



Directory of Student Support (Science Faculty, UCT)



EMERGENCIES	
CPS	<ul style="list-style-type: none">• Campus Protection Services 24 hours 080 650 2222 (toll-free); 021 650 2222/3
Medical	<ul style="list-style-type: none">• CPS 080 650 2222 (to contact the UCT-contracted ambulance service)• SWS hotline 021 650 1020 (8h30-16h00); 021 650 1271 (after hours)
Mental Health	<ul style="list-style-type: none">• CPS 080 650 2222 (for psychiatric admission to Groote Schuur Hospital)• SWS hotline 021 650 1020 (8h30-16h00); 021 650 1271 (after hours)• UCT SADAG Student Careline 0800 24 25 26 (or SMS 31393 for call back) 24/7
Police	<ul style="list-style-type: none">• Police: Mowbray 021 6809580; Rondebosch 021 6857345 (nos. on student & staff cards)• GSCID (Groote Schuur Community Improvement District) Control Room 078 459 6598
Sexual Assault	<ul style="list-style-type: none">• OIC hotline 021 650 3530 or 072 393 7824 (on student/staff card – but incorrect on some older cards) https://uct.ac.za/oic/survivor-support
GENERAL	
Information	<ul style="list-style-type: none">• Any questions: SciCares@UCT.ac.za & UCT Chatbot (WhatsApp 087 240 6965 or on UCT website)• Amathuba: ‘Science Undergraduate’ (for BSc students) & ‘Science Postgraduate’ (for science p/g students) sites have useful info & links.• Questions re admin processes: Science Faculty office sci-science@uct.ac.za
Advice & referral	<ul style="list-style-type: none">• Student Development Officer Mohammed.Kajee@uct.ac.za 065 884 2265 Hahn 6.36 walk-in or by appointment.
Students in need	<ul style="list-style-type: none">• UCT Food Programme: register with nolindo.wabani@uct.ac.za• Emergency funding (e.g. for transport to family funeral): student should contact Mohammed.Kajee@uct.ac.za.• Missing in action: ask Mohammed.Kajee@uct.ac.za to follow up
International Students	<ul style="list-style-type: none">• Visa issues or other queries: IAPO@uct.ac.za or 021 650 2822 <p>All students from outside South Africa should be on the IAPO (International Academic Programmes Office) Amathuba site to receive emails about events & support.</p>
IT support	<ul style="list-style-type: none">• Help with devices (incl. cell-phones): ICTS front office (Comp Sci building, easiest to find from entry off Cissie Gool plaza)• Loan laptop scheme: Mohammed.Kajee@uct.ac.za• Software downloads: https://icts.uct.ac.za/services-hardware-and-software/software
HEALTH & WELLBEING	
Medical	<ul style="list-style-type: none">• Student Wellness Services (SWS) Hotline 021 650 1020 (8h30-16h00)• Medical advice (nurse) 021 650 5620 (08h30-16h30) After hours 021 650 1271 or book at SWS bookings for nurse to phone student• Clinic: Steve Biko Rm 6.20 or Ivan Toms (near windmill) Mon-Fri 8h30-16h30. Walk-in or book: SWS bookings (Sports Centre Clinic is temporarily closed)• Queries: SWS Practice Manager: 021 650 1134 / sws.practicemanager@uct.ac.za <p>Costs: Fin. Aid students don't pay to see doctor if referred by nurse, but pay for medication and some procedures, or, if unable to pay, fee is added to student account.</p>
Psychological counselling	<ul style="list-style-type: none">• SWS Science Faculty counsellors: online/ in-person: Yolanda Hanning (Maths 3.08); Rethabile Leanya (Hahn 6.51); Philile Mtshali (All Africa House). Must book: SWS bookings What to expect from counselling: details (1st appointment free, then R100 each. NSFAS students free but charged for no-show.)• SWS Peer counsellors (social work/psychology etc p/g students) – online, free, readily available. Book at SWS bookings• Triage nurse: walk-in at Ivan Toms Clinic• UCT Careline (South African Depression and Anxiety Group) telephonic counselling and support 0800 242526 or SMS 31393 for call back 24/7• WhatsApp counselling on 076 882 2775, Mon-Sun 9h00-15h00• Counselling Hub (South African College of Applied Psychology) online/ Woodstock https://www.counsellinghub.org.za/ R50 per session

