



Pre-Arrival Guide

for International Students



Welcome

from the Mandela International Office

“Nelson Mandela University strives for excellence and relevance in the creation of knowledge for a better world. We aim to develop high quality graduates that are globally aware, are responsive to the socio-economic development needs of Africa and the world, and are well-developed to compete for top jobs in national and global labour markets.

We offer you the opportunity to be a part of this knowledge creation process and your own development and growth at our University.

University’s vision is to be a dynamic African university that is recognised for its leadership in generating cutting-edge knowledge for a sustainable future. Nelson Mandela University already has all that is required for a rigorous marketing and profiling of the University at home, on the African continent and the rest of the world. Going forward, we want to take the University to new heights, as a ‘go to’ institution of choice for top students and star academics, as well as to substantially grow University’s footprint in Africa and beyond.

The Mandela International Office will be your home away from home. My staff and I are here to help you as an international student, and we will do whatever possible to make your educational and social experience at Nelson Mandela University one you will not forget.”



Dr Beata Mtyingizana
Senior Director
Mandela International Office

Emergency & Important Numbers

Emergency Numbers:

On-campus emergency:	041 504 2009
Police:	10111
Ambulance:	082 911 (Netcare)
Fire Brigade:	041 585 1555
24 Hour Paramedics:	041 379 2111

Campus Health Services:

Summerstrand North Campus:	041 504 1149
Summerstrand South Campus:	041 504 2174
Second Avenue Campus:	041 504 3762
Missionvale Campus:	041 504 1337
George Campus:	044 801 5062 / 5125

Student Counselling: (Office Hours)

Summerstrand North Campus:	041 504 3222
Summerstrand South Campus:	041 504 2511
Second Avenue Campus:	041 504 3854
Missionvale Campus:	041 504 1106
George Campus:	044 801 5051

Email: counselling@mandela.ac.za

Hospitals:

Life St George's Hospital:	041 392 6111
Mercantile Hospital:	041 404 0400
Netcare Greenacres Hospital:	041 390 7000

Security: Control Room

Security:	041 504 2490 / 2910
South Campus:	041 504 2482
North Campus:	041 504 3636
Second Avenue Campus:	041 504 3710
Missionvale Campus:	041 504 1231
George Campus:	044 801 5114

You can call 9111 (anonymous crime line) or 2009 (emergency response line) from any South Campus university phone.

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HOW TO GET A STUDY VISA?



Passports, with a valid study visa must be presented to the University during registration. All international students require a valid study visa to attend the University.

WHERE TO APPLY FOR A STUDY VISA

You should apply for a study visa at your nearest South African Embassy, High Commission, Consulate or Trade Mission outside of South Africa. If there is no South African representative, prospective students must apply to the South African High Commission, Embassy, Consulate or Trade Mission nearest to their home country. It is imperative that students await the outcome of the application for a study visa in their own country of residence or origin.

WHEN TO APPLY FOR A STUDY VISA

After you have submitted the necessary necessary application documentation and have received your letter of acceptance from the University, you will need to apply for a study visa prior to arrival in South Africa. You will NOT be permitted to attend the University without a valid study visa.

Please Note: Prospective international students are advised to apply for their study visa as soon as possible. It normally takes 8 weeks for applications to be processed. The Nelson Mandela University cannot register a student until a valid study visa has been produced. Passports, valid for the duration of the studies, with a valid study visa must be presented to the University during registration.

HOW TO APPLY FOR A STUDY VISA

Acceptance as a student at NMU places no obligation on the Department of Home Affairs, or the University to grant a candidate official approval of his/her entry into South Africa for study purposes. Prior to consideration of a study visa, the following documentation is required (please check the application requirements at your nearest South African Embassy).

The following are standard requirements:

- A travel document (passport) valid for the duration of study
- A duly completed application form signed by the applicant
- An official letter of acceptance from the NMU for the duration of the course
- Proof of sufficient funds to cover tuition fees, maintenance and incidental costs, in addition to a cash deposit or bank guarantee to defray possible repatriation and / or incidental costs;
- A written undertaking by the student personally that he / she will leave the country on completion of the specific course indicated or as specified by the NMU
- 12 month proof of medical cover with a medical scheme registered in South Africa
- Medical and radiological reports
- A police clearance certificate (less than six months old).

The student may only proceed to travel to South Africa once all of these requirements (academic as well as residential) have been complied with and the student has been issued with the necessary

entry authorization (study visa). Study visas are issued for a programme of study at a specific institution.

International students should apply for a change of condition of institution when registering at a new institution. For more information on applying for a study visa visit: www.services.gov.za. You should contact the South African Embassy for full details about applying for a study visa.

In an effort to prevent international child abduction, many governments, including South Africa's, have initiated procedures at entry/exit points. These often include requiring documentary evidence of relationship and permission for the child's travel from the parent(s) or legal guardian not present. Having such documentation on hand, even if not required, may facilitate entry/departure.

PART-TIME CASUAL WORK ON A STUDY VISA

The holder of a study visa may conduct part-time work providing that the period should not exceed 20 hours per week. The Senior Director of the Mandela International Office needs to consent to it in writing.

TRAVELLING OUTSIDE OF SOUTH AFRICA

You should check with the embassy of the country you are visiting whether you require a visa to enter that country.

