The UJ Postgraduate Student Information Pack
© UJ 2017. This guide was written by staff members at the Postgraduate School.

This guide is a resource for UJ postgraduate students, but is by no means exhaustive. If you think that this guide needs to be updated, please email Laura Arnold on megane@uj.ac.za

DISCLAIMER

While the Postgraduate School strives to make this guide as accurate as possible, the School makes no claims, promises, or guarantees about the accuracy, completeness, or adequacy of the contents of this guide. Students should refer to this guide as a starting point before confirming the information with their supervisor and/or the relevant stakeholders.

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POSTGRADUATE REGISTRATION

POSTGRADUATE PROGRAMMES

UJ offers a wide range of postgraduate degrees and diplomas across nine faculties, for more information please see the 2016/2017 postgraduate programmes: https://www.uj.ac.za/studyatUJ/Pages/post-grad.aspx

For more information about the nine UJ faculties, visit their webpages:

- Faculty of Art, Design and Architecture: https://www.uj.ac.za/faculties/fada
- Faculty of Economic and Financial Sciences: https://www.uj.ac.za/faculties/fefs/
- Faculty of Education: https://www.uj.ac.za/faculties/facultyofeducation/
- Faculty of Engineering and the Built Environment: https://www.uj.ac.za/faculties/febe/
- Faculty of Health Sciences: https://www.uj.ac.za/faculties/health/
- Faculty of Humanities: https://www.uj.ac.za/faculties/humanities/
- Faculty of Law: https://www.uj.ac.za/faculties/law/
- Faculty of Management: https://www.uj.ac.za/faculties/management/
- Faculty of Science: https://www.uj.ac.za/faculties/science/

APPLYING TO UJ

Contact the Enrolment Centre to find out if you need to submit an online or hard copy application.

UJ Enrolment Centre Contact Details:
Tel: +27 (11) 559-4555
Fax: +27 (11) 559-4513
Email: myfuture@uj.ac.za

To submit an online application, please see the following link:
http://www.uj.ac.za/postgraduate/Pages/Applications.aspx#Overview

If you need to verify your qualifications, or remember your UJ student number contact Qualification Verification Services at info@qvs.co.za, or +27 (0)21 880 1033.

To check the status of your online application, please use the following link:
https://student.uj.ac.za/status.aspx

To collect application forms from the Enrolment Centre’s Postgraduate Office follow the directions below:

Park in the parking allocated to students, which is located on the right hand side of Kingsway Avenue in Auckland Park. **Show your ID or passport** to the security guard and then walk across the bridge from the parking lot to the Auckland Park Campus. Cross the road using the pedestrian crossing. Turn left and walk until you see some stairs on your right. Walk up the stairs, or the ramp, and look for the Student Enrolment Centre on your left. Enter the Enrolment Centre and look right, the Enrolment Centre’s Postgraduate Office will be on your right hand side.
INFORMATION FOR INTERNATIONAL STUDENTS

As part of the 2025 Strategic Plan, the university aims to increase the number of international students. International students (without a South African residence permit) need to apply to UJ through the Enrolment Centre, and students who have completed their previous studies in a language other than English are required to complete the IELTS (International English Language Testing System) test. If a student receives an acceptance letter from the university he or she needs to apply for a study permit at the South African Embassy, or South African Mission in their country, or at the Department of Home Affairs in South Africa. Only students who have proof that they have paid for a medical plan for a full calendar year will be permitted to obtain a study permit and to register at the university.

For more information please see the following links:

1. Medical cover plans: http://www.uj.ac.za/internationalstudents/applying-to-uj/Pages/medical-cover.aspx
2. Obtaining a visa: http://www.uj.ac.za/internationalstudents/Immigration/Pages/default.aspx

If you have any questions please contact:
- Mr Tshepang Marumo (Supervisor: International Admissions Office) on +27 (0)11 559 4517 or tshepangm@uj.ac.za
- Ms Mampou Nqgunshe (International Admissions Officer) on +27 (0)11 559 1027 or mampoum@uj.ac.za
FOLLOWING UP ON YOUR APPLICATION

After the Enrolment Centre receives your application it is sent to the senior faculty officer in each department. To follow up on the status of your application please contact your faculty officer, for the contact details of the faculty officers, please refer to the table below:

Table 1: Faculty officers’ contact details

<table>
<thead>
<tr>
<th>Art, design and architecture</th>
<th>Economic and financial sciences</th>
<th>Education</th>
<th>Engineering And The Built Environment</th>
<th>Health Sciences</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adele Maritz</td>
<td>Honours: Lungiswa Bobi</td>
<td>Honours: Christine Mdlalose</td>
<td>Dudu Kanyi</td>
<td>Elizabeth Van der berg</td>
</tr>
<tr>
<td><a href="mailto:amaritz@uj.ac.za">amaritz@uj.ac.za</a></td>
<td><a href="mailto:lbobi@uj.ac.za">lbobi@uj.ac.za</a></td>
<td><a href="mailto:eduqueries@uj.ac.za">eduqueries@uj.ac.za</a></td>
<td><a href="mailto:dskanyi@uj.ac.za">dskanyi@uj.ac.za</a></td>
<td><a href="mailto:evanderberg@uj.ac.za">evanderberg@uj.ac.za</a></td>
</tr>
<tr>
<td>+27 (0)11 559 1126</td>
<td>+27 (0)11 559 2362</td>
<td>+27 (0)11 559 5237</td>
<td>+27 (0)11 559 2109</td>
<td>+27 (0)11 559 6073</td>
</tr>
<tr>
<td>MA and PhD: Nathaniel</td>
<td>MA and PhD: Rachel Steyl</td>
<td>MA and PhD: Charlene Eloff</td>
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<tr>
<td>Mudzunga</td>
<td>Nathaniel Mudzunga</td>
<td>Nathaniel Mudzunga</td>
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<tr>
<td><a href="mailto:nathanielm@uj.ac.za">nathanielm@uj.ac.za</a></td>
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<td>+27 (0)11 559 2522</td>
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<td>+27 (0)11 559 3263</td>
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<tr>
<td>Humanities</td>
<td>Law</td>
<td>Management</td>
<td>Science</td>
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<tr>
<td>Karin Du Plooy</td>
<td>Monica Brits</td>
<td>Honours: Fiona Sass</td>
<td>Sophie Mitshane</td>
<td></td>
</tr>
<tr>
<td><a href="mailto:karindp@uj.ac.za">karindp@uj.ac.za</a></td>
<td><a href="mailto:mbrits@uj.ac.za">mbrits@uj.ac.za</a></td>
<td>Fiona Sass</td>
<td><a href="mailto:smitshane@uj.ac.za">smitshane@uj.ac.za</a></td>
<td></td>
</tr>
<tr>
<td>+27 (0)11 559 2573</td>
<td>+27 (0)11 559 2662</td>
<td><a href="mailto:fsass@uj.ac.za">fsass@uj.ac.za</a></td>
<td>+27 (0)11 559 6349</td>
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<td>+27 (0)11 559 2725</td>
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<tr>
<td></td>
<td></td>
<td>Isaac Seeletse</td>
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<tr>
<td></td>
<td></td>
<td><a href="mailto:iseeletse@uj.ac.za">iseeletse@uj.ac.za</a></td>
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<td>+27 (0)115592725</td>
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GENERAL INFORMATION

THE CITY OF JOHANNESBURG

Johannesburg is the largest city in South Africa. It is known by many names, including Jozi and Joburg. The city, which was established in 1886 following the discovery of gold, is located in Gauteng, the wealthiest province in South Africa. Johannesburg is regarded as the economic heart of Africa. One of the best ways to learn more about South Africa’s history is a visit to the Apartheid Museum. The city also contains many interesting historical sites, a wide range of restaurants with cuisine from all over the world, some beautiful parks, including wildlife parks, and some lovely markets.
Johannesburg is conveniently located about one-hour's drive (in non-peak hour traffic) from the capital city of South Africa, Pretoria. The Cradle of Humankind, a UNESCO World Heritage Site, famous for being the world's richest hominin fossil site, is also just over one hour's drive from Johannesburg. The Magaliesburg mountain range and the Hartbeespoort Dam are also popular destinations for Johannesburg residents.
ABOUT UJ

UJ was formed in 2005 as a result of the merger between Rand Afrikaans University, Vista University, and Technicon University Witwatersrand. It is a comprehensive university offering diplomas and degrees, and with approximately 55 000 students it is one of the largest universities in the country.

