

2016 STUDENT ACCOUNTS GUIDE
GENERAL CONDITIONS

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General Conditions for 2016

Fees and conditions are determined by the NELSON MANDELA METROPOLITAN UNIVERSITY (NMMU) Council and are subject to amendment without prior notice. The fee rules apply to all students registered with the NMMU.

1. NMMU CAMPUS NAMES

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

- a) **The contract with the NMMU, which forms part of the Application for Admission to the NMMU 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 NMMU.**
- b) 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 NMMU or of the invalidity of his/her registration in terms of the said rules and regulations.
- c) **By signing and submitting the registration form, the student and or his guardian/surety accepts responsibility for the payment of all prescribed fees** (irrespective of whether an account is not received/read by the student).
- d) 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.
- e) **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 in writing to the Faculty Administrator before the closing date for registration changes.**
- f) 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.
- g) 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 (date of suspension).
- h) 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.
- i) It is the responsibility of the student to forward accounts to the person/party responsible for payment thereof if not him / herself.
- j) 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.
- k) 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) 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.

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.

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

Year module – Runs from January to November.

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

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

Registration – A student selects modules on a registration form or online 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 / saved and reflects on the certificate of registration.

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

4. ADDRESSES

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

As the NMMU cannot guarantee the delivery of mail sent via the National Post Office the NMMU has implemented alternative methods to effectively communicate to students.

Student accounts are only e-mailed to the student's NMMU student e-mail address.

Students are advised to make use of the alternative Self-service facilities provided by the NMMU to view their accounts. Also refer to paragraph 14 in this guide.

For paper-based mail items the NMMU does not accept responsibility for incorrect addresses resulting in the non-delivery of a mailed account.

Students are responsible to update their personal information details on the Student Portal. It is the responsibility of the student to make enquiries should he/she not receive an account.

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.

Students must provide the NMMU with 4 addresses and one thereof must be a physical residential address. For paper-based mail from the respective NMMU departments the required addresses are:

POSTAL address	Exam Results, 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

- Student account correspondence is e-mailed to the NMMU student email address.
- 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.
- 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/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 NMMU 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

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 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 Admissions section.

APPLICATION FEES PAYABLE

2016	Online applications		No charge
	Manually submitted applications	Until 04 August 2015	R 100.00
	Manually submitted applications	From 05 August to 30 Oct 2015	R 150.00
	Semester 2 manually submitted applications	Until 03 June 2016	R 100.00
	Semester 2 manually submitted applications	From 04 June to 20 June 2016	R 150.00
	International manually submitted	Annually	R 500.00
2017	Online applications		No charge
	Manually submitted applications	Until 04 August 2016	R 100.00
	Manually submitted applications	From 05 August to 28 Oct 2016	R 150.00
	International manually submitted	Annually	R 500.00

5.2 Enrolment fees

Enrolment fees of R1020 will be debited to students' accounts at registration 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, year qualifications by 20 June and semester 2 qualifications by 30 September.

Post-doctoral students are liable for enrolment fee.

Enrolment fees are not refundable under any circumstances.

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

The down-payment is the first advance payment towards tuition fees and must be paid before registration can take place. This amount will be credited towards your student fees account.

Previous debt must be settled.

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. A non-refundable deposit of R4000 is required to secure a place of study for International students.

2016 DOWN-PAYMENT AMOUNTS PAYABLE BEFORE REGISTRATION

PROGRAMME	FULL TIME	PART TIME
Degree programmes, Postgraduate diplomas and related Occasional studies	R 6 200	R 3 500
Diploma / Certificate programmes and related Occasional studies	R 4 300	R 2 800
RESIDENCES (Students at all campuses)	R 4 500	N/A
INTERNATIONAL STUDENTS	100% upfront	100% 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:**

- Successful NSFAS and Debt Relief applications.
- Exchange students from partner institutions with whom the International Office has formal agreements.
- 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 the value of the sponsorship exceeds the required down payment. The letter of authority must be submitted **annually** and must meet the following requirements of the NMMU:
 - (a) the sponsorship confirmation letter must contain the student number;
 - (b) the letter of authority must be on an official company letterhead;
 - (c) the letter of authority must be addressed to the NMMU;
 - (d) the letter of authority must be **signed by the employer**;
 - (e) the letter of authority must specify the employer's commitments;
 - (f) the sponsorship may **NOT** be subject to academic performance;
 - (g) the letter of authority must **confirm sponsorship** (an application for a loan or bursary is

- not acceptable);
- (h) the letter of authority (including bank loan confirmation letters) must indicate that the payments will be made directly to the NMMU, not to the student;
 - (i) e-mailed notification of sponsorship must include 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;
 - (l) 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;
 - (m) The signee of the sponsorship letter may not be the student or a relative;
 - (n) The sponsorship letter is submitted before 01 September.

