANGE

**Location:** Room 6.03, Level 6, Steve Biko Students' Union, Upper Campus

**Phone:** 021 650-2427

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

**Website:** <https://www.uct.ac.za/oic>

The University of Cape Town (UCT) is dedicated to fostering an inclusive, discrimination-free environment that promotes the full, independent, and meaningful participation of students with disabilities in all aspects of university life. The Disability Service plays a central role in removing barriers that hinder the integration of students and staff with disabilities, working closely with both groups to enable accessibility and inclusivity.

### Key initiatives of the Disability Service include:

- **Disability Advocacy:** Raising awareness on disability-related matters and promoting inclusive practices across all university environments.
- **Attitudinal Transformation:** Supporting the shift in perceptions and attitudes to overcome biases and promote respect for diversity.
- **Accessibility Improvements:** Enhancing access to previously inaccessible venues and disability accessible parking facilities.
- **Accessible Learning Materials:** Providing lecture and study materials in alternative formats to promote accessibility to those with sensory impairments.
- **Transport and Accommodation:** Accessible transport between residences and lecture venues, and supporting accessible residential accommodation options.
- **Disability Studies Resources:** Offering literature and resources on disability studies and disability-related research.
- **Examination Accommodations:** Facilitating applications for extra time or other necessary accommodations during semester tests and exams for students with disabilities.

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Students with specific learning disabilities and mental health disabilities can also receive tailored support through the Disability Service, ensuring equitable access to academic resources and opportunities at UCT.

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### EDUCARE CENTRE

**Location:** Nursery Road, Upper Campus

**Phone:** 021 650-3522

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

**Hours:** 7h45 to 16h45

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

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

The Centre employs trained staff, each class teacher has an assistant teacher. 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 to such requests to the Educare Centre.

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### FACULTY OFFICES

**Website:** <https://uct.ac.za/faculties>

<https://uct.ac.za/faculties-departments/faculty-fact-sheets>

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

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

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

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

## **FACULTY OF COMMERCE**

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

## **EDUCATION DEVELOPMENT UNIT IN COMMERCE**

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

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

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

## **FACULTY OF HEALTH SCIENCES**

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

## **FACULTY OF HUMANITIES**

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

## **FACULTY OF LAW**

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

## **FACULTY OF SCIENCE**

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



## FEES OFFICE

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

**Phone:** 021 650-1704

**Fax:** 021 650-4768

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

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

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

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

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

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

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

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

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



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## FINANCIAL AID

See Student Financial Aid: Undergraduate – page 17, Postgraduate – page 44.

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## INFORMATION & COMMUNICATION TECHNOLOGY SERVICES (ICTS)

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

**Phone:** 021 650-4500

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

**Website:** <https://icts.uct.ac.za>

**Cybersecurity:** <https://csirt.uct.ac.za>

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

**Twitter:** <https://twitter.com/UCT ICTS>

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

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

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

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

The following links are useful for new students:

- Student computing (<https://icts.uct.ac.za/services-student-computing/email-students>)



- Checklist for setting up IT services: <https://icts.uct.ac.za/services-student-computing/setting-your-it-uct-students>
- Getting connected to the UCT network: <https://icts.uct.ac.za/services/internet-and-networking>
- Connecting to wireless: <https://icts.uct.ac.za/wireless-at-UCT>
- Accessing your email: <https://icts.uct.ac.za/services-student-computing/email-students>
- Changing your password: <https://password.uct.ac.za>
- Software downloads: <https://ictsdownloads.uct.ac.za>
- PeopleSoft Student Administration Self Service: <https://studentonline.uct.ac.za>
- Vula Learning Management Platform: <https://vula.uct.ac.za>
- Amathuba Learning Management Platform: <https://amathuba.uct.ac.za>
- Cybersecurity: UCT CSIRT: <https://csirt.uct.ac.za>
- ICTS at UCT YouTube channel: <https://www.youtube.com/c/ICTSatUCT/videos>



## INTERNATIONAL ACADEMIC PROGRAMMES OFFICE (IAPO)

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

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

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

**Website:** <https://uct.ac.za/international>

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

**Instagram:** [https://www.instagram.com/uct\\_international/](https://www.instagram.com/uct_international/)

**Twitter:** <https://twitter.com/UCTGlobal>

The International Office facilitates internationalisation through support services and inter-institutional relationships that offer benefits to partners and a range of opportunities to local students, staff and researchers enabling them to engage in a connected world.