UJ has four campuses, the Auckland Park Campus is the largest campus, and is located in the suburb of Auckland Park. Auckland Park Bunting Road campus is located in the same suburb on Bunting Road. The Doornfontein Campus is located close to Johannesburg’s Central Business District, and Soweto Campus is located in Soweto, an area on the edge of the city. Check with your faculty officer or a member of staff within your department to find out where your department is located, maps of the campuses can be found below:

Auckland Park Campus (APK) Map: [https://www.uj.ac.za/contact/Documents/UJ_%20AUCKLAND%20PARK%20MAP.pdf](https://www.uj.ac.za/contact/Documents/UJ_%20AUCKLAND%20PARK%20MAP.pdf)

Auckland Park Bunting Road Campus (APB) Map: [https://www.uj.ac.za/contact/Documents/UJ_%20BUNTING%20RD%20MAP.pdf](https://www.uj.ac.za/contact/Documents/UJ_%20BUNTING%20RD%20MAP.pdf)

Doornfontein Campus (DCC) Map: [https://www.uj.ac.za/contact/Documents/UJ_%20DOORNFONTEIN%20MAP.pdf](https://www.uj.ac.za/contact/Documents/UJ_%20DOORNFONTEIN%20MAP.pdf)

Soweto Campus (SWC) Map: [https://www.uj.ac.za/contact/Documents/UJ_%20SOWETO%20CAMPUS%20MAP.pdf](https://www.uj.ac.za/contact/Documents/UJ_%20SOWETO%20CAMPUS%20MAP.pdf)
**ACADEMIC CALENDAR 2017**

Senior students – please note the dates of the 2017 Academic Calendar below (similar to those of 2016) differ significantly from the dates and format of the 2015 Academic Calendar.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Dates</th>
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<tbody>
<tr>
<td>Off-site (online) student registration for 2017</td>
<td>Mon 2017-01-09 – Fri 2017-02-03</td>
</tr>
<tr>
<td>SSA FSA (exam) of 2nd Semester 2016</td>
<td>Mon 2017-01-09 – Fri 2017-01-13</td>
</tr>
<tr>
<td>First year seminar</td>
<td>Tue 2017-01-31 – Fri 2017-02-03</td>
</tr>
<tr>
<td>First Term (Quarter)</td>
<td>Mon 2017-02-06 – Thu 2017-03-24</td>
</tr>
<tr>
<td>Mid Semester Break</td>
<td>Sat 2017-04-08 – Mon 2017-04-17</td>
</tr>
<tr>
<td>Second Term (Quarter)</td>
<td>Mon 2017-03-27 – Fri 2017-04-07 and</td>
</tr>
<tr>
<td></td>
<td>Tue 2017-04-18 – Fri 2017-05-19</td>
</tr>
<tr>
<td>Study Break for Students</td>
<td>Sat 2017-05-20 – Fri 2017-05-26 *</td>
</tr>
<tr>
<td>1st Semester Final Assessment (FSAO/Exam)</td>
<td>Sat 2017-05-27 – Tue 2017-06-13</td>
</tr>
<tr>
<td>Winter Holidays for Students</td>
<td>Fri 2017-06-16 – Sun 2017-07-09</td>
</tr>
<tr>
<td>Mid-Year Supplementary Assessments (SSA FSAOs)</td>
<td>Mon 2017-07-17 – Fri 2017-07-21</td>
</tr>
<tr>
<td>Third Term (Quarter)</td>
<td>Mon 2017-07-24 – Fri 2017-09-08</td>
</tr>
<tr>
<td>Mid Semester Break</td>
<td>Sat 2017-09-09 – Sun 2017-09-17</td>
</tr>
<tr>
<td>Fourth Term (Quarter)</td>
<td>Mon 2017-09-18 – Fri 2017-11-03</td>
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<tr>
<td>Study Break for Students</td>
<td>Sat 2017-11-04 – Fri 2017-11-10</td>
</tr>
<tr>
<td>2nd Semester Final Assessment (FSAO/Exam)</td>
<td>Sat 2017-11-11 – Tue 2017-11-26</td>
</tr>
<tr>
<td>Summer Holidays for Students</td>
<td>From Wed 2017-11-29</td>
</tr>
<tr>
<td>End of Year Supplementary Assessments (SSA FSAOs)</td>
<td>Mon 2018-01-08 – Fri 2018-01-12</td>
</tr>
</tbody>
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* The Final Assessments (Exams) of 31 May and 1 June will move to the Study period – 23 & 24 May respectively due to religious reasons. 31 May and 1 June will then be available for study purposes.
SERVICES FOR POSTGRADUATES AT UJ

ACCOMODATION

Postgraduate students and Postdoctoral Research Fellows usually stay at two residences, Student Town and Thomas Sankara, which is close to Lebone residence. Both residences are located on the Auckland Park Campus. The location of these residences is visible on the Auckland Park Campus Map: https://www.uj.ac.za/contact/Documents/UJ_%20AUCKLAND%20PARK%20MAP.pdf

It is advisable to try and secure your accommodation at one of these residences as early in the year as possible. To secure a place at one of the residences, you can email Nellie at welcome@uj.ac.za. Unfortunately this accommodation is not suitable for families.

If you have any queries about the accommodation, you can contact the Thomas Sankara Residence Assistant, Ziyanda Sam, on +27 (0)11 559 2587 or zam@uj.ac.za. Both residences also have Facebook pages, which you can access through the following links:


If places are no longer available at these residences, please check the list of accredited off-campus residences, which is available at: https://goo.gl/aq0WfD

BOOKSTORES

UJ has several bookstores located on the APK and APB campuses, which usually operate on Monday to Friday from 9:00-17:00. More information about these bookstores can be found below:

Van Schaik APK Bookstore
APK: Student Centre
+27 (0)11 726 1698

Van Schaik APB Bookstore
APB: Student Centre
+27 (0)11 726 6753

Juta Bookstore
APB: Student Centre
+27 (0)11 482 3566

Additional services, including food courts, postal and printing services, ATMs, medical centres, hairdressers, cell phone shops, etc., can be found at the Student Centres, for more information see the following webpages:

- APK Student Centre: https://www.uj.ac.za/corporateservices/operations/Pages/dfc.aspx
- APB Student Centre: https://www.uj.ac.za/corporateservices/operations/Pages/apb.aspx
- DFC Student Centre: https://www.uj.ac.za/corporateservices/operations/Pages/dfc.aspx

BUS SERVICES

The UJ Inter Campus Bus Shuttle Service travels between all four UJ campuses, and is free for all registered UJ students and staff. The bus timetable will be available once students are registered through Blackboard. Please note that in order to board a bus you will need to display your UJ student or staff card.
For more information about Bus Services that are part of the public transport system in Johannesburg, see the following links:

- [http://www.putco.co.za/index.php/2016-02-08-12-03-06/operating-areas](http://www.putco.co.za/index.php/2016-02-08-12-03-06/operating-areas)

**BLACKBOARD**

Blackboard is the university’s official online learning system. All your coursework modules will be available through Blackboard. Postgraduate students with access to Blackboard will be able to view the bus timetable/notifications about academic events at UJ, improve their ability to read academic texts by completing the PERLS (Programmed English Reading and Language System) activities, and download qualitative and quantitative research software.

Login to Blackboard via the following link: [https://ulink.uj.ac.za/](https://ulink.uj.ac.za/). If this is the first time you are logging in to Blackboard you will need to create a password. If you have problems logging in, or you would like to know more about the resources offered through Blackboard, please contact the Centre for Academic Technologies (CAT) on +27 (0)11 559 3580 or uhlep@uj.ac.za

**CAMPUS CLINICS**

The UJ Campus Clinics can screen and help you manage chronic conditions and acute infections, such as the flu. Nurses at the clinics can also assist you with family planning, HIV/AIDS testing, and counselling, and travel medication. Contact the clinic closest to you on the telephone numbers below:

- **APK**: +27 (0)11 559 1238
- **APB**: +27 (0)11559 3837
- **DFC**: +27 (0)11 559 6132
- **SWC**: +27 (0)11 559 5736

UJ also had three specialist clinics, the Optometry Clinic, the Chiropractic Clinic, and the Podiatry Clinic. Senior students who work at the clinics are supervised by clinicians who are registered with the Allied Health Professions Council of South Africa (AHPCSA). Treatment costs at the clinics are kept low, and cannot be refunded through medical aids.

The **Optometry Clinic** is staffed by opticians and senior students who can test your visions and prescribe appropriate lenses and frames or contact lenses, or other optical aids and treatments. The clinic is located on the Doornfontein Campus in the Kodak Building, call +27 (0)11 559- 6074/ 6766 to book an appointment.

The **Chiropractic Clinic** can help you treat headaches, neck and back pain, sporting injuries and whiplash, as well as many other conditions. Chiropractors promote healing through the alignment of the spine, and the treatment is safe for senior citizens, pregnant women and children. The clinic is open from 8:30-17:00, and is located on the Doornfontein Campus in the Campus Health Training Centre. To make an appointment call +27 (0)11 559 6493, or contact at chrisy@uj.ac.za

The **Podiatry Clinic** treats a wide range of disorders affecting the foot and lower limb. Treatments at the clinic include wound management, and nail surgery, and pain management for patients with conditions, such as arthritis and diabetes. Podiatrists also advise patients on foot care options, such as insole orthotics. The clinic is located on the Doornfontein Campus in the first floor of the
John Orr Building. Call +27 (0)11 559 6167 or email sntuli@uj.ac.za to make an appointment at the clinic.

