

DEPARTMENT OF MARKETING MANAGEMENT (SECOND AVENUE CAMPUS AND GEORGE)

GENERAL INFORMATION FOR UNDERGRADUATE AND POSTGRADUATE STUDENTS OF MARKETING MANAGEMENT

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1 GENERAL

The purpose of this information booklet is to provide new and existing students of Marketing Management with specific information and guidelines regarding their studies. Please note that all Marketing Management classes are presented in English.

The staff of the Department of Marketing Management undertake to do everything in their power to assist you in completing your studies successfully. You should not hesitate to consult the lecturer concerned when you experience problems, uncertainties and the like with your studies. Consultation hours are indicated on each lecturer's office door. Please adhere strictly to these hours, or make specific appointments. The office telephone number and email address of each lecturer is listed in this guide so there is no reason why you cannot contact your lecturer for assistance. Further information can be obtained on the department's website which can be found at http://www.mandela.ac.za.

2 STAFF

(SECOND AVENUE)

Dr Marlé van Eyk – Head of Department

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Telephone : 041–5043810

E-Mail : Marle.VanEyk@mandela.ac.za

Main tasks and area of teaching

- Academic and administrative management of the department. All problems, complaints and the like which you cannot sort out with the lecturer concerned may be discussed with Dr Van Eyk
- Marketing 4 (BEM4130 and BEM4140)
- Services Marketing (EBMM402)
- Supervision of Master of Commerce: Marketing (Research) (BBH500) and Doctor of Philosophy: Marketing (Research) (BBH600)

Prof Laetitia Radder – Emeritus Professor

E-mail : Laetitia.Radder@mandela.ac.za

Area of teaching

 Supervision of Master of Commerce: Marketing (Research) (BBH500) and Doctor of Philosophy: Marketing (Research) (BBH600) Mrs Renee Ferreira

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Area of teaching

Small Business Marketing (BBH3332/BBH3012/BET3222)

Customer Relationship Management (BCB3001/BCB3300/BCB3301)

Business Research Principles (EBAD421)

Personal Selling (BPS2001/BPS2211)

Mrs Tania Shrosbree

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Area of teaching

Consumer Behaviour (BCB3010/BCB3330/BCB3332)

Sales Management (BVB2000/BVB2001/BVB2220/BVB2221)

Mrs Altouise Jonas

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Area of teaching

• Public Relations (BMR2002/BMR2112)

Mr Andrew Marriott

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Area of teaching

• Introduction to Marketing (BBH1101/BBH1021)

Marketing II (BBH2000/BBH2230/BBH2220)

Dr Felix Amoah

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Area of teaching

Advertising and Sales Promotion

(BRL1000/BRL1011/BRL1120/BRL1121)

Applied Marketing IV (BTB4110)

Business Research Principles (EBAD421)

• Supervision of Master of Commerce: Marketing (Research) (BBH500)

and Doctor of Philosophy: Marketing (Research) (BBH600)

Mr Danie Ferreira

Office : 171

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Area of teaching

Introduction to Marketing - Augmented (BMF11X1)

Fundamentals of Marketing (BBH1011)

International Marketing

(BBH3011/BBH3201/BBH3211/BBH3001/BET3211)

Strategic Marketing (EBMM411)

Dr Ignis McLaren

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Area of teaching

Advanced Marketing Finance (BFE4110)

Mrs Romella Pather – Administrative Assistant

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Ms Fundiswa Ngubo – Faculty Administrator

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GEORGE CAMPUS

Mr Vincent Hau-Yoon

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Area of teaching

Marketing II (BBH2530/BBH2000)

- Customer Relationship Management (BCB3540/BCB3000)
- Small Business Marketing (BBH3512/BBH3012)
- Services Marketing (EBMM402)
- Strategic Marketing (EBMM411)

Dr Adele Potgieter

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Area of teaching

- Introduction to Marketing (BBH1501/BBH1021)
- Advertising and Sales Promotion (BRL1520/BPS2001)
- Sales Management (BVB2520/BVB2000)
- Business Research Principles (EBAD421)
- Applied Marketing IV (BTB4110)

