

# HELP AND REFFERAL FOR PROSPECTIVE AND CURRENT UNDERGRADUATE STUDENTS FACULTY OF HEALTH SCIENCES

## School of Clinical Medicine

## School of Nursing

## School for Allied Health Professions

### GENERIC SUPPORT

#### Division Student Learning and Development –

Dr M.P. Jama (051-4017771) / Ms N. Tlalajoe (051-4017769) / Ms C. Bester (051-4017768)

- Time Management
- Study methods
- Test/Exam methods
- All academic related challenges

Division Student Learning and Development – Social Worker Ms M. Mbhamali (051-4017577/051-4017768)

- Social problems
  - Personal problems
- Psychologist – Ms A. Vorster (051-4017506)
- All psychological related challenges

### ADMINISTRATION – MBCHB PROGRAMME

Programme Director – Dr L van der Merwe (051-4012773)

- Inquiries related to academic progress in MBChB programme
- Matters of concern regarding teaching, learning and assessment in the MBChB programme
- Inquiries regarding selection process (non-administrative)
- Assistance with academic and personal issues affecting undergraduate students
- Regulatory inquiries
- Complaints regarding student matters

Assistant Director- Mr A. Hugo (051-4013492)

- Inquiries related to educational technology in the MBChB programme (e.g. CPS, Blackboard, electronic availability of study materials)

Programme Organiser – Ms S. du Plessis (051-4017951)

- Information regarding semester planners, timetables
- Update on class groups
- Secretary – Ms O. Shuping (051-4013605)
- Queries regarding class attendance monitoring
- Submission of sick certificates and other documents (e.g. death certificates) or proof of absence
- Assistant Officer – Mr A. McDonald (051-4017778)
- Inquiries regarding study materials and other printed materials for MBChB programme

### ADMINISTRATION – B.MED RADIATION SCIENCE

Head of Department – Dr Frederik du Plessis (051-4052698)

- Inquiries related to academic progress in B.Med.Sc. programme
- Matters of concern regarding teaching, learning and assessment in the B.Med.Sc. programme
- Inquiries regarding selection process (non-administrative)
- Assistance with academic and personal issues affecting undergraduate students
- Regulatory inquiries
- Complaints regarding student matters

Assistant Director- Mr A. Hugo (051-4013492)

- Inquiries related to educational technology in the B.Med.Sc (e.g. CPS, Blackboard, electronic availability of study materials).

Departmental Secretary – Ms L. Gough (051-4053156)

- Information regarding semester planners, timetable
- Update on class groups

#### Module Leaders

- Queries regarding class attendance monitoring
- Submission of sick certificates and other documents (e.g. death certificates) or proof of absence

### FACULTY SPECIFIC

Deputy Director: Administration – Ms M. Viljoen (051-4012847 / 051-4053013)

- Secondary inquiries on selection processes
- Secondary inquiries on examination procedure and result.

Student affairs – Ms L. du Toit (051-4017513)

- Primary enquiries on selection procedure and process
- Application forms
- HPCSA registration forms, procedures, etc.
- Proof of registration
- Academic records
- Primary inquiries on examination procedures, results etc.
- Financial problems, bursaries, loans etc

### SCHOOL SPECIFIC

Head: School of Clinical Medicine – Prof N. Mofolo (051-4013310)

- Submission of sick letters, death certificates, etc, missing classes, test or examinations
- All inquiries and complaints regarding student matters, but only by referral with an accompanying referral letter from any of the above divisions/persons clearly indicating the reason why they are unable to assist.
- If a student is unhappy with how any of the above persons handled the complaint, they can submit written notification to the Head of the School on the issue.

Dean - Prof G.J van Zyl (051-4017798)

- The Dean will only deal with matters that are referred to him by the Head of the School.

#### Please note

With the regard to the selection procedures, inquiries etc all initial queries must be handled by Student Affairs office.

If the response is not satisfactory, the matter must be discussed with the Director.

If neither the Student Affairs nor the Director is able to assist, then the student should be referred to the Head of School with a letter from the person who referred the matter, explaining the dissatisfaction.