For Visa Requirements for neighbouring countries please contact XL Bay Travel on: 041 360 9409

MEDICAL AID



All international students need to comply with the visa regulations as determined by the Immigration Act, Act 13 of 2002.

Regulation 10(1) (i) determine the following:

*** An applicant for a study visa is required to provide:*

*(i)*proof of medical cover with a medical scheme registered in terms of the Medical Schemes Act, 1998, recognized in the Republic**

In terms of the Immigration Amendment Act 19 of 2004, any prospective student to the Republic of South Africa, must provide proof of medical cover with a medical scheme registered in terms of the Medical Scheme Act, 1998 Act 131 of 1998.

MEDICAL AID REQUIREMENTS FOR STUDY VISA APPLICATION

Although you may, with some other foreign medical insurance products, secure a study visa from a South African diplomatic mission, NMU, in accordance with the Medical Schemes Act DOES NOT accept such medical cover for registration purposes. On

recommendation of the International Education Association of South Africa (IEASA) in consultation with ACA Healthcare Consultants, the following medical scheme products are recommended as it provides for all the needs of an international student.

Momentum Health

Join Online at: www.ingwehealth.co.za

Call Us: 0860 102 493

Email Us: studenthealth@momentum.co.za

Universal Healthcare

Join Online at: www.studentplan.co.za

Call Us: 086 122 4636

Email Us: student@universal.co.za

WHAT EVIDENCE TO PROVIDE FOR REGISTRATION PURPOSES

For registration purposes, NMU requires proof of full Medical Aid Cover with a South African registered medical aid scheme (no insurance products, from South Africa or abroad, will be accepted) for each full academic calendar year (being from the first day of the month of registration until the last day of December). Study Abroad and Exchange Students must secure medical cover for the full duration of their stay. A minimum of six (6) months cover is provided by medical aid companies, no less. English Skills Students are required to purchase cover for duration of six (6) months. Note that a membership certificate is required, which may easily be obtained through ACA Healthcare Consultants.

PAYMENT OF MEDICAL COVER

It is required that international students make the necessary financial arrangements for the medical aid cover prior to study visa application. Should the student rely on sponsorship he/she should ensure that the sponsor is advised of this requirement at the onset of the sponsorship and this requirement is applicable to

Nelson Mandela University (for example Postgraduate Research Scholarships) related bursaries as well.

Payment for the required medical aid cover fee is made directly to the Medical Aid Company, separately from the tuition fees.

For further enquiries please contact:

ACA Healthcare Consultants with regard to the products that will be suitable for both your visa application, and registration at this University on: aca.international.students@sanlam.co.za
or (+27) 860 100 380

FURTHER IMPORTANT NOTES

Block release students: Students need to submit proof of travel insurance for the full duration of their stay in South Africa. Should the student remain in South Africa for the continuation of the year, the student will be required to purchase medical cover.

Degree Seeking Students doing in-service training will be required to make payment for medical cover for the full duration of the stay of the academic period in South Africa.

WHERE IS SOUTH AFRICA



You will be coming to a country where being an individual is a necessity!

LAND OF PLENTY

South Africa is a country of diversity. This diversity cannot only be found in the country's people but also in its landscapes, architecture and wildlife.

GEOGRAPHICAL DIVERSITY

South Africa, a country situated at the southern end of the African continent, is a quilt of landscapes, fauna and flora. Each of the country's nine provinces offers visitors a unique view into some aspect of South African life, and that which Africa is so popular for, its natural wild side.

Each of South Africa's provinces, the Eastern Cape, Western Cape, Northern Cape, KwaZulu-Natal, Free State, North West Province, Northern Province, Mpumalanga and Gauteng, is divided into one of the three identified geographical regions, namely, plateau, mountains and coastal belt.

ECONOMICAL DIVERSITY

South Africa's economy is supported by a diverse variety of businesses. From big conglomerates and international companies to small, family businesses and street vendors, South Africa's workforce is indeed as diverse as the country.

As the economic powerhouse of Africa, South Africa is the leading country on the continent in industrial output, mineral production and is generating most of Africa's electricity.

NATURAL DIVERSITY

South Africa is famous for its breathtaking scenery and abundance of wildlife. Wildlife does not roam free in cosmopolitan areas, but is confined to farms, uninhabited 'veld'(fields), private game lodges and national parks.

Five famous inhabitants of the wild are especially popular, not only with tourists, but also with the locals. The 'Big Five', as they are known, are found mostly in the bigger national parks, however, in the last five years these animals can also be seen at some of the private game lodges. The Big Five includes: elephant, lion, rhino, leopard and buffalo. Other African icons like the hippo, giraffe, cheetah and whales can also be seen.

With over 200 mammal species it is hard to identify those that stand out, but the samango monkeys, baboons, dassies and meerkats are the most entertaining and interesting.

As a country that is bounded by the Indian Ocean in the east and the Atlantic Ocean to the west, it is no surprise that eight whale species can be viewed in South African waters. Another interesting fact about our waters is that 2000 other fish species, 16% of the world's total, swim around in these waters.

CULTURAL DIVERSITY

Probably the most diverse element in South Africa is its people and their cultures. As a country with 11 official languages, namely English, Afrikaans, isiNdebele, isiXhosa, isiZulu, Sepedi, Sesotho, Setswana, siSwati, tshiVenda, and Xitsonga.