Indigenous Healthcare Advisory Service	Psychospiritual counselling for students with spiritual callings or cultural concerns. Referrals to alternative indigenous treatments. Medical notes. Dr Christie van Zyl / Gogo Bazamile Christie.vanZyl@uct.ac.za Book: SWS bookings . Emergencies: 073 647 5776
LGBTQI+ support	<ul style="list-style-type: none"> • RainbowUCT: rainbow@myuct.ac.za, info at https://rainbowuct.wixsite.com/website • Outside UCT: https://triangle.org.za/contact/; https://www.GenderDynamix.org.za of (support & info including housing/food support in emergency/complex matters)
Reproductive health	<ul style="list-style-type: none"> • HIV/AIDS: free voluntary counselling and testing (VCT) at SWS • Free STI medication and basic contraceptives (SWS clinics)
UNDERGRADUATE ACADEMIC SUPPORT	
At-risk students	FECR/RACC students & at-risk students identified at midyear are required to engage with the Science Faculty's Impumelelo academic recovery programme (Amathuba-based).
Curriculum information & changes	<ul style="list-style-type: none"> • BSc rules & course details: Science Faculty Handbook at UCT Handbooks Summary of rules on 'Science Undergraduate' Amathuba site (all BSc students) • Curriculum advice: Student Advisors' contact details (also Sci Fac Handbook p. 7-8) • Curriculum change: Student submits ACA09 form on Peoplesoft. • Curriculum confusion: free Careers Service consultations to discuss careers related to majors (book at https://mycareer.uct.ac.za/ or careers.service@uct.ac.za or 021 650 2497). More info at https://careers.uct.ac.za/
Deferred exams	<ul style="list-style-type: none"> • Guidelines at https://examtimetable.uct.ac.za/. Submit ACA44 on PeopleSoft
Extended Courses	<ul style="list-style-type: none"> • Convenor: Gary.Stewart@uct.ac.za • EDP Senior Student Advisor: Cesarina C.Edmonds-Smith@uct.ac.za <p>Note: First-year students all start together; students move to extended courses from term 2. Students who take 2 or more extended courses in their first year at UCT are classified as SB016 ('Science Extended Degree Programme'). Both SB001 and SB016 may take a mix of extended and non-extended courses. NB: Not possible to move to EDP after first year semester 1.</p>
Extra time	<ul style="list-style-type: none"> • Apply for extra time for tests & exams through UCT's Disability Service
Leave of Absence	<ul style="list-style-type: none"> • For semester or year; for medical/compassionate/maternity/work/other reasons. Submit ACA37 on PeopleSoft.
Study & Life Skills	<ul style="list-style-type: none"> • Sci Faculty Mentoring Programme: Available to 1st year & Impumelelo students. Managed by Mohammed.Kajee@uct.ac.za • Time management, study skills & well-being chapters of Science is Tough (But So Are You!) (uct.ac.za), also on an Amathuba site for all BSc students.
Tutoring	<ul style="list-style-type: none"> • Departmentally based (e.g. Maths Learning Centre for MAM1031-34 students M202 weekdays 1-2 and 4-5pm. Saturday morning workshops 9.30-12) • Help@Science / Science Sessions discontinued but Chris Hani Science Learning Centre is open until 10 pm.

POSTGRADUATE SUPPORT	
Information	<ul style="list-style-type: none"> • Admin processes: The Sci Fac booklet for Masters and PhD students has clear & comprehensive information on all admin processes (registration, MOU, submission, LOA etc) & links to UCT support (updated annually) • Roles and responsibilities of student and supervisor: see Sci Fac booklet • ‘Science Postgraduate’ Amathuba site (all science p/g students) has useful info & links. Info from the UCT Postgraduate Hub is passed on by emails from this site. • Twitter: @UCTpostgrads (bursaries, mental health tips, answers to questions)
Ethics	<ul style="list-style-type: none"> • Science Faculty requirements: https://science.uct.ac.za/research-ethics • Data Management Plan: DMP template at https://dmp.lib.uct.ac.za/
Funding	<ul style="list-style-type: none"> • Postgraduate Funding Office (pgfunding@uct.ac.za) sends weekly emails to students with funding info. intro brochure. • PG hub funding info including how to manage your funds
Problems	<ul style="list-style-type: none"> • Difficulties with supervisor: see ‘conflict resolution’ in ‘supervision’ section of Sci Fac booklet. • Discrimination / harassment: UCT Ombud, http://www.ombud.uct.ac.za/. ombud@uct.ac.za 021 650 3665 3-4 Lovers Walk, Lower Campus • Contracts & payments for tutoring/lecturing etc: consult HOD
Skills development	<ul style="list-style-type: none"> • UCT Postgrad Events Calendar (coordinated by the UCT Postgraduate Hub) advertises regular online / in-person seminars run by: <ul style="list-style-type: none"> ○ Libraries (literature search, Endnote, Refworks, NVivo, data management & visualisation, Zivahub, collaboration) ○ Writing Centre: abstracts, editing/revising, paper from thesis etc ○ International Grants Hub / Researcher Development Academy: Grant writing for postdocs. ○ Wiley / Royal Society: getting research published • English Language Centre in Humanities Faculty has 6 courses, including English for academic purposes.
Software for research	<ul style="list-style-type: none"> • Referencing (EndNote & Refworks) & Analysis (SPSS, NVivo) https://icts.uct.ac.za/services-hardware-and-software/software
Tutoring & teaching support	<ul style="list-style-type: none"> • Teaching skills workshops for p/g students (CILT): see UCT Postgrad Events Calendar • How to use Amathuba: Amathuba Resources for Staff or Online Consultation (15/45 min) or CILT Helpdesk (021 650 5500 9h00-17h00, cilt-helpdesk@uct.ac.za) • CILT Webinars on various topics
Writing	<ul style="list-style-type: none"> • Writing course: <i>Research Writing in the Sciences</i> is an online one-week course that focuses on thesis writing and writing for publication. 18-21 November 2024. R300 (waivers possible) sabirah.adams@uct.ac.za • Consultation: CHED Writing Centre, Steve Biko 5.19 online booking system 021 650 5021 writingcentre@uct.ac.za • Resources for every aspect of writing (CHED Writing Centre) • Turnitin information