### GENERIC SUPPORT

#### Division Student Learning and Development –

Dr M.P. Jama (051-4017771) / Ms N. Tlalajoe (051-4017769) / Ms C. Bester (051-4017768)

- Time Management
- Study methods
- Test/Exam methods
- All academic related challenges

Division Student Learning and Development – Social Worker Ms M. Mbhamali (051-4017577/051-4017768)

- Social problems
- Personal problems

Psychologist – Referral to Kovsie Counselling

### ADMINISTRATION – B.SocSci (Nursing)

Programme Director – Dr A. E Fichardt (051-4019169)

- Inquiries related to academic progress in B.SocSci(Nursing) programme
- Matters of concern regarding teaching, learning and assessment in the B.SocSci(Nursing) programme
- Inquiries regarding selection process (non-administrative)
- Assistance with academic and personal issues affecting undergraduate students.
- Regulatory inquiries
- Complaints regarding student matters
- Academic advice

### FACULTY SPECIFIC

Student affairs – Ms J. Klopfer (051-4012361)

- Primary enquiries on selection procedure and process
- Application forms
- SANC registration forms, procedures, etc.
- Registration
- Academic records
- Information regarding semester planners, timetable
- Update on class groups
- Primary inquiries on examination procedures, results etc.
- Financial problems, bursaries, loans etc.
- Submission of sick certificates and other documents (e.g. death certificates) or proof of absence

### SCHOOL SPECIFIC

Head: School of Medicine – Prof M. Mulder (051-4012246)

- All inquiries and complaints regarding student matters, but only by referral with an accompanying referral letter from any of the above divisions/persons clearly indicating the reason why they are unable to assist.
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Dean - Prof G.J van Zyl (051-4017798)

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#### Division Student Learning and Development –

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Psychologist – Referral to Kovsie Counselling

### ADMINISTRATION - SCHOOL FOR ALLIED HEALTH PROFESSIONS

Nutrition and Dietetics Prof Louise v.d Berg – Head of Department (051-4013316)

- Operationalisation of faculty rules and regulations
- Inter-departmental liaison
- Co-ordination of practical work of fourth years and service learning modules
- Liaison for Dietetics Clinic (Nutrition Solutions)
- Approval of student project budgets
- Disciplinary consultations.

Mrs Christa Mitchell (Secretary) (051-4012894)

- Time table coordination and first contact for students
- Update student information and liaison for sending out electronic correspondence
- Referral of students and keeping student database up to date
- Contact person for student bursaries and applications

Occupational Therapy Mrs Tanja Rauch van der Merwe – Head of Department (051-4012282)

Ms Azette Swanepoel – Programme Coordinator (051-4013078)

#### Coordinating responsibilities:

- Coordinating the under graduate academic program for first to fourth years.
- This entails the following:
  - Annual writing and coordinating of seven time tables
  - Coordinating staff activities within the program
  - Communicating and synchronizing with external module and theme coordinators
  - Coordinating the dissemination of module guides and other department specific communication to students
  - Managing unforeseen changes to academic time tables
  - Compilation of frame / outline of test and exams of various themes
  - Coordination of tutors in the department
  - Training of tutors in the department
  - Monitoring of students attending tutorials
- Liaison with Centre for Teaching and Learning regarding support to students

#### Selection and associated responsibilities:

- Communication of selection criteria to prospective students
- Consultation sessions regarding selection with parents and prospective students
- Aiding with relevant rule changes regarding selection policy
- Attending selection committee meetings, actively taking part in the selection process of OT students

Optometry Prof T.A. Rasengane – Head of Department (051-4052680)

Mr Nashua Naicker – Programme Coordinator 051-4052684

- Class timetables, student contact information
- Semester & Year guide development
- Blackboard registration and related challenges
- Final examination timetabling and coordination
- Identification of students with academic challenges'

Physiotherapy Dr Roline Barnes – Head of Department (051-4013295)

Ms Somoyne van Heerden – Programme Coordinator (051-4017896)

- Student queries and support
- Finalizing marks
- Debriefing after clinical work
- Sending of official letters or emails
- Referring students for extra support or guidance if necessary
- Practical and OSPE time tables
- Hospital visit time tables
- Student co-ordination

Exercise and Sports Sciences Prof Derik Coetzee – Head of Department (051-4012944)

Dr Marlene Opperman – Programme Coordinator (051-4012289)

#### Coordinating responsibilities:

- Coordinating the under graduate academic program for first to fourth years.
- Annual writing and coordinating of time tables
- Student queries and support
- Finalizing marks
- Inter-departmental liaison: Coordinating staff activities within the program
- Coordinating the dissemination of module guides and other department specific communication to students
- Coordination of tutors in the department
- Monitoring of students attending tutorials
- Liaison with Centre for Teaching and Learning regarding support to students

#### Selection and associated responsibilities:

- Communication of selection criteria to prospective students
- Consultation sessions regarding selection with parents and prospective students
- Aiding with relevant rule changes regarding selection policy
- Attending selection committee meetings, actively taking part in the selection process of Biokinetics

### FACULTY SPECIFIC

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- Financial problems, bursaries, loans etc.

### SCHOOL SPECIFIC

Head: School for Allied Health Professions – Prof S. van Vuuren (051-4013319)

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