Mr Carlo Swiegelaar

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Area of teaching

- Introduction to Marketing Extended (BMF11X1/BBH11X1)
- Fundamentals of Marketing (BBH1011)
- Public Relations (BMR2512/BMR2002)

Mr Jan van der Berg

E-mail : Jan.vanderBerg@mandela.ac.za **Telephone** : 044 - 801 5014 or 072 723 6999

Area of teaching

International Marketing (BBH3511/BBH3011)

Ms Joan-Marlé Steenkamp

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Telephone : 082 781 8461

Area of teaching

Personal Selling (BPS2511/BPS2001)

Ms Charlene Cupido – Administrative Assistant

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3 TIMETABLE AND VENUES

You will be provided with a timetable on the day of registration. On it is reflected the venue and the subject code. All lectures are offered on the Second Avenue Campus or George Campus, unless you are specifically informed of other arrangements.

4 PRESCRIBED BOOKS

You will find the prescribed book list for the generic first year modules in Annexure A on page 13 of this booklet.

The prescribed booklist for 2nd and 3rd year can be found in Annexure B on page 15 and for the Advanced Diploma in Business Studies: Marketing Management in Annexure C on page 16.

5 GENERAL LEARNING OUTCOMES

Module guides will be provided to all students at the beginning of each module, containing mark compilation, lecture schedules and assessments for the module.

Students should study the relevant sections in the prescribed textbooks thoroughly **before** the work is dealt with in class. Fruitful class discussions and the success of your studies will depend to a large degree on whether you **have prepared in advance**.

6 CLASS ATTENDANCE, CLASS PERFORMANCE, EVALUATIONS AND CALCULATION OF FINAL MARKS

The Department of Marketing Management is aware that some students adopt a reckless attitude with regard to class attendance and the completion/submission of class evaluations. We would like to draw your attention to the following guidelines.

- (i) NELSON MANDELA UNIVERSITY is a residential university, and class attendance and participation in class activities are compulsory. (Refer to the NELSON MANDELA UNIVERSITY Prospectus 2018 Attendance Requirements).
- (ii) Opportunities are provided for students to participate in class evaluations, assignments and tests. Notice of these activities is given well in advance, usually in the module guide. Students therefore cannot claim that they were unaware of, or had insufficient time to prepare, as an excuse for unsatisfactory performance. (Refer to the NELSON MANDELA UNIVERSITY Prospectus 2018 Assessment).

(iii) Tests, as well as a number of continuous class evaluations, are scheduled for each module. Any clashes should be reported to the lecturer concerned no more than three weeks after the start of the module.

(iv) Departmental class evaluation policy

Every lecturer chooses his/her own evaluation schedule with the proviso that each module is evaluated by at least one **written** assignment and that the module mark compilation is clearly stipulated in the module guide.

All errors and omissions with regard to marks of tests, assignments and class marks are to be reported to the lecturer concerned within one week of being made available to the students.

(v) Illness during evaluations

Should a student be ill during <u>any</u> of the scheduled evaluations, such a student has to submit (within **a week** of the scheduled evaluation date) a duly completed medical certificate completed by a medical doctor on the prescribed University form. The medical certificate must contain the telephone number of the medical doctor. All certificates will be telephonically verified. Special consideration will only be granted for genuine illnesses. (Refer to the NELSON MANDELA UNIVERSITY Prospectus 2018 - Assessment).

No additional evaluations will be granted:

- if a medical doctor suggests in writing that he/she is unconvinced about the seriousness of the illness or whether it could have influenced the student's preparation;
- should the student visit the doctor <u>after</u> the examination or test has been written;
- to students suffering from symptoms such as a headache, sore throat, tension, coughing etc., even if a medical certificate is lodged; and
- in cases of illness related to family members, friends or pets.

(vi) Organised sport / work commitments

Leave of absence for sport is granted only for approved South African Universities' activities and for participation at first class, provincial, as well as national or international level on the strength of satisfactory documentary evidence from the president/secretary of the relevant sporting body.