- International Office Services Dictionary:
- Provide information and advice on immigration regulations as they relate to registration as a student at UCT and guide international students in how to apply for or renew a study visa.
- Welcome and induct international students by hosting an orientation programme, preparing them for life in Cape Town, organising social and extra-curricular activities and advising on what to do and who to contact in the event of an emergency or critical incident while in Cape Town.
- Administer the legislated requirement for visa and immigration clearance prior to academic registration as an international student at UCT.
- Collect international students' initial academic fee payment prior to academic registration.
- Manage the invoicing and collection of fees for academic programmes managed by the International Office in terms of signed inter-institutional agreements for exchange or customised international learning programmes.

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- Establish and nurture international partnerships for student exchange and customised international learning programmes.
  - Manage the approval and governance process for inter-institutional memoranda of understanding and memoranda of agreement for student exchange and customised learning programmes with international partner universities.
  - Manage the selection of exchange students outbound from and inbound to UCT under inter-institutional exchange agreements with international partner universities.
  - Manage bilateral and multilateral programmes of collaboration with other African universities.
  - Manage the Mastercard Foundation Scholarship Programme.
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## LIBRARIES

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

**Website:** Become familiar with the Libraries' website <https://lib.uct.ac.za/> which is a gateway to the range of our services and links to thousands of online resources including study guides, full-text journal articles, electronic books and databases. The Libraries' online catalogue lets you search for books, DVDs, and other material in UCT Libraries.

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

**Virtual Library Services:** UCT Libraries now offers a comprehensive Virtual Library Service, which was created in response to the Covid-19 pandemic lockdown. Virtual reference and Information support is available from Monday to Friday, 08h30 – 17h00. For more information, visit: <http://www.lib.uct.ac.za/lib/virtual-support>

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

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

**Library Rules:** As the Libraries are used by members of the UCT community, these rules guide proper use of the library, its facilities and general conduct in the library to ensure a healthy environment and satisfying experience in all libraries. The Rules are available in Book 3 of the University's handbook series, General Rules and Policies, or on the Libraries' web page.

## Chancellor Oppenheimer Library Complex

**Location:** Upper Campus  
**Phone Enquiries:**  
**Information Desk:** 021 650-3703/4  
**Loans Desk:** 021 650-3118/3134  
**Twitter:** @UCTLibrary  
**Facebook:** @uctlibraries  
**Instagram:** @uctlibraries

### The Vincent Kolbe Knowledge Commons:

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

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

### Library Hours:

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

Mon-Sun: 24/7 study space.

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

Mon-Fri: 08h30-17h00; Sat: 09h00-12h30. Opening hours may vary. Check the website for details.

## Research Commons

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

**Phone:** 021 650-1675 / 3581

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; 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 – Fri: 08h30–17h00

**Vacations:** Mon – Fri: 08h30–17h00

## Research Wing

The Research Wing was designed to deliver specialist services to postgraduate students and researchers, 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** – Located in the Research Wing on Level 5, the Business Corner has dedicated workstations providing access to special financial databases. UCT Libraries subscribe to Bloomberg, Eikon/DataStream and IRESS databases which provide students with national and international financial, economic, stock market and company data.