CENTRE FOR PSYCHOLOGICAL SERVICES AND CAREER DEVELOPMENT

The Centre for Psychological Services and Career Support (PsyCad) offers counselling and career support services to all registered UJ students free of charge.

Should you wish to contact PsyCad please do so using the details below:

24 Hour crisis line: 0800 777 000

APK: +27 (0)11 559 3324 (C Ring 1)
APB: +27 (0)11 559 1318 (Impala Court)
DFC: +27 (0)11 559 6042 (House 2)
SWC: +27 (0)11 559 5752 (Academic Block B)
Email: psycadinfo@uj.ac.za
Facebook Page: https://www.facebook.com/PsyCaD

The Disability Unit also operates within PsyCad, providing support to students with disabilities across all four UJ campuses. For more information contact the Office for People with Disabilities on disabilityunit@uj.ac.za or +27 (0)11 559 3745

FACULTY/DIVISION SPECIFIC RESEARCH DEVELOPMENT PROGRAMMES

The Centre for Local Economic Development (CENLED) offers its MCom in Local Economic Development students the opportunity to participate in a Master's Research Acceleration Programme. For more information email CENLED at info@cenled.co.za.

The Faculty of Education has a research development programme, offered in the evenings and on the weekends for Education Master's and PhD students. For more information contact Gerrie Jacobs on gjacobs@uj.ac.za.

INSTITUTIONAL OFFICE FOR HIV AND AIDS – IOHA

IOHA’s purpose is to promote sexually responsible choices at UJ and within the community in order to reduce the number HIV infections and to encourage those living with HIV/AIDs to stay healthy. IOHA has established the LINK network where students work as peer educators supporting projects related to HIV/AIDs prevention and treatment within UJ and the community.

IOHA operates across all four UJ campuses. Contact IOHA if you want more information about HIV/AIDs testing and/or would like to become one of the peer mentors in the link network:

APB campus
B Block: Ground Floor, B Red 9
Tel: +27 (0)11 559 1088/7/54

APK campus
A Ring 425 B
Tel: +27 (0)11 559 4927

DFC campus
House no 5b (next to the Law clinic), Nind Street
Tel: +27 (0)11 559 6827/07/09

SWC campus
Ukhamba Building ADD111/113
Tel: 0+27 (0)11 559 5113/5645
LEARNING DEVELOPMENT

If you require assistance with study skills, such as time management and exam preparation, please contact the secretary of the Learning Development Department, Ms Kedigoletse (Kedi) Mawer, on kmmawer@uj.ac.za

THE LIBRARY

The Library has branches across each of the four campuses (Soweto-SWC, Auckland Park-APK, Auckland Park Bunting Road-APB and Doornfontien-DFC). The library opening hours are available on the UJ website: http://www.uj.ac.za/library/About-the-Library/Pages/Library-Hours.aspx

During certain periods e.g. study weeks the library has extended hours.

Faculty Librarians

The Library is expanding the number of workshops offered to UJ postgraduate students. The UJ LIC in partnership with Research Capacity Development, and external service providers, currently offer workshops on: eBooks, referencing/RefWorks (the referencing software tool), searching/databases, article publishing, and social media. For more information on using the library resources please contact your Faculty Librarian:

Table 3: Faculty Librarians contact details

<table>
<thead>
<tr>
<th>Art, design and architecture</th>
<th>Economic and financial sciences</th>
<th>Education</th>
<th>Engineering and the built environment</th>
<th>Health Sciences</th>
</tr>
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<tbody>
<tr>
<td>Yvonne Bucwa <a href="mailto:yebucwa@uj.ac.za">yebucwa@uj.ac.za</a> +27 (0)11 559 2641</td>
<td>Molefi Nyofane <a href="mailto:molefin@uj.ac.za">molefin@uj.ac.za</a> +27 (0)11 559 2641</td>
<td>Mirriam Mabalane <a href="mailto:mmabalane@uj.ac.za">mmabalane@uj.ac.za</a> +27 (0)11 559 5610</td>
<td>To be confirmed</td>
<td>To be confirmed</td>
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Table 4: Faculty Librarians contact details continued

<table>
<thead>
<tr>
<th>Humanities</th>
<th>Law</th>
<th>Management</th>
<th>Science</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ronel Smit <a href="mailto:ronels@uj.ac.za">ronels@uj.ac.za</a> +27 (0)11 559 2651</td>
<td>Lizette Van Zyl <a href="mailto:lizettevz@uj.ac.za">lizettevz@uj.ac.za</a> +27 (0)11 559 3188</td>
<td>Ester de Broize <a href="mailto:edebroize@uj.ac.za">edebroize@uj.ac.za</a> +27 (0)11 559 3187</td>
<td>Pavlinka Kovatcheva <a href="mailto:pkovatcheva@uj.ac.za">pkovatcheva@uj.ac.za</a> +27 (0)11 559 2621</td>
</tr>
</tbody>
</table>
Library Research Commons

The Library Research Commons, are for use by UJ postgraduate students, and are located across all four campuses (Soweto-SWC, Auckland Park-APK, Auckland Park, Bunting Road-APB and Doornfontein-DFC). A number of capacity building workshops for postgraduate students will be held in the Research Commons. To find out more, contact the Research Commons Librarian, Ivy Segoe, on +27 (0)11 559 6325 or imsegoe@uj.ac.za. If you would like to book a discussion or workshop venue, or if you have any queries about the Research Commons, please contact Vivian Moore on +27 (0)11 559 4323 or vivianm@uj.ac.za.

MEDIA

The **UJ Observer** is the university’s official student newspaper for all four of UJ’s campuses, contact details for the UJ Observer can be found below:

Contact number: +27 (0)11 559 2881/4626  
Email address: ujobserver2014@gmail.com

**UJFM** is the university’s official radio station. UJ students and staff can hear more about the latest in news, fashion, sports, movies, and video-games by tuning into 95.4 FM. For more information follow UJFM’s Facebook Page: [https://www.facebook.com/UJFMRadio/](https://www.facebook.com/UJFMRadio/) and Twitter Feed: [https://twitter.com/ujfm](https://twitter.com/ujfm)

PROTECTION SERVICES

Protection Services is a 24-hour security service on all four campuses. Protection Services staff members urge students not to walk in deserted areas, particularly at night. Call protection services in case of an emergency or to report a crime using the contact numbers below:

**APK**  
Library bridge basement  
Telephone no.: +27(0)11 559 2555/2000/3400

**DFC**  
Main entrance  
Telephone no.: +27(0)11 559 6450/6085

**SWC**  
Main entrance  
Telephone no.: +27(0)11 559 5555

**APB**  
Main entrance  
Telephone no.: +27(0)11 559 1312

STATISTICAL CONSULTATION SERVICE (SCS)

SCS provides a professional statistical consultation service to registered postgraduate (PhD, Masters, or Honours) students at UJ. SCS assists students with quantitative research design and analysis. Consultation is by appointment only and on a first-come first-served basis. In order to obtain a consultation you will need to provide a research proposal and a draft data collection tool approved by your supervisor and the Higher Degrees Committee in your department. It is recommended that your supervisor accompany you to the first meeting with a SCS consultant.

To find out more about SCS services and/or to arrange a consultation please contact SCS on statkon@uj.ac.za or +27(0)11 559 2851
THE WRITING CENTRE

The Academic Development Centre (through the UJ Writing Centres) invites you to consult a writing consultant.

Make an appointment at any of the four UJ writing centres: Auckland Park Kingsway Campus (APK), Auckland Park Bunting Road Campus (APB), Doornfontein Campus (DFC) & Soweto Campus (SWC), using the contact details in the table below:

Table 1: Contact information for the UJ Writing Centres

<table>
<thead>
<tr>
<th>Campus</th>
<th>APK</th>
<th>APB</th>
<th>DFC</th>
<th>SWC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location</td>
<td>D-Ring 3</td>
<td>Old Frank’s Canteen</td>
<td>Room 6311, John Orr Building</td>
<td>CA/111 Academic Block ABC</td>
</tr>
<tr>
<td>Telephone</td>
<td>+27 (0)11 559 2568</td>
<td>+27 (0)11 559 1646</td>
<td>+27 (0)11 559 6595</td>
<td>+27 (0)11 559 5652</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:receptionatadc@uj.ac.za">receptionatadc@uj.ac.za</a></td>
<td><a href="mailto:mmakue@uj.ac.za">mmakue@uj.ac.za</a></td>
<td><a href="mailto:lwandile@uj.ac.za">lwandile@uj.ac.za</a></td>
<td><a href="mailto:swcadc@uj.ac.za">swcadc@uj.ac.za</a></td>
</tr>
</tbody>
</table>

TECHNOLOGY TRANSFER OFFICE AND COMMERCIALISATION

If you think that your research has got commercial potential the Technology Transfer Office can help you to file a patent, negotiate a license agreement, and identify partners to help you successfully commercialise a product.