South African cuisine has unusual variety, derived from the culinary traditions of its diverse population. Traditional foods include: bunny chow (curry in a half-loaf of bread), samp (corn) and beans, bobotie (a curried mince dish of Malay origin), milk tart, koeksusters (sweet syrupy deep-fried twisted pastries), and biltong (salty dried meat).

South Africans are very fond of enjoying a 'braai' (a barbecue which can include steaks, chicken and boerewors (spicy sausage). Potjiekos (meat & vegetable stew) and potbrood (baked bread), both cooked over coals in cast-iron pots, are also local favourites.

South African wines are among the best in the world, and there are also good local beers. There are a variety of restaurants in Port Elizabeth: including Indian, Chinese, Japanese, Thai, Italian, Greek and seafood restaurants, as well as numerous steak houses. There are also many coffee shops (which serve light meals) and fast food / take-away restaurants.



GENERAL FACTS

TIME

The South African Standard Time is two hours ahead of Greenwich Mean Time (GMT). There are no 'zone' or seasonal variations.

ELECTRICITY VOLTAGE

220 / 230 Volts AC at 50Hz. Appliances with a lesser voltage will require a transformer. Three-pin round plugs are in use. Adaptors can be purchased at airports and major shopping centres.

Most international student accommodation has pre-paid electricity meters. You will be able to buy electricity at various selling points. Please keep in mind that you will be responsible for 'topping-up' these meters and thus you need to keep an eye on the electricity meter at all times.

WEIGHTS & MEASURES

South Africa uses the Metric system

TAP WATER

High-quality tap (faucet) water is available almost everywhere in South Africa. It is treated to be free of harmful micro-organisms, and in any area other than informal or shack settlements, it is both palatable and safe to drink straight from the tap. In some areas, the water is mineral-rich, and you may experience a bit of gastric distress for a day or two until you get used to it. Bottled mineral water, both sparkling and still, is readily available in most places.

CURRENCY

The currency in South Africa is the Rand. One Rand (R) = 100 cents (c). Bank notes currently available are R200, R100, R50, R20 and R10; and coins are R5, R2, R1, 50c, 20c and 10c. There is no restriction on the amount of foreign currency being brought into the country, as long as it is declared to the Customs Officers on arrival.

VAT (Value Added Tax)

Currently, 15% is included in the price of most goods and services. Foreign visitors may claim back VAT paid on items taken out of the country when the total value exceeds R250. VAT is refunded at the point of departure (Oliver Tambo - Johannesburg & Cape Town International Airport) provided that receipts are produced.

TIPPING

Tipping is common practice in South Africa for a range of services. In restaurants, the accepted standard is around 10% of the bill, although sometimes a gratuity will be included (often in the case of a large party). Service station attendants will expect a tip of two or three Rand for filling up with petrol, checking oil, water and tyre pressure and cleaning windscreens. It is also appropriate to tip taxi drivers and tour guides. Uniformed parking attendants will offer to safeguard your car for a tip from two Rand and upwards.

CREDIT CARDS AND TRAVEL CARDS

Most international credit cards such as American Express, Diners Club, Master Card and Visa are accepted, as well as travel cards. Foreign currency is not accepted in South Africa and will have to be converted into South African Rands. Most banks and other authorized institutions such as Bureaus de Change, American Express, Thomas Cook/Rennies, Travel Agencies and Airlines can assist with this task. Money can be drawn from local ATM's using most foreign bank cards. Please check with your bank beforehand.

Please Note: A commission fee is charged every time you exchange currency.

FOREIGN CURRENCY - EXCHANGE AGENCIES

Online Currency Converter: www.xe.com/ucc

MASTER CURRENCY FOREIGN EXCHANGE

89, Walmer Park Shopping Center, 6056 Main Street · Tel: +27 (41) 368 3533

IMMUNIZATIONS / VACCINATIONS

Travellers entering South Africa from countries where yellow fever is endemic are often required to present their yellow World Health Organization (WHO) vaccination record or other proof of inoculation, or they must be inoculated at the airport in order to be permitted entry. It is recommended that students planning to study nursing, social work or any other subject, which involves working with the underprivileged community, have a course of Hepatitis B inoculations starting, if possible, nine months prior to arrival in South Africa. It is recommended that you consult your personal physician in your home country for further advice and information on inoculations.

The Eastern Cape is a malaria-free area. Precautions should be taken if travelling to the Kruger National Park and other low altitude game parks and surrounding areas. Malaria prophylaxis should be taken before arriving in, during your stay in, and after departure from, these areas. Remember that to be effective, these anti-malaria drugs must be taken regularly and in strict accordance with the doctor's instructions (www.travelclinic.co.za).



NELSON MANDELA UNIVERSITY



The multi-campus structure enables the our university to be closely involved with, and geographically closer to, the communities it serves.

The Nelson Mandela University is the largest higher education institution in the Eastern and Southern Cape, with some 26 954 students enrolled. We have six different campuses – five located in the Nelson Mandela Metropole, and one in George.

SUMMERSTRAND CAMPUS (North) | [VIEW MAP](#)

The North Campus is situated adjacent to the Nelson Mandela University Summerstrand South Campus in the suburb of Summerstrand. Together these campuses form the main campuses of the Nelson Mandela University.

