

**2011 STUDENT ACCOUNTS GUIDE**  
**GENERAL CONDITIONS**

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## General Conditions for 2011

Fees and conditions are determined by the NELSON MANDELA METROPOLITAN UNIVERSITY (NMMU) Council and are subject to amendment without prior notice.

### 1. NMMU CAMPUS NAMES

South Campus  
North Campus  
2<sup>nd</sup> Avenue Campus  
Bird Street Campus  
Missionvale Campus  
Saasveld Campus - George

### 2. LIABILITY

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.

#### CONDITIONS

- The contract with the NMMU, which forms part of the Application for Admission to the NMMU and which was signed by the student and/or his/her guardian, **legally binds** the student to pay the full account for a particular period as determined by the NMMU.
- The student's liability is not affected nor reduced through ignorance on the part of the student (or his/her principle) regarding the rules and regulations of the NMMU or of the invalidity of his/her registration in terms of the said rules and regulations.
- **By signing and submitting the registration form the student accepts responsibility for the payment of all prescribed fees** (irrespective of whether a mailed account is not received by the student).
- A student shall not be allowed to enrol (including recess programme registrations) or add/change modules before all overdue financial obligations have been met in full.
- **It is the responsibility of a student to validate his/her account for omitted module(s), timetable clashes and to verify the presentation periods of the registered modules. Such errors / omissions / clashes must be reported to the Faculty Administrator before the closing date for registration.**
- 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.
- If the NMMU 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.
- 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 changes are reflected correctly on his/her account before the closing date for registration.
- Accounts are sent to the address provided by the student/guardian for account purposes. It is the responsibility of the student to forward such accounts to the person/party responsible for payment thereof if not him / herself.
- Students may be refused admittance to examinations, unless all outstanding financial obligations have been met in full.
- 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.
- Outstanding accounts will be forwarded to the NMMU's external collection agents.

### 3. DEFINITION OF TERMS

**South African students** – Students in possession of an identify document issued in the RSA.

**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).

If an International student is not in a possession of a SA identity document, he/she will be liable for the fees applicable to 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.

**SADC students** - Students from a country in the South African Development Community, namely Angola, Botswana, Congo, Lesotho, Madagascar, Malawi, Mauritius, Mozambique, Namibia, Swaziland, Tanzania, Zambia and Zimbabwe.

**Curriculum** – Prescribed compulsory or elective modules for a diploma / degree divided into years, semesters, terms or trimesters.

**Registration** – A student selects modules on a registration form and confirms the modules with his/her signature and the date of registration. The student is officially enrolled only after the registration information is captured and reflects on the certificate of registration.

**Module identification** – The code is displayed in the reference column of the account statement left of the module name and indicates the level of study.

**Year module** – Runs from January to November.

**Semester module** – A module offered over a six-month period.

**Trimester or Term module** – A module that is offered over a maximum of three-month period.

### 4. ADDRESSES

Correspondence sent by the NMMU will be deemed received by the addressee.

As the NMMU cannot guarantee the delivery of mail sent, students are advised to make use of the alternative Self-service facilities provided by the NMMU. Also refer to paragraph 14 in this guide.

The NMMU does not accept responsibility for incorrect addresses resulting in the non-delivery of a mailed account. **It is the responsibility of the student to make enquiries should he/she not receive an account.**

Students must provide four addresses and **one thereof must be a physical residential address.**

#### **ADDRESSES**

As required by law, the NMMU 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.

The four addresses required by the NMMU are:

- **POSTAL** - Exam Results, registration documents, residence documents and graduation documents are sent to the postal address.
- **ACCOUNT** - Statements are sent to the account address as provided by the student. The account address refers to the student's OWN address and it is NOT the sponsor's/employer's address. For recipients of a sponsorship, NMMU requires an official confirmation letter of the sponsorship/employer before the student will be able to register. Sponsor's address details (if applicable) are recorded separately. The student's account address should therefore not be the same as that of the sponsor. The NMMU sends two statements, i.e. one to the sponsor's/employer's address and a copy directed to the student's account address. It is important that the student is at all times informed

## 5. FEES PAYABLE

### 5.1 Application fees

An application will not be processed before the applicable fees in the table below have been paid. Application fees are not refundable under any circumstances. Application fees are not applicable to NMMU students who continue their studies consecutively.

#### APPLICATION FEES PAYABLE

2011	New students	Until 02 Aug 2010	R	180.00
	New students	From 03 Aug 2010 until 06 Dec 2010	R	250.00
	New students	From 07 Dec 2010 until 05 Jan 2011	R	470.00
	International	Annually	R	550.00
	M & D levels	Annually	R	180.00
2012	New students	Until 01 Aug 2011	R	200.00
	New students	From 02 Aug 2011 until 05 Dec 2011	R	270.00
	New students	From 06 Dec 2011 until 04 Jan 2012	R	500.00
	International	Annually	R	600.00
	M & D levels	Annually	R	200.00

### 5.2 Enrolment fees

Enrolment fees of R470 shall be debited to students' accounts and are payable annually. The payment date of the enrolment fee is determined by the block code of the qualification. For semester one qualifications the enrolment fee is payable by 30 April, for year qualifications by 20 June and for semester 2 qualifications by 30 September.

Enrolment fees are not refundable under any circumstances. A student remains liable for the enrolment fee in the event of a cancellation. Post doctorate students are liable for enrolment fee.

### 5.3 Down-payments

The down-payment is the first advance payment towards tuition fees. This amount will be credited

towards your student fees account. **Previous debt must be settled.**

### 2011 DOWN-PAYMENT AMOUNTS PAYABLE BEFORE REGISTRATION

PROGRAMME	FULL TIME	PART TIME
Degree programmes (undergraduate & post graduate)	R 4,700	R 2,700
Education, Nursing & Music related programmes	R 4,700	R 2,700
Diploma / Certificate programmes (excluding Education, Nursing & Music programmes)	R 3,300	R 2,100
BTECH, MTECH, DTECH & MBA programmes	R 3,300	R 2,100
RESIDENCES (Students at all campuses)	R 3,400	R 3,400
INTERNATIONAL STUDENTS	100% upfront	100% upfront

#### **DOWN-PAYMENT CONDITIONS**

- Postdated cheques in respect of down-payments are not accepted.
- 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.
- 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 the Faculty Officer, prior to registration, in order for Student Accounts to calculate the exact amount payable.
- **International students are required to pay all fees in full upfront.**

#### 5.4 Down-payment exemptions

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

- NSFAS successful candidates.
- Exchange students.
- Students with approved staff subsidy.
- Students qualifying for grants / bursaries where the NMMU is the fund administrator. 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.
- Sponsored students, provided that such letter meets the requirements of the NMMU and provided that:
  - (a) the sponsorship confirmation letter contains the student number;

- (b) the letter of authority is on an official company letterhead;
- (c) the letter of authority is addressed to the NMMU;
- (d) the letter of authority is signed by the employer;
- (e) the letter of authority specifies the employer's commitments;
- (f) the sponsorship is not subject to academic performance;
- (g) the letter of authority confirms sponsorship (the sponsor's confirmation of an application is not accepted);
- (h) the letter of authority (including bank loan confirmation letters) indicates that the payments will be made directly to the NMMU, not to the student;
- (i) e-mailed notification of sponsorship has attached to the email the confirmation letter on an official company letterhead;
- (j) 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.
- (k) the letter of authority is subject to the approval of the NMMU.

