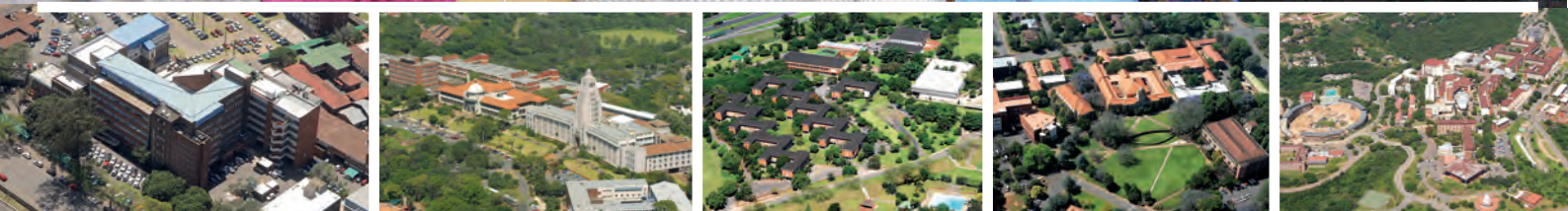




UNIVERSITY OF  
KWAZULU-NATAL  
INYUVESI  
YAKWAZULU-NATALI

# INTERNATIONAL STUDENTS' HANDBOOK

*A practical guide*



THE PREMIER UNIVERSITY OF AFRICAN SCHOLARSHIP





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# WELCOME Message

Nomonde Mbadi  
Executive Director: Corporate Relations

Welcome to the University of KwaZulu-Natal (UKZN). As an international student you will be struck by the magnificent beauty of the province of KwaZulu-Natal – the unspoilt beaches, the tranquility of the mountains and the sheer beauty of the wildlife. The year 2010 marked a century of academic excellence in the province for our University. UKZN is one of three universities in Africa that is rated amongst the top 500 universities in the world according to the Academic Ranking of World Universities (ARWU). The University has a proud heritage of a rich, diverse and vibrant culture, a microcosm of our South African society, across its five campuses.



UKZN offers approximately 2 000 academic programmes and a range of postgraduate courses. We have approximately 40 000 students at both undergraduate and postgraduate levels. The four Colleges are located in two cities, Durban and Pietermaritzburg. As a measure of its success, UKZN is rated as one of the top three research universities in South Africa and is recognised globally for its research output – particularly in the areas of HIV/AIDS, Economic Development, Water, Forestry and Conservation. Our academics are much sought after and serve on both national and international forums as experts in their respective disciplines. The motto of the University's Teaching and Learning office, **Every Student Matters**, underscores UKZN's commitment to students' experience and access to quality academic programmes.

I invite you to explore the diversity of our campuses which will inform your experience at UKZN. Please participate in the many exciting sporting activities and engage in intellectual dialogue at the public lectures and forums held regularly across the campuses. Once again, welcome to a vibrant and stimulating environment that I know you will find inspiring.

***Ngiyakwemukela!***



# The **I**NTERNATIONAL Student Offices

The International Student Offices (ISOs) are located on three campuses: Howard College campus (also serves the Medical School), the Pietermaritzburg campus and the Westville campus (also serves Edgewood Campus).

ISOs provide ongoing administrative support services to all international students in the areas of student academic administration, orientation – from arrival and during their registration at the University. In certain respects, international students' needs differ markedly from local students (eg. foreign academic qualifications, visa requirements, health insurance, language, safety and security issues, etc.) and the International Student Offices deal with, assist and provide guidance on these matters, in consultation with relevant stakeholders, as and when appropriate.

Most international students face challenges in adapting to a new living and learning culture and social rules. The UKZN Orientation Programme that is provided on arrival aims to address most of these challenges and to provide positive outcomes for both students and the institution.

