



After Arrival Guide for International Students



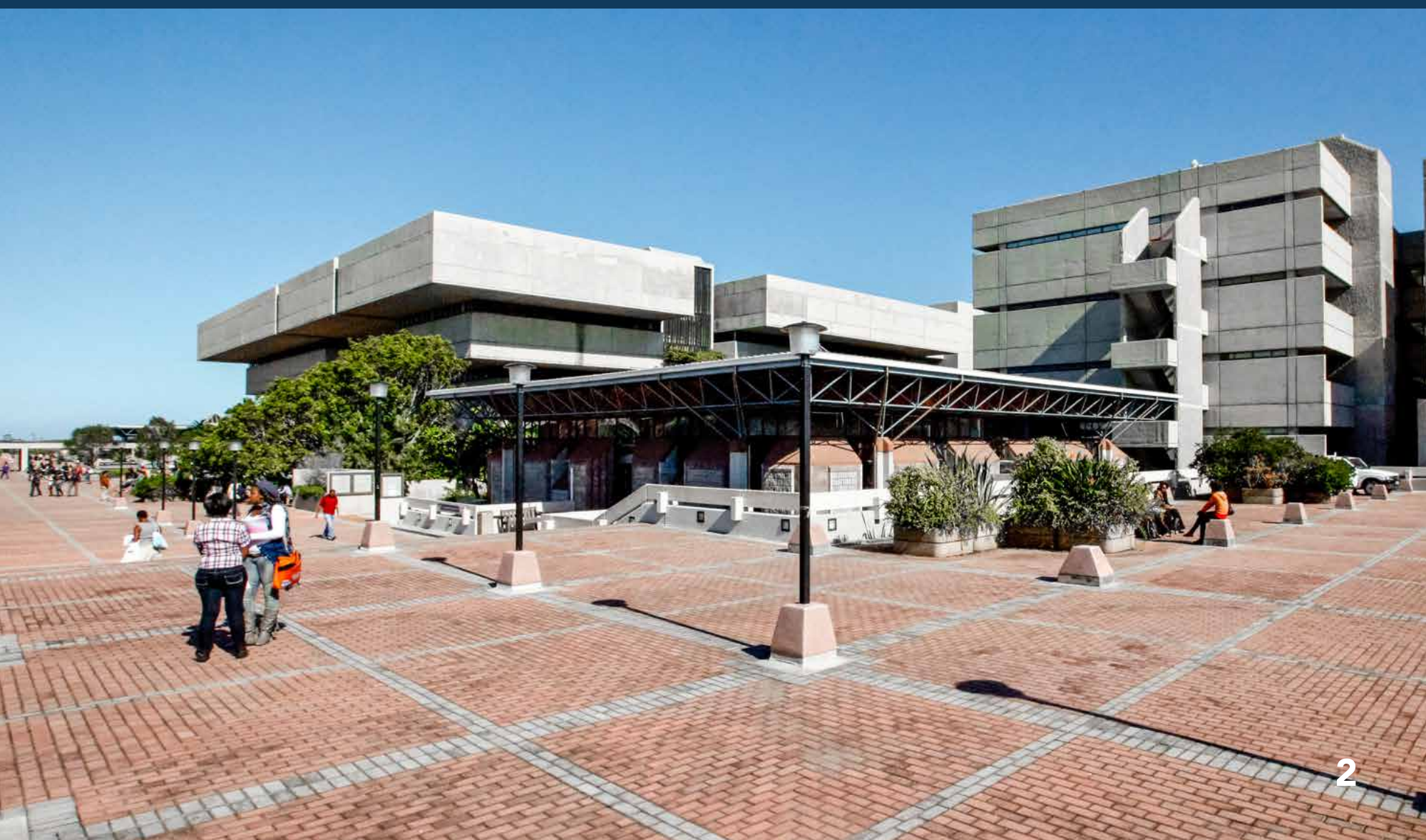
Optimised for your smartphone



Welcome

from the International Office

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



Emergency & Important Numbers

Emergency Numbers:

International Office (08:30 - 16:30)	041 504 2161
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

South Campus:	041 504 2482
North Campus:	041 504 3636
Second Avenue Campus:	041 504 3710
Bird Street Campus:	041 504 4785
Missionvale Campus:	041 504 1439
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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International Office Staff



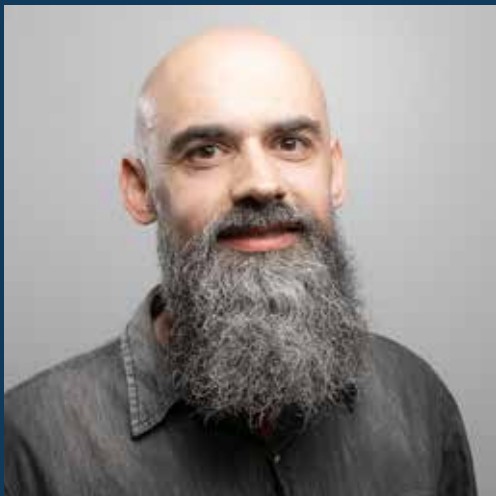
Dr Beata Mtyingizana
Senior Director



Tohiera Moodien
Deputy Director
(International Student
Administration)



Bev Sanderson
Manager: International
Student Accounts &
Operations



Dr Savo Heleta
Manager:
Internationalisation at Home
and Research



Claire Dullisear
Manager: International
Partnerships



Janine Bezuidenhout
Financial Officer



Monalisa Ndwayana
Study Abroad
& Exchange Coordinator



Divinia Jithoo
Short Programme
Coordinator



Johan van Rensburg
Outgoing Study Abroad
Coordinator



Asanda Tele
International Student
Administrator



Megan Connelly
International Student
Administrator



Natasha September
International Postgraduate
Student Academic
Administrator



Anine Swanepoel
Marketing & External
Communications
Coordinator



International PR
and Events Coordinator



Kathryn Smith
English Language
Programme Coordinator

HELP US... HELP YOU

The International Office continually endeavours to better its service levels.

If you ever feel that you were treated unfairly or did not get the assistance you required, please make an appointment with the manager of the department that your query was with.

The International Office would prefer that any problem or complaint be submitted in a written format for record purposes, and to make sure that every incident is handled in the most suitable and professional manner.

1ST DAY AT NMU

YOU'VE ARRIVED... WHAT NOW?

It's your first week at Nelson Mandela University! You're probably feeling excited and a little nervous. Of course you are! We know, however, that you will eventually look back on this day with fond memories as you make new friends and get to know your new home away from home, the Nelson Mandela University International Office.

Take time to meet the other new students around you – you will make friends for life from across the world. Enjoy all the fun orientation activities and listen carefully during the seminar sessions, this information is highly valuable to your time here at Nelson Mandela University.

We wish you a fun, exciting week ahead!



Emergency Number:
+27 78 1570 384



ORIENTATION

Orientation is a series of events and activities designed to help new and first-year students adjust to university life. You will meet people, find out about resources on campus, learn how to find your way around the campuses and have some fun too.

All International Students attend International Student Orientation. Only International Degree Students attend the Main Campus Opening Ceremony, Wellness and more importantly, Academic Orientation.

Note: Mid-Year orientation does not include the main campus orientation

Orientation is viewed as an extremely important process aimed at developing and promoting the wellbeing of new students in all aspects of their lives – physical, intellectual, spiritual, social and emotional. It is therefore compulsory to attend all sessions and registers will be taken.

Some of the main objectives 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
- 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; and
- To set clear career goals

During this time the International Office will formally introduce itself, staff members, the city, campuses and surrounding areas to new and first-year students. Additionally, students will be assisted with Pre-registration, Medical Aid, Financial Clearance and copying of all required documentation in preparation for registration.



Pre-registration

Pre-Registration as indicated by the relevant information sheet. Note that you will be required to show proof of payment of fees, accommodation and medical aid so keep these handy at all times. Orientation costs may be settled during this session and amounts to **R600.00** per student. Also remember your passport. Refer to **page 34** as a reminder of what to bring.

It is also essential to read your **First Year Orientation Guide** (for more information on the general Campus Orientation and essential Departmental and School Meetings) and your Registration Guide (Degree Students).

Official Communication

The preferred way of officially communicating with students is via e-mail. Each student will receive an NMU e-mail address for his/her personal use. All NMU communication will be sent to this address. Please read your e-mails on a regular basis. It will be accepted that you received an official communication if such communication has been e-mailed to you at the NMU student e-mail address.