## 6. LATE ENROLMENT FEES / LATE AMENDMENTS

Students are required to enrol on the published registration dates. Enrolment and amendments after these dates will result in penalties as specified below.

### Late Enrolment

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).

- **It is the responsibility of students to validate their accounts for enrolment processing errors and/or omitted modules and inform their Faculty Administrator immediately.**
- 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).
- The NMMU cannot guarantee the delivery of academic registration documentation by the Post Office, therefore students should ascertain the date and time of an upcoming registration.
- Students registering for in-service/practical training modules are liable for late enrolment fee if more modules are registered simultaneously.
- Late enrolment fee is not applicable to International Study Abroad, Exchange and Internship students.

2011 LATE ENROLMENT LIABILITY			
QUALIFICATION ENROLMENT	BLOCK	DATE	AMOUNT
Year	00	After 12 February	R 430
Semester 1	01	After 12 February	R 430
Semester 2	02	After 22 July	R 430

- A student remains liable for the late enrolment fee in the event of a cancellation.
- Late enrolment fees raised will not be reversed on the grounds of not having received academic registration information sent by the NMMU.

### Late Addition Of Modules

- Enrolled students, who attend lectures without being registered for such module(s), will be required to pay the Change of Registration Details fee upfront if registration of these module(s) takes place after the official closing dates for registration as per the NMMU

Almanac.

- If the addition of modules takes place after the payment due dates of the respective module(s), the student will be required to pay upfront for the full cost of the module(s) as well as the Change of Registration Details fee.  
Refer to paragraph 33.

## 7. PAYMENT DATES

**A student shall not be allowed to enrol or add/change modules at any stage unless the financial obligations have been met in full.**

Accounts reflect various payment dates indicating the latest date by which the payment must reach the NMMU. These payment dates cannot be extended under any circumstances as the NMMU does not permit installment arrangements beyond the respective payment dates.

The NMMU uses the services of external debt collectors for the collection of overdue accounts and the student will be held liable for all costs incurred.

Not receiving an account does not relieve students of the obligation to pay by the payment dates.

Refer to paragraph 10 for payment defaulting implications.

**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, E1	30-Apr-2010
Year modules	00	20-Jun-2010
Semester 2 modules	02, E2	30-Sep-2010
Trimester 1 modules	08	30-Apr-2010
Trimester 2 modules	09	20-Jun-2010
Trimester 3 modules	10	30-Sep-2010
Term 6 modules	6	30-Apr-2010
Term 7 modules	7	30-Apr-2010
Term 8 modules	8	30-Sep-2010
Term 9 modules	9	30-Sep-2010
<b>RESIDENCE FEES</b>		
Residence registration fees		30-Apr-2010
Semester 1 residence fees	01	30-Apr-2010
Semester 2 residence fees	02	30-Sep-2010
<b>ENROLMENT FEE, RE-ASSESSMENT FEES</b>		
Enrolment fee Year	00	20-Jun-2010
Enrolment fee Semester 1	01	30-Apr-2010
Enrolment fee Semester 2	02	30-Sep-2010
January re-assessment exams		31-Jan-2010
July re-assessment exams		31-Aug-2010

## 8. PAYMENT METHODS

The student number is required at all times to ensure the correct allocation of payments made. The

NMMU accepts no responsibility for the incorrect allocation of payments received without valid student numbers. It is the responsibility of the student to verify the student number on the issued receipt. All payment documentation should be retained as proof of payment.

Methods of payment available are:

- Cashier Pay Points on the NMMU Campuses
- Credit Card payments - only Master, Visa Cards
- Debit Cards
- Postal and Money Orders
- Direct bank deposits
- Internet banking.

Please note that only bank stamped deposit slips to the NMMU's bank accounts and official NMMU receipts issued at the official NMMU Cashier Pay Points will be accepted as valid proof of payment. Future dated payments are not acceptable to the NMMU.

No claim may be instituted against the NMMU for payments sent by post that were not received by the NMMU, or received later than the deadline dates or for payments that were misappropriated due to the payer's neglect.

Direct bank payments transferred to an incorrect student account can only be re-allocated if the original proof of payment is presented to the NMMU and the payment are confirmed on the NMMU's bank statement.

Dye-stained notes will not be accepted by the NMMU.

**No receipts will be issued for payments received by mail or for payments made via the NMMU's bank account.**

- Cheques

All cheques, including ATM generated cheques, must be made payable to NELSON MANDELA METROPOLITAN UNIVERSITY or NMMU and be marked 'Not Transferable'.

Cheques presented to the NMMU with alterations are not acceptable.

A service levy applies in respect of cheques that are returned by the bank. Refer to paragraph 11.

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.

Postdated cheques are not acceptable.

- Credit and Debit Card payments

Telephonic requests for Credit Card payments are subject to the completion of a Credit Card Instruction form obtainable from the NMMU Cashiers. Upon receipt of the completed form, the transaction will be processed. Budget plan payments are acceptable.

No 'cash back' transactions are allowed on Debit or Credit Card payments.

Debit Cards can only be accepted if presented by the card holder.

- Postal and Money orders

Postal and Money Orders must be crossed and made payable to NELSON MANDELA METROPOLITAN UNIVERSITY or NMMU. 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 NMMU. The student number must also be included in the covering letter.

- Direct Bank Deposits and Internet Banking

It is important that you state your student number as your deposit reference on the deposit slip. This will allow the NMMU to associate your payment with your student account. The beneficiary must be the NMMU.

For Internet banking, kindly ensure that the bank details of the NMMU are captured correctly



and that the NMMU is indicated as the beneficiary.