6. LATE ENROLMENT FEES / LATE CHANGE OF REGISTRATION DETAILS

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 SA Post Office, therefore students should ascertain the date and time of an upcoming registration online.
- Late enrolment fees raised will not be reversed on the grounds of not having received academic registration information sent by the NMMU as all information is available online.
- 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.
- Late enrolment fee does not apply to first year research only Masters and Doctoral enrolments.
- Late enrolment fee is not applicable to Regional site, International Study Abroad, Exchange, Internship and English Skills programme students.
- 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.

2016 LATE ENROLMENT LIABILITY			
QUALIFICATION ENROLMENT	BLOCK	DATE	AMOUNT
Year	00	After 05 February	R 580
Semester 1	01	After 05 February	R 580
Semester 2	02	After 11 July	R 580

Late Change of Registration Details

- 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).

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. **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.**

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	30-Apr-2016
Year modules	00	20-Jun-2016
Semester 2 modules	02	30-Sep-2016
Trimester 1 modules	08	30-Apr-2016
Trimester 2 modules	09	20-Jun-2016
Trimester 3 modules	10	30-Sep-2016
Term 1 modules	6	30-Apr-2016
Term 2 modules	7	30-Apr-2016
Term 3 modules	8	30-Sep-2016
Term 4 modules	9	30-Sep-2016
RESIDENCE FEES		
Residence registration fees		30-Apr-2016
Residence breakage fees on campus		30-Apr-2016
Residence breakage fees off-campus		Upfront
Semester 1 residence fees	01	30-Apr-2016
Semester 2 residence fees	02	30-Sep-2016
ENROLMENT FEE		
Enrolment fee Year	00	20-Jun-2016
Enrolment fee Semester 1	01	30-Apr-2016
Enrolment fee Semester 2	02	30-Sep-2016
RE-ASSESSMENT FEES		
January re-assessment exams		15-Feb-2016
July re-assessment exams		31-Aug-2016

8. PAYMENT METHODS

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

For any other payments, the surname and initials, ID number/date of birth, qualification name, student number and the purpose of the payment are required.

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 and the amount paid on the issued receipt. All payment documentation should be retained as proof of payment.

Please note that no monies should be paid to any University official other than the NMMU cashiers at the various campuses. Students must insist on an official receipt as proof of payment.

Methods of payment available are:

- Cash, Cheque, Credit and Debit card payment at the Cashier Pay Points on the NMMU Campuses
- Postal and Money Orders
- Direct bank deposits
- Electronic banking
- Payment gateway via the NMMU website (secured site)

Please note that **only** bank stamped deposit slips, official electronic payment confirmations 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 cheque or electronic 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
- for payments received later than the deadline dates
- for payments that were misappropriated due to the payer's neglect
- for payments erroneously captured by the bank official or an invalid bank account.

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 is confirmed on the NMMU's bank statement.

- Postal payments
Payments should not be addressed to any particular person and must be made out in the name of the NMMU.
Postal payments must be addressed to the Registrar, PO Box 77000, NMMU, 6031 and not to any other address.
Avoid forwarding bank notes and coins through the post.
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.
Postdated cheques are not acceptable.
A service levy applies in respect of cheques that are returned by the bank (refer to par. 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.
- Online Payments via the NMMU website
Payments in respect of registration down-payments, student account payments, printing

credits and application fees can be made online via the following secured link:

<https://paymentgateway.nmmu.ac.za/>

- Card Payments

Card transactions can only be accepted if presented by the card holder him-/herself. 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 instruction form, the transaction will be processed manually. Budget plan payments are accepted. International Students wishing to pay by credit card must e-mail bev.sanderson@nmmu.ac.za for the Credit Card Instruction form. No 'cash back' transactions are allowed on card payments.

- 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 Electronic Banking (Student account payments)

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 Electronic banking, kindly ensure that the bank details of the NMMU are captured correctly and that the NMMU is indicated as the beneficiary.

Electronic 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 Electronic payments MUST indicate that the transaction was **successfully** completed.

