



# UMP FIRST YEAR EXPERIENCE HANDBOOK



**UNIVERSITY OF  
MPUMALANGA**

Creating Opportunities





## **VISION**

To be an African University leading in creating opportunities for sustainable development through innovation.

## **MISSION**

To offer high quality educational and training opportunities that foster the holistic development of students through teaching and learning, research and scholarship, and engagement, in collaboration with strategic partners.

## **VALUES**

*UMP is committed to the following values:*

Excellence • Integrity • Diversity • Collaboration  
Adaptability • Relevance • Inspiration

# CONTENTS

	<i>Page</i>
<b>WELCOME MESSAGE FROM THE VICE-CHANCELLOR</b>	<b>3</b>
1. UMP Graduate Attributes	4
2. The Transition from High School to University	5
3. Student Support Services at UMP	7
4. Library and Information Services	9
5. Living and Learning	20
6. Electronic Resources at UMP	22
7. Student Counselling Services	22
8. Health Care Services at UMP	24
9. Student Governance and Development	26
10. Sports and Recreation	28
11. Student Finances	29
12. Student Housing and Residence Life	30
13. Security on Campus	32
14. Important Contact Details	34

## **WELCOME MESSAGE FROM THE VICE-CHANCELLOR**

PROF T. MAYEKISO

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Welcome to the University of Mpumalanga, one of South Africa's new universities, where excellence is cherished, pursued and celebrated. I wish to congratulate you all on your success and on gaining admission to the University of Mpumalanga. It heralds the beginning of a new exciting phase in your lives – an opportunity to take the first steps in living your dreams.

The University will be your home for a very important phase in your academic and personal development. We are committed to the holistic development of our students and we hope that your years at the University will be productive, pleasurable and memorable. Your time at the UMP will determine your future role in this country, this continent and on this beautiful planet.

Experience teaches us that a successful university student is one who develops a passion for her/his studies and is highly committed. There is no substitute for hard work and dedication.

Your success at UMP begins with your active participation in the university's well-coordinated orientation programme which has been planned to ensure that you will acquire the necessary information to make your transition to higher education less stressful.

Orientation offers new students a valuable opportunity to acquaint themselves with campus life. You will meet new people, find out about campus resources, learn how to find your way around campus and have some fun too.

I encourage you to get involved in campus life and contribute in your unique ways. You will form close bonds with other students and you will be challenged to pursue and celebrate creativity and knowledge. I invite you to take full advantage of the resources and support available during your years at the University.

Thank you for choosing to be part of our remarkable learning community and pioneering Journey. I wish you every success.

***Prof Thoko Mayekiso, Vice-Chancellor***



## 1. UMP GRADUATE ATTRIBUTES

PROF S.M. SOMMERS

*Deputy Vice-Chancellor: Teaching and Learning*

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I extend my warmest welcome to the UMP family! You made a great choice by selecting UMP for your academic and personal development institution. UMP has teaching and academic support staff solely dedicated to your academic success. The university's graduate attributes, presented below, are the driving force behind your academic, and non-academic development, and success at UMP.

***Our graduates will be (or have):***

**Resourceful, Responsive and Responsible:** capable of self-directed, life-long learning; authentic research-led enquiry; who are motivated, conscientious and self-sufficient individuals capable of substantial independent work, who set aspirational goals for continuing personal, professional, and career development.

**Sound Discipline Knowledge:** who understand and respect the values, theoretical principles, ethical aspects, methods and limitations of their discipline; and who possess discipline-relevant professional or vocational or academic knowledge, skills and competencies.

**Innovative and Entrepreneurial:** who are intellectually curious, independent, creative and critical thinkers who are able to innovate by applying their knowledge and skills to the solution of novel as well as routine problems for sustainable development.

**Confident and Effective Communicators:** who are able to engage meaningfully with a range of diverse audiences.

**Ethically and Socially Aware Change Agents:** who are socially aware and ethically inclined, to bring about change.

**Adaptable:** having an understanding of their discipline within dynamically changing, inter and multi-disciplinary contexts; respond flexibly and adapt their skills and knowledge to excel in new situations.

*Again, welcome to the UMP family.*

## 2. THE TRANSITION FROM HIGH SCHOOL TO UNIVERSITY

DR S. MACHINGAMBI

*Deputy Director: Academic Support Services Division*

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Congratulations, you have made the wise decision of choosing to study with UMP, and you are on your way to getting a degree or diploma. You were offered a place at UMP because you successfully completed your Matric or other school leaving exams. It is important that you continue to build on the success and foundation that you have started at high school. However, you will soon realise that the high school environment is in many ways very different from the university environment and you will be expected to make some adjustments and even changes to the learning and living styles and approaches that you were used to in order to succeed at university. In brief you are now in transition from **high school to university** and I want to share a few ideas with you about how to handle this transition.

The transition from high school to university can be exciting, challenging and perplexing to many students. When students graduate out of high school and join university, it is expected that they adjust smoothly, study well and graduate with a university diploma or degree. It is thus important that first year students are well-equipped with skills, strategies and coping mechanisms that will help them to succeed. This transition period is crucial because what happens in the first year usually has a significant effect on overall success of the student.