Internet banking is at the payer's own risk.

Internet and direct bank deposit payments are only transferred to students' accounts after these payments are reflected on the NMMU's bank statement and if accompanied by a valid student number. The proof of payment for Internet payments **MUST** indicate that the transaction was successfully processed.

It remains the student's responsibility to ensure that sufficient time is allowed to ensure that the payment reaches the NMMU timeously.

Internet payments may take up to 4 business days to reflect on the NMMU's bank account.

International transactions may take longer than 4 days.

**If your payment is not properly recorded on your account, please inform the Student Account office immediately and present proof of the payment.**

## 9. BANKING DETAILS FOR STUDENT ACCOUNT PAYMENTS

Direct bank payments do NOT reflect immediately on your student account. Allow 4 working days for processing. International transactions may take longer than 4 days.

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

The following banking details will apply to all campuses of the NMMU for bank deposits and Internet payments in respect of student accounts:

### **NMMU BANKING DETAILS FOR STUDENT ACCOUNT & INTERNET PAYMENTS**

(All campuses, excluding International student payments)

Bank:	ABSA Bank
Branch:	Port Elizabeth
Branch code:	632 005
Account name:	NMMU
Account no:	404 – 879 – 3247
Reference:	<b>YOUR student number (very important)</b>
FAX payment receipt to:	041 504 2858

### **INTERNATIONAL STUDENT PAYMENTS**

(International Students making payments from a foreign country)

Bank:	ABSA Bank
Branch:	Port Elizabeth, SA
Branch code:	632 005
Account name:	Nelson Mandela Metropolitan University (NMMU)
Account no:	1640 – 000 – 046
Swift code:	ABSA ZAJJ 1640 000 046
Reference:	<b>YOUR student number (very important)</b>
FAX International student payment receipt to:	+27 41 504 1767

## 10. PAYMENT DEFAULTING

The NMMU applies the following policy for payments not made by the deadline dates as well as for cheques offered as payment to the NMMU and returned by the bank as not being honoured:

### **IMPLICATIONS FOR PAYMENT DEFAULTING**

- Withholding of study records for any fees not paid in full by payment dates.
- Withholding the student's examination results and/or diploma or degree certificates.

## 11. IMPLICATIONS FOR CHEQUES RETURNED BY THE BANK

A service levy of R 160 will be charged to the student's account for cheques offered as payment to the NMMU and returned by the bank for any of the following reasons:

- (a) Refer to Drawer, or
- (b) Payment Stopped.

Such cheques, irrespective of what the payment originally was for, will be debited to the student's account.

### **CONDITIONS FOR CHEQUES RETURNED BY THE BANK**

- If a cheque is not honoured, **ONLY** cash payments can be accepted in respect of all future payments made to the NMMU.
- The required cash payment replacing the unpaid cheque is payable immediately (within 14 days of the reversed transaction on the student account) and must include the service levy of R160.
- For a down-payment paid by cheque that is not honoured the student risks:
  - (a) the termination of his/her registration with immediate effect
  - (b) the eviction from the residence with immediate effect and
  - (c) the immediate referral of the account to external debt collectors.
- Students whose examination results are released after payment of the account with a cheque that is not honoured will result in immediate referral to NMMU's external debt collectors without prior notification.

## 12. CANCELLATIONS

Students who want to terminate their studies at the NMMU must do so via written notification to the Registrar. Telephonic or verbal cancellations cannot be accepted. Residence cancellations must be directed to the Student Housing department.

If the qualification enrolment is cancelled before 03 March (January registration) or 30 July (second semester qualification registrations), a cancellation fee of R300 is levied.

Students remain liable for the enrolment fee and late registration fee (where applicable).

### **CANCELLATION CONDITIONS**

- Only written cancellations directed to and received by the Faculty and/or Student Records section will be valid.
- The cancellation instruction must be dated and signed by the student.
- The date on which the NMMU receives the cancellation will be deemed as the official cancellation date, not the date of the cancellation letter as such.
- **Students will not qualify for any credit should they neglect to submit a cancellation by the stipulated deadline dates.**
- In the event of a faxed cancellation instruction, the facsimile's receiving date is regarded as the actual cancellation date. The sender should confirm the receipt of the fax telephonically. The sender is advised to retain the transmission confirmation slip for future reference.
- 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.
- For students excluded from any course or module as a result of unsatisfactory academic progress or misconduct as stipulated by the NMMU's rules and regulations, the cancellation credits listed below will apply.
- Students who have discovered that they have no aptitude for the particular course they enrolled for, or who have misdirected themselves in respect of their course of study, will only qualify for credit if cancellation takes place within the dates stipulated.
- **Should a student fail to attend classes and neglect to submit a written cancellation before the deadline dates the student will be liable for payment of fees for all registered modules.**
- After the termination of studies by a student the full outstanding balance will immediately become due and payable and the NMMU will exercise the right to take the necessary steps to recover the full outstanding balance.
- 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.

Special considerations for cancellation credit (subject to the NMMU's approval):

- Medical unfitness. A full report from a medical practitioner with regard to the medical condition is required.
- Death of the student. A certified copy of the death certificate is required.

### 2011 TUITION FEES CANCELLATION DATES AND LIABILITY

PERIOD	BLOCK	START DATE	END DATE	LIABILITY %
Year	00	01-Jan	02-Mar	0
	00	03-Mar	01-Aug	50
	00	02-Aug	31-Dec	100
Semester 1	01	01-Jan	02-Mar	0
	01	03-Mar	11-Apr	50
	01	12-Apr	31-Dec	100
Semester 2	02	01-Jan	01-Aug	0
	02	02-Aug	21-Sep	50
	02	22-Sep	31-Dec	100
Trimester 1	08	01-Jan	02-Mar	0
	08	03-Mar	16-Mar	50
	08	17-Mar	31-Dec	100
Trimester 2	09	01-Jan	27-May	0
	09	28-May	10-Jun	50
	09	11-Jun	31-Dec	100
Trimester 3	10	01-Jan	02-Sep	0
	10	03-Sep	16-Sep	50
	10	17-Sep	31-Dec	100
Term 1	6	01-Jan	02-Mar	0
	6	03-Mar	31-Dec	100
Term 2	7	01-Jan	11-Apr	0
	7	12-Apr	31-Dec	100
Term 3	8	01-Jan	01-Aug	0
	8	02-Aug	31-Dec	100
Term 4	9	01-Jan	21-Sep	0
	9	22-Sep	31-Dec	100

### 13. INTEREST ON OVERDUE ACCOUNTS

Interest at prime rate is charged on payments in arrears and is calculated monthly on the overdue amounts on the day of calculation.