Safety Guidelines

Although the vast majority of students and visitors complete their stay in South Africa without incident, you need to always be vigilant and aware that criminal activity, sometimes violent, can occur in Port Elizabeth, like in any other city in the world. It is not recommended that a student walk alone, especially after dark. Rather walk in a group and make use of reputable taxicabs at night. Be alert and vigilant at all times. Take special precautions in secluded areas (including certain stretches of beach, parks, gardens and walking trails). Certain areas of a city can be unsafe, especially at night

Ensure that you know which areas to avoid. Students should make the necessary arrangements to ensure that their personal property is covered by insurance against theft, as foreign visitors are frequent targets for petty theft or muggings. Most of the accommodation options do not cover any losses incurred by students due to theft. It is the student's own responsibility.

Mark your belongings clearly to identify them as belonging to you. Keep a list of your valuables, together with identifiable markings and serial numbers.

Should you become a victim of a crime please report the incident to the nearest police station and staff at the International Office.

General safety tips on the street

- Do not publicise your valuables, e.g. jewellery, camera, cell phone (mobile phone).
- Use credit cards or if not possible, please carry only small amounts of cash.
- Avoid isolated places. Be extra careful at night. Always be aware of your surroundings.
- If you need any information, ask at a shop, service station or the police. Don't trust people that you don't really know - "trust your gut instinct".
- Street children and beggars may approach you for a handout - social workers counsel against giving money.

Students walking to residences should note the following:

- If walking down Gomery Road, rather use the side which is better lit by street lights.
- Please note that sometimes the lights are not working.
- After 17:30 pm students should walk these routes in groups of three or four, as it reduces risk.
- Walking and using your cell phone draws attention as the lit screen can be seen from a distance by possible assailants.
- Please avoid walking through vacant lots, bush and shrub overgrowth.
- There is a good presence of security company vehicles at the Summerbreeze Spar on the corner of Admiralty and Strandfontein; this would be your safest option to draw money. ATMs are also available on the South Campus outside The Kraal and at the North Campus next to the Student Cafeteria.
- Be aware of your surroundings or any suspicious persons as you might be followed after having visited the shop or ATM.

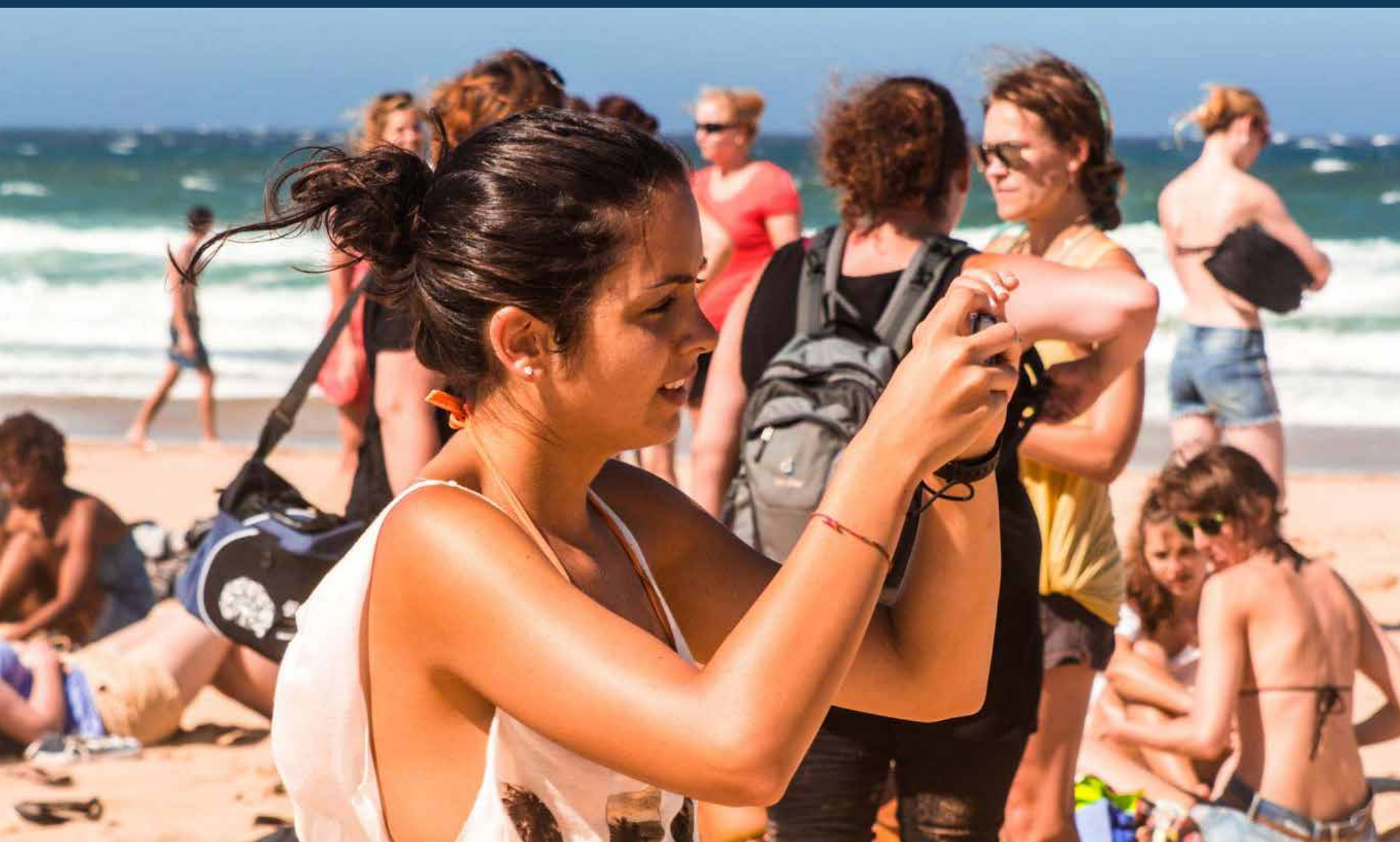


Accommodation Tips

- Lock valuables away in a safe place.
- Keep your room locked whether you're in or out.
- If someone knocks, check who it is before opening the door.
- Always keep your bags where you can see them – never leave them unattended.
- Never leave washing unattended.
- Don't leave your cell phone lying around.
- NEVER give out your door lock codes or codes to a complex.
- NEVER allow non-students or non-residents access to your residence or allow them to stay over without authority from the residence manager.
- NEVER share/give out information about your whereabouts to non-residents or people you do not know.
- Ensure that you mark all your belongings clearly.
- Ensure that you have listed all valuable property such as radios, sound systems, lap tops and PCs by way of serial number, type, model and colour.
- Give items your own unique mark in a place that is not clearly visible or easy to remove.
- ALWAYS request identification from service workers wanting to enter your room.
- Report faulty systems such as electronic locks, gates, windows and doors.

Social conduct

- Do not hitchhike
- Don't use minibus taxis after dark - rather make use of reputable taxicab companies even though they are more expensive. If you share a cab with friends this will divide the cost.
- Be especially aware at nightclubs and bars - Don't accept an open drink and don't leave your drink unattended.
- Try not to get separated from your friends.
- Participation in protests may lead to injury or arrest



On the beach

- Lifeguards are on duty during the summer season at all the main beaches.
- Swim between the beacons and obey instructions.
- When encountering difficulties in the sea, raise one hand above your head.
- Avoid mixing alcohol and swimming.
- Do not bring along valuables to the beach, always leave them behind.
- When you swim in the sea consider asking your neighbour to keep an eye on your belongings or leave belongings in lockers.

Visiting sites in rural areas

- Establish how to observe the cultural protocol of that area.
- Visit traditional areas via recognised tourism transport.
- Use registered, qualified tour guides.
- Get advice from your local tourism office in the region for the best routes to follow.



Travelling in the car

- Like anywhere else in the world your safety is strongly dependent on you.
- Always know where you are going.
- Fasten your seatbelt, lock your doors, and only leave your windows open about 5cm.
- Never pick up strangers.
- Never display your valuables in the car, lock them in the trunk.
- Be aware of your surroundings when you stop at a traffic light or stop in the street. Also be aware when arriving or leaving a place. Car hijackings do occur.
- Park in well lit or security-patrolled parking areas.
- We drive on the left hand side of the road



Emergency Number:
10111 or **112** from your cell

ACCOMMODATION

Once you've been checked in, please make sure that you familiarise yourself with your surroundings as well as the various emergency and safety features of your accommodation.

REMEMBER:

Check the inventory list of your accommodation carefully. If you do not report any damages or faults then you will be held responsible for these damages or faults, which will be charged to your student account once you depart.

It will clearly state in your lease agreement:

INVENTORY

1. The occupant is to check the inventory on occupation and report any items that are damaged or missing.
2. The occupant has 24 hours to report any damaged or missing items. Should he/she fail to do so, the Lessor will assume that all inventory is as per the inventory list in each unit.
3. Occupants may not remove any article from the premises.
4. Coordinators will perform weekly visits to check if all is in order. This is an opportunity for students to report any breakages
5. The occupants shall be jointly and individually liable for the cost of replacing any missing items, which shall be paid immediately.

