



UNIVERSITY OF <sup>TM</sup>  
**KWAZULU-NATAL**

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**INYUVESI  
YAKWAZULU-NATALI**

INTERNATIONAL STUDENTS' HANDBOOK

A practical guide

Welcome to the University of KwaZulu-Natal (UKZN). Thank you for choosing UKZN as a destination of choice to study and research. We are delighted to have you with us. As you embark on your academic journey you will find that UKZN has a proud heritage of rich, diverse and vibrant cultures, a microcosm of our South African society, across five beautiful campuses in and around Durban. We invite you to explore the diversity of our campuses. The province of KwaZulu-Natal has a lot to offer you. So do take some time off and participate in local events, we guarantee you will learn something new.

*Welcome to you!*

*Siyakwamukela!*

The International Student Office contact details are as follows:

<b>Howard College and Medical School Campuses</b>	<b>Pietermaritzburg Campus</b>	<b>Westville Campus/Edgewood Campus</b>
<b>Ms Iris Gerber</b>	<b>Ms Nombuso Mtshali</b>	<b>Ms Vanuja Krishna</b>
<b>Student Union Building 4<sup>th</sup> floor, Room 412, Howard College</b>	<b>International Student Office, Office F10 House Number 4, Milner Road, Pietermaritzburg Campus</b>	<b>Asoka Theatre, K block Room K101 / 102 Westville Campus</b>
<b>Tel: +27 31 260 2819</b> <b>Fax: +27 31 260 2967</b>	<b>Tel: +27 33 260 5194/5313</b> <b>Fax: +27 33 260 6024</b>	<b>Tel: +27 31 260 7253/8223</b> <b>Fax: +27 31 260 7638</b>
<b>Email address:</b> gerberi@ukzn.ac.za	<b>Email address:</b> Mtshalin@ukzn.ac.za	<b>Email address:</b> krishnav@ukzn.ac.za

## UKZN ACCOMODATING YOU

### UKZN RESIDENCE

On each of the five campuses there are **self-catering** residences located on campus and around Durban and Pietermaritzburg. Each campus has a Residence Life Officer and Residence Life Assistants who will cater to all your problems, concerns and needs during your stay in the residence. Buses are available to transport students from and to residences at scheduled times during term time only. Students living off campus residence should contact their relevant Residence Life Assistant for information regarding bus schedules.

***\*All international students' tuition fees, lecture notes fee, copyright charges and accommodation fees must be paid in-full prior to registration. Please refer to Student Fees Guide for tuition fees.***

### **Incurred Expenses**

	RANDS(ZAR)
<b><i>Paid before arrival/ prior to Registration</i></b>	
Medical Health Cover (compulsory)	3660 per year
Momentum	
CompCare	3420 per year
Student levy	250 per year
On-campus accommodation	23500 per year
OR	
Off-Campus Accommodation	25 892 per year
<b><i>Accommodation during vacation</i></b>	
On-campus accommodation fee during vacation	84 per day
<b><i>Students are advised to consider the following personal expenses during their stay in South Africa</i></b>	
Provision for meals	23 980 per year
Cutlery and Crockery	800 once off
Linen (i.e. sheets, duvet, pillows, pillow covers, towels)	1 000
Padlock	50

Personal expenses	8 000
Transport if living off campus	8 000
<b>OTHER EXPENSES</b>	
Study permit renewal (incl. VFS Fee)	1775
Copyright charges	55 per semester

***\*Please note these are approximate amounts. Please make allowance for a 10% increase.***

<b>SADC</b>	<b>Non-SADC from Africa only</b>	<b>Non-SADC Outside</b>
Pay in SA Rands/ZAR	Pay in Dollars	Pay in Dollars

### **Foreign exchange**

The currency in South Africa is in Rand/ZAR. One Rand (R) = 100 cents (C). Bank notes currently available are R200, R100, R50, R20 and R10 and coins are R5, R2, R1, 50c, 20c and 10c. A traveller is only allowed to carry R25 000 in South African bank notes, whether leaving or entering the country, as long as it is declared to the Customs/Excise officers on arrival.

Whilst you will need some cash with you on arrival for travel costs to the University and to cover general expenses during the first few weeks, you can bring some of your money in traveller's cheques. Otherwise, the majority of shopping centres have the option for debit or credit card transactions.