Sponsored students and NMMU bursary candidates will be liable for interest on any shortfall not

covered by the bursary and not paid by the due dates. Students are advised to ☎ +27 41 504 9000 to confirm the latest balance owed to ensure that the payment covers the full outstanding amount.

#### 14. SELF- SERVICE ACCESS TO ACCOUNTS

The NMMU 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.

**Non-receipt of an account does not relieve the student of the obligation to pay.**

Students have 24/7 access to their accounts or balances.

#### SELF-SERVICE ENQUIRY FACILITIES

##### **Student Enquiry System (KIOSK):**

Students at all the Port Elizabeth Campuses can print their own statements at the information kiosks

##### **IVR (Interactive voice recording) ☎ +27 41 504 9000:**

The facility can only handle 24 calls simultaneously. The available options are:

##### Request a faxed copy of the statement

Select option 2, key in the student number # date of birth ddmmyyy # and follow the voice prompts. Enter the area code and fax number # 1. The fax will be sent shortly thereafter.

##### Balance Enquiry

Select option 2, key in the student number # date of birth ddmmyyy # and follow the voice prompts where after the account balance will be quoted. Account balances quoted to students will only include transactions up to the time of the enquiry.

#### 15. RESIDENCE FEES

##### 15.1 Residence down-payments

The tuition and the residence down-payments are both payable before registration.

All outstanding debt must be settled before the down-payments can be paid.

The residence down-payment is the first advance payment towards residence fees. The residence fee is raised on the account when the student registers for occupancy of the room.

**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.**

Residence registration is subject to the academic enrolment of a student.

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.

Post-dated cheques in respect of down-payments are not acceptable.

All International students are required to pay a R2000 Accommodation Acceptance Deposit in order to secure their accommodation bookings.

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**

Breakage deposits	Student Village 1-6	R	660.00	Once off	Before registration
	Student Village 7	R	550.00	Once off	Before registration
	Sanlam Village	R	430.00	Once off	Before registration
	All other residences	R	320.00	Once off	Before registration
	Off-campus	1 month's rental		Once off	Before registration
Registration Fees	All residences	R	370.00	Annually	Debited to account

#### 15.2 Residence breakage deposits

Applications for admission to a residence must be accompanied by a residence breakage deposit payment.

The residence breakage deposit will be retained as a deposit against damage to NMMU property and as a guarantee of the acceptance of reserved accommodation.

If the reserved accommodation is not taken up, the residence breakage deposit is non-refundable. In cases where the claims/breakages exceed the deposit paid, the balance of the claim/breakage will be recovered from or charged to the student's fee account.

The residence breakage deposit is refundable upon written application by the student within one year after having finally left the residence and on condition that the student account has been settled in full.

#### 15.3 Down-payment exemptions

The following students are exempted from paying the residence down-payment, provided that the outstanding debt is fully settled before registration:

- Sponsored students where the sponsor's commitment covers accommodation fee
- NSFAS successful candidates
- NMMU 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

Students staying in any of the NMMU residences are liable for a residence registration fee. The fee is debited to the student's account and is payable every year. The payment date for residence registration fees is 30 April and 30 September for new second semester intakes. Residence registration fee is not refundable under any circumstances. A student remains liable for the registration fee in the event of residence cancellation.

#### 15.5 Re-admittance residence conditions

The residence selection is subject to the academic performance of students.

Only full-time students with formal studies can apply.

Residence fees for the period January to June (semester 1) must be fully paid by 30 April.

Residence fees for the period July to November (semester 2) must be fully paid by 30 September.

**Students with outstanding semester 1 residence fees will not be re-admitted into residence until this debt is settled.**

#### 15.6 Fees per Residence

Upon registration, residence fees are raised per semester for the full academic period.

Registration changes are dependent on the previous semester's residence fees being paid in full.

Residence fees cover only the academic semesters and exclude all recess periods.

Students are responsible for their own laundry.

Residence fees do not include a provision for meals.

Late occupancy credit will only be considered on confirmation from the Student Housing Management provided that the room was not reserved for the student and that all required down-payments and deposits have been paid.

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.

Residence fees for International students are payable in advance prior to the commencement of the respective semesters.

[ 2011 RESIDENCE FEES ]

RESIDENCE NAME	UNIT	PER ANNUM	PER SEMESTER
VERITAS, MELODI, XANADU	Single Room	R 12,000	R 6,000
	Double Room	R 11,000	R 5,500
UNITAS	Single Room (small)	R 11,240	R 5,620
	Single Room (large)	R 12,000	R 6,000
OCEANA, LEBOMBO, LETABA, GEORGE	Single Room	R 15,900	R 7,950
	Double Room	R 14,040	R 7,020
SANLAM VILLAGE	Single Shared Unit (small)	R 17,180	R 8,590
	Single Shared Unit (large)	R 17,800	R 8,900
	Single (small)	R 20,300	R 10,150
	Single (large)	R 21,380	R 10,690
POST GRADUATE VILLAGE	Ex-Guest quarters	R 15,000	R 7,500
	Student Village - 1 bedroom	R 25,600	R 12,800
	Student Village - 2 bedroom	R 23,420	R 11,710
	Student Village - 3 bedroom	R 21,700	R 10,850

15.7 Off-campus accommodation

NMMU has officially contracted external service providers for off-campus accommodation, e.g. Laboria, South Point, etc. to house NSFAS loan students, provided that they comply with the selection for off-campus accommodation by Student Housing and Financial Aid.

The following rates will apply for 2011:

LABORIA R 1,560.00 per month (double room)  
SOUTH POINT R 1,650.00 per month (double room).

15.8 Vacation accommodation

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**.

15.9 Residence cancellations / room changes

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

For residence cancellations during the course of a month, students will be liable for the remainder of that month's residence fees of the vacated room.

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.

15.10 Residence Regulations

- Contravening residence regulations may result in expulsion. Offenders may summarily be suspended from the NMMU and/or residence pending the holding and outcome of a formal disciplinary hearing.
- **Squatting and sub-letting will, under no circumstances, be permitted in residences.**
- **No alcoholic beverages or narcotics may be brought into the residences.**

- No resident may bring firearms or other dangerous articles into a residence without written permission from the Vice-Chancellor.
- The NMMU does not insure the personal property of students in residence therefore students need to arrange their own insurance cover.
- Cooking in rooms in non self-catering residences is strictly prohibited.