The above is very important as the International Office wants to prevent landlords from claiming unnecessary damages from student deposits. We further advise you to make sure that your electronic equipment and other valuable items are insured. The cannot be held liable for theft or damages to personal possessions.

For Degree students, finding a place to live is one of the biggest decisions facing students once they've been accepted to a higher education institution. It is advisable that you secure your accommodation prior to departure. Payment of the refundable damages deposit will secure your placement. Bookings are done on a 'first-come, first-serve basis'.

Off Campus Housing Office (OCHO):

Tel: 041 504 4736 or 041 504 2921

E-mail: offcampus.accommodation@mandela.ac.za

Off-Campus Accommodation are responsible for providing you with secure and reasonable accommodation. This accommodation is located within close proximity to the University in the areas surrounding Nelson Mandela University, like Summerstrand and Humewood. The accommodation is within walking distance to either the campus or available public transport.

The range of self-catered off-campus accommodation (i.e. houses, apartments, flatlets, bachelor/studio and garden cottages) complies with the minimum standard as indicated by the University. Units are fully furnished and rentals range from budget (+-R3500 p/m) and (+-R6000 p/m) considering size, location and facilities/services available. Sharing with a roommate could reduce costs considerably (limited flats available). Electricity, internet access and usage, bedding, towels, breakages and catering are paid for by the student.

PLEASE NOTE:

When you decide to live off-campus, you become a member of the community and your neighbours may be retirees, families with children, people who need to get up to go to work, or fellow students. Be considerate and always remain cognisant of your actions/behaviour and how it affects others.

Tips

- New students are advised to bring at least ten days worth of living expense payments.
- Access to student account/meal cards for food will only be given after Registration.
- Please provide an itemised list of all your electronic equipment to the Off-Campus Accommodation Office for record keeping purposes and make sure that it is insured back home. We do not offer renter's insurance in South Africa.

ORIENTATE YOURSELF

In the city

We aim to create a home away from home environment for you here at the Nelson Mandela University, so we've compiled some important facts that you need to remember.

Shopping hours:

Monday - Friday: 08:30 - 18:00

Saturday: 08:30 - 17:00 & Sunday: 08:30 - 14:00

Consulates and Embassies:

Belgian: +27 (0) 21 419 4690

USA (in Cape Town): +27 (0) 21 702 7300

Danish (in Pretoria): +27 (0) 12 430 9340

French: +27 (0) 21 423 1575

German: +27 (0) 41 397 4721

Italian: +27 (0) 41 373 6443

Portuguese: +27 (0) 41 367 1693

British Visa Application Centre

Regus House, Fairview Office Park, Greenacres, Port Elizabeth, 6045

British High Commission (in Pretoria) Tel: 012 421 7500

BANKS AND ATMS AUTOMATIC TELLER MACHINES

Operating hours for most commercial banks are:

Mondays - Fridays: 08:30 - 15:30

Saturdays: 08:30 - 11:00

North Campus: ATMs located next to the Student Cafeteria.

South Campus: ATMs located next to the Kraal.

Orientation will assist students in opening bank accounts. There are ATMs on all of the campuses. The on campus Standard Bank Branch (South Campus) is open Monday – Friday 10:00 - 15:00.

Postal information

Post Offices are generally open from 08:00 to 16:30 Mondays to Fridays and 08:00 to 13:00 on Saturdays.

There is a Post Office on the South Campus located on the Lower Ground Floor of the Main Building (01 LG).

Open Monday - Friday: 08:00 - 16:25

Telephones

Country Code: 00

Outgoing International Code: 09

Port Elizabeth Code: 041

Directory enquiries: 1023

Talking yellow pages: 10-11-8 (www.yellowpages.co.za)

Dial 0903 for International Telephone Enquiries.

Telkom Phone Cards and World Call Cards are available from convenience shops, supermarkets and post offices.

There are 4 cellular providers in South Africa:



Buying a cell phone/starter kit

It is advisable to shop around when buying a cell phone as good deals can be found.

Summerstand Village, Walmer Park, Bay West Mall and The Bridge have numerous cell phone shops as well as other shops that sell cell phones. This would be the best place to shop around for, for a reasonably priced cell phone. Starter kits (pay-as-you-go packages with SIM cards and airtime) can be purchased at most shops.

NOTE:

You need your ID and a proof of residential address to purchase a cell phone or SIM card. (This is obtainable from the Finance Department of the International Office.)



LIFE ON CAMPUS

YOU WILL BE STUDYING ON A NATURE RESERVE

Yes, the South Campus is situated on a nature reserve so you will probably spot our beautiful Zebra, the allusive 'duiker', some mongoose, tortoises and our cheeky troops of vervet monkeys...





Vervet monkeys occur naturally on both North and South Campuses of the Nelson Mandela University. Diminished habitats due to human development causes Vervet monkeys to encroach on the urban environment, often leading to conflict. CITES lists Vervet monkeys as “threatened by extinction”

They live in troops of up to 20 or more, led by a dominant male. They are active in the day, sleeping at night in trees. They are omnivorous like us, and eat mostly fruits, flowers, seeds, leaves, shoots, eggs, insects, lizards, etc. However, the most irresistible food source is the vast amount of litter produced on the campuses.

Do not feed the monkeys on any of the campuses.

If we manage and contain our litter efficiently, the monkeys will no longer associate people with an easy source of food

BE LITTER-SMART!

Interacting with monkeys:

- Monkeys are unlikely to attack unless threatened.
- Never corner a monkey. If this accidentally happens, move out of its way, look away, and allow it to escape.
- Don't shout at monkeys. This frightens them, and makes them unpredictable.
- If you come upon a monkey in your room, remain calm and quiet, open a door or window, step away from this escape route, look away and allow it to escape.
- If Vervets move towards you, stand still and look away.
- Do not stare at a monkey, especially with raised eyebrows and widened eyes – this is interpreted as a warning of attack.
- If a monkey raises its eyebrows, widens its eyes, and makes a sound, it is warning you that it is feeling threatened. Look away, and move away quietly.
- Do not try to catch or touch monkeys, especially babies. Mothers are very protective.
- Do not feed monkeys – this encourages them to return for more easy food.

Interacting with monkeys:

- Remove food from open areas, particularly open windows and doors – store food in the cupboards.
- When absent from your room, close all the doors and windows.
- Make sure that rubbish bins are closed properly and not over-filled.
- Do not throw any litter/objects out of residence windows – monkeys are inquisitive and spend much time on the ground foraging.



24/7 On campus emergency number to report any incidents

041 504 2009

FACULTY ADMINISTRATORS

Faculty administrators will be able to assist you throughout the year with any queries you may have about your modules and courses.

FACULTY	NAME	CAMPUS	LOCATION	TEL. NO
Arts	Drucilla Nzioki	South	Embizweni, Room 057	0415043252
	Nadeema Azem	South	Embizweni, Room 055	0415042802
	Khaya Nzuzo	South	Embizweni, Room 057	0415044608
	Noxolo Mngonyama	South	Embizweni, Room 054	0415042855
	Noluvo Bobi	South	Embizweni, Room 056	0415043478
Business and Economic Sciences	Addie Smith	2nd Ave	Ground floor, Room 017	0415043802
	Mandisa Mazinyo	2nd Ave	Ground floor, Room 019	0415043707
	Fundi Ngubo	2nd Ave	Ground floor, Room 019	0415043706
	Manelisi Klaas	South	Bld 7 ground floor, Room 7	0415042939
	Tammy Bulembu	South	Bld 7 ground floor, Room 29	0415042248
	Xolani Sipoyo	2nd Ave	Ground floor, Room 019	0415043804
Education	Ridaa Salie	South	Bld 11, Room 6A	0415042125
	Jackie Hay	South	Bld11, Room 6B	0415044568
Engineering, the Built Environment and IT	Jonathan Dorothy	North	C Block, Room C112A	0415043447
	Jason Ah Tow	North	C Block, Room C113B	0415043660
	Hildegarde Boshoff	North	C Block, Room C112B	0415043446
	Vatiswa Mbola	North	C Block, Room C112	0415043995
Health Sciences	Nouwaal Isaacs	South	M&P Bld, Room 0123	0415042121
	Vanessa Heunis	South	M&P Bld, Room 0121	0415042957
	Marilyn Afrikaner	South	M&P Bld, Room 0120	0415042956
	Heloise Levack	South	M&P Bld, Room 0122	0415042749
Science	Lynette Roodt	South	P&C Bldg, Room 0102	0415042268
	Fiona Claassen	South	P&C Bldg, Room 0101	0415042679
	Yvonne Tembo	South	P&C Bldg, Room 0101	0415049922
Law	Nikki Terblanche	South	Embizweni, Room 104	0415042588
	Dieketso Billie	South	Embizweni, Room 104	0415042474
Missionvale	Denise Gert	Missionvale	Reg. Hall, Room 0116	0415041178



Libraries

Each campus library has excellent library and information services, with a vast array of books, journals, periodicals and audiovisual material. Friendly library staff and computer-based databases assist you with all, and any of your information needs.