Appendices:

- Support Handout given to all first-years in Orientation 2024; also on ‘Science Undergraduate’ Amathuba site
- Diagram of Science Faculty Ecosystem of Student Support

How can we help you?

Your well-being is important to us, and we're here to give you support so you can thrive. For clickable links, find this sheet on the Science Faculty Amathuba site.

Academic Support

Curriculum changes: instructions on the Science Faculty Amathuba site.

Curriculum advice: ask a Student Advisor
<https://science.uct.ac.za/undergraduate-studies-current-undergraduate-students/student-advisors>

Admin queries (e.g. curriculum change not showing): email the Science Faculty office
sci-science@uct.ac.za

Details about courses & rules
Science Faculty Handbook
<https://uct.ac.za/students/study-uct-handbooks/handbooks>

Apply for extra time in tests & exams
<https://uct.ac.za/oic/disability-service>

Personal Development

Your future: Book a free consultation to discuss careers related to your majors
careers.service@uct.ac.za or 021 650 2497.
From April, use <https://mycareer.uct.ac.za/>
More info at <https://careers.uct.ac.za/>

LGBTQI+ support: Rainbow UCT
<https://rainbowuct.wixsite.com/website>
Other organisations:
<https://triangle.org.za/contact/>
<https://www.genderdynamix.org.za>

Students from outside South Africa

Ensure you are on the IAPO Amathuba site, so that you receive emails about events & support.
Visa issues or other queries: iapo@uct.ac.za
or 021 650 2822

Student Support Human

Email: mohammed.kajee@uct.ac.za
Cell/Whatsapp: 065 884 2265

Information

Ask the UCT Chatbot
WhatsApp 087 240 6965

Email SciCares@UCT.ac.za with any Questions.

Science Faculty Amathuba site

Science Faculty website
<https://science.uct.ac.za/>

Physical & Mental Health

Student Wellness Services (SWS)
Hotline: 021 650 1020



Book a medical/counselling appointment: <https://uct.ac.za/dsa/student-wellness-service/appointments-sws>
(scroll down for details of costs)

For counselling: Click on 'Science', then scroll down for details. (1st appointment free, thereafter R100. NSFAS students: free but if you don't arrive, you are charged R100.)

UCT Clubs and Societies
<https://uct.ac.za/dsa/student-development-student-societies-organisations/overview>

UCT Food Programme
edwina.brooks@uct.ac.za

Emergencies

Campus Protection Services (CPS)
021 650 2222/3 (24 hours)
This number is on your student card.

Police: Phone numbers on student card.

Medical (UCT ER24) 010 205 3010

Sexual Assault Hotline 021 650 3530 or 072 393 7824 (on student card)
<https://uct.ac.za/oic/survivor-support>

Mental Health

SWS crisis line for psychiatric emergencies:
021 650 1271 (after hours) or 021 650 1020

UCT Student Careline 0800 24 25 26
SMS 31393 for call back.

Higher Health Counselling 0800 36 36 36

Financial Support

UCT financial aid
<https://uct.ac.za/dsa/student-funding-administration/bursary-noticeboard>

NSFAS <http://www.nsfas.org.za>

Bursaries South Africa
<http://bursariessouthafrica.co.za>

Youth Village
<http://www.youthvillage.co.za/category/opportunities/bursaries>

EduOne <https://eduone.co.za>

StudyTrust <http://www.studytrust.org.za>

The Science Faculty's Ecosystem of Student Support 2024