It is a period that needs to be handled carefully if students are to progress well in their studies. In your effort to acclimate to your new environment at UMP, you will go through a number of phases and experiences. Sometimes you may feel fascinated or intrigued in experiencing a completely different culture or way of doing things than the one you are used to. Your role as a new student is to find your place in the new environment by adjusting and being familiar with the new settings, learning the expectations as well as becoming comfortable with them. As a new student at the University of Mpumalanga, you are lucky because the university has systems, processes and people who are ready to assist you to help make your transition from high school to university most successful and rewarding.

**These include the following:**

- (a) The University Management
- (b) Your lecturers
- (c) Student Affairs Division
- (d) Academic Support Staff
- (e) The Orientation Programme
- (g) Yourself as a New University Student

Being a first year at UMP will certainly impose certain demands on you. For instance, you will be expected to:

- (a) Make new relationships
- (b) Learn to live apart from your parents and immediate family members
- (c) Learn study habits for a new academic environment
- (d) Learn to function as an independent adult
- (e) Learn how to budget time and money
- (f) Be able to balance academic and social life in order to become a well-rounded graduate
- (g) Consider yourself as a knowledge producer and not a knowledge consumer



Failure to master some of these may lead to many challenges such as lack of academic progress, withdrawal from studies, failure and embarrassment. We are here to make sure that your transition from high school to university is most rewarding and successful.

### ***What should you expect from your first year at university?***

#### **New learning styles and independent study habits**

- (a) Self-directed learning: lecturers only offer the basics, but they do not give everything to the student
- (b) Lecturers offer the tip of the iceberg, and the real issues are covered through independent study or discussions conducted in lectures or tutorials
- (c) Opening up yourself to new, exciting opportunities
- (d) Participating in learning and cultural activities
- (e) Maintaining a healthy balance between studying, and living
- (f) Apply effort: successful students are usually those who apply effort to their work and they get involved in the learning activities

UMP academics and support staff are here to support you to realise your dreams and goals, thereby helping make your transition from high school to this university fulfilling and stimulating.

## **3. STUDENT SUPPORT SERVICES AT UMP**

**MR T. NKOMO**

*Academic Staff Development Professional*

**MRS V. RADEMEYER**

*Lecturer: English for Foundation Phase/Coordinator: Academic Support Programme*

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The Academic Support Services Division runs two student support programmes to help students cope with university life and demands to succeed in their studies. The programmes are the First Year Experience (FYE) and the tutorship programme.

The First Year Experience (FYE) involves a series of activities that develop students holistically in order to initiate them into successful academic life. Activities include workshops, seminars and presentations on pertinent issues. Some of the focus areas are academic literacy, study skills, financial literacy, university policies, student finance, wellness, time management and use of library and information resources. Mentors are appointed to provide guidance and socio-psychological support to first year students. Mentors are senior students who, during their stay at university in the previous year/s have been exemplary in behaviour and academic performance and have also demonstrated good leadership qualities. Mentors have to discover and/or understand causes of difficulties experienced by mentees and use this understanding to unlock the mentees' potential in order for the mentees to succeed.

The tutorship programme is meant to help students master academic content that normally poses challenges in class. Senior students with outstanding academic performance are appointed as tutors and work closely with lecturers.



The Academic Support Programme at the Siyabuswa campus has two legs, i.e. the Peer Tutor Programme and an English academic language proficiency programme. The Peer Tutor Programme consists of weekly tutorials in all modules. Senior students are appointed as tutors based on their results (70% for the module they are applying for), shortlisted by the module lecturer, and invited to an interview. Tutors consult weekly with module lecturers to ensure that critical areas in the module are addressed and revised. Tutors help other students to “catch up” on their academic work either by coordinating individual consultations or group consultations.

The English academic language proficiency programme focuses on first and second year students in particular. Various themes are discussed on a weekly basis, e.g. referencing, how to write an academic paragraph, linking paragraphs, and many other academic-related themes. A weekly activity folder is provided to the students as proof of the work covered.

## 4. LIBRARY AND INFORMATION SERVICES

MS Z. MATHE

*Director: Library and Information Services*

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The university library is one of the important places that every first year student should explore to ensure easy access to all resources and useful spaces as students begin to write essays and assignments and explore areas of research interest. The UMP library offers facilities and services that are easily accessible both online and on-site with consultation and guidance from librarians. Our physical spaces are socially interactive, striking a balance between quiet, collaborative, virtual, research, and communal spaces, with Wi-Fi connectivity and lots of daylight inside the building.

It is worth taking some time to explore the many different ways in which the Library staff can help you with your studies. We hope to meet you soon during orientation sessions which will be publicized on the library website and social media spaces. We look forward to being of great help to you at all times.

# 4.1 Access to UMP Libraries

To access the Library in respective campuses requires a valid UMP student card issued in the current year of study. Students who do not produce their student card, will unfortunately not be able to borrow any of the library resources. Online support is available during the Library's operational hours.