REMEMBER: You may use your student card for the Library and Photocopying.

Buying Books

You can also buy all your prescribed books at Van Schaiks, located outside the Summerstrand South Campus entrance.

If you have credit on your student account you may request the finance department to issue a cheque for your books.

Connectivity

Computer facilities consist of several open access computer laboratories equipped with the Microsoft Office suite. Internet is available to all students, as is **Wi-Fi** in libraries, cafeterias, lecture venues, hostel lounges and sport centres. All 'labs' are equipped with printers and scanners.

Meal Cards

You are spoilt for choice on the Nelson Mandela University Campuses. Student cafeterias, tuck shops, 'restaurants' and vending machines are all available to students. You are able to credit your meal card and utilise it in all the following areas:

On the South Campus, Rendezvous Campus Café, is located in the International Education Centre, while The Kraal serves reasonably priced meals and beverages and Flavaz serves halaal meals. With its cosmopolitan feel these eateries welcome local and international students to mingle, while enjoying some local student fare.



The North Campus Cafeteria and Coffee Shop have home-cooked meals.

The meal management system will make it possible for all students (resident and day students) to access catering facilities at all student dining facilities. Resident students will be able to utilise their residence dining halls or make food purchases at any of the cafeterias.

For further information contact:

Finance Department - International Office

Residence students are requested to bring cutlery and crockery should they want to prepare a snack in their residence rooms as hall kitchens offer limited facilities.

Medical Assistance

Professionally staffed (by registered nurses) health clinic services are available on all campuses. The campus health clinics are open daily from Monday to Friday, and a doctor visits the clinics a couple of times a week. However, most consultations require a nominal fee.

The clinics offer first aid for minor injuries and management of medical emergencies, treatment for minor ailments and monitoring of chronic conditions, reproductive health services, health education and information services, and referrals to other health services. They also offer emergency transport to hospitals. The clinics provide free family planning services, treatment for sexually transmitted diseases and HIV counselling and testing.



NELSON MANDELA UNIVERSITY CAMPUSES

Main Campuses



Summerstrand North Campus



Summerstrand South Campus

Other Campuses



Second Avenue Campus



Ocean Science Campus



Missionvale Campus

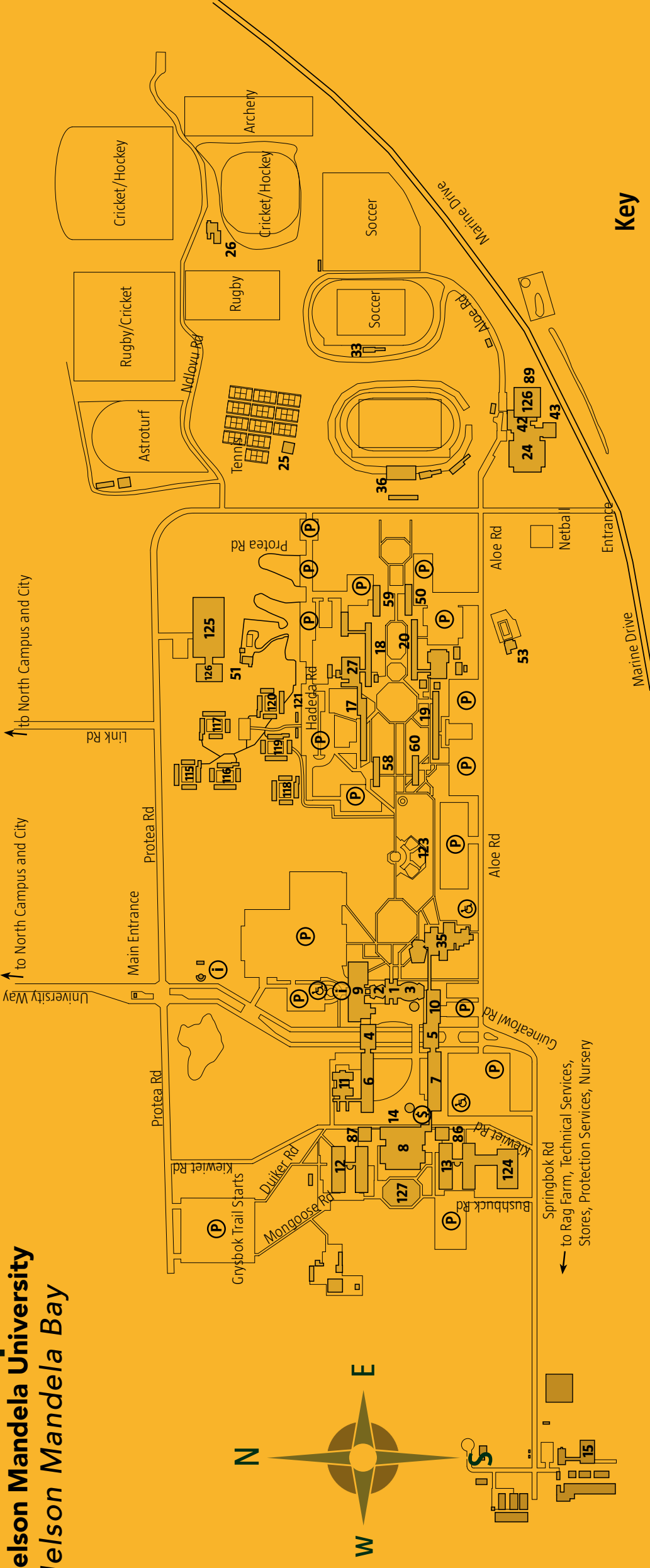


George Campus

South Campus, Summerstrand

Nelson Mandela University

Nelson Mandela Bay



- 1 Main Building
- 2 Council Chamber
- 3 Auditorium
- 4 Old Mutual Lecture Halls
- 5 Sanlam Lecture Halls
- 6 Education, Writing Centre & ABSA Computer lab
- 7 M & P Building
- 8 Library & School of Architecture
- 9 Embizweni
- 10 Music
- 11 Education
- 12 Biological Sciences
- 13 Physics & Chemistry

- 14 Food Court
- 15 Technical Services/Procurement
- 17 Unitas Main Block
- 18 Veritas Main Block
- 19 Xanadu Main Block
- 20 Melodi Main Block
- 24 Indoor Sport Centre & Sport Offices
- 25 Tennis Clubhouse
- 26 Cricket Clubhouse
- 27 Study Centre (Veritas)
- 33 Soccer Clubhouse
- 35 Building 35 (Universet Lecture Halls)
- 36 Stadium & Clubhouse

- 50 Melodi Annex
- 51 Unitas/Veritas Clubhouse & Pool
- 53 Xanadu/Melodi Clubhouse & Pool
- 58 Unitas Annex
- 59 Veritas Annex
- 60 Xanadu Annex
- 89 Underwater Clubhouse
- 86 Goldfields South
- 87 Goldfields North (International Office)
- 115-120 Renaissance Postgrad Student Village
- 121 Housing Administration
- 123 Building 123
- 124 Centre for High Resolution Transmission Electron Microscopy (CHRTEM)

- 125 Human Movement Science
- 126 Dietetics
- 127 Life Sciences

Please note that buildings are numbered according to their numbers in the university's computerised record system.