SUMMERSTRAND CAMPUS (South) | [VIEW MAP](#)

This is the biggest university campus in the southern hemisphere and it is the southernmost in Africa. The Nelson Mandela University is the only South African university with a campus situated in a nature reserve of more than 830 hectares. The nature reserve protects one of the most threatened fynbos habitats. Twenty-two

species of mammal including springbok, 16 reptile species and four amphibian species have been recorded. There is a nature trail (Grysbok Educational and Environment trail), and guided walks can be arranged.

OCEAN SCIENCES CAMPUS

The Ocean Sciences Campus is Nelson Mandela University's newest campus, opening in September 2017. This is the country's first dedicated Ocean Sciences Campus and is situated just opposite the North Campus.

SECOND AVENUE CAMPUS | [VIEW MAP](#)

The Second Avenue Campus is also located in Summerstrand and is approximately five kilometres from the main campuses. This campus is home to the internationally credited Business School.

MISSIONVALE CAMPUS | [VIEW MAP](#)

Missionvale Campus is our link to the community focusing on extended programmes in Science and Technology.

GEORGE CAMPUS | [VIEW MAP](#)

The George Campus, nestling at the foot of the Outeniqua Mountains near George in the Southern Cape, is surrounded by indigenous forests and is one of the oldest and most picturesque campuses. Courses in Forestry, Nature Conservation, Agricultural Management and Wood Technology are offered here.

WHEN YOU ARRIVE

The first place that you will need to report to, after you have arrived and settled into your accommodation, is the Mandela International Office. It is located on the Nelson Mandela University South Campus in the International Centre, Goldfields Building (Building 87 on campus map). Office hours: Monday - Friday: 08:00 - 16:00

All of the Nelson Mandela University campuses are equipped with WiFi and students have access to computer and library facilities, lounges, food courts and a variety of outside seating areas.

NELSON MANDELA UNIVERSITY CAMPUSES

Main Campuses



Summerstrand North Campus



Summerstrand South Campus

Other Campuses



Second Avenue Campus



Ocean Science Campus



Missionvale Campus



George Campus

BE PREPARED



FIRST SEMESTER

If you will be joining the Nelson Mandela University from its first semester, you should bring summer clothes and of course beach attire. January to March is warm and hot, with some humid and windy days. During these months we also experience some showers. From the end of April to middle June, we experience cool evenings, and some chilly days, with more regular rainfall.

SECOND SEMESTER

If you will be joining the Nelson Mandela University from its second semester, you should bring more winter than summer clothes, but just in case, bring along your beach attire. July to August is cold and rainy, and with the occasional breeze it can get really icy during these months. However, it is not as cold as during European winters. During these months we experience showers, over-cast days and icy-cold winds. From the end of August to November, Port Elizabeth gets its colourful jacket back as spring is in the air. We experience sunny days with cool breezes and most Port Elizabethans venture outside during this time.

FEES AND LIVING



Tuition fees for foreign students are payable IN FULL prior to registration.

TUITION FEES

An “Estimation of Fees” was sent in the acceptance of offer.

Prospective students must ensure that they have sufficient funds to finance their own studies and pay the full fees for the period of study before arriving at the University.

Please Note: Financial Aid is not available to undergraduate international students.

GOVERNMENT SPONSORED STUDENTS

Students must provide a letter of sponsorship from their Ministry of Education or Scholarship Office upon arrival. For more information on studying in South Africa go to: www.studysa.co.za

PAYMENT OF STUDENT FEES ACCOUNTS

Please refer to our “how to pay” section of our website for the correct details on the payments you need to make:

<http://international.mandela.ac.za/How-to-pay>

BOOKS

Books are excluded from the student fees.

ESTIMATED LIVING EXPENSES

Accommodation

The cost of accommodation varies between R18 000 - R36 000 per semester.

Books and stationery

R 6 500 per year

Medical subscription (Please refer to the medical aid page)

R 4 200.00 – R 6 500.00 per year **

Transport to the University (students living off-campus)

± R 500 per month

Meals (students living off-campus)

R 1 500 per month

Meals (students living in undergraduate on-campus residences)

R 21 500 per year (not compulsory, ± R85 per day)

Sport clubs and societies (optional)

R 1 200 per year

Laundry (students living off-campus)

R 300 per month

Electricity (students living off-campus)