**Table 1:** Library operating hours

	OPEN	CLOSE
ACADEMIC TERM(S)		
Monday to Friday	07h30	20h00
Saturdays	08h00	13h00
Closed on Sundays and Public Holidays.		
EXAM PERIOD		
Monday to Friday	07h30	22h00
Saturday	08h00	13h00
Closed on Sundays and Public Holidays.		
RECESS PERIOD		
Monday to Friday	08h00	16h30
Closed on Saturday, Sunday and Public Holidays.		

# 4.2 Library Etiquette

To keep the Library as a pleasant work and study space it is important to be mindful of the Library rules. The most important of these are that:

- (a) Entry is by student registration card.
- (b) Borrowers cards are NOT TRANSFERABLE.
- (c) All books are the responsibility of the borrower to whom they are issued and remain so until they are checked back in via the authorised procedure.
- (d) Borrowers will be charged the full replacement costs of any items which are damaged beyond use, lost, or go missing whilst on loan to you. An additional administration fee will be added.

- (e) Damaging, defacing, or marking Library books in any way is strictly forbidden. This includes writing in pencil, folding page corners, and using sticky notes.
- (f) No food or drinks are allowed, except in spill-proof bottles with lids.
- (g) All mobile devices must be switched to silent, and the vibrate function switched off.
- (h) Library computers may be used only for academic purposes.
- (i) In the event of a fire alarm, all Library users must evacuate the Library immediately and make their way to the fire marshal point pointed by the library staff.
- (j) All Library users must adhere to the rules and laws regarding copyright. These are displayed next to the photocopiers located in the Library buildings.
- (k) For safety and security reasons, the Library is monitored by CCTV.

## 4.3 Access to Library Resources

### *Searching for books, journals, etc (PRIMO)*

Library resources (e.g. books, journals, etc) may be searched and accessed on [Primo](#) (Library system). You may access Primo through the [library home page](#). Should you experience any difficulties in searching, “**Ask a librarian**” for help. The chat link is accessible on [Primo](#) and the [library home page](#). Some prescribed books are available as printed copies others as electronic books, these are searchable on [Primo](#), [Perlego](#), and on Faculty subject guides.

The faculty subject guides are accessible here:

- [Faculty of Economics, Development and Business Sciences](#)
- [Faculty of Agriculture and Natural Sciences](#)
- [Faculty of Education](#)

### *Access to electronic books (eBooks)*

Electronic books can be searched and accessed through [Primo](#), [Perlego](#). For more information **Ask a Librarian online** or contact [Library@ump.ac.za](mailto:Library@ump.ac.za).



## 4.4 Borrowing Privileges

A student card is also used as a Library card therefore books will not be issued without it.

**Table 2:** Loan privileges of undergraduates

	Number of items	Period	Renewal
COLLECTION TYPE			
Open Collection	6 items	7 days	2
Short Loan Collection	6 items	Overnight Loan	2
Reference Collection	In-house use only	N/A	N/A

- Students may renew books two times by email, in person, or on Primo under My Library Card – unless the book has been reserved by another borrower.
- Always use your **UMP login credentials** to access all the functionality features of Primo.
- To renew in person, users may go to the circulation desk in the library.
- Library materials may not be available for renewal if:
  - A *hold (reservation)* has been placed on the book.
  - A *maximum fine* has accrued on the user's library account, see *section 6.6. on library fines*.
- The Library reserves the right to recall items.

## 4.5 Returning Library Books

***Library material can be returned in three ways:***

- At the circulation desk;
- Deposited in the book drop outside the entrance to the library; or
- Using the Self-checkout machine. When using the machine to return books please take your receipt, as it serves as your proof that the books were returned and the transaction was successful.

## 4.6 Library Fines

- Students will be charged a fine for all books returned late.

**Table 3:** Library overdue fines

Collection type		Amount
DESCRIPTION		
Lost/Damaged	All	R150.00 + Current Market Price of the Book
Overdue	Open Collection	R2.00 a Day
	Short Loan	R2.00 per Hour
	African Diaspora	R2.00 a Day

- The maximum fine amount a student can accrue for overdue books is R50.00 per item.
- Once a fine above R50.00 is accrued, borrowing privileges will be suspended until the fine is paid.
- Fines on recalled books will be R2.00 per day, per item after the recall due date.

## 4.7 Library Facilities and Services

### *Access to computers*

Library computers may be used only for academic purposes. The computer labs are located on the ground floor, the west wing of the Library.

### *Photocopying / printing*

The service requires a borrower to have a photocopy recharge card which costs R15.00. To copy or print you must load the recharge card with credits this can be done at the circulation desk. A photocopy card is valid for the duration of studies at the University. Students must always adhere to copyright laws when making photocopies.



## 4.8 Assignment Mastery Programme

The library has developed an Assignment Mastery Programme. The program has self-help instructional videos that guide students on how to:

- (a) Identify and articulate the need for information
- (b) Access information using appropriate search tools
- (c) Evaluate the quality, usefulness, and relevance of the information
- (d) Ethically communicate synthesized knowledge

This self-directed learning program helps students to resolve the challenges they are experiencing when preparing and writing their assignment/s. The program is accessible on the Faculty Subject Guides and on Moodle (the Learner Management System).