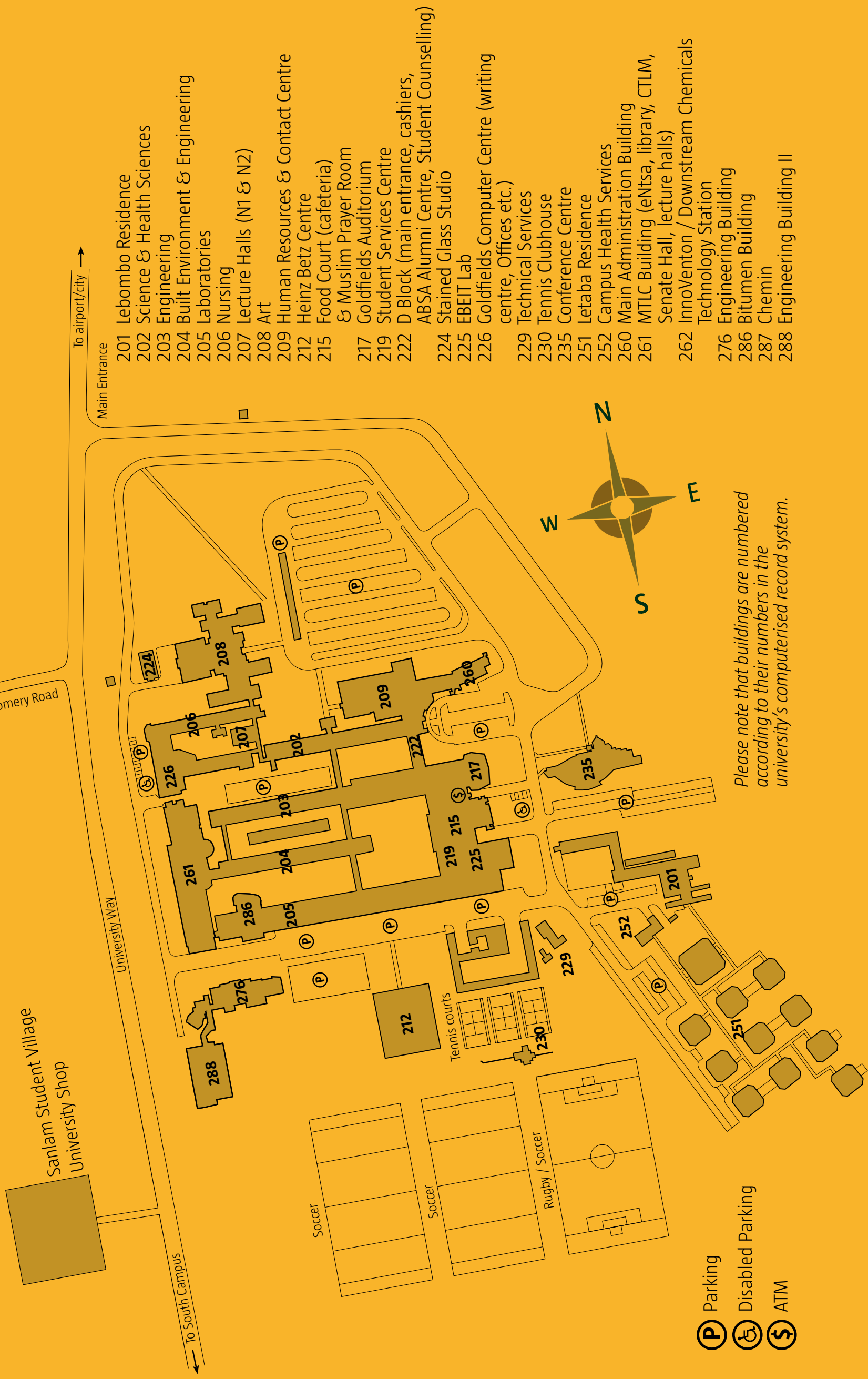
Key

- Information
- Parking
- Disabled Parking
- ATM

North Campus, Summerstrand

Nelson Mandela University

Nelson Mandela Bay



To airport/city →

Main Entrance

- 201 Leombo Residence
- 202 Science & Health Sciences
- 203 Engineering
- 204 Built Environment & Engineering
- 205 Laboratories
- 206 Nursing
- 207 Lecture Halls (N1 & N2)
- 208 Art
- 209 Human Resources & Contact Centre
- 212 Heinz Betz Centre
- 215 Food Court (cafeteria) & Muslim Prayer Room
- 217 Goldfields Auditorium
- 219 Student Services Centre
- 222 D Block (main entrance, cashiers, ABSA Alumni Centre, Student Counselling)
- 224 Stained Glass Studio
- 225 EBET Lab
- 226 Goldfields Computer Centre (writing centre, Offices etc.)
- 229 Technical Services
- 230 Tennis Clubhouse
- 235 Conference Centre
- 251 Letaba Residence
- 252 Campus Health Services
- 260 Main Administration Building
- 261 MTLC Building (eNtsha, library, CTLM, Senate Hall, lecture halls)
- 262 InnoVenton / Downstream Chemicals Technology Station
- 276 Engineering Building
- 286 Bitumen Building
- 287 Chemin
- 288 Engineering Building II

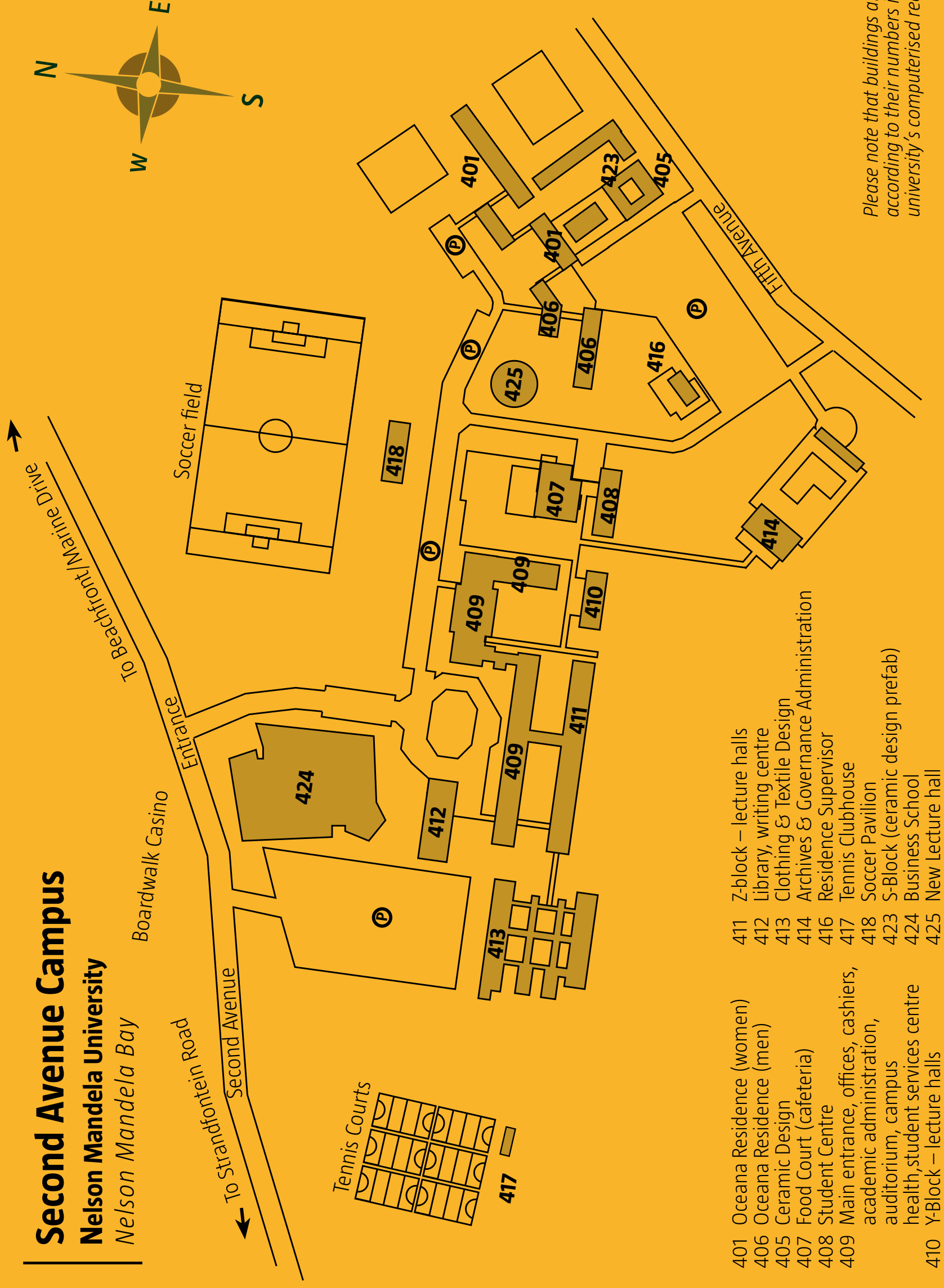
Please note that buildings are numbered according to their numbers in the university's computerised record system.

- Parking
- Disabled Parking
- ATM

Second Avenue Campus

Nelson Mandela University

Nelson Mandela Bay



- 401 Oceana Residence (women)
- 406 Oceana Residence (men)
- 405 Ceramic Design
- 407 Food Court (cafeteria)
- 408 Student Centre
- 409 Main entrance, offices, cashiers, academic administration, auditorium, campus health, student services centre
- 410 Y-Block – lecture halls
- 411 Z-block – lecture halls
- 412 Library, writing centre
- 413 Clothing & Textile Design
- 414 Archives & Governance Administration
- 416 Residence Supervisor
- 417 Tennis Clubhouse
- 418 Soccer Pavilion
- 423 S-Block (ceramic design prefab)
- 424 Business School
- 425 New Lecture hall

Please note that buildings are numbered according to their numbers in the university's computerised record system.