It remains the student's responsibility to ensure that sufficient time is allowed for the payment to reach the NMMU timeously. Direct bank deposits and Electronic payments may take up to 4 business days to reflect on the NMMU's bank account. Exam results will only be released after the **payment reflects on the student account.**

International transactions may take longer than 4 days.

If your payment is not recorded on your account after 4 days, please inform the Student Account office immediately and present proof of the payment. Payment confirmations are subject to the approval of the NMMU.

9. NMMU's BANKING DETAILS

The instructions below apply to the various payment options to the NMMU's bank accounts and must be followed carefully to ensure the correct allocation of the payments.

Note the different reference requirements for the respective types of payments.

The banking details and instructions apply to all campuses of the NMMU for bank deposits and Electronic payments.

Verify that the bank account number, the amount and reference details are reflected correctly on the proof of payment.

APPLICATION FEE PAYMENTS

Bank: Standard Bank
Branch: Rink Street, Port Elizabeth
Branch code: 051001
Account name: NELSON MANDELA METRO UNIV-MAIN
Account no: 08 026 3011
Reference: INITIALS + SURNAME OF THE APPLICANT
Email payment receipt to: admissions@nmmu.ac.za
Or fax payment receipt to: ADMISSIONS – 041 504 4722

Enquiries in respect of application fee direct deposits must be referred to the ADMISSIONS department at contact numbers 041 504 2945 / 041 504 2593

STUDENT ACCOUNT PAYMENTS

**ACCOUNT 08 026 5855 IS DESIGNATED FOR
STUDENT ACCOUNT PAYMENTS 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: NMMU Student Deposit
Account no: 08 026 5855
Reference: **YOUR student number (very important)**
Contact number: Your contact number is required.
Email payment receipt to: studentaccounts@nmmu.ac.za
Or fax payment receipt to: 041 504 2858 (Student Accounts Section)

Student account payment items:

CANCELLATION OF STUDIES FEE	DOWNPAYMENTS
ENROLMENT FEES	LATE ENROLMENT FEES
INTEREST	LAB BREAKAGE DEPOSITS
LIBRARY FINES / MATERIALS	LIBRARY EQUIPMENT LOST / DAMAGES
PENALTIES FOR CHEQUES RETURNED	RE-ASSESSMENTS (RE-EXAM FEES)
REFUND CANCELLATION FEE	RESIDENCE BREAKAGE DEPOSITS
RESIDENCE FEES	RESIDENCE OFF-CAMPUS LEVIES
RESIDENCE OFF-CAMPUS TRANSPORT	RESIDENCE REGISTRATION FEES
TUITION FEES	SOCIETY FEES

The NMMU will not be issuing receipts for direct bank / electronic payments.

Direct bank or electronic payments do NOT reflect immediately on your student account.

Allow 4 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 4 days have expired must be referred to STUDENT ACCOUNTS at contact number 041 504 4364.

INTERNATIONAL STUDENT PAYMENTS

(International Students making payments from a foreign country)

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: bev.sanderson@nmmu.ac.za
Or fax payment receipt to: +27 41 504 1767 and indicate the item paid

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 contact number +27 41 5042707.

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.

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

FAX payment receipt to the respective department indicated in the communiqué received by you. Indicate clearly the item paid on the fax. 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
BC	CHANGE OF REGISTRATON DETAILS FEE / LATE AMENDMENTS
BT	COMPETENCY TESTS
BR	DETAILED STUDY RECORD
BR	DUPLICATE DIPLOMA / DEGREE CERTIFICATES
BX	EXEMPTION FEES / STUDY ELSEWHERE FEES
BR	EXIT LEVEL CERTIFICATES
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-NMMU VENUES
BA	PRINTING CREDITS
BF	DATA CENTRE

Enquiries in respect of these direct deposits must be referred to the **respective departments**.

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. Bank payments are subject to 4 days processing time before results will be released.
- Withholding the student's examination results and/or diploma or degree certificates.
- Prohibiting the viewing of exam scripts.
- Prohibiting the re-registering of the student.
- Prohibiting registration changes / module additions (including recess module or short course registrations).
- Prohibiting the re-admittance of the student in the NMMU's residences.
- Excluding / evicting students from the NMMU's residences.
- Overdue accounts are subject to interest charges.
- 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

A service levy of R 240 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
- (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 and must include the service levy of R240.
- 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 formal 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.

Students remain liable for the enrolment fee and late registration fee (where applicable) irrespective of the reason for cancellation.

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 immediately.

