

2019 STUDENT ACCOUNTS GUIDE
GENERAL CONDITIONS

<u>Paragraph</u>	<u>Contents</u>	<u>Page</u>
1.	Nelson Mandela University Campus Names.....	2
2.	Liability and Conditions.....	2
3.	Definition of Terms	2
4.	Addresses	3
5.	Fees Payable	4
5.1	Application Fees.....	4
5.2	Enrolment Fees.....	4
5.3	Down-payments.....	4
5.4	Down-payment Exemptions.....	5
6.	Late Enrolment Fees	5
7.	Payment Dates.....	6
8.	Payment Methods.....	7
9.	Nelson Mandela University's Banking Details.....	9
10.	Payment Defaulting Implications.....	11
11.	Implications for Cheques Returned by the Bank.....	11
12.	Cancellations	11
13.	Interest on Overdue Accounts.....	13
14.	Self-service Access to Student Information.....	13
15.	Residence Fees	14
15.1	Residence Down-payments.....	14
15.2	Residence Breakage Deposits.....	15
15.3	Down-payment Exemptions.....	15
15.4	Residence Registration Fees.....	15
15.5	Re-Admittance Residence Conditions.....	15
15.6	Fees per Residence.....	15
15.7	Off-campus accommodation (accredited).....	16
15.8	Residence vacation accommodation.....	17
15.9	Residence New Occupancies / Room Changes / Cancellations / Vacating of rooms.....	17
15.10	Residence Regulations.....	17
16.	Meals	18
17.	Student Sponsorships	18
18.	Bookshop Contact Details	20
19.	Masters & Doctoral Degrees	21
20.	International Students.....	22
21.	Family Rebates on Tuition Fees	23
22.	Prospective Graduates.....	24
23.	Account Refunds	24
24.	Account Information	25
25.	Availability of Accounts / Certificate of Registration.....	25
26.	Fundi Accounts	26
27.	Bursaries, Loans and Awards	26
27.1	Financial Aid Applications.....	26
27.2	Financial Aid Applications / Conditions.....	27
27.3	Nelson Mandela University Administered Bursaries, Loans & Merit Awards.....	27
28.	Student E-mail / Internet Access / Printing & Copying / Data Centre.....	28
29.	Student Societies	29
30.	Nelson Mandela University Equipment for Use Off-Campus	29
31.	Service Hours Student Accounts / Cashiers / International Office.....	29
32.	Department of Music – Pre-tertiary Department	29
33.	Sundry Fees	30

General Conditions for 2019

Fees and conditions are determined by the NELSON MANDELA UNIVERSITY Council and are subject to amendment without prior notice. The fee rules and conditions apply to all students registered with the Nelson Mandela University.

1. NELSON MANDELA UNIVERSITY CAMPUS NAMES

South Campus	Missionvale Campus
North Campus	George Campus
2 nd Avenue Campus	

2. LIABILITY AND CONDITIONS

- 2.1 All registered students shall be liable for the prescribed fees for the relevant period and are subject to the conditions as specified in the application form.
- 2.2 To view the rules and regulations please visit the online version at www.mandela.ac.za/studentaccountsguide
- 2.3 The contract with the Nelson Mandela University, which forms part of the Application for Admission to the Nelson Mandela University and which was signed or electronically accepted by the student and/or his/her guardian/surety, legally binds the student to pay the full account for a particular period as determined by the Nelson Mandela University.
- 2.4 The student's liability is not affected nor reduced through ignorance on the part of the student (or his/her guardian/surety) regarding the rules and regulations of the Nelson Mandela University or of the invalidity of his/her registration in terms of the said rules and regulations.
- 2.5 By signing and submitting the registration form (electronically or otherwise), the student and or his guardian/surety accepts responsibility for the payment of all prescribed fees (irrespective of whether an emailed statement is not received/read by the student).
- 2.6 A student shall not be allowed to enrol (including recess or short course programme registrations) or add/change modules before all overdue financial obligations have been met in full.
- 2.7 It is the responsibility of a student to validate his/her account sent via email for omitted module(s), timetable clashes and to verify the presentation periods of the registered modules. Such errors / omissions / clashes must be reported in writing to the Faculty Administrator before the closing date for registration changes.
- 2.8 Should a student not attend lectures and neglect to give written notice of cancellation within the stipulated cancellation periods, such a student will be held liable for payment of all tuition fees and/or residence fees for the full study period.
- 2.9 If the Nelson Mandela University Council temporarily or permanently suspends a student's privileges as a student, or temporarily or permanently suspends admission as a student, such student qualifies only for the normal cancellation credit refunds if the registration is cancelled (date of suspension).
- 2.10 A change in the degree or diploma and/or individual modules for which a student has enrolled for, may result in a change in tuition fees. It is the student's responsibility to ensure that all amendments are reflected correctly on his/her account before the closing date for registration.
- 2.11 It is the responsibility of the student to forward account statements (sent via email or otherwise) to the person/party responsible for payment thereof if not him / herself.
- 2.12 The academic records and examination results of all students who fail to settle their accounts by the payment dates will not be released, diploma/degree certificates will not be issued and the viewing of examination scripts will not be permitted until all outstanding financial obligations have been met in full and the settlement payment reflects on the student account.
- 2.13 Outstanding accounts for previous academic periods will be forwarded to the University's external collection agents if the student is not registered for the next/following academic period.

3. DEFINITION OF TERMS

- 3.1 **South African students** – Students in possession of an identify document issued in the RSA.
- 3.2 **International students** – Students with identity documents other than that of the RSA and students with refugee identity documents issued by the RSA (Non-SADC students) are regarded as International students. For SA identity documents submitted before 1 April for first semester and 1 September for second semester registrations, the fees payable by SA students would then be applicable and the student's fees account would be adjusted accordingly.
- 3.3 **SADC students** - Students from a country in the South African Development Community, namely Angola, Botswana, Congo, Lesotho, Madagascar, Malawi, Mauritius, Mozambique, Namibia, Seychelles, Swaziland, Tanzania, Zambia and Zimbabwe.
- 3.4 **Curriculum** – Prescribed compulsory and/or elective modules for a diploma / degree divided into years, semesters, terms or trimesters.
- 3.5 **Year module** – Runs from January to November.
- 3.6 **Semester module** – A module offered over a six-month period.
- 3.7 **Trimester or Term module** – A module offered over a maximum of three-month period
- 3.8 **Registration.** The student is officially enrolled after the registration information is captured and submitted online. Manually submitted registration forms completed and signed by the student confirms registration. Modules will then reflect on the certificate of registration
- 3.9 **Module identification** – The module code is displayed in the reference column of the account statement and indicates the level of study.

4. ADDRESSES

- 4.1 Correspondence sent by the Nelson Mandela University will be deemed received/delivered (in case of email) by the addressee.
- 4.2 As the Nelson Mandela University cannot guarantee the delivery of mail sent via the SA Post Office the Nelson Mandela University has implemented alternative methods to effectively communicate to students.
- 4.3 Student accounts are only e-mailed to the student's Nelson Mandela University student e-mail address and to the alternative email address provided by the student.
- 4.4 Students are advised to make use of the alternative self-service facilities provided by the Nelson Mandela University to view their accounts. Also refer to paragraph 14 in this guide.
- 4.5 For paper-based mail items the Nelson Mandela University does not accept responsibility for incorrect addresses resulting in the non-delivery of a mailed account.
- 4.6 **Students are responsible to update their personal information details on the Student Portal.**
- 4.7 **It is the responsibility of the student to make enquiries should he/she not receive an account.**
- 4.8 As required by law, the Nelson Mandela University must be notified in writing within 14 days of any address changes and students should specifically indicate to which addresses the changes apply, e.g. the postal and/or account and/or study and/or next of kin addresses. These addresses can be changed online via the student portal.
- 4.9 Students must provide the Nelson Mandela University with 4 addresses and one thereof must be a physical residential address.
- 4.10 For paper-based mail from the respective Nelson Mandela University departments the required addresses are:

POSTAL address	Registration, Residence, Graduation documentation and other related correspondence
STUDY address	Exam Timetables and related correspondence
NEXT OF KIN address	Correspondence directed to guardians, parents, etc
ACCOUNT address	Student accounts and related correspondence

- 4.11 It is important that the student is at all times informed of his/her account status to validate registration details in respect of omitted or erroneous subjects, non-payment by sponsors/employers, etc.

- 4.12 The **account address** refers to the student's OWN address and it is NOT the sponsor's/employer's address.
- 4.13 For recipients of a sponsorship, Nelson Mandela University requires an official confirmation letter of the sponsorship/employer before the student will be able to register.
- 4.14 Sponsor/employer address details (if applicable) are **recorded separately** therefore the student's **account address** should **not be the same** as that of the sponsor. The Nelson Mandela University sends two statements at a time, i.e. one to the sponsor's/employer's address and a copy statement is emailed to the student.

5. FEES PAYABLE

5.1 Application fees (International students only)

- 5.1.1 Application fees are only applicable to International students. An International student application will not be processed before the applicable fees in the table below have been paid.
- 5.1.2 Application fees are not refundable under any circumstances.
- 5.1.3 Application fees are not applicable to Nelson Mandela University international students who continue their studies consecutively.
- 5.1.4 Application fees does not form part of the student account therefore it will not reflect on the student account statement. Enquiries with regards to application fee payments should be addressed to intfees@mandela.ac.za

APPLICATION FEES PAYABLE

2019	Online applications (All students)	Closing date 1 August 2018	No charge
	Manually submitted applications	Closing date 1 August 2018	No charge
	International manually submitted	Annually	R 500
2020	Online applications (All students)	Closing date 1 August 2019	No charge
	Manually submitted applications	Closing date 1 August 2019	No charge
	International manually submitted	Annually	R 500

5.2 Enrolment fees

- 5.2.1 Enrolment fees of **R1280** will be debited to students' accounts at registration and are payable annually. For semester one qualifications the enrolment fee is payable by 30 April, year qualifications by 20 June and semester 2 qualifications by 30 September.
- 5.2.2 Post-doctoral students are liable for enrolment fee payable upfront.
- 5.2.3 Enrolment fees are not refundable under any circumstances.
- 5.2.4 A student remains liable for the enrolment fee in the event of a cancellation. The enrolment fee then becomes payable immediately.

5.3 Down-payments

- 5.3.1 The down-payment is the first advance payment towards tuition fees and must be paid before registration can take place. Accounts in arrears must also be settled in full.
- 5.3.2 The student account must reflect a credit balance sufficient to cover the required down-payment(s) before registration is enabled.
- 5.3.3 Postdated cheques in respect of down-payments are not accepted.
- 5.3.4 Should a student wish to register for modules costing less than the required down-payment, the cost of the modules as well as the enrolment and/or other related fees are payable in full before registration.
- 5.3.5 Students registering for in-service/practical training modules need to pay the full cost thereof as well as the enrolment fee in advance. Written confirmation of such module(s) is required from Faculty Administration prior to registration in order for Student Accounts to calculate the exact amount payable.
- 5.3.6 **International students are required to pay all fees in full upfront.** A non-refundable acceptance deposit of **R4000** is required to secure a place of study for International students.