The contact details for campus-based ISOs are as follows:

DURBAN (HOWARD COLLEGE AND MEDICAL SCHOOL) CAMPUSES	PIETERMARITZBURG CAMPUS	WESTVILLE CAMPUS & EDGEWOOD CAMPUSES
Head: Ms Nombulelo Bezu Assistant ISO: Ms Iris Gerber Shepstone Building Level 4 Room E 446/447 Tel: 031 260 2205/2819 Fax: 031 260 3715 Email: bezun@ukzn.ac.za gerberi@ukzn.ac.za	Head: Ms Marie-Anna Marais Assistant ISO: Ms Nombuso Mtshali International Student Office Milner Road Tel: 033 260 5194/5313 Fax: 033 260 5729 Email: marais@ukzn.ac.za mtsahlin@ukzn.ac.za	Head: Dr Prem Ramlachan K101/102 Asoka Theatre Tel: 031 260 7253/8223/3662 Fax: 031 260 7638 Email: ramlachanp@ukzn.ac.za



## International Student Guides (ISGs)

The International Student Offices employ ISGs to support new international students. These guides take care of students who need assistance to adapt to their new living and learning environment. The ISGs are an important link for international students to make friends with local and other international students. In addition, ISGs accompany and assist international students wherever necessary, for example, to find their way to residences, lecture venues, shopping centres, banks, etc.

## International Students Association (ISA)

ISA is the representative body of international students studying at the University of KwaZulu-Natal. It works closely with the ISOs to address issues of international students' governance, including:

- address international students' grievances;
- provide mentorship for new international students;
- create a friendly and welcoming environment for all international students; and
- organise social functions/events for international students.

Contact details for campus-based ISA (please see SRC contacts on page 16 of this booklet).

At the start of each semester, students are welcomed and transported to their residences. Orientation and assistance with registration is provided.





# Accommodation

Applications for residence accommodation should be made at the time of application to the University. There is a high demand for residence accommodation. The International Student Offices help students to find adequate off-campus accommodation. The cost of off-campus housing will vary depending on the location and facilities offered. Students who stay off campus should budget for the cost of transport to and from campus.

LIVING EXPENSES	RANDS
International Levy	1 940 per year
On-campus residence accommodation (self-catering)	20 000 per year
Off-campus residence accommodation during vacation	62 per day
Off-campus accommodation	22 000 per year
Provision for meals	20 000 per year
Crockery	800 once off
Linen (sheets, duvet, pillows towels)	1 000
Padlock	50
Personal expenses	8 000
Transport if living off campus	8 000
Medical Insurance (compulsory)	4 250
Study permit renewal	425



# General HINTS AND TIPS

- If you work late, don't go to your car alone if you can avoid it. Ask somebody to escort you to your car.
- Have your keys ready when you approach your car or home and enter immediately.
- Never pick up hitchhikers and do not hitchhike.
- Avoid taking short-cuts through deserted areas such as parks, empty areas and passages.
- Carry your medical aid card at all times.
- Although you may want to explore unfamiliar areas of town we advise that you do not do so by yourself.
- Keep your car doors locked while you are driving.
- Store luggage in the car's boot (trunk) where it is out of sight.

## Safety tips while shopping

- Never leave your bag or wallet unattended in your trolley or on a shop counter.
- Beware of pickpockets and never keep your wallet in your back pocket.
- Hide your cell phone and do not walk around talking on a cell phone.
- Put your wallet in an inside coat or front pants pocket.





## 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.

## Zero tolerance against drinking and driving

The South African Police Services (SAPS), together with other State and provincial authorities, are committed to reducing this crime, particularly over festive periods such as the Christmas holidays. No one is trying to stop you from having a good time – just be responsible about doing it!

### WHAT IS THE LIMIT?

Your blood may not have an alcohol content of more than 0.05%. 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.



### WHAT WILL HAPPEN IF YOU ARE CAUGHT OVER THE LIMIT?

Members of the SAPS, the various Metropolitan Police Departments and other law-enforcement agencies are conducting road blocks and manning other checkpoints more frequently to discourage people from drinking and driving. If you are stopped at such a roadblock, and if it is determined that you have consumed more than the legal limit of alcohol, you will be arrested and charged with Driving under the Influence of Liquor. You will be held in custody until you are able to post bail (in certain instances bail may be denied).

Depending on prior convictions against you, as well as the circumstances surrounding your arrest, you face a minimum fine of R2 000 or a two-year prison sentence, or both. You may also lose your driver's licence, or have it suspended. And, of course, you will have a criminal record!

## In case of emergency

### IMPORTANT SOUTH AFRICAN POLICE SERVICES NUMBERS:

#### SAPS EMERGENCY NUMBER 08600 10111

- 10111 is the number that you can use in case of a police emergency.
- Never make a prank call to the emergency number 10111, as it will engage the line.
- All police stations' numbers are available on the SAPS website at [www.saps.gov.za](http://www.saps.gov.za).

See pg 14 for other emergency numbers.