To find out more contact the Technology Transfer Office on Tel: +27(11) 559 3747 or commercialisation@uj.ac.za or visit the following webpage:
https://www.uj.ac.za/corporateservices/commercialisation/Pages/default.aspx

THE UJ POSTGRADAUTE SCHOOL (UJPGS)

The UJ Postgraduate School is located on the Auckland Park Campus, in the Akanya Building. Directions to the Akanya Building can be found below:

Walk/drive through the main entrance to the A-Parking (the first parking lot). Walk towards the Faculty of Engineering building. On your right you will see the newly built lecture halls. Before you get to the Faculty of Engineering building turn left, walk past the solar labs on your right. The Akanya is on your right after the solar labs and before the B-5 HR Building. It is a big grey and white building with a large ‘Postgraduate School’ sign on the outside.

You can contact the Postgraduate School’s receptionist on +27 (0)11 559 3704 or kchaka@uj.ac.za

A map of the campus showing the location of the School can be found on the next page (the map is fairly small and you may have to zoom in to see the map more clearly):
The Postgraduate School's main focus is to support postgraduate students in order to improve postgraduate enrolment and throughput. Since 2013, the main in the School portfolios have been: Research Capacity Development (RCD); Research, Monitoring and Benchmarking (RMB); Postgraduate Fund Management (PGFM); and Marketing and Information.

Postgraduate School Blackboard Community

Central Academic Technologies (CAT) has linked most of the UJ postgraduate students to the ‘Postgraduate School Research Development Forum’ Blackboard Community Module. Students who are part of this module can use the Turnitin plagiarism software, and receive emails about funding opportunities and workshops. For more information about how to join the module please see Appendix 1.

PGS: Research Capacity Development Workshops

Research Capacity Development, a department within the Postgraduate School, in collaboration with faculties organises research events for students each year. The annual highlight is the cross-faculty Postgraduate Symposium where postgraduate students present their research and learn about the research being done at UJ.
The cost of these events is covered by the Postgraduate School. For more information about these workshops, please contact Laura Arnold on larnold@uj.ac.za

**PGS: Postgraduate Fund Management**

In collaboration with Faculties, Student Finance and the Finance Business Partners, Postgraduate Fund Management (PGFM), a department within the Postgraduate School, manages student scholarships and bursaries for UJ Honours, Master’s and Doctoral students as well as Postdoctoral Research Fellows.

The National Research Foundation is as an independent government agency that was established in 1988 to support and promote research. For more information on the NRF, please see their website: [http://www.nrf.ac.za/](http://www.nrf.ac.za/)

For information on scholarships and bursaries offered through the National Research Foundation see the following link: [http://www.uj.ac.za/postgraduate/Pages/NRF-Bursary-and-Scholarship-Opportunities-at-UJ.aspx](http://www.uj.ac.za/postgraduate/Pages/NRF-Bursary-and-Scholarship-Opportunities-at-UJ.aspx)


Contact Ms Dudu Mbatha at rdmbatha@uj.ac.za or Mr Tshediso Msibi at pgfunding@uj.ac.za to find out more about UJ bursaries and scholarships.

**Joining the Postgraduate School Mailing List**

For more information about funding opportunities and workshops, please sign contact Tshediso Msibi at tmsibi@uj.ac.za

**UJ ENGLISH LANGUAGE PROGRAMME (UJELP)**

Participants on the UJELP Programme complete an initial placement assessment before they are placed into the elementary, intermediate, or advanced level classes. If you would like more information about UJELP contact the UJELP Coordinator, Ms Jo-Anne Mooney on jo-annem@uj.ac.za.

**UJ TRANSPORT (for official UJ business only)**

If you need to travel to a conference within the Johannesburg and Pretoria region to present your research, or if a group of students need from a department need to travel for academic or sporting purposes it may be possible to use book transport through the UJ Transport department; to find out more, email or call Jackson on jacksonn@uj.ac.za, or +27 (0)11 559 2490.
CAMPUS LIFE

COMMUNITY SERVICE

UJ’s Community Engagement Division works with faculties and divisions to coordinate projects where volunteers can utilise their expertise to meet the needs of the community. Volunteers can choose to share their knowledge and expertise with the community, research particular problems affecting the community, or take part in institution wide projects, for instance students can volunteer on Nelson Mandela Day, which will take place on 18 July 2017. If you would like to make a contribution to the community while developing your own knowledge and skills please contact the Community Engagement staff using the contact details below:

Table 2: Contact details for the Community Engagement staff

<table>
<thead>
<tr>
<th>Name</th>
<th>Role</th>
<th>Campus</th>
<th>Email address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ernestine Meyer-Adams</td>
<td>Community Engagement Manager</td>
<td>All</td>
<td><a href="mailto:emeyer-adams@uj.ac.za">emeyer-adams@uj.ac.za</a></td>
</tr>
<tr>
<td>Monki Sebigi</td>
<td>Community Engagement Specialist</td>
<td>APK &amp; APB</td>
<td><a href="mailto:monkis@uj.ac.za">monkis@uj.ac.za</a></td>
</tr>
<tr>
<td>Andy Balaram</td>
<td>Community Engagement Specialist</td>
<td>DFC</td>
<td><a href="mailto:abalaram@uj.ac.za">abalaram@uj.ac.za</a></td>
</tr>
</tbody>
</table>

CELEBRATING DIVERSITY

Every week from 12:10-13:45 UJ hosts culture hour for UJ students across all four campuses. September is Heritage month in South Africa and the Transformation Unit organises Diversity Week, where each campus celebrates Diversity Day though singing, dancing, and other activities.

CHOIR

The UJ Choir sings a diverse range of songs from Western and African music. The choirmaster, Renette Bouwer, is a well-known conductor and soloist. To find out when the next auditions are contact the UJ Choir on choir@uj.ac.za or +27 (0)11 559 3705.

DRAMA, DANCE AND MUSICAL THEATRE PRODUCTIONS

The UJ Arts & Culture department makes a large contribution to the culture of the university by providing UJ students with the opportunity to participate in drama, dance and musical theatre productions across all four UJ campuses. To find out what productions are taking place at your campus contact the following Arts & Culture Officers:

- Soweto: Neo Motswagae (+27 (0)11 559 5678)
- Doornfontein: Mzwandile Maphumulo: (+27 (0)11 559 6959)
- Bunting Road: Suzan Hlahane (+27 (0)11 559 1309)
- Kingsway: Precious Maputle (+27 (0)11 559 3058)

For more information about productions, including audition details, see the following UJ Facebook Page: https://www.facebook.com/University-of-Johannesburg-Arts-Culture-162815443178/ or
Twitter Feed: https://twitter.com/ujartscentre?lang=en. If you want to contact the UJ Arts & Culture department directly, please call (+27 (0)11 559 3058 or email ujarts@uj.ac.za

GALLERY

The UJ Art Gallery is located on the Auckland Park Kingsway Campus. The Gallery hosts regular exhibitions, for more information contact the Curator, Annali Dempsey, at +27 (0)11 559 2099, or aedempsey@uj.ac.za

POSTGRADUATE ASSOCIATION

The UJ postgraduate association (PGA) serves postgraduate students studying across all four UJ campuses. It is independent from the UJ SRC, and represents postgraduate students at the UJ senate. The mission of the PGA is to share information on postgraduate studies, including information on the application process, funding opportunities, and reporting grievances, to current and prospective UJ students.

If you would like to become a member of the PGA please contact them via their Facebook Page: https://www.facebook.com/UJPGA/

SPORTS

UJ Sports provides top-athletes with the chance to improve their athletic performance, and other students with the opportunity to participate in sports at a recreational level. UJ also has opportunities for students with disabilities to participate in sports, either competitively or for recreation.

UJ students can take part in the following sports:
- Athletics
- Basketball
- Beach Volleyball
- Cricket
- Cycling
- Football
- Golf
- Hockey
- Netball
- Rowing
- Rugby (including 7's Rugby)
- Squash

If you would like to find out more about UJ sports, or if you have not been identified as an athlete through the recruitment process but:
- Have participated in a school's first team
- Have earned provincial and/or junior national colours
- Have represented your country at any sporting event

Please contact Michelle Hopkins at mhopkins@uj.ac.za or +27 (0)11 559 4154.

You can follow UJ Sports on the following Social Media platforms:
- Facebook: https://www.facebook.com/UJSportSA?ref=hl,
- Twitter: https://twitter.com/UJ_Sport, and
- Instagram: https://www.instagram.com/uj_sport/.
STEPS TO COMPLETING YOUR RESEARCH PROJECT

1. OBTAIN A SUPERVISOR
Students completing a Master’s by coursework and a minor dissertation will usually be assigned to a supervisor from the relevant department. Students who want to apply for a Master’s by research or a Doctorate should hold a meeting with a potential supervisor before they register. Try to select a supervisor who you believe has experience in the relevant field and whose way of working is compatible with your own. For example, would you prefer to work with someone who is organised and detail orientated, or someone who is less structured and more interested in abstract ideas?

If you need additional guidance on how to manage the student-supervisor relationship refer to the UJ Student-Supervisor Relationship Policy (see Appendix 2). This policy outlines the rights and obligations of Master’s and Doctoral students and their supervisors/co-supervisors.