2019 DOWN-PAYMENT AMOUNTS PAYABLE BEFORE REGISTRATION

PROGRAMME	FULL TIME	PART TIME
Degree programmes, Postgraduate diplomas and related Occasional studies	R7 700	R4 400
Diploma / Certificate programmes and related Occasional studies	R5 400	R3 500
RESIDENCES (Students at all campuses)	R5 500	N/A
INTERNATIONAL STUDENTS	100% Upfront	100% Upfront

5.4 Down-payment exemptions

5.4.1 The following students are exempt from paying the down-payments, **provided that outstanding debt is fully settled before registration:**

5.4.1.1 Successful NSFAS candidates.

5.4.1.2 Exchange students from partner institutions with whom the International Office has formal agreements.

5.4.1.3 Students with approved staff subsidy.

5.4.1.4 Students qualifying for grants / bursaries where the Nelson Mandela University is the fund administrator.

5.4.1.5 Prior to registration, written confirmation of the grant or bursary is required from the faculty/department concerned. The amount should exceed the applicable required down-payment. If the amount is less than the required down-payment the student will be expected to pay the difference before registration.

5.4.1.6 Sponsored students provided that the value of the sponsorship exceeds the required down payment.

5.4.1.7 The letter of authority must be submitted **annually** and must meet the following requirements of the Nelson Mandela University:

5.4.1.7.1 the sponsorship confirmation letter must contain the student number;

5.4.1.7.2 the letter of authority must be on an official company letterhead;

5.4.1.7.3 the letter of authority must be addressed to the Nelson Mandela University;

5.4.1.7.4 the letter of authority must be **signed by the employer**;

5.4.1.7.5 the letter of authority must specify the employer's commitments;

5.4.1.7.6 the sponsorship may **NOT** be subject to academic performance;

5.4.1.7.7 the letter of authority must **confirm sponsorship** (an application for a loan or bursary is not acceptable);

5.4.1.7.8 the letter of authority (including bank loan confirmation letters) must indicate that the payments will be made directly to the Nelson Mandela University, not to the student;

5.4.1.7.9 e-mailed notification of sponsorship must include the confirmation letter on an official company letterhead;

5.4.1.7.10 if the sponsorship is for a specified amount, the amount should exceed the applicable required down-payment. If the amount is less than the required down-payment the student will be expected to make up the difference before registration will be allowed;

5.4.1.7.11 the letter of authority is subject to the approval of the Nelson Mandela University;

5.4.1.7.12 Sponsorship documentation for the current registration will only be considered if the student's outstanding debt of previous years is paid in full prior to registration;

5.4.1.7.13 The signee of the sponsorship letter may not be the student or a relative;

5.4.1.7.14 The sponsorship letter is submitted before 01 September. Sponsorship letters for registration of the current academic year will not be accepted after 1 September annually.

5.4.1.7.15 International students who have applied to pay PER SEMESTER or per GUARDIAN ARRANGEMENT.

6. **LATE ENROLMENT FEES**

6.1 Students are required to enrol on the published registration dates.

6.2 Enrolment and amendments after these dates will result in penalties as specified below.

- 6.3 The full cost of the modules, enrolment fee and late enrolment fee are payable upfront for enrolments that take place after the payment due dates of the respective module(s).
- 6.4 It is the responsibility of students to validate their accounts for enrolment processing errors and/or omitted modules and inform their Faculty Administrator immediately.
- 6.5 No reduction in tuition fees is granted to students who are allowed to register late for a module(s) and no extension of the normal payment dates will be considered for such module(s).
- 6.6 Students should ascertain the date and time of an upcoming registration online via the University's website.
- 6.7 Late enrolment fees raised will not be reversed on the grounds of not having received academic registration information sent by the Nelson Mandela University as all information is available online.
- 6.8 Students registering for in-service/practical training modules are liable for late enrolment fee if they register outside of the formal registration period and additional modules are registered simultaneously.
- 6.9 Late enrolment fee does not apply to first year research Masters, first year Doctoral enrolments and for the re-submission of the thesis/dissertation for graduation purposes.
- 6.10 Late enrolment fee is not applicable to Regional site, International Study Abroad, Exchange, Internship and English Skills programme students.
- 6.11 A student remains liable for the late enrolment fee in the event of a cancellation. If a late application results in a student registering after the official registration period, the student will be liable for a late enrolment fee.

2019 LATE ENROLMENT LIABILITY			
QUALIFICATION ENROLMENT	BLOCK	DATE	AMOUNT
Year	00	From 11 February	R 720
Semester 1	01	From 11 February	R 720
Semester 2	02	From 22 July	R 720

7. PAYMENT DATES

- 7.1 A student shall not be allowed to enrol or add/change modules at any stage unless the financial obligations have been met in full.
- 7.2 Accounts reflect various payment dates indicating the latest date by which the payment must reach the Nelson Mandela University. If a module's block code is changed it could in some instances result in an earlier payment date as it is determined by the block code of the module.
- 7.3 The payment dates cannot be extended under any circumstances as the Nelson Mandela University does not permit installment arrangements beyond the respective payment dates.
- 7.4 The Nelson Mandela University uses the services of external debt collectors for the collection of overdue accounts and the student will be held liable for all costs incurred.
- 7.5 Not receiving an account does not relieve students of the obligation to pay by the payment dates.
- 7.6 Refer to paragraph 10 for payment defaulting implications.
- 7.7 International students are required to pay all fees in full prior to registration.

ACCOUNT PAYMENT DEADLINES

TUITION FEES	BLOCK CODE	PAYMENT DATE
Semester 1 modules	01	30-Apr-2019
Year modules	00	20-Jun-2019
Semester 2 modules	02	30-Sep-2019
Trimester 1 modules	08	30-Apr-2019
Trimester 2 modules	09	20-Jun-2019

Trimester 3 modules	10	30-Sep-2019
Term 1 modules	6	30-Apr-2019
Term 2 modules	7	30-Apr-2019
Term 3 modules	8	30-Sep-2019
Term 4 modules	9	30-Sep-2019
RESIDENCE FEES		
Residence registration fees		30-Apr-2019
Residence breakage fees on campus		30-Apr-2019
Residence breakage fees off-campus		Upfront
Semester 1 residence fees	01	30-Apr-2019
Semester 2 residence fees	02	30-Sep-2019
ENROLMENT FEE		
Enrolment fee Year	00	20-Jun-2019
Enrolment fee Semester 1	01	30-Apr-2019
Enrolment fee Semester 2	02	30-Sep-2019
RE-ASSESSMENT FEES		
January/February re-exams		28-Feb-2019
July re-exams		31-Aug-2019

8. PAYMENT METHODS

8.1 Guidelines and conditions

- 8.1.1 For student account payments via direct bank deposits or electronic banking, the student number (without the 's' prefix) is required at all times to ensure the correct allocation of payments made.
- 8.1.2 For any other payments made to the University, the surname and initials, ID number/date of birth, qualification name, student number and the purpose of the payment are required.
- 8.1.3 The Nelson Mandela University accepts no responsibility for the incorrect allocation of payments received without valid student numbers or incorrect student numbers.
- 8.1.4 It is the responsibility of the student to verify the student number and the amount paid on the issued receipt.
- 8.1.5 All payment documentation should be retained as proof of payment.
- 8.1.6 No monies should be paid to any University official other than the Nelson Mandela University cashiers at the various campuses. Students must insist on an official receipt as proof of payment.
- 8.1.7 Only bank stamped deposit slips, official electronic payment confirmations to the Nelson Mandela University's bank accounts and official Nelson Mandela University receipts issued at the official Nelson Mandela University Cashier Pay Points will be accepted as valid proof of payment.
- 8.1.8 Future dated cheque or electronic payments are not acceptable to the Nelson Mandela University.
- 8.1.9 No claim may be instituted against the Nelson Mandela University for:
payments sent by post that were not received by the Nelson Mandela University
payments received later than the deadline dates
payments that were misappropriated due to the payer's neglect
payments erroneously captured by the bank official or an invalid bank account.
- 8.1.10 Direct bank payments transferred to an incorrect student account can only be re-allocated if the original proof of payment is presented to the Nelson Mandela University and the payment is confirmed on the Nelson Mandela University's bank statement.

8.2 Methods of payment:

Cash, Cheque, Master and Visa Card payment at the Cashier Pay Points on the Nelson Mandela University Campuses
South African Postal and Money Orders

Direct bank deposits
Electronic banking
Payment gateway via the Nelson Mandela University secured website at
<https://paymentgateway.mandela.ac.za/>

8.2.1 Postal payments

- 8.2.1.1 Payments should not be addressed to any particular person and must be made out in the name of the Nelson Mandela University.
- 8.2.1.2 Postal payments must be addressed to the Registrar, PO Box 77000, Nelson Mandela University, 6031 and not to any other address.
- 8.2.1.3 Avoid forwarding bank notes and coins through the post.
- 8.2.1.4 Dye-stained notes will not be accepted by the Nelson Mandela University.
- 8.2.1.5 No receipts will be issued for payments received by mail or for payments made via the Nelson Mandela University's bank account.

8.2.2 Cheques

- 8.2.2.1 All cheques, including ATM generated cheques, must be made payable to NELSON MANDELA UNIVERSITY and be marked 'Not Transferable'.
- 8.2.2.2 Cheques presented to the Nelson Mandela University with alterations are not accepted.
- 8.2.2.3 Postdated cheques are not accepted.
- 8.2.2.4 A service levy applies in respect of cheques that are returned by the bank (refer to par. 11).
- 8.2.2.5 Cheque payments on previously prosecuted accounts (excluding bank guaranteed cheques) are subject to a 21-day clearance period before access to study records, registration, etc. will be granted.

8.2.3 Online Payments via the Nelson Mandela University website

Payments in respect of registration down-payments, student account payments, printing credits, meals, copy shop and International application fees can be made online via the secured link: <https://paymentgateway.mandela.ac.za/>

8.2.4 Master and Visa Card Payments

- 8.2.4.1 Card transactions can only be accepted if presented by the card holder him-/herself.
- 8.2.4.2 No 'cash back' transactions are allowed on card payments.

8.2.5 South African Postal and Money orders

- 8.2.5.1 Only South African Postal and Money Orders are accepted and must be crossed and made payable to NELSON MANDELA UNIVERSITY.
- 8.2.5.2 When purchasing a postal order it is ESSENTIAL that you fill in the personal details of the student, including the student number (if available) on the back of the postal order before posting it to the Nelson Mandela University. The student number must also be included in the covering letter.

8.2.6 Direct Bank Deposits and Electronic Banking (w.r.t. Down payments and Student account payments)

- 8.2.6.1 It is important that the **student number** (without the 's' prefix) is stated as the **deposit reference** on the deposit slip. This will allow the Nelson Mandela University to associate the payment with the student account.
- 8.2.6.2 The beneficiary must be the Nelson Mandela University.
- 8.2.6.3 For Electronic banking, kindly ensure that the bank details of the Nelson Mandela University are captured correctly and that the Nelson Mandela University is indicated as the beneficiary.
- 8.2.6.4 Electronic banking is at the payer's own risk.
- 8.2.6.5 Internet and direct bank deposit payments are only transferred to students' accounts after these payments are reflected on the Nelson Mandela University's bank statement and if accompanied by a valid student number.
- 8.2.6.6 The proof of payment for Electronic payments MUST indicate that the transaction was **successfully** completed.
- 8.2.6.7 It remains the student's responsibility to ensure that sufficient time is allowed for the payment to reach the Nelson Mandela University timeously. Direct bank deposits and Electronic payments may take up to 2 business days to reflect on the Nelson Mandela University's bank account.
- 8.2.6.8 **Exam results will only be released after the payment reflects on the student account.**

International transactions may take longer than 4 days.