Bird Street Campus

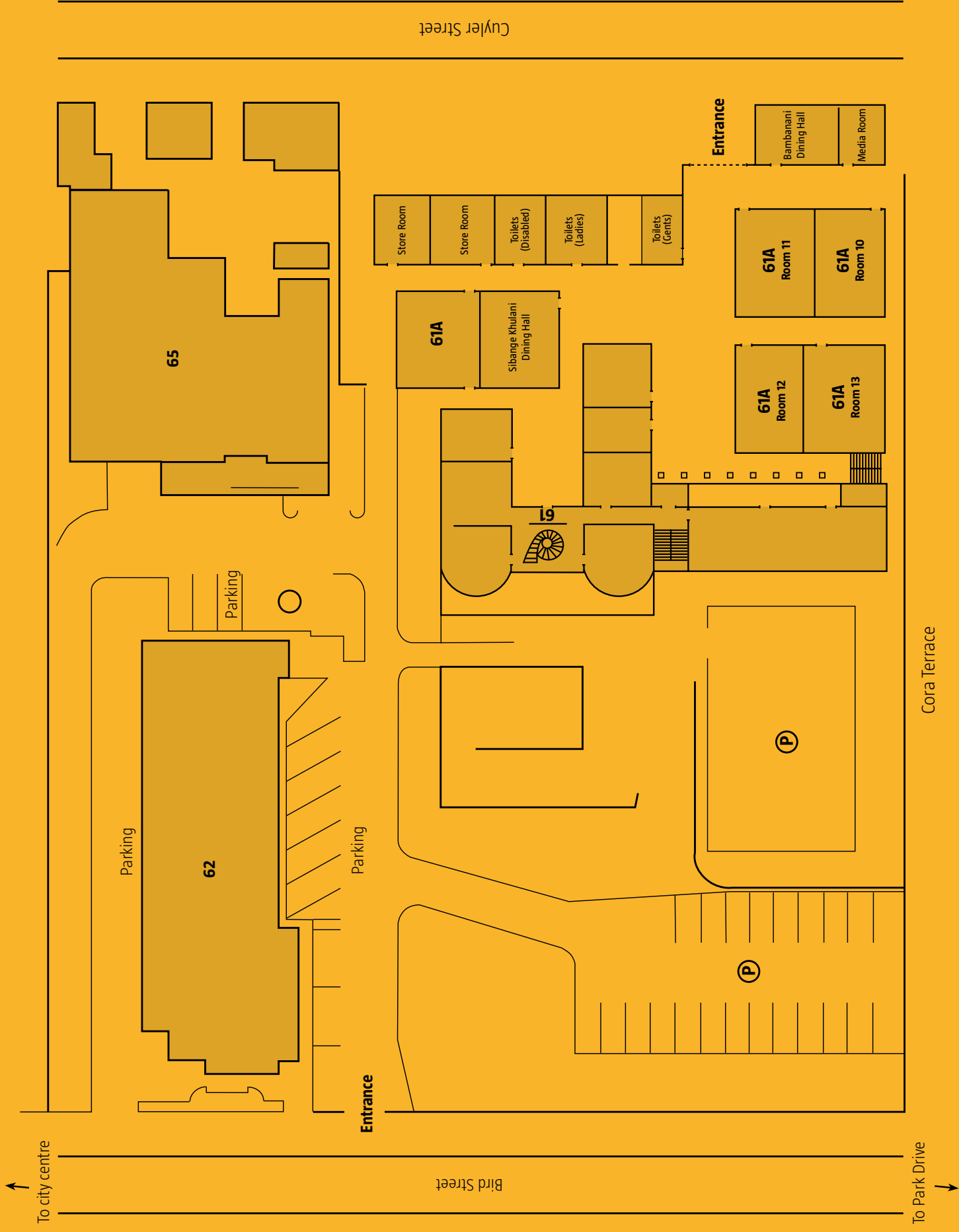
Nelson Mandela University

Nelson Mandela Bay



- 57 Refugee Rights Centre/Law in Action
- 62 Felsted Building
- 65 Wegspring Building
- 61 Eendrag Building/Art Gallery
- 61a Art Studios

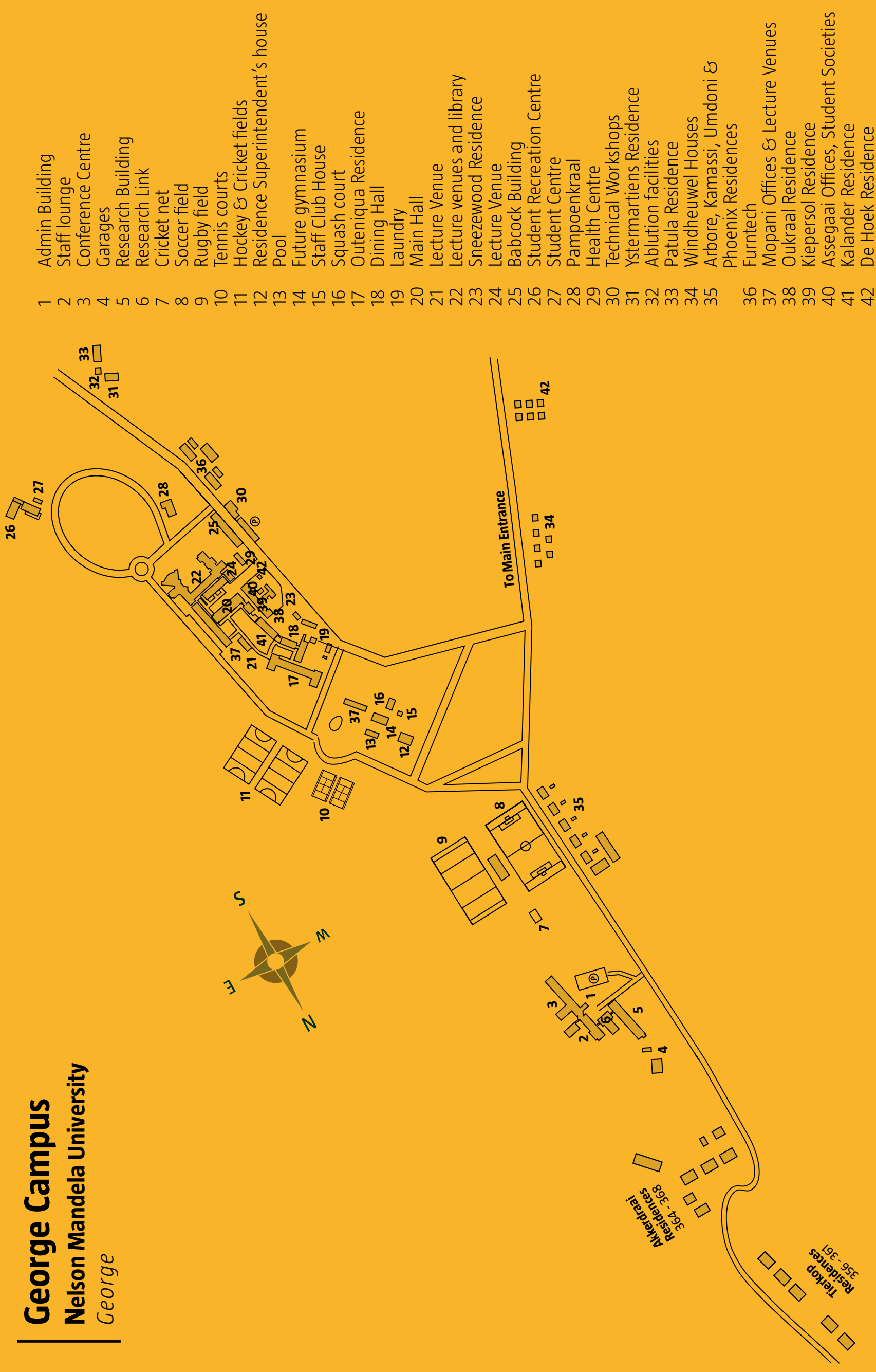
Please note that buildings are numbered according to their numbers in the university's computerised record system.



George Campus

Nelson Mandela University

George



Missionvale Campus

Nelson Mandela University

Nelson Mandela Bay



- 501 Main Entrance, clinic, registration
- 502 Administration offices
- 503 Conference Hall
- 504 Technical Services
- 506 Ekhaya Student Centre
- 507 Education, Geography, Nursing
- 508 Lecture Hall A
- 509 Lecture Hall B
- 510 Lecture Hall C
- 511 Indoor Centre & cafeteria
- 512 Chemistry and Physics buildings
- 513 Psychology
- 519 Study Centre, Writing Centre & Computer labs
- 520 Library
- 521 Pavillion
- 523 Education Building
- 524 Education Admin Building
- GH Green Houses

Please note that buildings are numbered according to their numbers in the university's computerised record system.