## Bolus Herbarium Library

**Location:** H W Pearson Botany Building, University Avenue, Upper Campus  
**Phone:** 021 650-3774  
**Website:** <https://lib.uct.ac.za/libraries-collections/bolus-herbarium-library>  
**E-mail:** [Lib-bolus@uct.ac.za](mailto:Lib-bolus@uct.ac.za)

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

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

## Brand van Zyl Law Library

**Location:** Wilfred & Jules Kramer Law School, Middle Campus  
**Phone:** 021 650-2708  
**Website:** <https://lib.uct.ac.za/libraries-collections/brand-van-zyl-law-library>  
**E-mail:** [Lib-law@uct.ac.za](mailto:Lib-law@uct.ac.za)

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

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

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

## Built Environment Library

**Location:** Centlivres Building, Upper Campus  
**Phone:** 021 650-2370  
**Website:** <https://lib.uct.ac.za/libraries-collections/built-environment-library>  
**E-mail:** [lib-bel@uct.ac.za](mailto:lib-bel@uct.ac.za)

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

Facilities include workstations for searching library resources, wireless connectivity and a multipurpose printer/scanner photocopier.

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

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

### **Hiddingh Hall Library**

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

**Phone:** 021 650-7135

**Website:** <https://lib.uct.ac.za/libraries-collections/hiddingh-hall-library>

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

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

**Twitter:** @HiddinghHallLib

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

This branch library serves the Department of History of Art and Fine Art, the Centre for Theatre, Dance and Performance Studies (CTDPS), the Little Theatre and the Centre for Curating the Archive. The physical collection comprises books, videos, DVD's and journals.

**Term-time:** Mon – Fri: 08h30–17h00; Sat: 09h00–14h00

**Vacations:** Mon – Fri: 08h30–17h00, Sat Closed

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

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

**Phone:** 021 658-5353

**Website:** <https://lib.uct.ac.za/libraries-collections/institute-child-health-library>

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

**Twitter:** @UCT\_ICHLibrary

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

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

**Library:** 24/7 Study Space

**Access to Collection:** Mon, Wed & Friday from 09h00 – 15h00

**Vacation:** 24/7 Study Space

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

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

### **Bongani Mayosi Health Sciences Library**

**Location:** Anzio Road, Observatory

**Phone:** 021 406-6138

**Website:** <https://lib.uct.ac.za/libraries-collections/bongani-mayosi-health-sciences-library>

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

**Twitter:** @uct\_bmhsl

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

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

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

**Impilo Junction:** 24/7 Study Space

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

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

**Phone:** 021 650-2624

**Website:** <https://lib.uct.ac.za/libraries-collections/wh-bell-music-library>

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

**Twitter:** @UCTMusicLib

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

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

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

### **Special Collections**

**Location:** Deneb House, Observatory (interim recovery premises)  
Government Publications (access by appointment)  
Special Collections was housed in the Jagger Library until the 2021 UCT fire. While many collections were destroyed, the recovery project has enabled tens of thousands of surviving items to become available for research.

**Contact:** [lib-spcoll@uct.ac.za](mailto:lib-spcoll@uct.ac.za)

**Website:** <https://lib.uct.ac.za/libraries-collections/special-collections>

**Access:** Access by appointment only to reference services in Government Publications

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

Published Collections:

### **African Studies Collection**

This extensive closed collection (items are not for loan) 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.

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

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

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

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

### **Government Publications:**

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

**Phone:** 021 650-3177

**Website:** <https://lib.uct.ac.za/government-publications>

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



## Primary Collections

The Libraries' diverse holdings include numerous distinct collections of primary source 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. The archival material includes manuscripts, sound, film, images, objects and born-digital material.

## Digital Library Services

**Location:** Level 7, Jagger Library Building, Library Road, Upper Campus  
**Phone:** 021 650 2957  
**Website:** <https://lib.uct.ac.za/digitalservices>  
**E-mail:** [dls@uct.ac.za](mailto:dls@uct.ac.za)  
**Twitter:** @DigitalUct

The Digital Library Services (DLS) department offers a variety of digitisation and research data management (RDM) services to students and staff at UCT. Services include project management advice, training, and curation services for transferring a wide variety of audio-visual, photographic and paper documents to digital format and for curating the data for long-term digital preservation and showcasing as digital collections online.