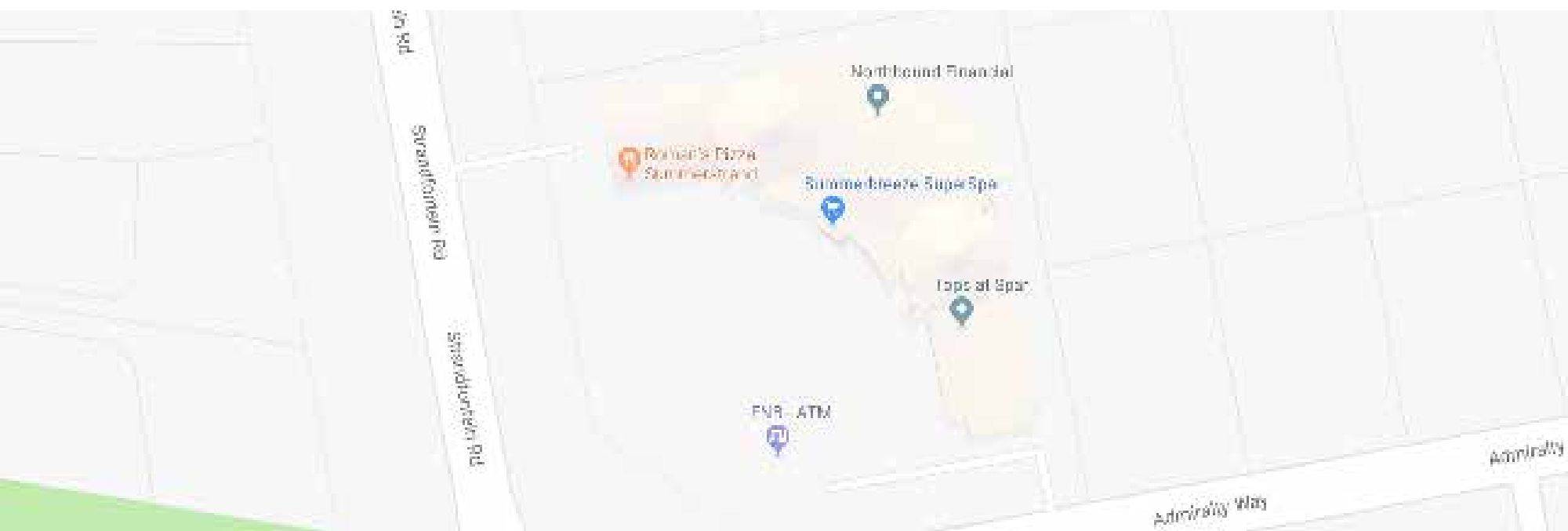
±R600 per month depending on lease agreement

Water

Due to current water restriction please note that excessive use and misuse of water carries a penalty, which will be billed to your student account.

**Rates depend on which option you choose.

Popular grocery shops in the Summerstrand area:

The logo for Pick n Play, featuring the word "Pick" in blue, "n" in red, and "Play" in pink, all in a bold, sans-serif font.The logo for SPAR, featuring the word "SPAR" in white on a red rectangular background, followed by a green circular icon containing a white tree.

ACCOMMODATION



You are required to submit your accommodation form at the same time as your academic application in order to avoid unnecessary delays when applying for your visa.

International students have the option of staying in either on-campus or off-campus accommodation. The number of places in University residences is limited and is allocated on a first come first serve basis. Preference is given to South African students.

Study Abroad students will only be placed in off-campus Accredited Accommodation.

The Mandela International Office will assist you in obtaining accommodation, provided you have applied before the following deadlines.

APPLICATION DATES

On-campus:

1st Semester: Please apply by 30 October (Deposit R2000.00 payable).

Off-campus:

1st Semester: Please apply by 30 October (Deposit of R2000 payable).

2nd Semester: Please apply by 15 May (Deposit of R2000 payable)

APPLICATION PROCESS

- Complete the On-Campus / Off-Campus Application Form
- Submit the proof of payment according to the above deposit
- Include passport photograph

ON CAMPUS

Undergraduate Accommodation

The Nelson Mandela University offers accommodation on-campus in separate male and female residences for undergraduate students and you will be placed according to your year of study and qualification. Once placed, students will receive their placement letters as well as Residence Guide.

Residence students are required to participate in a variety of developmental and sporting activities, as well as social and cultural activities. The Residence Manager and elected student governing bodies share the responsibility of addressing the needs of the new residents.

Postgraduate Accommodation

Nelson Mandela University offers postgraduate accommodation at either the Postgraduate Student Village or in single room accommodation. This accommodation is open to Doctoral, Master's, Honours and fourth year students on a first-come, first-served basis. The Postgraduate Village has one, two and three bedroom units and some units cater for disabled students. Each unit has a fully-equipped kitchen, a lounge and patio.

Each room in the Postgraduate Student Village has its own internal telephone and internet connectivity, and students will be advised of their numbers when they are allocated to their rooms.

Please refer the Nelson Mandela University website for on-campus accommodation costs: <http://studenthousing.mandela.ac.za/>

OFF CAMPUS

Accredited Accommodation

Off-campus accommodation for students is mainly situated in the suburb of Summerstrand, adjacent to North and South campuses. Summerstrand is a beachfront suburb and home to the Boardwalk Casino complex, the Summerstrand Village shopping centre, the Humewood links golf course, several other tourist attractions and the university itself. Many of the suburb's residents have opened their homes to students, who live in garden cottages or flatlets attached to the main residence. Linen and bedding are not provided and cleaning may be provided by the landlord once a week.

Annie's Cove (56 two bed units)

All units are fully equipped and tenants share the bathroom and kitchen. No TV's are supplied. Linen and bedding are not provided, but the units are cleaned once a week. Includes unlimited WiFi, electricity, laundry facilities; free parking and 24 hour security.

CampusKey (450 Beds)

The Studio Deluxe room, which study abroad/exchange students are placed in, is a luxury furnished room with en-suite bathrooms. Equipped with secure biometric access, $\frac{3}{4}$ bed, LED TV, study table and bookcase, fridge freezer, kettle and microwave.

CampusKey also has a club house, gym facilities, limited free wifi, communal braai areas, laundry facilities and secure parking.