For any inquiries regarding the Assignment Mastery Programme contact the Faculty Librarians:

- Faculty of Economics, Development and Business Sciences - Contact: Ms Shela Bopape
- Faculty of Agriculture and Natural Sciences - Contact: Ms Zine Sapula
- Faculty of Education - Contact: Ms Silindile Dube

## 4.9 Library Support Services on Moodle

The library support services are also accessible on Moodle and all first year students will be enrolled in the platform.

The services available amongst others include but are not limited to:

- (a) Chat with the Librarian from 08h00 - 20h00 Monday to Friday
- (b) Weekly series of African Literature to enhance reading and comprehension skills

The Moodle page is accessible on the following link:

<https://myump.ump.ac.za/course/view.php?id=871>

# 4.10 Academic Integrity

According to Jones (2011:3), academic integrity is a personal choice to act responsibly and to take responsibility for one's actions. Students who adhere to academic integrity also ensure work accuracy, honesty, show respect and fairness in the academic work they do at the university. All those who take responsibility will be awarded accordingly by their Lecturers.

Academic integrity consists of the following concepts which students have to adhere to them all the time when writing their projects:

- Plagiarism
- Copyright
- Citing and Referencing

Do's and Don'ts should be taken into consideration when writing an assignment paper to avoid engaging in plagiarism, unauthorized collaboration, cheating or facilitating academic dishonesty by following the below advice:

DO:	DON'T:
<ul style="list-style-type: none"><li>• Trust the value of your intellect.</li><li>• Undertake research honestly and credit other people for their work.</li><li>• Accept corrections from your Lecturer as part of the learning process.</li><li>• Do original work for each class.</li></ul>	<ul style="list-style-type: none"><li>• <b>Do not</b> purchase papers or have someone write a paper for you.</li><li>• <b>Do not</b> copy ideas, data, or exact wording without citing your source.</li><li>• <b>Do not</b> collaborate with another student beyond the extent specifically approved by your Lecturer.</li><li>• <b>Do not</b> copy answers from another student; don't ask another student to do your work for you.</li></ul> <p>Source: <a href="https://integrity.mit.edu/">https://integrity.mit.edu/</a></p>

# 4.11 Plagiarism

Plagiarism is a form of dishonesty such as when the student uses other people's written words and ideas as if they are your own (Bell & Waters, 2018:312). Plagiarism is regarded as a criminal offense. To avoid being charged for plagiarism, as a student at university, you need to read widely to write an assignment according to your understanding.



What you write should be your work which you compile from what have read and you also add your voice. You can **paraphrase ideas, summarise, write direct quotes, use synonyms** but you have to acknowledge the source by providing citation and referencing of the source from which you got the information (See referencing in the table).

## 4.12 Copyright

It is a legal right given to the author, creator to protect the intellectual property (Copyright act 98, 1978). The intellectual property such as a book, music, video, images, etc. To use the work for any study project you need to get permission from the author/creator, failure to do so will be infringing the copyright of the author/creator. Copyright infringement is regarded as a criminal offense.

Example of copyright infringement: Photocopying a chapter of a book and share it with other students to make copies.

### *How to avoid copyright infringement*

Apply fair use principles i.e: use the information in a reasonable manner and request permission to use a source (image, videos, recordings).

- **Book:** You are allowed to make copies but **DO NOT** make photocopies of the whole book, **DO NOT** share any photocopies. Every student must make their copies.
- **Images:** **DO NOT** use images without having consent – TIP: always search for images with **creative commons license** usage rights. The rights are flexible, you won't have to ask for consent but you use the image with the rights applied to it.
- **Videos:** Never use or load any video you didn't create unless you have permission to do so from the creator.

Students are required to comply with the Copyright Law/Act of South Africa when copying, sharing and printing information resources.

The Copyright Act 98 of 1978 is accessible on the link below:

[https://www.gov.za/sites/default/files/gcis\\_document/201504/act-98-1978.pdf](https://www.gov.za/sites/default/files/gcis_document/201504/act-98-1978.pdf)

## 4.13 Citing and Referencing

Referencing is one of the important academic skills a student needs to acquire for academic success. Writing essays, assignments using the author's words, images, facts without acknowledging the author is regarded as unethically. Referencing consists of 2 elements i.e. In-text- referencing/citation and reference list.

### REASONS FOR REFERENCING

- It reflects honour and respect for the hard work done by others and thus reflects own integrity.
- The arguments of the writer are validated.
- It gives support to own voice in the article.
- It leads readers to other relevant sources.
- It reflects the writer's acknowledgment of other people's work.

### WHAT TO REFERENCE?

- Ideas of an author, direct quotations, data (tables, diagrams, graphs, charts, photographs, etc.) any other evidence.