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 or emailed by the student.
- The date on which the NMMU **receives** the cancellation will be deemed 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 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. **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.**
- 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.
- 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.

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.

The tuition fee cancellation dates and liability are:

2016 TUTION FEES CANCELLATION DATES AND LIABILITY				
PERIOD	BLOCK	START DATE	END DATE	LIABILITY %
Year	00	01-Jan	29-Feb	0
	00	01-Mar	29-Jul	50
	00	30-Jul	31-Dec	100
Semester 1	01	01-Jan	29-Feb	0
	01	01-Mar	15-Apr	50
	01	16-Apr	31-Dec	100
Semester 2	02	01-Jan	29-Jul	0
	02	30-Jul	15-Sep	50
	02	16-Sep	31-Dec	100
Trimester 1	08	01-Jan	29-Feb	0
	08	01-Mar	14-Mar	50
	08	15-Mar	31-Dec	100
Trimester 2	09	01-Jan	03-Jun	0
	09	04-Jun	20-Jun	50
	09	21-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	29-Feb	0
	6	01-Mar	31-Dec	100
Term 2	7	01-Jan	15-Apr	0
	7	16-Apr	31-Dec	100
Term 3	8	01-Jan	29-Jul	0
	8	30-Jul	31-Dec	100
Term 4	9	01-Jan	15-Sep	0
	9	16-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

Interest at prime rate, as determined by the official NMMU Banker, is charged on payments in arrears and is calculated monthly on the overdue amounts on the day of calculation. 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. Interest raised will not be waived or reversed under any circumstance.

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 confirm the latest balance owed to ensure that the payment covers the full outstanding amount.

14. SELF-SERVICE ACCESS TO STUDENT INFORMATION

Students have 24/7 access to their accounts or balances via self-service information facilities. **Non-receipt of an account does not relieve the student of the obligation to pay.**

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.

SELF-SERVICE ENQUIRY FACILITIES

Student Portal

Students are able to access their student accounts via the NMMU Student Portal.

<http://www.nmmu.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

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

The residence down-payment of R4500 is expected of every prospective resident student before residence registration. Post-dated cheques in respect of down-payments and breakage deposits are unacceptable.

The residence down-payment is the first advance payment towards residence fees. Residence registration is subject to the academic enrolment of a student.

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. 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.

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

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

FEE PAYABLE	RESIDENCE	AMOUNT	FREQUENCY	DUE BY
Down-payments	All residences	R 4 500.00	January	Before registration
Breakage deposits	Student Village 1-6	R 950.00	Once off	30-Apr
	Student Village 7	R 750.00	Once off	30-Apr
	Indwe, Ikamva, Protea	R 600.00	Once off	30-Apr
	All other residences	R 450.00	Once off	30-Apr
	Off-campus	Differentiated	Once off	Payable to the landlord
Registration Fees	All residences	R 400.00	Annually	Debited to account

15.2 Residence breakage deposits

All students that register for accommodation in the NMMU residences will be liable for a deposit as per the table above which is raised on the student account.

The breakage deposit will be adjusted automatically for students transferring between residences if the breakage deposit amounts differ.

The residence breakage deposit will be retained as a deposit against damage to NMMU 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.

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.

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.

On receipt of the claim form, breakages will be debited to the student deposit account (if applicable).

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.**

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

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 the accommodation fee
- NSFAS successful candidates with zero EFC's.
- 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 of R400. 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.

The 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 (formal studies only) 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 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

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

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

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

Students are responsible for their own laundry.

Residence fees do not include provision for meals.

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.

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 commencement of the respective semesters.

2016 RESIDENCE FEES

OFFICIAL NMMU RESIDENCES	UNIT	PER ANNUM	PER SEMESTER
VERITAS, MELODI, XANADU	Single Room	R 16 600	R 8 300
	Double Room	R 15 200	R 7 600
UNITAS	Single Room (small)	R 15 500	R 7 750
	Single Room (large)	R 16 600	R 8 300
OCEANA, LEBOMBO, LETABA,	Single Room	R 21 000	R 10 500
	Double Room	R 18 600	R 9 300
INDWE, IKAMVA	Shared Unit (small)	R 23 300	R 11 650
	Shared Unit (large)	R 24 100	R 12 050
	Single (small)	R 27 700	R 13 850
	Single (large)	R 28 900	R 14 450
STUDENT VILLAGE	Ex-Guest quarters	R 20 800	R 10 400
	Student Village - 1 bedroom	R 35 400	R 17 700
	Student Village - 2 bedroom	R 32 400	R 16 200
	Student Village - 3 bedroom	R 30 000	R 15 000
PROTEA RESIDENCES	Single en-suite units	R 34 600	R 17 300
	2-sharing units for disabled	R 33 600	R 16 800
	2-sharing units	R 31 500	R 15 750
	3-sharing units	R 30 400	R 15 200
	4-sharing units	R 28 300	R 14 150
GEORGE - HOUSES	Single Room	R 22 800	R 11 400
	Double Room	R 20 200	R 10 100
GEORGE - RESIDENCES - MOPANI	Single Room	R 22 000	R 11 000
	Double Room	R 19 400	R 9 700
GEORGE - RESIDENCES - ARBOREA	Double room	R 20 200	R 10 100
GEORGE - PGSV - WINDHEUWEL	Single room	R 28 000	R 14 000