Registration is blocked until the required payment reflects on the student account.

- 8.2.6.9 If your payment is not recorded on your account after 2 days, please inform the Student Account office immediately and present proof of the payment.
- 8.2.6.10 **Payment confirmations are subject to the approval of the Nelson Mandela University.**
- 8.2.6.11 **International students to send proof of payment to intfees@mandela.ac.za**

9. BANKING DETAILS OF THE NELSON MANDELA UNIVERSITY

- 9.1 The banking details and instructions apply to all campuses of the Nelson Mandela University for bank deposits and electronic payments.
- 9.2 Instructions must be followed meticulously with regards to the different reference requirements for the respective types of payments to ensure the correct allocation of the payments.
- 9.3 For student account payments via direct bank deposits or electronic banking, the student number (without the 's' prefix) is required at all times to ensure the correct allocation of payments made. For any other payments made to the University, the surname and initials, ID number/date of birth, qualification name, student number and the purpose of the payment are required.

STUDENT ACCOUNT PAYMENTS ONLY

DESIGNATED ACCOUNT 08 026 5855 IS FOR STUDENT ACCOUNT PAYMENTS ONLY AND WILL THEREFORE ONLY ACCEPT THE STUDENT NUMBER AS REFERENCE (This account is NOT for International student account payments)

Bank: Standard Bank
Branch: Rink Street, Port Elizabeth
Branch code: 051001
Account name: Nelson Mandela University Student Deposit
Account no: 08 026 5855
Reference: YOUR student number (important: without the "s" prefix)
Contact number: Your contact number is required
Email payment receipt to: studentaccounts@mandela.ac.za

Student account payment items:

DOWNPAYMENTS
ENROLMENT FEES
INTEREST
LAB BREAKAGE DEPOSITS
LATE ENROLMENT FEES
LIBRARY FINES / MATERIALS
LIBRARY EQUIPMENT LOST / DAMAGES
PENALTIES FOR CHEQUES RETURNED
RE-EXAM FEES
RESIDENCE BREAKAGE DEPOSITS
RESIDENCE FEES
RESIDENCE OFF-CAMPUS LEVIES
RESIDENCE OFF-CAMPUS TRANSPORT
RESIDENCE REGISTRATION FEES
TUITION FEES
SOCIETY FEES

The Nelson Mandela University will not be issuing receipts for direct bank / electronic payments. Direct bank or electronic payments do NOT reflect immediately on your student account. Allow 2 working days for processing.

A copy of the bank deposit slip or electronic payment confirmation should be available in the event of a query and specifically during the registration period.

Enquiries in respect of the direct deposits for the above mentioned items not reflecting on the student account after the 2 days have expired must be referred to STUDENT ACCOUNTS at studentaccounts@mandela.ac.za and include the proof of payment.

SUNDRY FEE PAYMENTS

Sundry fees and payments thereof do not reflect on the student account. Kindly follow the instructions meticulously to ensure correct allocation of the payment. Enquiries in respect of these direct deposits must be referred to the **respective departments**.

Bank: Standard Bank
Branch: Rink Street, Port Elizabeth
Branch code: 051001
Account name: NELSON MANDELA METRO UNIV-MAIN
Account no: 08 026 3011

Reference: PREFIX CODE (SEE BELOW) + student number

Send payment receipt to the respective department indicated in the communiqué received by you. Indicate clearly the item paid on the payment notification.

Choose from the prefix code list the item in respect of which the payment is made and add the code as a prefix to your student number in the reference field of the deposit slip, applicant's initials and surname, e.g. 'BG-123456789' for Absentia fees.

<u>Prefix</u>	<u>Item</u>
BG	ABSENTIA FEES
BR	ACADEMIC RECORDS
BT	COMPETENCY TESTS
BR	DETAILED STUDY RECORD
BR	DUPLICATE DIPLOMA / DEGREE CERTIFICATES
BX	EXEMPTION FEES / STUDY ELSEWHERE FEES
BH	KEY REPLACEMENTS
BL	LATE SUBMISSION OF TREATISE/DISSERTATION/THESIS
BM	MEALS
BE	REMARKING OF EXAMINATION SCRIPTS
BK	STUDENT CARD REPLACEMENT
BV	VACATION ACCOMMODATION
BW	WRITING OF EXAMINATION AT NON-NELSON MANDELA UNIVERSITY VENUES
BA	PRINTING CREDITS
BF	DATA CENTRE

INTERNATIONAL STUDENT PAYMENTS

(International Students making payments from a foreign country)

International transactions may take longer than 4 days before reflecting on the student account.

Enquiries in respect of international student direct deposits must be referred to the **Office of**

International Education at intfees@mandela.ac.za

Bank: Standard Bank of South Africa Limited
Branch: Rink Street, Port Elizabeth, South Africa
IBAN code: 051001
Account name: NELSON MANDELA METRO UNIV-MAIN
Account no: 08 026 3011

Swift code: SBZA ZAJJ

Reference: YOUR student number (very important)

Email payment receipt to: intfees@mandela.ac.za

BANKING DETAILS FOR STUDENT SPONSORSHIPS

Bank: Standard Bank
Branch: Rink Street, Port Elizabeth
Branch code: 051001
Account name: NELSON MANDELA METRO UNIV-MAIN
Account no: 08 026 3011
Reference: Company name

- All payments made by sponsors must be accompanied by the list of names, student numbers and the breakdown of payment per student to ensure correct distribution.
- All distribution lists must be sent to studentaccounts@mandela.ac.za

10. PAYMENT DEFAULTING IMPLICATIONS

- 10.1 The Nelson Mandela University applies the following policy for **payments not made by the deadline dates** as well as for cheques tendered to the Nelson Mandela University and returned by the bank as not being honoured:
- 10.1.1 Withholding of study records for any fees not paid in full by payment dates. Bank payments are subject to 2 days processing time before results will be released.
- 10.1.2 Withholding the student's examination results and/or diploma or degree certificates.
- 10.1.3 Prohibiting the viewing of exam scripts.
- 10.1.4 Prohibiting the re-registering of the student.
- 10.1.5 Prohibiting registration changes / module additions (including recess module or short course registrations).
- 10.1.6 Prohibiting the re-admittance of the student in the Nelson Mandela University's residences.
- 10.1.7 Excluding / evicting students from the Nelson Mandela University's residences.
- 10.1.8 Overdue accounts are subject to interest charges.
- 10.1.9 Instituting legal action on overdue accounts. The student will be held liable for all costs incurred. Re-registration will be prohibited until written confirmation of full settlement of the referred account is received from the collecting agent. Registration is subject to the payment of the respective upfront down-payment(s).

11. IMPLICATIONS FOR CHEQUES RETURNED BY THE BANK

- 11.1 A service levy of **R 300** will be charged to the student's account for cheques offered as payment to the Nelson Mandela University and returned by the bank as 'Refer to Drawer' or 'Payment Stopped. Such cheques, irrespective of what the payment originally was for, will be debited to the student's account.
- 11.2 If a cheque is not honoured, **ONLY** cash payments can be accepted in respect of all future payments made to the Nelson Mandela University.
- 11.3 The required cash payment replacing the unpaid cheque is payable immediately and must include the service levy of **R300**.
- 11.4 For a registration down-payment paid by cheque that is not honoured the student risks:
- 11.4.1 the termination of his/her registration with immediate effect
- 11.4.2 the eviction from the residence with immediate effect and
- 11.4.3 the immediate referral of the account to external debt collectors.
- 11.5 Students whose examination results are released after payment of the account with a cheque that is not honoured will result in immediate referral to Nelson Mandela University's external debt collectors without prior notification.

12. CANCELLATIONS

- 12.1 Students who wish to terminate their formal studies at the Nelson Mandela University must do so via written notification to the Registrar and/or the respective Faculty Managers.
- 12.2 Telephonic or verbal cancellations cannot be accepted.
- 12.3 Residence cancellations must be directed to the Student Housing department.

- 12.4 Students remain liable for the enrolment fee and late registration fee (where applicable) irrespective of the reason for cancellation.
- 12.5 After the termination of studies by a student, the full outstanding balance will immediately become due and payable and the Nelson Mandela University will exercise the right to take the necessary steps to recover the full outstanding balance immediately.
- 12.6 The following cancellation conditions apply:
- 12.6.1 Only written cancellations directed to and received by the Registrar or Faculty will be valid.
- 12.6.2 The cancellation instruction must be dated and signed or emailed by the student.
- 12.6.3 The date on which the Nelson Mandela University **receives** the cancellation will be deemed the official cancellation date, not the date of the cancellation letter as such.
- 12.6.4 **Students will not qualify for any credit should they neglect to submit a cancellation by the stipulated deadline dates.**
- 12.6.5 In the event of a faxed or emailed cancellation instruction, the receiving date is regarded as the actual cancellation date. The sender is advised to retain the proof of submission for future reference.
- 12.6.6 In the case of the English Skills course, the cancellation dates will be the same as those applicable to Semester 1 and Semester 2 listed below.
- 12.6.7 For students excluded from any course or module as a result of unsatisfactory academic progress or misconduct as stipulated by the Nelson Mandela University's rules and regulations, the cancellation credits listed in the table below will apply.
- 12.6.8 If the Nelson Mandela University Council temporarily or permanently suspends a student's privileges as a student, or temporarily or permanently suspends admission as a student, such student qualifies only for the normal cancellation credit refunds if the registration is cancelled (date of suspension).
- 12.6.9 Students that have misdirected themselves in respect of their course of study will only qualify for credit if the cancellation takes place within the stipulated cancellation dates.
- 12.6.10 Should a student fail to attend classes and neglect to submit a written cancellation before the deadline dates (refer to table below) the student will be liable for payment of fees for all registered modules.
- 12.6.11 International students remain liable for the enrolment fees, late enrolment fee (if applicable) as well as the International Student Administrative Fee in the event of an enrolment cancellation.
- 12.6.12 MBA, Masters and any other block release programmes with electives offered over a condensed period will not be liable for any fees if they cancel up to and including ONE DAY BEFORE the block commences. If they cancel on the day the block starts, they are liable for full fees of the module.
- 12.7 Special considerations for cancellation credit:
- 12.7.1 Medical unfitness. For applications for additional credit, a full report from a medical practitioner with regard to the medical condition is required. This will be taken into consideration for possible credit but it is subject to the University's final approval.
- 12.7.2 Death of the student. A certified copy of the death certificate is required.