Absence due to work commitments will be dealt with on the merits of each individual case and will under no circumstances be considered without documentary evidence from a superior on a company letterhead.

Arrangements with regard to these two types of absences must be made well in advance, preferably at least two weeks before the evaluation that will be missed. Absence due to sporting and work commitments will be dealt with by the relevant lecturer on the same basis as absence for medical reasons.

(vii) Calculation of class marks

The composition of the class mark for each module is at the discretion of the relevant lecturer and will be detailed in the module guide. Class marks are comprised of marks earned during the semester / year for such evaluations as tests, assignments, class presentations and/or projects.

All candidates for all modules must obtain a minimum class mark of 40% as due performance before he/she will be allowed to sit for an examination.

(viii) Calculation of final mark

The calculation of the final mark is as follows:

Class mark 40% Examination mark 60%

The above calculation implies that the continuous performance throughout the module (thus the class mark) will count almost half of the final mark. To put it in a different way, the work during the module counts 40% and the examination 60% when calculating the final mark. This illustrates why it is so important that you should perform throughout the module. For example, if you sit the examination with a class mark of only 40%, you would need 57% in the examination to pass the module. It would take an enormous leap in effort to improve your performance by 42.5% on the entire syllabus when you have shown that you are unable to pass evaluations on smaller sections of the work. Conversely, if you sit the examination with a class mark of 65% you would need only 40% in the examination to pass the module. In the examination a subminimum performance (examination mark) of 40% must be achieved to pass the module. (Refer to the NELSON MANDELA UNIVERSITY Prospectus 2018 - Assessment).

7 ASSIGNMENTS

The assignment topics are usually announced during the first contact lecture of each module and appear in the module guide. Should a student be dishonest by copying a fellow student's assignment or one of their own previous assignments or copy from any other electronic or written source, in part or whole, such a case will be reported to the disciplinary committee of NELSON MANDELA UNIVERSITY.

The assignment must be handed in on the prescribed date in accordance with instructions handed out in class. Five percent per day will be subtracted if an assignment is handed in late, with the proviso that an assignment submitted more than three days late cannot be awarded more than 50%. However, the 5% will continue accumulating. Thus an assignment worth 65%, handed in three days late would earn 50%, five days late 40% and a week late 30%.

A separate information document dealing with the planning and completion of assignments will be provided in order to successfully complete your assignments.

8 POLICY: GRANTING OF SUPPLEMENTARY EXAMINATIONS

Supplementary examinations will be granted to students who have:

- attempted and failed the original final assessment; and
- obtained a final mark of between 45% and 49%.
 (Refer to the NELSON MANDELA UNIVERSITY Prospectus 2018 Assessment).

Supplementary examinations in Marketing Management follow the same format as the original final assessment. The onus is on the student to ascertain whether he/she qualifies for a re-examination and when these are scheduled.

9 ADMISSION REQUIREMENTS FOR SECOND AND THIRD YEAR MODULES IN MARKETING MANAGEMENT

Credits will be obtained for all modules which are passed. Despite this, a student may be refused full time registration in the next year based on poor performance. In order to be readmitted to a programme, a student needs to have accumulated a minimum number of credits at the end of each year of study. See page 14 in the 2018 Faculty of Business and Economic Sciences prospectus for the credits required after each year of study to ensure readmission.

The following subjects cannot be attempted before the prerequisite subjects have been passed:

MODULE

Marketing II International Marketing Small Business Marketing

PREREQUISITE

Introduction to Marketing Marketing II Marketing II Customer Relationship Management Public Relations & Personal Selling

10 ADMISSION REQUIREMENTS ADVANCED DIPLOMA IN BUSINESS STUDIES: MARKETING MANAGEMENT

A prospective student will be considered for admission to the Advanced Diploma in Business Studies: Marketing Management if he/she is in possession of a National Diploma Marketing or equivalent qualification, or has been granted status in accordance with Nelson Mandela University regulations.