Students who have read the UJ Student-Supervisor Relationship Policy and feel that their supervisor/co-supervisor is not meeting their obligations should read Appendix 3 the Policy on Handling of Student Complaints.

2. SUBMIT YOUR RESEARCH PROPOSAL
Every research proposal must be reviewed by the Higher Degrees Committee. Ask your faculty internal or external committees meet to review research proposals. If your faculty follows a certain format make sure that you adhere to that format.

3. OBTAIN ETHICS CLEARANCE
Before collecting any data students need to obtain ethics clearance. Ask your faculty when the Ethics Committee meets to review 'Research Ethics Protocol' forms.

4. SUBMIT YOUR DISSERTATION CHECKLIST
☐ Know the submission protocol and deadlines with your faculty.
☐ Follow the faculty guidelines regarding font style, font size, spacing, margins, page numbers etc.
☐ Bind the correct number of copies of your thesis/dissertation (information about the library bindery can be found here: http://www.uj.ac.za/library/library-services/Pages/Bindery.aspx)
☐ Upload an electronic copy of your thesis to the UJ Digispace (digital repository): http://goo.gl/h7qjJD

DISSEMINATING YOUR RESEARCH
Postgraduate students can disseminate their research through books/book chapters, journal articles, presentations given at conferences, or workshops aimed at a particular community. The most common way to disseminate research is through publication in accredited journals.

Only journals which meet certain criteria (for example journals that use a peer review process) will be accredited. Researchers who want to grow their research profile should try to publish articles in accredited journals. Lists of accredited journals are maintained through the Institute for Scientific Information (a database managed by Thomson Reuters) and the South African Department of Higher Education and Training. A list of accredited journals can be found on the following Library webpage: http://www.uj.ac.za/library/research-support/Documents/DHET.pdf

*Editors of journals that use a peer review process will first decide if the article matches the journal’s scope before removing the author’s details, and sending the article to two reviewers. The
reviewers will send the article with feedback back to the editor who will then forward the feedback to the author. Reviewers can accept the article with no changes (please note that this is very rare), accept the article with minor changes, accept the article with major changes, or reject the article.
## GENERAL CONTACT DETAILS

### FACULTY CONTACT INFORMATION PER CAMPUS

**APK**

<table>
<thead>
<tr>
<th>FACULTY OF</th>
<th>CONTACT PERSON</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>ECONOMIC AND FINANCIAL SCIENCES</td>
<td>Mrs L Nuku</td>
<td>011 559-2492</td>
</tr>
<tr>
<td>EDUCATION</td>
<td>Ms L Mogano</td>
<td>011 559-3251</td>
</tr>
<tr>
<td>ENGINEERING AND THE BUILT ENVIRONMENT</td>
<td>Ms T Mathibela</td>
<td>011 559-2115</td>
</tr>
<tr>
<td>HUMANITIES</td>
<td>Mr M Manabile</td>
<td>011 559-3232</td>
</tr>
<tr>
<td>LAW</td>
<td>Ms M Brits</td>
<td>011 559-2652</td>
</tr>
<tr>
<td>MANAGEMENT</td>
<td>Ms L van Lodewyk</td>
<td>011 559-3874</td>
</tr>
<tr>
<td>SCIENCE</td>
<td>Ms A Greyling/</td>
<td>011 559-2374/3826</td>
</tr>
<tr>
<td></td>
<td>Mr T Sithole</td>
<td></td>
</tr>
</tbody>
</table>

**DFC**

<table>
<thead>
<tr>
<th>FACULTY OF</th>
<th>CONTACT PERSON</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>ENGINEERING AND THE BUILT ENVIRONMENT</td>
<td>Ms P Naidoo</td>
<td>011 559-6311</td>
</tr>
<tr>
<td>HEALTH SCIENCES</td>
<td>Ms D Makola</td>
<td>011 559-6706</td>
</tr>
<tr>
<td>SCIENCE</td>
<td>Ms S Mitshane</td>
<td>011 559-6349</td>
</tr>
</tbody>
</table>

**SWC**

<table>
<thead>
<tr>
<th>FACULTY OF</th>
<th>CONTACT PERSON</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>ECONOMIC AND FINANCIAL SCIENCES</td>
<td>Ms J Smit</td>
<td>011 559-5656</td>
</tr>
<tr>
<td>EDUCATION</td>
<td>Mr L Nzama</td>
<td>011 559-5662</td>
</tr>
<tr>
<td>HUMANITIES</td>
<td>Ms T Motueng</td>
<td>011 559-5516</td>
</tr>
<tr>
<td>MANAGEMENT</td>
<td>Ms P Mashini</td>
<td>011 559-5601</td>
</tr>
</tbody>
</table>

**APB**

<table>
<thead>
<tr>
<th>FACULTY OF</th>
<th>CONTACT PERSON</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>ART, DESIGN AND ARCHITECTURE</td>
<td>Ms A Maritz</td>
<td>011 559 1126</td>
</tr>
<tr>
<td>HUMANITIES</td>
<td>Ms P Sibeko</td>
<td>011 559-1569</td>
</tr>
<tr>
<td>MANAGEMENT</td>
<td>Ms S Kuppan</td>
<td>011 559-1348</td>
</tr>
</tbody>
</table>
APPENDIX 1: POSTGRADUATE SCHOOL BLACKBOARD COMMUNITY MODULE GUIDE

An introduction to the Postgraduate School community module.................................
Join the Postgraduate School community module ......................................................
Join a group ...................................................................................................................
Using Turnitin..............................................................................................................

An introduction to the Postgraduate School community module
Research Capacity Development, a department within The Postgraduate School, has created a community module on the blackboard system for all postgraduate students registered at UJ. The home page of the module displays the calendar for all our upcoming Research Capacity Development (RCD) workshops. After viewing our calendar, or receiving UJ email notifications, UJ postgraduate students can use Google Forms to secure a place at the RCD workshops. The cost of the workshops is covered by the Postgraduate School.

Access to Turnitin, a software programme which checks for instances of plagiarism and a number of interactive groups, such as the editing groups where students give comments on the work of others and get feedback on their own work, are also available on the module.

If you have any ideas about how this blackboard community module can be improved please email Laura Arnold at larnold@uj.ac.za
All UJ postgraduate students should already be members of our blackboard community module, but if you aren’t already a member follow the steps to join (see below):

**Join the Postgraduate School community module**
1. If you are a UJ postgraduate student go to uLink by clicking on the following URL:  http://ulink.uj.ac.za (the uLink sign in page is shown below)  

   ![uLink Sign In](image)

   Login to uLink by typing in your university login ID (e.g. larnold)  
   - Then type in your password (for students this is the one that you use to login to the student portal, and for staff this is the password that you use to log in to your office computer).  
   - Then click sign in. If you do not have access to uLink or are experiencing problems contact the helpdesk +27 (0)11 559 3580 uhelp@uj.ac.za

If you are a staff member go to:  http://www.uj.ac.za/about/Pages/Staff-links.aspx  and then click on staff uLink. If you have logged in this way  **skip steps 2-3 and go to step 4**

![Staff Links](image)

2. Click on Blackboard Communities
3. All postgraduates should be members of the Postgraduate School’s Blackboard Community, and should be able to click ‘Postgraduate School Research Development Forum’

4. If you cannot find the Postgraduate School Research Development Forum click on ‘Browse Organisation Catalogue’

5. Click the arrow next to name and select ‘ID’

6. Type in the code ‘CM0065’ here and click go
7. The information for the module should be visible, see below:

Click the blue module code ‘CM0140’ and click ‘enrol’

8. Type in the access code ‘PGC’ and click submit

9. A screen shot telling you your action has been successful will come up (see below). Click ok to continue
Join a group

1. Login to the module (see page 3) and then click on ‘Research Development Groups’

3. When the groups say not enrolled you have to be assigned to this groups, but you can join other groups, such as the ‘Editing your research writing group’.
If you want clarity on certain punctuation points (e.g. when to use a comma versus a semi-colon) or on certain clauses (e.g. defining that clauses or non-defining, which clauses) start a discussion board by clicking here.

4. Once you are a member of the editing group go to file exchange to upload an article of yours that you want help editing or go to file exchange to download an article that you can edit a part of (preferably through track changes: you can access this by clicking on the review tab on the top of Microsoft Word and then clicking track changes).
Then, under ‘2016 Proposals, theses dissertations, assignments for all postgraduates’ click on View/Complete.

I have set this turnitin function to pick up bibliographies, small matches, and texts in other languages. Please note that turn it in will search any published material in journals, blogs, wikipedia, etc.

> View/Complete

---

3. Step 1: a Choose file

- b. Then click non-enrolled student or your student number and enter in all your details

- c. Chose how you want to upload the file. And click on the upload button.
Step 2: View details about the file

Confirm that you want to submit the file.

Step 3: You will receive a digital receipt telling you that your upload has been successful.