Pre-Registration, Registration, Study Permits & Refunds

PRE-REGISTRATION, MEDICAL AID & ACCESS ASSESSMENT

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
- 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

The following Accommodation fees are payable at Registration

- On-Campus Accommodation: First Semester accommodation fee
- Off-Campus Accommodation: First Semester accommodation fee



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.

PLEASE NOTE: Pre-Registration is not Registration. After completing Pre-Registration you must still be officially registered as a NMU student. This will occur during Registration.

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. Registration takes place between the end of January and the beginning of February. (No intake in July)

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.

Medical Health Coverage

We can't stress enough how important medical health coverage is, especially coverage recognised in South Africa. During your first day at the NMU, which will probably be during the compulsory Orientation, students who have applied and paid for South African medical cover are welcome to collect confirmations and medical cover cards at the venue indicated for Medical Aid Consultants as soon as they arrive or after they've had their scheduled campus tours. *Please refer to your Orientation Guide for venue details.*

ACA Healthcare Consultants have been appointed by the Nelson Mandela University International Office as medical aid specialists to advise you on any questions relating to your chosen medical aid provider, should they not be available.

ACA Healthcare Consultants will also be present at Orientation should you have any issues with the medical aid you used to apply for your study visa, as you may need to choose another provider.

Contact on Tel: **0027 860 100 380**

E-mail: aca.international.students@sanlam.co.za

Students are to pay the medical aid provider directly by means of a bank deposit.

The providers below are available once a week at our Office reception:

Momentum Health

Call us: **0860 102 493**

Email us: studenthealth@momentum.co.za

Universal Healthcare

Call us: **0861 222 777**

Email us: student@universal.co.za

WHAT TYPE OF STUDENT ARE YOU?

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.

PLEASE NOTE: The accreditation of a qualification is the student's own responsibility.



REGISTRATION & CHANGING MODULES

Registration is a very necessary activity on your calendar. There are no shortcuts. Make sure you ask at Pre-registration (**Refer to page 34**) what documents you need for Registration and that you receive the necessary go-ahead to register.

Students must complete pre-registration with the international office and obtain clearance to continue to register.

After Registration you must have received:

- Proof of Registration form where all modules are indicated
- A laminated student card
- An individual timetable

Changing Degrees - What do you need to do if you want to change degrees?

- A fully completed Application to Change Diploma/Degree form signed by the applicant must be submitted to the International Office.
- If the change involves a change of Faculty the student must be aware that they may need to sit for Access Assessment as part of their admissions requirements to the new Faculty e.g. if a student who was previously registered in the Arts Faculty wishes to change to a BCom degree (a degree in the Business and Economic Sciences Faculty).
- The Centre for Access Assessment and Research (CAAR) consultants and the Dean or HOD of the relevant Faculty or Department then considers the student's request together with all the information contained in his/her file and his/her Access Assessment results, in making the admissions decision.

- The results of this decision are then communicated to the Admissions Officer, who then contacts the student to inform him/her of the results.

Amending your Registration

- A fully completed Application to Amend Registration form, signed by the applicant must be submitted to the Department of Finance at the International Office.
- The Department of Finance will give financial clearance.
- The applicant must submit the signed form to the relevant Faculty Officer

Foreign matriculation exemption certificate

- A matriculation exemption is a legal requirement for first-degree study at a South African university.
- The Admissions Office of the International Office will apply on your behalf for the above certificate.
- For more information please refer to the Matriculation Board website: **www.hesa-enrol.ac.za**



Online Registration

Online registration is scheduled for most programmes.

Please refer to your registration guide which will be issued to you during orientation. You have to report to the venue for registration as stipulated in the registration guide. You will not be allowed to enter the venue outside the specified time-slot. We strive to provide you with the best possible service and therefore need your co-operation to adhere to the dates and time-slots.

www.mandela.ac.za/Students/Registration



STUDY ABROAD/EXCHANGE STUDENTS

Registration

The registration of Study Abroad/Exchange students is administered by the International Office (please refer to your Orientation/Registration Programme).

Last day for adding modules:

First Semester: 07 February 2020

Second Semester: 10 July 2020

Last day for cancelling modules:

First Semester: 28 February 2020

Second Semester: 31 July 2020

Amend registration (Cancellation/Adding of modules)

It is recommended that students select their courses before arrival. In cases where students apply to change registered courses the procedure as set out in the [REGISTRATION / INFORMATION GUIDE](#) must be followed.



RENEWAL OF STUDY PERMITS AND LOST PASSPORTS

The Department of Home Affairs has appointed VFS Global to manage visa and permit applications.

VFS Global office is located in the Moffet on Main Lifestyle Centre,
Cnr 17th Avenue and Main Road, Walmer, First Floor, Room 17D

What this means is that you will now be required to apply online for the following applications - extension of study permits, temporary residence visas, permanent residence visas, waivers, exemptions and appeals. *The Home Affairs Office in Govan Mbeki will not be accepting any applications.*

Apply Online via this link: **www.vfsglobal.com**

It is important that you apply as early as possible for any extensions. You are still required to obtain your extension letter from our office which is a requirement when you apply.

M and D students must bring their extension letters from the faculty so that our office can issue you with an extension letter signed by our office. All other students must complete a request form and our office will liaise with the faculty to obtain approval and issue you with a letter.

We urge students not to delay their applications as a receipt that you have applied will not be sufficient / acceptable for registration. This was made clear by the department of Home Affairs.

If you are travelling home during the December holidays, we would suggest that you then apply for the extension in your home country.

Please note: VFS will charge a service fee of +- R1350 for processing your application.

In addition to that you will be required to pay a visa fee charged by the Department of Home Affairs. (please check the fees before applying as it may increase)

Late renewals

It is important that you do not wait until your study permit is about to expire before you renew it. If you allow it to lapse by even one day, it would mean that you have to put in a new application, which would result in you missing several weeks of study, as well as returning home to your country of origin.

NOTE: All Information and costs were correct at the time of publication.
Subject to change without notification.

What to do if you lose your PASSPORT or if it gets STOLEN!

The loss or theft abroad of a passport should be reported immediately to local police and to the nearest Embassy or Consulate; as well as the International Office. You will need to get an affidavit from the police stating that you have lost your passport. You should also get application forms for a new passport from your Embassy. You will submit the affidavit and completed application forms to your Embassy or the relevant Department in your country of origin.

PLEASE NOTE: You cannot apply for a renewal of a study permit without a valid passport. In the case of a lost passport students will have to contact their embassies to obtain travel documents to travel home.

REFUNDS

Contact the International Office Student Accounts Department in order to process the refund.

Refunds for Undergraduate and Honours students

- Letter from a parent or guardian to be faxed or e-mailed giving approval of the refund (instructions from a yahoo or gmail account are not eligible).
- Refunds are only issued on credit balances
- Refunds to be issued ONCE per term after Late Registration
- Refunds will only be issued once per month after Late Registration
- Refunds in the Second Semester will only be issued once Financial Clearance is obtained from the library for no outstanding library books and after Late Registration
- Refunds for merit awards are only processed in the second semester

Refunds for Master's and Doctoral students

- Refunds are only issued on credit balances
- Refunds to be issued ONCE per term after Late Registration
- Refunds will only be issued once per month after Late Registration
- Refunds in the Second Semester will only be issued once Financial Clearance is obtained from the library for no outstanding library books and after Late Registration
- International Students who have been awarded bursaries are still liable to pay their fees in full prior to Registration. When the bursary has been paid, they will be entitled to the refund on their account on condition that this is approved by the Bursar.

Please note: The above may take up to one week due to obtaining clearance from the Research Office.

- **Refunds for Study Abroad/Exchange students**

All refunds on student accounts will be processed after late registration

- The refund will be in the form of a cheque and can take up to three days to process
- You need your passport and a letter from the International Office Finance Section in order to cash it at:

Standard Bank (South Campus) between 10:00 and 15:00



BE PART OF THE RAINBOW

SPORT AT NELSON MANDELA UNIVERSITY

South Africans love sport. They not only participate, but they are also passionate about their provincial and national teams.

The Nelson Mandela University shares this passion and offers its students the opportunity to participate in a wide variety of sports. So take a deep breath and join your favourite sport (or even one that you haven't played before).

But if you are just not that into sport, you can also be a spectator. Look out for sporting duals against other universities.

sport.mandela.ac.za



ACTIVITIES

Like any other university there is a lot to do on the NMU campuses, from parties and balls to music concerts and fashion shows – you can experience it all... But even if there isn't an official 'party' or society activity going on, there is always a house party somewhere in the Summerstrand vicinity.

Arts and Culture - artsandculture.mandela.ac.za

NMU Arts and Culture Department is invested in the development of arts and culture in and around campus. Contact this Office if you want to take part in drama productions, drama courses, poetry, music, creative writing, or public speaking.