# TOURISM information

The following websites can be accessed for information on tourism:

## TOURISM WEBSITES

[www.kzn.org.za](http://www.kzn.org.za)

[www.kznwildlife.com](http://www.kznwildlife.com)

[www.coastingafrica.com](http://www.coastingafrica.com)





# Frequently asked QUESTIONS

## 1. Am I allowed to work while studying in South Africa?

If you come to South Africa to study, you have to provide proof of sufficient financial means to be able to fund your studies. Once you are registered, you may work part-time for up to 20 hours per week during the term time and full time during the vacations. This should not be viewed as a main source of income to fund your studies and it is not considered as proof of sufficient financial means in the study permit application process.

## 2. What exchange programmes do UKZN offer?

UKZN offers the Study Abroad Programme and the Student Exchange Programme. Information on both these programmes is available on our website: <http://ukzninternational.ukzn.ac.za/homepage.aspx>

## 3. How do I apply?

You are required to complete a UKZN International Application form obtainable from our website. <http://ukzninternational.ukzn.ac.za/homepage.aspx>

## 4. What fees can I expect to pay?

A detailed breakdown of the 2012 is available on the UKZN website- [www.ukzn.ac.za](http://www.ukzn.ac.za).

## 5. What happens when I return home?

You will need to do the following before you return home:

- Allow sufficient time to notify the landlord that you are leaving.
- Check with Student Fees to find out if your fees are paid up.
- Return library books and pay outstanding fines.





- If you have thoughts of returning to South Africa for further study, make sure you collect the pertinent information.

We wish you all the best. We are glad you chose to study at the University of KwaZulu-Natal and hope you realise you are a valuable member of the University community. If there is any assistance we can provide to you in the future, please contact us.





# Essential **I**NFORMATION

## Campus Health Clinics

The University Campus Health Clinics are staffed with qualified nurses and doctors who attend to the health problems of students and staff. Services include primary health care services (eg. general ailments), contraception and flu vaccinations. International students are advised to seek medical assistance from the campus clinic or doctor. Students may also report any hazardous or unhealthy conditions to the campus clinic immediately.

### 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 4506

## Campus HIV and AIDS Support Unit

UKZN has made global strides in research on HIV/AIDS. The UKZN AIDS programme is located at the Research Office, Govan Mbeki Centre, Westville campus and has offices in each of the five campuses.

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: [www.ukzn.ac.za/aids](http://www.ukzn.ac.za/aids) programme for more information.

CONTACT NUMBERS	TEL	FAX
Howard College and Medical School	031 260 3563	031 260 2397
Westville Campus	031 260 2132	
Edgewood campus	031 260 3649	
Pietermaritzburg	033 260 5281	033 260 3169

## Student Counselling and Careers Centres

The Student Counselling and Careers Centres (SCCCs) assist students with a range of professional services. Student support is offered in the areas of careers counselling, curriculum advice, sexual harassment and personal counselling. Personal development workshops include peer counselling, self-awareness, assertiveness training, study skills, CV preparation and interview skills. The SCCCs assist international students facing challenges associated with living and learning in a foreign environment.

CONTACT DETAILS FOR SCCC	
Edgewood Campus	031 260 3252
Howard College Campus	031 260 2668
Medical School Campus	031 260 4506
Pietermaritzburg Campus	033 260 5233
Westville Campus	031 260 4506



## Sports Administration

Sport at the University is administered by Sports Administration. The department caters for those interested in recreation right through to highly competitive sports. There are 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:

HOWARD COLLEGE (INCLUDING MEDICAL SCHOOL)	
Address	Rick Turner Student Union Building, 3rd Floor
Tel. number	031 260 2198
Email address	dlamini5@ukzn.ac.za
EDGEWOOD	
Address	First Floor: Student Union
Tel. number	031 260 3610
Email address	carrd@ukzn.ac.za
PIETERMARITZBURG	
Address	Corner of Ridge & Golf Road, next to Education Building
Tel. number	033 260 5189/5936
Email address	chettyku@ukzn.ac.za
WESTVILLE	
Address	Sports Bureau
Tel. number	031 260 7362
Email address	ganiae@ukzn.ac.za



## Risk Management Services (RMS)

UKZN takes safety and security seriously and has committed itself to create a safe environment for all students, staff and visitors. 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.