MEALS

On-Campus

The fee (estimation) for meals for the year amounts to R9500.00 per year excluding holiday periods. Students at Nelson Mandela University residences have the choice to book the “meal of the day” or items from the “a-la-carte” menu.

Students purchase meals with their student Access Card which can be used in residences or various outlets on-campus.

Please Note: Until such time as you are a registered student, you will be responsible for paying cash for your own meals.

Off-Campus

Off-campus students can also make use of the Meal Management System. Students purchase meals with their student Access Card which can be used in various outlets on-campus.

Study Abroad students are placed in self-catering accommodation.

LAUNDRY - North and South Campus

Laundry facilities are available on all campuses. Students are responsible for their own laundry. For your convenience, washing machines and tumble driers are available free of charge. Students living off-campus can also make use of a variety of laundromats in and around the campus grounds.

Please Note: Do not hang laundry from the outside of buildings and windows.

Students are to inform themselves of the Rules and Regulations pertaining to residences as described in the General Prospectus.

WHAT TO BRING

On-Campus Undergraduate Residences

All student rooms in the residences are equipped with basic furniture – a bed, mattress, cupboard, desk, chair, bookcase, waste paper basket, curtains and notice board. No sheets, blankets, pillows or towels are provided.

Please Note: No cooking is permitted in the bedrooms. Cleaning bathrooms (including bath, shower and toilet) and common areas are the responsibility of the University's cleaning service (with the exception of the Sanlam Student Village), but cleaning of bedrooms are the responsibility of students.

It is expected that students sharing accommodation will reach a friendly agreement to make sure that everything is kept clean and in good order. Please bring towels, warm winter blankets and/or duvet, pillow and pillowcases, sheets (all clearly marked), cups/mugs, kettle and teaspoons, an electric iron, a reading lamp as well as padlock and key. Campus residences do not have air-conditioning or heating.

On-Campus Postgraduate Student Village

Please bring towels, warm winter blankets and/or duvet, pillow and pillowcases, sheets and a reading lamp (all clearly marked). Basic cutlery and crockery, a kettle and an iron are provided in each house. No surfboards, bicycles etc, may be kept inside the residence rooms or bathrooms. Nelson Mandela University has provided undercover lock-up facilities for such items. If students are not satisfied with the facilities provided, they are requested to leave such items at home. Nelson Mandela University accepts no responsibility for a student's personal property. Please ensure that you hold the necessary insurance coverage for this purpose.

Off Campus Accommodation

Please see where you have been allocated accommodation. All units are fully furnished, but students are required to bring all their own bedding as no duvet covers, sheets, blankets, or towels are provided.

ACCOMODATION COSTS

On-Campus

On-campus students are expected to pay a refundable breakage fee of R5000.00. All international students must pay their first semester residence fees in full, prior to registration. Second semester fees are payable prior to the start of the second semester.

Please Note: On the date of your admission to a residence, you will be expected to sign a receipt for your room key and the equipment in your room (and pay the relevant deposit for the mentioned key).

Residences are closed during the June and December vacations. Should a student arrive before the official opening of the residence he or she must make other arrangements for accommodation. The above stated fees do not relate to holiday accommodation and this is paid separately as per daily rate, and arranged through the Residence Manager.

CANCELLATION OF ACCOMMODATION

You are kindly requested to notify the Manager (041 504 4736 / 2921 or George Campus: 044 801 5034), as soon as possible if you decide to cancel either your application for accommodation or the accommodation allocated to you, since there will be other prospective students waiting for admission.

If a student or prospective student cancels an application for admission to a residence after accommodation has been allocated the full deposit will be forfeited.

If you vacate the residence or Nelson Mandela University once you have already been admitted to your room you need to notify the Director of Residences in writing without delay, and you will be liable for fees to the end of the semester in which the written notice of cancellation is received, unless it is within 12 days of the start of the semester or within seven days of the start of the second or fourth term, in which case a day tariff will be charged.

Off-Campus

Units are fully furnished and rentals range from budget to expensive considering location and facilities available. Students will be required to stay in booked accommodation for a minimum of one (1) semester. All fees are payable in advance.

Electricity

Each unit may have its own pre-paid electricity meter with a designated card to purchase electricity, if not the consumption will be invoiced to the student monthly (based on rental agreement). The cost of electricity is shared between the tenants (not included in rental, ± R600 per month per tenant).

Rental

Full-time students normally sign a lease agreement for the full academic year (ten months as from the 1st of February to the 30th of November, plus pro rata for January).

All first year, sponsored and occasional/study abroad students must reside in accredited off-campus accommodation.

Please Note: Degree Students registered for accredited off-campus accommodation are required to pay the accommodation refundable damages deposit of R5000 prior to arrival and the first term/semester in full upon arrival. This may vary from housing to housing and students are advised to communicate with the Mandela International Office for on costs and payments.

All senior students who opt to stay privately must deal directly with the owner and all payments must be made directly into the accommodation service provider's bank account and not via the University.

BANKING DETAILS

Please refer to our "how to pay" section of our website for the correct details on the payments you need to make:

<http://international.mandela.ac.za/How-to-pay>

For more information: <http://studenthousing.mandela.ac.za/>

PRE ARRIVAL CHECKS

It is recommended that you book all flights, and any other form of transport, from your home country well in advance.