University Choir - choir.mandela.ac.za

NMU has a much-acclaimed choir. International Students interested in joining are encouraged to audition.

The NMU has a variety of societies that satisfy a wide spectrum of interests. You can join any of these societies, but you will be required to pay a membership fee at the cashier prior to joining the Society.

studev.mandela.ac.za/Student-Life-and-Events



International Week

Yearly, the International Office hosts the International Week (in August) during Diversity Month. It is a week of celebration and understanding. A week in which the abundant diversity, and international links present at the University, is showcased.



Look out for the following activities that you can participate in or attend:

- Language Workshops
- Study Abroad/Exchange Exhibition
- Talkshop & Discussions
- Cultural exhibitions
- Music & Dance Performances
- International Fashion Show & Food Exhibition

Celebrating YOUR culture

A few times a semester the Office hosts cultural days at the Rendezvous Campus Café (below the International Office) that celebrate the international and local cultures of our students. The cultural days include traditional food and music as well as language workshops and dance performances.

EASTERN CAPE

BUCKET LIST



Hole in the Wall
Wild Coast



Ben McDhui Pass
North Eastern Cape



Addo Elephant
National Park



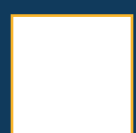
Pont over Kei Mouth
Wild Coast



Baviaanskloof
Wilderness Area



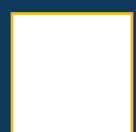
Route 67
Port Elizabeth



Valley of Desolation
Graaff-Reinet



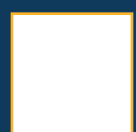
Owl House & Fossils
Nieu-Bethesda



Supertubes (Surfing Break)
Jeffreys Bay



Nelson Mandela Museum
Mthatha



Big Tree
Tsitsikamma



Storms River Mouth
Tsitsikamma



Mountain Zebra
National Park in Cradock



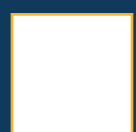
Madonna & Child Waterfall
Hogsback



The Big Pineapple
Bathurst



Alexandria Dunefields
Woody Cape



Magwa Fall
Wild Coast



Bloukrans Bridge Bungy
Tsitsikamma



FOR YOUR OWN GOOD

CULTURE SHOCK

Wherever they go and for whatever reason they go, people take their culture with them. Culture, like language, is acquired innately in early childhood and is then reinforced through formal and complex informal social education into adulthood. Culture provides a framework for interpersonal and social interactions.

Therefore, the contact with a new culture is often not the exciting or pleasurable experience anticipated.

When immersed in a different culture, people no longer know how to act when faced with disparate value systems. Contact with the unfamiliar culture can lead to anxiety, stress, mental illness and, in extreme cases, physical illness and suicide.

Six key aspects of culture shock

1. Strain due to the effort required to make the necessary adaptations to the unfamiliar situation
2. A sense of loss and feelings of deprivation about friends, status, profession and possessions
3. Rejection by and/or rejecting members of the new culture
4. Confusion in role, role expectations, values, feelings and self-identity
5. Surprise, anxiety, and even disgust and indignation after becoming aware of cultural differences
6. Feelings of impotence due to not being able to cope in the alien situation.

Before you came to South Africa, you probably expected that you would need time to get used to the weather and new ways of doing things, the language, and the different foods. So how will you, or anyone else, know whether they are experiencing culture shock?

Some possible symptoms of Culture Shock

- . Excessive washing of hands
- . Excessive concern over drinking water and/or food
- . Excessive concern over the cleanliness of cooking and eating utensils
- . Anxiety about beds and bedding
- . Fear of physical contact with attendants
- . An absent-minded, faraway stare (tropical stare)
- . Desire for dependence on long-term residents of one's own nationality
- . Fits of anger over delays and other minor frustrations
- . Delay and outright refusal to learn the language of the host country
- . Excessive fear of being cheated, robbed or injured
- . Great concern over minor pains and skin eruptions
- . Homesickness for familiar people and places
- . Feelings of helplessness

Language differences make communication difficult. Even people travelling and working in different English speaking countries feel confused, shut-out and inadequate because they don't understand the local vernacular.

Not all students experience culture shock. The severity of the reaction to the alien culture depends on many factors.



FACTORS THAT INFLUENCE THE SEVERITY OF CULTURE SHOCK

Degree of control

Knowledge of the geography and transport systems gives a feeling of control.

Intrapersonal factors

Age, previous travel experience, language skills, resourcefulness, independence, tolerance and personal appearance.

Biological factors

The individual's physical condition, the need for special medical care or a special diet, and even the ability to cope with changes in altitude, climate and pathogens.

Interpersonal factors

E.g. whether or not students have good social networks at home or in the new city/country being visited, and whether they have access to immediate financial, medical and legal help in time of need.

Spatial-temporal factors

These relate to the place visited, and the length of stay. The more alien the culture and the greater the length of time there, the greater the likelihood of severe culture shock. This occurs especially in places where a familiar language is not spoken, and where dress, food and religious customs are all different.

Geopolitical factors

International, national, regional or local political tensions, which can change very rapidly or some sort of natural disaster.

How do we prevent or treat culture shock? Mainly through awareness that it can occur, and through preparation beforehand. It is best to do all one can to minimise the shock.

On Campus

If you experience any of these symptoms you can visit the Student Counselling Centre or Peer Helpers. Peer Helpers are students that have been trained to help fellow students to deal with loneliness, academic skills, career-related issues, HIV/AIDS, employability and other issues that may interfere with their joy, development and learning.

Student Counselling Crisis Line:

North Campus: 041 504 3222

South Campus: 041 504 2511

Second Avenue Campus: 041 504 3854

Missionvale Campus: 041 504 1106

George Campus: 044 801 5051



STUDENTS WITH DISABILITY

The NMU would like to ensure that you do not experience any unfair discrimination as a result of your particular disability while you are a student at this University. The University will thus strive to make reasonable accommodation, i.e. reasonable adjustments concerning accessibility, examination and other academic concessions, to meet your needs.

As each case needs to be individually assessed, please register your special needs with the **Universal Accessibility and Disability Services (US)** as early as possible, so that you can be assisted.

At your first appointment you will be required to provide medical documentation from an appropriate treating professional. The goal of the consultations between students and the Disability Officer is to identify the impact of a disability on study and adjustments that maximise opportunities for equitable and independent participation.

What can we offer you?

- Confidential, professional individual consultation sessions.
- Workshop and information sessions for students on all campuses
- A link to Support Organisations and networks relevant to your disability
- Training on specialised software

Please familiarise yourself with the Nelson Mandela University Policy on Disability, copies of which are freely available from the Disability Office or on their website: disability.mandela.ac.za

Contact Details:

Tel: 041 504 4652

E-mail: Nosiphiwo.Delubom@mandela.ac.za

MAKING A DIFFERENCE

THE MANDELA WAY

It is always fulfilling to give back to the community, and the International Office has created a platform from which International Students can do this.

This service learning is offered as a credit bearing module where students can obtain 8 NMU credits (2 USA credits / 4 ECTS credits) for volunteering 2 hours per week, attending community service learning workshops and submitting a journal and visual presentation on their experiences at the projects. The practical component will be arranged for students which includes transport to the different projects.

international.mandela.ac.za/Community-Engagement

Students who have too many credits or very little time in their university study timetable but would love to give back and make a difference are also welcome to volunteer without obtaining the credits or submitting a journal and presentation. These students are, however, encouraged to attend the workshops as these provide the necessary platform and guidance when volunteering in South African communities.



ENJOY THE EASTERN CAPE

TRANSPORT

Local Taxis

Even though we speak of a taxi, it is actually a minibus that our locals have converted into public transport. Before getting in, make sure of its destination and the cost – this information will be supplied to you by the 'gatje' (normally a young boy or man that collects the money, opens the doors and even uses his voice as a megaphone to attract business).

NOTE: You might feel a bit unsure at the moment, so we suggest that you ask a fellow South African student to help you understand the 'taxi' system and ride with you on your first time. Take care not to use these minibus taxis after dark. Rather phone a reputable private taxi company.



OTHER MODES OF TRANSPORT

Bus Lane

Regular bus services run between NMU and the city, during the day and early evening. You can buy bus tickets at the NMU as well as at various supermarkets.

On Foot

You can walk to University from your accommodation – if you live in Summerstrand.

Bicycle

You can also use a bicycle. Bicycles are a convenient form of transport from your home to the University and shops within Summerstrand.



Private Taxi / Cabs

You can also make use of a private taxi, but PLEASE make sure of the cost before you get in.

Use this list of reputable services:

Hurter Cabs: **041 585 5500**

Avis Rent A Car: **041 501 7200**

NELSON MANDELA UNIVERSITY

A Nelson Mandela University mobile application for guests, registered students as well as staff members.



Available on the
App Store



Get it on
Google play