## 16. MEALS

The residence accommodation tariffs indicated in paragraph 15 do not include the provision of meals.

This are charged for separately as an independent service provider provides the catering services on behalf of the NMMU.

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 NMMU Cashiers.**

The costs of meals ordered by students are deducted from the credit balance of their meal accounts.

The cost of meals is based on a standard menu of 3 meals per day. Any items ordered additionally is payable in addition to the standard price.

The estimated cost of 100% of standard meals for 2011 amounts to R14 405.00 (VAT inclusive). This figure is provided as a guideline and **excludes any snack and soft drinks** and is based on 257 academic days for 2011 (which includes weekends and public holidays, but excludes recess periods).

The following estimated meal costs for the Meal of the Day will be applicable for 2011 (VAT inclusive):

MEAL OF THE DAY	STANDARD MEAL	ECONOMY MEAL
Breakfast	R 13.10	R 9.60
Lunch	R 19.00	R 15.30
Supper	R 23.95	R 19.10
<b>Total</b>	<b>R 56.05</b>	<b>R 44.00</b>

**Unused meal credits are transferred to the student's fee account at year-end.**

**For further information / enquiries regarding the meal management system, please contact:**

Meal Management System Administrator

Ms Angela Calitz

K-Project Room 112

North Campus

Port Elizabeth.

Enquiries: +27 41 504 3341.

Email: mms@nmmu.ac.za

## 17. STUDENT SPONSORSHIPS

A letter of authority on an official company letterhead is required prior to registration when a sponsor grants financial assistance in respect of student fees. The letter of authority confirming the sponsorship amount is subject to the approval of the NMMU.

Sponsored students will be exempted from the down-payments, provided that such letter meets the requirements of the NMMU and provided that:



- a) the sponsorship confirmation letter contains the student number;
- b) the letter of authority is on an official company letterhead;
- c) the letter of authority is addressed to the NMMU;
- d) the letter of authority is signed by the employer;
- e) the letter of authority specifies the employer's commitments;
- f) the sponsorship is not subject to academic performance;
- g) the letter of authority confirms sponsorship (the sponsor's confirmation of an application is not accepted);
- h) the letter of authority (including bank loan confirmation letters) indicates that the payments will be made directly to the NMMU, not to the student;
- i) e-mailed notification of sponsorship has attached to the email the confirmation letter on an official company letterhead;
- j) 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.

### **SPONSORSHIP CONDITIONS**

- Re-registration is subject to the full settlement of the account balance prior to registration and no extension for payment will be granted.
- **As the official contract (NMMU Student Application form) signed by the student is between the NMMU 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.**
- Statements will be sent to both sponsors and students, provided that the student's account address is not similar to that of the sponsor.
- Transactions excluded from the sponsorship will be the responsibility of the student and is payable by the deadline dates.
- Communication between the student and the sponsor is essential to ensure that the account is paid in time.
- 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.
- Written consent of the sponsor is required in the event of an overpayment before an application for a refund in the name of the student can be considered. No refunds will be made available to students unless the account has been fully settled and reflects a credit balance.
- Monthly allowances / cheques / refunds to students will not be accommodated.
- Correspondence and payments in respect of book allowances should be dealt with directly with the bookshop and not via the NMMU.

## **18. BOOKSHOP CONTACT DETAILS**

Only tuition and residence fees can be charged to the student account. Quotations for books must be obtained from Van Schaik Bookstore and invoices must be paid directly to them.

Correspondence and payments in respect of book allowances should be dealt directly with the bookshop and not the NMMU.

## **VAN SCHAIK BOOKSTORES CONTACT DETAILS**

CAMPUS	ADDRESS	CONTACT
S/Strand South / North	Sanlam Student Village	Tel: +27 41 583 3171
	PO Box 20062	Fax: +27 41 583 2418
	Humewood	Email: vspe@vanschaik.com
	Port Elizabeth 6013	
2nd Avenue	PO Box 20062	Tel: +27 41 583 3171
	Humewood	Fax: +27 41 583 2418
	Port Elizabeth	Email: vspe@vanschaik.com
	6013	
Missionvale	PO Box 20062	Tel: +27 41 504 1103
	Humewood	Fax: +27 41 583 2418
	Port Elizabeth	
	6013	
George (Saasveld)	Private Bag X6531	Tel: +27 44 801 5088
	George	Fax: +27 44 801 5031
	6530	

## 19. MASTERS & DOCTORATE DEGREES

- 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.
- The renewal of registration must take place in terms of the dates stipulated in the NMMU Almanac.
- The registration of the research paper can be cancelled should a student neglect to register for the research dissertation during any year before the prescribed date.
- 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.
- The continuation fees for Masters and Doctorate degrees are based on the type of programme enrolled for, i.e. full research or course work.
- Accounts are payable according to the Payment Deadlines paragraph in this guide. Irrespective of the date of enrolment, Masters' and Doctorate fees are payable 20 June of the year of enrolment.
- Masters' and Doctorate registrations are excluded from late enrolment fees. MBA programmes are not exempted from late enrolment fees.
- For the degree to be awarded at graduation, the treatise / dissertation / thesis must be submitted by the stipulated date as per the NMMU Almanac.
- 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.
- The funds of the NMMU Postgraduate Research Scholarships are released per semester and are subject to the required acceptance of scholarship conditions been signed and progress reports submitted as per dates advertised by RCD. Refunds can only be considered if the student account balance is in credit.

## 20. INTERNATIONAL STUDENTS

International students are required to pay all their fees before registration.

International students are classified as SADC (South African Developing Countries) or Non-SADC students. Refer to paragraph 3.

**A new applicant who has been admitted for 2011 must pay an acceptance deposit of R2 400.** After the registration process has been completed, a credit for this amount will be posted

to his/her student fee account. Applicants that do not subsequently register will forfeit this deposit. In the event of cancellations, the students remain liable for the enrolment fee, late enrolment fee (if applicable) as well as the International student administrative fee. 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	Acceptance Deposit	Enrolment Fee	Foreign Admin Fee	Study Abroad Admin Fee	Foreign Tuition Fee	Module Fee
All new applicants		R 2,400					
SADC students	Y2	-	R 470	R 3,560		-	SA Fees
Non-SADC students	Y1	-	R 470	R 3,560		R 15,800	SA Fees
English (semester 1)	R 3	-	R 470	R 1,780		R 15,300	-
English (semester 2)	R 4	-	R 470	R 1,780		R 15,300	-
Study Abroad (per semester)	Y4,Y5	-	R 470	-	R 3,750	R 7,900	SA Fees
Exchange students	Y7	-	R 470	R 3,750		-	SA Fees
Interns	Y6	-	R 470	R 3,750		-	-
Masters & Doctorates	Y8	-	R 470	R 3,950		-	SA Fees
MBA (Non SADC)	X1	-	R 470	R 3,560		R 15,800	SA Fees
MBA (SADC)	X2	-	R 470	R 3,560	-	-	
Post Doctorates	Y9	-	R 470	-		-	-
Short stay (less than 3 months)	Y3	-	R 470	-		-	SA Fees

## 21. FAMILY REBATES ON TUITION FEES

Students from the same biological parents where three or more dependent children are **concurrently** registered **full-time** at the NMMU for the same academic year can apply for a rebate on tuition fees.

