

Policy on Service Providers

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1. PURPOSE

1.1 Background

At the University of Pretoria (UP), service providers serve the student community through the provision of opportunities for entertainment, sport, cultural and social activities as well as through the provision of information. Service providers also offer students the opportunity to experience student life while developing their leadership skills.

The various service providers at UP are:

- *Perdeby*, the official student newspaper
- TuksFM, the campus radio station
- TuksRag (“Reach out and give”), that is responsible for fundraising and community service projects
- Student Culture (Stuku), that is responsible for organising cultural events and activities
- Student Sport, that is responsible for organising student sport leagues and events.

1.2 Aim of the policy

The objectives of the policy are to:

- govern the participation of students in UP activities that are organised by service providers and in this way give them the opportunity to develop by means of active participation;
- improve the relationship between students and the various other sections of UP and, particularly, foster co-operation between service providers and students in residences, day houses and faculty houses;
- contribute to good governance by service providers within the student governance structure;
- ensure compliance with statutory provisions, where applicable, and with all relevant UP policies;
- meet the requirements for external accreditation by professional bodies, where applicable; and
- regulate the activities of service providers within the UP value framework.

2. ORGANISATIONAL SCOPE

This is a university wide policy which applies to all students and student committees that participate in the activities of the service providers.



This policy shall be of relevance to the Department of Student Affairs, the Department of Residence Affairs and Accommodation, all organised student life structures, which include the SRC, the service providers, student societies, faculty houses, day houses and residence students.

3. POLICY STATEMENT

3.1 Underlying principles

All aspects of organised student life, which includes service providers and their activities, must be aligned with the vision and mission of the UP, and be based on the following values:

- Respect
- Integrity
- Accountability
- Fairness
- Commitment
- Excellence
- Institutional pride
- Relevance
- Inclusivity

3.2 Policy guidelines

3.2.1 The functioning of service providers is regulated by the Constitution for Student Governance and, specifically, Chapter 9 of the Constitution.

3.2.2 All service providers fall under the jurisdiction of the Student Representative Council (SRC) and form part of the Service Provider Sub-Council. Statutory service providers (TuksFM, *Perdeby* and TuksRag) have a semi-autonomous status in relation to the SRC.

3.2.3 Service providers act in accordance with their own SRC approved constitutions as well as the Constitution for Student Governance and must submit planned programmes of action at the beginning of their terms of office.

3.2.4 With regard to their services to the student community, service providers are accountable to the SRC, while, with regard to their financial and business management activities, they function under the line management of the Dean of Students.¹ The various service providers submit their budgets to the Dean of Students, who submits these budgets as part of the broader University budget during the annual budgetary process.

3.2.5 Service Providers are staffed by student volunteers and must function through a staff manager and student committees. The University Council and/or the Executive of the University have the power to appoint and mandate persons to conduct the financial and operational management of a Service Provider on behalf of the University. Such a person who acts as operational manager is accountable to the relevant line manager as indicated in the terms of his/her appointment.

¹ In this document and its appendices the reference to Dean of Students could also apply to the Director: Student Affairs as designated by the Vice-Chancellor and Principal.

- 3.2.6 As substructures of the SRC at the University of Pretoria the main aim of service providers is to strike a balance between academic development programmes and the social development of students.
- 3.2.7 Service providers must develop standardised processes with regard to management, financial practice and operational aspects.
- 3.2.7 To achieve their objectives, service providers must therefore:
- Be cost effective
 - Be accessible to all students and/or student groups
 - Offer programmes that are relevant and accessible to all student structures, subject to a cap placed on the number of activities organised by service providers per semester
 - Promote responsible behaviour, inter alia, regarding the use of alcohol
 - Communicate effectively with other student organisations and facilitate residence and day-house related cultural and sports activities
 - Ensure regular development and review of all relevant policies, and benchmark these against comparable policies of other universities
 - Encourage diversity by including it as an important criterion to qualify for participation in events and competitions.