Foreign Currency Exchange Agencies		
<b>Durban</b>		
Rennies Foreign Exchange (currency conversion)	Shop 311, Level 3, Musgrave Centre	031 202 7833
American Express (currency conversion)	FNB House, Shop No. 2 151 Musgrave Road	031 202 8733
American Express (currency conversion)	Shop 240 Jackmartins Road Pavillion, Westville	031 265 1456
American Express (currency conversion)	East Wing, Next to Telkom Gateway	031 566 1412
Global Foreign Exchange	16 Lincoln Terrace Level 1, Westwood Mall Westwood	031 266 5911
Absa Bank	Standard Bank Bldg, Musgrave	031 202 7680

<b>Pietermaritzburg</b>		
American Express (currency conversion)	Victoria Mall	033 394 5608
American Express (currency conversion)	Liberty Mall	033 394 3968
Rennies Foreign Exchange (currency conversion)	Shop 94, Entrance 2, Liberty Midlands Mall, Sanctuary Road, Pietermaritzburg, 3201	033 342 0403

- All UKZN campuses have ATM facilities.
- A shopping centre is located in close proximity to your campus. For further information and directions to the shopping centre please contact the university ISO.

### **UKZN SUPPORTING YOU**

#### **College Student Support Services (CSSS)**

College Student Support Services assist students with a range of professional services: they provide personal counselling & psychotherapy, academic & life skills workshops, academic & therapeutic support groups, career development services, assistance with part/full-time employment and manage student crises. Also note that the counsellors below are per College.

<b>CONTACT DETAILS FOR CSSS</b>	
Edgewood Campus	031 260 3653
Howard College Campus	031 260 2668
Medical School	031 260 7087
Pietermaritzburg Campus	033 260 5233
Westville Campus	031 260 7087

## Disability

Disability Units are located on all four campuses and serve all five campuses. These offices have trained staff and updated technology to assist all students with disabilities with their academic studies at the University. Please make contact with the following Disability Units if you require information/assistance:

CONTACT DETAILS FOR DISABILITY UNITS	
Edgewood Campus	031 260 3665
Howard College Campus and Medical School	031 260 3070 /3140
Pietermaritzburg Campus	033 260 5129 /5065
Westville Campus	031 260 7888 / 7706

## Campus Health Clinics

There is a free on-campus health clinic situated on each campus. The clinic is staffed with medical health professional nurses from 7:30am to 3:30pm on weekdays and a doctor visits once a week. Services include: general medical advice and ailments, contraception and flu medication. For after-hours emergency students may contact RMS to call NETCARE 911, an ambulance service, which will transport you to the nearest hospital. Hospitals are located relatively close to each campus.

CONTACT DETAILS FOR CAMPUS CLINICS	
Edgewood Campus	031 260 3252
Howard College Campus	031 260 3285
Medical School Campus	031 260 4506
Pietermaritzburg Campus	033 260 5208
Westville Campus	031 260 7302

## **Campus HIV and AIDS Support Unit (CHASU)**

Voluntary Counselling and Testing (VCT) is supported by the campus-based operational units, Campus HIV/AIDS Support Units, located on each campus.

Each Unit provides awareness, education and support to their respective campus communities, by working closely with both students and staff to implement HIV/AIDS prevention interventions in partnership with other stakeholders and student support services.

Visit the university website: <http://aidsprogramme.ukzn.ac.za> for more information.

CONTACT NUMBERS CHASU	
Howard College and Medical School	031 260 8661
Westville Campus	031 260 2132
Edgewood campus	031 260 8283
Pietermaritzburg	033 260 6059

## **Facilities**

### **Computer LANs**

All students have access to the network through PC labs which are open 24-hours a day. All labs have laser printing facilities and consultants are on duty to assist students. All students will receive a UKZN email address and are encouraged to use it as it is another way of keeping contact with you.

### **UKZN library and book shops**

Each campus has excellent library collections and subject librarians who provide general reference and instructional services to students, staff and the wider community. For further information refer to <http://library.ukzn.ac.za>.

### **Sports Administration**

Sports Administration has many clubs and societies on all campuses which can be joined by those who are interested in a more structured sporting environment. These clubs offer coaching, equipment and the opportunity to compete at any level. An affordable membership fee is charged for joining some of the clubs.