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

Geographic Information Systems (GIS) support is also available through the DLS department. We support UCT staff and postgraduate researchers with their GIS troubleshooting, project planning, analysis, cartographic design, data handling, as well as access to GIS Training resources.

Find GIS support at [www.gis.uct.ac.za](http://www.gis.uct.ac.za).

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

**Consultation hours (by appointment):** Mon – Fri: 10h00-12h00 & 13h00-15h00.



## MEDICAL EMERGENCIES

### UCT Emergency Medical Response Team

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

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

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

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

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

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

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

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

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

## MINOR CASES – STUDENT WELLNESS SERVICE

**Phone: 021 65-1020**

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

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### OFFICE FOR INCLUSIVITY & CHANGE (OIC)

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

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

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

#### WHO WE ARE?

The VISION of the Office for Inclusivity and Change (OIC) is to build, develop, and foster an environment in which everyone feels included and change is respected, encouraged and celebrated.

The OIC MISSION is to provide effective support and encourage leadership at the University of Cape Town through evidence-led inclusivity programmes. These include curriculum integration of social justice; disability services; institutional culture-change; sexual and gender based violence prevention and education; policy and research.

#### WHAT WE DO?

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

Operationalising the university's transformation programmes through culture change; student-staff inclusion intervention; critical diversity training and curriculum integration of social justice.

- Employment Equity  
The University of Cape Town's employment equity (EE) plan highlights barriers to entry, growth and development for staff and incorporates corrective measures, such as, the view of employment policies, practices and procedure, the working environment and the institutional culture.  
This entailed exhaustive, institutional-wide consultation and provided informative feedback on affirmative action measures that should enable the university to determine realistic EE targets and produce progressive actions.

Employment Equity Policy

[https://www.uct.ac.za/sites/default/files/image\\_tool/images/328/about/policies/Policy\\_Employment\\_Equity\\_2020.pdf](https://www.uct.ac.za/sites/default/files/image_tool/images/328/about/policies/Policy_Employment_Equity_2020.pdf)

- Survivor Support Services for all forms of Gender Based Violence.
- Respondent Management service and restorative justice training.
- Disability Services.
- Transformation research and programme monitoring and evaluation.

#### WHERE TO FIND US

The OIC section are located across Upper Campus, Middle and Lower Campus:

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

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

**Phone:** 021 650-7083

**Sexual Misconduct**

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

**Phone:** 021 650-3530 24/7 Hotline.

**Sexual assault emergency response):** 072 393 7824

**Disability Service Office**

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

**Phone:** 021 650-2427

**Contact details for further support and advice**

**Office for Inclusivity & Support (OIC)**

**Phone:** 021 650-1003/2767

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



**POST OFFICE (RHODES GIFT)**

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

**Postmaster:** 021 685-5460

**Fax:** 021 689-7817

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

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

The Post Office offers the following services:

- Mail: postage stamps, envelopes, international mail, registered mail, post boxes, postal parcels, philately.
- Logistics: courier service
- Banking: savings, transactional, investment
- Other services: Money transfers, social grant pay-outs, account payments, airtime, faxing and photocopying, certification of documents.

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

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## POSTGRADUATE CENTRE & FUNDING OFFICE (PGCFO)

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

**Phone:** 021 650-3622

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

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

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

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

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

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

Students who wish to apply for postgraduate support must visit the PGFO website <http://www.students.uct.ac.za/students/fees-funding/postgraduate-degree-funding> as early as possible to source information on available funding opportunities. Due to budgetary constraints, it is important to note that students must apply for as many scholarships as possible and not rely on one scholarship application. Beside the UCT sourced funding opportunities, the National Research Foundation (NRF) scholarship scheme is a funding avenue to pursue. The NRF scholarships application call tends to be as early as April of the preceding year.

Students who are employed for more than 20 hours per week are ineligible for UCT-sourced funding. Students may apply for full cost funding via the Postgraduate Financial

Aid Awards application and a limited number of prestigious and external fellowships. Prospective honours, master's and doctoral students may apply for financial support and may in certain cases qualify for assistance packages. Such candidates are also encouraged to apply to the NRF.