Scroll down and click ‘go to assignment inbox’ to view your file.
Viewing your file/s on Turnitin

If you do not have a similarity index, wait for the programme to load.

You can choose to upload other files by clicking on the resubmit button.

View the original document click by clicking ‘originally submitted format’, or ‘PDF format’.

To view the digital receipt, click ‘digital receipt’.

30
To view the Turnitin report click on the similar percentage, for this paper there is 9% similarity and so it is green, submissions with a higher level of similarity will be orange and those with the highest level of similarity will be red.

Click the originality tab to see which parts of your text are similar to other texts

You can see what is similar parts of your work are similar to other texts by matching the colours. For instance, the words ‘their mother tongue for the first three years of school’ is 1% similar to source 1 ‘unesdoc.unesco.org’

Scroll to the end to the document

If you want to view the originality report on your iPad click here.

To print click here Or view the report in a text-only format
You can change the viewing mode by clicking document viewer.

You can change the viewing mode, print, refresh or download the document.

Click to exclude quoted material, bibliographies or small matches.
APPENDIX 2: STUDENT-SUPERVISOR RELATIONSHIP POLICY

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1. PREAMBLE
2. PURPOSE
3. SCOPE
4. STUDENT–SUPERVISOR RELATIONSHIP
   4.1 Student Responsibilities and Legitimate Supervisor Expectations
   4.2 Supervisor Responsibilities and Legitimate Student Expectations
5. FACULTY SPECIFIC RESPONSIBILITIES
6. POLICY REVIEW

STUDENT-SUPERVISOR RELATIONSHIP

1. PREAMBLE

The University of Johannesburg is committed to the ideal of distinguished scholarship and the provision of credible and innovative research findings that carry international recognition as well as national credibility and legitimacy. Central to the realisation of this vision lies the quality of the research produced as the University leads, challenges and explores knowledge.

The relationship between supervisor and student is an integral part of the holistic research experience as the student develops and is guided towards mastery of the research process, the research discipline and the field of specialisation. The main focus of this Policy is the student-supervisor relationship and not the general relationship between the University and the student or supervisor.

2. PURPOSE

The purpose of this policy is to:

2.1 Outline the rights and obligations of all master’s and doctoral postgraduate students enrolled at the University as well as those of supervisors and co-supervisors.
2.2 Provide a clear and concise outline of what each party to the student-supervisor relationship may expect from the other, thereby promoting the development and maintenance of a sound and productive relationship between the two parties.
2.3 Serve as a point of departure in the resolution of any disputes that might arise between postgraduate students and their supervisors.
2.4 In addition to the documentation listed on the cover page, this policy should be read in conjunction with the general rules governing the enrolment of students and/or the conditions of employment academic employees and/or researchers as applicable.

3. SCOPE

The Policy applies to:

3.1 All academic and or research employees in their role as supervisors of master’s and doctoral postgraduate students;
3.2 All students registered for master’s and doctoral postgraduate qualifications across all faculties and campuses;
3.3 The policy extends and does not replace any other agreements between the University and its students or employees.

*For the remainder of the document co-supervisors will also be referred to as supervisors, since their essential responsibilities are the same in respect of their interaction with the student. Where minor difference may exist, the supervisor and co-supervisor(s) will clarify these between themselves, and communicate them to the student.

4. THE STUDENT-SUPERVISOR RELATIONSHIP

4.1 Student Responsibilities and Legitimate Supervisor Expectations
The student is responsible to exercise the following responsibilities diligently and sincerely, and where appropriate to consult with his/her supervisor/s in order to give effect to these responsibilities. Conversely, the supervisor/s may legitimately expect students to exercise these responsibilities at all times.

4.1.1 Plan and implement the agreed research programme or project;
4.1.2 Successfully complete all the academic outputs of the study programme;
4.1.3 Find/source appropriate literature and obtain information from literature;
4.1.4 Write the research proposal in the time stipulated;
4.1.5 Prepare all documents required for obtaining ethics clearance, if applicable;
4.1.6 Assist in a limited manner in the drafting of funding applications;
4.1.7 Plan work schedules;
4.1.8 Engage in any required fieldwork or data gathering, laboratory experimentation, data processing and statistical analyses;
4.1.9 Write and proofread his/her dissertation or thesis, including, but not limited to, obtaining professional assistance with the linguistic editing of the dissertation or thesis;
4.1.10 Attend to any amendments or revisions of the dissertation or thesis as required by the supervisor/s or internal or external assessors, and assume responsibility for the production of the final bound hard and electronic copies;
4.1.11 Make regular appointments with the supervisor/s and inform him/her in time if any administrative or academic difficulties are experienced in the study programme in order that the supervisor/s may advise in respect of timely corrective action;
4.1.12 Participate in research projects and programmes as determined by the supervisors, including attendance of symposia, seminars and conferences;
4.1.13 If necessary, purchase items that may be required to complete the production of the dissertation or thesis;
4.1.14 In the case of research master’s or doctoral students, produce at least one manuscript of a research paper in a format that is ready for submission to an accredited research journal by the time the Faculty Assessment Committee considers the assessment results;
4.1.15 Adhere at all times to all general academic ethics with regard to academic integrity and plagiarism, and ethics requirements relating to the research work; and
4.1.16 Renew his/her annual registration with the University at the stipulated times.

4.2 Supervisor Responsibilities and Legitimate Student Expectations
All supervisors are responsible to exercise the following responsibilities diligently and sincerely. Conversely, the student may legitimately expect the supervisors to exercise these responsibilities at all times.

4.2.1 Clarify the respective roles of the supervisor and co-supervisor(s) (if appointed), and communicate these clearly to the student;
4.2.2 Administer and manage matters associated with the student’s studies in accordance with the regulations of the University;
4.2.3 Cooperate with each other and with the Head of Department and/or Executive Dean of the faculty and/or other responsible University official, to ensure as far as reasonably possible that the
student is provided with the basic infrastructure and necessary resources to undertake the research;
4.2.4 Co-operate with each other and with the Head of Department and/or Executive Dean, to assist with the arrangements for colloquia or seminars which the student may present;
4.2.4 Ensure that the Faculty Officer and relevant committees are furnished with all relevant documentation at the relevant time;
4.2.5 Provide academic guidance to the student to ensure the development of research skills and mastery of the research discipline and the field of specialisation, and ensure that these competencies are demonstrated in the relevant dissertation or thesis;
4.2.6 Facilitate the student’s access to necessary research resources, such as the library, laboratories and equipment, or access to chemicals and consumables, while not diminishing the student’s duty to take responsibility for his/her own research, including purchasing items that may be required to complete the production of the dissertation or thesis;
4.2.7 Introduce the student to the Faculty in order to, where possible and practicable, involve him/her in academic activities appropriate to the field of expertise;
4.2.8 Meet with the student regularly to provide guidance, monitor progress and agreed upon timeframes, and recommend corrective measures if necessary;
4.2.9 Keep a written record of progress and output, and provide timely feedback, but also bear in mind his/her other formal University responsibilities;
4.2.10 Provide progress reports as required by the University and its research and/or postgraduate study structures, or by external agencies such as the National Research Foundation;
4.2.11 Assess the dissertation or thesis (if appointed as an assessor), and oversee any changes recommended by the assessors and those which have been stipulated by the appropriate Faculty or University structure;
4.2.12 Liaise regularly with each other in order to clarify, on an ongoing basis, roles and responsibilities in regard to academic supervision;
4.2.13 Adhere at all times to all general academic ethics with regard to academic integrity and plagiarism, and the ethics requirements of research work; and
4.2.14 Encourage the student to seek external financial support for his/her studies.

5. FACULTY SPECIFIC RESPONSIBILITIES

Faculties manage the student-supervisor relationship in accordance with the provisions contained in this Policy, the Higher Degrees and Postgraduate Studies Policy, the Handling of Student Complaints Policy and faculty rules and regulations as determined by the Faculty Board, approved by Senate and contained in the Faculty Rules and Regulations.

4. POLICY REVIEW

Regular review of the Policy is conducted in accordance with the approved University Policy on Policy Development. The process takes place in consultation with the relevant quality assurance structures at faculty and institutional level and under the auspices of the official custodian of this policy namely the Registrar.

Approved by Senate
22 October 2007
APPENDIX 3: POLICY ON HANDLING OF STUDENT COMPLAINTS

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APPENDIX3
POLICY ON HANDLING OF STUDENT COMPLAINTS

1. PREAMBLE

The University of Johannesburg is committed to excellence in teaching and learning and the advancement of the values of freedom, democracy, equality and human dignity as encapsulated in its vision, mission and values statement. The institution is also committed to promoting positive relationships with its students about matters or issues pertaining to their experiences at the University and the development and maintenance of an effective system of complaints management as well as an organisational structure that responds to complaints and conflict in a positive way.

The policy on handling students’ complaints forms part of the policies and practice of the University of Johannesburg and is a key element in maintaining mutual and healthy relationships among students, the University, its partners and/or clients. The policy ensures students’ right to lay a complaint concerning an incident and/or issue pertaining to any phase of their experience of University life. The students are ensured that their complaints will receive professional service. The complainant will be treated with the necessary respect, empathy and professionalism. The Bill of Rights, as contained in the Constitution of the Republic of South Africa, forms the context of this policy.