### IN-TEXT REFERENCING/CITATION

It is whereby in the main body of the text you quote or refer to the work of others:

- The in-text citation consists of the author's surname, date and pages numbers from which the information, the fact was found.
- In most cases, online sources (HTML format) do not have page numbers, do not write page number(s).
- For every author cited, the full information about the source must appear on the reference list.

#### **Examples:**

##### **Beginning of the sentence:**

According to Dhawan (2020:7), online learning is emerging as a saver of the moment during COVID-19 lockdowns.

##### **End of the sentence:**

Online learning is emerging as a saver of the moment during COVID-19 lockdowns (Dhawan, 2020:7).

### COMMON VERBS ASSOCIATED WITH REFERENCING

- Observed, discovered, found, noted, showed, recorded and indicated.

### VERBS THAT RELATE THE AUTHOR'S OPINIONS

- Argues, believes, feels, points out, proposes, asserts and contends.

## Referencing styles

At the University of Mpumalanga, different schools use different referencing styles. Your lecturers will inform you about the referencing style in your school, programme or module. You will also be taught how to use the referencing style relevant to you.

## 5. LIVING AND LEARNING

DR P. MAMINZA

*Dean of Students*

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The practice of living and learning at universities is premised on the understanding that university students learn both in and out of the classroom. It is a practice that promotes the holistic development of a student. Living and learning approaches learning in a distinctly open way, and in the process assures that learning inside and outside the classroom, unites the heart and mind. It develops, in students, an authentic conscience, character, and intellect.

Exposure to educational themes outside the classroom allows students to take ownership of their living and learning at the University. Students should understand that the education milieu is everywhere, with everyone, with the self, and with the surrounding, in short learning happens all the time.

By being part of a Living and Learning Community (LLC), the student will have the opportunity to experience a more personal and less formal way of learning. You'll engage with and among students who share the same interests and thus build strong relationships with your peers.

The following are some of the many benefits accrued through belonging to an LLC:

- Academic Adjustment
- Personal and Social Adjustment
- General Academic Skills
- Information Literacy
- Promotion of Holistic Student Development
- Broadening Leadership Skills

- Appreciation and being Sensitive to Cultural Diversity
- Encouragement of Volunteer Work
- Improving Interpersonal Communication
- Understanding the Self and Respect for Others
- Building a Sense of Citizenship

In addition, most students involved in the Living and Learning Programmes are usually retained in greater numbers, are more engaged in university life, adjust more quickly to the academic demands, and have fun while on their academic journey.

***All students, particularly new students, are encouraged to join and participate in a Living and Learning Community of their choice. Contact the Student Development Officer (SDO) at your Campus for more information.***





## 6. ELECTRONIC RESOURCES AT UMP

MRS J. ZUNGU

*Deputy Director: ICT End User Support*

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Information Communication Technology (ICT) plays an integral role in the teaching and learning experience of students at the University of Mpumalanga. The ICT Services Division provides ICT services and support to UMP students and staff and is there to assist you. During your journey at UMP, please take note of the following matters related to the area of ICT:

- As a student, you will be allocated a *Username* (i.e. your Student Number) and a *Password* that will enable you to access the UMP network. An e-mail address will be assigned to you as well.
- Wi-Fi is available in most areas of the campus and at the residences. To connect you need to use your *Username* and *Password*.
- ICT Support Technicians are available to assist with problems related to your academic needs.

***To contact the ICT Services Division and log a call:***

***Tel: +27 13 002 0125***

***E-mail: servicedesk@ump.ac.za***

## 7. STUDENT COUNSELLING SERVICES

MS X. SIBUYI

*Student Counsellor*

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The Student Counselling and Development Centre is committed to render multiple psychological services to all registered students of the University of Mpumalanga.

### ***Counselling and therapy services***

Individuals and groups therapy to support students who may be affected by psychosocial and academic challenges. The aim is to assist students to effectively manage and cope.



Challenges such as:

- Bereavement (death of a loved one)
- Anxiety (social anxiety, general anxiety, test and exam anxiety etc.)
- Depression
- Trauma
- Rape
- Mental illness
- Substance abuse
- Sexuality problems
- Family conflicts
- Relationship problems (single, dating and marriage problems)
- Loneliness because you find it difficult to get along with others
- Abuse
- Financial problems

### ***Life skills***

- Conflict and stress management
- Interpersonal relation
- Financial problems
- Communication skills
- Assertiveness training
- Anger management

### ***Career development services***

- Career guidance
- Psychometric testing
- Dealing with exam and test anxiety

### ***How to access services in the centre***

Students must bring their student cards or proof of registration to book an appointment.

Students can book at the Student Health and Wellness Centre at Building 7, 2nd Floor at Mbombela Campus, at the Campus Clinic at Siyabuswa or students can book their appointments by sending an email to ***studentcounselling@ump.ac.za***.

## 8. HEALTH CARE SERVICES AT UMP

Sr L. SILOMBO

*Professional Nurse*

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***The UMP campus clinics provide comprehensive health care services and support to all UMP students.***

The Mbombela Campus has a Campus Clinic which provides primary health care services and support to students. The staff in the Campus Clinic subscribe to a holistic approach towards the health care needs of our students and, therefore, offer students a variety of health care services. The services focus on the promotion of a healthy lifestyles and the prevention of illnesses. The Campus Clinic is located on the first floor of Building 7 and is open from Monday to Friday from 08:00 to 16:30, excluding University holidays.