A prospective Advanced Diploma in Business Studies: Marketing Management student will have to obtain a minimum of 60% average for all three of his or her major third year modules. This means that a student might obtain for example 50% in one of the major third year modules, but will then have to obtain 70% in another major third year module, in order to qualify for an average of 60% for the three major third year modules. The three modules that are considered in the calculation of the average are:

Marketing III (the average of the marks for BBH3211 - International Marketing and BBH3332 - Small Business Marketing)

BCB3300 - Customer Relationship Management

BCB3330 - Consumer Behaviour

PLEASE NOTE THAT A MINIMUM OF TEN STUDENTS IS NEEDED TO OFFER THE ADVANCED DIPLOMA IN BUSINESS STUDIES: MARKETING MANAGEMENT ON EITHER THE PORT ELIZABETH OR GEORGE CAMPUS.

STUDENT CODE OF CONDUCT 11

In the interests of promoting learning within the Department of Marketing Management, the following code of conduct should be the standard toward which students strive.

- Ethical conduct: students should not engage in theft, dishonesty, producing fraudulent doctor's notes, etc.
- Respect: students should treat their lecturers and fellow students with

- respect at all times. Remember, the way you dress also reflects your respect for your body and those who look at you.
- Commitment: students should be committed to their work.
- Set a good example: refrain from littering, damaging property, crude language, etc.
- Promote the image of the NELSON MANDELA UNIVERSITY and the Department of Marketing Management: students should at all times be loyal to their university as well as to the Department of Marketing Management.

HOW TO SURVIVE THE 1ST YEAR

10 rules that you should follow to make the best of your time at varsity:



Annexure A First Year Prescribed Book List National Diploma in Marketing

Module	Module Code	Semester	Credit Value	Prerequisite	Prescribed Textbook *
Introduction to Microeconomics	ECO1001 / BED1201	Semester 1	12	None	Mohr, P. 2015. Economics for South African students. 5 th edition. Pretoria: Van Schaik. ISBN: 978 0 627 03342 1 Recommended dictionary for Xhosa-speaking students Dyubhele, N., Guzana, Z., Duze, N. and Mkonto, B. 2007. Isigama Sezoqoqosho / Economic terms and concepts made simple. 1st edition. Pretoria: Van Schaik. ISBN: 9780627027215
Introduction to Macroeconomics	ECO1002 / BED1202	Semester 2	12	Students should preferably have taken BED1201 before registering for BED1202	Mohr, P. 2015. Economics for South African students. 5th edition. Pretoria: Van Schaik. ISBN: 978 0 627 03342 1 Recommended dictionary for Xhosa-speaking students Dyubhele, N., Guzana, Z., Duze, N. and Mkonto, B. 2007. Isigama Sezoqoqosho / Economic terms and concepts made simple. 1st edition. Pretoria: Van Schaik. ISBN: 9780627027215
Introduction to Management	BMM1001/ BMM1101	Semester 1	12	None	Van Aardt, I., Hewitt, M., Bendeman, H., Bezuidenhout, S. and Janse van Rensburg, L. 2014. Entrepreneurship and new venture management. 5th edition. Cape Town: Oxford. ISBN: 978 019 9054022
Introduction to Marketing	BBH1021 / BBH1101	Semester 1	12	None	Kotler, P., Armstrong, G., and Tait, M. 2016. Principles of Marketing: Global and Southern African Perspectives. 2nd edition. Cape Town: Pearson. ISBN: 9781775789499 (also available as an E-book from https://shop.pearson.co.za/9781776102372)
Introduction to Logistics	BLG1012 / BLG1102	Semester 2	12	None	Horn, G., Badenhorst-Weiss, H., Cook, G., Heckroodt, S., Howell, J., Phume, T.B., Strydom, J. Supply chain management: A logistics approach. 1st edition. Cape Town: Oxford. ISBN: 978 019 905 3551
Introduction to Tourism	TOU1002 / BTO1102	Semester 2	12	None	George, R., Barben, T., Chivaka, R., Jansen van Vuuren, M., Knott, B., Lehmann, S., Mulder, M., Nel, J., Nieuwenhuizen, C., Saunders, C., Swart, K., van der Watt, H. & van Zyl, C. 2016. Managing Tourism in South Africa. 2nd edition. Cape Town: Oxford. ISBN: 9780199075874
End-user Computing	ITV1001 / BEU1011 BEU1012	Semester 1 OR Semester 2	12	None	No textbook required – notes are provided. Free up-to-date book material from Microsoft will be placed on an accessible drive.
Communication in English A	LKH1000 / BKH1120	Year	24	None	Cleary, S. (ed). 2014. Communication: A Hands-on Approach. 2 nd edition. Kenwyn: Juta. ISBN: 9780702197970
Business Accounting	RBA1002 / BFC1300	Semester 2	12	None	No textbook required – notes are provided.