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.

The rebate is only applicable to active modules therefore module cancellations/enrolment changes executed during the academic period will affect the allocated rebate of the beneficiary/ies.

**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).**

An Application for a Family Rebate on Tuition Fees form must be completed at the beginning of each academic period and must be supported by the following documentation:

- ID documents of all the respective children studying at the NMMU;
- ID documents of both the parents of the students;
- Academic records of the students (will be provided by the NMMU).

**This concession is not applicable to International students.**

The University retains the right to withdraw or amend this benefit at any time after due process and with due reason.

## 22. PROSPECTIVE GRADUATES

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. In the event of degree/diploma certificates having to be mailed, an absentia fee is payable. Refer to paragraph 33. 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

Refunds can only be requested in the case of an overpayment on the student's account if the account reflects a credit balance. The year-end closing date for refund requests is 2 December 2011. Refunds will only be approved by the NMMU provided that no payment is in arrears.

### Refund Conditions

A copy of the bank deposit slip is required for payments made via the NMMU's bank account. The payment must be matched to the NMMU's bank statement.

**Down-payments made by students themselves can only be refunded to the student after payment from their sponsor is received, provided that the amount claimed does not exceed the available credit on the account.**

**For payments made by parties other than the student, written consent from the payer is required before the refund request can be considered.**

A request for a refund must be in writing and / or signed by the applicant and must indicate a forwarding address. A minimum of 3 days is required for processing.

### Cheque refunds

Cheque payments (excluding bank guaranteed payments) are subject to a 21-day clearance period before a refund application can be processed.

All refund cheques issued by the NMMU are not transferable and cannot be exchanged for cash. The cheque must be paid into the bank account of the beneficiary.

**A levy of R60 is payable if a 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.**

### EFT refunds

Electronic fund transfers (EFT) are available to students provided that a bank account record exists at the NMMU for the student.

The designated 'Bank Account Record' form 'must be completed. The bank details must be confirmed by means of a stamp by your banker. Faxed or emailed documents will not be accepted.

EFT refunds will only be available for payments to the student's own personal bank account.

## 24. ACCOUNT INFORMATION

All account related matters to be referred **ONLY** to the Student Accounts Section, **except for the International Office that handles all International student matters.**

- Students must verify transactions on their accounts to ensure that all registered modules are reflected correctly. Omitted modules and account discrepancies must be reported immediately.
- The NMMU must be informed in writing within 14 days of any address changes. Students are advised to validate their address records at the Admissions office / Student Records section or via the NMMU Student Portal.
- **Statements sent by the NMMU will be deemed received by the student and to be correct unless errors are reported within a 30-day period from date of statement.**
- **NMMU Council determines the conditions for the payment of fees, therefore extension of the payment date for settlement of the account cannot be granted on the grounds of not having received a statement or for modules registered after the payment dates.**

- It is the responsibility of the student to make enquiries at the Student Accounts office and/or request a statement should he/she not have received a statement within 60 days of registration.
- The NMMU is not responsible for the delivery of the accounts and not receiving an account does not relieve students of the obligation to pay by the payment dates. Should you not receive your accounts, the Self-service enquiry system at ☎ +27 41 504 9000 can be contacted to ascertain the amount owing and/or request a faxed copy of the statement.
- For assistance the office number ☎ +27 41 504 4364 can be contacted.
- Statements and other communiqué could be E-mailed to the student's NMMU E-mail address.
- 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.
- With the exception of NSFAS students, study materials provided by the NMMU can only be charged to the student account if the account reflects a credit balance. No charges other than the aforementioned enrolment, tuition, late enrolment, re-assessment, residence, residence registration fees, disciplinary fines and society membership will be levied on a student account.
- Services provided by independent contractors and/or third parties will not be charged to the student accounts.
- 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.

#### SELF-SERVICE STUDENT ACCOUNT BALANCE ENQUIRIES

☎ +27 41 504 9000, Select option 2  
Key in Student Number # date of birth ddmmyyyy #, then follow the voice prompts

## 25. AVAILABILITY OF ACCOUNTS / CERTIFICATE OF REGISTRATION

The respective payment dates indicate the dates on which amounts are fully payable.

- Certificate of Registration  
The document is issued at the registration venue or on request at the Faculty and/or Student Records section. It is only a confirmation of the modules / qualification registered for and an indication of the cost per module. **It is NOT an account and does not reflect all financial transactions of your student account.** Students should check this document for registration errors. Modules listed with exam dates but without fee values, are incorrect and should be reported to Student Accounts immediately. The document can be requested via the 24/7 Self-service facility at ☎ +27 41 504 9000.
- First semester and year registrations  
Account statements are mailed to the student's account address in March for accounts payable 30 April and in May for accounts payable 20 June.
- Second semester registrations  
Account statements are mailed to the student's account address in August for accounts payable 30 September.
- SPONSOR – Sponsor's address details (if applicable) are recorded separately. The student's account address should therefore not be the same as that of the sponsor. The NMMU sends two statements, i.e. one to the sponsor's/employer's address and a copy directed to the student's account address. It is important that the student at all times is informed of his/her account status to validate registration details for omitted or erroneous subjects, non-payment by sponsors/employers, etc. If the account address of the student is the same as the sponsor's address, both copies will go to the sponsor.

## 26. EDU-LOAN ACCOUNTS

Registration of Edu-Loan students is subject to an official confirmation of the approved loan,

provided that the loan amount covers the outstanding balance (if applicable) and the down-payment.

**Edu-Loan students will not be permitted to receive their results or graduate until the Edu-Loan payments reflect on their student accounts, clearing any overdue payment agreements.**

No refunds in respect of Edu-Loan payments may be made to any student without written approval of Edu-Loan Head Office. Refunds to Edu-Loan can only be approved for accounts in credit.