The following are some of the services provided in the Clinic:

- Examining, diagnosis, treatment of ailments or referrals to a specialist, relevant clinic, hospital or laboratory when necessary
- Attend to student emergencies
- Give information, advice or counselling on medical matters;
- Advise on lifestyle and health matters
- Offer support for sexual health and family planning
- Help to understand and manage chronic illnesses, including students living with or affected by HIV

The Clinic has an agreement with an Emergency Medical Services (EMS) Ambulance Provider to be on call for emergency cases and for transportation to nearby hospitals.

### ***1. Primary health care services***

- Minor ailments (headache, flu, tonsils, fever, pain management, abdominal pains, etc.)
- Chronic diseases monitoring (diabetes, hypertension, epilepsy, asthma, HIV and AIDS, cholesterol, etc.)
- Preventative care (health education and health talks)
- Family planning (contraceptives)

## ***2. HIV programme***

- Voluntary counselling and testing
- Facilitation of anti-retroviral (ARV) treatment
- Facilitation of PREP (pre-exposure prophylaxis)
- Facilitation of PEP (post-exposure prophylaxis)
- Adherence counselling and ongoing support

## ***3. Infection prevention and control***

- Hand washing campaigns
- Cough etiquette
- Triage and isolation procedure

## ***4. Wellness services***

- Awareness campaigns
- Health promotions
- Encouraging healthy living through physical activities
- T.B awareness and screening
- Prevention of sexually transmitted diseases
- LGBTI and student engagement
- Gender-based violence programmes
- Alcohol and substance abuse prevention
- Health education and health promotion programmes

## ***5. Emergency services***

- Attend all emergency situations

## ***6. Referrals***

- Referral for further management and second opinion plan to physicians, specialists and hospitals

## ***7. Counselling services***

- General health and social problems
- Referrals to student counsellor

***For further enquiries and bookings please send an e-mail to:***

***E-mail: [ump-clinic@ump.ac.za](mailto:ump-clinic@ump.ac.za)***

## 9. STUDENT GOVERNANCE AND DEVELOPMENT

MR T.J. MOKOATALA

*Manager: Student Governance and Development*

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The Student Governance & Development Office provides support to all UMP students, but most particularly the Campus Students Representative Council (CRC) and the established students, structures clustered in the following categories:

- (a) Social structures e.g. Enactus, Debate Society, Drama Society, Beyond Pages, LUBO, etc.
- (b) Religious structures, e.g. ZCC, TACCSO, ACTS, etc.
- (c) Political structures, e.g. SASCO, EFFSC, ACTIONSA, etc.

Students' structures provide an opportunity to participating students to enhance their talents, abilities and leadership skills to serve the community. Students can either join the existing structures or establish new ones. Any UMP student(s) recognising a particular need within the university or community can establish a society to address that need. For more information on students' structures you can contact the Student Governance and Development office.

### ***Services offered by Student Governance and Development Office***

- Coordinate the annual running of the SRC/CRC elections. The SRC/CRC elections are held on an annual basis as regulated by the Higher Education Act, Act 101 of 1997 as amended, and Institutional Statute of 2002, as amended.
- Oversee all CRC's and student structures' projects and events.
- Facilitate personal development programmes.
- Moral and psychological support to students in need.
- Identify and enhance student talent through concerts, competitions, and other platforms of National and International significance.
- Assist student structures to come up with weekly activities to keep the campus vibrant.
- Initiate and implement community development projects to promote civic engagement and selflessness amongst students.
- Provide capacity building training interventions such as workshops, conferences and/or seminars, in order to enhance student leadership skills.

***The Student Representative Council (SRC)/Campus Representative Council (CRC) Elections***

The University of Mpumalanga has two campuses, Mbombela Campus and Siyabuswa Campus. Each campus has a representative council of students and this known as the Campus Representative Council (CRC).

**CRC members for 2022:**

	Mbombela Campus	Siyabuswa Campus
PORTFOLIO		
Chairperson	Khathutshelo Ramutshila	Lucas Nhlanhla Nkosi
Deputy Chairperson	Fezeka Bujela	Bishop Pilusa
Secretary	Bathini Madinawe	Lucky Andries Mhlongo
Academic Officer	Sfundo Khwezi Zulu	Lebohang Molobela
Sports and Recreation Officer	Gomotsegang Mamabolo	Katlego Helen Malapane
Community Development Officer	Thandiwe Mafu	Thubelihle Mirriam Shabalala
Resource Mobilisation & Transformation Officer	Lwazi Gift Mkhize	Bongiseni Wiseman Sibanyoni



The two campuses are represented by the Student Representative Council (SRC). It consists of seven members who are elected by and from the two campus representative councils.