15.7 Accredited Off-campus accommodation

NMMU 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 loan students provided that they comply with the selection for off-campus accredited accommodation by Student Housing and Financial Aid. **Accommodation in off-campus units is strictly an agreement between the specific landlord and the student.**

The following rates will apply for 2016 at these bigger properties and vary between:

Sharing rooms: R20 000 – R22 500
 Single rooms: R22 500 – R32 000

The bigger accredited off-campus accommodation service providers are:

3 on Mill	Annie's Cove	Diggs at Military	Ikhaya
Kings	Laboria	Lavinia	Lockhead
New Heaven	Premier Lodge	Smart	South Point
Traduna	Trinder Mansions	Varsity Park	Vibes

In addition to the above, 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. The estimated monthly rentals vary from R1 800 to a maximum of R3 200 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.

Off-campus accommodation students are liable for a registration levy and an off-campus transport levy (if applicable) which are charged to the student account. The amounts are payable per semester.

Please contact the Off-Campus Housing office at 041 504 4736 or email to och@nmmu.ac.za for further clarifications on off-campus housing.

NSFAS students:

Please note that in 2016 NSFAS will be paying out only a maximum amount of R22 500* per year per zero EFC student for off-campus accommodation. It is the student's responsibility to top-up if taking up accommodation priced higher than the maximum amount per year.

The top-up will be payable by the student to the NMMU via the student account..

*Approximate amount

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**. 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.

❖ New occupancies

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

❖ Room changes

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. For new occupancy during the course of the month, students will be liable for the full cost of that month's rental.

❖ Cancellations

Students must cancel their accommodation in writing addressed to Residence Admission and Placement office (RAPO) or via e-mail to resadmissions@nmmu.ac.za with the following information:

- Name
- Student number
- Current housing assignment
- Reason for cancellation

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.

All residence cancellations are subject to a two calendar months' notice period.

This 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.

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.

❖ **Vacating of Rooms**

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.

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.

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.

15.10 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 any 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 all private rooms is strictly prohibited. Cooking may only be done in designated areas in non-self-catering residences.

16. MEALS

The residence accommodation tariffs indicated in paragraph 15 do not include the provision of meals. Meals are charged separately as an independent service provider provides the catering services on behalf of the Institution.

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 or electronically into the NMMU's bank account** (refer to paragraph 9 NMMU's banking details, Sundry Fee payments).

The costs of meals ordered by students are deducted from the credit balance of their meal accounts. The **estimated** cost for 3 meals per day of the standard menu option for 2016 amounts to R18 824.00 (VAT inclusive). This figure is provided as a guideline and **excludes any snacks, soft drinks and tea or coffee**. The figure is based on 260 academic days for 2016 (which includes weekends but excludes holidays for 2016).

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

The following meal costs for 2016 for the Standard Meal of the Day is applicable (VAT inclusive):

MEAL OF THE DAY	STANDARD MEAL
Breakfast	R 18.00
Lunch	R 27.20
Supper	R 27.20
TOTAL	R 72.40

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@nmmu.ac.za

17. STUDENT SPONSORSHIPS

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.

Letters of authority will only be accepted from **pre-approved companies** and is subject to the approval of the NMMU.

Sponsored students will be exempted from the down-payments, provided that the value of the sponsorship exceeds the required down payment.