^{*}Students should consult with their lecturers to confirm the accuracy of the information below. The two bookstores, namely Rehab and Van Schaiks, may also be able to assist in this regard.

Prescribed Book List for Diploma in Marketing (Extended)

Module	Module Code	Semester	Credit Value	Prescribed Textbook *	Year of study
Introduction to Marketing (Augmented)	BBH11X1 / BMF11X1	Semester 1	12	Kotler, P., Armstrong, G., and Tait, M. 2016. <u>Principles of Marketing: Global and Southern</u> <u>African Perspectives</u> . 2 nd edition. Cape Town: Pearson. ISBN: 9781775789499 (also available as an E-book from https://shop.pearson.co.za/9781776102372)	2 nd year

<u>Prescribed Book List for</u> <u>Higher Certificate in Business Studies</u>

Module	Module Code	Semester	Credit Value	Prescribed Textbook *	Year of study
Fundamentals of Marketing	BBH1011	Semester 2	12	Kotler, P., Armstrong, G., and Tait, M. 2016. <u>Principles of Marketing: Global and Southern</u> <u>African Perspectives</u> . 2 nd edition. Cape Town: Pearson. ISBN: 9781775789499 (also available as an E-book from https://shop.pearson.co.za/9781776102372)	1 st year

^{*} Students should consult with their lecturers to confirm the accuracy of the information below. The two bookstores, namely Rehab and Van Schaiks, may also be able to assist in this regard.

ANNEXURE B Second to Third Year Prescribed Book List National Diploma in Marketing

Second Year	Presented	Module Code	Textbook				
Compulsory modules:	Compulsory modules:						
Marketing II	Year	BBH2000	Principles of Marketing: Global and Southern African Perspectives Kotler & Armstrong - 2nd EDITION (ISBN: 978-1-775-78949-9) Publisher: Pearson				
Public Relations	Semester 2	BMR2002	Handbook of Public Relations. Skinner, Mersham & Benecke - 11th EDITION (ISBN: 9780190412012) Publisher: Oxford				
Personal Selling I	Semester 1	BPS2001	Sell - Trust based professional selling. 5th EDITION (ISBN: 13:978-1-305-66209-4) Publisher: Cengage				
Sales Management	Year	BVB2000	Sales Management. Antonie Drotsky (ISBN: 9781485102212) Publisher: Juta				
Commercial Law: General Principles of Contract	Semester 1	JHT1221	(PRECRIBED TEXTBOOK WILL BE CONFIRMED IN 1ST LECTURE)				
Commercial Law: Specific Contracts	Semester 2	JHT1222	(PRECRIBED TEXTBOOK WILL BE CONFIRMED IN 1ST LECTURE)				
Financial Accounting	Semester 1	RFC1001	(PRECRIBED TEXTBOOK WILL BE CONFIRMED IN 1ST LECTURE)				
	Presented	Module Code	Textbook				
Third Year							
Compulsory modules:							
International Marketing	Semester 1	BBH3011	International Marketing Strategy – Analysis, Development And Implementation. Isobel Doole, Robin Lowe & Alexandra Kenyon - 7 th EDITION (ISBN: 978-1-4737-2370-2) Publisher: Cengage				
Small Business Marketing	Semester 2	BBH3012	2018 2 nd Semester - Not decided on yet				
Customer Relationship Management	Year	BCB3000	Relationship marketing and customer relationship management. Berndt & Tait (ISBN: 978-48510-264-9) Publisher: Juta				
Consumer Behaviour	Year	BCB3010	Global and Southern African Perspectives Consumer Behaviour. L Schiffman and L Kanuk (ISBN: 9781775785033) Publisher: Pearson				
Advertising and Sales Promotion I	Year	BRL1000	Advertising, Promotion, and Other Aspects of Integrated Marketing Communications: South African Edition. Shimp, T. A. & Andrews, J. C (ISBN: 9781408093566) Publisher: Cengage				