#### **SRC members for 2022:**

	Name	Campus
PORTFOLIO		
President	Bathini Madinawe	Mbombela
Deputy President	Bongiseni Wiseman Sibanyoni	Siyabuswa
Secretary General	Bishop Pilusa	Siyabuswa
Treasurer	Sifundo Zulu	Mbombela
Academic Officer	Fezeka Bujela	Mbombela
Sports and Recreation Officer	Gomotsegang Mamabolo	Mbombela
Social and Transformation Officer	Thandiwe Mafu	Mbombela

## **10. SPORTS AND RECREATION**

**MS W. MANAMELA**

*Manager: Sports and Recreation*

UMP Sports and Recreation is committed to offering a professional home for athletes and volunteers to participate in our Sports programmes. As a catalyst for the development of sport, UMP Sport and Recreation adds value and contributes towards sustainable sport programmes in the broader districts of Nkangala (Siyabuswa Campus) and Enhlazenii (Mbombela Campus).

UMP Sport offers a home for dedicated sports people but also creates an atmosphere for students to participate in a fun-filled and secure environment with assistance and commitment of Sports and Recreation Officers from both Campuses UMP Sport focuses strategically on the following sporting codes: Athletics, Football (male and Female), Netball, Volleyball (male and Female), Basketball, Supa-Pool and Chess.

Tennis as an additional sporting code is still at primary level and squash courts, athletics facilities and a swimming pool are available.

### ***How can one be a sports participant?***

Students can consult with the Sports and Recreation Officers on their campus.

### ***For further information contact:***

***Mr Aggrey Mokoena***

***E-mail: [aggrey.mokoena@ump.ac.za](mailto:aggrey.mokoena@ump.ac.za) (Siyabuswa Campus)***

***Mr Hendry Matonsi***

***E-mail: [hendry.matonsi@ump.ac.za](mailto:hendry.matonsi@ump.ac.za) (Mbombela Campus)***

## **11. STUDENT FINANCES**

**MS I. DELIS**

*Deputy Director: Student Financial Aid, Scholarships and Asset Management*

**MS R. TSHIVHASE**

*Student Financial Aid Officer*

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The University of Mpumalanga offers various forms of bursaries and loans, including Council Bursaries and Vice-Chancellor Bursaries as well as student merit awards which reward top academic performance. We also administer funds from corporate donors and from the National Student Financial Aid Scheme (NSFAS). NSFAS funding is especially aimed at assisting financially needy and academically deserving students.

All categories of University student funds, which include scholarships, bursaries and loans, are administered and managed by the Student Financial Aid team, which ensures their efficient disbursement to students. The universities two largest funding contributors are NSFAS and FUNZA LUSHAKA. NSFAS provides financial aid to South African students using funds provided mainly by government departments and public entities. The Funza Lushaka bursary is a multi-year bursary to promote teaching as a profession. This opportunity is only available at our Siyabuswa Campus.

Students and prospective students requiring assistance with their funding needs should make contact with these staff members who are fully conversant with all the types of funding administered by this unit. Consultation times at the different campuses will be communicated through email to all students.

The Finance Aid department disburses funding allowances through a system called Intellimali. For students who receive cash allowance from NSFAS or other bursaries, the allowance is paid through the Intellimali system into students' bank accounts. There are funders who do not use cash allowance and Intellimali then uses the University student card to link such allowances to approved vendors for the purchase of books, meals and other specified items or services.

## **12. STUDENT HOUSING AND RESIDENCE LIFE**

**DR N. TWAISE**

*Director: Student Housing*

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Congratulations to those who have been accepted to the UMP residences at Mbombela and Siyabuswa campuses. We also welcome all UMP students who have been admitted in the University Accredited Private Accommodation. The University has accredited approximately 5700 beds for 2022 at Mbombela Campus and this number more than covers the student enrolment for 2022. We, therefore, encourage you all to take this opportunity, for both academic and social growth to produce superior academic performance. UMP residences allow you to participate fully in your academic work whilst also participating in extra-mural activities of residence life.

Student housing and residence life contributes to the holistic development of a student by offering a variety of living and learning programmes. The University will do its best in protecting all UMP students, however, students are also urged to take care of themselves, especially against criminal and illegal activities.





Having chosen UMP as your second home means you have chosen to become part of the innovation generation, a generation that will make a meaningful contribution today and in generations of tomorrow.

***For further information contact:***

***Personal assistant to Director: Student Housing***

***Mr M. Kilani***

***Office 311, Building 10, Mbombela Campus***

***Tel: +27 13 002 0030***

***E-mail: manelisi.kilani@ump.ac.za***

## 13. SECURITY ON CAMPUS

MS L. NOGWANYA, MR M. MBATHA , MR N. RAMBAU AND  
MR R. MULAUDZI

*Security Managers*

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UMP places a lot of value on the security of its campuses, students, staff and property. This session will see UMP security managers taking the students through all the security issues and regulations that will enable our campuses to remain peaceful and wonderful places to stay and study. The security managers will talk to students about the key security issues such as:

- Access Control Procedures
- Exit Control and Movements of Assets
- Handling of Visitors
- After Hours Control
- Alcohol Use