Contact details for sporting activities and membership can be obtained from the following sport offices:

<b>HOWARD COLLEGE (INCLUDING MEDICAL SCHOOL)</b>
Address: Rick Turner Student Union Building, 3rd Floor
Tel: number 031 260 2198
Email address: lupkel@ukzn.ac.za
<b>EDGEWOOD</b>
Address: First Floor: Student Union
Tel: number 031 260 3610
Email address: sapulaz@ukzn.ac.za
<b>PIETERMARITZBURG</b>
Address: Corner of Ridge & Golf Road, next to Education Building
Tel: number 033 260 5189/5079
Email address: chettyku@ukzn.ac.za
<b>WESTVILLE</b>
Address: Sports Bureau
Tel: number 031 260 7362
Email address: ganiea@ukzn.ac.za

**Information and assistance**

**Risk Management Services (RMS)**

UKZN strives to create a safe environment for all staff and students. Advice and assistance is available on a 24-hour basis through campus-based Risk Management Service (RMS). RMS personnel on foot, in vehicles and on bicycles can be requested to assist through the emergency numbers provided below. RMS personnel carry University identity cards with their names openly displayed on their uniform. You are urged to approach them at any time for help, advice and reassurance. There is also a 24-hour escort facility that is available to students.

<b>UNIVERSITY EMERGENCY NUMBERS</b>	
031 260 3777/2540/2	Howard College
031 260 3493	Edgewood
033 260 5211	Pietermaritzburg
031 260 7133/7265/7807	Westville
031 260 4239	Medical School
<b>GENERAL EMERGENCY PHONE NUMBERS</b>	
SA Police Flying Squad	10111 – Free when calling from a callbox
Vodacom and MTN cell phone users	112
Durban Metro	031 31 300 3333
This is a 24-hour emergency number throughout South Africa, Swaziland and Lesotho	082 911
Mountain Rescue	031 307 7744
Durban Metro Police Control Room	031 306 4422
Durban Metro Ambulance	031 307 7744



Ambulance	10177
Fire Brigade	031 361 0000
Medical Rescue International (MRI)	031 304 4934
Pietermaritzburg Medical Rescue Unit	033 342 7777
Durban Medical Rescue Unit Emergency Netcare - 911	080 031 0177

### Student Representative Council (SRC)

The Students Representative Council (SRC) comprises of a university-wide committee known as the Central SRC (CSRC) and five campus-based SRCs (SRCs). The SRC facilitates communication between students and other stakeholders within the University. Within the campus-based and central SRC is an International and marketing representative who will assist international students' communication with ISO or University stakeholders.

Enquiries about joining student organisations and societies that fall under the SRC can be directed to:

HOWARD COLLEGE/MEDICAL SCHOOL
Address Shepstone Building, Level 4
PIETERMARITZBURG
Address: Student Union, First Floor
WESTVILLE/EDGEWOOD
Address: Block D, Upper Cafeteria
EDGEWOOD
Address: Student Union (SU), Upper Cafeteria

### Consulates

Contact details for representatives of the Republic of South Africa abroad and foreign representatives in the Republic of South Africa are listed at <http://www.gcis.gov.za/docs/directories/index.html>.

You are also welcome to contact the Government Information Centre.

INFORMATION CENTRE
Address Joanne Cornelissen
Government Communication and Information
Service: Information Centre
Private Bag X745
Pretoria 0001
Tel. number 012 314 2911

Fax 012 323 3831
Website <a href="http://www.gcis.gov.za">www.gcis.gov.za</a>
Email address <a href="mailto:joanne@gcis.gov.za">joanne@gcis.gov.za</a>

### **International Students Association (ISA)**

ISA is the representative body of international students studying at the UKZN. ISA works closely with the ISOs to address issues of international students' governance, including:

- Providing mentorship for new international students
- Creating a friendly and welcoming environment for all international students
- Organising social functions/events for international students
- Addressing international students grievances

### **International Cultural Community (ICC)**

The International Cultural Community works with University bodies academic divisions and departments to ensure that the University's pursuit of excellence goes hand in hand with freedom from discrimination and equal opportunity. This is an equality and diversity unit which promotes equality across all the protected characteristics, including race, disability, gender, sexual orientation, religion, belief and age.

## **General Information**

### **Tourism**

The following websites can be accessed for information on tourism:

TOURISM WEBSITES
<a href="http://www.kzn.org.za">www.kzn.org.za</a>
<a href="http://www.kznwildlife.com">www.kznwildlife.com</a>
<a href="http://www.coastingafrica.com">www.coastingafrica.com</a>

### **Climate**

The Province of KwaZulu-Natal is famed for its mild, sunny winter climate and year-round 'fun in the water' weather. On the eastern side of South Africa, the province is bordered by the warm Indian Ocean to the east and the high escarpment of the Drakensberg Mountains to the west. It has a warm, sub-tropical climate, with temperatures moderated by the expanse of the Indian Ocean. Summers are hot and humid, averaging 28 degrees celsius, with the majority of the annual rainfall, while winters, with average temperatures of 23 degrees celsius, are warm, dry and clear. There is occasional frost in the interior and snow often falls in the higher reaches in

winter. Winter sunshine averages almost seven hours a day, some of the highest in the country.