A limited number of scholarships are available to international and refugee students annually. Students and prospective students are cautioned, 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 August in the year preceding the intended year of registration.

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



## POSTGRADUATE STUDIES

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

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

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

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

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

**UCT Mobile App:** PG Events

The Office of Postgraduate Studies (OPGS) 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 strives 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 student progress through their degree journey.

A core function of the OPGS is to co-ordinate and offer workshops, seminars/webinars and information sessions to support and enhance the academic learning of UCT's postgraduate community. These are found on the [OPGS events calendar](#), where postgraduate students, research, postdoctoral fellows and junior staff members may register for these offerings, as well as those advertised on behalf of other UCT departments, such as the Libraries, Hasso Plattner d-school Afrika, the Language Development Group and others.

Further, OPGS maintains a consolidated Postgrad Hub website that also serves to provide a broad spectrum of resources, enabling readers to effectively access information that is relevant to and can guide them along their academic journey. This includes contact information for key staff members, who are best placed to answer faculty- and department-specific queries.

Organisationally, the OPGS is positioned as one of a number of divisions within the Research Office, maintaining close ties to the Postgraduate Funding, Researcher Development, Research Communications and International Partnerships clusters.



## STUDENT DISCIPLINE

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

**Phone:** 021 650-2191

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

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

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



## STUDENT FACULTY COUNCILS

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

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

Please see their individual office contact details below:

### **COMMERCE STUDENTS' COUNCIL**

Location: Level 3, Leslie Social Science Building

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

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

Location: Level 3, Leslie Social Sciences Building

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

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

Location: Office 3.37, Level 3, Menzies Building

Phone: 021 650-3548

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

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

Location: Office 3.38, Level 3, Menzies Building

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

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

Location: Ground Floor, Barnard Fuller Building

Phone: 021 650-3750

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

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

Location: Medical Alumni Club, Level 2, Barnard-Fuller Building

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

### **HUMANITIES STUDENTS' COUNCIL**

Location: 27B Beattie Building

Phone: 021 650-2139

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

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

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

### **LAW STUDENTS' COUNCIL**

Location: Level 2, Kramer Law Building

Phone: 021 650-4723

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

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

Location: Office 5.16 Kramer Law Building

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

### **SCIENCE STUDENTS' COUNCIL**

Location: Room 6.76.1, Level 6, PD Hahn Building

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

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

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





## STUDENT LEARNING CENTRES

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

### 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 – Thur 10h00–00h00; Fri-Sun 10h00–22h00

This Centre contains:

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

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

[https://ictsapps.uct.ac.za/lab\\_booking/index.php](https://ictsapps.uct.ac.za/lab_booking/index.php).

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



## STUDENT RECORDS OFFICE

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

**Phone:** 021 650-3595

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

The Student Records Office assists students in regard to:

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



## STUDENTS' REPRESENTATIVE COUNCIL (SRC)

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

**Phone:** 021 650-3537

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

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

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

### Student Parliament

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



## STUDENT SOCIETIES

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

There are over 100+ societies that cater for students' cultural, religious, political, academic, and special interests. A student may resign from a society within the first 5 days of registering as a member. Membership of a student society expires automatically at the end of the year. Membership fees will be debited to the student's fee account or may be paid via eft.

The office also offers different development programs through UCT LEAD.

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

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## TRAFFIC OFFICE

**Location:** P&S Building (off Madiba Circle South)  
**Phone:** 021 650 3121  
**E-mail:** [traffic@uct.ac.za](mailto:traffic@uct.ac.za)

<b>Administration Office:</b>	<b>021 650-3640/3312/3313</b>
<b>Traffic Supervisors:</b>	<b>021 650-3961/3167</b>
<b>Visitor Reception Information Kiosk:</b>	<b>021 650-3121/5946</b>
<b>Medical School Traffic Office:</b>	<b>021 650 6581</b>

**(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. Credit card and debit card may be used to purchase parking discs.