### ***Security Tips***

1. Wear your student card at all times when on campus.
2. Ensure all windows are closed when leaving your room.
3. Ensure that doors are closed and locked at all times when leaving your room, no matter how short a time you will be away.
4. Residence dwellers must have padlocks on the bedroom doors and allocated cupboard space. The entrance doors with the access control locks must be closed properly and not left ajar. Ground floor access doors to patios must be kept locked when not in use.
5. Keep all valuables away from windows, even if the window is fitted with burglar bars.
6. Ensure that valuables are kept locked up when leaving your room.
7. Close your curtains/blinds when leaving your office.
8. Inspect the inside of the vehicle. Remove or put loose items in the boot of your vehicle where they cannot be seen (never leave a laptop or valuable item in plain sight inside a vehicle).
9. Stand next to the vehicle when you activate the door's central locking system and physically check that the doors of the vehicle are properly locked.
10. Avoid being late for appointments since you might inadvertently leave your room unlocked.



11. Treat all information at your disposal as sensitive.
12. Avoid walking alone in dark places.
13. Report lost keys to security.
14. Report any stranger or suspicious activity to security.
15. Report lost access cards to security immediately.
16. Switch off the lights when leaving your room/office.

***The Security Management Unit strives to ensure a safe campus environment for the University community and its visitors.***

## 14. IMPORTANT CONTACT DETAILS

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### ***Emergency Numbers***

Ambulance (10177 or 084124)  
Fire and Rescue (Tel: +27 13 753 3331)  
Police (10111)  
Lifeline (Tel: +27 13 755 3606)

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### ***Security***

#### **Security Managers at Mbombela Campus**

Building 10 East, Mbombela Campus

Ms L. Nogwanya (Tel: +27 13 002 0112)  
Mr M. Mbatha (Tel: +27 13 002 0110)  
Mr N. Rambau (Tel: +27 13 002 0113)  
Mr R. Mulaudzi (Tel: +27 13 002 0111)

#### **Security Supervisors at Siyabuswa Campus**

Office 3105, Building 31, Siyabuswa Campus

Control Room (Tel: +27 13 002 0872)  
Mr A. Makhado (Tel: +27 82 219 3986)  
Mr E. Sedibe (Tel: +27 13 002 0807)  
Mr H. Matlala (Tel: +27 13 002 0806)  
Mr T. Makgakga (Tel: +27 76 201 1037)

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### ***Academic Support Services Division***

#### **Mr Trust Nkomo**

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### ***Faculty of Agriculture and Natural Sciences***

#### **Ms Nomsa Mkhize**

Faculty Administrator

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### ***Faculty of Economics, Development and Business Sciences***

#### **Mr Siphesihle Khanyile**

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### ***Faculty of Education***

#### **Mr Nkosiphendule Kashe**

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#### **Ms Sphelelisiwe Magwaza**

Secretary to the Dean of Education

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#### **Ms Mandisa Mapukata**

Examinations Officer

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## ***School of Hospitality and Tourism***

### **Faithfull Mthembu**

Admin Assistant

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## ***Student Affairs Division***

### **Mr T.J. Mokoatala**

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### **Mr M. Nkambule**

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### **Ms Lebogang Sithole**

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Student Development Officer

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### **Ms Welhemina Manamela**

Manager: Sports and Recreation

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**Mr Aggrey Mokoena**

Sports and Recreation Officer  
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**Mr Hendry Matonsi**

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**Ms Xolile Sibuyi**

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**Mr Dingaan Ramatshego**

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**Ms Mbali Dlamini**

House Warden

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**Mr Mzolisi Ngcamango**

House Warden

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**Mr Sabelo Njoko**

House Warden

Naape Monare Residence, Siyabuswa Campus

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***Registrar's Office*****Ms Siphwe Mkhathshwa**

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**Ms Joy Nkosi**

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**Mr Zandile Ncanana**

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**Ms Nonhlakanipho Shelembe**

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***Finance*****Ms Rachel Tshivhase**

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**Mr Tshamiseka Mabunda**

Senior Manager: Student Accounts  
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***ICT Technicians***

Office, Old Administration Block, Mbombela Campus  
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Tel: +27 13 002 0125  
E-mail: servicedesk@ump.ac.za

***Please note that you use the same telephone number and e-mail for both campuses.***





UNIVERSITY OF  
MPUMALANGA

Creating Opportunities

**General Enquiries** (Switchboard)

Tel: +27 13 002 0001

E-mail: [info@ump.ac.za](mailto:info@ump.ac.za)

Web: [www.ump.ac.za](http://www.ump.ac.za)

Facebook: [www.facebook.com/ump.ac.za](http://www.facebook.com/ump.ac.za)

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**Mbombela Campus** (Main Campus)

Private Bag X 11283, Mbombela, 1200

c/o D725 and R40, Riverside, Mbombela, South Africa, 1200

Tel: +27 13 002 0001

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**Siyabuswa Campus**

Private Bag X 4011, Siyabuswa, 0472

Bhekimfundo Drive, Siyabuswa, South Africa, 0472

Tel: +27 13 002 0800