The climate in Durban is described as all-year-round tourist-friendly. Sea temperatures are also relatively stable, averaging 21degrees celsius all year, providing possibilities for a diversity of aquatic activities in any season, including diving, fishing, swimming, boating and surfing.

## **Restaurants**

South African cuisine is renowned for its variety, derived from the culinary traditions of diverse people. Many restaurants serve authentic African food and others specialise in 'settler' food – Cape Dutch, Malay, Indian, Chinese, French and Portuguese. There are also plenty of Italian, Greek, Thai, Japanese and other restaurants, along with fast food joints.

Popular local dishes include African stews on phuthu (stiff, crushed corn porridge), bunny chow (curry in a half-loaf of bread) and bobotie (curried mince with onions and eggs), and seafood is always plentiful. Perhaps the most popular South African meal is the braai, a barbecue with meats and boerewors (spicy sausage). To wash it all down, South African wines are among the best in the world, and fine local beers are also available.

Visit this website: [www.zulu.org.za](http://www.zulu.org.za) and click on restaurants.

## **Driving in South Africa**

### **Drivers' licences**

Drivers' licences obtained from another country may be used in South Africa provided that they have the driver's photograph and are in English. Licences issued in another language must be accompanied by a certificate of authenticity (in English) issued by the bearer's country Embassy, Consular Office or any other competent authority.

Taxis to the university are available at the Workshop mall in the city centre and takes approximately 20 minutes.

## Metered Taxis (Cabs) – 24 hours

### Durban

Aussies	031 309 7888
Bunny Cabs	031 332 1795
Eagle	031 337 8333
Swift	031 309 6771 (Zippy & Mozzie)

### Pietermaritzburg – 24 hours

Taxis to the University are available in Longmarket Street. A walk from the City Centre to the University takes approximately 20 minutes.

Junior Taxis	033 394 5454
Unique Taxis	033 391 1238
Wilken Taxis	033 397 1700
Metro Taxis	033 393 1999
Capital Taxis	033 390 1242

## Alcohol Limit – Drinking and driving

Your blood limit may not have an alcohol content of more than 0.00%. This means that even after what you may think is a 'small drink', you could be over the limit. If you have more than 350ml of beer, OR if you have more than a single tot of brandy or other spirit, you may already be over the limit. Remember that these levels of alcohol will remain in your system for up to EIGHT hours after consumption!

Do not take chances, rather stay where you are until you have sobered up, or arrange for alternative transport home from wherever you plan to drink, and make such plans in advance to ensure that you are not left stranded.

The South African Police Services (SAPS), together with other State and provincial authorities, are committed to reducing this crime.

No one is trying to stop you from having a good time – just be responsible about doing it!

## **SAFETY HINTS AND TIPS**

### **It is NOT advisable to:**

- Pick up hitchhikers
- Hitchhike
- Take shortcuts through deserted areas
- Keep your car doors unlocked
- Leave your bag or wallet unattended.

### **We advise that you:**

- Carry your medical aid card at all times.
- Store luggage in the car's boot (trunk) where it is out of sight.
- To have RMS escort you to your car/residence

### **Safety on the beach**

- Swim at beaches manned by lifeguards and between designated swimming beacons.
- The African sun has high levels of UV radiation, so use a high factor sun protection cream.
- Do not take glass or bottles to the beach.
- Avoid drinking alcohol if you are going to be swimming.
- Avoid bringing any valuables to the beach.

## **FOR YOUR INFORMATION (FYI)**

### **MAKING INTERNATIONAL CALLS**

To make an international call from South Africa, dial 00, followed by the country code of the country you wish to call, followed by the relevant area code (if there is one), followed by the phone number.

#### **What's my country's dialling code?**

One of the quickest ways to find out is to dial Telkom's 24-hour international customer care centre – **10903** – and ask. The service is free. Alternatively, look it up on 'Telkom's international dialling code directory' or go to 'Google' and type in "dialling code [your country]".

#### **Operator-assisted dialling**

Telkom's international booked calls – **10900** – offers 24-hour assistance to anyone wanting to make international calls or send faxes.