4. DEFINITIONS/ABBREVIATIONS

Academic complaint:	A complaint relating to anything that pertains to formal academic programmes and courses.
Academic staff:	Full-time and part-time lecturers at UP.
Class representative:	An elected or appointed student representing a class, subject, year group or language group in a specific field of study as a voluntary leader.
Communication channel:	Official complaints protocol prescribed by UP to assist students in resolving academic or non-academic complaints effectively.
Constitution for Student Governance:	The Constitution for Student Governance is intended to reflect the principles and values of the Constitution of the Republic of South Africa, the Higher Education Act 101 of 1997, as well as the vision, mission and strategic plan of the University. The purpose of the Constitution is to provide structure and procedures for student governance at UP.
Constitutional Tribunal:	The Constitutional Tribunal (formerly known as the Student Court) is the judicial arm of student governance at UP.
Day house:	An official student structure that serves as a vehicle for day students to participate actively in student life activities.
Day house guardian:	A permanent, full-time academic member of staff appointed by the DSA in consultation with the house committee.
Day student:	A registered student who lives in accommodation other than an officially recognised UP residence.
DSA:	The Department of Student Affairs which includes the Office of the Dean of Students, the Student Development Division and the Student Support Division.
Executive Committee:	The student committee that is responsible for the day-to-day management of each of the Student Service Providers.
Faculties:	There are nine faculties at UP: Faculty of Economic and Management Sciences; Faculty of Education; Faculty of Engineering, Built Environment and Information Technology; Faculty of Health Sciences; Faculty of Humanities; Faculty of Law; Faculty of Natural and Agricultural Sciences; Faculty of Theology; and Faculty of Veterinary Science.

Faculty house:	An official student structure which is organised along faculty lines to which all registered students belong by default.
Faculty house guardian:	A permanent, full-time academic member of staff appointed by the faculty to serve as a voluntary advisor to the faculty house committee.
House committee:	The student committee that is responsible for the day-to-day management of the faculty house, day house or residence.
Non-academic complaint:	A complaint relating to anything that occurs outside the classroom at UP.
Organised Student Life Structures:	Structures that are officially recognised by UP via the SRC.
Perdeby:	Official student newspaper (Service Provider).
Residence student:	A student who lives in an official residence of UP.
Service providers:	Official student substructures which form part of the DSA and which provide specific services to the student community, namely <i>Perdeby</i> , TuksFM, StudentSport, Student Culture and TuksRag.
Societies:	Society means any organised student society at UP of an academic, social, political, cultural, religious or whatever other nature, including subdivisions or departments of faculties, but excluding day houses and faculty houses.
SP:	The Student Parliament, which is elected on a constituency basis and is the representative body to which the SRC is accountable.
SRC:	The Student Representative Council is the executive body responsible for the day to day governing of student affairs and is accountable to the SP.
Student:	Any full-time or part-time student duly registered for an undergraduate or postgraduate degree or a diploma approved by Senate, but excludes a distance-education student, a student registered for subjects or programmes for non-degree purposes or a student registered for a course at the campus company Continuing Education at University of Pretoria (CE at UP).
Student Life:	Organised or officially recognised student activities which are aimed at striking a balance between a student's academic and social development.
Student Sport:	Service Provider for Student Sport (not TuksSport).
Stuku:	Service Provider for Student Culture.
Tukkiewerf:	Building in which certain offices of the DSA are based.
TuksFM:	Official student radio station (Service Provider).
TuksRag:	Service Provider for "Reach out and Give".
TuksRes:	The Department of Residence Affairs and Accommodation is a stand-alone business unit, with various management teams serving residence students.
TuksToonbank:	Division of the Department of Finance based at Tukkiewerf which offers financial services to all student organisations.
UP:	University of Pretoria.

5. ASSOCIATED DOCUMENTS

5.1 Governing documents

- Strategic Plan of the University of Pretoria
- Policy on Organised Student Life (*Rt 456/10 (amended)*)
- Constitution for Student Governance
- Constitution of the Service Providers Sub-Council

5.2 Related documents

- Policy on Student Leadership Development and Training (*Rt 461/10 (amended)*)

6. APPENDICES

None.

7. RESPONSIBILITY FOR IMPLEMENTATION

The Dean of Students.

8. POLICY LIFE CYCLE

The policy may be reviewed every two years or as the need arises.

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