UNIVERSITY EMERGENCY NUMBERS	
Howard College	031 260 3777/2540/2
Edgewood	031 260 3474
Pietermaritzburg	031 260 5211
Westville	031 260 7133/7265/7807
Medical School	031 260 4239
GENERAL EMERGENCY PHONE NUMBERS	
10111	Police Flying Squad
112	Vodacom and MTN cell phone users
031 31 300 3333	Durban Metro
082 911	This is a 24-hour emergency number throughout South Africa, Swaziland and Lesotho
031 307 7744	Mountain Rescue
031 306 4422	Durban Metro Police Control Room
031 307 7744	Durban Metro Ambulance
10177	Ambulance
031 361 0000	Fire Brigade
031 304 4934	Medical Rescue International (MRI)
033 342 7777	Pietermaritzburg Medical Rescue Unit
080 031 0177	Durban Medical Rescue Unit Emergency



## Disability

The University aims to address the needs of all students, including students with disabilities. Disability Units are located on four campuses and serve all five campuses. These offices have trained staff and updated technology to assist all disabled students with their academic studies at the University. Please make contact with the following Disability Units if you require assistance:

CONTACT DETAILS FOR DISABILITY UNITS	
Edgewood Campus	031 260 3665
Howard College Campus and Medical School	031 260 3140
Pietermaritzburg Campus	033 260 5959
Westville Campus	031 260 3665





## Student Representative Council (SRC)

The Students Representative Council (SRC) is comprised of a university-wide committee known as the Central SRC (CSRC) and five campus-based SRCs known as Local SRC (LSRCs). Students on each campus elect their Student Representative Council (SRC), a student structure which is recognised by the University. The SRC represents students in all University matters affecting them as individuals and as a body. They serve the student body by fighting for student rights – striving for a just standard of general welfare and services for all students, regardless of race, sex, colour and creed. The SRC facilitates communication between students and other stakeholders within the University, and the higher education sector. Currently, the CSRC is represented in all University-wide committees and the LSRC on campus-based committees. The SRC is represented in the highest decision-making body of the University, Council, and on the academic decision-making body, Senate.

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

HOWARD COLLEGE	
Address	Rick Turner Student Union Building, Ground Floor
Email address	shozis@ukzn.ac.za
Tel. number	031 260 1329
PIETERMARITZBURG	
Address	Student Union, Second Floor
Email address	winfield@ukzn.ac.za
Tel. number	033 260 5496
WESTVILLE	
Address	Block D, Upper Cafeteria
Email address	ramiaha@ukzn.ac.za
Tel. number	031 260 7106



## Computer LANs

The Information and Communications Technology Division (ICT) maintains a highly sophisticated data network and places a strong emphasis on facilities for students. All students have access to the network through PC labs, many of which are open 24-hours a day. All labs have laser printing facilities and consultants are on duty to assist students. Available software includes the standard office suites from our scanning, colour printing and linuxlab, Microsoft, as well as more specialised academic software packages such as Mathematica and SPSS. All students receive an email address and have access to the Internet.

## 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>



# General INFORMATION

## Restaurants

South African cuisine is renowned for its variety, derived from the culinary traditions of a 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.

## UKZN library

The five campuses of the University of KwaZulu-Natal have excellent library collections. Qualified subject librarians provide general reference and instructional services to students, staff and the wider community. The libraries are fully computerised and operate in a networked environment that provides access to the computerised catalogues and a range of local, national and international databases. For further information refer to <http://library.ukzn.ac.za>.





## Foreign exchange

The currency in South Africa is in Rand. One Rand (R) = 100 cents (C). Bank notes currently available are R100, R50, R20 and R10 and coins are R5, R2, R1, 50c, 20c, 10c and 5c. There is no restriction on the amount of foreign currency you may bring into 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		
DURBAN		
Name	Address	Tel. number
Rennies Foreign Exchange (currency conversion)	Musgrave Centre, 1st Floor	031 202 7833
American Express (currency conversion)	151 Musgrave Road	031 202 8733
Absa Bank	Standard Bank Bldg, Musgrave	031 202 7680
PIETERMARITZBURG		
American Express (currency conversion)	Liberty Mall	033 394 3968

- All UKZN campuses, except Medical School, have banking and ATM facilities.
- The Howard College campus has a banking mall which comprises Standard Bank, ABSA, and Nedbank. ABSA has full banking facilities whilst Nedbank and Standard Bank are student loan banks. All banks here have ATM facilities.
- The Westville campus has ATM facilities for Standard Bank, ABSA, First National Bank and Nedbank.
- The Pietermaritzburg campus has FNB and ABSA ATM facilities.
- The Edgewood Campus has an ABSA ATM facility.
- All campuses are near shopping malls which have banking and ATM facilities.