2019 TUTION FEES CANCELLATION DATES AND LIABILITY				
PERIOD	BLOCK	START DATE	END DATE	LIABILITY %
Year	00	01-Jan	28 Feb	0
	00	01 Mar	31-Jul	50
	00	01 Aug	31-Dec	100
Semester 1	01	01-Jan	28 Feb	0
	01	01-Mar	18-Apr	50
	01	19-Apr	31-Dec	100
Semester 2	02	01-Jan	31-Jul	0
	02	01-Aug	20-Sep	50
	02	21-Sep	31-Dec	100
Trimester 1	08	01-Jan	28-Feb	0
	08	01-Mar	14-Mar	50
	08	15-Mar	31-Dec	100

Trimester 2	09	01-Jan	31-May	0
	09	01-Jun	20-Jun	50
	09	21-Jun	31-Dec	100
Trimester 3	10	01-Jan	02-Sep	0
	10	03-Sep	20-Sep	50
	10	21-Sep	31-Dec	100
Term 1	6	01-Jan	28-Feb	0
	6	01-Mar	31-Dec	100
Term 2	7	01-Jan	18-Apr	0
	7	19-Apr	31-Dec	100
Term 3	8	01-Jan	31-Jul	0
	8	01-Aug	31-Dec	100
Term 4	9	01-Jan	20-Sep	0
	9	21-Sep	31-Dec	100
BLOCK RELEASE MODULES				
UP TO 1 DAY BEFORE THE START OF THE MODULE				0
THEREAFTER				100

13. INTEREST ON OVERDUE ACCOUNTS

- 13.1 Interest at prime rate, as determined by the official Nelson Mandela University Banker, is charged **on payments in arrears** and is **calculated monthly on the overdue amounts on the day of calculation.**
- 13.2 **Interest is raised on an account at the beginning of the month and it is in respect of the previous 30 days' amounts in arrears.**
- 13.3 **Interest raised will not be waived or reversed under any circumstance.**
- 13.4 Sponsored students and Nelson Mandela University bursary candidates will be liable for interest on any shortfall not covered by the bursary and not paid by the due dates.
- 13.5 Students are advised to confirm the latest balance owed to ensure that the payment covers the full outstanding amount.

14. SELF-SERVICE ACCESS TO STUDENT INFORMATION

- 14.1 Students have 24/7 access to their accounts or balances via self-service information facilities.
- 14.2 **Non-receipt of an account does not relieve the student of the obligation to pay.**
- 14.3 The Nelson Mandela University Council has determined the conditions for the payment of fees, therefore extension for settlement of the account cannot be granted on the grounds of not having received an account statement.

SELF-SERVICE ENQUIRY FACILITIES

Student Portal

Students are able to access their student accounts via the Nelson Mandela University Student Portal. <http://www.mandela.ac.za/student/default.htm> - Login with the secured pin number.

Student Enquiry System (KIOSK)

Students at all the Port Elizabeth Campuses can print their own financial statements at the information Kiosks. More options available on the Kiosks are:

Exam Results	Exam Timetable
Proof of Registration	Progress Report
Full Academic Record	

15. RESIDENCE FEES

15.1 Residence down-payments

- 15.1.1 All outstanding academic and residential debt must be settled before the down-payments can be paid.
- 15.1.2 The residence down-payment of **R5500** is expected of every prospective resident student before residence registration. Post-dated cheques in respect of down-payments and breakage deposits are not accepted.
- 15.1.3 The residence down-payment is the first advance payment towards residence fees.
- 15.1.4 Residence registration is subject to the academic enrolment of a student.
- 15.1.5 The residence fee is raised on the account when the student registers for occupancy of the room.
- 15.1.6 Rooms will only be reserved for students who have no outstanding debt and who have already paid the tuition and residence down-payments by the required dates.
- 15.1.7 Applications for residence accommodation exceed the number of available rooms by far, therefore it is very important to make the required payments in good time.
- 15.1.8 All International students are required to pay a **R2000** Accommodation Acceptance Deposit in order to secure their accommodation bookings.
- 15.1.9 Instead of a down-payment, International students are expected to pay 50% of their annual residence fees prior to registration and the balance thereof is due before the start of the second semester.

RESIDENCE DOWN-PAYMENTS, DEPOSITS & REGISTRATION FEES

Down-payments	All residences	5500	January	Before registration
Breakage deposits	Student Village 1-6	1200	Once off	30-Apr
	Student Village 7	900	Once off	30-Apr
	Indwe, Ikamva, Protea	760	Once off	30-Apr
	All other residences	580	Once off	30-Apr
	Off-campus	Differentiated	Once off	Payable to the landlord
Registration Fees	All residences	490	Annually	Debited to account

15.2 Residence breakage deposits

- 15.2.1 All students that register for accommodation in the Nelson Mandela University residences will be liable for a deposit as per the table above which is raised on the student account.
- 15.2.2 The breakage deposit will be adjusted automatically for students transferring between residences if the breakage deposit amounts differ.
- 15.2.3 The residence breakage deposit will be retained as a deposit against damage to Nelson Mandela University property. In cases where the claims/breakages exceed the deposit paid, the balance of the claim/breakages will be recovered from or charged to the student's fee account.
- 15.2.4 The residence breakage deposit is refundable to non-returning students upon completion of the Application for Refund of Breakage Deposit form (obtainable from Student Housing) by the student after having permanently left the residence.
- 15.2.5 The breakages claim form must be submitted to the Residence Manager for sign off in respect of breakages. The student has to present the form to Student Accounts.
- 15.2.6 On receipt of the claim form, breakages will be debited to the student deposit account (if applicable).
- 15.2.7 Refunding of the residence breakage deposit is on condition that the student account has been settled in full. **No refund will be processed one month prior to any payment date except if the student account for the year is in credit.**
- 15.2.8 For returning students, the previous years' residence breakage deposit is credited annually to the student account at the start of registration and no refunds will be considered before or during the formal registration process. Refunds in respect of the residence breakage deposit are on condition that the student account has been settled in full.

15.3 Down-payment exemptions

- 15.3.1 The following students are exempted from paying the residence down-payment, **provided**

that the outstanding debt is fully settled before registration:

- 15.3.1.1 Sponsored students where the sponsor's commitment covers the accommodation fee
- 15.3.1.2 NSFAS successful candidates
- 15.3.1.3 Nelson Mandela University bursary students if the award is sufficient to cover tuition and residence down-payments. Prior to registration written confirmation of the grant/award amount is required from the faculty/department concerned. If the amount is less than the required down-payments, the student will be expected to make up the difference before registration.

15.4 Residence registration fees

- 15.4.1 Students staying in any of the Nelson Mandela University residences are liable for a residence registration fee of **R490**.
- 15.4.2 The fee is debited to the student's account and is payable every year.
- 15.4.3 The payment date for residence registration fees is 30 April and 30 September for new second semester intakes.
- 15.4.4 The residence registration fee is not refundable under any circumstances.
- 15.4.5 A student remains liable for the registration fee in the event of residence cancellation.

15.5 Re-admittance residence conditions

- 15.5.1 The residence selection is subject to the academic performance of students.
- 15.5.2 Only full-time students (formal studies only) can apply.
- 15.5.3 Residence fees for the period January to June (semester 1) must be fully paid by 30 April.
- 15.5.4 Residence fees for the period July to November (semester 2) must be fully paid by 30 September.
- 15.5.5 Students with outstanding semester 1 residence related fees will not be re-admitted for residence for the second semester until the first semester's debt is settled.

15.6 Fees per Residence

- 15.6.1 Upon registration, residence fees are raised per semester for the full academic period.
- 15.6.2 Residence fees cover only the academic semesters and exclude all recess periods.
- 15.6.3 Accommodation fees will be debited for the full month in which the student was registered in the residence, irrespective of the day of month the registration was processed.
- 15.6.4 Room changes are dependent on the previous semester's residence fees being paid in full.
- 15.6.5 A student may cancel residence registration only after giving notice of at least two months.
- 15.6.6 In the event of a student failing to notify the Residence Manager of their withdrawal, the student will remain liable for residence fees until such time that the Residence Manager is informed of the vacancy of the room.
- 15.6.7 Students who cancel at the end of April or September will be liable for fees for the entire respective semester. This will not apply in the case of a student's death or on the recommendation of a medical practitioner with accompanying evidence.
- 15.6.8 Students are responsible for their own laundry.
- 15.6.9 Residence fees do not include provision for meals.
- 15.6.10 Credits for late occupancy of residence will only be considered on confirmation from the Student Housing Management provided that the room was not reserved for the student and that the required down-payment has been paid.
- 15.6.11 Residence occupancy after the payment date (30 April for first semester and 30 September for second semester) is subject to immediate payment of the residence fee until the end of the particular semester.
- 15.6.12 The residence fee for carers of students with physical needs is charged at a rate of 1.5 of the monthly fee over 10 months if the student chooses to stay at PGSV and share the single flat unit.
- 15.6.13 Instead of a down-payment, International students are expected to pay 50% of their annual residence fees prior to registration and the balance thereof is due before the start of the second semester

2019 RESIDENCE FEES

OFFICIAL UNIV RESIDENCES	UNIT	PER ANNUM	PER SEMESTER
VERITAS, MELODI, XANADU	Single Room	R 20 740	R 10 370
	Double Room	R 19 020	R 9 510
UNITAS	Single Room (small)	R 19 360	R 9 680
	Double Room (large)	R 20 740	R 10 370
OCEANA, LEBOMBO, LETABA	Single Room	R 26 300	R 13 150
	Double Room	R 23 280	R 11 640
INDWE, IKAMVA	Shared Unit (small)	R 29 200	R 14 600
	Shared Unit (large)	R 30 140	R 15 070
	Single (small)	R 34 660	R 17 330
	Single (large)	R 36 160	R 18 080
STUDENT VILLAGE	Ex-Guest quarters	R 26 080	R 13 040
	Student Village – 1 bedroom	R 44 380	R 22 190
	Student Village – 2 bedroom	R 40 560	R 20 280
	Student Village – 3 bedroom	R 37 540	R 18 770
PROTEA RESIDENCES	Single en-suite units	R 43 340	R 21 670
	2-sharing units for disabled	R 42 080	R 21 040
	2-sharing units	R 39 400	R 19 700
	3-sharing units	R 38 020	R 19 010
	4-sharing units	R 35 460	R 17 730
GEORGE – HOUSES	Single Room	R 28 520	R 14 260
	Double Room	R 25 260	R 12 630
GEORGE – RESIDENCES	Single Room	R 27 580	R 13 790
	Double Room	R 24 340	R 12 170
GEORGE – RESIDENCES - ARBOREA	Double Room	R 25 260	R 12 630
GEORGE – PGSV – WINDHEUWEL	Single Room	R 35 000	R 17 500
GEORGE – WINDHEUWEL	Single Room (small)	R 25 260	R 12 630
	Single Room (medium)	R 27 580	R 13 790
	Single Room (larger)	R 28 520	R 14 260
	Single Room (large)	R 35 000	R 17 500
GEORGE – PATULA	Single Room (small)	R 25 260	R 12 630
	Single Room (large)	R 27 580	R 13 790
GEORGE – AKKERDRAAI	Single Room (small)	R 25 260	R 12 630
	Single Room (medium)	R 27 580	R 13 790
	Single Room (large)	R 28 520	R 14 260

15.7 Accredited Off-campus accommodation

- 15.7.1 Nelson Mandela University has officially contracted external service providers for off-campus accommodation to accommodate students that cannot be housed in on-campus accommodation. This also includes NSFAS funded students provided that they comply with the selection for off-campus accredited accommodation by Student Housing and Financial Aid.
- 15.7.2 Accommodation in off-campus units is strictly an agreement between the specific landlord and the student.
- 15.7.3 The following rates will apply for 2019 at these bigger properties and vary between:
 Sharing rooms per annum: R27 850
 Single rooms per annum: R35 000 – R49 200
- 15.7.4 The bigger accredited off-campus accommodation service providers are listed on the Off-Campus Accommodation website and or may be found at the Off Campus Housing Office
- 15.7.5 There are several smaller off-campus facilities that have been accredited to accommodate less than 10 students each in various areas in Port Elizabeth and George.
- 15.7.6 The estimated monthly rentals for smaller properties vary from R2 550 to a maximum of R4 500 per month depending on the standard of living in the said facility, internet accessibility, whether electricity is included and the frequency of cleaning services, etc.
- 15.7.7 An administration and breakage fee of R1000 is payable before occupation at the off-campus residence where they have been accepted at.
- 15.7.8 Off-campus accommodation service providers are liable for an accommodation levy, admin fee and an off-campus transport levy (if applicable) which is charged to the student account as part of the rental fee. The amounts are payable per month.
- 15.7.9 Please contact the Off-Campus Housing office at 041 5044736 or email to offcampus.accommodation@mandela.ac.za for further clarifications on off-campus housing.
- 15.7.10 **NSFAS students:**

- 15.7.10.1 In 2019 NSFAS will be paying out only a maximum amount of R27 850* per year. It is the student's responsibility to top-up if taking up accommodation priced higher than the maximum amount per year.
- 15.7.10.2 The top-up will be payable by the student to the Nelson Mandela University via the student account.
*Approximate amount

15.8 Vacation accommodation

- 15.8.1 For students requiring vacation accommodation for e.g. re-assessments, recess programmes, etc. the payments in respect of such accommodation is payable in advance in cash.
- 15.8.2 The rate is R30 per day for hostel type residences and R80 per day for all self-catering residences.