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

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

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

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UBUNYE

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

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

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

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

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

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UCT GRADUATE SCHOOL OF BUSINESS CAREERS  
SERVICE OFFICE

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

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

**Phone: 021 650 7878**

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

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

### **Where to find us:**

UCT GSB Campus, in the orange passage closest to the GSB Library and student hub.

### **Our services include:**

The Careers Service offers a broad range of resources, expertise, information and services to promote career development. This encompasses CV writing, interview preparation, and purpose workshops, all aimed at equipping individuals with essential career tools. Additionally, we offer regular career talks featuring industry professionals, alumni, and recruiters, alongside introductions to leading companies through our extensive network of partners that provide valuable insights, connections, and opportunities to support career advancement.

Our center is a hub for career development, promoting active, two-way engagement with employers and industry. We empower students and clients to take charge of their career journeys while building connections with alumni and stakeholders.

**In addition, we offer:**

A strategic service tailored to your mid-career aspirations. We understand the unique challenges of transitioning to roles and provide targeted support for your professional growth.

Our expert-led CV workshops and personalised feedback sessions help showcase your management experience and leadership capabilities. We enhance your interview readiness through advanced preparation.

Your development is supported through targeted workshops that align professional goals with market opportunities, while our coaching ensures you communicate with impact. We facilitate valuable connections through curated recruitment events and panel discussions with executives, complemented by exclusive networking sessions with alumni in leadership positions.

Our offerings include:

- **Expert CV & Interview Coaching:** Refine your leadership profile with advanced CV workshops.
- **Strategic Career Talks & Workshops:** Access insights from industry leaders, alumni, and executive recruiters.
- **Exclusive Networking & Connections:** Join exclusive networking sessions with high-level alumni to expand your industry connections.

Our mission is to support your career growth, facilitating introductions to impactful relationships and continuous development for long-term success, focusing on continuous growth, skill-building, and networking to support diverse career paths.



## UCT LAW CLINIC

**Location:** Room 3.13, Kramer Law School Building, Middle Campus

**Phone:** 021 650-3775

**Fax:** 021 650-5665

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

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

**Hours:** 08h30 – 13h00 and 14h00 – 16h30

The UCT Law Clinic functions as a fully operational law practice, staffed by a team of experienced, practicing attorneys who represent indigent clients in the District and Regional Courts. Its core mission is to provide legal representation to individuals who would otherwise not have access to legal services.

Final-year law students are required to register for the Legal Practice course (DOL4500F/S) to serve as legal advisors under the supervision of the Clinic's qualified attorneys. This hands-on experience offers students the opportunity to engage directly with clients, with the learning process primarily being experiential. Throughout their involvement, students develop essential legal skills, including problem-solving, analytical thinking, communication, organizational abilities, file management, and trial

advocacy, among others.

The UCT Law Clinic is accredited by the Legal Practice Council and strictly adheres to its professional conduct guidelines, ensuring that both students and staff maintain the highest ethical and professional standards in all legal work undertaken.



## UCT OMBUD

**Location:** 3-4 Lovers Walk Extension, opposite the School of Dance, Lower Campus

**Phone:** 021 650 3665

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

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



### What is an Ombud?

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

## OUR PRINCIPLES

The Ombuds Office at UCT operates under the Code of Ethics and Standards of Practice of the International Ombuds Association (IOA).



### Confidential

The Ombuds Office holds all communications with those seeking assistance in **STRICT CONFIDENCE** and takes all reasonable steps to safeguard confidentiality.

The only exception is with the visitors express permission and if there is an imminent risk of harm to self or to others.



### Impartial

We are a neutral, impartial and unbiased resource. We advocate for **FAIR PROCESS** and have no personal stake in the outcome of a concern.

The Ombud promotes equitably administered processes but does not advocate on behalf of anyone.



### Informal

The Ombuds Office is an **INFORMAL AND OFF-THE-RECORD RESOURCE**. We do not make business or policy decisions, adjudicate issues, participate in internal processes or conduct formal investigations. Consulting with the Ombud is completely **VOLUNTARY**.