The letter of authority must be submitted **annually** and must meet the following requirements of the NMMU:

- a) the sponsorship confirmation letter must contain the student number;
- b) the letter of authority must be on an official company letterhead;
- c) the letter of authority must be addressed to the NMMU;
- d) the letter of authority must be **signed by the employer**;
- e) the letter of authority must specify the employer's commitments;
- f) the sponsorship must not be subject to academic performance;
- g) the letter of authority must **confirm sponsorship** (an application for a loan or bursary is not acceptable);
- h) the letter of authority (including bank loan confirmation letters) must indicate that the payments will be made directly to the NMMU, not to the student;
- i) e-mailed notification of sponsorship must have the confirmation letter on an official company letterhead attached;
- 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;
- l) the signee of the sponsorship letter may not be the student or a relative;
- m) the sponsorship letter is submitted before 01 September.

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.**
- 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.
- **As the official contract (NMMU Student Application form) signed or electronically submitted 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. **Tuition and accommodation fees are non-vatable therefore no invoices will be issued.**
- 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.
- Communication between the student and the sponsor is essential to ensure that the payments are received by the payment dates.

- The NMMU does not involve itself in disputes between the sponsor and the student.
- 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.
- No refunds will be made available to students unless the account has been fully settled and reflects a credit balance.
- 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.
- Monthly allowances / 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.
- It is the responsibility of the student to submit his/her examination results/progress reports to the sponsor.

18. BOOKSHOP CONTACT DETAILS

Only tuition and residence fees can be charged to the student account. Quotations for books must be obtained from bookstores 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. Contact details are:

Campus	Address	Contact
South North 2 nd Avenue	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: Lsmit@vanschaik.co Contact: Lynn Smit
South North 2 nd Avenue	Rehab Bookstore Main Cafeteria NMMU South Campus University Way Summerstrand Port Elizabeth 6001	Tel: +27 41 504 4865 Fax: +27 41 504 2907 E-mail: rehab.books@gmail.com Fax to E-mail: 086 550 5901
Missionvale	Van Schaik Bookstore Sanlam Student Village PO Box 20062 Humewood Port Elizabeth 6013	Tel: +27 41 504 1103 Fax: +27 41 583 2418 E-mail: vspe@vanschaik.com E-mail: Fiona.jason@vanschaik.com 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: 086 63 14779 Contact: Henriët Kostopoulos E-mail: vssaasveld@vanschaik.com

19. MASTERS & DOCTORAL DEGREES

Master and Doctoral degrees are offered on either a full research dissertation or course work (per subject) basis. 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 for graduation	R	R3 500 + enrolment fee	R3 500 + enrolment fee
1 st Year registration > 30 April	Z	R3 500 + enrolment fee	R3 500 + 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	37*
Re-submission for graduation	R	R4 000 + enrolment fee	R4 000 + enrolment fee
1 st Year registration > 30 April	Z	R4 500 + enrolment fee	R4 500 + 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	R3 950 + enrolment fee

Registration renewal

- 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 research project 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.

Graduation

- For the degree to be awarded at graduation, the treatise / dissertation / thesis must be submitted by the stipulated date as per the NMMU Almanac. A late submission fee is payable by the student. Refer to paragraph 33.
- 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.

Scholarship

- The funds of the NMMU 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.

Payment dates / late enrolment fees

- **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.**
- Accounts are payable according to the Payment Deadlines (paragraph 7 in this guide). Irrespective of the date of enrolment, Research Masters and Doctoral fees are payable 20 June of the year of enrolment (30 September for semester 2 modules).
- The total cost of study is payable upfront for re-submissions (study periods R) and first year registrations after 30 April (study period Z).
- 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. Late enrolment fee is payable after the end of the formal registration period.

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.

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.

Exceptions: If a student obtains any of the above before 1 April (1st semester) the full amount of R16 600 will be refunded; alternatively by the 1st September (2nd Semester) R8 300 will be refunded.

The International Office handles all International and SADC student admission, registration and account enquiries.

A new applicant who has been admitted for 2016 must pay an acceptance deposit of R4 000. 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.

Off-campus Accommodation: **All students are required to pay R2 000 Refundable Deposit to secure their accommodation. All rental is payable in advance prior to the commencement of the respective semesters.**

Please note **NO** accounts are printed for International students.

International students are required to pay in cash for all sundry fees such as societies, printing costs, bio-kinetics, Internet fees, etc.

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.