15.9 Residence new occupancies / room changes / cancellations / vacating of rooms

It is advised that room changes, new occupancies and cancellations only be done at the end of a month as residence fees are determined per month.

15.9.1 New occupancies

- 15.9.1.1 All students are advised to complete and sign the Check-In forms before room occupation.
- 15.9.1.2 Students will take full responsibility for the state and condition of the room they are about to occupy for the semester.
- 15.9.1.3 There is a different form for each residence and the forms can be requested from the respective Residence Managers.

15.9.2 Room changes

- 15.9.2.1 For room changes done during the course of a month, students will be liable for the full cost of that month's residence fees of the vacated room as well as the full month's fees for the new room.
- 15.9.2.2 For new occupancy during the course of the month, students will be liable for the full cost of that month's rental.

15.9.3 Cancellations

- 15.9.3.1 Students must cancel their accommodation in writing addressed to Residence Admission and Placement office (RAPO) or via e-mail to resadmissions@mandela.ac.za.
- 15.9.3.2 The cancellation notification must contain the Name, Student number, Current housing assignment, Reason for cancellation
- 15.9.3.3 Cancellations will be processed only after a student has officially withdrawn from the residence, removed the personal belongings from the room and returned the room keys to the Residence Manager.
- 15.9.3.4 **All residence cancellations are subject to a two calendar months' notice period.**
- 15.9.3.5 The two calendar month's notice period will not apply in the case of the death of a student or if cancelled for medical reasons, on the condition that written recommendation of a medical practitioner with accompanying evidence is submitted.
- 15.9.3.6 In the event of students failing to notify the Residence Manager of their withdrawal, the students will remain liable for residence fees until such time that the Residence Manager is informed of the vacancy of the room.

15.9.4 Vacating of Rooms

- 15.9.4.1 The proper check-out procedure must be followed when a room is vacated at the end of the semester. Failing to follow proper procedure waives individuals' rights to appeal any/all damage charges.
- 15.9.4.2 When a student vacates a room, all original furniture must be in the room and the room should be free of litter and all personal items.
- 15.9.4.3 Students will be billed if furniture needs to be assembled and/or replaced, if extra cleaning is necessary or if personal items have to be removed by the University.

15.9.5 Residence Regulations

- 15.9.5.1 Contravening residence regulations may result in expulsion.
- 15.9.5.2 Offenders may summarily be suspended from the Nelson Mandela University and/or

- residence pending the holding and outcome of a formal disciplinary hearing.
- 15.9.5.3 Squatting and sub-letting will, under no circumstances, be permitted in residences.
- 15.9.5.4 No alcoholic beverages or narcotics may be brought into the residences.
- 15.9.5.5 No resident may bring firearms or any other dangerous articles into a residence without written permission from the Vice-Chancellor.
- 15.9.5.6 The Nelson Mandela University does not insure the personal property of students in residence therefore students need to arrange their own insurance cover.
- 15.9.5.7 Cooking in all private rooms is strictly prohibited. Cooking may only be done in designated areas in non-self-catering residences.

16. MEALS

- 16.1 The residence accommodation tariffs indicated in paragraph 15 do not include the provision of meals.
- 16.2 All students are expected to pay advance deposits for meals. Such payments should not be made via the student account, but directly into the Meal Management System account at the Nelson Mandela University Cashiers or electronically into the Nelson Mandela University's bank account (refer to paragraph 9 Nelson Mandela University's banking details, Sundry Fee payments). For card payments, direct link: <https://paymentgateway.mandela.ac.za/>
- 16.3 The costs of meals ordered by students are deducted from the credit balance of their meal accounts.
- 16.4 The estimated cost for 3 meals per day of the standard menu option for 2019 amounts to **R20 224** (VAT inclusive). This figure is provided as a guideline and excludes any snacks, soft drinks and tea or coffee. The figure is based on 256 academic days for 2019 (which includes weekends but excludes holidays for 2019).
- 16.5 Unused meal credits are transferred to the student's fee account at year-end.
- 16.6 The following meal costs for 2019 for the Standard Meal of the Day is applicable (VAT inclusive):

MEAL OF THE DAY	STANDARD MEAL
Breakfast	R 20.00
Lunch	R 29.50
Supper	R 29.50
TOTAL	R 79.00

- 16.7 For further information / enquiries regarding the Meal Management System, please contact:
Meal Management System Administrator
K-Project Room 125
North Campus
Port Elizabeth
Enquiries: +27 41 504 3341
E-mail: mmsadmin@mandela.ac.za

17. STUDENT SPONSORSHIPS

17.1 Guidelines for sponsorship letters

- 17.1.1 A letter of authority on an official company letterhead is **annually** required prior to registration when a sponsor grants financial assistance in respect of student fees.
- 17.1.2 Letters of authority will only be accepted from **pre-approved companies** and is subject to the approval of the Nelson Mandela University.
- 17.1.3 Sponsorship letters in respect of previous debt is not accepted.
- 17.1.4 Sponsored students will be exempted from the down-payments, provided that the value of the sponsorship exceeds the required down payment.
- 17.1.5 The letter of authority must be submitted **annually** and must meet the following requirements of the Nelson Mandela University:
- 17.1.5.1 the sponsorship confirmation letter must contain the student number;
- 17.1.5.2 the letter of authority must be on an official company letterhead;
- 17.1.5.3 the letter of authority must be addressed to the Nelson Mandela University;

- 17.1.5.4 the letter of authority must be **signed by the employer**;
- 17.1.5.5 the letter of authority must specify the employer's commitments;
- 17.1.5.6 the sponsorship must not be subject to academic performance;
- 17.1.5.7 the letter of authority must **confirm sponsorship** (an application for a loan or bursary is not acceptable);
- 17.1.5.8 the letter of authority (including bank loan confirmation letters) must indicate that the payments will be made directly to the Nelson Mandela University, not to the student;
- 17.1.6 e-mailed notification of sponsorship must have the confirmation letter on an official company letterhead attached;
- 17.1.7 if the sponsorship is for a specified amount, the amount should exceed the applicable required down-payment. If the amount is less than the required down-payment the student will be expected to make up the difference before registration will be allowed;
- 17.1.8 the letter of authority is subject to the approval of the Nelson Mandela University;
- 17.1.9 the signee of the sponsorship letter may not be the student or a relative;
- 17.1.10 Sponsorship letters for registration will not be accepted after 1 September annually.

17.2 Sponsorship conditions

- 17.2.1 Re-registration is subject to the full settlement of the account balance prior to registration and no extension for payment will be granted.
- 17.2.2 The academic records and examination results of all students who fail to settle their accounts by the payment dates will not be released to the student/parent/sponsor, diploma/degree certificates will not be issued and the viewing of examination scripts will not be permitted until all outstanding financial obligations have been met in full.
- 17.2.3 As the official contract (Nelson Mandela University Student Application form signed or electronically submitted by the student) is between the Nelson Mandela University and the student, the student or the surety will be held liable for the full balance of the account should the sponsor fail to pay the account.
- 17.2.4 Statements will be sent to both sponsors and students, provided that the student's account address is not similar to that of the sponsor.
- 17.2.5 Tuition and accommodation fees are non-vatable therefore no invoices will be issued.
- 17.2.6 Non-payment of the student account by the sponsor and transactions excluded from the sponsorship will be the responsibility of the student and is payable by the deadline dates.
- 17.2.7 Communication between the student and the sponsor is essential to ensure that the payments are received by the payment dates.
- 17.2.8 The Nelson Mandela University does not involve itself in disputes between the sponsor and the student.
- 17.2.9 Payments made by sponsors must be accompanied by the list of names, student numbers and the breakdown of payment per student to ensure correct distribution.
- 17.2.10 No refunds will be made available to students unless the account has been fully settled and reflects a credit balance.
- 17.2.11 Written consent from the sponsor is required before an application for a refund or a request for the use of credit balances for other purposes (e.g. recess programmes), will be considered.
- 17.2.12 Monthly allowances / refunds to students will not be accommodated.
- 17.2.13 Correspondence and payments in respect of book allowances should be dealt with directly with the bookshop/s and not via the Nelson Mandela University.
- 17.2.14 It is the responsibility of the student to submit his/her examination results/progress reports to the sponsor.

BANKING DETAILS FOR STUDENT SPONSORSHIPS

Bank:	Standard Bank
Branch:	Rink Street, Port Elizabeth
Branch code:	051001
Account name:	NELSON MANDELA METRO UNIV-MAIN
Account no:	08 026 3011
Reference:	Company name

- All payments made by sponsors must be accompanied by the list of names, student numbers and the breakdown of payment per student to ensure correct distribution.
- All distribution lists must be sent to studentaccounts@mandela.ac.za

18. BOOKSHOP CONTACT DETAILS

- 18.1 Only tuition and residence fees can be charged to the student account.
- 18.2 Quotations and invoices for books must be obtained from bookshops and must be paid directly to them.
- 18.3 Correspondence and payments in respect of book allowances should be dealt directly with the bookshop and not the Nelson Mandela University. Bookshop contact details are:

Van Schaik Bookstores	Address	Contact
South and North Campuses	Van Schaik Bookstore Sanlam Student Village PO Box 20062 Humewood Port Elizabeth 6013	Tel: +27 41 583 3171 Fax: +27 41 583 2418 E-mail: vspe@vanschaik.com E-mail: cornsaunders@vanschaik.com Contact: Corna Saunders
2 nd Avenue Campus	Van Schaik Bookstore Nelson Mandela University 2 nd Ave Campus Summerstrand Port Elizabeth 6001	Tel: +27 41 504 3752 Fax: +27 41 583 2418 E-mail: elmarie.killian@vanschaik.com Fax to e-mail: 086 631 4779 Contact: Elmarie Killian
Missionvale Campus	Van Schaik Bookstore Uitenhage Road Port Elizabeth 6006	Tel: +27 41 504 1103 Fax: +27 41 583 2418 E-mail: Fiona.jason@vanschaik.com Fax to email: 086 293 7494 Contact: Fiona Jason
George Campus	Van Schaik Bookstore Shop 1 Student Recreation Centre Marula House Private Bag X6531 George 6530	Tel: +27 44 801 5088 Fax to email: 086 551 0420 Contact: Henriët Kostopoulus E-mail: henriet.kostopoulus@vanschaik.com
REHAB Books & Technology	Address	Contact
South and North Campuses	Rehab Books & Technology Main Cafeteria (The Kraal) Nelson Mandela University South Campus Kieviet Street Summerstrand Port Elizabeth 6001	Tel: +27 41 504 4865 Fax: +27 41 504 2907 E-mail: quotes@rehabsave.co.za Contact: Elise Swart PO Box 76714 Nelson Mandela University 6031
2 nd Avenue Campus	Rehab Books & Technology Auditorium 2 nd Avenue Campus Summerstrand Port Elizabeth 6001	Tel: +27 41 504 4865 Fax: +27 41 504 2907 E-mail: quotes@rehabsave.co.za Contact: Elise Swart PO Box 76714 Nelson Mandela University 6031