## Shopping

The following grocery shops/malls/markets are close to UKZN campuses and are on the bus/taxi routes:

### Durban shopping malls

- Davenport Centre
- Berea Centre
- The Workshop
- Musgrave Centre
- Westwood Mall
- Queensmead Mall

### Westville malls

- Westville Mall
- The Village Market
- The Pavilion

### Pinetown

- Pinecrest Centre
- Sanlam Centre

### Pietermaritzburg

- Nedbank Plaza
- Hayfields Mall
- Midlands Liberty Mall

### Shopping hours

Mon-Fri: 08h00-17h30

Sat-Sun: 08h30-13h00

**NB:** *Some malls/shops are open until 17h00 or later on weekends.*

During orientation (campus and city tours), you will be able to visit some of the shopping centres/malls. For detailed information, please contact the respective ISO offices.



## Postal services

Generally, post offices open from 08h00 to 16h30 (Mondays to Fridays) and 08h30 to 12h00 on Saturdays. Services offered at the post office include:

- postal orders;
- postal and revenue stamps;
- telegraphic money orders;
- sale of phone cards;
- booking of international calls;
- sending letters by fast mail, registered mail and overnight express, etc.

## Postal services on or close to campuses

**EDGEWOOD CAMPUS:** Students who want to send mail should take it to Registry in the Printing Department, together with money for postage, and Registry will do it on their behalf. A receipt will then be issued.

**HOWARD COLLEGE:** Stamps are available at Adams Campus Bookshop and you can take your mail to Registry, Shepstone Building, Level 4.

**MEDICAL SCHOOL:** There is a post office at Queensmead Mall, which is situated about 1km from the Medical School.

**PIETERMARITZBURG:** Stamps are available from Scottsville Post Office, Scottsville Mall, (approximately one kilometre from the campus). Letters may be posted there as well.

**WESTVILLE:** Stamps are available at Premier Bookshop and there is a post box in the Upper Cafeteria.

## Where to pick up your mail/fax?

The International Student Office on your campus has a box where all international students' mail/faxes are kept. The use of the fax facility in the ISO is for academic purposes/matters only. Please refer to the contact details on page 2 of this document for the addresses where your mail/faxes could be sent.



## Transport

### National transport

The national transport available in South Africa includes aeroplanes, trains, and buses, coach liners (ie. Greyhound/Translux/ InterCape buses). Tickets can be purchased from local travel agencies and/or train stations and at Checkers supermarkets. These services are available in both Pietermaritzburg and Durban and most cities throughout South Africa.

### Travelling during University vacations

If you are travelling in or outside the borders of the Republic of South Africa either during student vacation or at any other time, please ensure that the International Student Office is informed of your whereabouts. The Office will need:

- your date of departure;
- duration of your stay; and
- email address and telephone number.

### 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.

### Local transport

Local transport include trains, buses/minibuses, metered taxis.

### DURBAN (INCLUDING PINETOWN AND WESTVILLE)

- Buses to the University are available at the Workshop Terminal in Pine and Commercial Streets. Buses to Edgewood Campus are available from the Workshop Terminal to Pinetown.



- From the Pinetown bus rank there are buses to Edgewood campus.
- Taxis to Westville campus are also available from the city centre (corner Queen and Soldiers' Way streets) next to the Workshop shopping centre.

DURBAN METERED TAXIS (24 HRS)	
Aussies	031 309 7888
Bunny Cabs	031 332 1795
Eagle	031 337 8333
Swift	031 309 6771 (Zippy & Mozzie)

## PIETERMARITZBURG

In Pietermaritzburg, taxis to the University are available in Longmarket Street. A walk from the City Centre to the University takes approximately 20 minutes.

PIETERMARITZBURG METERED TAXI SERVICES (24 HRS)	
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

## Tourist sites and maps

If you want to explore natural/wildlife attractions or experiences, visit [www.kzn.org.za](http://www.kzn.org.za) or [www.kznwildlife.com](http://www.kznwildlife.com)



## 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<sup>o</sup> celsius, with the majority of the annual rainfall, while winters, with average temperatures of 23<sup>o</sup> 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 21<sup>o</sup> celsius all year, providing possibilities for a diversity of aquatic activities in any season, including diving, fishing, swimming, boating and surfing.

The South African Weather Service provides information on the weather.







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W W W . U K Z N . A C . Z A