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 1 020	R 580				
English (semester 1)	R 3	R 510	-	R 2 250		R 15 300	-
English (semester 2)	R 4	R 510	-	R 2 250		R 15 300	-
Non-SADC students	Y1	R 1 020	R 580	R 4 500		R 16 600	SA Fees
SADC students	Y2	R 1 020	R 580	R 4 500		-	SA Fees
Ad hoc students	Y3	R 250	-	-		-	SA Fees
Study Abroad (per semester)	Y4,Y5	R 510	-	-	R 5 200	R 8 950	SA Fees
Interns	Y6	R 510	-	R 5 200		-	SA Fees
Exchange students	Y7	R 510	-	R 5 200		-	SA Fees
Masters & Doctorates	Y8	R 1 020	-	R 4 950		-	SA Fees
Post Doctorates	Y9	R 250	-	-		-	-
MBA	X1	R 1 020	R 580	R 4 500		R 16 600	SA Fees
Short Learning Programmes	X4	R 250	-	-		-	SA Fees

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. The adjustment of the Foreign Tuition Fee, if applicable, will depend on the enrolment cancellation date.

21. FAMILY REBATES ON TUITION FEES

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 NMMU **for the same academic year** can apply for a rebate on tuition fees (formal programmes only).

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).

The benefit will be limited to only one change of study direction for any student that qualifies for family rebate.

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 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 if the student account reflects a credit balance. The year-end closing date for refund requests is 06 December 2016. Refunds will only be approved by the NMMU provided that no payment is in arrears.

REFUND CONDITIONS

- 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.
- Payments made via the NMMU's bank account are verified before such refunds are processed. The payment must be matched to the NMMU's bank statement. In the event of a cheque payment, a 21-day clearance period is applicable before a refund can be processed.
- **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.**
- **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 if a cheque is requested. A minimum of 3 days is required for processing.
- No monthly refunds/payments will be administered on behalf of sponsors and parents to students or third parties.
- 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 NMMU.

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 R110 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.**

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 e-mailed documents will not be accepted.
- **EFT refunds will only be available for payments to the student's own personal bank account.**
- It is the student's responsibility to notify the NMMU of any change of his/her banking details previously submitted. The NMMU is indemnified against any claim arising from the transfer of funds to the bank account as supplied by the student. In the event of any loss suffered as a result of any details provided being incorrect, the NMMU cannot be held liable for such a loss.

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.** Statements for debit balances only and related communiqué are sent via E-mail to the student's NMMU e-mail address. All communiqué sent will be deemed received/read by the student.

- Students must verify transactions on their accounts to ensure that all registered modules are reflected correctly. **Omitted modules and account discrepancies** must immediately be reported to their Faculty Administrator.
- The NMMU must be informed in writing within 14 days of any address changes. Students are advised to validate and update their address records at the Student Records section or via the NMMU Student Portal.
- **Statements sent by the NMMU will be deemed 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 or 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 via email within 60 days of registration.
- 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.
- For assistance the Student Accounts office number ☎ +27 41 504 4364 can be contacted.
- 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.
- 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 enrolment, tuition, late enrolment, re-assessment, NMMU residence fees, residence registration fees, lab and residence breakage deposits, off-campus accommodation transport/levies, society membership and interest on overdue amounts will be levied on a student account.
- 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.
- Services provided by independent contractors and/or third parties will not be charged to the students' accounts.

25. AVAILABILITY OF ACCOUNTS / CERTIFICATE OF REGISTRATION

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

Account statements are e-mailed to the student's NMMU student e-mail address from March to June, August and a final statement in September.

- Sponsors

The address details of sponsors (if applicable) **are recorded separately**. The student's account address should therefore **not be the same** as that of the sponsor.

The NMMU sends a statement to the sponsor's/employer's address and a copy to the student's NMMU e-mail address. 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. 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.

- Certificate of Registration

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. It is only a confirmation of the registered modules / qualification and an indication of the cost per module. **It is NOT an account and does not reflect all financial transactions of the 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.

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/or 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 and interest.

- 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 are expected to do proper financial planning and explore all available financial avenues before embarking on their studies. Students are encouraged to 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.
- Merit bursaries based on academic performance for which no application is required.

Students can apply for NSFAS loans online on the NSFAS website (www.nsfas.org.za). Applications are assessed by NSFAS based on the academic results and financial need of the applicant. NSFAS loan amounts are determined by NSFAS according to the family's financial need, using a prescribed means test and may not necessarily cover full cost of study. Fees excluded by NSFAS are Society fees, re-assessment fees, breakage deposits, etc. Fees not covered by NSFAS are for the student's own account.

Once a student's application for NSFAS is successful the, allocation of funds is subject to the signing of the NSFAS loan agreement form online. Should the loan agreement form not be signed by the student within a prescribed period, the loan will be cancelled.