2. PURPOSE

The purpose of this policy is to:

2.1 establish a clear set of regulations, guidelines and procedures for addressing student complaints and grievances, crafted to achieve mutually acceptable resolutions based on the points of departure outlined in Section 5;
2.2 make provision for a transparent management process which ensures that student complaints and grievances are dealt with fairly, consistently and promptly across all faculties, divisions and campuses;
2.3 identify the appropriate channels for resolving the various categories of student complaints concerning academic and academic-related matters that may arise during the various stages of the academic life cycle at the University, including student activities that contribute to overall growth and development;
2.4 provide procedures for the handling of student complaints;

The policy should be read in conjunction with Student Rules and Regulations and does not repeal any related University Rules.
<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Administrative Action</td>
<td>Any decision taken, or any failure to take a decision by an employee of the University, which may have an adverse effect on a student.</td>
</tr>
<tr>
<td>2. Complainant</td>
<td>The aggrieved person: the person lodging a complaint.</td>
</tr>
<tr>
<td>3. Complaint</td>
<td>An action or a statement that expresses dissatisfaction about any behaviour that someone perceives to be unfair, discriminatory, provocative, unwelcome, prejudicial or unjustified and which requires prompt action or a response.</td>
</tr>
<tr>
<td>4. Conciliation</td>
<td>An act of intervention between two or more people by a third party for the purpose of reconciliation or finding a mutually agreeable resolution to the complaint.</td>
</tr>
<tr>
<td>5. Confidentiality</td>
<td>A process in which all the information and records about a complaint are classified as secret/private and personal, are entrusted to the University and employees concerned and stored in a safe place. (Note: Implicitly, this term embodies notions of “rights” and “obligations” as stipulated in the Promotion to Access to Information Act (Act 2 of 2000) viz.: a) The student and all persons involved in the complaint have a just expectation (right) that the University and employees involved in the problem-resolution process will not divulge any matters pertaining to the matter to any other body or person (obligation); b) The University has a duty (obligation) and is accountable for ensuring that all records pertaining to the complaint are stored in a secure place with limited authorised access: provided that the release of such information is not authorised by law.)</td>
</tr>
<tr>
<td>6. Dispute Resolution</td>
<td>A process whereby a complaint is solved or addressed.</td>
</tr>
<tr>
<td>7. Intimidation</td>
<td>An act of frightening, bullying of and/or aggression directed at a person who has reported a complaint and/or the witnesses involved.</td>
</tr>
<tr>
<td>8. Mediation</td>
<td>An instance where a complaint between a complainant and the accused is resolved through a third person. The third party attempts to resolve the matter in a peaceful manner. The process is informal and confidential and the parties involved must first agree to this process.</td>
</tr>
<tr>
<td>9. Procedural Fairness</td>
<td>A process whereby a student’s complaint will be resolved using fair procedures as dictated by the University rules and regulations for students. Fair and proper procedures are the basic principles of the University when dealing with student complaints.</td>
</tr>
<tr>
<td>10. Prompt Resolution</td>
<td>Speedy attendance to a complaint until it is resolved.</td>
</tr>
<tr>
<td>11. Racism</td>
<td>The belief that there are characteristics, abilities or qualities specific to each race. It also refers to discrimination or antagonism towards other races.</td>
</tr>
<tr>
<td>12. Student Complaint</td>
<td>A criticism levelled by a student against another student,</td>
</tr>
<tr>
<td><strong>13. Student Grievance</strong></td>
<td>An acknowledged disagreement between a student and a member of, or a department within, the University over an alleged deficiency in conduct, provision or process. Grievances should only arise once all avenues for resolving complaints have been exhausted.</td>
</tr>
<tr>
<td><strong>14. Substantive Fairness</strong></td>
<td>The complaint will be treated in a fair manner and without bias. The complainant will not be unfairly treated when the complaint is being solved.</td>
</tr>
<tr>
<td><strong>15. Victimization</strong></td>
<td>Any attempt or threat to harm or instil fear into a person who has lodged a complaint with the University and/or the witnesses involved.</td>
</tr>
</tbody>
</table>

### 5. POINT OF DEPARTURE

The handling of student complaints is based on the following points of departure:

5.1 The University seeks to minimise student complaints and grievances by ensuring that students have opportunities to participate in all the formal decision-making processes of the institution through representation on committees at programme, departmental, faculty and institutional levels and by providing an environment within which students are encouraged to raise any matters of concern in an informal manner as soon as they arise.

5.2 Appropriate and timely resolution of complaints is essential to the maintenance of a safe, harmonious and co-operative work and learning environment.

5.3 Procedures used to review and resolve complaints or grievances are fair and seen to be fair (transparent).

5.4 Students may lodge their complaints in good faith with the assurance that they will not be penalised or victimised for doing so.

5.5 Students are encouraged to raise a concern or complaint about an issue or event as soon as possible after it has occurred and normally no later than the semester in which the incident occurred.

5.6 The principle of confidentiality is respected for all parties in respect of handling the complaint, unless the use of information is authorised by law. Students, however, need to be aware that some disclosure of the circumstances of a case is generally necessary to allow for an appropriate response.

5.7 Complaints or grievances are handled in a timely manner with achievable deadlines set for each stage of the resolution process. Any student on whom the complaint has a direct impact is regularly informed of the progress of the matter.

5.8 Students who wish to raise formal complaints or grievances have the right to be represented by a “friend” and/or to consult with the Student Representative Council (SRC), Student Judicial Services or Executive Director: Student Affairs for expert advice and advocacy services.

5.9 Conciliation and mediation play an integral part in the complaints resolution process.

5.10 Student complaints are resolved, wherever possible, at the lowest appropriate level of management. Grievances should only arise once all avenues for resolving complaints have been exhausted.

5.11 The University is responsible for addressing any deficiencies in its academic provision, support services or other student-related activities highlighted by student complaints.

### 6. GROUNDS FOR COMPLAINTS
Without limiting the circumstances that may give rise to a complaint, a student has valid grounds for making a complaint when he/she considers that he/she has been adversely affected by one or more of the following:

6.1 irregular or negligent behaviour by a University employee and/or external partners with whom students interact as part of their programme of study and/or at sporting and recreational functions;
6.2 Failure by a University employee to act fairly;
6.3 Irregular behaviour by fellow students;
6.3 A decision based on insufficient consideration to specific facts, evidence and or circumstances pertaining to the student;
6.4 Failure by the University to make a decision within a reasonable time-frame;
6.5 Awarding a penalty that is perceived as being too harsh.

7. RESPONSIBILITIES OF MANAGERS AND STUDENTS

Complaints are a facet of interactions among students and other students, employees and clients in which critical analyses and appropriate responses play an integral and important role in the collective endeavour to improve the quality of the University's academic programmes, organisational/management structures and University life in general. Successful resolution of complaints is dependent on the following persons fulfilling the responsibilities associated with their respective roles.

7.1 Managers

Managers and other employees with authority at the University are responsible for receiving and responding promptly and appropriately to students’ complaints in accordance with the University’s complaint-handling principles and procedures (see Appendix A) using relevant and related policies.

They:

7.1.1 Manage the resolution process in accordance with the principles of procedural fairness, the key elements of which are:

(a) The opportunity to be heard,
(b) Adequate notice of meetings,
(c) Disclosure of all relevant material before making a decision,
(d) The opportunity for all parties to respond to any material and/or allegations,
(e) The fact that decisions are made only on relevant evidence,
(f) The fact that decisions are made without bias or prejudice;

7.1.2 Ensure that students are aware of the processes and procedures pertaining to the handling of problems;
7.1.3 Ensure that all the people who are involved in the complaint-resolution process understand their rights and responsibilities in relation to this policy;
7.1.4 Recognise and apply the lessons that can be learned from complaints in improving the quality, effectiveness and efficiency of service delivery.

7.2 Students

7.2.1 Students have a responsibility, wherever possible, to raise any problem directly with the person/s involved, as soon as possible, before referring to the more formal stages pertaining to the handling of student complaints.
7.2.2 Where it is not possible for a student to raise the complaint in the first instance with the person involved, students should report a complaint to the relevant manager at the next level of authority or seek advice from any other person of authority who may be of assistance in resolving the matter.
7.2.3 Students should know the relevant people or units who are responsible/accountable for particular complaints as outlined in section 8 below (see also Appendix A).
7.2.4 Students should avoid reporting the same matter to different units or several people at the same time.

7.3 Joint Managerial-Student Responsibilities
The joint responsibilities of managers and students are to:
7.3.1 Participate in the complaint resolution process in good faith;
7.3.2 Cooperate fully in the investigation process;
7.3.3 Avoid complaints and counter-complaints with mischievous or malicious intent.
7.3.4 Maintain respect for the dignity of all parties.