ANNEXURE C <u>Fourth Year Prescribed Book List</u> <u>Advanced Diploma in Business Studies: Marketing Management</u>

Fulltime-time	Presented	Module Code	Textbook
Compulsory modules:			
Financial Management	Semester 1	EBAD401	(SERVICE SUBJECT – TO BE CONFIRMED IN 1ST LECTURE)
Business Research Principles	Semester 1	EBAD421	NOTES WILL BE SOLD TO STUDENTS
Strategic Marketing	Semester 1	EBMM411	Venter, P. & Jansen van Rensburg, M. 2014. Strategic Marketing: Theory and Application for Competitive Advantage. 2 nd Ed. Oxford.
Services Management	Semester 1	EBMM402	Boshoff, C. 2016. Services Marketing: A Contemporary Approach. 2nd Ed. Juta.
Strategic Management	Semester 2	EBAD402	(PRECRIBED TEXTBOOK WILL BE CONFIRMED IN 1ST LECTURE)
Principles of Corporate Citizenship	Semester 2	EBAD411	(PRECRIBED TEXTBOOK WILL BE CONFIRMED IN 1ST LECTURE)
Employment Relations	Semester 2	EBHR414	(PRECRIBED TEXTBOOK WILL BE CONFIRMED IN 1ST LECTURE)
Marketing Management Project	Semester 2	EBMM412	(PRECRIBED TEXTBOOK WILL BE CONFIRMED IN 1ST LECTURE)

ANNEXURE D



ACADEMIC CALENDAR: 2018

LECTURE BLOCKS

First teaching block: Monday 5 February – Friday 23 March (34 days)

Second teaching block: Monday 26 March – Thursday 24 May (35 days)

Third teaching block: Monday 16 July – Friday 31 August (34 days)

Fourth teaching block: Monday 3 September – Friday 26 October (34 days)

NORMAL EXAMINATION PERIODS

First Semester: Monday 28 May – Friday 15 June (17 days)

Second Semester: Wednesday 31 October – Tuesday 20 November (18 days)

RE-EXAMINATION PERIODS

First Semester: Thursday 11 January – Friday 19 January

Second Semester: Monday 9 July – Friday 13 July

Wednesday 5 December – Friday 7 December (Pilot for Undergraduate Diplomas and Certificates)

NOTE:

In the event of exams being disrupted, the University reserves the prerogative to extend the exam period for a reasonable time beyond the planned end of exams.

GRADUATION CEREMONIES

Autumn graduation

Friday 13 April (George)

Tuesday 17 April – Thursday 26 April (Port Elizabeth)

Summer graduation

Wednesday 12 December - Friday 14 December

STUDENT RECESS PERIODS

Friday 30 March – Sunday 8 April Saturday 16 June – Sunday 15 July Saturday 29 September – Sunday 7 October Wednesday 21 November – Monday 31 December

* University re-opens: Wednesday, 3 January 2018

PUBLIC AND UNIVERSITY HOLIDAYS 2018

Semester 1	Mon	1 January	New Year's Day
	Wed	21 March	Human Rights Day
	Fri	30 March	Good Friday
	Mon	2 April	Family Day
	Fri	27 April	Freedom Day
	Mon	30 April	University Holiday
	Tues	1 May	Workers' Day
	Sat	16 June	Youth Day
Semester 2	Thurs	09 August	National Women's Day
	Mon	24 September	Heritage Day
	Sun	16 December	Day of Reconciliation
	Tues	25 December	Christmas Day
	Wed	26 December	Day of Goodwill