➤ **MAILING**

**ON CAMPUS MAILING**

The International Student Office on your campus has a box where all international students' mail/ faxes are kept. Please refer to details on page 1 of this document for the addresses where your mail/faxes could be sent.

**POST OFFICES**

<b>LOCAL POST OFFICES</b>	
<b>Berea Road Post Office</b>	<b>Location:</b> Shop 319, Berea Centre 249-256 Berea Road   Durban <b>Tel:</b> +27(0)31 201 3840
<b>Durban Post Office</b>	<b>Location:</b> 290 Dr Pixley KaSeme (West) Street, Durban Central   Durban <b>Tel:</b> +27(0)31 336 3603
<b>Musgrave Road Post Office</b>	<b>Location:</b> Shop 315 Musgrave Centre 115 Musgrave Road Musgrave   Musgrave   Durban <b>Tel:</b> +27(0)31 202 1000
<b>Pinetown Post Office</b>	<b>Location:</b> 1 Chancery Lane Pinetown   Pinetown   Durban <b>Tel:</b> +27(0)31 701 2277
<b>Westville Post Office</b>	<b>Location:</b> 35 Westville Road   Westville   Durban <b>Tel:</b> +27(0)31 266 1260
<b>Pietermaritzburg Post Office</b>	<b>Location:</b> Shop 22, 50 Alan Paton Road  Scottsville   Pietermaritzburg <b>Tel:</b> +27(0)33 941 9901
<b>Pietermaritzburg Post Office</b>	<b>Location:</b> Shop 15-16 Hayfields Mall   Pietermaritzburg <b>Tel:</b> +27(0) 33 3462
<b>Other Services:</b>	
<b>Track and Trace:</b>	0860 111 502
<b>Speed Services:</b>	<a href="mailto:info@cfgrp.co.za">info@cfgrp.co.za</a> 0860 023 133
<b>Doc Ex:</b>	0861 335 544
<b>Post Boxes:</b>	0860 086 860

## Opening a resident bank account

To open a resident bank account as a foreign national, it is necessary to:

- Declare all the funds or foreign assets brought into the country
- Complete the Foreign National Declaration and Confirmation of Employment by a South African Employer form
- Provide a written declaration that foreign assets will not be given to a third party resident in South Africa
- Provide the bank with copies of:
  - Valid passport
  - Work or study permit
  - Proof of address in South Africa such as utility bill
  - Copies of recent statements from bank in the home country or solid evidence of banking history

➤ **To apply for an extension/renewal of your existing study visa:**

**NB: Application should be submitted 60 days before expiry of current visa.** Go to the VFS website [www.vfsglobal.com/dha/southafrica/](http://www.vfsglobal.com/dha/southafrica/)

1. Click on "Online Application Form"
2. Click on "Apply Now"
3. It will take you to the next page titled "Schedule an appointment"
4. At the bottom of the list click on the "*please click here*" link
5. It will take you to the next page where you will be required to select the following options:
  - a. Application type: Select "*Temporary Residence Visa*"
  - b. Application sub-type: Select "*Corporate Account*"
  - c. Application sub-type category: Select "*Study Visa Section 13 (CAU)*" ***This sub-category is dependent on the type of visa renewal***
  - d. Location: Select the office of VFS where you intend to submit your application
  - e. Payment mode: Select the method of payment
  - f. Previous Corporate visa no. : type the reference number of the ***current*** visa sticker.
6. Click "Submit" to complete the transaction.

➤ **Create a 'User Profile' for new users. If you have an existing account 'login'**

1. Click on 'New Application'
2. Complete Form
3. Schedule an appointment with VFS
4. When the date is confirmed, the checklist, completed form and payment details will be accessible. Download and print all the documents.
5. Prepare all supporting documents as per the check list and make payment. **NB. THE SOUTH AFRICA POLICE CLEARANCE CERTIFICATE MUST BE SUBMITTED. A PROOF OF APPLICATION WILL NOT SUFFICE.**
6. Sign the completed form.
7. For the appointment take:

- The completed signed application form
- All supporting documents as per the check list
- Proof of payment
- Copy of Passport
- Copy of current visa

➤ **To apply for a change of conditions:**

Go to the VFS website [www.vfsglobal.com/dha/southafrica/](http://www.vfsglobal.com/dha/southafrica/)

1. Click on "*Online Application Form*"
2. Click on "Apply Now"
3. It will take you to the next page titled "*Schedule an appointment*"

**N.B. Please do not hesitate to contact the International Students Office should you have any difficulties submitting your visa application.**