Missionvale Campus	Rehab Books & Technology Old Uitenhage Rd Bethelsdorp 6059	Tel: +27 41 504 4865 Fax: +27 41 504 2907 E-mail: quotes@rehabsave.co. Contact: Elise Swart PO Box 76714 Nelson Mandela University 6031
General Store	Rehab Books & Technology Rodney Street Central Port Elizabeth 6001	Tel: +27 41 504 4865 Fax: +27 41 504 2907 E-mail: quotes@rehabsave.co. Contact: Elise Swart PO Box 76714 Nelson Mandela University 6031

19. MASTERS & DOCTORAL DEGREES

19.1 Doctoral degrees are offered on full research dissertation only.

19.2 Masters degrees are offered on either a full research dissertation or course work (per subject) basis. Full research dissertations have the following fee structure:

Master degrees

Year of Registration	Study period	Percentage or cost full-time fees	Percentage or cost part-time fees
First	1 / A	100	100
Second	2 / B	100	34*
Third	3 / C	100	34*
Fourth	4	110	34*
Fifth	5	110	37*
Sixth and thereafter		110	37*
Re-submission	R	R4 300 + enrolment fee	R4 300 + enrolment fee
1 ST Year registration > 30 April	Z	R4 300 + enrolment fee	R4 300+ enrolment fee

*Approximate percentage

Doctoral degrees

Year of Registration	Study period	Percentage or cost full-time fees	Percentage or cost part-time fees
First	1 / A	100	100
Second	2 / B	100	34*
Third	3 / C	100	34*
Fourth	4	100	34*
Fifth	5	110	34*
Sixth	6	110	34*
All subsequent years		110	34*
Re-submission	R	R4 920 + enrolment fee	R4 920 + enrolment fee
1 ST Year registration > 30 April	Z	R5 530 + enrolment fee	R5 530+ enrolment fee

*Approximate percentage

Course work Masters (Treatise only)

Year of Registration of Treatise	Percentage or cost full-time or part-time
First	100
Second and thereafter	R4 860 + enrolment fee

19.3 Registration renewal

- 19.3.1 Students must renew their registration on an annual basis for the full period of study until he/she has fulfilled all the prescribed requirements for the degree.
- 19.3.2 The renewal of registration must take place in terms of the dates stipulated in the Nelson Mandela University Almanac.
- 19.3.3 The research project can be cancelled should a student neglect to register for the research dissertation during any year before the prescribed date.
- 19.3.4 Should a student interrupt his/her studies, such a student will, upon re-registration, be liable for 100 percent of the first year's fees for the applicable degree.
- 19.3.5 International students are eligible to pay the full Foreign Masters & Doctoral Fee in addition to the fees below.

19.4 Graduation

- 19.4.1 For the degree to be awarded at graduation, the treatise / dissertation / thesis must be submitted by the stipulated date as per the Nelson Mandela University Almanac.
- 19.4.2 A late submission fee is payable by the student. Refer to paragraph 33.
- 19.4.3 If the examination of a candidate's treatise / dissertation / thesis is not completed in time for the degree to be awarded at the ensuing graduation, the candidate must re-register for the academic year concerned and will be liable for the applicable fees.

19.5 Scholarship

The funds of the Nelson Mandela University Postgraduate Research Scholarships are released per semester and are subject to the required acceptance of scholarship conditions being signed and progress reports submitted as per dates advertised by Research Capacity Development (RCD). Refunds can only be considered if the student account balance is in credit and **if approved by RCD office.**

19.6 Payment dates / late enrolment fees

- 19.6.1 Irrespective of the date of enrolment, no reduction in tuition fees is granted to students who are allowed to register late and no extension of the normal payment dates will be considered.
- 19.6.2 Accounts are payable according to the Payment Deadlines (paragraph 7 in this guide). Irrespective of the date of enrolment, Full research Masters and Doctoral fees are payable 20 June of the year of enrolment (30 September for semester 2 modules).
- 19.6.3 The total cost of study is payable upfront for re-submissions (study periods R) and first year registrations after 30 April (study period Z) as per paragraph 19.2 above. Late enrolment fee is not applicable to these types of registration.
- 19.6.4 First registration of Masters and Doctoral programmes are excluded from late enrolment fees. Masters by course work, MBA programmes and continuation of Masters and Doctoral are not exempted from late enrolment fees.
- 19.6.5 Late enrolment fee is payable after the end of the formal registration period.

20. INTERNATIONAL STUDENTS

- 20.1 International students are required to pay all their fees before registration.
- 20.2 International students are classified as SADC (South African Developing Countries) or Non-SADC students. Refer to paragraph 3.
- 20.3 If a student is NOT in possession of a RSA Identity document, RSA Non-SA Citizenship Identity document or Refugee Status, he/she will be liable for the fees applicable to International students.
- 20.3.1 Exceptions: If a student obtains any of the above before 1 April (1st semester) the full amount of R17 900 will be refunded; alternatively by the 1st September (2nd Semester) R9 600 will be refunded.
- 20.4 The International Office handles all International and SADC student admission, registration and account enquiries.
- 20.5 A new applicant who has been admitted for 2019 must pay a non-refundable acceptance deposit of **R4 000**. This amount will be posted to his/her student fee account. Applicants that do not subsequently register will forfeit this deposit.
- 20.6 Off-campus Accommodation:
- 20.6.1 All students are required to pay **R2 000** refundable deposit to secure their accommodation.

- 20.6.2 All rental is payable in advance prior to the commencement of the respective semesters.
- 20.6.3 Please note **NO** accounts are printed for International students.
- 20.6.4 Student statements are e-mailed to students with outstanding library penalties and re-assessment fees raised on the student account and it remains the student's responsibility to ensure their account is cleared prior to leaving South Africa.
- 20.6.5 International students are required to pay in cash for all sundry fees such as societies, printing costs, bio-kinetics, Internet fees, etc.

INTERNATIONAL FEES PAYABLE

Student Type	Code	Enrolm Fee	Late Enrolm Fee	Foreign Admin Fee	Study Abroad Admin Fee	Foreign Tuition Fee	Module Fee
Refugees	R 1	R 1 280	R 720				
English (semester 1)	R 3	R 640	-	R 2 650		R 16 500	-
English (semester 2)	R 4	R 640	-	R 2 650		R 16 500	-
Non-SADC students	Y1	R 1 280	R 720	R 5 300		R 17 900	SA Fees
SADC students	Y2	R 1 280	R 720	R 5 300		-	SA Fees
Ad hoc students	Y3	R 320	-	-		-	SA Fees
Study Abroad (per semester)	Y4,Y5	R 640	-	-	R 6 500	R 10 300	SA Fees
Interns	Y6	R 640	-	R 6 500		-	SA Fees
Exchange students	Y7	R 640	-	R 6 500		-	SA Fees
Masters & Doctorates	Y8	R 1 200	-	R 5 800		-	SA Fees
Post Doctorates	Y9	R 320	-	-		-	-
MBA	X1	R 1 280	R 720	R 5 300		R 17 900	SA Fees
Short Learning Programmes	X4	R 320	-	-		-	SA Fees

- 20.6.6 The student remains liable for the enrolment fee, late enrolment fee (if applicable) as well as the Foreign Student Admin Fee in the event of the cancellation of enrolment.
- 20.6.7 The adjustment of the Foreign Tuition Fee, if applicable, will depend on the enrolment cancellation date.

21. FAMILY REBATES ON TUITION FEES

- 21.1 Students from the same biological parents under the age of 30 where three or more fully dependent children are concurrently registered full-time at the Nelson Mandela University for the same academic year can apply for a rebate on tuition fees (formal programmes only).
- 21.2 The full prescribed tuition fees are payable by the first two children registered. The third child registered, pays 50% of the prescribed tuition fee. Any children registered after the third child will pay no tuition fee.
- 21.3 The rebate is only applicable to active modules, therefore module cancellations / enrolment changes or enrolment cancellations executed during the academic period will affect the allocated rebate of the beneficiary/ies.
- 21.4 The benefit of family rebate is applicable to the first and second enrolment per module only, including the registration of recess programme modules (applicable only to the students that qualify for the rebate).
- 21.5 The benefit will be limited to only one change of study direction for any student that qualifies for family rebate.
- 21.6 An Application for a Family Rebate on Tuition Fees form must be completed at the start of each academic period and must be supported by the following documentation:
ID documents of all the respective children studying at the Nelson Mandela University
ID documents of both the parents of the students
Academic records of the students (will be provided by the Nelson Mandela University).
- 21.7 The family rebate concession is not applicable to International students.
- 21.8 The University retains the right to withdraw or amend this benefit at any time after due process and with due reason.

22. PROSPECTIVE GRADUATES

- 22.1 Examination results are withheld from prospective graduates with outstanding accounts. Students with outstanding accounts on the deadline date will not receive their graduation certificates at the graduation ceremony or any subsequent ceremony.
- 22.2 In the event of degree/diploma certificates having to be mailed, an absentia fee is payable. Refer to paragraph 33.
- 22.3 Students who register for outstanding requirement modules in respect of graduation will be exempted from paying the enrolment fee and late enrolment fee provided that no other modules are registered for the current academic year.

23. ACCOUNT REFUNDS

- 23.1 Refunds can only be requested if the student account reflects a credit balance. The year-end closing date for refund requests is 06 December 2019.
- 23.2 Refunds will only be approved by the Nelson Mandela University provided that no payment is in arrears.

23.3 Refund Conditions

- 23.3.1 No refunds will be processed one month prior to any payment date (30 April, 20 June and 30 September) except if the student account for the full year is in credit.
- 23.3.2 Payments made via the Nelson Mandela University's bank account are verified before such refunds are processed. The payment must be matched to the Nelson Mandela University's bank statement. In the event of a cheque payment, a 21-day clearance period is applicable before a refund can be processed.
- 23.3.3 Sponsored students can only be refunded the down-payments made by them after payment from their sponsor is received, provided that the amount claimed does not exceed the available credit on the account.
- 23.3.4 For payments made by parties other than the student, written consent from the payer is required before the refund request can be considered.
- 23.3.5 A request for a refund must be in writing and / or signed by the applicant and must indicate a forwarding address if a cheque is requested. A minimum of 3 days is required for processing.
- 23.3.6 No monthly refunds/payments will be administered on behalf of sponsors and parents to students or third parties.
- 23.3.7 In the event of a refund request for a non-registered student such refund will only be processed as a once-off refund in the name of the student. Refunds to any third party are subject to the approval of the Nelson Mandela University.

23.4 Cheque refunds

- 23.4.1 Cheque payments (excluding bank guaranteed payments) are subject to a 21-day clearance period before a refund application can be processed.
- 23.4.2 All refund cheques issued by the Nelson Mandela University are not transferable and cannot be exchanged for cash. The cheque must be paid into the bank account of the beneficiary.
- 23.4.3 A levy of R140 is payable if a cheque refund has already been processed and the student requests it to be re-issued due to incorrect information supplied by the student or if the cheque was lost. This levy will be debited to the student account and the new cheque or EFT amount is adjusted accordingly.