Before you leave your own country you need to be sure that:

- you have a valid PASSPORT for your period of study
- you have a valid STUDY VISA for your period of study
- you have copies of your passport and student visa in case of theft
- you have your letter of acceptance to study at the Nelson Mandela University with you
- you have original school leaving certificates
- proof of medical aid cover recognised in South Africa
- you've confirmed your arrival details with the Office for International Education by submitting the orientation booking form
- you've booked and confirmed your accommodation
- you packed an extra pair of clothing in your hand luggage in case your suitcase gets lost
- you packed bedding as no bedding is provided
- all your valuables and important documents are in your hand luggage
- you have insurance for your personal belongings
- you will have enough money for the first week of your arrival, and for the duration of your stay
- you have informed your bank that you will be travelling abroad
- you have made provisions with your bank so that you may pay all your fees upfront prior to registration and that you will not be delayed by bank limits.
- copy of your sponsorship letter if you receive funding

ARRIVING IN SOUTH AFRICA



You will have to pass through customs at Johannesburg or Cape Town Airport, so remember to pick-up your luggage at these airports and check it in again for the domestic flight to Port Elizabeth.

PORT ELIZABETH AIRPORT

Your final arrival destination will be the small centrally situated Port Elizabeth Airport which is within easy reach of all parts of the city - Information desk contact number: +27 (0) 41 507 7319

Shuttle buses and Taxicabs offer a convenient mode of transport into the city, and to the main international hotels in Port Elizabeth.

Using one of these private services will only be necessary if you did not make arrangements with the Mandela International Office for transport from the airport.

Please be advised that if you travel with family or friends they will not be allowed to use the provided university shuttle, but they should rather arrange their own paid for service.

ARRIVING BY COACH (BUS)

Coach (Bus) services operate daily from the rest of the country to the Eastern Cape.

Students are advised to end their bus journey at the Greenacres Shopping Centre bus terminus. All three major coach lines: Greyhound, Translux, and Intercaple have offices at, or in close proximity to this shopping centre.

COACH SERVICES

- Greyhound

Tel: +27 (0) 41 363 1560 / www.greyhound.co.za

- Translux:

Tel: +27 (0) 41 392 1303 / www.translux.co.za

- Intercaple:

Tel: +27 (0) 86 128 7287 / www.intercaple.co.za



PICK-UPS

The Mandela International Office needs to be notified well in advance (at least two weeks before you arrive) of your arrival details so that a driver can meet you at the airport or bus/train station and transfer you to your accommodation.

The driver will be holding a sign board that reads: "Nelson Mandela University International Students". If you cannot find the driver please be patient and wait inside the building, especially if you arrived earlier than anticipated. If you were delayed, please go to the information desk at the bus station or airport and ask them to call the Mandela International Office. Alternatively please refer to the orientation shuttle information, which you would have received prior to your arrival.

It is very important that students arrive on the date mentioned in the acceptance letter, not earlier. The airport transfer shuttle only operates from a few days before orientation starts.

If problems are experienced at the pick-up point please contact the Mandela International Office on Tel: +27 (0) 41 504 2161



CULTURE SHOCK



The Nelson Mandela University Counselling Services also offer a range of skills workshops such as 'Adjusting to University Life' that could address loneliness and long-distance relationships.

Coming to a new country is both exciting and somewhat nerve-racking. The key to preventing going into a stress related panic is to allow yourself to ease into the new environment and to ask questions. In South Africa especially, the people around you will be glad to help, but do take precaution, and do not be too trusting, foreign students are sometimes easy targets for theft.

Cathy Tsang-Feign, in her book *Living Abroad* (1996) identifies four emotional reactions attributed to culture shock.

ELATION

Upon arrival in a new country, you feel "excited and elated", according to Tsang-Feign this will last for up to several weeks when everything and everyone is "fresh and new".

HOMESICKNESS

“When the excitement wears off, a person is confronted with daily life in the new society, where everything can be quite different from back home. Some people refuse to adapt to the new culture, associating only with their own crowd and remaining aloof from the local population.”

TRANSFORMATION

“After about nine months, [a person] feels more familiar with the environment and begins to see the good side of the new culture. [You] gradually adopt the new ways of living. Sometimes people in this stage may go to another extreme, rejecting their own culture and viewing everything back home as “unsophisticated” or not as attractive.”

ACCULTURATION

“When people learn how to integrate the “old” and “new”, they can fully appreciate their own origin as well as the new culture.” So if you experience any of the above, be patient, because it will pass.

The Nelson Mandela University Counselling Services also offer a range of skills workshops such as ‘Adjusting to University Life’ that could address loneliness and long-distance relationships.

Visit: counselling.mandela.ac.za



ORIENTATION



All new international students are met at the airport and greeted by members of the Nelson Mandela University Mandela International Office.

ORIENTATION

Above all, international students are assisted in order to adjust to their new environment. In the orientation programme provided by the Mandela International Office, the international students' needs are the main focus, as well as providing students with vital information and a tour of the campus and city. This orientation is compulsory for all students. The Nelson Mandela University orientation programme offers the ideal opportunity for international students to meet and interact with South African students.

The Pre-Registration process aids students in selecting courses and collating all the required documentation prior to actual Registration. The excursions focus on social and local integration as well as coming to grips with cultural diversity.