Part of the loan can be converted into a bursary, subject to academic results.

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.

NMMU administered bursaries/loans will firstly be used to cover amounts due on the student's fee account.

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

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. Late module additions or late residence registrations are not guaranteed to be covered by the bursary or loan. Transactions not covered by bursaries or loans will be the responsibility of the student and are payable by the normal deadline dates.

27.1 Financial aid applications (excluding NSFAS)

Direct all financial aid enquiries to: Financial Aid, PO Box 77000, NMMU, Port Elizabeth, 6031 or ☎ +27 41 504 2111.

27.2 Information with regard to financial assistance

A bursaries brochure, bursary advertisements and application forms are available for download on the NMMU Financial Aid webpage (<http://finaid.nmmu.ac.za>).

27.3 Financial Aid applications / conditions

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

27.4 NMMU administered bursaries, loans and merit awards

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

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

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.

Refunds:

- Refunding of credit balances are subject to confirmation by the fund administrators.
- Conditions may apply in respect of multiple sources of funding.
- **Refunding of merit awards are only done in the second semester, provided the student has a credit balance on the student account.**
- 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.
- 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.

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 NMMU by the Information Communication Technology (ICT) department and are subject to the relevant rules and regulations as set out at:

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

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 passwords are case-sensitive.

The e-mail address and login username for e-mail is e.g. s20010203@live.nmmu.ac.za
Official NMMU 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

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

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.

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

Students in general pay for printing and copying services against pre-paid credits.

All NMMU printing and copying 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 approximately R40.00. Additional printing credits can be purchased (minimum amount applies) from the NMMU Cashiers on the various campuses. 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.

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 Data Centre

Students in general pay for the Data Centre services (paper and stationery) against prepaid credits. Credits can be purchased (minimum amount applies) from the NMMU Cashiers on the various campuses. Such printing credits are automatically uploaded.

Should this not happen, the receipt must be taken to the Data Centre staff to have the credits uploaded manually. 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.

You can view your account balance on the student portal under my info – access systems.

29. **STUDENT SOCIETIES**

Membership to societies is not compulsory. The membership fees vary and after application, society subscription fees are annually 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. Students must verify transactions on their accounts to ensure that all society membership fees are reflected.

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 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

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	Amount per semester
30 minutes	R 1 400
45 minutes	R 1 600
60 minutes	R 2 000
60 minutes (group tuition)	R 600
Hire of instruments	R 800

33. SUNDRY FEES

The Sundry fees have been reviewed and the new fees have become applicable on 1 July 2016.

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.

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 on next page

2016 SUNDRY FEES

1	Absentia Fee	In the event of graduates' diplomas / degree certificates having to be mailed/couriered, an absentia fee is payable	R 190.00
2	Academic Records (Collected)	A fee is charged for academic records collected in person	R 20.00
3	Academic Records (Mailed and Faxed)	A fee is charged for academic records mailed or faxed	R 30.00
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 NMMU 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 240.00
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 110.00
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 280.00
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 520.00
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. Requests for duplicate certificates will only be considered if the student account has been settled in full	R 300.00
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 1020.00
11	Key or Student Card Replacement	A fee is charged for every replacement card or key	R 100.00

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 NMMU Almanac. Refer to paragraph 6. This item is raised on the student account	R 580.00
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 750.00
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 710.00
17	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 the same exam period). Payment dates for the re-assessment exams are 15 February and 31 August respectively. This item is raised on the student account	R 320.00
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 NMMU may incur in connection with the posting or the transportation of moderators from outside Port Elizabeth to re-mark the scripts	R 300.00

20	Residence Breakage Deposit	The residence breakage deposit will be retained as a deposit against damage to NMMU property	Refer item 15.1
21	Residence Off-campus registration and transport levies	Off-campus accommodation students are liable for a registration levy and an off-campus transport levy which are charged to the student account. The amounts are payable per semester	Differentiated amounts
22	Residence Registration Fees	Students staying in any of the NMMU 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 400.00
23	Writing of Examination at Non-NMMU Venues – within South Africa	Students who write their examinations at an approved centre other than NMMU venues within South Africa are liable for a fee per module, per examination	R 460.00
24	Writing of Examination at Non-NMMU Venues – Abroad	Students who write their examinations at an approved centre other than NMMU venues abroad are liable for a fee per module, per examination	R 750.00

NMMU has done everything reasonable to ensure that the information contained in this document is accurate, valid and applicable at the time of publication on 20 June 2016

E&OE