23.5 EFT refunds

- 23.5.1 Electronic fund transfers (EFT) are available to students provided that a bank account record exists at the Nelson Mandela University for the student.
- 23.5.2 The designated 'Bank Account Record' form must be completed.
- 23.5.3 The bank details must be duly completed, signed and stamped by your bank.
- 23.5.4 Faxed or e-mailed documents will not be accepted.
- 23.5.5 EFT refunds will only be available for payments to the student's own personal bank account.
- 23.5.6 It is the student's responsibility to notify the Nelson Mandela University of any change of

- his/her banking details previously submitted.
- 23.5.7 The Nelson Mandela University is indemnified against any claim arising from the transfer of funds to the bank account as supplied by the student.
- 23.5.8 In the event of any loss suffered as a result of any details provided being incorrect, the Nelson Mandela University cannot be held liable for such a loss.

24. ACCOUNT INFORMATION

- 24.1 All account related matters to be referred ONLY to the Student Accounts section at studentaccounts@mandela.ac.za, except for the International Office that handles all International student matters. For international student account enquiries email to: intfees@mandela.ac.za
- 24.2 Statements for debit balances only and related communiqué are sent via E-mail to the student's Nelson Mandela University e-mail address and to the alternative email address provided by the student.
- 24.3 All communiqué sent will be deemed received/read by the student. Previously sent statements can be retrieved on the Student Portal under My Information, My Official Mandela University Documents.
- 24.4 Students must verify transactions on their accounts to ensure that all registered modules are reflected correctly.
- 24.5 Omitted modules and account discrepancies must immediately be reported to their Faculty Administrator.
- 24.6 The Nelson Mandela University must be informed in writing within 14 days of any address or contact detail changes.
- 24.7 Students are advised to validate and update their address records at the Student Records section or via the Nelson Mandela University Student Portal.
- 24.8 Statements sent by the Nelson Mandela University will be deemed to be correct unless errors are reported within a 30-day period from date of statement.
- 24.9 Nelson Mandela University Council determines the conditions for the payment of fees therefore extension of the payment date for settlement of the account cannot be granted or on the grounds of not having received a statement or for modules registered after the payment dates.
- 24.10 It is the responsibility of the student to make enquiries at the Student Accounts office and/or at studentaccounts@mandela.ac.za or request a statement should he/she not have received a statement via email within 60 days of registration.
- 24.11 Not receiving an account does not relieve students of the obligation to pay by the payment dates. Should you not receive your accounts via e-mail, use the self service facilities (paragraph 14 in this guide) to obtain an account.
- 24.12 Student Account related enquiries can be addressed to studentaccounts@mandela.ac.za or on telephone number ☎ +27 41 504 4364.
- 24.13 Account balances quoted to students only include transactions processed up to the time of the enquiry. Payment deadline dates are not extended for late account debit entries.
- 24.14 Study materials provided by the Nelson Mandela University can only be charged to the student account if the account reflects a credit balance and approved by the payee or sponsor.
- 24.15 No charges other than the enrolment, tuition, late enrolment, re-assessment, Nelson Mandela University residence fees, residence registration fees, lab and residence breakage deposits, off-campus accommodation transport/levies/admin fees, society membership and interest on overdue amounts will be levied on a student account.
- 24.16 Compensation for lost and damaged library equipment/material and disciplinary fines are immediately payable and may be recovered from the responsible student or will be debited against his/her student account.
- 24.17 Services provided by independent contractors and/or third parties will not be charged to the students' accounts.

25. AVAILABILITY OF ACCOUNTS / CERTIFICATE OF REGISTRATION

- 25.1 The respective payment dates indicate the dates on which amounts are fully payable.
- 25.2 Account statements are e-mailed to the student's Nelson Mandela University student e-mail address and the alternative email address provided by the student from mid-April to June, August and a final statement in September.

25.3 Sponsors

- 25.3.1 The address details of sponsors (if applicable) are recorded separately.
- 25.3.2 The student's account address should therefore not be the same as that of the sponsor.
- 25.3.3 The Nelson Mandela University sends a statement to the sponsor's/employer's address and a copy to the student's Nelson Mandela University e-mail address and the alternative email address provided by the student.
- 25.3.4 It is important that the student is at all times informed of his/her account status to validate registration details for omitted or erroneous subjects, non-payment by sponsors/employers, etc.
- 25.3.5 If the account address of the student is the same as the sponsor's address, other mailed student account correspondence will not reach the student.

25.4 Proof of Registration

- 25.4.1 The document is issued at the registration venue or on request at the Faculty and/or Student Records section or can be printed via the Student Portal.
- 25.4.2 It is only a confirmation of the registered modules / qualification and an indication of the cost per module.
- 25.4.3 A Proof of Registration is NOT an account and does not reflect all financial transactions of the student account.
- 25.4.4 Students should check the Proof of Registration for registration errors. Modules listed without fee values, are incorrect and should be reported to Student Accounts immediately.
- 25.4.5 The document can be requested via the 24/7 Self-service facility at ☎ +27 41 504 9000 or via the Student Portal.

26. FUNDI ACCOUNTS

- 26.1 Registration of Fundi students is subject to an official confirmation of the approved loan, provided that the loan amount covers the outstanding balance (if applicable) and/or the down-payment.
- 26.2 Fundi students will not be permitted to receive their results or graduate until the Fundi payments reflect on their student accounts, clearing any overdue payment agreements and interest.
- 26.3 No refunds in respect of Fundi payments may be made to any student without written approval of Fundi Head Office.
- 26.4 Refunds to Fundi can only be approved for accounts in credit.
- 26.5 Students are liable for collection charges if the overdue accounts have been referred to collecting agents prior to receiving confirmation of the approved loans from Fundi.
- 26.6 Prosecuted accounts can be withdrawn provided that the approved loan amount covers the full balance, inclusive of costs.

27. BURSARIES, LOANS AND AWARDS (NELSON MANDELA UNIVERSITY ADMINISTERED)

27.1 Financial Aid Applications

- 27.1.1 Students are expected to do proper financial planning and explore all available financial avenues before embarking on their studies.
- 27.1.2 Students are encouraged to apply for bursaries from sources outside the Nelson Mandela University.
- 27.1.3 The Nelson Mandela University offers various types of financial assistance to full-time students, namely:
 - 27.1.3.1 Bursaries administered by the Nelson Mandela University using funds provided by donors or trustees.
 - 27.1.3.2 Bursaries and study loans administered by other organizations, to which applications must be directed.
 - 27.1.3.3 Merit bursaries based on academic performance for which no application is required.
- 27.1.4 Nelson Mandela University administered bursaries/loans will firstly be used to cover amounts due on the student's fee account.
- 27.1.5 Students applying to Nelson Mandela University for financial assistance should **not assume**

that the application will be successful, as the number of applications received exceeds the available loans / bursaries / awards.

- 27.1.6 It is the student's responsibility to verify the student account for erroneous/omitted module(s) or other fees not raised and to report such errors or omissions to the respective Faculty Administrator.
- 27.1.7 Late module additions or late residence registrations are not guaranteed to be covered by the bursary or loan.
- 27.1.8 Transactions not covered by bursaries or loans will be the responsibility of the student and are payable by the normal deadline dates.
- 27.1.9 Financial aid applications (excluding NSFAS) are done via the University website (cycle restrictions apply).
- 27.1.10 Direct financial aid enquiries to: Financialaid@mandela.ac.za or ☎ +27 41 504 2111.
- 27.1.11 A bursaries brochure, bursary advertisements and application forms are available for download on the Nelson Mandela University Financial Aid webpage (<http://finaid.mandela.ac.za>).

27.2 Financial Aid applications / conditions

- 27.2.1 Only South African citizens may apply for Nelson Mandela University administered funding. Students applying for Financial Aid must be studying or intend to study at the Nelson Mandela University.
- 27.2.2 Applications for financial assistance from funds administered by the Nelson Mandela University must be made on a designated form (if applicable).
- 27.2.3 Applications must be correctly completed in order to avoid delays in the application being processed. Faxed application forms will not be accepted.

27.3 Nelson Mandela University administered bursaries, loans and merit awards

- 27.3.1 Recipients of Nelson Mandela University administered bursaries/ loans/ merit awards are exempted from paying down-payments, provided that:
 - 27.3.1.1 written confirmation of financial assistance is received prior to registration
 - 27.3.1.2 the amount exceeds the required down-payment
 - 27.3.1.3 the previous year's fees have been paid in full and
 - 27.3.1.4 the application was made before the closing date, where applicable.
- 27.3.2 The cancellation of studies/modules will result in the reversal or pro rata reversal of bursary/loan allocations and the student will be liable for the entire account balance.

27.4 Refunds

- 27.4.1 Refunding of credit balances is subject to confirmation by the fund administrators.
- 27.4.2 Conditions may apply in respect of multiple sources of funding.
- 27.4.3 Refunding of merit awards is only done in the second semester, provided the student has a credit balance on the student account.
- 27.4.4 No refunds will be processed one month prior to any payment date (15 February, 30 April, 20 June, 31 August and 30 September) except if the student account for the full year is in credit.
- 27.4.5 International students who have been awarded bursaries are liable to pay their fees in full prior to registration. When the bursary has been paid they will be entitled to the refund on their account on condition that this is approved by the bursar.

27.5 NSFAS

- 27.5.1 Students can apply for NSFAS loans online on the NSFAS website (www.nsfas.org.za) Application for a following academic year close on 30 November of the previous year.
- 27.5.2 Applications are assessed by NSFAS based on the academic results and financial need of the applicant.
- 27.5.3 Awaiting the outcome of an application does not relieve a student of the obligation to pay registration down-payments or settle their debt by the respective payment dates.
- 27.5.4 NSFAS bursary amounts are determined by NSFAS according to the family's financial need.
- 27.5.5 Additional fees excluded by NSFAS are society fees, gym fees, re-assessment fees, breakage deposits, etc.
- 27.5.6 Fees not covered by NSFAS are for the student's own account.
- 27.5.7 Once a student's application for NSFAS is successful, the allocation of funds is subject to the signing of the NSFAS bursary agreement form online.
- 27.5.8 The NSFAS bursary is only signed once and successful candidates do not need to re-apply for the following year.

- 27.5.9 Should the loan agreement form not be signed by the student within a prescribed period, the loan will be cancelled.
- 27.5.10 Late module additions or late residence registrations are not guaranteed to be covered by the bursary or loan.

28. STUDENT E-MAIL / INTERNET ACCESS / PRINTING & COPYING / DATA CENTRE

Access to all services provided will be controlled by a username and password. The services are provided to all registered students at the Nelson Mandela University by the Information Communication Technology (ICT) department and are subject to the relevant rules and regulations as set out at:

<https://nmmuod.nmmu.ac.za/infosec/SitePages/Guidelines.aspx> and at <http://my.mandela.ac.za/irc/?ircno=901>

28.1 E-mail

- 28.1.1 Each student will automatically be issued with a username that will consist of an appropriate dedicated prefix followed by the student number, e.g. s20010203.
- 28.1.2 The initial password for all services will be printed on the confirmation of registration form issued during registration. Please note that all passwords are case-sensitive.
- 28.1.3 The e-mail address and login username for e-mail is e.g. s20010203@mandela.ac.za
- 28.1.4 Official Nelson Mandela University communication will be e-mailed to this address only and not to any other addresses. **Correspondence sent via e-mail will be deemed received by the student.**

28.2 Internet access

- 28.2.1 The Web Portal address is <http://students.mandela.ac.za>
- 28.2.2 Internet access is provided as a managed system to ensure a fair service for all users. Usage volumes are monitored and ICT Services reserves the right to impose restrictions and limitations on use.
- 28.2.3 Faculties have the right to limit Internet access to certain sites in order to manage the availability of specialized and general training computers.