The Mandela International Office organizes events and excursions for all international students throughout the academic year. These

events are organised in conjunction with Nelson Mandela University societies and the student representative council. The “International Diversity Week”, held every year, provides opportunities for different cultural groups to perform and talk about their countries customs and traditions. Please enquire at the Mandela International Office to find out how you can participate.

Please Note: It is essential for students to participate in orientation from day one.

Some of the main objectives of orientation are:

- to create a climate that is welcoming, promoting positive adjustment to the faculty and to the institution, and minimising anxiety
- to promote positive relationships between faculty and students, and between students and students
- to orientate students to the University environment including all student support services and resources;
- to develop skills that promote academic success
- to enhance the understanding of diversity and respect for all
- to set clear career goals

POSTGRADUATE ORIENTATION

Post-graduate students are encouraged to participate in the formal orientation programme. The session will include the services available to Postgraduate students, the research focus areas at Nelson Mandela University, meeting your promotor /faculty, introduction to the world of research, etc.

Post-graduate students are encouraged to participate in and attend the faculty orientation and fully participate in the process.

Students who miss out on the orientation or arrive outside the formal orientation process will receive a short orientation programme arranged by the Mandela International Office. (e.g. library and writing centre visit and campus tour)

EXCURSIONS

As part of the International student orientation programme you will be taken on various guided tours around Port Elizabeth to help you become familiar with the cities space, beauty and its many opportunities.



PRE-REGISTRATION & REGISTRATION



Students must report to the venue indicated on their list of important dates, and at the time indicated. They are required to bring original copies of all their documents.

WHAT IS PRE-REGISTRATION

Pre-registration takes place during orientation every year. Pre-Registration is the process of checking that all international students meet the legal requirements for Registration.

Students are required to submit the following documents:

- Original school leaving certificate (Degree seeking students only)
- Original transcripts and course descriptions where other qualifications were obtained
- Original TOEFL/IELTS results where applicable
- Valid passport & Valid study permit
- Proof of medical aid cover recognised in South Africa
- Proof of payment of tuition fees in full

All documents are kept on file and students will not be allowed to register if they have not completed Pre-Registration.

Students must report to the venue indicated on their list of important dates and at the time indicated. They are required to bring original copies of all their documents.

WHAT IS REGISTRATION

Registration is the formal confirmation of the acceptance of an admitted applicant to a specific course of study at the University, after successful compliance with the minimum admission requirements.

WARNING: Registration may be refused if a student arrives late.

POSTGRADUATE REGISTRATION

Post-graduate students are required to register every year. It is important to ensure that you are informed of the cost for the duration of your studies.

BEFORE REGISTRATION

If you would like to change programmes, students must request a change of programme in writing. *For instance, an application to change from a BA (General) to a BCom (Accounting) programme.*

The request will be considered by the Mandela International Office, and the decision will be communicated to a student, via E-mail, before Registration. Please be aware that this might have financial implications as costs vary from programme to programme.

Registration takes place between the end of January and the beginning of February. There is also a Registration session in July for students arriving mid-year.

STUDY ABROAD/ EXCHANGE STUDENTS COURSE SELECTION

Students are required to submit their learning agreements/ course selections prior to arrival to the Study Abroad Advisor (please refer to your letter of acceptance).



DEFINITIONS

We identify our international students according to the following categories:

Study Abroad student:

A Study Abroad student is a full-time non-degree seeking student registering for a variety of modules from one or more faculties for a minimum period of six months and a maximum period of one year.

Exchange student:

An Exchange student is nominated by a partner university as defined by the institutional memorandum of agreement.

Full-degree/ Diploma student:

A full-degree/ diploma student registers full-time for a complete programme i.e. a three-year degree.

PARENT ORIENTATION

The Mandela International Office (OIE) understands that most parents will feel some apprehension when their children leave for university, especially at an overseas institution.

It is essential for students to explore opportunities and resources during their stay at the Nelson Mandela University. Maintaining student safety, comfort and assistance is a top priority at the Nelson Mandela University.

Should you urgently need to contact your son / daughter, please e-mail the International Office at: international@mandela.ac.za or feel free to phone the following number: +27 (0) 41 504 2161

We also recommend that parents assist their children in the following manner:

LONG-DISTANCE SUPPORT

- Don't remind them constantly that they are far away.
- Encourage them to participate in the Orientation Programme and campus activities.
- Before ending a phone call, repeat the information, summarising what you have said, making sure you and your child are on the same page.
- Guide them to solve their own problems.
- Keep in touch, even if they don't, as it creates a sense of security.
- Inform the International Office of possible concerns.

WHEN THEY RETURN

- They will return as a new individual with new boundaries, try to respect these boundaries.
- Help them reaffirm their academic goals.
- Nurture their development and independence.

INTERNATIONAL OFFICE STUDENT SERVICES

- The International Office is responsible for communicating with prospective international students.
- Staff members give advice on: courses, module selection, student fees and medical aid, registration and fees, visas and academic admissions, assisting with access assessment and sourcing accommodation.
- The International Office understands the need for international students to be connected to resources and other students. The Office arranges functions, as well as events and excursions in order for students to adjust to, and learn more, about South Africa.
- A 16-week English course is offered to students in order to assist them with their language proficiency.

The Mandela International Office is the home away from home for international students, assisting them with any problems that may arise during their stay.

Parents are welcome to attend Parent Orientation.

For more information, please go to: international.mandela.ac.za

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