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 Edu-Loan.

Prosecuted accounts can be withdrawn provided that the approved loan amount covers the full balance, inclusive of costs.

## 27. BURSARIES, LOANS AND AWARDS

Students need to do proper financial planning and explore all available financial avenues before embarking on their studies. Students should also apply for bursaries from sources outside the NMMU.

The NMMU offers various types of financial assistance to full-time students, namely:

- Bursaries administered by the NMMU using funds provided by donors or trustees.
- Bursaries and study loans administered by other organizations, to which applications must be directed.
- NSFAS loans (National Student Financial Aid Scheme).
- The NMMU also awards merit bursaries based on academic performance, for which no application is required.

Academically deserving and financially needy students have the opportunity to apply for a NSFAS loan through the NMMU. Part of the loan can be converted into a bursary, subject to academic results.

Students applying to NMMU for financial assistance should not assume that the application will be successful, as the number of applications received far exceeds the available loans / bursaries / awards.

Awaiting the outcome of an application does not relieve a student of the obligation to pay their registration down-payments or settle their debt by the respective payment dates.

The loan amount will be determined according to the family's financial need, using a means test.

These loans may or may not cover tuition fees in full. NMMU administered bursaries/loans will firstly be used to cover any outstanding financial commitments on the student's fee account.

**Transactions not covered by the loan will be the responsibility of the student and is payable by the normal deadline dates. It is the responsibility of a student and in his/her own interest to validate his/her student account detail for erroneous / omitted module/s or other fees not raised and to immediately report it to Financial Aid. If additional funding is approved, confirmation thereof must be presented to Student Accounts for registration clearance.**

### 27.1 Financial aid applications

Direct all financial aid enquiries to: Manager, Financial Aid, PO Box 77000, Port Elizabeth, 6031 or ☎ +27 41 504 3182 / 2550.

### 27.2 Information with regard to financial assistance

A bursaries brochure is on the NMMU website which is periodically updated.

Application forms and further information can be obtained from the Financial Aid office at the NMMU or at the address as indicated in the brochure.

### 27.3 Financial Aid Applications / Conditions

- Only South African citizens may apply for NMMU financial assistance.
- Only NMMU students or prospective NMMU students may apply through the NMMU Financial Aid office.
- Applications for financial assistance from funds administered by the NMMU must be made on a designated form and further information can be obtained from the Financial Aid offices.

- Ensure that the application is correctly completed in order to avoid any delays when the application is processed. Faxed application forms will not be accepted.
- Completed application forms must be accompanied by all the supporting documents, e.g. payslips as proof of income and must be submitted to the Financial Aid office.
- The original certificates and copies must be certified at a Police Station or Post Office.
- The NMMU will acknowledge receipt of the application form.
- Students should retain the acknowledgement receipt. For application forms sent via mail, students should keep a copy of the application form and the details of the date of mailing it to the NMMU.
- The acknowledgement that the application has been received by the NMMU does NOT imply that the student will qualify or receive a bursary / NSFAS loan.
- The Financial Aid Committee of the NMMU determines the successful candidates after the exam results become available in December or June. Applicants will thereafter be informed of the outcome by post.
- Individual students may only receive one award during a given year/semester and the award is only valid for that particular period.
- Bursaries/Loans are awarded for one academic year only. Students must re-apply every year BEFORE the closing dates in the year prior to study.
- NSFAS loan allocations that exceed the respective fees raised are not refundable to the student.

#### 27.4 NMMU administered bursaries and loans

Recipients of NMMU administered bursaries and loans are exempted from paying down-payments, provided that:

- a) written confirmation of financial assistance is received prior to registration
- b) that the amount exceeds the required down-payment
- c) that the previous year's fees have been paid in full and
- d) that the application was made before the closing date.

**The cancellation of studies/modules will result in the reversal of the bursary allocations and the student will be liable for the entire account balance.**

Refunding of credit balances are subject to confirmation by the fund administrators.

**International students who have been awarded bursaries are still liable to pay their fees in full prior to registration. When the bursary has been paid they will be entitled to the refund on their account on condition that this is approved by the Bursar.**

#### 27.5 NMMU tuition fee bursaries

Tuition fee bursaries granted by the NMMU apply only to the first enrolment of a module and only to formal subsidized studies undertaken at the NMMU.

The cancellation of studies will result in the cancellation of the bursary and the student will be liable for the entire account balance.

Module cancellations will result in the reversal of the bursary for the cancelled module.

NMMU bursaries are for tuition fees only and all other fees remain due and payable by the student. If the NMMU bursary is less than the required down-payment, the student will be expected to make up the difference before registration.

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

The services are provided to all registered students at the NMMU by the Information Communication Technology (ICT) department and are subject to the relevant rules and regulations as set out at <http://intranet.nmmu.ac.za/policies/>

Access to all services provided will be controlled by a username and password.

### 28.1 E-mail

Each student will automatically be issued with a username that will consist of an appropriate dedicated pre-fix followed by the student number, e.g. s20010203.

The initial password for all services will be printed on the confirmation of registration form issued during registration.

Please note that all alphabetical characters are in lower case.

The login address for E-mail is e.g. s20010203@live.nmmu.ac.za

Student Account information will be e-mailed to this address.

### 28.2 Internet access

The Web address is <http://portal.nmmu.ac.za>

Follow the links under My Stuff. Information on the Internet quota system, costs and access to account billing, e.g. to query the available credit, can be found on the Student Portal.

#### **INTERNET BILLING SYSTEM**

- The NMMU grants students a daily, non-refundable credit for Internet access that will accumulate to a maximum amount.
- Overuse of this quota will be reduced by the daily amount until there is a credit available again. Any usage beyond the free quota works on a Pay-As-You-Go basis, payable in advance, with a minimum amount of R20 to be purchased at a time.
- Internet access billing cannot be charged to the student account.
- The Cashier will require the student number to issue a receipt for the payment
- Credits for additional Internet access can be purchased from the NMMU Cashiers.
- Internet account balances should be checked on the Account Information page before purchasing credit as any payment already entered into the billing system is not refundable.
- The credit will automatically activate the student's Internet access account. If the credit is not activated, the student must produce the receipt as proof of payment at the ICT Helpdesk office to enable the manual crediting of his/her Internet access account.
- When the usage exceeds the amount purchased, the access to the Internet will be restricted to a low priority access level.