28.3 Printing and Copying

- 28.3.1 Students in general pay for printing and copying services against pre-paid credits.
- 28.3.2 All Nelson Mandela University printing and copying services are managed with a single system called PaperCut.
- 28.3.3 PaperCut credits may be used for copying, printing or scanning on any student imaging facilities across all campuses.
- 28.3.4 Certain laboratories are equipped with colour copy and print facilities as well as black and white copy and print facilities.
- 28.3.5 At registration students will be allocated with printing credits to the value of approximately R51.00
- 28.3.6 Additional printing credits can be purchased (minimum amount applies) from the Nelson Mandela University Cashiers on the various campuses.
- 28.3.7 Such printing credits are automatically uploaded. Should this not happen, the receipt must be taken to the Lab Coordinator to have the printing credits uploaded manually.
- 28.3.8 An amount of R100 will be reserved as available printing credits for the following year and the remaining balance of unused credits will be transferred to the student's fee account at year-end.

28.4 Architecture Data Centre

- 28.4.1 Students in general pay for the Data Centre services (paper and stationery) against prepaid credits.
- 28.4.2 Credits can be purchased (minimum amount applies) from the Nelson Mandela University Cashiers on the various campuses.

- 28.4.3 Such credits are automatically uploaded. Should this not happen, the receipt must be taken to the Data Centre staff to have the credits uploaded manually.
- 28.4.4 An amount of R100 will be reserved as available credits for the following year and the remaining balance of unused credits will be transferred to the student's fee account at year-end.
- 28.4.5 You can view your data centre account balance on the student portal under My information, Student Information Access System.

29. STUDENT SOCIETIES

- 29.1 Membership to societies is not compulsory.
- 29.2 The membership fees vary and after application, society subscription fees are annually charged to students' accounts.
- 29.3 The payment dates for subscription fees are 30 April for members who join in the first semester and 30 September for members who join in the second semester.
- 29.4 Payment dates will not be extended for late entries charged to the student account after these dates.
- 29.5 Students must verify transactions on their accounts to ensure that all society membership fees are reflected.

30. NELSON MANDELA UNIVERSITY EQUIPMENT FOR USE OFF-CAMPUS

- 30.1 In all instances where a student of the Nelson Mandela University borrows equipment belonging to the Nelson Mandela University for off-campus use for a purpose related to the fields of studies, it is deemed that such equipment have been received by the student in good order and condition, unless the student notifies the Nelson Mandela University of any defect forthwith upon receipt of the equipment.
- 30.2 All risk in respect of damage caused to the equipment, or loss, whether by theft or otherwise, during the period of loan by the student, shall vest in the student who shall be responsible to return the equipment to the Nelson Mandela University in the same condition in which it was at the date of taking the equipment into his/her possession.
- 30.3 The student shall be responsible for repair of any damage that the equipment may have sustained during the period of loan, irrespective of the cause of such damage. The cost of such repairs will be recovered from the student or debited against the student's fees account.
- 30.4 If the equipment is lost, stolen or damaged beyond economic repair, the student shall be responsible for the replacement of the equipment with similar equipment, of the same quality and condition to the equipment loaned from the Nelson Mandela University. The replacement costs will be recovered via the student's fees account.

31. SERVICE HOURS FOR STUDENT ACCOUNTS / CASHIERS / INTERNATIONAL OFFICE (Weekdays only)

Campus	Office	Hours	Lunch	Closed	Recess
North	Cashier	08:30 – 16:00	Closed	13:00 – 13:45	Open
South	Cashier	08:30 – 16:00	Open		Open
	Accounts	08:30 – 16:00	Open		Open
2 nd Avenue	Cashier/Accounts	08:30 – 16:00	Closed	13:00 – 13:45	Closed
Missionvale	Cashier/Accounts	08:30 – 16:00	Closed	13:00 – 13:45	Open
George	Cashier	08:30 – 16:00	Open		Open
	Accounts	08:30 – 16:00	Closed	13:00 – 13:45	Open
International Office	Accounts	09:30 – 15:00	Open		Open

32. DEPARTMENT OF MUSIC – PRE-TERTIARY DEPARTMENT

- 32.1 Fees for first semester are due by 30 April and second semester fees are due by 30 September.

- 32.2 General conditions apply with regard to payment methods and payment default implications.
- 32.3 If a student wishes to discontinue lessons, he/she must give written notice of such intention to the Head of the Department of Music.
- 32.4 Students shall be liable for fees up to the end of the semester in which such written notice is received.
- 32.5 All correspondence regarding part-time students, scholars and concerts should be addressed to: The Head, Department of Music, PO Box 77000, Nelson Mandela University, Port Elizabeth, 6031.
- 32.6 **Fees payable for the Pre-Tertiary Music Section are:**

Lesson duration	Amount per semester
30 minutes	R 1 500
45 minutes	R 1 750
60 minutes	R 2 000
60 minutes (group tuition)	R 600
Hire of instruments	R 800

33. SUNDRY FEES

- 33.1 Sundry fees refer to fees other than tuition and residence fees.
- 33.2 Sundry fees are not refundable under any circumstances unless otherwise stated in the fee definition below. International students are required to pay all fees in advance.
- 33.3 No charges other than the aforementioned enrolment, tuition, late enrolment, re-assessment, residence, residence registration fees, lab/residence breakage deposits, lost library books and fines, off-campus registration and transport levies, disciplinary fines and society membership will be levied on a student account.

Details of Sundry Fees are on the next page

2019 SUNDRY FEES

1	Absentia Fee	In the event of graduates' diplomas / degree certificates having to be mailed, an absentia fee is payable	R 230.00
2	Academic Records (Collected)	A fee is charged for academic records collected in person	R 30.00
3	Academic Records (Mailed and Faxed)	A fee is charged for academic records mailed or faxed	R 40.00
4	Application Fees	Applications will not be processed before the application fee as per the table under paragraph 5.1 have been paid	Refer item 5.1
5	Cheques returned by the bank	A service levy is payable and charged to the student's account for cheques offered as payment to the Nelson Mandela University and returned by the bank for any of the following reasons: (a) Refer to Drawer) and (b) Payment Stopped. Refer to paragraph 11. This item is raised on the student account	R 300.00
6	Cheque cancellation fee	A levy is payable if a cheque refund has already been processed and the student requests it to be re-issued due to incorrect information supplied by the student. This levy will be subtracted from the new cheque or EFT amount. This item is raised on the student account	R 140.00
7	Competency Test	Competency tests will be scheduled at the beginning of the respective semesters. A fee is charged per student per test. When a student passes a competency test, the candidate may apply for and receive exemption from the corresponding module through the normal procedure, i.e. completing the prescribed document and paying the Study Elsewhere fee	R 340.00
8	Detailed Study Record (including Syllabi, etc)	Detailed study records will only be issued if the student's account has been settled by the due dates and the prescribed fee is paid	R 630.00
9	Duplicate Diploma / Degree Certificates	A duplicate diploma / degree certificate may be issued upon presentation of the original certificate and payment of the prescribed fee where after the damaged certificate will be destroyed. In the event of a lost certificate the payment must be accompanied by a satisfactory sworn statement that the certificate has been lost and describing the circumstances leading to its loss. In addition, the student must undertake to return the duplicate should the original be recovered, without the right to reclaim the amount paid. In both instances the word "Duplicate" shall appear on the duplicate certificate.	R 390.00
10	Enrolment Fees	Enrolment fees shall be debited to students' accounts upon registration and are payable every year of registration (refer to paragraph 5.2). This item is raised on the student account	R 1280.00
11	Key or Student Card Replacement	A fee is charged for every replacement card or key	R 130.00

12	Laboratory Deposits (maximum per Module)	Students using laboratories and/or specialized equipment will be levied with a laboratory deposit per module. Breakages will be debited against these deposits. Should the amount be insufficient, the student account will be debited with the difference. The deposit, less any breakages, is refundable to the student account annually by end November. In cases where there is a claim against a student and no deposit was levied, the costs will be charged to the student account. Laboratory deposits are levied for certain modules in the Departments of Biochemistry, Botany, Chemistry, Microbiology, Pharmacy, Physics, Zoology and Electrical Engineering. This item is raised on the student account	Cost
13	Late Enrolment Fees	A penalty is payable for enrolments outside the formal registration periods as per the Nelson Mandela University Almanac. Refer to paragraph 6. This item is raised on the student account	R 720.00
14	Late Submission of Treatise/Dissertation/Thesis	A penalty is payable for late submission of a treatise/dissertation/thesis for the rewarding of a masters/doctoral degree at the April graduation	R 920.00
15	Lost / Damaged Library Equipment / Materials / Fines	Compensation for lost and damaged library equipment / material / fines are immediately payable and may be recovered from the responsible student or debited against his / her student account	Cost
16	Module Credit/s / Study Elsewhere Fees (Recognition of prior learning)	Students apply at the faculty concerned for the granting of credits for modules studied elsewhere. Requests for granting of such module credits will only be considered if the student account is not in arrears. Module Credit/Study Elsewhere fees are payable per application upon submitting the application for module credits and are not refundable under any circumstances. In the case of International students, the Foreign Administration fee is also payable if the student is studying in S.A., i.e. has a valid study permit	R 870.00
17	Re-Examination	The fee per module will be debited to the student's account after the re-exam has been written, (e.g. second exam for same module in the same exam period). Payment dates for the re-exams are 28 February and 31 August respectively. This item is raised on the student account	R 400.00
18	Registration for Examination Purposes Only	Students exempted from class attendance or students repeating modules pay the full fees prescribed for the modules concerned. This item is raised on the student account	Cost of Module
19	Re-marking of Examination Scripts	Students shall pay a fee per module for the re-marking of examination scripts. The student shall also be liable for all costs that the Nelson Mandela University may incur in connection with the posting or the transportation of moderators from outside Port Elizabeth to re-mark the scripts	R 380.00

20	Residence Breakage Deposit	The residence breakage deposit will be retained as a deposit against damage to Nelson Mandela University property	Refer item 15.1
21	Residence Off-campus transport levies	Off-campus accommodation students are liable for an off-campus transport levy which is charged to the student account. The amount is payable per semester	Differentiated amounts
22	Residence Registration Fees	Students staying in any of the Nelson Mandela University residences are liable for a residence registration fee. Refer to paragraph 15.4. This item is raised on the student account and is not refundable	R 490.00
23	Writing of Examination at Non- Nelson Mandela University Venues – within South Africa	Students who write their examinations at an approved centre other than Nelson Mandela University venues within South Africa are liable for a fee per module, per examination	R 570.00
24	Writing of Examination at Non- Nelson Mandela University Venues – Abroad	Students who write their examinations at an approved centre other than Nelson Mandela University venues abroad are liable for a fee per module, per examination	R 900.00

Nelson Mandela University has done everything reasonable to ensure that the information contained in this document is accurate, valid and applicable at the time of publication on 14 December 2018.

E&OE