### Independent

In executing the Ombuds role, we do not report to any function that affects, or is perceived as affecting, **THE OMBUDS INDEPENDANCE**. Acting on their own initiative, an Ombud may bring a concern to the attention of appropriate individuals and report directly to the University Council.

### What do we do?

The Ombuds Office offers a safe and confidential space for visitors to discuss concerns they may be facing in relation to UCT. We receive complaints, concerns or questions about alleged acts, omissions, improprieties, and/or broader systemic problems. The response of the Ombuds Office is tailored to the dynamics of the situation and the visitor's concerns.

As an independent, confidential, neutral and informal resource, The Ombuds Office hears the unfiltered voices of the university community. We are able to spot trends, listen to the narratives of our concerns and recognize patterns of concern. We actively listen, make referrals, and mediate disputes as an independent, informal, neutral and impartial third party. We are also entrusted to assist visitors evaluate their options, provide upward feedback, engage in informal fact finding and facilitate conversations between visitors. When a matter has not been dealt with internally, we are obliged to refer it back to the relevant department or faculty.

Frequently, the visitor is displeased about this. Nevertheless, we cannot be the entry point as it dilutes the efficacy of our service. Our office therefore supplements but does not replace internal resources available to the university community and does not accept notice served to the institution.

## THE OMBUDS OFFICE CAN

01 help **ENSURE PROCEDURAL FAIRNESS** in decision-making

02 provide **GENERAL ADVICE** to UCT community members about their rights and responsibilities

03 provide **GUIDANCE** on internal procedures to follow

04 **REFER ENQUIRERS** and concerns to relevant university offices

05 **PROVIDE TRAINING** and educational tools

06 **RECOMMEND CHANGES** to university policies and procedures

07 **IDENTIFY** and address systemic issues



## UCT RADIO

**Location:** Studio, Computer Science Building, Cissie Gool Plaza, Upper Campus.  
**Phone:** 021 650-3550  
**Studio-Line:** 021 650-5399  
**Website:** [Home | UCT Radio](#)

UCT Radio is a young, vibrant and self-sufficient student-run station that broadcasts 24 hours a day, 7 days a week, from UCT's Upper Campus. Listeners can live stream shows via [Live Stream | UCT Radio](#) or by downloading our web-based application straight to your home screen. Programming consists of diverse music and conversational topics, which are reflective of the UCT student demographic.

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

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

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## UCT RAG

**Location:** Steve Biko Students' Union, Level 4, Upper Campus  
**Phone:** 021 650-3525/3654  
**E-mail:** [rag@uct.ac.za](mailto:rag@uct.ac.za)  
**Website:** <http://www.students.uct.ac.za/students/student-life/community-service/rag>

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

These RAG committee members are chosen from a pool of over 150 applicants and are among the most dynamic of student leaders at UCT. RAG is generally viewed as the most visible Development Agency 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. The money that RAG raises is donated at the end of each year to various charities, such as Food Sovereignty and other organisations.

Some of RAG's flagship events include SAX Appeal, Orientation week fundraising programs, and Graduation Memorabilia.

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



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

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

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## UNIVERSITY TRANSPORT SERVICES

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

**Phone:** 021 650-5289

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

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

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

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

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

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

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

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## VARSITY NEWSPAPER

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

**Phone:** 021 650 3543

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

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

*VARSITY News* is the official student-run newspaper at UCT. Established in 1942, it is recognised as an important development agency on campus. The newspaper comes out monthly, 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.

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## WRITING CENTRE

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

**Phone:** 021 650 5021

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

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

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

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

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

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

Students are able to book appointments online with their preferred email address and password. Writing Centre consultants are all senior postgraduates that go through extensive training. Consultations range from task analysis (30 minutes) to longer written pieces (1 or 2 hours). The Writing Centre believes that all students can improve their writing, whether they are highly experienced writers or complete novices.

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

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