### 28.3 Printing and Copying

Students in general pay for printing and copying services against prepaid credits.

All NMMU printing and copying services (except the Library services) are managed with a single system called PCounter.

PCounter credits may be used for copying, printing or scanning on any student imaging facilities across all campuses. Certain laboratories are equipped with colour copy and print facilities as well as black and white copy and print facilities.

At registration students will be allocated with printing credits to the value of R30. Additional printing credits can be purchased (minimum amount applies) from the NMMU Cashiers on the various campuses. Such printing credits are automatically adjusted. Should this not happen, the receipt must be taken to the Lab Coordinator to have the printing credits manually updated.

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.

#### Library copy and print services

The Libraries' printing and copying services are currently outsourced to Xerox and to use these facilities, students will need to maintain a **separate** pre-paid credit with them.

Copy credits can be purchased by depositing money into cash acceptors in the libraries from where the student's copy credits are automatically adjusted by the amount deposited.

An amount of R100 will be reserved as available copying credit for the following year and the remaining balance of unused credits will be transferred to the student's fee account at year-end.

## 29. **STUDENT SOCIETIES**

Membership to societies is not compulsory. The membership fees vary and upon application, society subscription fees are charged to students' accounts. 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. Payment dates will not be extended for late entries charged to the student account after these dates.

International students are required to pay society fees directly into the society account and may



only debit their student account if this is done before 30 April.

### 30. NMMU EQUIPMENT FOR USE OFF-CAMPUS

In all instances where a student of the NMMU borrows equipment belonging to the NMMU 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 NMMU of any defect forthwith upon receipt of the equipment.

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 NMMU in the same condition in which it was at the date of taking the equipment into his/her possession.

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.

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 NMMU. The replacement costs will be recovered via the student's fees account.

### 31. SERVICE HOURS (Weekdays only)

CAMPUS	OFFICE	HOURS	LUNCH	CLOSED	RECESS
NORTH	Cashier	08:30 - 16:00	Open		Open
	Accounts	08:30 - 16:00	Open		Open
SOUTH	Cashier	08:30 - 16:00	Open		Open
	Accounts	08:30 - 16:00	Open		Open
2ND 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
SAASVELD	Cashier	08:30 - 16:00	Open		Open
	Accounts	08:30 - 16:00	Closed	13:00 - 13:45	Closed

### 32. DEPARTMENT OF MUSIC – PRE-TERTIARY DEPARTMENT

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

General conditions apply with regard to payment methods and payment default implications.

If a student wishes to discontinue lessons, he/she must give written notice of such intention to the Head of the Department of Music.

Students shall be liable for fees up to the end of the semester in which such written notice is received.

All correspondence regarding part-time students, scholars and concerts should be addressed to: The Head, Department of Music, PO Box 77000, NMMU, Port Elizabeth, 6031.

#### Fees Payable For The Pre-Tertiary Music Section

Lesson duration 30 minutes	R 1 000
Lesson duration 45 minutes	R 1 200
Lesson duration 60 minutes	R 1 500
Lesson duration 60 minute group tuition	R 400
Hire of instruments per semester	R 400

### 33. SUNDRY FEES

Sundry fees refer to fees other than tuition and residence fees.

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.

2011 SUNDRY FEES			
1	Absentia Fee	In the event of graduates' diplomas / degree certificates having to be mailed, an absentia fee is payable	R 140.00
2	Academic Records (Collected)	A fee is charged for academic records collected in person	R 60.00
3	Academic Records (Mailed and Faxed)	A fee is charged for academic records mailed or faxed	R 90.00
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	Cancellation of Studies	A fee is levied for enrolment cancellations before the cancellation credits become effective, i.e. 02 March (1st Semester/Year) and 29 July (2nd Semester). Refer to paragraph 12	R 300.00
6	Change of Registration Details	A student may be permitted to change registration details of the current academic year after the closing dates for registration changes, but it is subject to payment of the Change of Registration Details fee. This fee is payable per action	R 250.00
7	Cheques Returned by the Bank	A service levy is payable and charged to the student's account for cheques offered as payment to the NMMU and returned by the bank for any of the following reasons: (a) Refer to Drawer) and (b) Payment Stopped. Refer to paragraph 11	R 160.00
8	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 200.00
9	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 380.00
10	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. Requests for duplicate certificates will only be considered if the student account has been settled in full	R 320.00
11	Enrolment Fees	Enrolment fees shall be debited to students' accounts upon registration and are payable every year of registration (refer to paragraph 5.2)	R 470.00
12	Exemption Fees / Study Elsewhere Fees (Recognition of prior learning)	Students apply at the faculty concerned for the exemption of modules <u>studied elsewhere</u> . Requests for exemptions will only be considered if the student account is not in arrears. Study Elsewhere / Exemption fees are payable at application for exemption and are not refundable under any circumstances. <b>In the case of International students, the International Administration fee is also payable if the student is studying in S.A., i.e. has a valid study permit</b>	R 520.00

13	Exit-Level Certificates	Various exit level certificates can be issued if a student does not wish to continue with the qualification	R 150.00
14	Laboratory Deposits (maximum per Module)	Students using laboratories and/or specialised 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. Laboratory deposits are levied for certain modules in the Departments of Biochemistry, Botany, Chemistry, Microbiology, Pharmacy, Physics, Zoology and Electrical Engineering	R 310.00
15	Late Enrolment Fees	A penalty is payable for enrolments outside the formal registration periods as per the NMMU Almanac. Refer to paragraph 6	R 430.00
16	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
17	Key or Student Card Replacement	A fee is charged for every replacement card or key	R 80.00
18	Re-Assessment (re-exam)	The fee per module will be debited to the student's account after the re-assessment (re-exam) has been written, (e.g. second exam for same module in same exam period). Payment dates for the re-assessment exams are 31 January (R200 per module) and 31 August (R230 per module) respectively.	R 230.00
19	Refund cancellation fee	A levy of R60 is payable if a 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.	R 60.00
19	Registration for Examination Purposes Only	Students exempted from class attendance or students repeating modules pay the full fees prescribed for the modules concerned	Cost of Module
20	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 NMMU may incur in connection with the posting or the transportation of moderators from outside Port Elizabeth to re-mark the scripts	R 220.00
21	Residence Registration Fees	Students staying in any of the NMMU residences are liable for a residence registration fee. Refer to paragraph 15.4	R 370.00
22	Writing of Examination at Non-NMMU Venues	Students who write their examinations at an approved centre other than NMMU venues, are liable for a fee per module, per examination	R 350.00