7.4 Students will follow official procedures and protocols when lodging a complaint (see also Appendix A).

8. TYPES OF STUDENT COMPLAINTS
8.1 Academic Programme Complaints
These usually include, but are not limited to, complaints about academic decisions, processes and/or procedures viz.:
8.1.1 Admission and selection (pertaining to academic criteria);
8.1.2 Content and/or structure of academic programmes and/or lecturing/facilitation practices;
8.1.3 Assessment matters;
8.1.4 Decisions and/or actions by academic employees that affect an individual student or groups of students;
8.1.5 Compliance with qualification requirements;
8.1.6 Supervision of research projects;
8.1.7 Authorship and intellectual property;
8.1.8 Academic-related issues such as bursaries, timetables, venues and facilities.

8.2 ACADEMIC SUPPORT SERVICES
These usually include, but are not limited to, complaints about the library, academic development, student counselling and career development, work-integrated and service learning, student affairs, including student housing, viz.:
8.2.1 Service delivery;
8.2.2 Decisions and/or actions by academic employees that affect an individual student or groups of students;
8.2.3 Access to and/or the quality of University resources and facilities;
8.2.4 Implementation of policies and regulations.

8.3 ADMINISTRATIVE COMPLAINTS
These usually include, but are not limited to, complaints about decisions and actions associated with faculty and central academic administration services or finances relating to:
8.3.1 Administration of policies, procedures and rules by Faculty and Central Academic Administration or Finances;
8.3.2 Service delivery, (e.g. admissions and selection, fees and bursaries);
8.3.3 Decisions by administrative employees that affect an individual student or groups of students;
8.3.4 Academic-related issues such as bursaries, fees, timetables, venues and facilities;
8.3.5 Standard of the quality of resources and facilities;
8.3.6 Graduation and certification.
8.4 SPORT, ARTS AND CULTURE, SOCIAL AND RECREATIONAL EVENTS

These usually include, but are not limited to, complaints about decisions and actions associated with divisional and administrative employees associated with the Arts Academy, Sports Bureau and Student Affairs, viz:

8.4.1 Service delivery;
8.4.2 Decisions and/or actions by employees that affect an individual student or groups of students;
8.4.3 Implementation of policies and regulations;
8.4.4 Access to and/or the quality of University resources and facilities.

9. CHANNELS FOR THE LODGING OF STUDENT COMPLAINTS

If the problem cannot be resolved through discussion with the person/s directly involved in the issue concerned or it is not possible to confer with the individual/s concerned, the following applies in respect of the various activities related to the academic life cycle of the student.

9.1 Academic Programme Complaints

9.1.1 Students have recourse to the immediate line manager, usually the Head of the relevant academic Department, or the Head of Faculty Administration or Faculty Officer in instances where there may be an overlap between programme and administrative matters.
9.1.2 If a complaint listed under 8.1 is still not resolved, the student may consult progressively further up the hierarchy with the Vice-dean and then the Executive Dean, if necessary.
9.1.3 Complaints pertaining to research-related issues are resolved in accordance with the Higher Degrees and Postgraduate Studies Policy.
9.1.4 The relevant Executive Dean is the final arbiter regarding student complaints pertaining to academic programmes.
9.1.5 Thereafter, if not resolved based on procedural grounds that could lead to a case of procedural unfairness (with particular reference to the Academic Regulations), the matter may be referred to the Registrar.

9.2 ACADEMIC STUDENT SUPPORT SERVICES

Heads of Departments and Faculty Officers may be the first point of contact for students experiencing problems in these areas and shall refer students accordingly:
9.2.1 In areas such as the Library, Student Affairs, Student Counselling and Career Development, Academic Development and Cooperative Education, students have recourse to the Heads of the relevant Departments.
9.2.2 Should the complaint not be resolved, higher authority for the above departments is vested in the Directors and Executive Directors of the respective divisions, if necessary.
9.2.3 In respect of student residences, the line of authority for reporting complaints is the House Committee, Residence Manager, Head of Residences, Director and thereafter the Executive Director: Student Affairs, if necessary.
9.2.4 If matters identified under 9.2.1 to 9.2.3 remain unresolved, the matter may be referred to the Pro-Vice-Chancellor.

9.3 ADMINISTRATIVE COMPLAINTS

Due to the overlapping nature of academic programme and academic administration complaints, Heads of Departments and Faculty Officers are frequently the first point of contact for students experiencing problems in these areas and shall refer the student accordingly.
9.3.1 Complaints in areas such as admission, selection and assessment, as well as timetables and venues are submitted, in the first instance, to the Head of Faculty Administration concerned. If unresolved, the complaint may follow either one of two routes viz.:

(a) The Executive Dean of the Faculty concerned; or
(b) The Manager of the administration department concerned with higher authority vested in the Director: Academic Administration and then the Executive Director, if necessary.

9.3.2 In respect of financial matters, e.g. student fees, bursaries etc., the student is referred directly to the relevant Faculty Accountant or Financial Bursary/NSFAS Supervisor in the Division: Financial Aid. Higher authority is vested in the Managers: Faculty Accountants and Financial Aid respectively and thereafter, in the Directors and Executive Directors of the divisions concerned, if necessary.

9.3.3 Operational and technical issues are dealt with directly via the Heads of Faculty Administration in accordance with the provisions of 8.3 above and/or in co-operation with the relevant operational structures within the University.

9.3.4 Complaints concerning certification and graduation matters are handled by the respective Heads of Faculty Administration in cooperation with the Senior Academic Officer: Certificates or the Academic Administration Assistant: Graduations respectively. In the case of the matter being unresolved, the issue may be referred progressively further up the hierarchy to the Manager: Faculty Co-ordination and then the Director Academic Administration and Executive Director: Academic Development if necessary.

9.3.5 Thereafter, if issues mentioned under 9.3.1 to 9.3.4 are not resolved, the matter may be referred to the Registrar.

9.4 SPORT, ARTS AND CULTURE, SOCIAL AND RECREATIONAL EVENTS

9.4.1 The line of hierarchical progression for unresolved issues for the Sports Bureau and Arts and Culture Division is the Manager of the respective division in which the complaint originated and then the Director and the Executive Director of the division, if necessary.

9.4.2 Complaints concerning social and recreational events are addressed in terms of the infrastructure of the faculty or division organising the event/function.

9.4.3 Thereafter, if not resolved on procedural grounds, the matter may be referred to the Deputy Vice-Chancellor under whose authority the division concerned falls.

9.4.4 As a last resort, a formal written complaint can be channelled to the Vice-Chancellor on condition that the complaint has been previously considered at the appropriate level of management. The Vice-Chancellor will seek advice from the manager concerned before responding to the complaint.

9.4.5 In respect of all the complaints outlined under Section 8, students may seek concurrent assistance and advice from a SRC representative, Student Counselling and Career Development, the Student Judicial Services or the Executive Director: Student Affairs, as appropriate.

10. ANONYMOUS COMPLAINTS

Anonymous complaints will be accepted by the University as determined by the Protected Disclosure Act, No 26 of 2000 and as contained in the University’s Whistle-blowing Policy. Complaints may include matters that involve allegations of corruption, misadministration, serious waste of public money, child abuse, dealing with drugs and serious crimes committed on the premises of the University. Further action will be taken if the anonymous complaint contains sufficient information to make a prima facie case or to carry out an investigation. Staff members have a responsibility to respond to complaints within a reasonable time frame and as quickly as possible. Acknowledgement of receipt will be sent to the student/s and student/s will receive regular feedback.

11. PROCEDURES FOR THE HANDLING AND RESOLUTION OF STUDENT COMPLAINTS

Procedures that apply to the handling of student complaints are described in Appendix A.
12. OUTCOMES OF THE COMPLAINTS-RESOLUTION PROCESS

Students receive a written advice on the outcome of their complaints. The outcome is determined by the seriousness of the complaint/incident. The outcomes are applied consistently across the University. Conciliation and mediation is the point of departure in dealing with student complaints. The outcome is determined by established procedures as encoded in the rules and regulations for students.

13. DOCUMENTATION

All documentation relating to student complaints is kept in a safe place. It remains the property of the University and is regarded as confidential. The documents will not be accessible to anyone who is not directly involved in the handling of the complaint. Any material, including the outcome, will be placed in a student file in accordance with the requirements of the Policy on Access to Information.

14. RELATIONSHIP OF POLICY WITH OTHER UNIVERSITY POLICIES

This policy does not over-ride the established administrative or appeal procedures which would normally be followed in relation to academic matters, e.g. appeal against assessment grades, exclusion, student rules and regulations, residence rules and regulations, SRC’s Code of Conduct.

15. POLICY REVIEW

Regular review of the policy will be done in line with the approved University Policy on Policy Development. This takes place in consultation with the relevant quality assurance structures at management and institutional level under the auspices of the official custodian of this policy namely the Registrar to ensure that the policy remains valid and current in the light of changing circumstances. Unless circumstances dictate otherwise, the policy will be formally reviewed within the six-year University review cycle.

Approved by Management Executive Committee

27 November 2007